**Between**

**Eastern National**

**And**

**<Insert NPS Park Unit Name>**

**<Insert Date, MMYYYY>**

***Instructions for use and file management***

* *Use Times New Roman, 11 point font.*
* *Include graphics or tables within the relevant section of your report.*
* *Use the following naming for the FINAL file:*
* **Date YYYY-MM – Park Abbreviation ABCD – Annual Park Operating Plan.doc**

**Ex. 2018-01 – SAJU – Annual Park Operating Plan.doc**

* *Use the following naming for the DRAFT file:*

**Date YYYY-MM – Park Abbreviation ABCD – Annual Park Operating Plan DRAFT.doc**

**Ex. 2018-01 – SAJU – Annual Park Operating Plan DRAFT.doc**

* *Upon completion, EN staff will upload FINAL files to T:\$Regional Management Communication\Annual Operating Plan\Region #*
* *Upon drafting, EN staff will upload DRAFT files to T:\$Regional Management Communication\Annual Operating Plan\Region #\Draft*
* *Once a DRAFT is finalized, delete draft copy*
* *Archive/past versions should be stored in T:\$Regional Management Communication\Annual Operating Plan\Region #\Archive*
* *For all entries that require a direct owner of the process, use the following format:*

**NPS responsibilities:**

* Sample text.
	+ Sample sub-text

**Association responsibilities:**

* Sample text.
	+ Sample sub-text.
* *For all information that does not require a direct owner, use the following format:*

**Category 1:**

* Sample text.
	+ Sample sub-text.
* *The following documents should be included as an addendum to every Annual Park Operating Plan:*
	+ Map of Association designated space (store floor plan, assigned storage and office areas)
	+ Current photos of the Association store(s) and workspaces
		- Format Photos 3” tall, and label with location #123 and park abbreviation ABCD
	+ Most recent Scope of Sales Statement
	+ Sales Item Review Form
* *The following agreements should be included as an addendum to every Annual Park Operating Plan, if applicable:*
	+ Philanthropic Partnership Agreements (including Licensing Agreement and/or Consignment Agreement)
	+ Interpretation and Educational Service Agreement
	+ Concession Agreement
	+ Fee Collection Agreement

**Between**

**Eastern National**

**And**

**<Insert NPS Park Unit Name>**

**<Insert Date, MMYYYY>**

**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:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**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:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**Facility Use**

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

**Category 1:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**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:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**Safety Information and Protocols**

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

**Category 1:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**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:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**Association Responsibilities:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**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:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**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:**

* Sample text.
* Sample text.
	+ Sample sub-text

**Association actions:**

* Sample text.
* Sample text.
	+ Sample sub-text.

**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:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

**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:**

* Sample text.
* Sample text.
* Sample text.
	+ Sample sub-text.

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