



POLICY SUPPORT

Concession Legislation



TASK

Having up to date, understandable, and balanced policies for concession visitor services can assist a state agency in improving its interaction with its concession partners and provide enhanced public stewardship.

APPROACH

By benchmarking the states policies against other state and federal concession policies CHM- GS was able to improve its clients policies for statewide concession contracts.

KEY RESULTS

CHM-GS assisted the state in updating its decade old concession policies and ensuring that both the state and its partners interests were fully considered.

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A State park department realized that its administrative rules and policies for statewide concession contracts were in need of updating, since the policies had not been reviewed in 15 years. The department was interested in making changes to the administrative rules that increased clarity, were fair and reasonable to both the state and the concession community, ensured the maintenance of assets and facilities, promoted economic development in the state, and reflected the different types of concession contracts. The department realized it needed an external advisor who could provide experience in other types of public assets and private sector best practices.

The project began by reviewing the existing administrative rules and identifying several key areas where clarity could be improved. Proposed changes included clarification of the valuation process, increased reporting requirements, and the establishment on a contract-by-contract basis for a maintenance reserve to establish a self-funding mechanism for re-investment in facilities. We facilitated several briefings to the concession community and other stakeholders to explain the rationale behind the proposed changes, and presented the proposed changes to the State commission.

- Identified new methods for valuing real property assets
- Developed new maintenance reserve standards
- Supported agency through extensive public comment and review period

CHM Government Services partners with public agencies in the U.S. who are responsible for visitor-based facilities and services to develop and implement sustainable strategies to operate, maintain and improve these hospitality and recreation assets and programs. We achieve this result by applying our private sector experience, skills, tools and networks and our understanding of policy and funding frameworks.