**Between**

**Association Name:**

**And**

**Park Name:**

**Date:**

**Background and Objective**

According to Reference Manual #32, the park should identify and document operational arrangements with its Association annually in a Park Operating Plan. The plan will include operating procedures for Association-led programs and activities that will not only define operational requirements, but also establish criteria for evaluating and measuring program success. A key purpose of the plan is to provide a forum for a discussion of questions or concerns about the proposed program or activity before it is implemented.

**Annual Priorities**

Identify priorities for the upcoming year, evaluate park and Association progress toward achieving shared strategic goals, and clarify and implement a process to identify and come to a mutual understanding of how to resolve problems in the relationship between the park and the Association. Include critical timelines for meeting priorities and status updates.

**Category 1:**



**Operating Schedule**

Address hours of operation, Association and park staffing as pertains to Association activities, facility and equipment assignments, new operating procedures, and housing assignments. Include opening and closing procedures, roles and responsibilities for NPS and Association staff.

**Category 1:**

**Facility Use**

Use of NPS facilities, utilities, vehicles, storage, and equipment available to the Association

**Category 1:**

**Staffing Plan**

Association and NPS staffing plan for all operations. Detailed description of who is responsible for coverage. Training requirements needed for any specific tasks. Clarification of unsupervised access to government buildings and use of computers by Association employees, per HSPD-12, and any necessary background checks performed. List all points of contact and contact information for managers, supervisors, and front-line staff for visitor services, maintenance, safety, and administration.

**Category 1:**

**Safety Information and Protocols**

Include standard safety information concerning staff and visitors and communication protocol.

**Category 1:**

**Communication Plan**

Detail the expected communication plan between NPS and Association, including primary point of contact, anticipated visit schedule, and preferred method of communication/file sharing. The Superintendent or his/her designee should meet with both the Association and concession operator(s) and any other partners a minimum of once a year to share information about planned park operations that might have an impact on retail partners and to resolve potential conflicts. Associations will propose a manageable and reasonable approach to annual communications with partner parks, including minimum expectations for on-site visits and operational evaluations.

**NPS Responsibilities:**

**Association Responsibilities:**

**Special Events/Programming**

List a calendar of significant dates through the year and programs planned that would indicate a product or sales opportunity for the Association.

**Category 1:**

**Business Interruption**

Schedule for NPS actions that might affect Association operations – construction, building renovations, utility repairs. Schedule for Association actions that might affect NPS operations – store remodeling, inventory, and staff shortages.

**NPS actions:**

**Association actions:**

**Long Term Planning**

Involve the Association, in a manner befitting its role in supporting interpretation, in long-range or comprehensive interpretive planning and other NPS interpretation and education initiatives. Association activities should also be considered in any park commercial services strategies or plans. Substantially involve the Association in the planning and design of new government facilities that house Association facilities including the opportunity to review and comment on preliminary and final design plans.

**Category 1:**

**Interpretive Services**

When it is deemed appropriate for the Association to conduct formal interpretive or educational activities in support of the NPS mission, the park is responsible for defining the role of Association in the park’s Long-Range Interpretive Plan. In addition, DO-32 requires a “legal instrument” to authorize an Association to provide interpretation and education services to the public. See “General Agreement for I&E Services” in RM – 32, Section 6, as well as additional guidance in Section 12.

**Category 1:**

**INSERT OTHER CATEGORIES THAT SHOULD BE INCLUDED**

**Description:**

**Inclusions:**

**INSERT OTHER CATEGORIES THAT SHOULD BE INCLUDED**

**Description:**

**Inclusions:**

It is our understanding that all information included in the Annual Park Operating Plan is subject to change, and should be documented by both NPS and Association representatives and shared in accordance with RM-32 standards. This document promotes independence and effectiveness by both Associations and the NPS which is needed to ensure cooperation and collaboration. Frequent communication, mutual respect, shared vision, and collaborative goal setting characterize the most successful partnerships.

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Eastern National Representative Date

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NPS Superintendent Date

**LIST OTHER ATTACHMENTS THAT WOULD BE INCLUDED WITH THE ANNUAL OPERATING PLAN AT THIS PARK:**

1.

2.

3.

4.

5.