


**Fw: Y3 & Y4 2024 Annual Overall Rating Evaluations**

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**From** Tucker, Nicole M <Nicole Tucker@nps.gov>

**Date** Fri 5/9/2025 12:15

**To** Gagliolo, Kimberley M <Kim Gagliolo@nps.gov>

 2 attachments (3 MB)

YOSE003 16 AOR2024.pdf; YOSE004 16 AOR2024.pdf;

FYI

Thank you,

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Nicole Tucker  
Chief of Commercial Services  
Yosemite National Park  
Mobile/Text: (209) 347 7455  
[nicole\\_tucker@nps.gov](mailto:nicole_tucker@nps.gov)

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**From:** Tucker, Nicole M

**Sent:** Monday, March 24, 2025 4:41 PM

**To:** sponaugle-nick <sponaugle-nick@aramark.com>; Day, Sasha <day-sasha@aramark.com>

**Cc:** Jontos, Kristen <Kristen\_Jontos@nps.gov>; Keyes, Joshua S <Joshua\_Keyes@nps.gov>

**Subject:** Y3 & Y4 2024 Annual Overall Rating Evaluations

Hi Nick and Sasha,

Thanks for meeting with us today. Please find the attached 2024 AOR's for YOSE003-16 and YOSE004-16.

The Superintendent has reviewed and signed. Please review and digitally sign on the "Concessioner signature" line on the second page and send back to me to signify receipt of the 2024 AOR's. Please return **no later than Monday March 31, 2025**.

Thank you,

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Nicole Tucker  
Chief of Commercial Services  
Yosemite National Park  
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# United States Department of the Interior



NATIONAL PARK SERVICE  
Yosemite National Park  
P.O. Box 577  
Yosemite National Park, CA 95389

IN REPLY REFER TO:  
5.B (YOSE-BRM)

Mr. Nick Sponaugle  
Vice President – Operations  
Yosemite Hospitality, LLC  
P.O. Box 306  
Yosemite National Park, California 95389

Dear Mr. Sponaugle:

The Yosemite Hospitality, LLC (YH) 2024 Annual Overall Rating (AOR) is enclosed for your review. This AOR reflects YH's activities from January 1, 2024, through December 31, 2024. The final AOR score for the year is 49.0, which translates to an Unsatisfactory rating.

Per the letter we sent on November 28, 2023, informing you of the new AOR rating methodology, overall ratings are capped at an Unsatisfactory level if three or more program areas receive Marginal ratings or lower. YH received Marginal ratings in Operational Performance (10-OPR) and Asset Management (10-AMP). Furthermore, YH received an Unsatisfactory rating in Risk Management (10-RMP). Together, these two Marginal and one Unsatisfactory rating resulted in an overall Unsatisfactory rating for the 2024 operating year.

YH received a score of 59.9 in the 10-OPR based upon periodic evaluations of concessioner performance conducted throughout the year. This score resulted in a Marginal rating. In particular, food and beverage periodic evaluation scores averaged at 2.25 in 2024. Trending issues included poor food storage (stored at inappropriate temperatures, improper labeling and covering of foods, expired food); inoperable and/or consistent breaking down of cooking and refrigeration equipment; poor refrigeration temperature log keeping; soiled food preparation areas, refrigeration equipment, and cooking equipment; inefficient vent hood capacity; rodent activity in food preparation areas; and general facility maintenance.


YH received a score of 49.0 in the 10-RMP, which resulted in an Unsatisfactory rating. Among other issues, on numerous occasions during the 2024 operating year, the Service notified YH about persistent public health concerns. Although YH submitted corrective action plans, issues continued indicating inadequate mitigation and correction of serious hazards. YH has also not conducted adequate reporting of imminent dangers and serious incidents as well as OSHA complaints. YH also received a Marginal rating for the 10-RMP in 2023.

YH received a score of 66.7 in the 10-AMP, which resulted in a Marginal rating. While YH has conducted certain maintenance activities throughout the operating year, this maintenance has not been adequate to meet facility needs. Several issues are detailed in the AOR Evaluation Workbook. Among those issues are clarity regarding the Annual Concessioner Maintenance Plan, inadequate inspections, addressing deferred maintenance, and noncompletion of other contractual requirements. As mentioned in the 2023 transmittal letter, the Service is concerned that the consistent lack of proactive and adequately resourced maintenance to assets over the duration of the Contract has resulted in unnecessary accruing of deferred maintenance. YH received a Marginal rating for the 10-AMP in 2023 as well.

The Service would like to commend YH for making improvements to its Environmental Management (10-EMP) rating. Efforts throughout the 2024 operating year in this area demonstrate an ability to address Service concerns. We look forward to YH addressing Service concerns in the areas mentioned previously in a similar manner.

Please review the report in full to understand the program areas that continue to prove challenging, and work with the NPS Commercial Services team regarding specific areas that need attention. Upon your review, please sign and send the signature page to Nicole Tucker, Chief of Commercial Services, at [nicole\\_tucker@nps.gov](mailto:nicole_tucker@nps.gov). We value the partnership with YH and look forward to working together under CC-YOSE004-16 to continue improving the visitor experience at Yosemite National Park.

Sincerely,

A handwritten signature in cursive script, appearing to read "Stephanie M. Burkhart".

Stephanie M. Burkhart  
Acting Superintendent

Enclosure

## United States Department of the Interior - National Park Service

### Annual Overall Rating Report

#### Contract Information

**Instructions:** Fill in the corresponding contract information.

*Note: To use Spell Check, hold "Ctrl + Shift + S" on your keyboard.*

Year of Operation:

2024

Park:

Yosemite National Park

Contract Term Effective Dates:

March 1, 2016 - February 28, 2033

Concessioner Name:

Yosemite Hospitality, LLC

Concessioner Doing Business As:

Yosemite Hospitality, LLC

Contract Number:

CC-YOSE004-16

Evaluator Name:

YOSE Commercial Services

Date of Review:

1/1/2025

Please indicate below whether the following criteria areas apply to the concessioner being evaluated:

Program Area	Applicability (Yes/No)
Environmental	Yes
Public Health	Yes
Asset Management	Yes

*Applicable to all 1998 Law Contracts*

*Applicable to contracts with one or more of the following services: food & beverage, swimming pools, and thermal baths*

*Applicable to all Category I and II Contracts*

#### Service Types

**Instructions:** Add an X next to all applicable service categories under this Contract. Scroll over the service category for a list of all sub-categories.

Air		Lodging	X
Automobile Services	X	Other	X
Boats		Recreation	X
Food and Beverage (F&B)	X	Retail	X
Horse & Mule	X	Transportation	X
Land	X	Water	X

**United States Department of the Interior - National Park Service**  
**Form 10-AOR - Annual Overall Rating Report**

Year of Operation: 2024

Park: Yosemite National Park  
 Concessioner Name: Yosemite Hospitality, LLC  
 Contract Number: CC-YQSE004-16

Contract Term Effective Dates: March 1, 2016 - February 28, 2033  
 Concessioner DBA: Yosemite Hospitality, LLC

**Table 1: AOR Score**

Category	Scores	Rating
Administrative Compliance (10-ADM)	88.9	Satisfactory
Operational Performance (10-OPR)	59.9	Marginal
Public Health (10-PHP)	90.4	Satisfactory
Risk Management (10-RMP)	49.0	Unsatisfactory
Environmental Management (10-EMP)	95.8	Superior
Asset Management (10-AMP)	86.7	Marginal

AOR Score

49.0

Rating

Unsatisfactory

Superior = 90 – 100  
 Satisfactory = 70 – 89  
 Marginal = 50 – 69  
 Unsatisfactory = ≤49

This AOR had been rated as Unsatisfactory. An Unsatisfactory AOR constitutes grounds for termination of the concession contract.

**Notes:**

- The final AOR score is the average of all applicable category scores unless capped because of Marginal or Unsatisfactory Program scores.
- In accordance with 36 CFR 51.74, when a concessioner's AOR is unsatisfactory for one year or is marginal for two consecutive years, it constitutes grounds for termination of the Concessioner's contract. Concessioners with a right of preference in contract renewal may also lose that preferential right if rated unsatisfactory for one year or marginal for two or more consecutive years.
- If the Concessioner receives an Unsatisfactory for any program, the final AOR rating cannot exceed Marginal. If the Concessioner receives an Unsatisfactory for two programs, the final AOR rating cannot exceed Unsatisfactory.
- If the Concessioner receives a Marginal for any program, the final AOR rating cannot exceed Satisfactory.
- If the Concessioner receives below a Satisfactory (Marginal or Unsatisfactory) for two programs, the final AOR rating cannot exceed Marginal.
- If the Concessioner receives below a Satisfactory (Marginal or Unsatisfactory) in three or more program areas, the final AOR rating cannot exceed Unsatisfactory.
- If a periodic evaluation (10-OPR) has not been completed for the contract during the year of operation, the final AOR rating cannot exceed Satisfactory.

**Table 2: Superintendent Approval / Signature**

**Superintendent Approval / Signature**

**Instructions:** The park superintendent has the authority to adjust the final concessioner AOR rating. Please use the space below to enter the final superintendent-approved rating. If the rating has been altered from the calculated rating (shown above), please also include notes to explain why the change occurred. Please see the Tab "Instructions and TOC" for instructions on signing AOR.

Superintendent Approved Rating

Unsatisfactory

**Narrative** (explain reasoning for any changes made by the superintendent)

[Empty box for narrative]

Superintendent's Signature

*Stephan Burkert*

Date

*3/21/2025*

Concessioner Signature

(to signify receipt of rating)

Date

\_\_\_\_\_

**Table 3: Evaluation Narratives**

**Evaluation Narratives**

**Instructions:** Narrative assessment and comments on the Concession Annual Overall performance for the year are mandatory. Please use the outline below to organize the narratives. Enter "N/A" under outline headers that are not applicable.

If you wish to attach a separate document to this Workbook as supporting materials, please see the instructions on the "Instructions and TOC" tab. Refer to any attachments in the space provided below. Please also use attachments if your text does not fit inside the boxes below.

*Hint: Hold the ALT key and hit enter twice to start a new paragraph in the comments area, then continue typing the next paragraph.*

<b>CFIP / Construction / Repair and Maintenance Reserve or Rehab Projects</b>	See attached narrative.
<b>Leasehold Surrender Interest / Possessory Interest</b>	See attached narrative.
<b>Franchise Fees</b>	See attached narrative.
<b>AFR</b>	See attached narrative.
<b>Insurance</b>	See attached narrative.
<b>Risk Management</b>	See attached narrative.
<b>Environmental Management</b>	See attached narrative.
<b>Public Health</b>	See attached narrative.
<b>Asset Management</b>	See attached narrative.
<b>Administrative Compliance Reporting</b>	See attached narrative.
<b>Annual Visitor Use Statistics / Utilization Data</b>	See attached narrative.
<b>Problems / Issues and Resolution</b> (include outstanding problems/issues and intended resolution)	See attached narrative.
<b>Accomplishments or Outstanding Work</b>	See attached narrative.
<b>Future Plans for Concession Operation(s)</b>	See attached narrative.
<b>Visitor Satisfaction</b>	See attached narrative.

**Final Remarks:**

## ANNUAL OVERALL RATING REPORT (10-AOR) NARRATIVES

Some of the information below may be addressed in more detail in other program reviews.

### CFIP / Construction / Repair and Maintenance Reserve or Rehab Projects

#### **Completed Component Renewal Reserve Projects:**

- Ahwahnee: Bar Ceiling Replacement
- Ahwahnee: Bridge 2 Walkway Replacement
- Ahwahnee: Plumbing and Roof Assessment
- Ahwahnee: Pool Restoration
- Tecoya: A Dorm Rehabilitation (CRR Funded)
- Warehouse: Roof Replacement
- Wawona Hotel: Door Restoration
- Wawona: Pool Fence Replacement
- Yosemite Valley Lodge: Courtyard Awning Restoration

#### **Completed YH Funded Projects:**

- Ahwahnee: Slate Roof Repairs (Storm Damage)
- Ahwahnee: UST Removal
- Badger Pass: UST Removal
- Curry Village Tent Cabin Rebuilds (Storm Damage)
- Curry Village: Back Dock Oil Storage & Propane Shed Removal
- Curry Village: Bath Cabin Eave Repairs (Storm Damage)
- Curry Village: Dish room Floor Resurfacing
- Curry Village: Ice Rink Restroom Rehabilitation (Storm Damage)
- Curry Village: Shuttle Stop Repairs (Storm Damage)
- Housekeeping Camp: Fence Replacement
- New Employee Housing: Phase 2 (Concept Design)
- Parkwide: Textile Donation/Recycling Bins
- Parkwide: UST System Compliance Repairs
- Tecoya: A Dorm Rehabilitation (YH-Funded)
- Tecoya: Indian Creek UST Removal
- Tuolumne Lodge Storm Damage Repairs
- Tuolumne Grill/Store Storm Damage Repairs
- Tuolumne Meadows Stables Storm Damage Repairs
- Tuolumne: Store/Grill Storage Container Demolition and Replacement
- Wawona Hotel: Emergency Railing, Column, Roof & Fascia Repairs and Replacements (Storm Damage)
- White Wolf Storm Damage Repairs
- Yosemite Valley Lodge: Bathtub Repairs

### Leasehold Surrender Interest

Leasehold Surrender Interest was not requested or authorized.

### **Franchise Fees**

Franchise fees and associated reports were paid and submitted on time monthly.

### **Annual Financial Report (AFR)**

Annual Financial Report for the prior year was submitted on time, January 25, 2025.

### **Insurance**

Updated certificates of insurance were provided on time by the Concessioner on October 30, 2024.

### **Public Health**

All food safety and recreational water inspections were conducted by LCDR George Carroll (MPH, REHS/RS), Regional Public Health Consultant, NPS Office of Public Health (OPH). Food service operations were assessed in accordance with the 2022 Food and Drug Administration (FDA) Food Code. Swimming pool facilities were inspected in accordance with the Centers for Disease Control and Prevention's 2023 Model Aquatic Health Code. A total of 31 inspections were completed throughout the operating year, including routine, pre-opening, and complaint inspections.

YH received an overall **Satisfactory** rating for its Public Health Program Evaluation Report. While the overall rating is considered Satisfactory, five facilities (Degnan's Kitchen, May Lake High Sierra Camp, Curry Village Bar 1899, Wawona Hotel, and Base Camp Eatery) received Marginal inspection ratings. In response to multiple complaints received by OPH, a recommendation for temporary closure of food service facilities was made on five separate occasions to address imminent health hazards (i.e., rodent activity). Integrated pest management, rodent trapping, rodent exclusion, and employee hantavirus risk reduction training must remain a focus to protect the health of employees and the public. To improve overall food service operations, priority attention should be given to addressing food safety report deficiencies, particularly items that were unresolved at the time of inspection and repeat items. Additionally, no Certified Food Protection Manager (CFPM) was observed on site during seven inspections; OPH recommends a CFPM be on site at all hours of operation for each food facility. Please coordinate with NPS Concessions and NPS Public Health prior to making any future food facility improvements, including new equipment installation and any new construction, alteration, or renovation, so that an appropriate public health plan review may occur prior to installing new equipment or the commencement of construction. The Concessioner must use the standard operating procedures described in Appendix A of its cure plan response.

## **Risk Management**

Overall, YH received an **Unsatisfactory** for its Risk Management Program Evaluation Rating. The following section provides an overview of the Concessioner's Risk Management activities for the 2024 operating year.

### **Risk Management Plan**

YH submitted its Risk Management Plan (RMP) on time in 2024. In response to previous AORs, which noted that the RMP should serve as a dynamic and usable document that provides each party with a one-stop location for relevant risk management information, the Concessioner adjusted the document's general format and added or updated several sections, including:

- Hantavirus Risk Reduction
- Respiratory Quick Standards
- Safety Assurance in Food and Environments (SAFE) checks and observations
- Food Safety and Quality Assurance
- Updated Hot Work Guidelines

The Concessioner also added information pertaining to ladder inspections and a list of 2024 incidents that were documented through its Damages Register. Finally, certain areas of the RMP were moved to other sections of the document or removed because the topics were addressed in the Environmental Management Plan.

### **Safety and Health Official**

YH employed a dedicated and qualified safety and health official for the entire 2024 operating year. As Contractually required, the Senior Safety Specialist received a Fire Inspector I certification through the NFPA. Over the course of the year, the Senior Safety Specialist's contributions to the Risk Management Program provided essential support for Park and Concessioner operations.

### **Employee RMP Training**

The RMP included a list of standard operating procedures and emergency action plans that were finalized and submitted in 2024. Training and information regarding the RMP were included in employee orientation and refresher trainings. Employees could access the RMP by either contacting the Senior Safety Specialist directly or contacting their manager.

YH utilized a virtual Learning Management System (LMS) and Global Metrics Monitor to assist with trainings. Additionally, YH provided a weekly SAFE Brief to supervisors that was shared with all employees in the workplace. A training matrix was included in the RMP to list and track trainings required and received by staff. As part of the 2024 RMP review, YH was directed to

provide employee training logs. YH provided this information on time and demonstrated improvement in conducting and documenting training identified in the Risk Management Plan.

Additionally, Yosemite Hospitality partnered with NPS Fire to deliver live fire extinguisher trainings to over 30 members of the concessioner's staff.

### RMP Training Issues

Although YH provided training logs indicating all trainings identified in the RMP were conducted and documented, the following incidents indicated that YH employees had not received certain trainings until after an incident occurred:

- On Monday, June 10, 2024, the Service, in consultation with the Office of Public Health, closed The Ahwahnee Bar due to an imminent public health risk as a result of reports of employee illness related to ongoing issues with chemical safety and unaddressed rodent contamination in the ceiling. YH indicated employees had been trained in Hazard Communication by the General Manager, but YH was unable to produce Hazard Communication training records. Hazard Communication training was conducted on June 14 as part of YH's required documentation to reopen The Ahwahnee bar. Although the training occurred, it was conducted in response to this incident.
- The Service and Office of Public Health conducted a site visit in July for a routine food safety inspection at the Crane Flat Store and found that two employees had not received Hantavirus Risk Reduction training prior to beginning work, which the RMP indicates is required upon hiring. YH confirmed that a new supervisor and an hourly employee had not received the training. After the incident, the Concessioner indicated that all Crane Flat staff would receive the training on July 16<sup>th</sup>. Following the 2024 annual RMP review, YH provided Hantavirus training records for Crane Flat employees. Consequently, YH conducted Hantavirus Risk Reduction training, but only did so after the incident.
- During a site visit at the Wawona Hotel on August 20, 2024, the Service discovered OSHA communication No. 2167970 that YH received on May 30, 2024. The communication described a complaint that was filed with OSHA that stated, "employees who were tasked to remove dead rodents and roaches were not given the proper training and proper personal protective equipment (PPE). Employees were exposed to various health hazards." The Service received a copy of YH's response to OSHA regarding this complaint; however, the Service did not receive a copy of the actual complaint in a timely manner pursuant to the Contract, Section 5(b), which states, "The Concessioner shall give the Director immediate written notice of any violation of Applicable Laws by the Concessioner, including its employees, agents or contractors, and, at its sole cost and expense, must promptly rectify any such violation." Hantavirus Risk Reduction training records submitted by YH indicated that Hantavirus Risk Reduction Training for Wawona employees occurred on June 7, 2024, and June 26, 2024, after this OSHA

communication was received. **This incident contributed to the noncompliant scoring of ID #6.1 (Reporting), a special attention item.**

#### Risk Management Reporting Issues

- The Office of Public Health recommended temporary closure of food service facilities on five separate occasions to address imminent health hazards. These unreported, imminent health hazards involved refrigeration units running at temperatures above minimums mandated for safe food storage, several incidents of rodent contamination, chemical misuse, and employee illness.
- On July 22, the Service was notified by an employee about a significant leak in The Ahwahnee Bar kitchen. It was reported to be an active leak for approximately one week. The Service notified YH and requested additional details about when it first occurred, how it was being addressed and when the repairs would be completed. Public Health informed YH of the prohibitions within the FDA code stating that food and equipment cannot be stored under leaking water lines or other sources of contamination. On July 22 YH made efforts to fix the leak. On July 23 the leak continued and YH shut the kitchen down that morning. Repairs occurred and YH reopened the evening of July 23.

**These accumulated incidents contributed to the noncompliant scoring of ID #6.2 (Reporting), a special attention item.**

#### Risk Management Incidents

In response to multiple complaints received by the Office of Public Health, recommendations for temporary closures of food service facilities were made on multiple occasions to address imminent health hazards as defined by the FDA Food Code:

- On Thursday, May 30, 2024, the Service was made aware of rodent contamination issues and that the kitchen's walk-in cooler was running at 50F or more at The Ahwahnee Bar. YH reported that the kitchen ceiling had been left open the night before by contractors that were servicing the bar kitchen's HVAC over a period of several nights. YH maintenance closed the opening in the ceiling on Thursday and informed the HVAC contractors that they needed to close any ceiling openings before food service hours. YH maintenance also reported that the walk-in cooler serviced on Thursday and that the unit's blower motors were being replaced. YH was reminded to notify the Service when HVAC or main refrigeration units went down.

On Thursday, June 6, 2024, YH notified the Service that the walk-in cooler was still malfunctioning. In consultation with the Office of Public Health, the Service closed The Ahwahnee Bar due to an imminent health hazard based on the malfunctioning walk-in cooler, reported rodent contamination in the ceiling void directly above a food preparation area, and reported employee illness following chemical misuse and exposure (i.e., concentrated bleach application and strong chemical odor impacting the

dining room). The bar reopened on Friday morning, June 7, after repairs were made to the cooler and contractors cleaned and disinfected the facility.

- On Monday, June 10, 2024, the Service, in consultation with the Office of Public Health, closed The Ahwahnee Bar due to an imminent health hazard associated with additional reports of employee illness received over the weekend related to the June 6 incident.

On Friday, June 14, 2024, The Ahwahnee Bar reopened. Prior to reopening, YH provided the Service with documentation of the steps taken to address the imminent health hazard, which included training employees on proper chemical use and safety, posting and completing hot/cold holding and dishwashing logs, and employing contractors to clean and disinfect impacted areas to address rodent contamination issues. The contractors also expanded overnight cleaning efforts beyond The Ahwahnee Bar kitchen to include the dining area and The Ahwahnee main dining room.

- On Thursday, June 13, 2024, the Service, in consultation with the Office of Public Health, closed the Base Camp restaurant due to an imminent health hazard. High ambient heat within the facility led to cooler malfunctions that prevented the units from maintaining appropriate refrigeration temperatures for food safety. The Concessioner failed to notify the Service of the incident. Instead, a visitor foodborne illness report prompted the Service and Public Health to inspect the facility. During the inspection of Basecamp, staff reported an additional foodborne illness report made to Mountain Room management in the days preceding the inspection that had not been reported to the Service.

On Friday, June 14, 2024, Base Camp restaurant reopened after temporary swamp coolers were placed in the facility. Permanent replacement swamp coolers were installed on Sunday, June 16, which were fully operational by Monday, June 17.

- On September 4, 2024, the Service, in consultation with the Office of Public Health, closed The Ahwahnee Bar due to imminent health hazard in response to a video the Service received showing ongoing rodent activity within the facility. The Ahwahnee Bar reopened September 20 for drink service only. The Service required that food service at the bar remain closed until trapping efforts were increased, and the drop ceiling repairs were completed. On November 14, 2024, the Service approved reopening the kitchen for full service.
- On September 17, 2024, the Service received a video showing ongoing rodent activity in the Wawona kitchen. In consultation with the Office of Public Health, the Service closed the Wawona dining room and kitchen due to an imminent health hazard. The Wawona Dining room reopened September 21 after several action items were completed and new protocols were put in place.
- On September 27, 2024, the Service received a video showing ongoing rodent activity at Degan's Kitchen. In consultation with the Office of Public Health, the Service notified

YH of the imminent health hazard and required YH to address. To avoid an interruption to visitor services, YH completed exclusion work overnight and reopened on September 28.

**These accumulated incidents contributed to the noncompliant scoring of ID 7.2 (Inspections and Corrective Actions), a special attention item.**

In response to the incidents noted above, YH transitioned pest management companies from Sprague to EcoLab. As part of the change in companies, YH received four visits weekly from EcoLab instead of two visits from Sprague. EcoLab also serviced additional locations, including Glacier Point, Crane Flat, and other seasonal locations, and YH housing locations on an as-needed basis. The transition between companies began in August 2024 and was fully implemented in October 2024.

*Effective Risk Management*

The following elements provide examples of effective Risk Management Program oversight provided YH:

- On March 11, 2024, loose electrical wires on the thermostat in room 4407 sparked and generated smoke. Concessioner staff contacted NPS dispatch and emergency services responded. The guests staying in the impacted room and room 4406 next door were offered other accommodations. The rooms were brought back online once the faulty wiring was identified and replaced. The concessioner responded to the incident and reported it in an expeditious manner.
- While installing new meters to two buildings (Birch & Azalea) at the Yosemite Valley Lodge, YH encountered significant electrical current running through the piping system. YH notified the service and moved all guests to other rooms. It worked with the NPS High Voltage team to find and rectify the situation in a quick and timely manner.
- On August 19, 2024, an employee tent in Tuolumne Meadows housing caught fire. YH responded to the incident effectively and reported it in a timely manner. The Concessioner also indicated that it planned to educate other residents and guests on how to prevent similar incidents from occurring.
- YH resumed tracking risk management incidents using its Damages Register in order to identify trends and respond to incidents.
- YH employed Safety Assurance in Food Environments (SAFE) program to investigate incidents. YH indicated that safety metrics helped inform YH on mitigating future incidents. YH also indicated that the total employee incidents dropped by 5% in 2024.

- The Concessioner purchased four new AEDs and performed annual maintenance on all existing units to ensure working order for our guests and staff's safety.
- In June 2024, Yosemite Hospitality hosted events for National Safety Month, which included the provisioning of custom first aid kits for participating employees and community members, a safety fashion show, and safety bingo.
- YH held First "Clean Out Days" in July for Facility Operations, Wawona, and Transportation. The Concessioner continues to partner with Yosemite to effectively recycle and dispose of metals, trash, and appliances from all locations.
- The Concessioner Food Safety Specialist maintained Certified Professional Food Safety, Hazard Analysis Critical Control Point, and Serve Safe proctor & instructor certifications.
- 50 new fleet first aid and trauma kits were installed throughout all maintenance and warehouse vehicles.

### **Environmental Management**

Overall, YH received a **Superior** for its Environmental Management Program Evaluation Report rating. The following section provides an overview of the Concessioner's Environmental Management activities for the 2024 operating year.

#### **Environmental Management Plan (EMP)**

YH provided its EMP for the 2024 operating year, which the Service accepted on February 18, 2025. Changes for 2024 included updated training and qualification requirements and updates to its environmental management program staff. YH remained staffed with a Senior Safety/Environmental Officer, a Sustainability Manager, Corporate Environmental Resources staff and local support staff as part of their dedicated environmental management team.

#### **Environmental Management Training**

Although YH provided updated training records to the Service, the documentation was not presented in a manner that enabled the Service to determine that all training had been completed. Nonetheless, the information provided suggested that the Concessioner had made progress conducting required employee EMP training during the operating year. Consequently, despite the ambiguous nature of the documentation provided by YH, the Service has designated this item as complete for the operating year. However, future rating periods will require more explicit documentation of completion.

As requested in previous reviews, YH also updated its environmental training plan and documented it in the annual EMP submission, including required qualifications and trainings for the Environmental Officer and all YH staff.

### Environmental Management Communications

YH is responsible for communicating its EMP to staff and visitors. The EMP is available to all staff online through YH's internal website. Individual staff responsibilities for environmental protection and implementation of sustainability measures are identified during orientation and on-the-job training.

During the 2024 operating year, YH communicated its environmental controls and initiatives to visitors through signage, lodging check-in, and a revised webpage on the concessioner's website. YH covered topics related to appropriate trash/food storage, pest management and sightings, water/energy conservation, and wildlife protection.

### EMP Communication Concerns

There were several areas of concern regarding the Concessioner's environmental management messaging, including:

- The Yosemite Valley Lodge Basecamp outdoor eating area remained an ongoing subject of concern. As documented in periodic evaluations, the only wildlife signage present in this area was a single sign posted to the Basecamp building next to an exit door.
- Additionally, the Village Grill and Curry Village Pizza and Meadow Grill Decks relied heavily on tabletop wildlife signage that, alone, has proven inadequate over time. Although the signage is informative, it is affixed to tables, which visitors cover with their pizzas, food trays, and other items.
- During site visits to multiple food and beverage locations, concessions specialists have witnessed visitors feeding wildlife, especially squirrels.

Despite these concerns, the Concessioner took steps to address these issues in 2024. YH supplemented tabletop signage by adding wildlife information stickers to all Pizza Deck buzzers, messaging inserts to napkin holders, and wildlife notices to food receipts. Additionally, YH created a "Be Aware Trash Guide" that was dispersed to all Concessioner departments to educate staff about common waste issues and solutions. YH New Hire Orientation also added a section on "Talking to Guests About Wildlife".

### Reporting, Audits, and Inspections

YH submitted its planned pesticide use form for the 2024 operating year on January 15, 2024. Additionally, YH's year-end pesticide use report, generated by Sprague and Ecolab, was provided to the Service on January 15, 2025, for the 2025 operating year without any discrepancies identified.

The Concessioner's increased focus on monitoring contracted, third-party vendors led to noteworthy improvements in the inspection, maintenance and documentation of compliance with mandatory regulated Above and Below Ground Storage Tanks (ASTs/USTs). Further, all records of inspection and maintenance activities associated with YH's tank programs were available to the Service for review and were validated in accordance with all applicable regulations. The Service recognizes the effort and diligence required to remove three USTs in 2024 and acknowledges its contributions to UST and fuel station compliance upgrades and monitoring equipment improvements, which exceeded \$1 million during the operating year.

With the assistance of a third-party contractor, the Service conducted an Environmental Audit from September 16-20, 2024. Fourteen findings were identified by the audit team, a significant improvement from the 2022 audit that totaled 67 findings across all YH operations. Of the 14 findings, five were cured on-site and prior to final report issuance. Additionally, YH completed its Contractually required Environmental and Safety audit during the 2024 operating year from July 12-14, 2024. The eight low-priority findings identified in YH's Internal Environmental and Safety audit spanned the following EMP areas: flammable storage; regulated waste management; general program management; and spill, prevention, control and countermeasures.

#### EMP Incident Response

YH responded to the following environmental incidents in a timely and effective manner:

- The Curry Village Ice Rink glycol spill on November 17, 2024, minimizing spread and allowing for the seamless resumption of operations, which minimized environmental and visitor impacts.
- The November 7, 2024, small quantity release of 1 ½ gallons of anti-freeze from a refrigerated truck onto asphalt at The Ahwahnee Hotel which was rapidly contained and remediated.
- The December 3, 2024, oil spill at the Yosemite Valley Garage. The response to this incident was both commendable in scope and timely, preventing additional impacts to the surrounding area. After the incident, a comprehensive remediation plan for the impacted areas was developed and implemented.

#### Completed Outstanding Contract EMP Requirements

The Service noted outstanding Contract requirements that were met during the 2024 operating year:

- The Concessioner must complete the following no later than the **first anniversary of the Contract effective date**: Install over 100 water monitor devices to overnight accommodation buildings, food and beverage work areas, and employee housing, to

monitor water flow; Complete and provide to the Service a Water Use Report, including a 100% survey documenting water use of existing fixtures and monitoring devices; Provide the Service and its employee's access to a website monitoring daily water usage.

- The Concessioner must establish a comprehensive wireless communication system and array of sensors, **no later than the first anniversary of the Contract effective date**, to accomplish the following: optimize its "just-intime" delivery of merchandise, monitor the use of purchased electricity, monitor water use, monitor food storage temperatures.
- The Concessioner must Install over 200 electricity metering sensors (part of overall sensor array program) in target buildings and rooms to monitor electricity use **no later than the first anniversary of the Contract effective date**.
- The Concessioner must monitor underground and above ground storage tanks (part of overall sensor array program) **no later than the first anniversary of the Contract effective date**. Seven tank locations were completed in 2024: Badger Pass, Y-8 Valley Fuel station, Yosemite Valley Garage, Maintenance Warehouse, Yosemite Valley Lodge, Wawona Hotel, Wawona Store.
- The Concessioner must implement the following during the term of the Contract: Replace one additional fuel-oil boiler with Combined Heat and Power Technology with most fuel-efficient per year (for a total of 3) **no later than the third, fourth, and fifth anniversaries of the Contract effective date**; Replace all remaining fuel-oil (or diesel) stationary backup generators with propane or fuel-cell technology (if available).
- Yosemite Valley Lodge refrigeration system converted from cool water to an air-cooled system.
- The Concessioner must provide a \$35,000 donation annually to the Park's approved non-profit operating partner for the duration of CC-YOSE004-16 to partially fund the Zero Landfill Initiative and Sustainability Coordinator position which will provide Concessioner support in its sustainability efforts.
- ISO 14001 Environmental Management System
- ISO 14046 Water Footprint Management System
- ISO 50001 Energy Management System

#### *Incomplete Outstanding EMP Contract Requirements*

The Service noted Contract requirements that were unmet or in progress at the end of the 2024 operating year and that were not addressed in other program-specific reviews:

- The Concessioner must partner with a local university or college with an environmental program to improve its environmental systems and employ at least 2 students every season to work on implementing approved water conservation initiatives and evaluate the success of these initiatives throughout the term of the Contract. By the end of 2024, one position was filled, and one remained vacant.
- The Concessioner must replace one third of its remaining fleet (in place prior to the effective date of the Contract) annually with hybrid or the most fuel-efficient alternative technology available no later than the **first, second, and third anniversaries of the Contract effective date**. YH continued to replace its fleet in 2024 and committed to replacing the remaining vehicles over the next two years; however, this is still an unmet Contract requirement and is planned for completion by end of year 2026.
- The Concessioner must track (part of overall sensor array program) fuel transfers to company vehicles, shuttles, and buses, and monitor vehicle positions and speeds. The Concessioner must implement the use of its “RoadNet” transportation management software system, as part of its sensor array, to ensure employees arrive at designated times and to schedule deliveries **no later than the first anniversary of the Contract effective date**.
- The Concessioner must provide a plan regarding the location and installation of up to five vehicle charging stations and compressed air stations for Service review and approval and complete installation within one year of Service approval. YH provided a plan, and the compliance process began in November 2024. Construction is planned to begin spring of 2025.
- The Concessioner must upgrade eight kitchen dish washing systems that are seven years or older and that use 200 gallons of water per hour **no later than the third anniversary of the Contract effective date**. Curry Village Pavilion machine has been ordered. Installation is planned for 2025.

**The outstanding Contract requirements noted above contributed to the noncompliant scoring of ID 8.1 (Other Contract Requirements).**

Some of the above-listed items are several years past due, and all were included in AORs completed from 2020-2023. During the 2025 operating year, the Concessioner must communicate regularly regarding its plan to address these outstanding obligations, and the Service will scrutinize and monitor its progress.

**Asset Management**

Overall, YH received a **Marginal** for its Asset Management Program Evaluation rating. The following section provides an overview of the Concessioner’s Asset Management activities for the 2024 operating year.

### Asset Management Reporting

In 2024, YH submitted its Contractually obligated reports on time, including the Annual Concessioner Maintenance Report (ACMR), the Annual Concessioner Maintenance Plan (ACMP), the Component Renewal Report, and the Personal Property Report.

The ACMP included most of the service-requested clarifications and changes. However, as Contractually required, the ACMP did not include inspection plans and procedures that demonstrated how the Concessioner would conduct maintenance during the next calendar year, and it did not identify Scheduled Repairs and Deferred maintenance. Additionally, the Plan also did not clearly define or identify work scheduled and completed by third-party contractors.

**These omissions contributed to the noncompliant scoring of ID 1.2 (ACMP).**

### Asset Management Inspections and Documentation

YH made progress in 2024 by completing the development of its internal inspection form. However, YH did not submit details of maintenance inspections with sufficient information to allow the Service to know what facilities were planned for inspection. As such, the Service could not determine if inspections were performed on schedule. Furthermore, the Service did not receive copies of reports and findings of inspections performed. The Annual Concessioner Maintenance Report (ACMR) indicated 34 inspection work orders totaling 100 labor hours were created in 2024, which indicates that only a small number of inspections were conducted per asset. Field checks, condition assessments, and periodic evaluations conducted by the Service suggest that internal inspections were performed inconsistently and that findings were not adequately addressed in a timely manner. The Service also discovered that building, housing, and mechanical equipment inspections were not completed by YH. Leaks were identified at The Ahwahnee Hotel Bar and Lobby, Wawona Hotel, and Mother Curry Bungalow, which sustained significant water damage.

**These issues contributed to the noncompliant scoring of ID 2.1 & 2.2 (Inspections).**

YH committed to developing process improvements to address periodic evaluation findings in a timely manner. However, the Service received extension requests for a substantial number of findings, and some remain unaddressed at the end of the operating year. This, again, resulted in repeat deficiencies during several periodic evaluation cycles indicating that findings are not being addressed in a timely manner.

**These issues contributed to the noncompliant scoring of ID 2.3 (Periodic evaluation facility findings were addressed in a timely manner). Examples of unaddressed findings and findings resulting from a lack of internal inspections are included below:**

- **Yosemite Valley Lodge**
  - The rear porches of several buildings, especially Laurel, Juniper, and Alder are in an advanced state of disrepair. There is substantial rot in the wooden deck boards. Deck boards are frequently loose and detaching from supports with exposed, rusty nails.

- The concrete stairs and landings for most of the buildings in the property are also in an advanced state of disrepair. This issue has been noted as a deficiency on multiple evaluations as well. Further, in March 2024, an employee was injured on a damaged step that was noted as deficient on a recent evaluation at the Cedar building.
  - Concrete sidewalks and paths are in an advanced state of disrepair, especially in front of the Laurel, Juniper and Alder buildings. Numerous trip hazards are located along the sidewalks adjacent to those buildings. Multiple tripping hazards on the patio/sidewalk surface around the Mountain Room and Mountain Room Lounge have been remarked since February 2023.
- **The Ahwahnee Hotel**
    - Bar carpet fraying in multiple areas. First remarked November 2023.
    - Flooring surfaces of the men's and women's locker rooms are deteriorated and no longer easily cleanable surfaces. First remarked November 2023.
  - **Wawona Hotel**
    - Mushrooms were found to be growing behind the employee break room ice machine in April 2024 periodic evaluation. It was later found that a large leak had gone unfixed for some time in the wall adjacent to the ice machine. The employee break room had to be closed for the rest of the year for mold abatement and other repairs.

### Maintenance Completion and Documentation

YH performed over 4,000 labor hours of Preventative Maintenance (PM) across 749 work orders in 2024 and hired third-party contractors to perform PM work on fire suppression systems, backflow prevention, boilers, grease traps, and hazard tree mitigations to supplement the program. The Service has concerns with the preventative maintenance program and its procedures due to the number of failures occurring with roofs, plumbing, coolers, HVAC units, and backup generators. However, YH is actively preparing projects to address these aging components.

The 2024 ACMR demonstrated improvement in Recurring Maintenance activities. For the operating year, 201 Recurring Maintenance workorders were completed for a total of approximately 3,000 labor hours. YH also engaged with third-party contractors to complete other recurring maintenance requirements throughout the year. While recurring maintenance items remain outstanding throughout the Park, the ACMR showed a continued positive trend in the completion of tasks such as exterior structural repairs, interior/exterior painting, and flooring replacements.

The 2024 ACMP did not clearly define scheduled repairs; however, the ACMR indicated that YH completed scheduled repairs that were impactful and improved facility conditions. Examples include eave repairs at the Curry Village cabins, the rehab of Tecoya A dorm, the rehab of the

Curry Village Ice Rink restrooms, and storm damage repairs at White Wolf Lodge, Tuolumne Lodge, and the High Sierra Camps.

Additionally, poor planning and insufficient inspections limited the Concessioner's ability to address extensive damage across the park from the previous year's storms. Consequently, repairs to High Sierra Camps and Tuolumne Meadows assets were delayed until the summer of 2024, which further delayed or prevented some of those operations from opening on the agreed upon schedule. Once the high country was accessible, YH responded by completing extensive repairs and operating the Tuolumne Meadows Lodge, Store, and Post Office.

The ACMR noted that 6,365 unscheduled workorders were generated in 2024. This accounts for 75% of all workorders during the year, which indicates YH continued to respond reactively to maintenance activities as opposed to conducting required inspections and conducting proactive maintenance. Nonetheless, unscheduled repairs were completed, and YH continues to develop projects to implement large-scale upgrades and replacements of aging systems that should remedy some instances of repeat unscheduled repair maintenance requests.

Finally, although YH made progress completing Deferred Maintenance (DM) repairs in 2024, Initial Deferred Maintenance (IDM) identified in Exhibit H of the Contract that was required to be completed by 2019 remains outstanding. YH, with the assistance of third-party contractors, completed 29 workorders from Exhibit H and an additional 38 DM workorders. The Service is concerned about the absence of inspections and findings, particularly regarding documenting, scheduling, and addressing DM. Throughout the Park, a significant amount of DM was identified during the Service's field checks, condition assessments, and periodic evaluations. It is of paramount importance that outstanding DM obligations are documented and repaired in a timely manner to prevent the further degradation of assets. **This contributed to the noncompliant scoring of ID 3.6 (Maintenance), a special attention item.**

#### *Incomplete Outstanding Asset Management Contract Requirements*

The Service noted missed Contract requirements in 2024 that were not addressed in other program-specific reviews. **This contributed to the noncompliant scoring of ID 6.1 (Other Contract Requirements):**

- Emergency maintenance issues were not reported to the Service or addressed in a timely manner (e.g. plumbing failures at Mother Curry Bungalow, The Ahwahnee Hotel and Bar Kitchen, and Wawona Hotel; HVAC issues at the Mountain Room).
- Numerous personal property obligations remain outstanding at The Ahwahnee Hotel, including confirmation of the installation of vanity lights, mirror replacements, and other modifications to numerous rooms. Additionally, upgrades were due to the hotel's historic Secretary Desks that are currently on display in the lobby. Completion of these items are several years overdue, and no extension request in lieu of their completion has been submitted since 2023.

- The Concessioner must employ at least 2 maintenance workers with a Water Distribution Level 1 license throughout the term of the Contract. This contractual requirement has not been met and should be completed in 2025.
- The Concessioner must employ at least 2 wastewater technicians with a Grade 2 California Certified Wastewater Collections certification throughout the term of the Contract. This contractual requirement has not been met and should be completed in 2025.
- The Concessioner must stage and store all preposition construction materials, heavy equipment, new personal property ready for transfer into the Area, deconstruction debris, used personal property, and other materials coming out of the Area at its forward staging area. As of January 2025, YH indicated it began identifying potential locations and committed to milestones and timelines in 2025 to establish the forward staging area.

Some of the above-listed items are several years past due, and all were included in AORs completed from 2020-2023. During the 2025 operating year, the Concessioner must communicate regularly regarding its plan to address these outstanding obligations, and the Service will review and monitor its progress.

#### Asset Management Accomplishments and Plans

Although the overall Asset Management Program was Marginal, the Service commends the YH facilities team for the progress they made completing projects in 2024. Overall, YH initiated compliance for 37 projects and completed 31 projects, which was the most in a calendar year since the Contract commencement date. Several additional projects not requiring compliance were completed as well, including:

- YVL: Replacement of water-cooled to air-cooled refrigeration systems
- Parkwide: Installation of wireless refrigeration monitors
- Parkwide: Installation of remote monitoring and systems at UST's and AST's.
- Parkwide: Extensive housing upgrades, including new furniture, appliances, flooring, fixtures, etc.

YH also developed an improved project tracking system that included a dashboard containing live project updates and budget projections for greater transparency.

The following projects are planned for 2025:

- Ahwahnee: First Floor Door Restoration
- Ahwahnee: Corridor Carpet Replacement
- Ahwahnee: New Kitchen Equipment (Seismic)
- Ahwahnee: Roof Deck Rehabilitation
- Ahwahnee: Mural Room Walls and Floor Restoration
- Ahwahnee: Smart Thermostats in Guest Rooms

- Ahwahnee Bar: Carpet Replacement
- Ahwahnee: ADA Drinking Fountain & Sweetshop Hand sink
- Ahwahnee: Cottage Soft goods Upgrades
- Ahwahnee Cottages: Door Hardware Upgrades
- Badger Pass: Boiler LP Retrofit
- Badger Pass: Day Lodge Roof Replacement
- Glacier Point Roof Replacement
- Badger Pass: Nordic Shop Trailer Replacement
- Curry Village: Remove Linen Room
- Curry Village: Pool Rehabilitation
- Curry Village: Bath Cabins & Kiosk Flooring Replacement
- Curry Village: Repair Pavilion Walk-in Freezer
- Curry Village: Meadow Grill HVAC
- Curry Village: Mother Curry Bungalow Mothball
- Curry Village: Trash Compactor
- Curry Village: Lounge Deck Replacement
- Curry Village: Emergency Power Pole Install
- Curry Village: 1100 Women's RR Demo and Linen Shed Install
- Curry Village Bar: HVAC Access Hatch
- El Portal Market: Patio Replacement
- El Portal Gas Station: Propane Dispenser Install
- Tecoya UST Removal
- Tecoya B Dorm Remediation
- Lost Arrow & Tecoya Dorms Boiler Retrofit
- Tecoya: Laundry Breezeway Repairs
- Valleywide Metering Project
- Valleywide Overhead Power Lines: Stables & YVL 1000s Cabins
- Ahwahnee & Curry: Door Exclusion
- Parkwide Waste Container Upgrades
- Parkwide LVP Flooring Installation
- Parkwide: LED upgrade
- Parkwide: EV Charging Stations
- Parkwide: Ice Vending Machines
- Parkwide: Retail Cash Wrap ADA Retrofit
- Wawona Hotel: Annex South Deck Replacement
- Wawona Hotel: Washburn Exterior Stair Rehab - Phase 1 (Design)
- Wawona Hotel: Railing Replacements
- Wawona Hotel: Break Room Remediation & Restoration
- Wawona Store: Flooring, Subflooring, Plumbing Replacement and Water Bottle Filler Install
- Wawona Store: Storage Shed Demo
- White Wolf: Propane Generator Conversion

- White Wolf: Rehabilitate Deteriorating Concrete Tent Pads
- Tuolumne: Overhead Power Lines, Store & Stables
- YVL Bar: Kitchen Remodel
- YVL Rooms: Lighting Upgrade
- YVL: Pool Fence and ADA Lift
- YVL Bar: Furniture Refresh
- YVL: Roof Replacements
- YVL Basecamp: Beverage Counter Relocation
- YVL: Kitchen Hood Repair/Replacement
- YVL: Mtn Room Carpet Replacement
- Y-8 Fuel Station Replacement
- Garage: Oil/Water Separator
- Village Grill Door Replacement
- Warehouse: Back Dock & Bollard Reconstruction
- Warehouse: Satellite Internet Panel Installation

The following are planned, multi-year projects to begin in 2025:

- Ahwahnee Elevator Modernization
- Ahwahnee: Tressider, Tudor, and Colonial Room Flooring
- Ahwahnee: Lawn Sprinkler System
- New Dormitory Housing - Phase 3 Construction Documents
- Housekeeping Camp: Major Rehabilitation of Guest Unit Structures
- Housekeeping Camp: MRP Unit Demolition & Revegetation of 17 Guest Unit Buildings
- Housekeeping Camp: Restroom Roofs, Fascia, and Floors
- Valleywide Fiber Infrastructure Installation
- Tuolumne Meadows: Rehabilitate Deteriorating Concrete Tent Pads
- High Sierra Camps: Replace Roofs
- Tuolumne Lodge: Kitchen Building Reconstruction
- Warehouse: Fire Suppression System

Other positive contributions made by YH to the Asset Management Program in 2024 included:

- Enhanced and proactive collaboration with the Service during power outages and Park wide emergency maintenance circumstances.
- Hiring additional facilities support staff.
- An increased focus on the Concessioner's historic preservation program that included hiring a Historic Preservation Lead, a contractually required position.
- Significant improvements in its asset management employee training program, which involved increasing training programs and opportunities that added over 1700 training labor hours in programs.

Overall, the Service recognizes that YH made improvements to its asset management program in 2024. However, significant ongoing effort and attention is needed to achieve the program's intended goals.

### **Administrative Compliance Reporting**

Overall, YH received a **Satisfactory** for its Administrative Compliance Evaluation Report rating. The following section provides an overview of the Concessioner's Administrative Compliance activities for the 2024 operating year.

### **Required Services**

All required services were provided during the 2024 operating year with the exception of the Tuolumne Grill. Due to staffing challenges, the Concessioner requested that the Tuolumne Grill remain closed for the 2024 season. The Service approved YH's request so that it could prioritize other High Country operations.

YH extended the Glacier Point Store and Tour operations through October 27<sup>th</sup> (normally October 13<sup>th</sup>). The High Sierra Camps reopened after five years of closures related to the pandemic, record snowpack, and storm damage.

### **Concessioner Staffing and Personnel**

In January of 2024, YH went through a transitional period of leadership changes. A new CEO of Aramark Destinations was selected in late 2023, and the VP of Operations for the 2023 operating year voluntarily departed in February 2024. The VP of Lodging Manager was selected as the VP of YH Operations and began in February 2024.

YH continued to prioritize hiring leadership roles and contractually required positions. YH proactively created new positions and filled the following positions in 2024:

- Regional District Manager
- Food Safety Specialist
- Historic Preservationist (contractually required)
- Guest Recreation General Manager
- Curry Village Assistant General Manager
- Yosemite Valley Lodge Assistant General Manager
- 4 Night Housing positions (security personnel contractually required)
- 2 Housing Managers
- Senior Project Manager
- Project Manager
- 2 Environmental Sustainability Interns (contractually required, 1 filled, 1 vacant)

Finally, although all YH managers who were eligible to receive the Contractually obligated American Hotel and Lodging Educational Institute certifications had received them at the outset of the operating year, the certifications for two of those employees expired in the summer of 2024. **This contributed to the noncompliant scoring of ID #2.3 (Concessioner Personnel)**

#### Concession Facilities and Government Personal Property

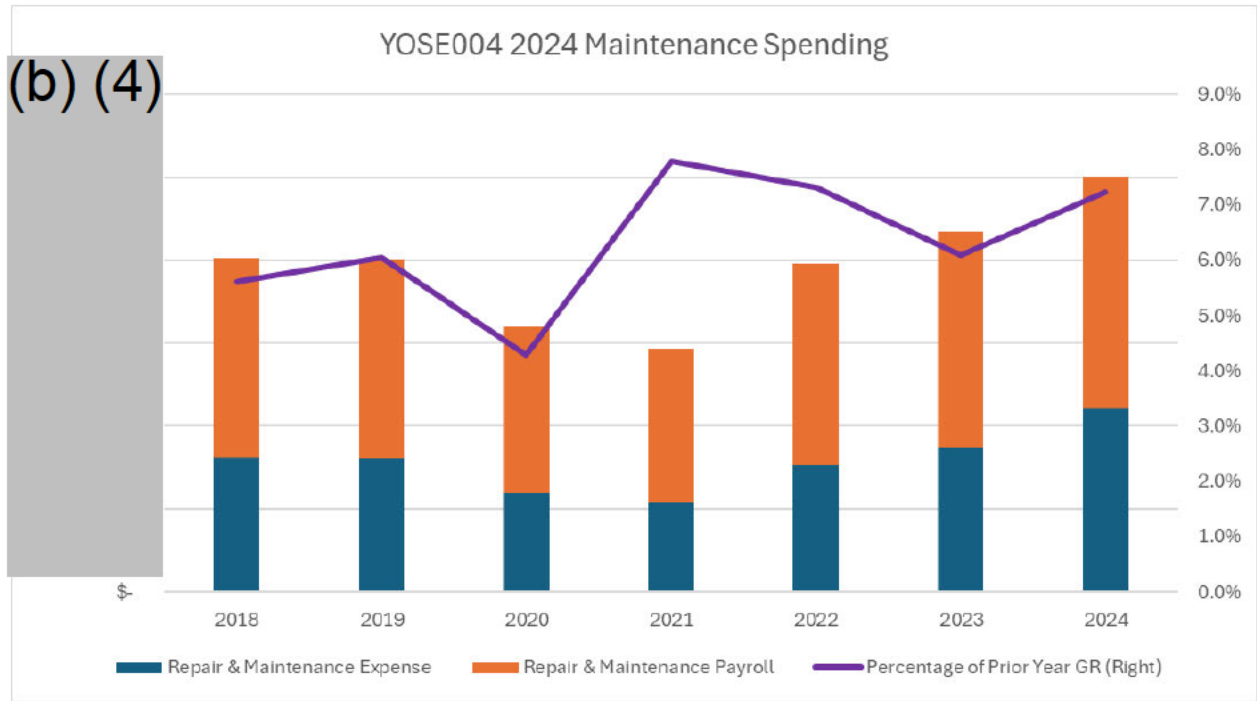
Since the last inventory, which was conducted in May of 2023, a significant number of Assigned Government Personal Property (AGPP) items were relocated from areas designated for display in Exhibit E: Assigned Government Personal Property to unknown locations without notifying the Service. The Concessioner's current RFID scanner proved unreliable and unable to maintain a sufficient charge for the duration of the inventory sessions. Additionally, the RFID scanner frequently failed to scan RFID tags associated with numerous AGPP items. Several AGPP items were stored in room 3C in a manner inconsistent with NPS standards for the proper preservation of historic resources. Consequently, the items currently stored in 3C were difficult to identify and at risk of being damaged. Overall, 29 items were unaccounted for after the inventory was completed. The total Insurance Replacement Value (IRV) for the AGPP items currently identified as missing is \$45,475. **This contributed to the noncompliant scoring of ID #4.2 (Concession Facilities and Government Personal Property)**

#### General Employee Training

New employees received general on-boarding orientation at the start of their work period, followed by job-specific training at their work site. YH facilitated Service participation in several of the onboarding sessions and expressed a desire to continue this partnership in the future. Finally, In September 2024, YH started offering English as a second language course for free to its employees, which is also Contractually required.

#### Maintenance Expenditures

To assist in fulfilling the Concessioner's obligation to maintain all Concession Facilities, the Contract requires a minimum maintenance expense of three percent of the prior year's gross receipts. Based on the 2024 AFR due during this rating period, Schedule H Lines 11 and 23, YH met this requirement. It should also be noted that this requirement represents a minimum and does not excuse the Concessioner from its obligation to maintain all concession facilities to the satisfaction of the Director, which is discussed further in the Asset Management section of the AOR.



Other Reporting Requirements – Late Deliverables and Reports

The Service identified a trend of Contractually required reports and deliverables that were not submitted or that were submitted late. The Employee Housing Plan was not submitted, which is due annually on July 1. The Conservation Report was not submitted, which is due annually on February 15. The following deliverables were submitted late: Opening, Closing, and Concession Facilities Winter Protection Plan, Personal Property Report, VTS Budget and Operating Schedule, Alpine Skiing Manual, and the Badger Pass Ski Patrol Manual. Rate requests were submitted on schedule and with appropriate documentation. **This contributed to the noncompliant scoring of ID #9.1 (Other Reporting Requirements)**

Operations proposals were submitted prior to implementing any new services or making significant changes to existing services.

General Communications

In April of 2024, YH implemented and scheduled quarterly audit days of the YH website in addition to the usual changes with seasonal hours and other regular updates to ensure all site information was reviewed regularly during the year. Additionally, during periods the Park operated in a reservation system, YH was very responsive and timely to requests from the Service to display information on its website to ensure that visitors received as much information about the reservation system prior to visiting the Park.

Annual Visitor Use Statistics / Utilization Data

In all months, YH submitted the required consolidated Operational Performance Report by Use (stats report) on time to the Service.

### Visitor Satisfaction Reporting

For the period of January 1, 2024, to December 31, 2024, the Concessioner collected 12,489 surveys and submitted a summary of the surveys to the Service with the following results:

The Ahwahnee Hotel (AH) lodging and associated services:

- AH Hotel: 2,415 surveys; 64.54% overall customer satisfaction
- Dining Room: 3 surveys; no rating available
- Bar: 2 surveys; no rating available
- Sweet Shop: 2 surveys; 98.22% overall customer satisfaction
- Gift Shop: 5 surveys; 88.21% overall customer satisfaction

Curry Village (CV) lodging and associated services:

- CV Lodging: 3,992 surveys; 75.95% overall customer satisfaction
- Pavilion: 1 survey; no rating available
- Pizza Deck: 0 surveys; no rating available
- Mountain Shop: 12 surveys; 90.64% overall customer satisfaction
- Grocery and Gift Shop: 39 surveys; 83.89% overall customer satisfaction

Yosemite Valley Lodge (YVL) lodging and associated services:

- YVL Lodging: 3,766 surveys; 69.56% overall customer satisfaction
- Basecamp Eatery: 63 surveys; 83.67% overall customer satisfaction
- Mountain Room Restaurant: 5 surveys; 81.02% overall customer satisfaction
- Gift Shop: 18 surveys; 90.34% overall customer satisfaction

Housekeeping Camp (HSKC) lodging and associated services:

- HSKC Lodging: 695 surveys; no rating available
- HSKC Retail Services: 7 surveys; 79.88% overall customer satisfaction

Wawona (WA) area lodging and associated services:

- WA Hotel: 1,187 surveys; 71.66% overall customer satisfaction
- Dining Room: 1 survey; no rating available
- Store: 7 surveys; 90.00% overall customer satisfaction
- Golf Shop & Snack Stand: 0 surveys; no rating available

Additional Services:

- Degnan's Kitchen: 4 surveys; no rating available
- Village Store: 97 surveys; 93.97% overall customer satisfaction
- Glacier Point Gift Shop: 0 surveys; no rating available
- Badger Pass Sport Shop: 0 surveys; no rating available

In addition to the customer service survey data provided by the Concessioner, the Service received 82 visitor comments via mail, email, and on-site comment cards; not included are comments received through social media sources (Facebook, Twitter, etc.). The Service forwards all visitor comments to YH, in addition to responding directly to the commenter.

There were 6 employee comments this year via mail, email, and on-site comment cards.

### **Problems/Issues and Resolutions**

Although many of the topics below were identified and detailed in previous sections of this narrative, several of these areas continue to be trending issues and warrant further attention and consideration.

#### **High Sierra Camp Reopening Issues**

Although the High Sierra Camps reopened after a six-year hiatus, support stock animals that had been at pasture for at least six years, were not ready to provide essential support when the season commenced. Stock consisted of mostly older animals that were unfit but were nonetheless expected to supply operations without proper conditioning. At the recommendation of the farrier and stable staff, operations were delayed, allowing time for proper hoof care, shoeing, and conditioning of animals to the demands of backcountry travel.

YH did not complete maintenance within the agreed upon timeline to open the High Sierra Camps for the 2024 operating season as described in the letters from the Service on December 28, 2023, and August 7, 2024.

YH made the decision to postpone reopening the High Sierra Camps until August 2, 2024. However, the decision was not formally communicated to the Service until Friday, July 19, 2024, only hours before the site's scheduled reopening. Consequently, visitors with reservations were given inadequate notice to alter their travel plans or identify alternative lodging accommodations.

According to both visitor and staff comments, inadequate food supplies resulted in incomplete or repetitive meal options throughout the season, and food orders were often incorrectly filled which complicated meal planning. Food deliveries did not include expiration dates or ingredient lists, which hindered the staff's ability to provide for dietary limitations. A lack of reliable supply deliveries made it extremely difficult for staff to plan for operations at the camps, and traditional amenities such as firewood, traditional HSC menu availability, clean blankets, washcloths, and pillowcases, and waste removal were impacted or unavailable during the 2024 season.

After the operating season concluded, YH and the Service discussed areas of concern and improvements for the 2025 operating season. After the meeting, YH and the Service agreed

that YH would develop a High-Country Start-up Plan detailing processes for planning, setup, operation and closing the operating season and post season.

### *Pest Management and FDA Food Code Requirements*

YH's failure to meet Contract requirements related to pest management and Food and Drug Administration Food Code requirements was documented through NPS staff and Office of Public Health inspections identifying issues with rodent intrusions and droppings, basic cleanliness, maintenance of appropriate food temperatures, unacceptably high ambient heat in kitchen and dining areas, and inadequate hood ventilation, among other items. In June 2024, the NPS sent an initial letter to the Concessioner expressing concern about increased rodent activity identified in the Concessioner's latest Integrated Pest Management report. The Concessioner responded in that same month indicating a change in its pest management vendor, plans for increased trappings, and other exclusion work. Also in June 2024, the Service, in consultation with Public Health, temporarily shut down operations at both The Ahwahnee Bar and Base Camp Eatery for public health concerns. In July 2024, the Service sent another letter to the Concessioner requesting that the Concessioner develop a corrective action plan to address the public health issues in the Concessioner's food service venues. The Concessioner responded to this request in August 2024 with a plan and description of actions it had taken thus far. Despite this plan and actions taken, the NPS needed to temporarily shut down operations at Degnan's Kitchen, the Wawona Hotel Dining Room, and again at The Ahwahnee Bar in September 2024 due to active rodent infestations.

The new pest management company, EcoLab, continued exclusion and trapping work at a higher rate of success than the previous company. Additionally, YH began to actively hire a Director of Culinary and an Integrated Pest Management position. The Service expects the Concessioner to continue to develop and implement comprehensive and proactive plans that does not rely on emergency responses to NPS or Public Health inspections.

Problems persisted throughout the year with wildlife safety, despite Service inspections identifying concerns regarding food storage and overflowing trash cans. Curry Village, the Yosemite Valley Lodge, and the Ahwahnee Hotel continued to experience bear and wildlife incidents throughout the summer that were determined to be a result of improper waste management at outdoor food service locations, general infrastructure deficiencies, and employee negligence.

As previously noted in past AOR's, back docks of The Ahwahnee and Curry Village remained a trending issue with trash storage, dumpsters, doors left unlocked and open, use of unsecure waste receptacles, food left unattended, recycling unsecured, and overflowing trash. In November, YH piloted a Wildlife Checklist at Curry Village Pavilion complex to monitor locking of dumpsters, correct overflowing waste, and ensure doors were closed and latching properly. This pilot seemed to be successful in lessening instances of wildlife obtaining food rewards and corrective actions taken by the NPS Wildlife team. The Service looks forward to YH continuing

this pilot in 2025 at Curry Village and implementing similar programs at other YH operations in the Park.

Wildlife concerns and issues of improperly stored food, trash, and recycling were significant. Repeat food and trash storage issues occurred throughout the year at several YH locations. YH housing had overflowing trash and recycling as the waste pickups are not sufficient to handle the amount of waste residents produce. Open-top and roll-top dumpsters meant for non-food waste were often left unsecured and food waste was disposed in them. Areas of concern included the Ahwahnee Annex, Curry Village Ice Rink parking lot, YH Stables, and the Yosemite Valley Lodge. In December, YH swapped out many open top dumpsters for those with lockable, roll-top lids and located most of the dumpsters at the Ahwahnee Annex to the YH Maintenance Warehouse. This location has less Park visitor interaction and allows for easier monitoring. YH contractors committed improper food/waste storage several times throughout the year. To offset this trend, YH added food storage, waste management, and wildlife sections to their contractor agreement forms. The Service received a copy of this form to review after the 2024 calendar year.

The Curry Village Store had many reports of squirrels and ringtails in the store, damaging merchandise. For much of the year, YH had little success in its exclusion efforts to keep small mammals out of the store. YH asked if NPS Wildlife could trap animals for relocation; however, NPS Wildlife stated that the animals would simply reenter the building if trapping occurred while the building had unsecured doors and unexcluded openings. In November, the Yosemite Valley Lodge Gift Shop also reported several reports of ringtails inside the building, but exclusion efforts were successful in that location.

There was an uptick in rabies-positive wildlife in the Park in 2024, with at least seven bats and one coyote testing positive. YH responded proactively with this information and created an information flyer to post in their work and housing areas. However, YH did not submit the flyer for Service review before printing. As a result, several important changes were necessary after printing. YH updated the flyers with correct information.

Finally, many YH waste cans in lodging and housing are broken or are difficult to secure properly. Although YH submitted numerous work orders to their internal maintenance team, not all were repaired in a timely manner if at all.

### **Accomplishments or Outstanding Work**

Over the course of the 2024 operating year, YH achieved the following noteworthy accomplishments:

- YH's interpretive services program continued to grow during the 2024 operating year. YH reintroduced programs and expanded offerings of other popular programs.

- The Service recognizes the attention and progress made in 2024 in the preparation for the NPS Environmental audit. YH's dedication to the environmental program and commitment resulted in only 14 findings of which 5 were closed on site prior to the issuance of the final audit report.
- The Bracebridge Dinner at The Ahwahnee Hotel successfully returned in 2024. Ahwahnee staff were successful in working from the smaller temporary kitchen, during extreme weather power outages, and after retraining staff after a four-year break. Visitor comments were largely positive, and attendees were pleased that a much-loved tradition resumed.
- Significant progress was made by YH on updating and replacing Concessioner personal property in employee housing. In particular, the common areas in the Curry Village dormitories featured bright new rugs, spacious and attractive new refrigerators, and new couches, chairs, and tables in the lounges. The updates and additions have dramatically enhanced the decor of the facilities and made them more comforting and welcoming for residents.
- In February, YH assisted with additional shuttle support during the Horsetail Fall event that greatly helped manage the large crowds in attendance. Throughout the year, YH provided timely monthly usage statistics (odometer, fuel, maintenance) and an updated budget and operating plan.
- The Concessioner responded effectively to a mandatory Park closure implemented from 2/29/24 to 3/3/24 in anticipation of a significant storm that was expected to feature high winds and substantial precipitation. With limited notice and at significant cost, YH evacuated its lodging facilities in Yosemite Valley to ensure that guests would not be trapped in the Park during adverse weather conditions.
- As Contractually required, the Service acknowledges that in 2024 YH prioritized hiring security personnel for employee housing areas to handle in-house employee issues of an administrative nature and to check Concession Facilities (including parking lots) for security purposes on a 24-hour, 7-day per week schedule.

### **Future Plans for Concession Operations**

#### **The Ahwahnee Seismic Upgrade Construction Project**

The Ahwahnee Seismic Project continues and is planned for completion in July 2025. Additionally, as part of this project, new walkway terraces, first floor windows, maintenance shed will be completed. The NPS-funded Ahwahnee Seismic Project was also a significant draw on YH resources. YH responded well to Service requests including, closing and reopening activities, weather, construction, and other emergency operational challenges. In addition, YH

worked very well with the Service and its contractors to reinstall new equipment to the in the kitchen.

#### Plans for New Employee Housing Construction

In 2025, YH will be scheduling a Value Analysis to determine the next steps for a Contractually required housing complex. YH must have full schematic designs for the new housing complex completed by December 31, 2025. The anticipated start of construction is scheduled for late 2026.

#### The Wawona Hotel Comprehensive Rehabilitation

The Wawona Hotel closed on December 2, 2024, and will require a comprehensive rehabilitation plan. The hotel will remain closed during the assessment due to the nature of the testing needed to identify necessary remediations. The reopening date of the hotel will depend on the resolution of any identified structural issues.

#### Wildlife-Resistant Waste Receptacles

YH continues to work with Recology, the company that handles its waste management, to install new wildlife-proof dumpsters and waste receptacles across its land assignments. Fabrication and testing of new bear-resistant bear dumpsters occurred in August. Revised design in fabrication followed feedback from YH and the Service. Although installation had not begun during 2024, YH remains committed to work toward bear proof dumpsters and waste receptacles.

#### Contract Updates

The Service and YH agreed to several modifications to elements incorporated into the Contract from the Concessioner's proposal, including adding, removing, or clarifying requirements in the Operating and Maintenance Plans.

#### Final Thoughts

Overall, the Service appreciates and values the contributions made by Yosemite Hospitality and its team of dedicated professionals to the maintenance and upkeep of Park resources and the support of Park visitors. The Service looks forward to its continuing partnership with the Concessioner and the successful fulfillment of its obligations under its agreement with Yosemite National Park.

**United States Department of the Interior - National Park Service**  
**Form 10-ADM - Administrative Compliance Report**

<b>Park:</b> <u>Yosemite National Park</u>	<b>Concessioner DBA:</b> <u>Yosemite Hospitality, LLC</u>
<b>Concessioner Name:</b> <u>Yosemite Hospitality, LLC</u>	<b>Year of Operation:</b> <u>2024</u>
<b>Contract Number:</b> <u>CC-YOSE004-16</u>	

**Instructions:**  
For each element (row), use the drop-down or type in Column F (yellow) to specify if the element is either 1) in compliance ("Yes"), 2) not in compliance ("No"), or 3) not applicable ("N/A") for the concessioner under evaluation. If the element is either not in compliance or not applicable, use the "Remarks" box at the bottom of the form to explain.

**Notes:**  
- Elements marked with an asterisk (\*) represent "Special Attention Items." See comments at the bottom of the page for more information on how that affects scoring.  
- For detailed instructions on inserting a PDF or other document into this Workbook, refer to the "Instructions and TOC" tab.  
- To use Spell Check, hold "Ctrl + Shift + S" on your keyboard.  
- For 8.B., use the concessioner's due date for their 2023 Annual Financial Report to complete the evaluation. If the 2023 AFR is not available or another year is used for any reason, please indicate the AFR year in the Remarks section below.

**Table 1: Program Area Evaluation**

Program Area	ID	Element	In Compliance? (Yes, No, N/A)	Observation / Comment
1. Services and Operations	1.1*	All required services were provided by the Concessioner.	Yes	All required services were provided during the 2024 operating year with the exception of the Tuolumne Grill. YH requested to not open the Tuolumne Grill due to staffing challenges and prioritizing other high country operations. The Service approved YH to not open in 2024.
	1.2*	All services provided by the Concessioner were authorized by the Contract.	Yes	
2. Concessioner Personnel	2.1	The Concessioner established and implemented policies and procedures for pre-employment screening, hiring, training, employment, review of employee conduct, and termination of employees in accordance with the Contract.	Yes	In August 2024, YH increased the criteria and standards of its background checks.
	2.2	The Concessioner was in compliance with Applicable Laws relating to employment and employment conditions, including those in the Non-Discrimination Exhibit of the Contract.	Yes	
	2.3	The Concessioner developed and implemented appropriate training programs for employees in accordance with the Contract.	No	All eligible lodging management staff completed relevant American Hotel and Lodging Education Institute AHLEI certification. However, the certifications for two members of YH's management staff expired during the operating year and they were not recertified by the end of 2024.  As contractually required, YH began offering English as a Second Language to all employees.
3. Legal, Regulatory and Policy Compliance	3.1	Has the concessioner received a violation(s) of any Applicable Laws? <b>If no, move to Section 4.</b>	No	
		i. Did the Concessioner inform the park superintendent?		
		ii. Did the Concessioner rectify the violation(s) in a timely manner?		
		iii. Was the violation resolved, and was closure documentation submitted to the park?		
4. Concession Facilities and Government Personal Property	4.1	The Concessioner operated only within the Assigned Land and Concession Facilities as identified in the Contract.	Yes	
	4.2	Government personal property assigned to the Concessioner was maintained in good and operable condition and properly returned to the NPS for disposition if no longer serviceable.	No	Assigned Government Personal Property was not properly stored or tracked. Numerous items (29 items) were moved from designated locations without notifying the agency. Some items were improperly stored and exposed to potential damage. The total Insurance Replacement Value for unaccounted for items is currently \$45,475.

<b>5. Construction or Installation of Real Property Improvement</b>	5.1	Any request for leasehold surrender interest was made in accordance with the requirements of the Contract.	N/A	
	5.2	Is there a Concession Facilities Improvement Program applicable to this rating period? <b>If no, move to Section 6.</b>	N/A	
	5.3	The Concessioner submitted plans and specifications for approval by the Superintendent.		
	5.4	The Concessioner started the project on time.		
	5.5	The Concessioner completed the project on time.		
	5.6	The Concessioner submitted documentation to confirm that the program's expenditures were in accordance with the Contract.		
<b>6. Tracking and Payment of Required Fees</b>	6.1*	If a maintenance expense is required, the Concessioner expended the minimum amount required by the Contract during this rating period.	Yes	To assist in fulfillment of the Concessioner's obligation to maintain all Concession Facilities, the Contract requires a minimum maintenance expense of three percent of the prior year's gross receipts. Based on the 2024 AFR, due this rating period, 2023 gross receipts and Schedule H, Lines 11 and 23, the Concessioner met this requirement.
	6.2*	The Repair and Maintenance Reserve was spent correctly.	Yes	
	6.3*	The Concessioner submitted all required franchise fees and required reports on time, including the monthly franchise fee report.	Yes	All monthly CFF payments were submitted on time.
	6.4	If applicable, interest was assessed on overdue franchise fee amounts and paid.	N/A	
	6.5	Handicraft sales claimed as exempt from franchise fees were supported by appropriate documentation, e.g., invoices bearing a certification by the supplier that the items were Authentic Native Handicrafts.	Yes	
<b>7. Indemnification and Insurance</b>	7.1*	The Concessioner provided the superintendent with a current Certificate(s) of Insurance.	Yes	Certificates submitted on time and reviewed by third party.
	7.2*	The Certificate(s) of Insurance documented that the Concessioner complied with all insurance coverages required in the Contract. This compliance may be determined through a review by a third-party consultant.	Yes	Certificates submitted on time and reviewed by third party.
<b>8. Accounting Records and Reports</b>	8.1	If this is the first year of a Contract, the opening balance sheet was submitted as required by the Contract.	N/A	
	8.2*	The Concessioner submitted the Annual Financial Report (AFR) due within this rating period.	Yes	AFR submitted on 1.25.25.
	8.3*	The Concessioner submitted the AFR on time.	Yes	
	8.4*	If required, the AFR was audited by an independent licensed or certified public accountant.	Yes	

9. Other Reporting Requirements	9.1	The superintendent may require the Concessioner to submit reports and data regarding its performance under the Contract. Some standard reporting requirements are listed below.		
		i. Visitor Use Statistics/Operating Reports	Yes	Consolidated Operational Performance Report by Use (stats report) were submitted on time. However, the Service has not received rate, occupancy by type, or market segmentation data as required under the contract. Moving forward the Service will require this information monthly and annually.
		ii. Customer Comment Reports	Yes	
		iii. Hours of Operation	Yes	
		iv. Management Listing	Yes	
		v. Inventory of Waste Streams	Yes	
		vi. Employee Handbook	Yes	
		vii. Any additional pertinent reports	No	Employee Housing Plan was not submitted - due annually July 1. Conservation Report not submitted - due annually February 15. Opening, Closing, and Concession Facilities Winter Protection Plan - due September 15 annually, submitted on September 19. Personal Property Report submitted late - due annually September 15, submitted September 16. VTS Budget and Operating Schedule submitted late - due annually August 31, submitted November 21. Alpine Skiing Manual submitted late - due annually November 15, submitted November 18. Badger Pass Ski Patrol Manual submitted late - due annually October 1, submitted November 18.
10. Assignment, Sale or Encumbrance of Interests	10.1	If the concession was sold or transferred during this rating period, the Concessioner fulfilled all obligations stipulated by the Contract.	N/A	
	10.2	If the name of the business has changed in the past year, give new name below:		
11. Sub-concessions	11.1	If there were any agreements with third parties to provide services authorized or required in the Contract, list the services they provided below:		
	11.2*	All sub-concessions were approved by the superintendent.	N/A	
12. Utilities	12.1	List utility services provided by the NPS for the Concessioner (If there are no utilities provided by the NPS, enter N/A):	Water and Wastewater	The Service delivers PG&E electricity to the concessioner on NPS-owned infrastructure.
	12.2*	The Concessioner paid for the utility services provided in a timely manner.	Yes	
	12.3*	If a utility add-on was approved, the Concessioner submitted all required reports, including the distribution of add-ons and reconciliation reports.	Yes	
13. Advertising and Promotional Materials	13.1	The Concessioner obtained NPS approval for all promotional material before publication or distribution.	Yes	
	13.2	If the Concessioner used the Concessioner Mark, the Concessioner obtained approval before using the Mark and followed the guidelines for using the Mark.	N/A	
	13.3	The Concessioner's websites and social media sites contained accurate and relevant information.	Yes	In April, YH implemented and scheduled quarterly audit days of the YH website in addition to the usual changes with seasonal hours and other regular updates to ensure all site information was reviewed regularly during the year.

<b>14. Contract Transition</b>	14.1	If the Contract was in transition, the Concessioner managed operations appropriately to achieve an orderly transition of operations and avoided disruption of services, including adhering to the provisions stipulated in Exhibit J, "Transition to a New Concessioner."	N/A	
<b>15. Other Requirements</b>	15.1	The Concessioner complied with all contract terms, which were not otherwise addressed in the administrative compliance, service, or program-specific reviews.	N/A	The Service met with YH in November of 2024 to discuss several items to be addressed in a future cure plan, as such, this element is not applicable due to the changing nature of these discussions.

**ADDITIONAL NOTES / COMMENTS**

**Table 2: Scoring**

<b>Scoring</b>				
<b>Program Area</b>	<b>Score (%)</b>	<b>Program Area</b>	<b>Score (%)</b>	
1. Services and Operations	100.0%	9. Other Reporting Requirements	85.7%	
2. Concessioner Personnel	66.7%	10. Assignment, Sale or Encumbrance of Interests	n/a	
3. Legal, Regulatory and Policy Compliance	n/a	11. Special Provisions – Sub-concessions	n/a	
4. Concession Facilities and Government Personal Property	50.0%	12. Special Provisions – Utilities	100.0%	
5. Construction or Installation of Real Property Improvement	n/a	13. Advertising and Promotional Materials	100.0%	
6. Tracking and Payment of Required Fees	100.0%	14. Contract Transition	n/a	
7. Indemnification and Insurance	100.0%	15. Other Requirements	n/a	
8. Accounting Records and Reports	100.0%			
<b>Total - All Program Areas</b>				
<b># In Compliance (Yes)</b>	<b># Deficient (No)</b>	<b># Deficient (Special Attention Item)</b>	<b># N/A</b>	<b># Applicable Requirements</b>
<b>24</b>	<b>3</b>	<b>0</b>	<b>11</b>	<b>27</b>
<b>Administrative Compliance Score</b>		<b>88.9</b>	Superior = 90 – 100 Satisfactory = 70 – 89 Marginal = 50 – 69 Unsatisfactory = ≤49	
<b>Adjusted Administrative Compliance Score</b>		<b>88.9</b>		
<b>Rating</b>		<b>Satisfactory</b>		
<i>Notes:</i> 1) If 1-2 Special Attention Items are not in compliance, the Administrative Compliance Score is adjusted to Marginal and capped at 69. 2) If 3+ Special Attention Items are not in compliance, the Administrative Compliance Score is adjusted to Unsatisfactory and capped at 49.				

**United States Department of the Interior - National Park Service**  
**Form 10-OPR - Concession Operational Performance Report**

<b>Park:</b> <u>Yosemite National Park</u>	<b>Concessioner DBA:</b> <u>Yosemite Hospitality, LLC</u>
<b>Concessioner Name:</b> <u>Yosemite Hospitality, LLC</u>	<b>Year of Operation:</b> <u>2024</u>
<b>Contract Number:</b> <u>CC-YOSE004-16</u>	

**Instructions:**  
Fill in the (yellow) highlighted cells in the table below with the following information:  
**Location** – List the concession location/facility being evaluated. **(Note: Location MUST be filled out to activate the scoring on this form.)**  
**Service Type** - List the service type being evaluated (Note: If a single location/facility has multiple service types, the facility should receive multiple rows in the table, one for each service type).  
**Weighting** - Add a weighting value based on the importance of the service to the park: 1 = low importance, 2 = medium importance, or 3 = high importance. **(Note: Weighting MUST be filled out for the form to work correctly. If the user wishes to have all locations/services have equal weights, select the same weighting for each.)**  
**Periodic Evaluation (PE) Score(s)** – For each location/service type, enter the score (1-5) the concessioner achieved in PEs performed during the evaluation year. (Note: If multiple PEs were conducted during the year, enter them in columns F, G, and H).  
  
If you require more than the 20 rows in Table 1, click the "+" button on the left side of this worksheet (near row 141) to add additional rows.  
If you require more than 120 rows in Table 1, please contact cs\_cm\_helpdesk@nps.gov for a new version of the AOR Workbook.  
If you have completed over four PEs during a year, please contact cs\_cm\_helpdesk@nps.gov for a revised 10-OPR form with additional columns.  
  
**Notes:**  
- For detailed instructions on inserting a PDF or other document into this Workbook, refer to the "Instructions and TOC" tab.  
- To use Spell Check, hold "Ctrl + Shift + S" on your keyboard.

**If no periodic evaluations were completed for this Contract during this rating period, enter "X" in the box on the right.**

**Note: If no periodic evaluations were completed, please explain why in the "Comments" box below.**

**Table 1: Facility Evaluation**

**Hints:**  
- To delete unnecessary/extra rows from the table below, select the desired rows to delete and hold "Ctrl + Shift + D" on your keyboard.  
- DO NOT insert individual rows into the table below.

Location / Facility	Service Type	Weighting	Periodic Evaluation Score(s)					Weighted Score
			PE #1	PE #2 (if app)	PE #3 (if app)	PE #4 (if app)	Average PE Score	
AH / Bar	Food and Beverage – Bars and Cocktail Lounges	3 - High	2	1			1.5	4.5
AH / Bike Stand	Rentals – Recreational Equipment	2 - Medium	5				5.0	10.0
AH / Dining Room	Food and Beverage – Fine Dining	3 - High	2				2.0	6.0
AH / Employee Dorms	Employee Housing	2 - Medium	3				3.0	6.0
AH / Employee Tents	Employee Housing	2 - Medium	5				5.0	10.0
AH / Gift Shop	Retail	1 - Low	5				5.0	5.0
AH / Lodging	Lodging - Upscale	2 - Medium	4	2			3.0	6.0
AH / Sweet Shop	Retail	1 - Low	3				3.0	3.0
BP/ Skiers Grill	Food and Beverage – Quick Service	3 - High	2				2.0	6.0
BP/ Ski Area	Ski Services	2 - Medium	3				3.0	6.0
CF / Service Station	Automobile Services	2 - Medium	3				3.0	6.0
CF / Grocery Store	Retail - Convenience	2 - Medium	3				3.0	6.0
CV/ Bar	Food and Beverage – Bars and Cocktail Lounges	3 - High	5	2			3.5	10.5
CV / Bike Stand	Rentals – Recreational Equipment	2 - Medium	5	5			5.0	10.0
CV / Coffee Corner	Food and Beverage – Quick Service	3 - High	5				5.0	15.0
CV / Cooks Tents	Employee Housing	2 - Medium	5	4			4.5	9.0
CV / Cooks WOBS	Employee Housing	2 - Medium	5	3			4.0	8.0
CV / Dorms & Wellness Center	Employee Housing	2 - Medium	4				4.0	8.0
CV / Grocery and Gift Shop	Retail	1 - Low	5				5.0	5.0
CV / Hard Sided Lodging	Lodging – Basic	2 - Medium	3	3			3.0	6.0
CV / Huff WOBS & Rec Trailer	Employee Housing	2 - Medium	4				4.0	8.0
CV / CV Ice Rink	Skating Rinks	2 - Medium	3				3.0	6.0
CV / Soft Sided Lodging	Lodging – Basic	2 - Medium	3	3			3.0	6.0
CV / Taqueria	Food and Beverage – Quick Service	3 - High	2				2.0	6.0
CV / Mountain Shop	Retail	1 - Low	5				5.0	5.0
CV / Pavilion	Food and Beverage – Family Casual Dining	3 - High	1				1.0	3.0
CV / Pizza Patio	Food and Beverage – Quick Service	3 - High	4				4.0	12.0
CV / Stables Cabins	Employee Housing	2 - Medium	4	4			4.0	8.0
CV / Stables Tents	Employee Housing	2 - Medium	5	4			4.5	9.0
EP / Service Station	Automobile Services	2 - Medium	2				2.0	4.0
GP / Gift Shop	Retail	1 - Low	2				2.0	2.0
HSC / Glen Aulin - Dining Room	Food and Beverage – Fast Casual Dining	3 - High	2				2.0	6.0
HSC / Glen Aulin - Guests Tents	Lodging - Rustic	2 - Medium	3				3.0	6.0

HSC / May Lake - Dining Room	Food and Beverage – Fast Casual Dining	3 - High	2				2.0	6.0
HSC / May Lake - Guests Tents	Lodging - Rustic	2 - Medium	3				3.0	6.0
HSC / Sunrise - Dining Room	Food and Beverage – Fast Casual Dining	3 - High	2				2.0	6.0
HSC / Sunrise - Guests Tents	Lodging - Rustic	2 - Medium	2				2.0	4.0
HSK / Lodging and Showers	Lodging – Rustic	2 - Medium	3				3.0	6.0
HSK / Store	Retail	1 - Low	5				5.0	5.0
TM / Gift and Grocery	Retail	1 - Low	3				3.0	3.0
TM / Lodge Dining Room	Food and Beverage – Family Casual Dining	3 - High	3				3.0	9.0
TM / Lodge Retail	Retail	1 - Low	5				5.0	5.0
TM / Lodging	Lodging - Rustic	2 - Medium	4				4.0	8.0
VTS / Shuttles	Transportation - Shuttle Services	3 - High	5				5.0	15.0
WA / Dining Room	Food and Beverage – Family Casual Dining	3 - High	0	2			1.0	3.0
WA / Gift & Grocery	Retail - Grocery	1 - Low	4				4.0	4.0
WA / Golf Course & Disc Golf	Golf Courses	2 - Medium	3				3.0	6.0
WA / Golf Snack Stand	Food and Beverage – Quick Service	3 - High	1				1.0	3.0
WA / Golf Shop Retail	Retail - Grocery	1 - Low	5				5.0	5.0
WA / Lodging	Lodging – Midscale	2 - Medium	3	2			2.5	5.0
WA / Service Station	Automobile Services	2 - Medium	1				1.0	2.0
WA / Swimming Pool	Swimming Pools	2 - Medium	4				4.0	8.0
WA / Tennis Court	Tennis Courts	2 - Medium	3				3.0	6.0
YV / Bike Stand	Rentals – Recreational Equipment	2 - Medium	5				5.0	10.0
YV / Carabiner	Employee Dining Rooms	3 - High	3				3.0	9.0
YV / Degnan's Kitchen	Food and Beverage – Quick Service	3 - High	2				2.0	6.0
YV / Interpretive Services	Guided Land Tours	1 - Low	3				3.0	3.0
YV / Tecoya Dorms	Employee Housing	2 - Medium	2				2.0	4.0
YV / Valley Floor Tour	Guided Land Services	3 - High	3				3.0	9.0
YV / Village Grill	Food and Beverage – Quick Service	3 - High	1				1.0	3.0
YV / Village Store	Retail	1 - Low	5				5.0	5.0
YVL / Basecamp	Food and Beverage – Fast Casual	3 - High	1				1.0	3.0
YVL / Bike Stand	Rentals – Recreational Equipment	2 - Medium	5				5.0	10.0
YVL / Gift and Grocery	Retail	1 - Low	3				3.0	3.0
YVL / Lodging	Lodging - Midscale	2 - Medium	2	2			2.0	4.0
YVL / Mountain Room Bar	Food and Beverage – Bars and Cocktail Lounges	3 - High	3	3			3.0	9.0
YVL / Mountain Room Restaurant	Food and Beverage – Upscale Dining	3 - High	1	2			1.5	4.5
YVL / Starbucks	Food and Beverage – Quick Service	3 - High	5	2			3.5	10.5
YVL / Swimming Pool	Swimming Pools	2 - Medium	4				4.0	8.0

Use the space below to justify/explain the weighting system adopted in the table above.

High: Visitor Transportation System and Food & Beverage  
Medium: Lodging, Recreation, Employee Housing, Fuel  
Low: Retail, Interpretation

Table 2: Scoring

## Scoring

**OPTIONAL** - If you would like to see the operational performance broken by service type, insert all service types evaluated at the concessioner below in the highlighted cells (from 2nd column in table above - only list each service type once)

Service Type	Average Weighted Score

Operational Performance Score

59.9

Rating

Marginal

Superior = 90 – 100  
Satisfactory = 70 – 89  
Marginal = 50 – 69  
Unsatisfactory = ≤49

### ADDITIONAL NOTES / COMMENTS

Food and Beverage periodic evaluation scores averaged at 2.25 in 2024. Issues that were trending included poor food storage (stored at inappropriate temperatures, improper labeling and covering of foods, expired food); inoperable and/or consistent breaking down of cooking and refrigeration equipment; poor refrigeration temperature log keeping; soiled food preparation areas, refrigeration equipment, and cooking equipment; inefficient vent hood capacity; rodent activity in food preparation areas; and general facility maintenance. Additionally, housing and lodging evaluations consistently identified issues with facility upkeep and maintenance. Lodging evaluations also repeatedly noted unsanitary conditions, especially mold in restrooms, that led to deficiencies and lower evaluation scores.

**United States Department of the Interior - National Park Service**  
**Form 10-PHP - Public Health Program Evaluation Report**

<b>Park:</b>	<u>Yosemite National Park</u>	<b>Concessioner DBA:</b>	<u>Yosemite Hospitality, LLC</u>
<b>Concessioner Name:</b>	<u>Yosemite Hospitality, LLC</u>	<b>Year of Operation:</b>	<u>2024</u>
<b>Contract Number:</b>	<u>CC-YOSE004-16</u>		

**Instructions:**  
 Facility Information: All facilities may not be inspected during the year. However, providing documentation in the facility information section will be important to maintain accurate records. Food service operation types include restaurants/cafe/terias, snack bars, grocery, pre-packaged, backcountry, vending, temporary, mobile, and others.

Inspection Information – Transfer the number of Satisfactory, Marginal, and Unsatisfactory (S, M, U) ratings from the Food Service Sanitation Inspection Report to this section. The final score will automatically be calculated using the form electronically. Just enter the number of Satisfactory inspections, the number of Marginal Inspections, and the number of Unsatisfactory Inspections. If the form is being completed manually, multiply the number of inspections in each category (S, M, U) by the following points: Satisfactory = 100, Marginal = 50, Unsatisfactory = 0. Total the number of inspections and points, then divide the total by the total number of inspections for the final score.

*Notes:*  
 - For detailed instructions on inserting a PDF or other document into this Workbook, refer to the "Instructions and TOC" tab.  
 - To use Spell Check, hold "Ctrl + Shift + S" on your keyboard.

**Table 1: Facility Information**

FACILITY INFORMATION			
Facility Type	Number of Facilities	Facility Name(s)	Comments / Notes / Remarks
Restaurants/Cafeteria	12	Ahwahnee Hotel Kitchen, Ahwahnee Hotel Bar, Curry Village Pavilion, Curry Village Pizza Deck, Degnan's Kitchen, Degnan's Loft, Mountain Room, Mountain Room Bar, Tuolumne Lodge, Wawona Hotel Kitchen, Yosemite Valley Lodge Basecamp, White Wolf	White Wolf was not open and not inspected in 2024.
Snack Bars	8	Glacier Point Snack Bar, Wawona Hotel Pro Shop, Curry Village Peet's Coffee, Badger Pass Snack Bar and Grill, Badger Pass Snowflake Room, Tuolumne Meadows Grill, Village Grill, Meadow Grill, Starbucks	Tuolumne Meadows Grill was not open and not inspected in 2024.
Grocery	6	Curry Village Gift and Grocery, Village Store, Housekeeping Camp Store, Crane Flat Grocery Store, Tuolumne Store, Wawona Grocery Store, Yosemite Valley Lodge Gift and Grocery	Tuolumne Meadows Store was not inspected in 2024.
Pre-Packaged	3	Ahwahnee Sweet Shop, Yosemite Hospitality Warehouse, Badger Pass Sport Shop	YH Warehouse was not inspected in 2024.
Bar	1	Curry Village Bar 1899	
Backcountry	6	Glacier Point Ski Hut, Glen Aulin, May Lake, Merced Lake, Vogelsang, Sunrise	Glen Aulin, Merced Lake, Vogelsang, and Sunrise were not inspected in 2024.
Temporary (Identify)	1	Wawona Hotel BBQ	Wawona Hotel BBQ was not inspected in 2024.
Vending			
Mobile			
Thermal Water			
Swimming Pools	4	Wawona Hotel Pool, Ahwahnee Hotel Pool, Yosemite Valley Lodge Pool, Curry Village Pool	Curry Village and Wawona swimming pool facilities were not inspected in 2024.
Other			
<b>Total Number of Facilities:</b>	<b>41</b>		

ADDITIONAL NOTES / COMMENTS

**Table 2: Inspection Information**

INSPECTION INFORMATION		
<b>Instructions:</b> Fill in the yellow cells below with the number of Public Health inspections that achieved the corresponding rating (e.g. for the first box, enter the number of inspections where the concessioner achieved a "Satisfactory" rating).		
	# Inspections	Points
# Satisfactory	21	2100
# Marginal	5	250
# Unsatisfactory		
<b>Total</b>	26	2350

<b>Public Health Score</b>	<b>90.4</b>	Satisfactory = 85 – 100* Marginal = 50 – 84 Unsatisfactory = ≤ 49
<b>Adjusted Public Health Score</b>	<b>90.4</b>	
<b>Rating</b>	<b>Satisfactory</b>	

*Note: If the concessioner received one or more Unsatisfactory inspections, the final public health the rating cannot exceed Marginal, and the score cannot exceed 84.*

**United States Department of the Interior - National Park Service**  
**Form 10-RMP - Risk Management Program Evaluation Report**

<b>Park:</b> <u>Yosemite National Park</u> <b>Concessioner Name:</b> <u>Yosemite Hospitality, LLC</u> <b>Contract Number:</b> <u>CC-YOSE004-16</u>	<b>Concessioner DBA:</b> <u>Yosemite Hospitality, LLC</u> <b>Year of Operation:</b> <u>2024</u>
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**Instructions:**  
The evaluator will review each element listed below and determine if the concessioner complies. A "Yes" indicates that the concessioner complies with a component, and a "No" means that meaningful deficiencies were found. A "meaningful" deficiency is essential enough to impair a concessioner's ability to provide visitors or employees with a safe and healthful environment.

*Notes:*  
- For detailed instructions on inserting a PDF or other document into this Workbook, refer to the "Instructions and TOC" tab.  
- To use Spell Check, hold "Ctrl + Shift + S" on your keyboard.

**Table 1: Program Area Evaluations**

Program Area	ID	Element	In Compliance? (Yes, No, N/A)	Observation / Comment
<b>1. Risk Management Program (RMP) Scope</b>	1.1	The RMP is documented, and its scope covers the ten risk management elements. Furthermore, the RMP scope addresses the risk management objectives and aspects applicable to the operation, including: <ul style="list-style-type: none"> <li>• legal requirements (Applicable Laws), contract requirements (including requirements contained in Exhibits), and safety best management practices</li> <li>• employee and visitor hazards</li> <li>• operational, facility, and natural hazards</li> </ul>	Yes	
	1.2	The RMP establishes a safety policy for the organization. The policy indicates the commitment to: <ul style="list-style-type: none"> <li>• compliance with Applicable Laws</li> <li>• providing a safe and healthful environment for employees, park staff and visitors to the extent possible</li> <li>• assigning responsibilities</li> <li>• providing staff and resources</li> <li>• monitoring performance</li> </ul>	Yes	
<b>2. Responsibility and Accountability</b>	2.1	The concessioner identifies a safety and health official and documents this assignment in the RMP.	Yes	
	2.2	The concessioner identifies the risk management organizational and staff responsibilities and documents this structure and assignments in the RMP.	Yes	
	2.3	RMP resources are developed, documented in the RMP, and applied; resources are adequate to execute the program. Resources include: <ul style="list-style-type: none"> <li>• personnel (e.g., number of staff, experience and skills)</li> <li>• facilities and equipment</li> <li>• information, documentation, and data management systems</li> <li>• agreements for support from outside contractors and agencies</li> <li>• training programs for concession personnel</li> </ul>	Yes	

3. Training	3.1	Managers and staff with safety and health responsibilities meet the qualification requirements defined in the contract and RMP. Competency requirements are determined by appropriate education, training, and experience.	Yes	
	3.2	A training plan is developed, documented in the RMP, and executed; and includes: <ul style="list-style-type: none"> <li>• Defined training requirements for the safety officer and other personnel, including requirements to meet Applicable Laws, the contract, and the RMP.</li> <li>• Required training records, such as training materials, schedules, and participant records.</li> </ul>	Yes	
	3.3	The concessioner has conducted and documented all training.	Yes	<p>Although YH significantly improved on conducting and documenting training identified in the RMP, significant incidents occurred that indicated employees had not received training until after incidents occurred.</p> <p>In May, YH received an OSHA complaint (NPS was not notified) regarding the Wawona Hotel alleging that employees had not received proper training. YH submitted records indicating Wawona employees received training after this complaint was received.</p> <p>In June, Public Health received employee illness reports regarding ongoing issues with chemical safety and misuse, and unaddressed rodent contamination in the ceiling at The Ahwahnee Bar. YH was unable to provide records indicating employees received Hazard Communication training until training occurred, after this incident.</p> <p>In July, during an NPS site visit at the Crane Flat Store found that some YH employees had not received Hantavirus training. Training occurred after this incident.</p>
4. Documentation and Operational Controls	4.1	RMP plans and standard operating procedures are developed, implemented, maintained, and included or referenced in the RMP. These plans and procedures address requirements in Applicable Laws, the contract, and the RMP to ensure safe operations. Some plans and procedures may overlap with those in the EMP. Examples of operating procedures include: <ul style="list-style-type: none"> <li>• procedures for the safe storage and handling of chemicals</li> <li>• procedures for embarking and disembarking visitors</li> <li>• procedures for safe equipment use</li> <li>• procedures for managing wildlife interactions</li> <li>• procedures for canceling operations due to weather</li> </ul>	Yes	List of Standard Operating Procedures is included in the RMP.
	4.2	RMP emergency plans and procedures are developed, documented (if applicable), implemented, maintained, and included or referenced in the RMP. These plans and procedures address requirements in Applicable Laws, the contract, and the RMP. Some plans and procedures may overlap with those in the EMP. Emergencies to be addressed include: <ul style="list-style-type: none"> <li>• natural disasters (earthquakes, floods, tornados, hurricanes, etc.)</li> <li>• motor vehicle incidents</li> <li>• medical emergencies (visitors and employees)</li> <li>• fire (structural, motor vehicles, wildfires, etc.)</li> <li>• terrorism and law enforcement activities</li> <li>• accidents and fatalities (visitors and employees within the park boundaries)</li> </ul>	Yes	Emergency action plans were finalized and submitted in 2024.

5. Communications	5.1	The RMP is available to staff and communicated throughout the concession organization so that personnel understand and can effectively implement the RMP.	Yes	In 2024, the RMP was available online. Training and information regarding the RMP was included in employee orientation and refresher trainings. The RMP was accessible to employees by either contacting the Senior Safety Specialist directly or contacting their manager.
	5.2	The RMP addresses procedures for communicating hazards to visitors. The hazards may include: <ul style="list-style-type: none"> <li>• Activity-related hazards (e.g., white water rafting)</li> <li>• Natural resource-related hazards (e.g., bears)</li> <li>• Facility-related hazards and procedures (e.g., property evacuation maps)</li> </ul>	Yes	
	5.3	The park approves any visitor acknowledgment of risk. Waivers of liability are not used.	Yes	
	5.4	The concessioner's risk emergency plans are coordinated, and agreements are in place with other applicable parties, such as the NPS and other federal, state, or local emergency response agencies.	Yes	
6. Reporting	6.1*	All documents, reports, monitoring data, manifests, notices, and other documentation required to be submitted to regulatory agencies are submitted on time and in accordance with Applicable Laws. Copies of such communications are provided to the NPS in accordance with the contract. Additional plans, reports, and other documentation are submitted to the NPS in accordance with the contract and RMP.	No	An OSHA posting was discovered while on a site visit at Wawona. The complaint was received by YH in May 2024. Although YH provided its response to OSHA, the Service did not receive copies of communications regarding this OSHA complaint until requested in August 2024.
	6.2*	Imminent danger and serious incidents are reported to the park promptly in accordance with the contract and RMP.	No	The Office of Public Health recommended temporary closure of food service facilities on five separate occasions to address imminent health hazards. These were unreported imminent health hazards involving refrigeration units running at temperatures above minimums mandated for safe food storage, several incidents of rodent infestation and contamination in food service areas, chemical misuse, and employee illness.  On July 22, the Service was notified by an employee about a significant leak in The Ahwahnee Bar kitchen. It was reported to be an active leak for approximately one week. The Service notified YH and requested additional details about when it first occurred, how it was being addressed and when the repairs would be completed. Public Health informed YH of the prohibitions within the FDA code stating that food and equipment cannot be stored under leaking water lines or other sources of contamination. On July 22 YH made efforts to fix the leak. On July 23 the leak continued and YH shut the kitchen down that morning. Repairs occurred and YH reopened the evening of July 23.
	6.3	Annual reports include internal, park, and other regulatory agency risk data and are submitted to the NPS in accordance with the contract and RMP.	Yes	

7. Inspections and Corrective Action	7.1	Safety inspections are conducted as specified in the contract and RMP or as otherwise necessary to effectively manage operations safely. Formal and routine inspections are scheduled, performed, and documented. The inspections are conducted by qualified personnel as described in the RMP.	Yes	Life/Safety inspections were conducted at YH operations and Quarterly Fire Safety Systems inspections were submitted.  YH completed its internal safety audit in September 2024.
	7.2*	Imminent danger and serious and non-serious hazard deficiencies identified by internal or external inspections are analyzed, corrected, or mitigated within the contract or RMP-required timeframes. Any deviations from these timeframes are accepted by the park and documented.	No	On multiple occasions during the 2024 operating year, the Service notified YH about persistent public health and IPM concerns. Although YH submitted corrective action plans, issues continued indicating inadequate mitigation and correction of serious hazard deficiencies.  The Office of Public Health recommended temporary closure of food service facilities on five separate occasions to address imminent health hazards. These unreported, serious health hazards involved refrigeration units running at temperatures above minimums mandated for safe food storage, several incidents of rodent infestation and contamination issues in food service areas, chemical misuse, and employee illness.
8. Hazard Incident Investigations and Abatement	8.1*	Accidents/incidents are responded to in a timely and effective manner.	Yes	Loose electrical wiring was identified at Yosemite Valley Lodge. YH was prompt in contacting emergency services and moved impacted guests.  While installing new meters to two buildings (Birch & Azealea) at the Yosemite Valley Lodge YH ran into significant electrical current running through the piping system. YH notified the Service, proactively moved all guests, and worked with High Voltage to rectify the situation in a quick and timely manner.  A fire occurred at an employee tent in Tuolumne Meadows. YH was timely in responding and provided an incident report.
	8.2	An investigation is conducted for every accident/incident. • The investigation includes an analysis to determine the cause. • Corrective action is taken to mitigate recurrences of the accident/incident.	Yes	YH resumed consistent usage of its Damages Register to track, identify trends, and respond to hazards.  Anything beyond first aid required an internal investigation.  YH uses SAFE Investigations in response to incidents.  Safety metrics help inform YH on how to mitigate future incidents.  Total employee incidents dropped by 5% per YH in 2024.

<b>9. Management Review</b>	9.1*	The RMP is reviewed at least annually, and updated as necessary. <ul style="list-style-type: none"> <li>The RMP review includes analysis of performance in each RMP element area to determine any systemic program failures (particularly failures that resulted in fatal or serious accidents/incidents or imminent danger hazard deficiencies) and non-compliance with Applicable Laws.</li> <li>Systemic problems are addressed in RMP updates.</li> </ul>	Yes	
	9.2	The initial RMP is submitted to the park within the contract-specified timeframe for review and is accepted by the park. Any subsequent documented RMP updates are submitted to the park for review and acceptance.	Yes	
<b>10. Other Contract Requirements</b>	10.1	Contract-specific safety and health requirements not otherwise addressed in the RMP standards are met.	Yes	The Senior Safety Specialist received a Certified Fire Inspector I certification through the NFPA.

\*Special Attention Item

**ADDITIONAL NOTES / COMMENTS**

**Table 2: Scoring**

<b>Scoring</b>			
<b>Program Area</b>	<b>Score (%)</b>	<b>Program Area</b>	<b>Score (%)</b>
1. Risk Management Program (RMP) Scope	100.0%	7. Inspections and Corrective Action	50.0%
2. Responsibility and Accountability	100.0%	8. Hazard Incident Investigations and Abatement	100.0%
3. Training	100.0%	9. Management Review	100.0%
4. Documentation and Operational Controls	100.0%	10. Other Contract Requirements	100.0%
5. Communications	100.0%		
6. Reporting	33.3%		

**Total - All Program Areas**

<b># In Compliance (Yes)</b>	<b># Deficient (No)</b>	<b># Deficient (Special Attention Item)</b>	<b># N/A</b>	<b># Applicable Reqs.</b>
21	3	3	0	24

<b>Risk Management Score</b>	<b>87.5</b>	Superior = 90 – 100 Satisfactory = 70 – 89 Marginal = 50 – 69 Unsatisfactory = ≤49
<b>Adjusted Risk Management Score</b>	<b>49.0</b>	
<b>Rating</b>	<b>Unsatisfactory</b>	

Notes:  
 - If 1-2 Special Attention Items are not compliant, the Risk Management Score is adjusted to Marginal and capped at 69.  
 - If 3+ Special Attention Items are not compliant, the Risk Management Score is adjusted to Unsatisfactory and capped at 49.

**United States Department of the Interior - National Park Service**  
**Form 10-EMP - Environmental Management Program Evaluation Report**

<b>Park:</b>	Yosemite National Park	<b>Concessioner DBA:</b>	Yosemite Hospitality, LLC
<b>Concessioner Name:</b>	Yosemite Hospitality, LLC	<b>Year of Operation:</b>	2024
<b>Contract Number:</b>	CC-YOSE004-16		

**Instructions:**  
The evaluator will review each element listed below and determine if the concessioner complies. A "Yes" indicates that the concessioner complies with an element, and a "No" means that meaningful deficiencies were found. A "meaningful" deficiency is important enough to impair a concessioner's ability to provide visitors or employees with a safe and healthful environment.

*Notes:*  
- For detailed instructions on inserting a PDF or other document into this Workbook, refer to the "Instructions and TOC" tab.  
- To use Spell Check, hold "Ctrl + Shift + S" on your keyboard.

**Table 1: Program Area Evaluation**

Program Area	ID	Element	In Compliance? (Yes, No, N/A)	Observation / Comment
<b>1. Environmental Management Program (EMP) Scope</b>	1.1	The concessioner's EMP scope (whether documented or undocumented) covers the environmental objectives and environmental management aspects applicable to the operation, including: <ul style="list-style-type: none"> <li>• legal requirements (Applicable Laws), contract requirements (including requirements contained in Exhibits), and environmental best management practices</li> <li>• facilities and operations</li> <li>• natural and cultural resources</li> </ul>	Yes	
	1.2**	The EMP is documented.	Yes	
	1.3**	The EMP establishes the concessioner's environmental policy. The policy indicates the commitment to: <ul style="list-style-type: none"> <li>• compliance with Applicable Laws</li> <li>• protecting and conserving park resources and human health</li> <li>• assigning responsibilities</li> <li>• providing staff and resources</li> <li>• monitoring performance</li> </ul>	Yes	
<b>2. Responsibility and Accountability</b>	2.1**	The concessioner must identify an environmental officer and/or program manager and document this assignment in the EMP. The environmental officer must meet the contract-specified qualifications and requirements defined in the documented EMP.	Yes	The Environmental Officer is identified in the EMP and meets the specified qualifications and requirements defined in the submitted EMP.
	2.2	The concessioner determines management and staff responsibilities as necessary to effectively manage environmental activities and describes this structure and these assignments in the documented EMP (if applicable).	Yes	
	2.3	EMP resources are developed, documented in the EMP (if applicable), and applied; resources are adequate to execute the program. Resources include: <ul style="list-style-type: none"> <li>• personnel (e.g., number of staff, experience and skills)</li> <li>• facilities and equipment</li> <li>• information, documentation, and data management systems</li> <li>• agreements for support from outside contractors and agencies</li> <li>• training programs for concession personnel</li> </ul>	Yes	Resources are documented and identified in the EMP, the Service observed significant overall environmental management improvement resulting in minimal findings as represented in the 2024 NPS Environmental Audit.
<b>3. Training</b>	3.1	Managers and staff with environmental management responsibilities meet qualification requirements defined in the contract and documented EMP (if applicable). Competency requirements are determined by appropriate education, training, and experience.	Yes	
	3.2	A training plan is developed, documented in the EMP (if applicable), and executed; and includes: <ul style="list-style-type: none"> <li>• Defined training requirements for the environmental officer and other personnel, including requirements to meet Applicable Laws, the contract, and the EMP.</li> <li>• Required training records, such as training materials, schedules, and participant records.</li> </ul>	Yes	
	3.3	The concessioner has conducted and documented all training.	Yes	EMP training records provided by YH were not presented in a manner in which the Service could easily ascertain that all training had been completed. Due to the unclear nature of completion, and improvement seen during the 2024 rating period, the Service is designating this item as complete for this rating period. However, future rating periods will require more explicit documentation of completion.

4. Documentation and Operational Controls	4.1	<p>EMP plans and standard operating procedures are developed, implemented, maintained, and included or referenced in the documented EMP (if applicable). These procedures address requirements in Applicable Laws, the contract, and the EMP to ensure the protection of human health and the environment. Some plans and procedures may overlap with those in the RMP.</p> <p>Examples of operating procedures include:</p> <ul style="list-style-type: none"> <li>• procedures for the storage and handling of chemicals</li> <li>• procedures for the management and maintenance of fuel</li> <li>• procedures for pesticide use</li> <li>• procedures for hazardous and solid waste disposal</li> <li>• procedures for weed and pest management</li> <li>• procedures for the protection of cultural and archeological resources</li> </ul>	Yes	YH identified the need to change pest management vendors due to ongoing issues with accurate reporting and persistent infestation issues in housing. YH collaborated with a new vendor and the Service to submit new pesticide/rodenticide use proposals and implemented the new materials upon authorization.
	4.2	<p>EMP emergency plans and procedures for environmental management are developed, documented (if applicable), implemented, maintained, and included or referenced in the documented EMP (if applicable). These plans and procedures address requirements in Applicable Laws, the contract, and the EMP. Some plans and procedures may overlap with those in the RMP. Emergencies to be addressed include:</p> <ul style="list-style-type: none"> <li>• hazardous substance spill response</li> <li>• leaks from fuel storage tanks or other chemical storage areas</li> <li>• stormwater contamination</li> </ul>	Yes	EMP Emergency Plans and procedures have been developed and implemented and documented in the EMP.
5. Communications	5.1	The EMP is available to staff (if applicable) and communicated throughout the concession organization so that personnel understand and can effectively implement the EMP.	Yes	In 2024, the EMP was available online. Training and information regarding the EMP was included in employee orientation and refresher trainings. The EMP was accessible to employees by either contacting the Senior Safety Specialist directly or contacting their manager.
	5.2	<p>The EMP addresses procedures for communicating environmental controls and initiatives to visitors. These may include:</p> <ul style="list-style-type: none"> <li>• Handling hazardous materials (e.g., fuel)</li> <li>• Handling waste (e.g., trash)</li> <li>• Natural resource or cultural resource impacts</li> <li>• Pest management (e.g., notification of pests if observed)</li> </ul>	Yes	
	5.3	The concessioner's environmental emergency plans are coordinated, and agreements are in place with other applicable parties, such as the NPS and other federal, state, or local environmental agencies.	Yes	
6. Reporting	6.1*	All documents, reports, monitoring data, manifests, notices, and other documentation required to be submitted to regulatory agencies are submitted on time and in accordance with Applicable Laws. Copies of such communications are provided to the NPS in accordance with the contract. Additional plans, reports, and other documentation are submitted to the NPS in accordance with the contract and documented EMP (if applicable). These may include inventories of hazardous substances and waste streams.	Yes	
	6.2*	Notices of any discharges, release, or threatened release of hazardous or toxic substances, material, or waste are reported promptly to the NPS in accordance with the contract.	Yes	YH had three occurrences of release during the 2024 operating year, the Service was promptly notified within contractual time constraints and the incidents were appropriately remediated.
	6.3*	Any written, threatened, or actual notices of violation of Applicable Law from any environmental regulatory agency are reported promptly to the NPS by the contract.	Yes	The Service is not aware of any violations in 2024.
	6.4	The NPS is provided timely written advance notice of and the opportunity to participate in communications with regulatory agencies regarding the concessioner's environmental activities in accordance with the concession contract.	Yes	The Service was included and aware of the communications with regulatory agencies with regard to the two of the three releases in 2024, the third release was a non-reportable quantity. There were no other opportunities that necessitated participation in 2024 that the Service is aware of.

<b>7. Monitoring, Measurement and Corrective Action</b>	7.1	Environmental inspections are completed as required by Applicable Law, the contract, the documented EMP (if applicable), or as otherwise necessary to effectively manage environmental activities.	Yes	All Environmental inspections were completed and documented as required to manage the concessioner's activities and the results were disclosed to the Service as required.
	7.2*	Environmental deficiencies identified by internal or external inspections (e.g., NPS concession environmental audits, etc.) are analyzed, corrected, or mitigated within the timeframes designated by Applicable Law, the contract, documented EMP (if applicable), or inspection report. Any deviations from these timeframes are accepted by the park and documented.	Yes	The Service recognizes the attention and progress made in 2024 in the preparation for the NPS Environmental audit. The dedication to YH's environmental program resulted in only 14 findings of which 5 were closed on site prior to the issuance of the final audit report.
	7.3	Environmental incidents are responded to promptly and effectively to stop, contain, and remediate the incident. Investigations are conducted, and corrective actions are taken to prevent recurrences to the satisfaction of the NPS in accordance with the contract, EMP, and relevant regulations and NPS policies.	Yes	The service recognizes YH's efforts to respond timely and effectively to the three identified releases that occurred in 2024. Internal investigations were conducted and corrective actions were taken as appropriate to the incident to prevent future occurrence where opportunity was present.
	7.4***	The EMP is reviewed at least annually and updated as necessary. • The EMP review includes an analysis of performance in each EMP element area to determine any systemic program failures (particularly failures that resulted in serious incidents of inspection deficiencies), and non-compliance with Applicable Laws. • Systemic problems are addressed in EMP updates.	Yes	The EMP was reviewed annually by the concessioner and identified systematic program failures. These were addressed in the updated submission in a manner and timeframe acceptable to the Service.
	7.5**	The initial EMP is submitted to the park within the contract-specified timeframe for review and is accepted by the park. Any subsequent documented EMP updates are submitted to the park for review and acceptance.	Yes	The EMP was submitted within the contract specified timeframe and was received for review by the park on November 30, 2024.
<b>8. Other Contract Requirements</b>	8.1	Contract-specific environmental requirements not otherwise addressed in the EMP standards are met.	No	<p>In 2024, the following Contract requirements were in progress or remain outstanding:</p> <ul style="list-style-type: none"> <li>- Partner with a local university or college with an environmental program to improve its environmental systems and employ at least 2 students every season (one filled, one vacant).</li> <li>- Implement a Vehicle Management Plan.</li> <li>- Sensor Array/"RoadNet:" Install comprehensive sensor array transportation management system.</li> <li>- Installation of up to five vehicle charging stations and compressed air stations for Service review and approval and complete installation within one year of Service approval.</li> <li>- Upgrade 8 kitchen dish washing systems, that are seven years or older that use 200 gallons of water per hour. Curry Village Pavilion in progress.</li> </ul> <p>During the 2025 operating year, the Service expects the Concessioner to make progress on addressing outstanding requirements and communicate regularly with the Service about its decisions and plans in meeting contractual requirements.</p>

\* indicates a Special Attention Item  
 \*\* indicates item is not applicable to Cat III contracts

ADDITIONAL NOTES / COMMENTS

Table 2: Scoring

Scoring			
Program Area	Score (%)	Program Area	Score (%)
1. Environmental Management Program (EMP) Scope	100.0%	6. Reporting	100.0%
2. Responsibility and Accountability	100.0%	7. Monitoring, Measurement and Corrective Action	100.0%
3. Training	100.0%	8. Other Contract Requirements	0.0%
4. Documentation and Operational Controls	100.0%		
5. Communications	100.0%		

**Total - All Program Areas**

# In Compliance (Yes)	# Deficient (No)	# Deficient (Special Attention Item)	# N/A	# Applicable Reqs.
23	1	0	0	24

<b>Environmental Management Score</b> <b>Adjusted Environmental Management Score</b> <b>Rating</b>	95.8	Superior - 90 - 100 Satisfactory = 70 - 89 Marginal = 50 - 69 Unsatisfactory = ≤49
	95.8	
	Superior	

Notes:  
 - If 1-2 Special Attention Items are not compliant, the Environmental Management Score is adjusted to Marginal and capped at 69.  
 - If 3+ Special Attention Items are not compliant, the Environmental Management Score is adjusted to Unsatisfactory and capped at 49.

**United States Department of the Interior - National Park Service**  
**Form 10-AMP - Asset Management Program Evaluation Report**

<b>Park:</b> <u>Yosemite National Park</u> <b>Concessioner Name:</b> <u>Yosemite Hospitality, LLC</u> <b>Contract Number:</b> <u>CC-YOSE004-16</u>	<b>Concessioner DBA:</b> <u>Yosemite Hospitality, LLC</u> <b>Year of Operation:</b> <u>2024</u>
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**Instructions:**  
The evaluator will review each element listed below and determine if the concessioner complies. A "Yes" indicates that the concessioner complies with an element, and a "No" means that meaningful deficiencies were found. A "meaningful" deficiency is important enough to impair a concessioner's ability to provide visitors or employees with a safe and healthful environment.

*Notes:*  
- For detailed instructions on inserting a PDF or other document into this Workbook, refer to the "Instructions and TOC" tab.  
- To use Spell Check, hold "Ctrl + Shift + S" on your keyboard.

**Table 1: Program Area Evaluation**

Program Area	ID	Element	In Compliance? (Yes, No, N/A)	Observation / Comment
<b>1. Annual Concessioner Maintenance Plan (ACMP)</b>	1.1	The ACMP is updated annually and submitted on time.	Yes	
	1.2	The ACMP is accurate and complete	No	The Service requested clarification and changes to the ACMP, which were addressed in most instances. However, work scheduled and completed by 3rd party contractors was not clearly defined, or identified. Scheduled repairs and Deferred Maintenance work orders were missing from the plan.
	1.3	Projected maintenance expenditures are provided.	Yes	
<b>2. Inspections</b>	2.1	Inspections were performed on schedule.	No	The Service was unclear on what facilities were planned for inspection and were unable to determine if inspections were performed on schedule. The Service also did not receive copies of reports and findings of inspections performed. The ACMR indicated 34 inspection work orders totaling 100 labor hours were created in 2024. This also indicates a very small amount of inspections per asset.
	2.2	Inspection findings were addressed in a timely manner.	No	Documentation of inspections and the resulting findings were not provided to the Service. The Service cannot confirm if inspections were completed and findings were addressed in a timely manner.
	2.3	Periodic evaluation facility findings were addressed in a timely manner.	No	Extensions were requested for a substantial number of findings and some remained unaddressed at the end of the operating year.
<b>3. Maintenance</b>	Facility maintenance was performed as scheduled in a timely manner:			
	3.1*	Preventative Maintenance	Yes	YH performed over 4000 hours of Preventative Maintenance work in 2024.
	3.2*	Recurring Maintenance	Yes	
	3.3	Scheduled Repairs	Yes	2024 ACMR indicated scheduled repairs were completed.
	3.4	Unscheduled Repairs	Yes	75% work orders in the 2024 ACMR were unscheduled repairs (8,582 total work orders).
	3.5*	Component Renewal/Replacement	Yes	
<b>4. Reporting</b>	Accurate and complete reports were submitted on time, in the correct format:			
	4.1	Annual Concessioner Maintenance Report	Yes	
	4.2	Concessioner Project Plan and Report	N/A	
	4.3	Fixture Replacement Report	N/A	
	4.4	Component Renewal Report	Yes	
	4.5	Personal Property Report	Yes	
<b>5. Computerized Maintenance Systems (CMMS)</b>	5.1	CMMS is maintained and current.	Yes	
	5.2	All maintenance actions and associated expenditures requested by the Service were provided in the correct electronic format.	Yes	

6. Other Contract Requirements	6.1	Contract-specific facility maintenance requirements, not otherwise addressed in the AMP standards, are met.	No	<p>- Reporting of emergency maintenance issues to the Service was not completed in a timely manner (e.g. plumbing failures at Mother Curry Bungalow, the Ahwahnee Hotel lobby, Ahwahnee Bar kitchen, Wawona Hotel, and Curry Village Pavilion; HVAC issues at Mountain Room).</p> <p>- Numerous personal property obligations remain outstanding at The Ahwahnee Hotel, including confirmation of the installation of vanity lights, mirror replacements, and other modifications to numerous rooms. Additionally, upgrades were due to the hotel's historic Secretary Desks that are currently on display in the lobby. Completion of these items are several years overdue, and no extension request in lieu of their completion has been submitted since 2023.</p> <p>- The Concessioner must employ at least 2 maintenance workers with a Water Distribution Level 1 license throughout the term of the Contract.</p> <p>- The Concessioner must employ at least 2 wastewater technicians with a Grade 2 California Certified Wastewater Collections certification throughout the term of the Contract.</p> <p>- Establish a forward staging area outside of the area.</p> <p>During the 2025 operating year, the Service expects the Concessioner to make progress on addressing outstanding requirements and communicate regularly with the Service about its decisions and plans in meeting contractual requirements.</p>
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\* indicates a Special Attention Item

**ADDITIONAL NOTES / COMMENTS**

**Table 4: Scoring**

Scoring				
Program Area	Score (%)	Program Area	Score (%)	
1. Annual Concessioner Maintenance Plan (ACMP)	66.7%	5. Computerized Maintenance Systems (CMMS)	100.0%	
2. Inspections	0.0%	6. Other Contract Requirements	0.0%	
3. Maintenance	83.3%			
4. Reporting	100.0%			
<b>Total - All Program Areas</b>				
# In Compliance (Yes)	# Deficient (No)	# Deficient (Special Attention Items)	# N/A	# Applicable Reqs.
12	6	1	2	18
<b>Asset Management Score</b>	<b>66.7</b>	Superior = 90 – 100 Satisfactory = 70 – 89 Marginal = 50 – 69 Unsatisfactory = ≤49		
<b>Adjusted Asset Management Score</b>	<b>66.7</b>			
<b>Rating</b>	<b>Marginal</b>			
<i>Notes:</i> - If 1-2 Special Attention Items are not compliant, the Asset Management Score is adjusted to Marginal and capped at 69. - If 3+ Special Attention Items are not compliant, the Asset Management Score is adjusted to Unsatisfactory and capped at 49.				