

**NPHA Task Force on Rate Approval Process
with NPS Commercial Services Staff
National Park Service offices
12795 W. Alameda Parkway
Lakewood CO, 80228
1 PM to 4 PM (MDT)
April 22, 2009**

call-in number: 800-369-1927, Passcode: 8161776#

- I. Introductions and agenda review
- II. Review of NPHA Task Force mission and reports
- III. Review of NPHA survey of 2007-8 rate approval experiences
- IV. Discussion regarding NPS Guideline 48 and near-term improvements
 - A. Specific issues
 - 1. Core menus
 - 2. Competitive market declarations
 - 3. Calendars and response times
 - 4. Anticipated/expected rates
 - 5. Timely reaction to unusual changes in the market
 - 6. Comparables, especially on room rates -- frequency of full surveys, interim adjustments
 - 7. Reviews and appeals
 - 8. Non-rate issues, including deposits and cancellation policies
 - B. Training for NPS staff and concessioners
 - 1. Current curriculum, frequency and and capacity
 - 2. 2009-2010 anticipated changes
 - 3. Longer term changes
 - C. Identification of opportunities for improvements benefitting public, NPS and concessioners
 - D. Follow up assignments and timetables
- V. SERA and long term operations
 - A. Review of SERA operations to date
 - B. Creation of a forum for inclusive review of all options
 - C. Role of the NPCMAB
- VI. Other business and additional items
- VII. Adjourn

NPHA TASK FORCE ON RATE APPROVAL PROCESS

Chair:

John Rutter, Senior Vice President
Grand Teton Lodge Company
PO Box 250
Moran, WY 83013
jrutter@gtlc.com

Members:

Dan Jensen, Chief Operating Officer
DNC Parks and Resorts at Yosemite
9001 Village Drive
Yosemite, CA 95389
djensen@dncinc.com

ALTERNATE:

Bridget Rabon
DNC Parks and Resorts at Yosemite
9001 Village Drive
Yosemite, CA 95389
brabon@dncinc.com

Bill Butts, Senior Vice President, Resort
Operations
Forever Resorts
7501 E. McCormick Parkway
Scottsdale, AZ 85258
bbutts@foreverliving.com)

Cindy Ognjanov, President
Glacier Park, Inc.
1850 N. Central Avenue, Suite 800
Phoenix, AZ 85004
cognjano@glacierparkinc.com

Terry Sides
Director of Administration
Forever Resorts
7501 East McCormick Parkway
Scottsdale, AZ 85258
tsides@foreverresorts.com

Scott Socha, Vice President Business
Development & Finance
Delaware North Companies Parks & Resorts
40 Fountain Plaza
Buffalo, NY 14202
ssocha@dncinc.com

Trina Smith, General Manager, Bryce Canyon
National Park
Xanterra, Parks & Resorts
Bryce Canyon Lodge
Highway 63
Bryce Canyon, UT 84717
tsmith@xanterra.com

Steve Tedder, Vice President, National Parks
Xanterra Parks and Resorts
6312 South Fiddlers Green Circle, Suite 600N
Greenwood Village, Colorado 80111
stedder@xanterra.com

Ed Wimberly, President
Lake Roosevelt Resort & Marina
PO Box 340
Kettle Falls, WA 99141
edw@lakeroosevelt.com

Dave Woodside, President
Acadia Corporation
PO Box 24
Bar Harbor, ME 04609
dwoodside@acadia.net

Bob Conciencie, Vice President of Operations -
Denali Park Resorts
ARAMARK
Denali Park Resorts
241 West Ship Creek Avenue
Anchorage, AK 99501
conciencie-bob@aramark.com

ALTERNATE:

Dominic Canale, District Manager,
Doyon/ARAMARK Joint Venture
ARAMARK Parks and Attractions
241 W. Ship Creek Ave.
Anchorage, AK 99501
canale-dominic@aramark.com

Staff:

Derrick Crandall
National Park Hospitality Association
1225 New York Avenue, NW #450
Washington, DC 20005
dcrandall@funoutdoors.com

April 21, 2009