

Part 7.4a

Bureau of Reclamation Concessions Review Program

This section of the prospectus consists of Reclamation Concession Management Guidelines Chapter 8 and outlines the Concession Review Program (Evaluations) that will be administered at Lake Berryessa. This is the process that is prescribed for all concession operations within Reclamation and it applies in all areas and not just at Lake Berryessa.

This Appendix 7.4a provides an overview of the Concession Review Program from the Reclamation Concession Management Guidelines. Along with the Concession Laws, Regulations and Policy provided from the PART 7.4b these two appendices provide all the direction on how Reclamation administers the ‘Concessions Review Program’.

The full Reclamation Concession Management Guidelines can be found at the following website: <http://www.usbr.gov/recreation/publications/RCMG.pdf>.

Chapter 8 – Concessions Review Program

A. Concessions Review Program

1. Overview

The primary goal of the Concessions Review Program is to ensure that concessionaires provide safe, sanitary, and high quality visitor services and facilities. The Concessions Review Program comprises four separate evaluations: (1) operation and facilities evaluation, (2) inspection by public health service or other qualified personnel, (3) safety and environmental evaluation, and (4) contract compliance evaluation.

Inspection responsibilities are allocated between local and non-local Bureau of Reclamation (Reclamation) staff and public health inspectors to capitalize on the respective skills and objectivity of each set of reviewers and, therefore, to conduct the most accurate and efficient evaluations possible. Local Reclamation reviewers, because of their familiarity with the concession operation, are well-suited to conduct the highly detailed operation and facilities evaluation. Nonlocal reviewers, because they, presumably, do not feel pressure to maintain positive relationships with concessionaires, can more effectively enforce the correction of deficiencies and provide objective overall evaluations. In addition, reviewers normally have specialized training in conducting the safety and environmental evaluation and the contract compliance evaluation. The public health service inspection, because it requires the technical expertise of a trained sanitarian, will be conducted by a public health service representative.

The operation and facilities evaluation will be conducted semiannually by staff from the local area office. External inspections will be conducted by non-local, or external, staff at least once, midterm, for contracts with a term of 5 years or less, and every 5 years for contracts longer than 5 years. The public health service inspections (or equivalent) will be conducted by a sanitarian. The safety and environmental evaluations will be conducted by Reclamation “reviewers,” who are staff members who have been trained to conduct such evaluations. A reviewer may be called in by the local area staff to enforce deficiency corrections during the operation and facilities review. Private contractors may also be used for technical reviews.

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The four evaluations are summarized in the following table.

Table 7.4a - 1: Concessions Review Program

Evaluation/inspection	Operation and Facilities evaluation	Public health inspection	Safety and environmental evaluation	Contract compliance evaluation
Frequency	Semiannual	Semiannual	Annual	Annual

The evaluation rating year begins no later than October 1 and ends no later than September 30. This 12-month period will allow concessionaires' operation and facility evaluations to be coordinated Reclamation-wide. It also allows the area office 6 weeks to finalize and transmit reports to the regional office by November 15. The regions should then have 1 month to review the reports and submit necessary documents to the Director of Operations and the Office of Program and Policy Services by December 15 if issues warrant a higher level of notification. The Recreation Use Data Report should also be updated by December 15 of each year.

This presentation describes the concessionaire evaluations and outlines instructions for conducting each of the four evaluations. The final section of this discussion, section F. 1. Summary of Reports, lists the evaluations. Appendix A contains evaluation forms for each of the evaluations.

B. Operation and Facilities Evaluation

1. Overview

The operation and facilities evaluation provides a systematic method of determining the quality, safety, and sanitation of visitor services on a semiannual basis using established standards. This evaluation will be conducted twice yearly by the local area staff. The evaluation will be based on the operating standards for the concession operation, as defined in the concession contract for that operation. One of the evaluations must be conducted during the peak season.

The standards established for each type of facility or service (operation) are composed of distinct elements that are pertinent to satisfactory performance. These elements are classified first priority (A), second priority (B), and third priority (C), based on the degree of importance to the well-being and enjoyment of a visitor or employee.

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2. Instructions for Conducting Operations and Facilities Evaluation

- a. A local staff member is designated as the “local reviewer” by the area manager. This individual will be responsible for conducting the onsite evaluation of the concession and assigning the rating. The area manager may assign more than one person to conduct the evaluation.
- b. The local reviewer should have a copy of the current concession contract for the concession operation under review. The Operating Plan (exhibit G, subchapter 2-8) contains the operating standards that govern the concession operation. The Operating Plan, chapter 7, contains the full text of all operating standards. Not all standards will be applicable to every concession operation. In preparing the concession contract for a concession, the preparer chooses appropriate operating standards to include in the concession contract language. The concessionaire will be evaluated only in compliance with the standards that are included in the concession contract.
- c. Before beginning the evaluation, the local reviewer should prepare blank copies of several forms. All forms can be found in appendix B of this chapter. The local reviewer will need standard 10-629, the comprehensive operation and facilities evaluation report. The local reviewer will record the scores for each individual element on this form. The final rating for the operation and facilities evaluation will also be recorded here. In addition to standard 10-629, the local reviewer should have a copy of the operation and facilities evaluation report for each operating standard (appendix A) that will be a part of the evaluation. The operation and facilities reports for individual standards are 10-603 through 10-625.
- d. The local reviewer should compare the operation and facilities evaluation report form for each standard with the standard included in the concession contract. The standards may have been amended to be applicable to the concession operation and therefore may be missing certain elements that are listed on the standard operation and facilities evaluation report form. The local reviewer should circle the element numbers on the operation and facilities evaluation report form that are included in the concession contract and will compose the focus of the review. The local reviewer should perform a similar task for 10-629. Standard 10-629 lists all standards of operation; however, because the concessionaire will be evaluated on only those standards that are included in the concession contract, the

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local reviewer should note on 10-629 which standards will be used in the evaluation.

- e. Formal evaluations are generally to be performed with only a short notification window (e.g., 24 hours). Limited prior notice, to ensure that the concessionaire or a representative will be available, is advisable. When making operational evaluations of facilities housing several activities (e.g., overnight accommodations, merchandising, and food service), the general standard elements (usually those under the heading of facility exterior and facility interior) that are applicable to all activities should be evaluated in only one of the evaluation reports. However, there should be appropriate cross-referencing notations made on the other reports. For example, a building that houses a restaurant and gift shop is inspected and found deficient in external maintenance. That deficiency should be recorded only on the evaluation for one of the activities—either the restaurant or the gift shop. The concessionaire should not be penalized twice for the same deficiency. The same reporting procedure is to be followed on all subsequent operational evaluations.
- f. Informal “walk through” evaluations can and should be conducted at any time without notification. If the informal evaluation is in a public area, no concessionaire representative is necessary. If the informal evaluation is in nonpublic areas, (e.g., kitchens, maintenance areas, or offices) there is a need to at least notify the concessionaire who may choose to have a representative present. Deficiencies found during an “informal evaluation” may become a part of a formal evaluation if the deficiencies are serious enough or if repetitions of earlier deficiencies are already noted. Generally, deficiencies noted on an “informal” inspection should be provided in writing to the concessionaire as a courtesy. These deficiencies need not become a part of the formal evaluation score.
- g. At the start of the operation and facilities evaluation, the local reviewer should enter, in the spaces provided on the operation and facilities evaluation report, all identifying data such as the concessionaire’s name and type of facility or service.
- h. During the onsite evaluation, all deviations from the guidelines for each applicable element should be described in appropriate detail under the “Evaluation Observations” portion of the operation and facilities evaluation report using the supplemental operation and facilities evaluation report, if

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needed. A review should then be made of all such deviations to determine which are meaningful deviations. A meaningful deviation could be a relatively small departure from the established standard, but it is frequent enough to indicate a general pattern of occurrence and, when taken together with other deviations, represents a significant deviation. A meaningful deviation need only be a one-time occurrence if it is a significant deviation. For example, it would not be meaningful to find a bulb burnt out in a lamp in just one of eight motel rooms. Bulbs out in several rooms would be a meaningful deviation. If the deviation is considered meaningful, a check should be placed after the appropriate numbered element in the appropriate evaluation report, Appendix B. If it is not meaningful, the remarks should remain in the evaluation report as a future reminder for the concessionaire and the local reviewer, but should not be counted as a deficiency.

- i. The total number of A, B, and C criteria found deficient in a single facility should then be calculated and entered in the space provided at the bottom. Regardless of the number of times an element is found deficient; it should be checked and counted only once. Ratings should be determined by the number of A, B, or C elements found deficient, not by the number of occurrences under an element.
- j. If no deficiencies are found, the local reviewer should assign a final rating of satisfactory.
- k. When necessary, another reviewer should perform a followup evaluation at the end of the correction period. The purpose of this evaluation is to determine whether the deficiencies have been corrected. The reviewer should note any deficiencies that have been corrected by marking the item as corrected on the concession operations report for the appropriate standard of operation. Deficiencies that have been corrected and do not recur will not be counted when assigning the final rating.
- l. The final rating for the operation and facilities evaluation should be assigned using the comprehensive operation and facilities evaluation standard 10-629. The final rating should be based on the number of A, B, and C deficiencies present during the followup evaluation. Deficiencies that were present during the initial evaluation, but had been corrected before the followup evaluation, will not count against the concessionaire's

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final rating. The following scale should be used to assign the final rating.

- m. The reviewer should immediately notify the regional director in the case of an unsatisfactory rating.

Table 7.4a - 2: Operation and Facilities Evaluation Rating Scale

Numerical Rating	Criteria
Satisfactory	
5	Always meets standards. No first priority (A) or second priority (B) deficiencies exist. Very few, if any, third priority (C) deficiencies exist. Consistently provides outstanding visitor facilities and services.
4	Almost always meets standards. No first priority (A) deficiencies exist. Second priority (B) and minor third priority (C) deficiencies may exist.
Marginal	
3	Usually meets standards. A few First priority (A) deficiencies exist. Second priority (B) and third priority (C) deficiencies may exist.
Unsatisfactory	
2	Many major (A and B) deficiencies exist. Generally does not meet standards.
1	Fails to meet most rating criteria. Overall performance is inadequate.

C. Public Health Service Inspections (or Equivalent)

1. Overview

The primary goal for the sanitation inspections is to ensure compliance with health standards by avoiding health hazards. An effective inspection system must not only identify hazards and rate the concessionaire’s performance, but must also assign responsibility for correction and followup to ensure that some action is taken. Correcting concession operational and equipment deficiencies will be the concessionaire’s responsibility. Correcting deficiencies in Government buildings, however, may be the responsibility of Reclamation, unless the concessionaire is assigned maintenance responsibility for the Government buildings.

Onsite inspections will be performed semiannually by a representative of the U.S. Public Health Service (PHS) and will cover all food service facilities. The most current Food and Drug Administration/PHS Food Code will be the standard for inspections.

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2. Instructions for Conducting Public Health Service Inspection

- a. The area manager or delegate should make arrangements for a PHS representative to conduct an onsite inspection of the concession operation. Inspections are generally to be unannounced. However, limited prior notice may be given when necessary to ensure that the concessionaire or a representative will be available to accompany the PHS reviewer or sanitarian. Discretion should be used regarding appropriate timeframes (e.g., food service evaluations should not be conducted during busy meal periods).
- b. Upon completion of an inspection, the food sanitation inspection report (form 10-622) will be completed by the PHS representative or other sanitarian before leaving the area. All critical and noncritical code violations will be identified on the PHS inspection report. A specific explanation of the violations shall also be noted on the report.
- c. The sanitarian will discuss the report with the area concession specialist (or another concessionaire staff member assigned for the purpose) and a Reclamation representative, who will, together, identify particular violations, if any, which are the responsibility of Reclamation to correct. Reclamation deficiencies will not affect the concessionaire's rating. The area or field office representative should, at that time, also make the necessary adjustments to the report on the line immediately below the PHS rating score labeled "Public Health Rating (adjusted for Reclamation deficiencies)."
- d. The sanitarian shall designate specific target correction dates for each violation based on the severity of the code violation, using his or her professional knowledge. In the absence of such designation, and as a general rule, all violations should be assigned a correction period of 15 days following the initial sanitation inspection. The area and field office representatives should then give a copy of the adjusted report to the concessionaire and point out respective responsibilities. Where correction of an item or items requires a large monetary expenditure, all responsible parties should discuss the issues and mutually agree upon correction dates. This does not preclude modifying or discontinuing parts or all of the concessionaire's operation until the violation is corrected.
- e. A followup inspection will be performed at the end of the correction period to determine whether the deficiencies have

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been corrected. Reinspections are to be made by the person making the original inspection or, where that is not possible, by another qualified individual. The PHS representative conducting the followup inspection will note on the original inspection form which deficiencies have or have not been corrected.

- f. A final rating will be assigned based on the following scale:

Table 7.4a - 3: Public Health Service Inspection Rating Scale

Rating	Criteria
Satisfactory	No imminent health hazards. General compliance with timeframes for correction approved and directed by PHS authority. No repeat critical violations remain uncorrected.
Marginal	May have imminent health hazards. Some noncritical code violations remain uncorrected beyond correction period.
Unsatisfactory	May have imminent health hazards. Critical and noncritical code violations remain uncorrected beyond correction period

- g. The area manager should immediately notify the regional office and the Director of Operations in the case of an unsatisfactory rating for the PHS inspection.

3. Unofficial or Courtesy Inspections

The area manager or a designated, trained staff member may, from time to time, inspect for conformity with PHS standards, as a courtesy. Such inspections are to help the concessionaire maintain standards and to aid in identifying potential problems. Such inspections, while beneficial, have no official standing and may not be considered in assigning ratings. Courtesy inspections may be made using a locally designed form or the regular PHS standard, provided that, if the PHS standard is used, the word “UNOFFICIAL” is printed in large letters at the top, and the concessionaire is made aware of its courtesy purpose.

D. Safety And Environmental Evaluations

1. Overview

The safety and environmental evaluation is aimed at ensuring that safety hazards are minimized through compliance with safety standards and that strong environmental protection is achieved by the concessionaire’s operations. The safety performance standards are included in the concession contract in the “Risk Management” section. Environmental protection standards are included in the “Environmental Protection” section of the concession contract. To determine whether a concessionaire is meeting the requirements of these standards, an onsite annual evaluation

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of the concession operation will be conducted by a qualified Reclamation representative, coordinated through the area office. The concessionaire will provide Reclamation access to its records, including any annual statistical information that may be required by the area manager. The safety and environmental evaluations can be conducted by reviewers during the same onsite visit, but require a separate evaluation report.

2. Instructions for Conducting the Safety Evaluation

The Safety Evaluation is not a safety/risk management inspection but an evaluation of the required components and processes identified in the concession contract to determine if the concessionaire has established a safety program. The following are the instructions for conducting the Safety Evaluation.

- a. The reviewer should use a copy of the most current concession contract and a copy of 10-623, safety evaluation report.
- b. The reviewer should compare the risk management performance standards in the concession contract with the performance standards listed on the safety evaluation report. Some performance standards may have been omitted from the concession contract and therefore will not be used in the evaluation. The reviewer should circle the elements on the safety evaluation report that are included in the concession contract. (The full list of performance standards is included in the “Risk Management” section.)
- c. The evaluation contains six elements, each with specific standards. Each performance standard is designated either “A”, “B”, or “C”, which signifies the weight of that standard.
 - (1) First priority (A) deficiencies. – Conditions or practices that could significantly impair the health or safety of visitors or employees.
 - (2) Second priority (B) deficiencies. – Conditions or practices that could moderately impair the services essential to the health or safety of visitors or employees.
 - (3) Third priority (C) deficiencies. – Conditions or practices that could impair service essential to the health or safety of visitors or employees.
- d. The reviewer should obtain a copy of the concessionaire’s concession contract and circle the item number of each performance standard that has been identified as part of the concessionaire’s Risk Management Program. These are the items that will be evaluated.

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- e. If a meaningful deficiency is found during the evaluation, the reviewer will place a check mark after the performance standard in which the deficiency is found to exist. A “meaningful” deficiency is one that impairs a concessionaire’s ability to provide a safe and healthful environment or safe and healthful services or facilities for visitors and employees. All deficiencies require an explanation in appropriate detail in the narrative section of the evaluation report. A continuation sheet should be used if necessary.
- f. The total number of “A,” “B,” and “C” criteria found deficient should be calculated by the reviewer and then entered in the space provided at the bottom of the form. Regardless of the number of times a given performance standard is found deficient, it should be checked and counted only once. Ratings are determined by the number of “A,” “B,” or “C” standards found deficient, not by the number of occurrences under a specific performance standard.
- g. If no deficiencies are found, the reviewer should assign the final rating as satisfactory. If the reviewer finds deficiencies present in the concessionaire’s operation, the reviewer should notify the concessionaire of all deficiencies to be corrected and the time period for correction.
- h. The reviewer should perform a followup evaluation at the end of the correction period. The purpose of this evaluation is to determine whether the administrative deficiencies have been corrected. The reviewer should note any deficiencies that have been corrected by marking the item as corrected on the safety evaluation report. Deficiencies that have been corrected will not be counted when assigning the final rating if compliance has continued.
- i. The reviewer should assign the final rating upon completion of the followup evaluation. The reviewer should analyze the data and assign a numerical rating based on the rating criteria set forth below.

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Table 7.4a - 4: Safety Evaluation Rating Scale

Numerical Rating	Criteria
Satisfactory	
5	Always meets or exceeds standards. No first priority (A), second priority (B), or third priority (C) deficiencies exist. Consistently provides a safe and healthful environment for all employees and visitors.
4	Almost always meets standards. No first priority (A) deficiencies exist. No more than two second priority (B) and two third priority (C) deficiencies exist. Provides a safe and healthful environment for all employees and visitors.
Marginal	
3	Usually meets standards. No more than one first priority (A) deficiency exists. No more than three second priority (B) and three third priority (C) deficiencies exist. Meets the minimum requirements of the Risk Management Program.
Unsatisfactory	
2	Multiple major deficiencies exist. More than one first priority (A) deficiency and more than three second priority (B) deficiencies exist. Generally does not meet standards.
1	Fails to meet the minimum criteria. Overall performance is totally inadequate.

- j. To provide flexibility in documenting deficiencies in an appropriate manner, the reviewer has discretion to adjust the rating by one point. This will allow the reviewer to assess the seriousness of the situation at hand and either raise or lower the numeric rating by one point. The justification for adjusting the rating must be fully documented on the evaluation form.

3. Instructions for Environmental Evaluation

- a. The reviewer should obtain a copy of the most current concession contract and the environmental evaluation report, form 10-624.
- b. The reviewer should compare the required environmental protection standards included in the concession contract with the environmental protection standards listed on the environmental evaluation report. (The full list of environmental protection standards is included in appendix B, Standard 10-624, of the guidelines on environmental protection and pollution prevention.) The reviewer should compare the environmental evaluation report form to the standards included in the concession contract. The environmental standards in the concession contract may have been amended to be applicable to the concession operation. The reviewer should circle the item numbers on the environmental evaluation report that are also in the concession contract.
- c. The reviewer should inspect the concession operation to determine compliance with the environmental standards.

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- d. Check the line next to any standard that is found deficient.
- e. The reviewer should calculate the number of “A” and “B” standards found deficient and then assign a rating based on the scale following (h), below.
- f. If no deficiencies are found, the reviewer should assign a final rating of satisfactory. If the reviewer finds deficiencies present in the concessionaire’s operation, the reviewer should notify the concessionaire of all deficiencies to be corrected and the time period for correction.
- g. The reviewer should perform a followup evaluation at the end of the correction period. The purpose of this evaluation is to determine whether the deficiencies have been corrected. The reviewer should note any deficiencies that have been corrected by marking the item as corrected on the environmental evaluation report. Deficiencies that have been corrected will not be counted when assigning the final rating.
- h. The reviewer should assign the final rating upon completion of the followup evaluation. The reviewer should analyze the data and assign a numerical rating based on the rating criteria set forth below.

Table 7.4a - 5: Environmental Evaluation Rating Scale

Numerical rating	Criteria
Satisfactory	
5	Always meets or exceeds standards. No first priority (A) or second priority (B) deficiencies exist. Consistently provides a safe and healthful environment for all employees and visitors.
4	Almost always meets standards. No first priority (A) deficiencies exist. No more than two second priority (B) deficiencies exist. Provides a safe and healthful environment for all employees and visitors.
Marginal	
3	Usually meets standards. No more than one first priority (A) deficiency exists. No more than three second priority (B) deficiencies exist. Meets the minimum requirements of the Risk Management Program.
Unsatisfactory	
2	Many major deficiencies exist. More than one first priority (A) deficiency and more than three second priority (B) deficiencies exist. Generally does not meet standards.
1	Fails to meet the minimum standards. Overall performance is inadequate.

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4. Final Safety and Environmental Evaluation Ratings

If either the safety or environmental portion of the safety and environmental evaluation is unsatisfactory, the reviewer should notify the regional director.

E. Contract Compliance Evaluation

1. Overview

The purpose of the contract compliance evaluation is to determine whether the concessionaire is adhering to the terms and conditions of the concession contract. The contract compliance evaluation will be conducted annually by Reclamation.

2. Instructions for Contract Compliance Evaluation

- a. The reviewer should obtain the most current concession contract for the concession under evaluation.
- b. A copy of the contract compliance report and the contract compliance checklist (standard 10-625) (see Appendix B of this chapter) must be used.
- c. The reviewer should inspect the concession facilities, operations, reporting, and investment and fee payment records to determine whether the concessionaire is in compliance with each of the items on the checklist. Once the reviewer has completed the evaluation, he or she should assign the contract compliance rating. If the concessionaire has been in compliance with all the elements on the checklist for the entire period since the last evaluation, the concessionaire should receive a “satisfactory” rating. However, if the concessionaire has failed to comply with any item, especially for an extended period of time, that may be grounds for assigning an “unsatisfactory” rating. Each item for which the concessionaire is found not to be in compliance should be clearly documented and reported immediately to the area manager.

3. Checklist for Contract Compliance Evaluation

- a. **The IMP, CFIP, and RAFI Programs (item 1 of checklist, Appendix B).**—If the contract requires a CFIP, IMP, or RAFI program, the reviewer should review the contract and determine from the records if the concessionaire is in compliance with the terms of that section, including timing requirements and the dollar amount of expenditures as defined in the contract. (See - e. Utilities, below.) For all improvements, the plans, drawings, and specifications must have been approved by Reclamation before initiation of the project, and the documented starting and completion dates should have been within the stipulated

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timeframes. Any deviations from the building program requires formal amendment of the contract and must be supported by a written request from the concessionaire stating circumstances beyond its control that warrant relief from any of the contract requirements.

Such items as the approval dates, program initiation and completion dates, elapsed time, followup correspondence, and the concessionaire's responsiveness should be recorded.

If no building and improvement program is required, mark item 1 of 10-625 "N/A." If the program has been completed, mark the form "YES."

- b. Operations and Services (item 2 of checklist).**—The reviewer should ascertain that all required services are being provided and that no unauthorized services are being offered. Determine if additional accommodations, facilities, and services are required and if they are being provided.
- c. Personnel and Rates (item 3 of checklist).**—The concessionaire's employees should be observed to determine (a) if there is an adequate number of employees to provide satisfactory service, (b) if they have received or need training (or both), and (c) if there is a need for visual identification as concessionaire employees.

Rates should be reviewed during the Concessions Review Program only if Reclamation has previously stipulated rates for a particular good or service, if Reclamation has received complaints, or if Reclamation has reason to believe the concessionaire is charging unreasonable rates. Reclamation should review only rates for those goods and services for which Reclamation has reason to believe unreasonable rates are being charged.

- d. Maintenance and Operations (item 4 of 10-625).**—All maintenance plans and the maintenance performance should be reviewed to determine if the concessionaire is providing required maintenance according to its plan and to the satisfaction of Reclamation.

The concession operations should be reviewed to ensure that they are in compliance with the Operating Plan as specified in the concession contract. This evaluation should not focus on compliance with the operating standards listed in the concession contract. Compliance with those standards is to be evaluated under the operation and facilities evaluation. This portion of the contract

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compliance evaluation should focus on all other aspects of the Operating Plan.

- e. **Utilities (item 5 of 10-625).**—The concessionaire’s contractual payment obligation for utility services should be checked against actual payments. If the concessionaire is overdue in paying for utilities provided by Reclamation, or if the concessionaire has not paid previous bills in a timely manner during the rating period, the concessionaire should not be considered in compliance with this section of the contract. However, such factors as (a) the amount of time that payments have been late; (b) correspondence or the lack thereof from Reclamation to the concessionaire, reminding the concessionaire of payments due; and (c) the concessionaire’s responsiveness to such reminders and collection efforts or other possible mitigating circumstances should be considered. For example, if Reclamation did not bill the concessionaire in a timely manner, but the concessionaire paid within a reasonable amount of time of receiving the bill, the concessionaire should not be rated as being in noncompliance with this element.

Utility rates should be determined as defined in the contract or as established in any rate policy written since the contract was awarded.

- f. **Accounting Records and Reports (item 6 of 10-625).**—If Reclamation does not receive a concessionaire’s Annual Financial Report (AFR) by the required deadline, or the AFR does not fully comply with the format, scope, and level of detail stipulated by contract, the concessionaire cannot be considered in compliance with the terms of the contract. If a satisfactory AFR is submitted late, the area manager may use his or her best judgment regarding the concessionaire contract. The area manager’s determination should reflect a range of factors, including how long past the deadline the AFR was received, the extent of Reclamation’s written and verbal requests for the AFR, the concessionaire’s responsiveness to those Reclamation overtures, and any mitigating circumstances that may explain or justify the delay.
- g. **Franchise Fees (item 7 of 10-625).**—If fees due Reclamation, including building use fees, have not been paid in a timely fashion by the concessionaire, the concessionaire cannot be considered to be in compliance with the terms of the contract. The review should identify each fee the concessionaire is required to pay and determine the schedule by which the concessionaire is required to submit such fees. Also, the contract should be checked to

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determine if interest charges are due on late fee submittals and if such interest has been paid.

If payments have been received late, the reviewer must use his judgment to determine the concessionaire's compliance with the terms of the contract. Such factors as (a) how late the payments have been; (b) correspondence from Reclamation to the concessionaire, reminding the concessionaire of payments due; (c) the concessionaire's responsiveness to such reminders and collection efforts, or (d) other possible mitigating circumstances, should be considered.

- h. Bond and Lien (item 8 of 10-625).**—If a bond was required to guarantee performance of the contract, the amount and the date posted should be noted. If no bond was required, “N/A” should be checked on 10-625.
- i. Insurance (item 9 of 10-625).**—Concession contracts require concessionaires to carry appropriate insurance. A review of the insurance carried should be made to determine its adequacy, and the findings should be documented. The reviewer should complete the insurance review checklist (see appendix B) and then use the insurance review checklist to complete section 9 of the contract compliance. A copy of the insurance review form should be attached to the area office copies of the contract compliance form.

F. Summary of Reports

1. Operation and Facilities.—

Standard 10-629 - Operation and Facilities Evaluation Report

Standard 10-603 through 10-620 - Review of Standards of Operation

Standard 10-621 - Supplemental Worksheet

2. PHS Inspection.—

Standard 10-622 - PHS Food Sanitation Report

3. Safety and Environmental Evaluation.—

Standard 10-623 - Safety Evaluation Report

Standard 10-624 - Environmental Evaluation Report

Part 7.4b

Bureau of Reclamation Concessions Review Program Standards

This section of the prospectus consists of Reclamation Concession Management Guidelines Chapter 8 Appendix A and outlines the **Concessions Review Program Standards** that will be administered at Lake Berryessa. This is the process that is prescribed for all concession operations within Reclamation and it applies in all areas and not just at Lake Berryessa.

This Appendix 7.4b provides Concession Laws, Regulations and Policy portion where the ‘Operating Standards’ and actual evaluation forms are presented. Along with the general approach provided from the Part 7.4a preceding these two appendices provide all the direction on how Reclamation administers the ‘Concessions Review Program’.

The full Reclamation Concession Management Guidelines can be found at the following website:
<http://www.usbr.gov/recreation/publications/RCMG.pdf>.

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Chapter 8 – Concessions Review Program – Appendix A

Standards of Operation and Operating Plan

It is the responsibility of the Bureau of Reclamation (Reclamation) to ensure that concessionaires provide satisfactory services to visitors. The purpose of the Operating Plan, which is included in the concession contract for each concession operation, is to establish standards of operation that ensure the provision of high-quality services. The Operating Plan also serves to establish coordination between Reclamation and the concessionaires for activities such as utility provision, snow removal, and wastewater treatment.

A. Operating Plan

The minimum standard Operating Plan is presented to each offeror as a part of the prospectus (exhibit G to the draft concession contract). Each offeror, as part of the proposal, will amend the provisions of the draft Operating Plan to provide improved operations. The final Operating Plan will incorporate any amendments approved by Reclamation.

The Operating Plan, once amended and approved by Reclamation, will become exhibit G to the concession contract for each concession operation. The Operating Plan sets forth standards of operation for each of the required or authorized services at the concession operation. These standards are the basis for evaluation under the Concessions Review Program. The reviewer will use the operating standards included in the Operating Plan to determine whether the concessionaire is operating to the satisfaction of Reclamation. The Concessions Review Program rating will be based, in part, on the degree of concessionaire compliance with these standards.

The Operating Plan can be revised as needed during the term of the concession contract. Both Reclamation and the concessionaire must sign the revised document; it is then attached to the concession contract, and the concessionaire must comply with the revised Operating Plan.

B. Standards of Operation

The standards of operation (also referred to as operating standards) are included in the concession contract in the Operating Plan (subchapter 2-8, exhibit G); however, the concession contract for a particular concession may not contain all operating standards. The preparer of the concession contract will select applicable standards of operation for inclusion in the concession contract.

The standards of operation are the basis for evaluation under the Operation and Facilities Evaluation of the Concessions Review Program. This evaluation will determine concessionaire compliance with applicable standards of operation. New standards may be added by inserting them in this section. Any additional standards must also be referenced in the Concessions Review Program. A

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Facilities and Operation Evaluation Report should be created for any new standards, and Form 10-629 should be amended to reflect the new standards.

Operation and Facilities Standards

General Standards

The following general standard elements apply to almost all concession operations. There are, however, some instances in which individual elements contained in the operating standards include elements in addition to the general standard elements. In such cases, the operating standard element states that there are additional elements. Exhibits of the various operating standards and forms used in this program can be found in appendix A of this chapter.

A. General Standard Facility Exterior

1. **Structure Condition.**—The exterior of the buildings and other outdoor appurtenances should be in good physical condition, well painted or otherwise treated to protect against deterioration, and kept clean and in good repair. (B)
2. **Grounds.**—Grounds, including facility entrances, stairways, parking areas, trails, driveways, walkways, and other areas for which the concessionaire is responsible as outlined in the land assignment, should be well maintained, properly illuminated, uncluttered, and free of litter and debris. The grounds shall conform to the requirements identified in the Americans With Disabilities Act Accessibility Guidelines (ADAAG). (A)
3. **Public Signs.**—Public signs for which the concessionaire is responsible must be appropriately located, accurate, attractive, and well maintained. Signs of a permanent nature shall be prepared in a professional manner, consistent with Reclamation standards, appropriate for the purpose they serve, and approved by the area manager before installation. (B) or (C)
4. **Garbage and Trash.**—The concessionaire shall provide an effective system for the collection and disposal of garbage and trash within its areas of responsibility at the facilities. Waste should not accumulate in trash containers to the point of overflowing. There shall be a sufficient number of conveniently located trash containers to handle the needs of the area. Refuse shall be stored in receptacles that are covered, waterproof, and comply with all relevant construction standards that are specified by Reclamation. For instance, they may be required to be bear and vermin proof. State and county codes shall also be followed, if applicable. (A) or (B)

B. Facility Interior

5. **Public Restrooms.**—Public toilet areas shall be clean, odorless, free of litter, well illuminated, ventilated, and maintained. Toilet bowls, sinks, and urinals shall be clean, reasonably free of stains, and in proper operating condition. Toilet tissue, towels or air drying devices,

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and soap shall be provided. Walls, floors, ceilings, mirrors, waste receptacles, chairs, and other furnishings shall be clean and well maintained. Restroom facilities shall conform to the requirements identified in the ADAAG. (A)

6. **Public Signs.**—Public signs for which the concessionaire is responsible must be appropriately located, accurate, attractive, and well maintained. Signs of a permanent nature shall be prepared in a professional manner consistent with Reclamation standards, appropriate for the purpose they serve, and approved by the area manager before installation. (C)

7. **Public and Other Areas.**—The lobby, offices, storerooms, workrooms, ticket booths, tackrooms, corridors, and other spaces shall be clean, properly illuminated, and well maintained. All furniture provided should be commensurate with the size of the area and its intended purpose, present a well-organized and uncluttered appearance, and be in good repair. Chairs, lamps, tables, ash trays, draperies, and other furnishings shall be appropriate and adequate for visitors' comfort. Floors must be clean and free of litter and stains. Vinyl floor coverings must be clean; waxed or buffed; and free of cracks, chips, and worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be clean and waxed or otherwise sealed. Carpeting must be clean, reasonably free of stains, and in good repair. Walls and ceilings are to be free of breaks and stains and have a fresh appearance. Windows must be clean and free of breaks. Public and other areas shall conform to the requirements identified in the ADAAG. (B)

C. Operations

8. **Employee Performance.**—An active training program for the development of the necessary skills and techniques to work at a concession should be provided for all employees. These training programs should stress work performance and shall also include training in product and service presentation, cleanliness, employee attitudes, and Reclamation philosophy and policy. Performance should be indicative of good training. (A)

9. **Employee Attitude.**—Each employee is to project a hospitable, friendly, helpful, and positive attitude and be capable and willing to answer visitors' questions about both the job and the general area. (A)

10. **Employee Appearance.**—The concessionaire is required to have employees who come in direct contact with the public wear a uniform by which they may be known and distinguished as the employees of the concessionaire. The concessionaire shall require employees to

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exercise courtesy and consideration in their relations with the public and present a neat, clean, and otherwise attractive personal appearance. (A)

11. Operating Hours.—All facilities and services shall be operated in accordance with the hours authorized by the area manager or as specified in the Operating Plan or rate schedule. Hours of operation shall be prominently displayed at each facility in such a manner as to be easily visible to the public. (B)

12. Staffing.—All facilities and services (e.g., registration areas, tour and transportation services, and rental services) must be properly staffed so as to prevent undue delays. In determining what constitutes an undue delay, consideration shall be given to the kinds and types of service being rendered and situations or conditions beyond the control of the concessionaire (e.g., unanticipated influxes of visitors, facility or equipment breakdowns, and sudden weather changes). The reasonableness of the delay, based on the above, should be the determining factor. (A)

D. Rates

13. Authorized Rates.—At its discretion, Reclamation may stipulate rates for goods and services at the concession. Rates offered by the concessionaire shall be consistent with any rates stipulated by Reclamation. If Reclamation has not stipulated rates for a particular good or service, it is not necessary to review the rates for that good or service. (A)

14. Posting of Rates.—Rates shall be prominently posted in sales areas (point of purchase), as necessary. (B)

15. Sales Verification.—Sales must be accurately and legibly recorded. Receipts shall be given for purchases when requested. (C)

E. Other

16. Vending and Ice Machines.—Vending and ice machines and their location shall be easily identified, adequately illuminated, conveniently located as approved by Reclamation, clean, properly stocked, and in good working condition. (B)

17. Beverage Container Guidelines.—Local requirements for beverage containers must be followed for all beverage sales, including sales from vending machines. Any State mandatory deposit law must also be followed. (B)

Operating Standards for Food and Beverage Service – Standard 10-603

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (A)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Signs.**—Refer to General Standards, element 6. (C)
7. **Public and Other Areas.**—Refer to General Standards, element 7.
Exclude dining rooms from this section. (B)

C. Operations

8. **Employee Performance.**—Refer to General Standards, element 8. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)
11. **Operating Hours.**—Refer to General Standards, element 11. (B)
12. **Staffing.**—Refer to General Standards, element 12. (A)

D. Rates

13. **Menus.**—Menus should be clean and attractive and be appropriate for the facility and services provided. A sufficient number of menus shall be available to accommodate the customers. The menu should provide a reasonable variety and sufficient number of moderately priced items or entrees for the type of facility. Handwritten changes on the menu are to be kept to a minimum and are acceptable only if the corrections are neatly made. Menu boards for cafeterias and snackbars should be posted and arranged so that they are easily seen. However, in lieu of a menu board, individual prices may be provided at the various stations (salad, dessert, beverage, hot food, etc.). Reduced portions and appropriately priced food items should be provided for children where complete meal service is offered. (B)
14. **Authorized Rates.**—Refer to General Standards, element 13. (A)

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E. Food And Beverage Services

15. Food Availability.—The items listed on the menu or menu board (for cafeterias and snackbars) should be available during the entire serving period. “Running Out” of certain food items may occur occasionally, but should be kept at a minimum. Substitutions are to be comparable to the original item. (B)

16. Availability of Condiments.—Where table service is provided, condiments should be on the table, or the usual condiments should be provided when the food is served. For cafeteria and snack bar operations, the condiments should be convenient and so located as not to impede the speed of service. The condiment area should be kept clean and replenished as necessary. (B)

17. Customer Attention.—Where table service is provided, customers should be seated and provided a menu within a reasonable period of time upon entering the facility. Customers should be seated on a first-come basis.

If reservations are accepted, they are to be scheduled so that customers are seated at the time of their appointed reservation. Highchairs or othersuitable chair lifts for children shall be available and provided immediately when requested. (B)

18. Food Temperatures.—Food should be served at appropriate temperatures. The evaluator should use reasonable judgment in determining this requirement—cross reference with PHS. (B)

19. Food Prepared to Order.—For table service operations, entrees which are customarily cooked to order should be prepared in accordance with the diner’s wishes. (B)

20. Merchandising.—Foods should be attractively presented, free of discoloration, and arranged on plates so that they are not intermingled. Garnish should be used as is customary and should be attractive and have a fresh appearance. Plate rims should be free of food, juices, and drippings. Special attention should be given to attractively displaying food on cafeteria counters, and countertops should be appropriately decorated and clean. Glass fronts should be clean and free of condensation. (C)

21. Table Appearance.—Tables should be properly set, and linens and place mats should be clean and unturned. Tables should have salt, pepper, and sugar. Ash trays (if smoking is allowed) and napkins should be neatly and uniformly arranged. If table decorations are provided, they should have a fresh appearance and be neatly arranged.(B)

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- 22. *Tableware.***—Dishes, flatware, and glasses are to be clean, unspotted, and free of discoloration, chips, and cracks. (A)
- 23. *Guest Checks.***—At table service restaurants, checks should be presented upon completion of the meal. They should clearly state the cost of each meal or item and be accurately totaled. Individual checks should be provided on request. (C)
- 24. *Furniture Arrangement and Condition.***—Tables should be arranged so that diners are not crowded, have a feeling of privacy, and can be seated without disturbing other guests. All furniture is to be clean and well maintained. Cardboard, napkins, or other material should not be used to stabilize tables and chairs. (C)
- 25. *Floors, Walls, Ceilings, and Windows (Dining Room).***—Floors and floor coverings must be clean, free of litter stains, and well maintained. Vinyl floor coverings must be reasonably polished and free of breaks, chips, or worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be waxed or otherwise sealed. Carpeting must be clean and free of stains. Walls, ceilings, and windows are to be clean and free of cracks, breaks, and stains and have a fresh appearance. (B)
- 26. *Environment.***—Food and beverage seating areas are to be well ventilated, free of unpleasant odors, properly decorated, and illuminated for the type of facility. (B)
- 27. *Employee Meal Hours.***—Employees, while on duty, should be assigned periods to eat or take coffee breaks that do not interfere with serving the public. A specific location is to be designated for this purpose. (C)

F. Beverages

- 28. *Beverages.***—Serving drinks and other beverages shall be in accordance with the area manager's prior approval. (B)
- 29. *Drink Presentation.***—The proper type of glass and garnishment (lemon, lime, celery stick, etc.) is to be used as is customary in the industry. (C)
- 30. *Liquor Laws.***—All applicable Federal, State, and local laws concerning liquor service shall be observed. (A)
- 31. *Vending.***—Refer to Operation and Facilities Standards, General Standards, E. Other, element 16, above. (B)

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32. ***Beverage Container Guidelines.***—Refer to Operational and Facilities Standards, General Standards, E. Other, element 17, above.(B)

Operating Standards for Overnight Accommodations – Standard 10-604

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (A)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Signs.**—Refer to General Standards, element 6. (C)
7. **Public and Other Areas.**—Refer to General Standards, element 7. This does not apply to specific lodging rooms. (B)

C. Operations

8. **Employee Performance.**—Refer to General Standards, element 8. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)
11. **Reservation and Deposit Refunds.**—Reservation cancellation and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and contained in appropriate advertising material, the rate schedule, and the concession contract as approved by the area manager. (B)
12. **Identification of Area.**—Each lodging facility must have an adequate and easily identifiable area for registration and checkout purposes. (C)
13. **Operating Hours.**—When closed, instructions for contacting the management and procedures to follow in the event of emergencies are to be conspicuously posted and illuminated. (B)
14. **Staffing.**—Refer to General Standards, element 12. (A)
15. **Room Availability.**—Rooms shall be made available to guests within a reasonable period. Guests should not be required to wait in excess of 2 hours from the established checkout time for the facility and never past 4

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p.m. Security shall be provided for visitors' luggage until their rooms are usable. Accessible and nonsmoking rooms must be available. (B)

16. Informational Material.—General area and concession information, such as operating hours for area and concessionaire services and activities, shall be available in the registration area. (C)

D. Rates

17. Authorized Rates.—Refer to General Standards, element 13. (A)

18. Posting of Rates.—In addition to General Standards, element 14, rates will be posted in individual rooms or conspicuously posted at the registration area. (B)

E. Room Housekeeping and Services Provided

19. Room Organization.—Rooms must contain adequate space for guests to move about comfortably and contain no unnecessary furniture or oversized furniture that causes a congested appearance.

Furniture should be well organized and should not impede free movement within the room.

Accessible rooms must conform to the requirements outlined in the ADAAG. (A)

20. Furniture and Furnishings.—Each guest room is to be adequately furnished and equipped with accessories to meet visitor needs. Adequate furnishings include a sufficient number of chairs, tables, waste baskets, ash trays, coat hangers, and luggage racks. All furniture and accessories are to be clean, free of dust and stains, and in good condition. All room elements should be color coordinated. (B)

21. Window Coverings.—All window coverings, including draperies, blinds, and shades, must be cleanable and designed to provide for the guests' privacy. Such coverings must effectively shut out annoying light from outside sources. (B)

22. Floors, Walls, Ceilings, and Windows.—Floors and floor coverings must be clean; untorn; free of litter, mildew, and stains; and in good repair. Vinyl floor coverings must be highly polished, free of cracks, chips, or other wear; masonry tile grouting must be in good repair and clean; and wood floors are to be polished or otherwise sealed. Area rugs must be treated to prevent slippage. Walls, ceilings, and windows must be clean and free of defects such as cracks, breaks, torn coverings, and stains. (B)

23. Bedding.—Each bed must be made up with two sheets, one mattress pad, pillow(s) and pillow case(s), blanket, and a bedspread. All bedding must

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be clean, untoned, free of stains, and of the proper size for the mattress. Depending on location and climate, a second blanket for each bed should be available, preferably in the room, but at a minimum, obtainable at the registration desk. (A)

24. Bed Condition.—Mattresses are to be clean, odorless, nonsagging, free of lumps and protruding tufts, and sized to fit the bedframe or springs. Springs are to be nonprotruding, quiet, and unbroken. Frames are to be dust free and in good repair. (A)

25. Illumination.—Sufficient lamps must be provided to properly illuminate the room. Lamps for reading or writing purposes must be provided, and the bulbs must be at least 75 watts or 20 candlepower. However, the bulb wattage is not to exceed the specification printed on the specific light fixture. (C)

26. Environment.—Guest rooms are to be well ventilated, odorless, and free of insects and rodents and evidence thereof. Doors and windows, including screens, are to be sufficiently tight to preclude the entry of rodents and insects. (B)

27. Security.—All doors and windows accessible to the room must have adequate, operable locking devices. Locks must be changed as necessary to preclude key duplication and theft problems. Doors must have a double locking system from the inside. Entry doorways must be sufficiently illuminated to allow easy access. (A)

28. Utilities and Appliances.—Heaters, air conditioners, and other appliances (stoves, refrigerators, cooking and eating utensils, etc.) must be in good condition, operable, adequate, clean, reasonably quiet, and available as required by the area manager. (B)

29. Vending.—Refer to General Standards, element 16. (B)

30. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

F. Bathroom

31. Linen.—Clean, quality linens, in good condition, shall be provided in each bathroom. There shall be one large bath-size towel, one hand towel, and one face cloth per person. Each bathroom shall also have one bath mat of adequate size. In the event baths are used in common (one bath shared by several rooms), linens are to be placed in the guest room. (A)

32. Soap.—There shall be at least one individually wrapped soap bar per person. In the event bathrooms are used in common (one bath shared by

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several rooms), the requirement remains the same, and supplies shall be placed in the guest room. (B)

- 33. Toilet and Facial Tissue.**—Toilet and facial tissue must be of good quality and conveniently located. One roll or package of toilet tissue must be held in reserve and conveniently located. Facial tissue shall be provided in each unit bathroom. Toilet facilities used in common with a number of rooms must have a supply of toilet tissue in reserve. The supply of toilet tissue should be conveniently located. (B)
- 34. Drinking Containers.**—For each person, there must be one sanitized, wrapped, drinking glass or single-service cup. Where unwrapped singleservice cups are used, they must be stored in a clean, properly sized, enclosed dispenser that is designed for that purpose. When ice is available, each room is to contain a clean ice bucket. (B)
- 35. Wastebaskets.**—Each bathroom shall contain one clean wastebasket that is in good repair. (C)
- 36. Shower Enclosures.**—Shower or tub curtains must be untorn, clean, and free of mildew. They shall be of sufficient length and width to prevent water from flowing onto the floor. Other types of enclosures (hinged and sliding doors) must meet the above criteria and, in addition, be easily moveable and free of breaks. Sliding-door tracks must be clean and in good repair. (B)
- 37. Tubs and Showers.**—Showers and bath tubs shall be clean, unspotted, reasonably free of stains inside and out, and in good condition. Tubs and showers must be equipped with either a nonslip mat or constructed with nonskid surfaces or strips that are tightly secured, untorn, clean, and free of mildew. (A)
- 38. Fixtures.**—Toilets, sinks, faucets, tissue dispensers, mirrors, towel racks, light fixtures, etc., shall be clean, unpitted, and free of cracks. (A)
- 39. Environment.**—Bathroom areas shall be clean, well ventilated, free of litter and offensive odors, and well maintained. Floors, walls, ceilings, doors, and windows should be clean and mildew free. (A)

Operating Standards for Merchandising Operations – Standard 10-605

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards element 4. (B)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Signs.**—Refer to General Standards, element 6. (C)
7. **Display, Sales, and Other Areas.**—In addition to General Standards, element 7, the following shall apply. Display areas and aisles shall not be cluttered or crowded. Shelving and other display fixtures may be rustic, if appropriate, but must be of high quality, in good taste and of pleasing appearance, and be suitably finished so as to be easily cleaned and maintained. Professionally manufactured display equipment is recommended. Hanging or displaying a variety of merchandise from rafters or ceilings, over windows, in doorways, or in the aisles is not acceptable unless the items are normally hung that way in ordinary use. Overall, the shops shall have an uncluttered appearance. (B)

C. Operations

8. **Employee Performance.**—Refer to General Standards, element 8. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)
11. **Operating Hours.**—Refer to General Standards, element 11. (B)
12. **Staffing.**—Refer to General Standards, element 12. (A)

D. Rates

13. **Authorized Rates and Labeling.**—All merchandise must be properly tagged as to selling price. Use of stickers, grease pencils, or stringed price tags is acceptable. Identical items may be marked by display area, rather than individually marked. Pricing labels, however, shall not conceal point of origin (if foreign made) or other identification. Merchandise fabricated from animal skins must be labeled to indicate that skins were obtained

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from legally authorized sources and are not from threatened or endangered species. The manufacturer of such merchandise must certify in writing to the concessionaire that its products meet these requirements. Articles sold as genuine Indian or Eskimo handcraft shall be so labeled. Such items can be identified by display, provided the display is exclusively native handcraft. The authenticity of each item shall be clearly stated so as to distinguish it from commercial or machine-made Indian or Eskimo merchandise. Intermingling of other items of different origin is not permissible. Such handcraft items shall be physically separated from manufactured facsimiles, from novelty items, from foreign imports, etc., to reduce purchaser confusion. Handcraft merchandise shall be clearly visible to attract visitors and promote sales. (A)

14. Sales Verification.—Refer to General Standards, element 15. (C)

E. Merchandise

15. Authentic United States Handcraft and Indian or Eskimo

Handcraft.—Such merchandise shall be checked to see if it is given preferred treatment in the selection, display, and sales promotion and to see if it meets the following production standards: (A)

- Is predominately handmade and by Tribes indigenous to the local area.
- Is predominately individually produced under conditions not resembling an assembly line of the factory system.
- Is produced using only devices or machines that allow the manual skill of the maker or makers to condition the overall shape and design of each individual product.

16. Other Unique Merchandise.—Articles or items associated with or that are part of the interpretation of the area or the same geographical regions in which the concession shop is located. (B)

17. Other Acceptable Unique Merchandise.—The sale of other unique items is permitted under the following conditions: (B)

- a. Commercially or machine-manufactured Indian-type merchandise, including articles that copy the design of handmade jewelry and craft items may be sold, provided it is labeled individually or collectively.
- b. Foreign imports must be properly labeled to indicate the origin of manufacture. They should not, however, be handled in such quantity as to exclude other merchandise.
- c. Merchandise symbolic or representative of natural items found in the area but not originating on Reclamation lands must be labeled and identified so as to indicate their origin. Plant materials or

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- other naturally occurring materials originating on Reclamation lands cannot be sold without written permission.
- d. Animal skins, fabricated into such items as leather gloves, skirts, jackets, and mukluks may be sold, provided they are obtained from legally authorized sources and are not from threatened or endangered species.
 - e. Souvenir or novelty articles such as pennants, sweatshirts, T-shirts, or linens that identify the area by name, decal, picture of the area, or popular feature may be sold.
 - f. Outdated merchandise, such as film and other items where spoilage is not a problem, may be sold at a discount rate provided that it is properly labeled as being outdated and is displayed separately from merchandise that has not exceeded the manufacturer's "Do not sell after" date.

18. Unacceptable Merchandise.—The following merchandise is unacceptable for sale: (A)

- Articles that people of normal sensitivity might consider obscene, sexually oriented, suggestive, indecent, blasphemous, profane, vulgar, or in ridicule of established institutions, people, or customs, including merchandise that is harmful or hazardous.
- Archeological specimens or objects of American Indian origin, such as pottery or arrowheads more than 100 years old, regardless of the place of origin.
- Plant materials or natural plants and animals and products there from, including animal skins, taxidermal specimens, and imported and domestic skins or parts of animals, except as permitted in 17(d) above.
- Merchandise that is subject to spoilage and has exceeded the producer's specific "Do not sell after" date.

F. Other

19. Vending.—Refer to General Standards, element 16. (B)

20. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

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Operating Standards for Automobile Service Stations – Standard 10-606

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—In addition to General Standards, element 2, the following shall apply. Oil and gas spills are to be cleaned immediately. Waste receptacles must be conveniently located at the gas pumps and be well maintained and emptied as needed. If curbs are painted, they shall be repainted as necessary to be maintained in a satisfactory condition. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)

B. Facility Interior

4. **Public Restrooms.**—Refer to General Standards, element 5. (A)
5. **Public Signs.**—Refer to General Standards, element 6. (C)
6. **Public and Other Areas.**—In addition to General Standards, element 7, all tools, auto lifts, compressors, and other equipment shall be clean and well maintained. (B)

C. Operations

7. **Employee Performance.**—Refer to General Standards, element 8. (A)
8. **Employee Attitude.**—Refer to General Standards, element 9. (A)
9. **Employee Appearance.**—Refer to General Standards, element 10. (A)
10. **Operating Hours.**—Refer to General Standards, element 11. (B)
11. **Staffing.**—Refer to General Standards, element 12. (A)

D. Rates

12. **Authorized Rates.**—In addition to General Standards, element 13, gasoline pumps must display evidence of having been calibrated by an appropriate regulatory authority. (A)
13. **Posting of Rates.**—Refer to General Standards, element 14. (B)

E. Automobile Maintenance

14. **Preventive Car Care.**—Customers must be provided windshield cleaning equipment, paper towels, and an air pump at no cost. (B)
15. **Required Supplies.**—Automotive supplies that are customary for the industry, such as fuses, headlamps, flares, approved loaner gas cans, oil,

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battery fluid, radiator water or coolant, transmission fluid, pressurized air, radiator hoses, and fan belts should be available. If these supplies are not immediately available, the concessionaire should assist the visitor in obtaining them. (B)

F. Service

16. Informational Material.—The service station should have general information material available. Area maps (as available), as well as State road maps, as appropriate, must be available. (C)

17. Products Sold (gas).—Each service station must have available unleaded gasoline. (A)

18. Recycle Program.—The service station should have a program in place for the recycling of tires, batteries, fluids, and coolants. The recycling program should be documented. (A)

19. Vending.—Refer to General Standards, element 16. (B)

20. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

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Operating Standards for Transportation Systems – Standard 10-607

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (B)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Signs.**—Refer to General Standards, element 6. (C)
7. **Public and Other Areas.**—Refer to General Standards, element 7. (B)

C. Operations

8. **Employee Performance.**—Refer to General Standards, element 8. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)
11. **Operating Hours.**—In addition to General Standards, element 11, the concessionaire is to abide by approved operating schedules that include (1) departure times, (2) stops, (3) arrival times, and (4) designated routes. (B)
12. **Staffing.**—Refer to General Standards, element 12. (A)

D. Rates

13. **Authorized Rates.**—Refer to General Standards, element 13. (A)
14. **Posting of Rates.**—Refer to General Standards, element 14. (B)

E. Vehicles and Vessels

15. **Maintenance.**—Vehicles must have an overall well-maintained and clean appearance. Interior and exterior must be in good physical condition. Vehicles must be reasonably free of rust and chipped or discolored paint. Preventive maintenance must be performed on each vehicle or vessel on a regularly scheduled basis. (B)

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16. Regulations.—All applicable regulations related to the operation of vehicles and vessels must be followed (e.g., ICC, Coast Guard, Code of Federal Regulations Title 36, Parts 3 and 4). (A)

17. Interpretation.—Employees who are providing interpretive service in conjunction with transportation must be sufficiently trained to interpret attractions, comment on resources of the area, and explain area regulations. Interpretation must be accurate, pertinent, and complete. The concessionaire should consult with area staff in developing training. (B)

F. Other

18. Accessibility.—Vehicles and vessels shall conform to the requirements identified in the ADAAG. (A)

19. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

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Operating Standards for Marina Facilities – Standard 10-608

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Garbage and Trash.**—Refer to General Standards, element. No. 4. (B)

B. Facility Interior

4. **Public Restrooms.**—Refer to General Standards, element 5. (A)
5. **Public and Other Areas.**—Refer to General Standards, element 7. (B)

C. Operations

6. **Employee Performance.**—In addition to General Standards, element 8, concessionaire employees working around fuel docks should demonstrate knowledge of handling emergency equipment and procedures for oil or fuel spills. (A)
7. **Employee Attitude.**—Refer to General Standards, element 9. (A)
8. **Employee Appearance.**—Refer to General Standards, element 10. (A)
9. **Operating Hours.**—Refer to General Standards, element 11. (B)
10. **Staffing.**—Refer to General Standards, element 12. (A)

D. Rates

11. **Authorized Rates.**—In addition to General Standards, element 13, all space renters are to be given 30 days notice after a rate increase approval before new rates are made effective. (A)
12. **Posting of Rates.**—Refer to General Standards, element 14. (B)
13. **Sales Verification.**—Refer to General Standards, element 15. (C)
14. **Reservation and Deposit Refunds.**—Reservation, cancellation, and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and contained in appropriate advertising material, rate schedules, or operating agreements, as approved by the area manager. (B)

E. Slip Rentals

15. **Rental Registers.**—Separate, up-to-date registers shall be kept for short-term and long-term renters of slips, moorings, and dry boat storage spaces. These registers shall be available for examination by authorized

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representatives of the Government. The registers shall include those items specified by the area manager and may include the name of visitor, date of rental period, registration number of the boat (State and local), description of the boat, and the space number assigned. (B)

16. Order of Rental.—The concessionaire shall maintain a waiting list on a first-come, first-served basis for the rental of buoys, slips, and dry boat storage spaces. (A)

17. Rental Agreements.—Written rental agreements, conforming to applicable legal requirements, shall be executed for each slip rental. The rental form must be approved by the area manager before adoption or use. (A)

18. Authorized Types of Rentals.—The concessionaire will not rent slips or moorings that are intended to be used or reserved by any persons for purposes of promotional display or sale of boats or boat accessories. (A)

F. Dock Operations

19. Identification.—Each slip and mooring must be numbered uniformly and be clearly marked by a number permanently installed. Marking of rental buoys must conform to applicable uniform State and Federal waterway marking systems. (B)

20. Dock and Ramp Maintenance.—The dock surface, flotation, and ramps must be in good repair, properly positioned, and secured. Docks must be sturdy and free of large cracks and uneven or broken planks, etc. Railings, where required, are to be in good repair and sturdy enough to support visitor use. (A)

21. Dock Accessories.—Cleats are to be properly placed and secured for use at each slip area. There shall be no loose or missing cleats. If required, bumper material must be available and in good condition. Other accessory items required in the Operating Plan or rate schedule must be available and well maintained. (B)

22. Courtesy Docks.—Courtesy docks shall not be rented. They must be conveniently located to the entire operation and equipped with adequate, well-maintained cleats and access ladders. The concessionaire will ensure that use of such docks will not exceed the time limits specified in the Operating Plan. (A)

23. Dock Carts.—If required, dock carts must be in good condition and in reasonable quantity to handle normal peak season demands. (C)

24. Boat Sewage Pump Out.—Sewage pump out stations, if required, must be available, clean, well maintained, and emptied on a regular basis. (B)

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25. Storage Lockers.—Storage lockers, if provided, must have adequate ventilation, must be kept clean and painted, and must be of sturdy construction and uniform size (must not exceed the maximum size as determined by the area manager). (C)

26. Transportation.—If transportation services are provided in conjunction with dry boat storage operations, vehicles used to transport visitors must be clean, well maintained, and safe. (B)

G. Safety

27. Fuel Dock.—Fuel docks, if provided, must be kept clean and free of debris. Safety equipment required by the Operating Plan, or as outlined in the National Fire Protection Association standards, must be available and well maintained. The concessionaire shall have a written procedure for handling oil or fuel spills, and any fuel spills shall be promptly reported to local Reclamation personnel as required by regulation. (A)

28. Utility Lines.—If utilities are provided, all utility lines and connections must be maintained in good, operable condition. (A)

29. Security and Lighting.—There shall be adequate outside lighting throughout the marina complex for the ramps, docks, slips, and other public areas for night time operations. After scheduled hours, lighting is to be reduced to only what is necessary to provide security in the marina complex. The slip rental area of the marina should have locked, controlled security and should be accessible from land by slip renters only. Dry boat storage areas are to be properly secured as approved by the area manager. Security personnel shall be provided, as required, to protect visitor and concessionaire property. (B)

H. Other

30. Public Signs.—In addition to General Standards, element 3. “No Smoking” signs and fueling regulations must be conspicuously located around refueling areas, and the concessionaire will post emergency telephone numbers around fuel dock areas. (A)

31. Vending.—Refer to General Standards, element 16. (B)

32. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

Operating Standards for Horse And Mule Operations – Standard 10-609

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—In addition to General Standards, element 2, pay particular attention to the presence and condition of hosebib vacuum breakers (antisiphoning devices). The grounds near public access food or overnight accommodation areas or other areas designated in the Operating Plan shall be cleared of manure and urine pools daily. Manure shall be removed from these designated areas a minimum of once a week. Other areas not mentioned above shall be cleared of manure according to the schedule in the Operating Plan. The concessionaire shall maintain areas around water troughs to prevent excess erosion or buildup of mud or water and will move stock to dry corrals, if necessary. Water troughs will be cleaned to prevent the buildup of mold, algae, and debris. (B)
3. **Garbage and Trash.**—Refer to General Standards, element 3. (A)

B. Facility Interior

4. **Public Restrooms.**—Refer to General Standards, element 4. (A)
5. **Public and Other Areas.**—In addition to General Standards, element 5, non-public areas such as tackrooms, barns, storerooms, and ticket booths shall be maintained in such manner as to be hazard free. Adequate maintenance shall be performed on the walls, ceilings, and floors to prevent deterioration of the structure. Doors and windows shall be intact and fully functional. Floors shall be sufficiently clean to avoid presenting a tripping or slipping hazard to employees working there. Trash shall not accumulate. All applicable fire safety guidelines (NFPA) will be followed. Hazardous conditions such as broken glass, exposed wiring, and precipitously stacked objects will be avoided. (B)

C. Operations

6. **Employee Training.**—The skill and competency levels of wranglers, guides, etc., is commensurate with the services they provide. Active introductory training and orientation programs for new and experienced employees shall be conducted on an ongoing basis for the development and advancement of the necessary skills and techniques for the job. These sessions shall stress work performance, safety and first aid, employee attitudes, and knowledge of area resources, rules, and regulations. All wranglers shall be sufficiently trained to describe attractions, comment on resources of the area, and exhibit knowledge of area regulations and the purposes of the area in which they are riding. The concessionaire's personnel (wranglers, guides, etc.) must meet the qualification

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requirements, including first aid, stock handling, and area regulations, which are established in the Operating Plan. (A)

7. Employee Attitude.—Refer to General Standards, element 7. (A)

8. Employee Appearance.—Refer to General Standards, element 8. (A)

9. Operating Hours.—Refer to General Standards, element 9. (B)

10. Staffing.—Refer to General Standards, element 10. (A)

D. Rates

11. Authorized Rates.—Refer to General Standards, element 13. (A)

12. Posting of Rates.—Refer to General Standards, element 14. (B)

13. Reservation and Deposit Refunds.—Reservation, cancellation, and deposit refund policies shall be reasonable, efficiently handled, and approved by the area manager. (B)

E. Stock Care

14. Treatment of Stock.—Stock must be properly cared for to ensure good feeding, stable, and shelter conditions. A timetable for cleaning stables and shelters and changing bedding must be adhered to, as established in the Operating Plan. Stock must be fed daily. Hay pellets and grain or corn are to be stored in covered, rodent-proof containers, but bales of hay may be stored in the open. Stock must be treated properly by the staff and visitors. Animal cruelty will not be tolerated. Shoes must be inspected frequently to ensure that the stock is properly shod and the hoof is in good condition. Stock may not be used when they have sores or are sick or are not otherwise ready for riding. (A)

15. Stock Examination.—All stock stabled in the area year round and stock brought into the area for commercial use should be examined by a licensed veterinarian each year before the start of operations. Stock must meet State and county regulations concerning immunizations, including equine infectious anemia. (A)

16. Quantity of Stock.—Stock shall be available as advertised and approved.(B)

17. Quality of Stock.—Cleaning and trimming requirements, as established in the Operating Plan, must be adhered to. Stock must be available to accommodate the inexperienced rider, and safe but spirited horses for knowledgeable riders. All stock must be capable of safely handling the types of terrain and obstacles to be encountered, including water crossings, bridges, logs and bushes, hills, altitude, and climate. A timetable for

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establishing stock familiarity with terrain must be adhered to, as established in the Operating Plan. (A)

F. Equipment

18. Tack Condition.—Saddles, saddle bags, blankets, bridle, and other equipment used by the visitor while riding shall be in good and safe condition, clean, and well maintained. All equipment shall be periodically inspected by Reclamation to ensure adherence to this standard; any defective equipment shall be immediately repaired, removed, or replaced.(A)

19. Adequacy.—All equipment supplied by the concessionaire shall be of the type and quantity suitable to the guiding situations encountered within each respective area. (B)

G. Safety

20. First Aid Kit.—The availability and type of first aid equipment, including snakebite instructions, required by the Operating Plan, if any, shall be provided. (A)

21. Communication Equipment.—Two-way radio or other communication devices, if required by the Operating Plan, shall be provided. (A)

H. Services

22. Trail Operation.—Client to guide ratios, including any party size limitations, as advertised by the concessionaire, shall be adhered to, as specified in the Operating Plan. Guides shall position riders where best suited, with emphasis placed on the safety of inexperienced riders. The reins must be tied together instead of hanging separately, except where the area manager determines otherwise and where local customs dictate the use of split reins. (B)

23. Food Services.—All food provided by the concessionaire on the ride shall be of sufficient quantity and quality to sustain visitors for the duration of the trip. Sanitary food and water handling and storage practices must be used in accordance with the Food and Drug Administration/PHS Food Codes to prevent food-borne illnesses. (A)

I. Orientation and Interpretation

24. Visitor Safety Orientation.—The wrangler must brief all riders on proper and safe procedures, such as how to control the horse before mounting, and tell the riders how and when to dismount and how to pass the word for help (rider by rider) to the wrangler. Wranglers shall inform visitors of the nature and demands of the trip, including, but not limited to, route, timeframe, hazards to be encountered, restroom facilities, water availability, procedures for removing excess clothing, and procedures for taking pictures. The wrangler should be available to aid the riders in

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mounting and to assist the riders in securing carry-on articles, including raincoats. (A)

25. Pre-trip and Post-trip Activities.—As required by the Operating Plan, before the ride, an interpretive session that includes introducing wranglers and their company may be conducted. The interpretive session should highlight the scenic, geologic, historic, cultural, and wildlife resources that might be observed on the trip. After the ride, a summary session may be held that identifies the specific features that were seen on the trip. Visitors may be asked for comments or questions and thanked for their participation on behalf of the concessionaire and Reclamation. (B)

26. Program Content.—Information presented on a guided ride must be accurate, complete, appropriate to the audience, organized logically, and related to area themes. Concessionaires should consult with Reclamation staff in developing programs. (B)

27. Program Delivery.—Wranglers shall demonstrate their ability to speak clearly, possess good eye contact with the visitor during pre- and post-trip activities, project good voice volume, and stimulate questions and comments from visitors. (B)

J. Other

28. Public Signs.—Refer to General Standards, element 14. (C)

29. Vending Machines.—Refer to General Standards, element 15. (B)

30. Beverage Container Guidelines.—Refer to General Standards, element 16. (B)

Operating Standards For Supplementary Interpretive Services – Standard 10-610

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (B)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Signs.**—Refer to General Standards, element 6. (C)
7. **Public and Other Areas.**—Refer to General Standards, element 7. (B)

C. Operations

8. **Employee Performance.**—Refer to General Standards, element 8. Also, the formal training program is to include area regulations and management policies, interpretive skills, communication skills, awareness of the area visitor as an individual, understanding of area resources, and familiarity with interpretive techniques used in the area. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)

D. Rates

11. **Authorized Rates.**—Refer to General Standards, element 13. (A)

E. Interpretive Operations

12. **Program Content.**—Format and documents must be approved by the area manager to ensure that the activity fosters the public’s understanding of area resources and values, conforms to the central area theme, has a minimum adverse environmental impact, and accurately describes program objectives as intended for the audience. (B)
13. **Program Presentation.**—Programs or activities must convey a major interpretive theme as approved by the area manager. Judging performances should be based on knowledge obtained from the current or the most recent research and must be free of avoidable religious, cultural, and ethnic biases. (B)

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- 14. Advertising.**—Demonstrations, talks, etc., should be presented as depicted in brochures, etc. Dates, locations, duration, physical requirements, and learning experiences should correspond with published material. Also, refer to Form 10-611, element 11. (B)
- 15. Public Safety.**—All programs or activities should be designed to ensure the safety and health of the public and staff in compliance with the Occupational Safety and Health Act, U.S. Public Health Service protection recommendations, and Federal Regulations and Safety Management guidelines. Safety considerations and precautionary information should be communicated to the visitor at the onset of and during the activity. (A)
- 16. Attendance.**—The ratio between interpreter and number of visitors must be kept at a level that allows an activity to accomplish its goals. Each group should be limited to a size that prevents an adverse impact on area resources. (B)

F. Media

- 17. Exhibits.**—A routine maintenance schedule should be followed to keep exhibits clean and in good repair. Each permanent exhibit should be inspected routinely to determine whether its content remains accurate and appropriate and whether its physical condition is satisfactory. (B)
- 18. Audiovisual Program and Equipment.**—All audiovisual programs and associated equipment should be of acceptable technical quality and shall be kept clean. The content shall be kept current. (B)
- 19. Publications.**—Concessionaire-produced publications should be kept accurate, up-to-date, and available in sufficient quantities to meet visitor demand. All publications (advertising matter) should depict the interpretive theme presented and meet established policies (Refer to CFR, Title 36, see 5.1.) (B)
- 20. Media and Content.**—The program media are to be relevant and effective and they shall adhere to approved plans and service-wide guidelines for interpretation. (B)
- 21. Communicating Effectively.**—Presentations should be organized and planned to smoothly and logically convey approved program material. Interpreter(s) should possess public speaking skills and exercise judgment and skill in such areas as the pretalk summary, the talk itself, questions and answers, and making announcements. (B)
- 22. Culture or Role Presentations.**—Demonstrators or costumed interpreters should display activities or roles appropriate to the accurate portrayal of the skills, cultural attitudes, and values of the locality, person, and period being interpreted. (B)

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- 23. Costuming.**—All historic period costumes or dress used for interpretive presentations must be reproductions that meet standards of authenticity approved by the area manager. (C)
- G. Other**
- 24. Vending.**—Refer to General Standards, element 16. (B)
- 25. Beverage Container Guidelines.**—Refer to General Standards, element 17. (B)

Operating Standards For Group Employee Housing – Standard 10-611

Introduction

The following standard elements apply to concessionaire group employee housing, including dormitories, tents, cabins, and trailers. However, many of these elements may not apply to all employee housing areas. Use only those elements that apply. They also do not apply to single family dwellings. Safety evaluations will be conducted on all employee housing under the applicable safety standards.

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—In addition to General Standards, element 3, a bulletin board shall be provided for employee and manager use. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (A)

B. Facility Interior

5. **Public and Other Areas.**—Refer to General Standards, element 7. (B)

C. Operations

6. **Staff Responsibilities.**—The concessionaire shall be responsible for designating a specific individual to ensure that the employee housing facilities are in compliance with Reclamation standards. (B)

D. Room Housekeeping

7. **Room Organization.**—Rooms must contain adequate space to move about and must not contain unnecessary furniture or furniture sized out of proportion to the room. The room must not appear congested. Furniture should form a well-organized unit and be situated so that a good traffic flow is possible. (C)
8. **Furniture and Furnishings.**—Each room is to be equipped with adequate furnishings (e.g., chair, table, desk, and ash trays if smoking is allowed) to accommodate the occupants and yet avoid a congested appearance. All furniture and furnishings are to be clean and in good condition. (B)
9. **Window Coverings.**—All window coverings, including draperies, blinds, and shades, must be cleanable and designed to provide privacy. (B)
10. **Floors, Walls, Ceilings, and Windows.**—Floors and floor coverings must be clean, untorn, free of litter and stains, and in good repair. Vinyl floor coverings must be highly polished, free of cracks, chips, or other

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wear; masonry tile grouting must be in good repair and clean; and wood floors must be polished or otherwise sealed. Area rugs must be treated to prevent slippage. Walls, ceilings, and windows must be clean and free of defects such as cracks, breaks, torn coverings, and stains. (B)

11. Bedding.—All bedding must be clean, untorn, free of soil or stains, and must be of the proper size for the mattress. (A)

12. Bed Condition.—Mattresses are to be clean, odorless, nonsagging, free of lumps and protruding tufts, and sized to fit the bedframe or springs. Springs are to be nonprotruding, quiet, and unbroken. Frames are to be in good repair. (A)

13. Illumination.—Sufficient lighting must be provided to properly illuminate the room. Lamps for reading or writing purposes must be provided, and the bulbs must be at least 75 watts or 20 candlepower. However, the bulb wattage is not to exceed the specification printed on the specific light fixture. (C)

14. Environment.—Rooms are to be well ventilated, odorless, and free of insects and rodents and evidence thereof. Doors and windows, including screens, are to be sufficiently tight to prevent the entry of rodents and insects. (B)

15. Security.—All doors and windows accessible to the room must have adequate, operable locks. These devices should be changed, as necessary, to prevent key duplication and theft. Doors must have a double locking system from the inside. Entry doorways must be sufficiently illuminated to allow easy access. (A)

16. Utilities and Appliances.—Heaters, air conditioners, and other appliances (stoves, refrigerators, etc.) must be approved for use by Reclamation and be in good condition, operable, adequate, clean, and reasonably quiet. (A)

17. Vending.—Refer to General Standards, element 16. (B)

18. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

E. Bathroom

19. Linen.—If provided by the concessionaire, each employee must have available high quality, clean linen in good condition. (A)

20. Toilet Tissue.—Toilet tissue must be of good quality and conveniently located. One roll or package must be held in reserve and conveniently

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located. Toilet facilities used in common with a number of rooms must have a supply of conveniently located toilet tissue in reserve. (B)

21. Wastebaskets.—Each bathroom shall contain one clean wastebasket that is in good condition. Cardboard boxes are not acceptable wastebaskets. (C)

22. Shower Enclosure.—Shower or tub curtains must be untoned, clean, and free of mildew. They shall be of sufficient length and width to prevent water from flowing onto the floor. Other types of enclosures (hinged and sliding doors) must meet the above criteria and, in addition, be easily moveable and free of breaks. Sliding door tracks must be clean and in good repair. (B)

23. Tubs and Showers.—Showers and bath tubs shall be clean, unspotted, reasonably free of stains inside and out, and in good condition. Tubs and showers must be equipped with either a nonslip mat or constructed with nonskid surfaces or strips that are tightly secured, clean, and free of mildew. (A)

24. Fixtures.—Toilets, sinks, faucets, tissue dispensers, mirrors, towel racks, light fixtures, etc., must be unpitted, free of stains, and in good condition. Mirrors must be clean and free of cracks. (A)

25. Environment.—Bathroom areas shall be clean, well ventilated, free of litter and offensive odors, and well maintained. Floors, walls, ceilings, doors, and windows shall be clean and mildew free. (A)

F. Other

26. Storage.—Adequate storage areas, shelving, etc., shall be provided so that all employee possessions and personal equipment are properly stored. Gasoline-powered equipment may not be stored in or adjacent to the living quarters. (B)

27. Parking.—Employee's vehicles shall be parked in designated areas. Parking of additional vehicles, boats, trailers, and other equipment is to be in areas approved by the area manager. (C)

28. Pets.—The keeping of pets must be in accordance with area rules and regulations. (B)

Operating Standards For Public Showers and Laundries – Standard 10-612

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Garbage and Trash.**—Refer to General Standards, element 4. (B)

B. Facility Interior

4. **Public Restrooms.**—Refer to General Standards, element 5. (A)
5. **Public and Other Areas.**—In addition to General Standards, element 5, the open laundry area must be equipped with chairs appropriate in number to the size of the area and the number of machines provided. Tables or other suitable surfaces will also be available for patrons to sort and fold clean laundry. Ash trays, if smoking is allowed, and waste receptacles of noncombustible materials are also to be provided. (B)

C. Operations

6. **Employee Performance.**—Refer to General Standards, element 7. (A)
7. **Employee Attitude.**—Refer to General Standards, element 9. (A)
8. **Employee Appearance.**—Refer to General Standards, element 10. (A)
9. **Operating Hours.**—Refer to General Standards, element 11. (B)

D. Rates

10. **Authorized Rates.**—Refer to General Standards, element 13. (A)
11. **Posting of Rates.**—All rates shall be prominently posted for clothes washers, dryers, and showers. The length of time allotted for that rate shall be prominently posted for clothes dryers and timed showers. (B)

E. Public Showers

12. **Shower Enclosure.**—Shower curtains must be of sufficient length and width to fit the shower stall and to prevent water from flowing onto outer areas as well as to ensure privacy to the occupant. The enclosure must be clean, free of mildew, untorn and unbroken, and otherwise in good condition. The shower and enclosure must meet the standards outlined in the ADAAG. (A)
13. **Shower Stall.**—Shower stalls, including floors, walls, ceilings, doors, and attachments, must be clean, well maintained, ventilated, and free of litter, mildew, and offensive odors. Shower floors must be equipped with either

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a non-slip mat or constructed with nonskid surfaces or strips that are securely fastened. The shower stall shall meet the standards outlined in the AADG. (A)

14. Water Supply.—Water pressure and temperature should remain constant and be comfortable. Extreme fluctuations should not occur. If faucets are provided, they must be accurately marked and operational. (A)

15. Dressing Area and Clothes Storage.—Either lockers or clothes hooks are to be provided and located in close proximity to the shower stall. A dressing area is to be provided and should contain adequate seating. (B)

16. Security.—Arrangements for the safekeeping of patrons' valuables should be provided, or signs shall be conspicuously posted stating that the management is not responsible for patrons' valuables. (B)

17. Soap and Towels.—If required in the Operating Plan, towels are to be of large bath size, good quality, good condition, and clean. Soap shall be individually wrapped or obtained from a soap dispenser. (A)

F. Laundry Facilities

18. Vending.—In addition to General Standards, element 16, all washers, dryers, and other vending equipment must be clean, well maintained, reasonably free of rust, and unspotted. Any equipment that is out of order must have a sign so stating and be returned to service as soon as possible. (B)

19. Laundry Supplies and Change.—Soap, bleach, and change must be available in close proximity to the facility. (B)

G. Other

20. Public Signs.—In addition to General Standards, element 6, operating instructions for timed showers and laundry equipment must be prominently posted in the shower or laundry area. Operating instructions for laundry equipment may be posted on the machines themselves. (B)

21. Timing.—Mechanical or electrical timing devices used for showers and laundry equipment, if provided, must be accurate to within 20 seconds or as otherwise approved by the area manager to ensure the minimum time period identified in the rate schedule. (B)

22. Interpretation.—If required in the Operating Plan, shower or laundry waiting areas will have informational or interpretive media for visitors' optional use during their waiting time. If the concessionaire provides interpretive material, all content and media will be approved by the area manager before use and will be appropriate for the site. If required, the concessionaire will keep any such interpretive media (bulletin board, display case, etc.) clean and in good repair. (B)

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23. Beverage Container Guidelines.—Refer to General Standards, element 17.

(B)

Operating Standards for Trailer/Rv Park (Short Term) and Concessionaire-Operated Campgrounds – Standard 10-613

Introduction

The following standards shall govern the management of short-term trailer villages at concessionaire-operated campgrounds. The concessionaire is responsible for enforcing compliance by the site occupants. The concessionaire shall inform site occupants that violation of any of these standards may be grounds for the termination of their occupancy. Reclamation should provide assistance as needed.

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds/Site Maintenance.**—In addition to General Standards, element 2, it is the responsibility of the concessionaire and the tenant to maintain the site in a clean, neat, and sanitary manner at all times. No debris, refuse, or litter shall be allowed on any site or in any space beneath a trailer. Tables, grills, and fire-containing devices, if provided, shall be reasonably vandal free, free of graffiti, and repaired as necessary to ensure proper function. Hookups, if provided, will be repaired as necessary to ensure safe operation. (B)
3. **Garbage and Trash.**—Refer to General Standards, element 4. (B)

B. Facility Interior

4. **Public Restrooms.**—Refer to General Standards, element 5. (A)
5. **Shower Areas.**—If provided, shower stalls, including floors, walls, ceilings, doors, and attachments, must be clean, well maintained, ventilated, illuminated, and free of litter, mildew, and offensive odors. Shower curtains must be of sufficient length and width to prevent water from flowing to other areas and to ensure privacy. Water must be of sufficient temperature to be comfortable, and faucets must be accurately marked and operational. (B)
6. **Public and Other Areas.**—In addition to General Standards, element 7, at least one public telephone with unrestricted 24-hour access will be provided in the transient areas, with emergency numbers clearly posted.(B)

C. Operations

7. **Employee Performance.**—Refer to General Standards, element 8. In addition to General Standards, element 8, employees will provide timely, accurate, and complete information about activities, facilities, and services available to the visitor. Employees are to be knowledgeable about all

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programs, policies, and regulations and able to explain them to the visitor in a clear, concise manner. Employees shall provide a basic level of visitor services as outlined in the Operating Plan. (A)

8. Employee Attitude.—Refer to General Standards, element 9. (A)

9. Employee Appearance.—Refer to General Standards, element 10. (A)

10. Operating Hours and Quiet Hours.—Refer to General Standards, element 11. Quiet hours shall be maintained between 10 p.m. and 6 a.m., as outlined in 36 CFR 2.10. These hours shall be prominently displayed to the public. (B)

11. Staffing.—Refer to General Standards, element 12. (A)

12. Public and Emergency Information.—Informational material, such as local area maps, area regulations, and campground regulations, shall be provided to all visitors at no charge when these items are available free to the concessionaire. Other approved material may be sold at the registration desk. Promotional material for commercial enterprises may be displayed only with the approval of the area manager. Materials being sold are to be displayed separately from those items that are free. A bulletin board or other informational method of display shall be accurate and complete and provide timely information about area activities and facilities, as well as services available. References and directions to the lost and found area, the public telephone, and local facilities, such as stores, service stations, and hospitals for nonemergency care, shall be provided. Provisions shall be made for delivering emergency messages to guests in a timely, effective manner. Routine messages for guests shall be prominently displayed. (B)

D. Rates

13. Authorized Rates.—Refer to General Standards, element 13. (A)

14. Sales Verification.—Refer to General Standards, element 14. Site assignment stubs or tickets may be substituted for sales receipts. (C)

E. Site Rental Operation

15. Rental Agreements.—Written rental agreements, conforming to applicable legal requirements, shall be executed for each site rental. The rental form must be approved by the area manager before adoption and use. It must include a requirement that the occupant, as a condition of rental, will abide by these standards and the campground or trailer village rules. At the time of rental, the tenant shall be told where a copy of the current concessionaire rules are posted. The checkout time, as outlined in the Operating Plan, shall be included in the rental agreement for transient sites. (B)

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- 16. Authorized Number and Types of Rentals.**—Group size, duration of stay, **number** of actual sites, and number of tents per site shall not exceed the number and times approved in the Operating Plan. Additionally, the concessionaire will not rent sites that are used, or reserved in any way, by anyone for the purposes of promotional display, advertising, sale of trailers or trailer accessories, or any other type of business or commercial purpose. (A)
- 17. Order of Rental.**—The concessionaire will maintain a waiting list on a first-come, first-served basis, or in a manner established by the area manager. (A)
- 18. Site Registers.**—The concessionaire shall maintain accurate, up-to-date registers of site occupants. These are to be available for examination by authorized representatives of Reclamation. The register list shall include those items requested by the area manager and may include information such as name of guest, date of rental period, space number, license, number of vehicles in the party, and if a trailer rental, the make, model, year, overall length, and State of registration of the trailer. (B)
- 19. Bureau of Reclamation Passports.**—If required by the contract, the concessionaire shall honor Reclamation passports. (A)

F. Trailer Village and Campground Operations

- 20. Employee Residential Area.**—Transient sites shall not be occupied by concessionaire employees. (B)
- 21. Site Boundaries and Site Numbers.**—All trailer villages and campgrounds are to be adequately and clearly marked by the placement of permanent markers or other identifiable signs at each lot corner, and each site shall be designated by a number that is permanently installed on the site. The site markers are to be established and maintained by the concessionaire. The size, design, and readability of numbers from the roadway going through the trailer village or campground are subject to approval by the area manager. (B)
- 22. Trailer Size Requirements.**—No trailer over 8 feet wide or 35 feet long will be located on a transient site, unless permitted by the area manager. The area manager should develop specific limitations for area locations based on local roadway and parking configurations. (A)
- 23. Vehicles and Boats.**—No vehicle shall be parked in such a way as to interfere with the normal flow of traffic within a trailer park or campground area. Overflow parking, if any, will be allowed only in approved designated areas. Only the maximum number of vehicles authorized by the area manager will be permitted per site. (B)

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24. Landscaping.—Planting or landscaping by the concessionaire is permitted, provided it is done according to a landscape plan approved by the area manager. (B)

25. Pets.—The concessionaire will have in place a program for managing pets and enforcing pet rules. The concessionaire is responsible for ensuring that all pets are leashed or confined to a pen and that no pets make unreasonable noise that disturbs other area visitors. No pets may frighten wildlife by barking, howling, or making other noise. The concessionaire must also ensure compliance with pet excrement disposal requirements, as established by the area manager. The concessionaire is required to remove pets that become a problem. (B)

26. Mechanical Repairs.—The concessionaire will not allow major mechanical work to be performed on any vehicles within the trailer village or campground. (B)

27. Dumping Station.—If required, the concessionaire will establish an area for the purpose of discarding sewage. If provided, this site must be approved by the area manager, located away from rental campsites, and not offensive to the campers. The concessionaire will keep the site clean and will be responsible for following any applicable State or county permits. (A)

28. Open Fires.—There shall be no open fires outside approved fire-containing devices. (B)

G. Other

29. Public Signs.—In addition to General Standards, element 6, the concessionaire shall post the following notices in a conspicuous area: (B)

- a. The concessionaire's rules and area regulations, including fire safety rules
- b. Approved rates
- c. Emergency and law enforcement telephone numbers
- d. Information on area facilities and services

30. Vending.—Refer to General Standards, element 16. (B)

31. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

Operating Standards for Trailer Villages (Long Term) – Standard 10-614

Introduction

The following standards are for the management of long-term employee trailer villages. The concessionaire is responsible for requiring trailer-site occupants to comply with these standards and shall inform occupants that violation of any of the elements in this standard may be grounds for the termination of their occupancy. Concessionaires may own trailers and rent them to employees. Concessionaire employees living in long-term trailer areas approved by Reclamation or a public long-term trailer village must abide by the same standards as other trailer-village occupants. It is incumbent upon the concessionaire to develop specific procedures for enforcing the standards and to incorporate them into trailer village occupants' space rental agreements. This standard applies to single-family use of trailers. Long-term trailer areas used as concessionaire dormitories should be evaluated by Reclamation using the Operating Standards for Group Employee Housing – Standard 10-611.

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds and Site Maintenance.**—In addition to General Standards, element 2, it is the responsibility of the concessionaire and the tenant to maintain the trailer site in a clean, neat, and sanitary manner at all times. No debris, refuse, or accumulation of personal property shall be allowed on any trailer site or in any space beneath a trailer. While occupied, certain day-to-day property (e.g., lawn chairs, BBQs, and fishing equipment) is acceptable on the property but must be stored inside when the occupant(s) are not present. (B)
3. **Garbage and Trash.**—Refer to General Standards, element 3. (B)

B. Facility Interior

4. **Public Restrooms.**—Refer to General Standards, element 4. (A)
5. **Public and Other Areas.**—In addition to General Standards, element 5, the concessionaire shall provide at least one public telephone with unrestricted 24-hour access, with emergency numbers clearly posted. (B)

C. Operations

6. **Employee Performance.**—Refer to General Standards, element 8. Also, employees shall provide timely, accurate, and complete information about activities, facilities, and services available to the visitor. Employees should know about programs, policies, and regulations, and they should be able to explain them to visitors in a clear, concise manner. Employees

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shall provide a basic level of visitor services, as specified in the area Operating Plan. (A)

7. **Employee Attitude.**—Refer to General Standards, element 9. (A)

8. **Employee Appearance.**—Refer to General Standards, element 10. (A)

9. **Operating Hours.**—Refer to General Standards, element 11. (B)

D. Rates

10. **Authorized Rates.**—In addition to General Standards, element 13, the following will apply. When a rate increase for site rental has been authorized, the concessionaire shall give all long-term trailer village renters a minimum of 30 days advance notice before the new rates are effective. (A)

11. **Sales Verification.**—Refer to General Standards, element 15. (C)

E. Site Rental Operations

12. **Rental Agreements.**—Written rental agreements, conforming to applicable legal requirements, shall be executed for each trailer-site rental. The rental form must be approved by the area manager before adoption and use. It must include provisions that the occupant will abide by the trailer-village rules and standards as a condition of rental. At the time of rental execution, the tenant shall receive from the concessionaire a copy of the trailer village rules and other area regulations. (B)

13. **Authorized Number and Types of Rentals.**—The number of actual trailer sites, including those rented to employees, shall not exceed the total number approved in the contract. Only one trailer is allowed per site, and only one trailer site may be rented to any one individual. No trailer site may be rented to any person whose trailer is not in conformance with this standard and the concessionaire's rules. Sites may be rented for a maximum number of days, as designated by the area manager. No concessionaire shall accept for occupancy or accept as a replacement for an existing unit any double-wide or tip-out trailer. Existing doublewide and tip-out or expanded trailers will be phased out upon termination or transfer of a site rental lease. Triple-wide trailers and modular homes are not permitted. Additionally, trailer sites shall not be rented, used, or reserved in any way by any person for purposes of promotional display, sale of trailers or trailer accessories, or any other on-site commercial enterprises. Subletting or renting to a second party is prohibited. (A)

14. **Site Register.**—The concessionaire will maintain accurate, up-to-date registers of site occupants. These are to be available for examination by authorized representatives of Reclamation. The register list shall include those items required by the area manager and may include information

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such as name and address of guest, date of rental period, space number, and make, model, year, overall length, and State of registration of the trailer. (B)

15. Order of Rental.—The concessionaire will maintain a waiting list on a first-come, first-served basis, or in a manner established by the area manager. (B)

16. Termination of Lease.—When a lease is terminated, the trailer must be removed by the renter from the trailer village except in areas where on-site resale is permitted by the area manager. (B)

17. Sale of Trailers.—The sale of any tenant's trailer is prohibited while in the trailer village, except with the concurrence of the area manager in areas where resale has previously been allowed. (A)

18. Limitation of Occupancy.—Occupancy is only for employees who work (for pay) a minimum of 20 hours per week. Occupancy may not exceed 120 days per calendar year or 3 weeks in any continuous stay. The concessionaire will develop procedures to monitor this use and enforce the guideline. Violation of these occupancy standards by the site holder may result in immediate termination of the permit and notice to vacate. Multiple violations must result in such termination and notice to vacate from the concessionaire to the site permittee. (A)

F. Trailer Village Operations

19. Site Boundaries and Site Numbers.—All trailer-site lot lines are to be adequately and clearly marked by the placement of permanent markers at the corner of each lot, and each trailer site shall itself be designated by a number that is permanently installed on the site. Such boundary and site markers are to be established and maintained by the concessionaire. The size, design, and readability of numbers from the roadway going through the trailer village are subject to approval by the area manager. (B)

20. Trailer Spacing and Size Requirements.—The concessionaire will not allow trailers to be placed on any site where there would be less than 20 feet between trailers, including any additions thereto. Awnings and eaves, however, may not intrude more than 2 feet into a required separation. At least 5 feet shall be maintained between each trailer and any property line or roadway adjacent to it. The trailer and accessory building, if present, shall not occupy more than 75 percent of the designated site area. (A)

21. Trailer Additions and Expansions.—The concessionaire will not allow expansions or additions to trailers, such as cabanas, ramadas, or expanded units. (B)

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- 22. Storage Space.**—The concessionaire will not provide space within a trailer village for the storage of unoccupied trailers, travel trailers, motor homes, autos, or recreational vehicles. (B)
- 23. Vehicles and Boats.**—The concessionaire will allow no vehicle to be parked in such a way as to interfere with the normal flow of traffic within the trailer village or to infringe upon neighbor’s rights (blocking view, etc.). All vehicles, including boats and boat trailers (boat and trailer is considered one vehicle), located within a trailer village must display a current registration. Two other vehicles may be parked on the site, if space permits, in addition to the trailer when such vehicles are used for transportation or recreation while the trailer occupant is in residence. Recreational vehicles parked on a site beside a trailer shall not be connected to either the trailer or to the trailer site electrical, gas, water, or sewage lines. (B)
- 24. Condition of Trailer.**—The concessionaire is responsible for seeing that the exterior of all units is kept in good repair, has a neat appearance, and meets all State, county, and local electrical, mechanical, safety, and public health codes. (B)
- 25. Landscaping.**—Planting or landscaping by the concessionaire is permitted, provided it is approved by the area manager. Tenant planting must be approved, in writing, by the concessionaire and must meet the following criteria: (B)
- a. Planting or landscaping shall not be done in front of a trailer if doing so hinders or prevents the attachment of towing vehicles to its hitching device or obstructs the trailer’s ready removal from the trailer site.
 - b. Screen or intersection planting shall not create hazards for vehicle movement within the trailer village.
 - c. Anything permanently planted on a trailer site shall not be removed without the prior written approval of the concessionaire.
 - d. Planting or landscaping shall not alter the natural terrain of a trailer site, including any impediment to its normal drainage.
 - e. Rock gardens, pools, dog kennels, or other landscape features shall not be erected on any trailer site if such features cannot be easily removed by hand by the tenant (without using heavy equipment) within 24 hours upon demand for its removal by the concessionaire.
 - f. Tenant may only introduce plants that are maintained by the concession and approved by Reclamation.
- 26. Walks, Walkways, Patio Slabs, Retaining Walls, and Fences.**—Any retaining walls or terracing of sites necessary for flood control shall be

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constructed by the concessionaire, not the tenant, in accordance with the area planning process. No walls or fences between trailer sites shall be constructed. Existing fences shall be removed when the tenant vacates the property, or sooner if desired by the concessionaire. Walkways and patio slab extensions are not permitted. The concessionaire will require the tenant to remove pre-existing walkways and patio slab extensions at the tenant's expense at the time of termination of the site rental lease. (B)

27. Foundations.—No permanent foundations shall be erected for trailers on any existing trailer site within the trailer village. A foundation shall be considered to be any wall or pier block constructed of bricks, stones, woodblocks, or any combination thereof, intended to support a trailer. All tiedowns shall be constructed to conform to applicable Federal, State, and local regulations. If local ordinances require foundations for long-term installations, such use will be discontinued except for employee quarters.(B)

28. On-Site Storage Facilities.—Each site may have placed upon it only one outside storage compartment. Any such storage compartment shall be of a commercially manufactured prefabricated type or professionally made, having a capacity of not more than 640 cubic feet, and not in excess of 10 linear feet in any dimension. Any storage compartment placed on a trailer site must have an easily removable non-concrete base. The concessionaire will provide a set of plans for any acceptable nonconcrete base or pad. (B)

29. Porches, Awnings, and Shade Structures.—The concessionaire may allow porches to be installed on trailer sites, but any porch shall be capable of being easily removed from the trailer site and shall not be enclosed with any material, including permanently or temporarily installed screening. Rollup sun shades are permitted. If awnings are present, the concessionaire will require that they be securely anchored and made of demountable metal, plastic, cloth, or fiberglass that can be easily removed. Small window awnings are permitted, provided they protrude not more than 4 feet from the trailer and are fully supported by the trailer. Patio awnings shall not be enclosed. No permanent shade structures from the trailer are permitted. No porch or shade structure may exceed 150 square feet or be more than 15 feet in any one dimension. Portable collapsible shade structures are permitted during periods of occupancy but must be fully dismantled and removed when the occupant departs for even one night (except employees). The concessionaire will designate acceptable sites for porches or shade structures. (B)

30. Skirting.—Skirting is required on all trailers in long-term sites. Skirting material of light metal, wood, plastic, or fiberglass shall be neat, attractive, and securely installed and well maintained. Each trailer will have removable access panels for inspection by the concessionaire and other officials. (B)

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- 31. Outdoor Showers.**—The concessionaire will not allow outdoor showers to be installed at individual trailer sites. (C)
- 32. Appliances and Yard Furniture.**—With the exception of water softeners, propane tanks, and air conditioners, no appliances of any kind shall be installed or stored outside of any trailer unless they are within an approved storage compartment. Only furniture designed and constructed for exterior use is permitted outdoors and then only during site occupancy. (B)
- 33. Radio and Television Antennas or Satellite Dishes.**—The concessionaire is responsible for seeing that individual radio and TV antennas and dishes are attached directly to trailers within the boundaries of the sites rented and without wires to the ground. Radio systems that interfere with or disrupt radio or television reception for other tenants are not permitted. Antennas and dishes shall be erected so that they do not come in contact with power lines. Antennas and dishes shall be installed with a minimum 8-foot vertical and horizontal clearance from power lines. All antennas and dishes shall also be within the Federal Communication Commission’s height restrictions. (B)
- 34. Pets.**—The concessionaire will have a program for managing pets and enforcing pet rules. The concessionaire is responsible for ensuring that all pets are leashed and not permitted to roam and that they do not disturb other area visitors or frighten wildlife by chasing, barking, howling, or making other noise. The concessionaire must also ensure compliance with pet excrement disposal requirements as established by the area manager. The concessionaire is required to remove troublesome pets. (B)
- 35. Mechanical Repairs.**—The concessionaire will not allow any mechanical work to be performed on any vehicles within the trailer village. (B)
- 36. Liquefied Petroleum Gas Tanks.**—Liquefied petroleum gas (LPG) storage tanks shall not exceed local code size restrictions for attachment directly to the trailer, mobile home, or RV. LPG tanks may not be so large that the same codes require a separation between tank and trailer or vehicle. The purpose of this limitation is to reduce the overall site impact by reducing tank capacity and size and increasing portability. This also recognizes that the sites are not areas of primary residence and long-term use. It is intended that users will need to remove tanks and take them out of the area for filling. Concessionaires may install larger LPG tanks to serve multiple employee trailers if approved locally by Reclamation. (A)
- 37. Fuel Oil Tanks.**—External fuel oil tanks are not permitted. Areas that currently permit, to code, external fuel tanks will comply with this standard when a trailer is sold or removed or the concession contract expires. (B)

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G. Other

38. Public Signs.—In addition to General Standards, element 6, the concessionaire shall post the following notices: (B)

- a. Fire safety rules.
- b. Approved rates.
- c. Emergency and law enforcement telephone numbers.

39. Vending.—Refer to General Standards, element 16. (B)

40. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

Operating Standards for Guide Services – Standard 10 - 615

The following elements have been devised for concessionaire-operated river-running, fishing, and hunting guide services. In these services, the concessionaire or the concessionaire's employees or guides take visitors on a trip and operate the vessel. If applicable, the employee or guide training program element should be evaluated only once per season, preferably near the beginning of the season.

A. Operations

1. **Employee and Guide Training Programs.**—If required, the concessionaire, in cooperation with Reclamation, holds active training and orientation sessions on an ongoing basis for new and experienced employees and guides to develop and advance the necessary skills and techniques for the job. (Evaluate annually.) (B)
2. **Employee and Guide Performance.**—Employees and guides are attentive to passengers, know loading and unloading and operating the water craft, know emergency procedures and first aid, and are aware of areas that change and could create obstacles. Additionally, employees and guides are cognizant of area rules and regulations and are knowledgeable in proper boat and helicopter evacuation procedures, if evacuation is necessary. If interpretation is a requirement, employees and guides should know about the area's attractions and resources and Reclamation's project purposes in the area in which the concessionaire operates. (A)
3. **Employee and Guide Attitude.**—Refer to General Standards, element 3. (A)
4. **Employee and Guide Appearance.**—Employees and guides are clean and well groomed; clothes are whole, decent, and clean. The concessionaire may require employees and guides who come in direct contact with the public, so far as practicable, to wear a uniform or badge by which they may be known and distinguished as the representative of the concessionaire. (C)
5. **Staffing.**—Refer to General Standards, element 5. (A)
6. **Qualification Requirements.**—All employees and guides must meet the qualifications and licensing requirements, including those for first aid and operation of transportation and boating equipment, as established by the contract, Operating Plan, or State or local requirements. (A)

B. Rates

7. **Authorized Rates.**—Refer to General Standards, element 13. (A)

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- 8. Reservation and Deposit Refunds.**—Reservation, cancellation, and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and contained in appropriate advertising material, rate schedules, or the Operating Plan. (B)

C. Equipment

- 9. Watercraft.**—All watercraft requirements, including the type of watercraft, vessel occupancy, equipment, and gear, must be met. The watercraft shall be identified and registered in accordance with Federal, State, and local laws. The watercraft shall be safe, fully inflated, and adequately rigged. If required, the company name and logo shall be painted on the watercraft. (A)
- 10. Emergency Equipment.**—All emergency equipment shall be appropriate to the type of raft or boat being used and the guiding situations experienced within each respective area. All safety equipment, such as fire extinguishers, air pumps, signaling devices, motor repair kits, patch kits, maps, spare propulsion equipment, bail buckets, or other safety equipment required by the Operating Plan, should be in good, serviceable condition. (A)
- 11. First Aid Kit.**—The availability and type of first aid equipment, including major and minor first aid kits, if required, shall be provided in good, serviceable condition. (A)
- 12. Personal Flotation Devices.**—Personal flotation devices that are required by Federal, State, or local laws, regulations, or policies, or the Operating Plan, shall be provided in serviceable condition. (A)
- 13. Transportation Equipment.**—Where provided, all vehicles used to transport passengers shall be safe, clean, well maintained, and in serviceable condition. (A)
- 14. Other Equipment.**—The concessionaire will provide and maintain in good condition any other equipment, including food service equipment, required in the Operating Plan. Firearms and ammunition will **not** be provided by the concessionaire. (B)

D. Services

- 15. Food Service Sanitation.**—If provided, food service preparation and cleanup will be provided in accordance with the public health requirements outlined in the FDA/PHS Food Codes. (A)
- 16. Food and Water Quality and Quantity.**—If provided, food shall be of good quality and of sufficient quantity to meet the level indicated in the concessionaire’s brochure and approved by Reclamation. If required, sufficient water for drinking and for food preparation shall be available in

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suitable containers for all passengers during the entire trip. Drinking water treatment must be available. (A)

17. Safety.—All appropriate safety procedures and practices as required by regulations, contract, or Operating Plan will be adhered to. (A)

E. Environmental Protection

18. Litter and Trash.—If required, trash containers must be available for use by raft or boat passengers. Campsites, if provided, must be clean, and refuse must be picked up. Trash must not be buried, toilet paper must be contained, and all cigarette butts, bottles, cans, and bottle caps must be packed out. (A)

19. Sanitation and Human Waste.—When required by regulations, the concessionaire will provide an adequate human waste carryout system. Toilet paper, plastic bags, liners, and disinfectant must be within reach, and hand washing facilities must be available. All public health sanitation requirements must be met. (A)

20. Fire Pans and Fuel.—If open fires are permitted, a fire pan or other approved device shall be used to hold all residue. Fire residue shall be disposed of according to regulation. (A)

21. Restricted Areas.—All restricted areas and activity requirements and regulations must be observed. (A)

22. Other Requirements.—Any other specific regulations or Operating Plan requirements regarding environmental concerns must be met. (B)

F. Orientation and Interpretation

23. Visitor Safety Orientation.—As required at appropriate times during the beginning of a trip, guides must brief all visitors on hazards to be encountered, weather conditions that may be expected, timeframe, and proper seating and standing requirements while in the raft or boat. Other topics, such as the nature and demands of the trip, restroom facilities, and litter and sanitation requirements, may be discussed at appropriate times during the trip. Employees and guides shall ensure proper fit and use of personal flotation devices, if flotation devices are to be worn. Employees and guides shall also follow proper procedures in case a person falls into the water. (A)

24. Trip Activities.—If required by the Operating Plan, before the trip begins, an interpretive session that includes introducing employees, guides, and their company and welcoming visitors to the area will be conducted. While on the trip, interpretive sessions may be conducted that highlight the scenic, geologic, historic, cultural, and wildlife resources. After the trip, a post-launch talk may be given to all passengers regarding travel

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arrangements, questions may be answered, and comments regarding the trip may be solicited. (B)

25. Program Content.—Information presented on the guided trip must be accurate, complete, appropriate to the audience, organized logically, and related to area themes. Concessionaires must consult with area Reclamation staff in developing programs. (B)

26. Program Delivery.—Employees and guides should have the ability to speak clearly, project good voice volume, and stimulate questions and comments from visitors. (B)

Operating Standards for Boat Rental Operations – Standard 10-616

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Garbage and Trash.**—Refer to General Standards, element 3. (B)

B. Facility Interior

4. **4. Public Restrooms.**—Refer to General Standards, element 4. (A)
5. **5. Public and Other Areas.**—Refer to General Standards, element 5. (B)

C. Operations

6. **Employee Performance.**—In addition to General Standards, element 8, individuals operating transportation vehicles must be properly licensed.(A)
7. **Employee Attitude.**—Refer to General Standards, element 9. (A)
8. **Employee Appearance.**—Refer to General Standards, element 10. (A)
9. **Operating Hours.**—Refer to General Standards, element 11. (B)
10. **Staffing.**—Refer to General Standards, element 12. (A)

D. Rates

11. **Authorized Rates.**—Refer to General Standards, element 13. (A)
12. **Posting of Rates.**—Refer to General Standards, element 14. (B)
13. **Reservation and Deposit Refunds.**—Reservation, cancellation, and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and contained in appropriate advertising material, rate schedules, and operating agreements, as approved by the area manager. (B)

E. Rental Services

14. **Rental Agreements.**—Written rental agreements that conform to applicable legal requirements shall be executed for each boat rental. The rental form must be approved by the area manager before adoption and use. (B)
15. **Order of Rental.**—The concessionaire will maintain a waiting list on a first-come, first-served basis, in a manner established by the area manager. (A)

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16. Rental Registers.—The concessionaire shall maintain accurate, up-to-date registers of boat renters. These are to be available for examination by authorized representatives of the Government. The register list shall include those items required by the area manager and may include information such as the name of the renter, date of rental period, description of the boat, and boat number. (B)

17. Authorized Rentals.—The number and type of rental vessels shall meet the specifications in the contract and shall be consistent with services approved by the area manager. (A)

F. Rental Equipment

18. Maintenance.—Rental vessels shall be in good operating condition and have a clean, well-maintained appearance. The interior and exterior of the vessel shall be free of rust, chipped or peeling paint, and excessively worn seating or benches. A preventive maintenance program shall be established and followed for each rental vessel. Motors and paddles must be inspected, cleaned, and serviced before being rented. (A)

19. Sanitation Equipment.—If a vessel is equipped with sanitation equipment such as waste water and sewage holding tanks, such equipment shall be of sufficient capacity and in good working order to prevent discharge of waste water or sewage directly into Reclamation administered waters, as required in 36 CFR, Section 2.14. (A)

20. Other Equipment.—Other equipment, appliances, and supplies, as specified in the Operating Plan, shall be available, well maintained, and in good working order. A minimum number of rental vessels shall be available in accordance with the standards outlined in the ADAAG. (A)

G. Safety

21. Safety Equipment.—All vessels rented to visitors shall have appropriate safety equipment, including life jackets, as required by the United States Coast Guard and Reclamation regulations. Any defective equipment must be immediately repaired or removed and replaced. (A)

22. Vessel Identification.—Identification of all rental vessels shall be in accordance with United States Coast Guard, State, and local regulations. For emergency identification in an area patrolled by aircraft, identification numbers shall be visible from the air to assist in identifying disabled vessels. (B)

23. Chase or Tow Boats.—Emergency chase boats, if required, shall be well maintained. Chase boats shall be dispatched during daylight hours upon request, except in severe weather conditions. (A)

H. Orientation and Interpretation

24. Visitor Safety Orientation.—The concessionaire must ensure that the renting operator is capable of handling the boat being rented. Before releasing the vessel to the visitor, specific written and verbal operating instructions must be given to the operator to ensure that the operator will be aware of any problems that may arise while the vessel is being rented. Instructions and information may include emergency procedures and equipment, navigational “rules of the road,” regulations and contract requirements concerning restricted areas, river closings and access areas, weather conditions, and proper disposal of garbage and trash. Carbon monoxide hazards to individuals in the water near the boat’s exhaust must be discussed with the renter and a printed safety sheet on the hazards must be provided to all renters.

If required in the concession Operating Plan, loading and off-loading and operational instructions for more specialized vessels (e.g., sailboats and houseboats) shall be given in an area separate from launching and haul-out areas for visitors with their own vessels and away from authorized tour vessel operations. (A)

25. Interpretation.—If required in the Operating Plan, informational or interpretive material will be given to visitors before rental. If the concessionaire provides interpretive material, all content will be approved by the area manager before it is distributed. (B)

I. Other

26. Transportation.—If pickup or dropoff transportation services are provided, the concessionaire shall provide timely and adequate service. Vehicles used to transport visitors shall be safe, well maintained, in good physical condition, and clean. (A)

27. Storage Lockers.—Storage lockers, if provided, must:

- Have adequate ventilation.
- Be kept clean.
- Be painted.
- Be of sturdy construction.
- Be uniform in size.
- Be not more than the maximum size allowed by the area manager. (C)

28. Public Signs.—Refer to General Standards, element 6. (C)

29. Vending.—Refer to General Standards, element 16. (B)

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30. Beverage Container Guidelines.—Refer to General Standards, element 17.

(B)

Operating Standards for Primitive and Rustic Lodging – Standard 10-617

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (B)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Signs.**—Refer to General Standards, element 6. (C)
7. **Public and Other Areas.**—Refer to General Standards, element 7. This does not apply to specific lodging rooms or tents. (B)

C. Operations

8. **Employee Performance.**—Refer to General Standards, element 8. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)
11. **Operating Hours.**—In addition to General Standards, element 11, the following shall apply: When closed, instructions shall be conspicuously posted and illuminated and shall provide information on contacting the management and the procedures to follow in the event of emergency. (B)
12. **Staffing.**—Refer to General Standards, element 12. (A)
13. **Reservations and Deposit Refunds.**—Reservation, cancellation, and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and contained in appropriate advertising material, rate schedules, and operating agreements, as approved by the area manager. (B)
14. **Accommodation Availability.**—Accommodations shall be made available to guests within a reasonable period. Guests should not be required to wait in excess of 2 hours from the established checkout time for the facility and should never have to wait past 4 p.m. Security shall be provided for visitors' luggage until their accommodations become available. (B)

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15. Identification of Area.—Each lodging facility must have an adequate and easily identifiable area for registration and checkout. (C)

16. Informational Material.—The registration area shall have general area and concession information available, such as operating hours for area and concessionaire services and activities. (C)

D. Rates

17. Authorized Rates.—Refer to General Standards, element 13. (A)

18. Posting of Rates.—In addition to General Standards, element 14, the following will apply: Rates will be posted in accommodations or will be conspicuously posted at the registration area. (B)

E. Accommodations

19. Room(s) Organization.—Accommodations must contain adequate space for guests to move about comfortably and must not contain unnecessary furniture or oversized furniture that results in a congested appearance. Furniture should be placed so as to not impede free movement within the accommodation. (C)

20. Furniture and Furnishings.—Each unit shall be adequately furnished and equipped to meet visitor needs. The furnishings shall include a sufficient number of chairs, tables, wastebasket(s), coat hangers, and ashtrays, if smoking is allowed. All furniture and accessories are to be clean, free of dust and stains, and in good condition. When provided, cooking utensils, flatware, and dishes shall be clean. Clearance of wood and oil stoves from combustible materials, including partitions and walls constructed with wood studs, shall not be less than that recommended by Underwriters Laboratories, Inc. Fireproof pads shall be placed under wood burning stoves to prevent the floor from catching fire. (B)

21. Window Coverings.—All window coverings, including draperies, blinds, and shades, must be cleanable and designed to provide for the guests' privacy. Such coverings must effectively shut out light from outside sources. (B)

22. Floors, Walls, Ceilings, and Windows.—Floors and floor coverings must be clean, unturned, and free of litter. Wood floors shall be either painted or well sealed. Area rugs must be treated to prevent slippage. Walls, ceilings, and windows shall be clean. (B)

23. Bedding.—All bedding provided must be clean, unturned, free of stains, and of the proper size for the mattress. Depending on location and climatic conditions, a second blanket for each bed should be available, preferably in the room, but at a minimum, obtainable at the registration area. (A)

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- 24. Bed Condition.**—Mattresses must be clean, odorless, nonsagging, free of lumps and protruding tufts, and sized to fit the bedframe or springs. Springs are to be nonprotruding, quiet, and unbroken. Frames are to be clean and in good condition. All cots provided in furnished units (e.g., tents) shall be durable, clean, odorless, and in good condition. Sagging is to be minimal and consistent with the normal expectation of a camping experience. (A)
- 25. Illumination.**—A sufficient number of lamps must be provided to properly illuminate the room. Lamps for reading or writing purposes must be provided, and the bulbs must be at least 75 watts or 20 candlepower. However, the bulb wattage must not exceed the specification printed on the specific light fixture. (C)
- 26. Tents or Other Facilities Without Electrification.**—At least one LPG lantern per furnished tent shall be provided. (B)
- 27. Environment.**—All units must be well ventilated, odorless, and free of insects and rodents and evidence thereof. Doors and windows, including screens, must be sufficiently tight to prevent the entry of rodents and insects. (B)
- 28. Security.**—All doors and windows in the unit must have adequate, operable locking devices and must be changed as necessary to prevent theft. Doors shall have a double locking system on the inside. Canvassed buildings are excluded from the double locking requirement, with the stipulation that other means of providing security for visitors' valuables are available. (A)
- 29. Utilities and Appliances.**—Heaters, air conditioners, and other appliances (stoves, refrigerators, etc.) must be in good condition, operable, adequate, clean, reasonably quiet, and available, as required by the area manager. Clear instructions concerning the use of the above items must be provided and conspicuously placed. Removal plates for wood burning stoves shall have handles. Spark arresters and stove flues must be cleaned regularly and must be in good condition. (B)

F. Bathrooms (Individual or Central)

- 30. Linen.**—Where required, clean linens of good quality and in good condition shall be provided. There shall be one large bath towel and one face cloth per person. In the event baths are used in common, linens must be placed in the unit. (A)
- 31. Soap.**—There shall be at least one individually wrapped soap bar per person. In the event bathrooms are used in common, the requirement remains the same, and supplies shall be placed in the unit. (B)

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- 32. Toilet Tissue.**—Toilet tissue must be of good quality and conveniently located. One roll or package must be held in reserve and located in a convenient location. (B)
- 33. Wastebaskets.**—Each bathroom shall contain one clean wastebasket that is in good repair. In the event bathrooms are shared, the waste container in the women’s restrooms shall be covered. (C)
- 34. Drinking Containers.**—When required, for each person there must be one sanitized, wrapped drinking glass or single-service cup. Where single-service cups are used, they must be stored in a clean, properly sized, enclosed dispenser. When ice is available, each unit is to contain a clean ice bucket. (B)
- 35. Shower Enclosures.**—Shower or tub curtains must be untoned, clean, and free of mildew. They shall be of sufficient length and width to prevent water from flowing onto the floor. Other types of enclosures (hinged and sliding doors) must meet the above criteria and, in addition, be easily moveable and free of breaks. Sliding door tracks must be clean and in good repair. (B)
- 36. Tubs and Showers.**—Showers and bath tubs shall be clean, unspotted, reasonably free of stains inside and out, and in good condition. Tubs and showers must be equipped with either a nonslip mat or constructed with nonskid surfaces or strips that are tightly secured, clean, free of mildew, and untoned. (A)
- 37. Fixtures.**—Toilets, sinks, faucets, tissue dispensers, mirrors, towel racks, light fixtures, etc., shall be clean, unpitted, and free of cracks. (A)
- 38. Environment.**—Bathroom areas shall be clean, well ventilated, free of litter and offensive odors, and well maintained. Floors, walls, ceilings, doors, and windows shall be clean and mildew free. (A)

G. Other

- 39. Vending.**—Refer to General Standards, element 16. (B)
- 40. Beverage Container Guidelines.**—Refer to General Standards, element 17. (B)

Operating Standards for Golf Course Operations – Standard 10-618

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (B)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Signs.**—Refer to General Standards, element 6. (C)
7. **Public and Other Areas.**—Refer to General Standards, element 7. (B)

C. Operations

8. **Employee Performance.**—Refer to General Standards, element 8. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)
11. **Operating Hours.**—Refer to General Standards, element 11. (B)
12. **Staffing.**—In addition to General Standards, element 12, if lessons are offered, a qualified Professional Golf Association teaching professional or equivalent shall be available. Also, the service of a qualified golf course manager shall be available at all times. (A)

D. Rates

13. **Authorized Rates.**—Refer to General Standards, element 13. (A)
14. **Posting of Rates.**—Refer to General Standards, element 14. (B)
15. **Sale Verification.**—Refer to General Standards, element 15. (C)
16. **Rain Check and Deposit Refunds.**—Rain check, cancellation, and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and contained in appropriate advertising material, rate schedules, and operating agreements, as approved by the area manager. (B)

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17. Rental Service Verification.—All equipment rentals shall be accurately and legibly recorded. Receipts shall be given for all equipment rental transactions. (C)

E. Equipment And Services

18. Authorized Equipment.—The type of rental equipment and the number of items specified in the contract and area planning documents must be consistent with services determined necessary and appropriate by the area manager. (A)

19. Maintenance.—Rental equipment shall be in good operating condition, clean, and well-maintained. The interior and exterior shall be free of rust, chipped or peeling paint, and excessively worn seats or benches. A preventive maintenance program shall be established and followed for each rental vehicle. (A)

20. Equipment.—All vehicles rented to visitors shall have the appropriate safety equipment. (B)

21. Visitor Orientation and Instruction.—The clubhouse (sales area) shall be arranged and signed to guide the visiting player to the course or driving range.

Each group of players shall be provided with a score card that includes a map or diagram of the course, the applicable rules of the golf course, and appropriate safety instructions (lightning, etc.) (C)

22. Order of Rental and Starting.—The concessionaire shall rent equipment, sell tickets, and assign starting times to eligible visitors on a first-come, first-served basis. (A)

F. Golf Course Proper

23. Accessories.—The following accessories are required on all golf courses:

- **Markers.**—At least one pair of tee markers shall be provided at each tee. Additional pairs may be provided to indicate tee-off positions for different skill levels. Markers should be color coded according to accepted golfing practice.
- **Ball Washers.**—Ball washers shall be provided as specified in the contract. Any ball washers on the course shall be in good repair, an adequate level of clean washing solution shall be maintained, and one or more towels shall be provided.
- **Benches.**—Benches shall be safe and usable.
- **Flags.**—Greens shall be marked with standard numbered flags. When the course is designed so that two or more sets of flags for

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each green exist to designate hole locations, the flags shall be differentiated by color, shape, or other easily recognizable means.

- **Rain Shelters.**—Should be provided.
- **Lightning Warning System.**—Should be installed.
- **Drinking Water.**—Should be provided at designated holes. (A)

24. Maintenance of Golf Courses.—The various features of the golf course (e.g., tees, greens, fairways, roughs, and traps) will be maintained in accordance with current standards for golf course and turfgrass management. (A)

G. Other

25. Informational Material.—The registration area shall have general area and concession information available, such as operating hours for area and concessionaire services and activities. (C)

26. Practice Facilities.—Practice greens and driving ranges shall be maintained in a safe and pleasing condition. (A)

27. Vending.—Refer to General Standards, element 16. (B)

28. Beverage Container Guidelines.—Refer to General Standards, element 17. (B)

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Operating Standards for Swimming Pool Facilities – Standard 10-619

A. Facility Exterior

1. **Structure Condition.**—Refer to General Standards, element 1. (B)
2. **Grounds.**—Refer to General Standards, element 2, except that all pools shall be enclosed with a fence at least 6 feet high. The fencing should be of a type that cannot be easily climbed. (B)
3. **Public Signs.**—Refer to General Standards, element 3. (C)
4. **Garbage and Trash.**—Refer to General Standards, element 4. (B)

B. Facility Interior

5. **Public Restrooms.**—Refer to General Standards, element 5. (A)
6. **Public Notices and Signs.**—Refer to General Standards, element 6. (C)
7. **Public and Other Areas.**—Refer to General Standards, element 7. (B)

C. Operations

8. **Employee Performance.**—In addition to General Standards, element 8, the concessionaire’s lifeguards shall possess a current first aid card or equivalent. Lifeguards (where required) must always stay at their assigned posts while the pool is in operation. (A)
9. **Employee Attitude.**—Refer to General Standards, element 9. (A)
10. **Employee Appearance.**—Refer to General Standards, element 10. (A)
11. **Operating Hours.**—Refer to General Standards, element 11. (B)
12. **Staffing.**—A qualified lifeguard shall be on duty during all hours. When a lifeguard is not provided, a warning sign to that effect shall be placed in plain view and the pool shall not be used by children without an adult attendant or by adults swimming alone. (A)

D. Bathhouse

13. **Shower Stalls.**—Shower stalls, including floors, walls, ceilings, doors, and attachments, shall be clean, well maintained, ventilated, and adequately illuminated and free from litter, mildew, and offensive odors. (B)
14. **Flooring.**—Flooring shall be covered with either a nonslip mat or constructed with nonskid surfaces or strips that are securely fastened. (A)

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15. Dressing Area and Clothes Storage.—Either lockers or clothes hooks are to be provided and conveniently located. (B)

16. Security.—The safekeeping of guests' valuables should be provided. If safekeeping is not provided, a sign shall be conspicuously posted stating that the management is not responsible for guests' valuables. (B)

E. Swimming Pool and Pool Area

17. Walls (Sides) and Floors.—Pool walls and floor surfaces shall be clean, smooth, impervious, and free of algae. Overflow gutters shall be clean, unblocked, and in good working order. (A)

18. Apron Area.—The pool shall be surrounded by an impervious apron extending at least 4 feet from the edge. The apron and coping shall be kept clean and free of cracks. (B)

19. Depth Markings.—Depth markings of 4-inch minimum height shall be placed at regular intervals along the pool periphery and spaced at not more than 25-foot increments. Small pools shall have markings at the deep and shallow ends and at the 5-foot point. (B)

20. Ladders.—A means of egress shall be provided at the deep end of the pool and also at the shallow end if the distance from the apron to the bottom of the pool is greater than 2 feet. One mode of egress shall be provided for each 75 feet of pool perimeter, but in every case, no less than two separate ladders shall be provided. Ladders shall have a clearance of not more than 6 inches nor less than 3 inches from the pool wall. Ladders shall be equipped with handrails and nonslip surfacing. (B)

21. Water Quality and Filtration System.—Water shall be clean and free of algae, and all State and local standards shall be followed. (A)

22. Fencing.—For safety reasons, the pool area should be fenced according to State and local standards. (A)

F. Safety

23. First Aid Kit.—A standard 24-unit first aid kit shall be kept filled and readily accessible for emergency use. (A)

24. Reaching Poles and Buoys.—One or more light poles, no less than 12 feet long, shall be available for reaching people in the pool who may be in trouble. One or more buoys (life rings) in good condition, not more than 15 inches in diameter, shall be available at strategic points adjacent to the pool. (A)

G. Other

25. Vending.—Refer to General Standards, element 16. (B)

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26. Beverage Container Guidelines.—Refer to General Standards, element 17.

(B)

Operating Standards for Mountaineering Guide Services – Standard 10-620

A. Operations

1. **Employee Performance.**—The skill and competency levels of each guide must be commensurate with the climbing and guiding services that he or she is responsible for. At no time will the concessionaire allow a guide to provide services that exceed the skills, experience, or competency level of the guide. Active introductory training programs for new employees and retraining programs for experienced employees shall be conducted on an ongoing basis for the development and advancement of the necessary skills and techniques for the job. These sessions shall stress work performance, safety, first aid, climbing ethics, employee attitudes, Reclamation philosophy and policy, and knowledge of area rules and regulations. All employees, especially guides, must meet the qualification requirements, including first aid, as established in the Operating Plan. (A)
2. **Employee Attitude.**—Refer to General Standards, element 9. (A)
3. **Employee Appearance.**—Refer to General Standards, element 10. (A)
4. **Operating Hours.**—Refer to General Standards, element 11. (B)
5. **Staffing.**—Refer to General Standards, element 12. (A)
6. **Client/Guide Ratio.**—Client to guide ratios, including any party size limitations as advertised by the concessionaire, shall be adhered to, as specified in the Operating Plan. (A)
7. **Back-Country Registration.**—The concessionaire shall be responsible for complying with any and all registration requirements, as specified in the Operating Plan. (A)

B. Rates

8. **Authorized Rates.**—Refer to General Standards, element 13. (A)
9. **Posting of Rates.**—Refer to General Standards, element 14. (B)
10. **Reservation and Deposit Refunds.**—Reservation, cancellation, and deposit refund policies shall be reasonable, efficiently handled, and contained in appropriate advertising material, rate schedules, and Operating Plans, as approved by the area manager. (B)

C. Equipment

11. **Condition.**—All mountaineering related equipment, including, but not limited to, climbing ropes, hardware, protective clothing, equipment, and

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boots, either supplied or rented by the concessionaire, is to be in good repair for its intended use. All equipment should be periodically inspected to ensure adherence to this standard; any defective equipment shall be immediately repaired or removed and replaced. (A)

12. Adequacy.—All mountaineering equipment supplied or rented by the concessionaire shall be of the type and quantity suitable to the climbing and guiding situations that may be expected. (A)

D. Safety

13. Client Orientation.—The concessionaire, or his/her representative, shall inform visitors before and during the climb or hike of the nature and demands of the particular service the client is requesting. This orientation should include:

- Any inherent dangers associated with the trip.
- Physical requirements.
- Trip length.
- Personal equipment needed.
- Any other information pertinent to the overall experience. (A)

14. Safety.—The concessionaire shall ensure that all clients are adequately prepared and supplied with any equipment needed for a safe climb or guided tour. The concessionaire shall require the use of all safety equipment while engaged in any climbing or guided activity. All guides shall carry adequate first aid supplies while engaged in climbing and will monitor clients' physical and mental condition. (A)

E. Environmental Protection

15. Camping Sanitation.—All Operating Plan requirements for camping should be closely adhered to. In addition, all sanitation disposal, including human waste, garbage, and trash disposal must be in accordance with the procedures outlined in the contract. (B)

16. Climbing Ethics.—Concessionaires shall encourage good climbing ethics. (C)

F. Services

17. Interpretation.—All guides must be trained to describe attractions, comment on the resources of the area, and inform patrons of area regulations and the purposes behind the establishment of the area in which are climbing. Information must be accurate, pertinent, and complete. Concessionaires should consult with area's staff in developing training. (B)

18. Food Services.—All food provided by the concessionaire shall be of sufficient quantity and quality to sustain party members for the duration of the climb. To prevent food borne illnesses, sanitary food handling and

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storage practices will be provided in accordance with the public health requirements outlined in the FDA/PHS Food Codes and the Back-Country Sanitation Checklist (River, Livery, and Mountaineering). (A)