

<b>ALASKA REGION OUTFITTER/GUIDE PERFORMANCE EVALUATION</b>
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<b>Mid Season Evaluation of Annual Evaluation</b>
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Name of Holder: Chugach Adventure Guides, LLC dba Chugach Powder GuidesDistricts: Glacier and Seward Ranger Districts Type of Operation: Helicopter SkiingEvaluator: Teresa Paquet Date Evaluated: 04/28/2007Inspectors: Tim Charnon Dates Inspected: 3/15 & 3/16/2007**Evaluation:****A - Acceptable; UN - Unacceptable; NI - Needs Improvement; NC - Not Checked; NA - Not Applicable**

<b>A. Site:</b>	<b>A</b>	<b>UN</b>	<b>NI</b>	<b>NC</b>	<b>NA</b>
1. All improvements are authorized by permit, location and development as authorized.	<b>X</b>				
2. Clean up and sanitation in accordance with permit.	<b>X</b>				

<b>B. Permit Compliance:</b>	<b>A</b>	<b>UN</b>	<b>NI</b>	<b>NC</b>	<b>NA</b>
1. Compliance with terms of permit and operating plan.			<b>X</b>		
2. Insurance submitted on time and complete.	<b>X</b>				
3. Signed permit submitted on time and complete.	<b>X</b>				
4. Payments received by due date.	<b>X</b>				
5. Holder submitted/dated/corrected operating plan.	<b>X</b>				
6. Actual use reports completed and submitted on time.	<b>X</b>				
7. Compliance with Federal, State, Borough, laws and regulations	<b>X</b>				
8. Compliance with Title VI, Nondiscrimination (Clause B-1)	<b>X</b>				
9. Holders advertising refers to use on National Forest lands (Clause X-30)	<b>X</b>				

Comments:

**B1 - 1)** CPG left a vague description of their planned operations for 2/22/07 on the Hot Line. See *Tally of Comments Received*. **2)** CPG did not notify the FS prior to operating in the East Moose Creek unit. See *Comments and/or Corrective Action Needed*

<b>C. Public Service</b>	<b>A</b>	<b>UN</b>	<b>NI</b>	<b>NC</b>	<b>NA</b>
1. Number and qualifications of employees meets permit specifications.			<b>X</b>		
2. Clients provided with health and safety standards as provided in the approved operating plan/safety plan.	<b>X</b>				
3. Equipment provided meets health and safety standards as required in the approved operating plan.	<b>X</b>				
4. Rates, services, and/or accommodations provided as submitted in the approved operating plan.	<b>X</b>				
5. Clients, peers, and other forest users are treated in a respectful and courteous manner.	<b>X</b>				
6. Relationships with the public and State, Local and Federal agencies are conducted in a professional and courteous manner.	<b>X</b>				

Comments: See next page

**C.1.** CPG did not submit proof of current First Aid & CPR training for all guides prior to the start of the season. See *Comments and/or Corrective Action Needed*.

Tally of comments received from clients/public: 0 Positive comments 1 Negative Comments

**One complaint from a member of the public was received 3/03/07 regarding a negative experience the individual and his partner had in the backcountry on 2/22/07. The person called the CPG hotline but received a vague message on where CPG would be operating that day. The individual and partner and CPG ended up at the same location, Johnson Pass Lake, and the resulting helicopter noise negatively impacted the group's backcountry experience. See *Comments and/or Corrective Action Needed***

Prior Performance (if applicable):

Are items from last performance evaluation corrected? **See below**

### **Prior Performance – 2006 Inspection and Evaluation**

#### **B.1. Compliance with terms of permit and operating plan – 2006 season**

- The holder received a *Needs Improvement* for this category as a result of non-compliance with the permit terms as required in GLA341 Appendix H (1/27/2006). This is the 2nd year in a row that the required items have not been submitted within a timely manor and without reminders from the permit administrator. It is the responsibility of the permit holder to submit all required items without prompting from the Forest Service. To receive an acceptable rating in this category for 2007, CPG must submit all required paperwork within 30 days from the end of the operating season.

**2007 Results: Wildlife reports were received within 30 days of the end of the season.**

- Permit stipulation *Monitoring 3* as modified in Appendix H to GLA341. CPG is required to submit a copy of the season run logs and a copy of the run data excel spreadsheet 30 days after the operating season ends.

**2007 Results: Run logs and run data excel spreadsheet were received within 30 days of the end of the season.**

### **Comments And/Or Corrective Action Needed:**

#### **1. B.1. Compliance with terms of permit and operating plan**

1) One of the Permit stipulations reads: "CPG shall provide a public "heli-skiing hot line" stating their planned runs for the day."

**Corrective Action for 2008:** A purpose of the heli-skiing hot line is to reduce potential user conflicts. As a result of a message that did not describe the planned runs for February 22, other users of the Johnson Pass Lake were negatively impacted. CPG shall ensure that the hot line is updated daily with their planned runs.

2) One of the Permit stipulations reads: "CPG shall give the permit administrator advance notice of operation in the Mount Ascension and East Moose Creek units..." Based on information submitted by CPG at the end of the season, CPG operated (1 run) in the East Moose Creek area on March 4. The FS was not given advance notification as required.

**Corrective Action for 2008:** Prior to operating in Mount Ascension and East Moose Creeks units, CPG shall make every attempt to ensure the permit administrator is notified. This could be in the form of a phone call, Email or in-person.

## 2. C.1. Number and qualifications of employees meets permit specifications

The holder is required to submit proof of current CPR and 1<sup>st</sup> Aid training for all guides, in the form of a copy of the certification card, **prior to the start of the operating season**. On 2/23 CPG submitted information for 9 guides, however 2 of the guides' certifications expired prior to the start of the season and one was due to expire during the operating season. CPG was notified several times throughout the season regarding the overdue paperwork. On approximately the 1<sup>st</sup> week of May, CPG submitted proof of training for some of the guides/employees, but not everyone. In addition, a current list of employees/guides was never submitted.

**Corrective Action for 2008:** CPG shall not start operations in 2008 until proof of current CPR and 1<sup>st</sup> Aid training for all guides and employees that work with clients on National Forest land, is submitted to the Forest Service.

## 3. Performance Standards for Compliance with No-fly Zones, January 24, 2006

1.) Following three occasions of navigational errors within a specific no-fly zone, the Permittee will meet with the FS to identify corrective actions.....

**Results:** *Successful*

Two incursions occurred in no fly zone #12 on as a result of navigational error on two separate occasions, February 24 and 27. CPG met with the FS to identify corrective actions. A letter dated March 12, 2007 documented a March 9 meeting in which the following corrective action was identified for NFZ 12: Mike Overcast will review flight patterns with the pilots and guides. No additional navigational incursions occurred in NFZ #12 for the remainder of the season.

Three navigational incursions occurred in NFZ #10 on February 25 & 27 and March 1. CPG also discussed these incursions at the March 9 meeting with the FS. Corrective actions identified included reviewing flight patterns with the pilots and guides, and placing a navigational aid as visual reference to assist the pilots and guides with avoiding NFZ #10. No additional navigational incursions occurred in NFZ #10 for the remainder of the season. However, CPG did not respond on how the resolutions measures were accomplished as requested in the March 17 letter.

Three navigational incursions occurred in NFZ #8 on March 3, 4, & 5. CPG was notified on March 17 regarding the incursions and instructed them to include NFZ #8 when training the pilots and guides on new flight patterns.

Two navigational incursions occurred in NFZ #3 on 3/9 & 10. CPG is not required to contact FS. No additional incursions occurred in NFZ #3 for the remainder of the season.

**Corrective Action for 2008:** In order for CPG to continue to be successful in this category, they must be diligent about tracking all incursions which will assist them in notifying and meeting with the Forest Service no latter than after the third occasion of a navigational error in any one no-fly zone.

2) Successfully record, download and map GPS flight data on a minimum of 75% of operating days.

**Results:** *Successful.* Monitoring results were tracked throughout the season. To determine compliance a point system was utilized which gave one point to each task - record, download, and map for one helicopter on one operational day. During the 54 days that CPG operated, there were a total of 99 helicopter days (on 13 days only 1 helicopter operated, 2 helicopters operated for 35 days, and 3 helicopters operated for 6 days.) A final total of 234 points were received out of a possible 297 which resulted in 79% compliance rate.

3) Conduct 95% of all operation time outside of no-fly zones, over the course of the season. This does not include navigational errors as described above.

**Results:** *Fully Successful.* CPG operated a total of approximately 429 hours from January 30 to April 21, 2007. During that time CPG spent a total of approximately 15 minutes within the boundaries of 13 no-fly zones. The results indicate that CPG conducted approximately 99% of their operations outside of the no-fly zones.

4) Follow the flight recording and reporting procedures in the November 18, 2005 GPS protocol paper....

**Results:** *Successful.* CPG coordinated with the FS to ensure data, maps and reports were submitted as often as possible and when needed.

Annual Rating: Acceptable Probationary Unacceptable

The annual rating is subject to appeal under 36 CFR 251 Subpart C. The District/Monument Ranger is willing to meet with the holder to discuss any concerns, or issues related to this evaluation. Any appeal and a statement of reasons must be submitted to the Chugach Forest Supervisor at 3301 'C' Street, Suite 300, Anchorage, AK 99503-3998 within 45 days of the date of the annual rating.

Comments on Rating (Space is available for Holders comments. Attach additional sheet(s) of paper if necessary):  
  
We will do our best to make all corrective actions. Thank you for the opportunity to ski on Forest lands.

District Ranger: James M. Funder Date 11/7/2007

Holder: [Signature] Date 11/10/07

NOV 07 2007

### Part 1 - Inspection of Operations, 2007 Season

Part 1 - Inspection of operations (includes: logs, safety gear, briefings, etc at hanger & other locations) Also includes tracking of additional permit terms at the Glacier District office)

Part 2 – field inspection (includes: guide safety gear, snow stability test, etc.)

Name of Holder: Chugach Adventure Guides, dba Chugach Powder Guides

District: Glacier and Seward Ranger Districts Type of Operation: Guided Helicopter Skiing

Date Inspected: 3/15 & 16/2007 Inspector(s): Tim Charnon

Holder Representative Present: Chris Owens, CPG owner

**Evaluation:**

**A - Acceptable; UN - Unacceptable; NI - Needs Improvement; NC - Not Checked; NA - Not Applicable**

Operations Plan Requirements	A	UN	NI	NC	NA
1. Logs posted and maintained: snow log, weather log, avalanche log, helicopter operations log, radio log, wildlife observation log, visibility stakes log and snow profile field book	X				
2. Safety & rescue equipment: first aid & rescue packs; survival gear, crevasse kit, rescue sleds, long line, trauma kit & oxygen on helicopter, and guide packs (located at hanger &/or fuel trucks)	X				
3. Plans and other records maintained: rescue plan, record of emergencies	X				
4. Fuel spill prevention, containment, cleanup materials on hand at all fueling sites (hanger and fuel trucks)	X				
5. Client briefing: safety rules signed, beacon practice,	X				
6. Heli-ski hotline announces planned areas of use for the day	X				
<b>Permit Terms and Stipulations</b>					
7. Nondiscrimination poster(s) "And Justice For All" posted in a highly visible location(s)	X				
8. Ski run tracking log/manifest, spreadsheet of ski run numbers, and wildlife sightings log submitted to Glacier District at the end of the operating season					X
9. Advanced notice given to Glacier and Seward Districts prior to operating in Mt. Ascension and East Moose Creek					X
10. Public complaints forwarded to Permit Administrator					X
<b>Performance Standards for compliance with no-fly zones</b>					
11. When navigational errors occur on 3 occasions, corrective actions are identified by the FS and met by the holder					X
12. Successfully recorded, downloaded and mapped track logs on a minimum of 75% of operating days					X
13. Conducted 95% of all operation time outside of no-fly zones					X
14. Followed flight recording and reporting procedures as written in the November 18, 2005 GPS protocol paper includes weekly submittal of flight path data to Glacier District for processing					X

**Comments:**

**Part 2 - Inspection of Operations, 2007 Season**  
 Part 2 – field inspection (includes: guide safety gear, snow stability test, etc.)

Name of Holder: Chugach Adventure Guides, dba Chugach Powder Guides

District: Glacier and Seward Ranger Districts Type of Operation: Guided Helicopter Skiing

Date Inspected: 3/15 & 16/2007 Inspector(s): Tim Charnon Holder Representative Present: Chris Owens

**Evaluation:**

**A - Acceptable; UN - Unacceptable; NI - Needs Improvement; NC - Not Checked; NA - Not Applicable**

<b>Operations Plan Requirements</b>	<b>A</b>	<b>UN</b>	<b>NI</b>	<b>NC</b>	<b>NA</b>
1. Helicopter orientation and briefing	X				
2. Guide packs include safety gear	X				
3. Snow assessment documented in snow profile field book	X				
4. Fuel spill prevention, containment, cleanup materials on hand at all fueling sites	X				
5. Safe operating practices (ski one at a time, safe rendezvous points identified and used that minimize exposure)	X				
<b>Permit Terms and Stipulations</b>					
6. Operational GPS data logger (or similar) during flight	X				
7. Approved flight paths taken (does not include routes taken when safety could otherwise be compromised)	X				
8. Avoidance of observed wildlife and backcountry skiers	X				

**Comments:**

*See Appendix to 3/15 and 3/16 Inspection Report*

Appendix to 3/15 and 3/16 Inspection Report  
Tim Charnon, Recreation Staff Officer  
Glacier Ranger District.

An infield inspection of helicopter operations was conducted on Thursday, March 15 and Friday, March 16, 2007.

On Thursday March 15, Ray Kolessner (helicopter manager) and I attended a pre-operational briefing. Guide Clark Fyans conducted the briefing. The pre-operational briefing covered topics including: helicopter operations, skiing procedures, avalanche and crevasse rescue procedures and communications. Clients were also briefed in the use of avalanche transceivers, including a proficiency demonstration.

Between the operational briefing and field review I reviewed various operation plan requirements and permit Terms and Stipulations with Chris Owens and Andrew. All inspected items have been evaluated as acceptable (see inspection sheet).

Field review occurred in the Glacier Winner Creek Area. Clarke Fyans was our guide. There were two other groups cycling with our assigned ship 4CH, piloted by Angus Gibson. The standard flight path north from Girdwood Airport was utilized to access the ski area runs "Grasshopper, A-1 backside, Peak 61, and "WC-1". An overflight of the WC3.5 area occurred but due to wind scouring, the area was not utilized for skiing.

One of the landing zones was a glacier located in the NW of section 17 (Peak 61 area). This area is adjacent to no-fly zone 22. During approach to this landing zone, Clarke discussed the general location of the no-fly zone with the pilot.

Land zone "sticks" were utilized in several locations, including a ridge in WC-1 and Peak 61.

Safe skiing techniques and good communications between guides and clients were observed. A particular example was skiing "Peak 61". Our group had stopped for a break along Winner Creek where we had a good vantage of the other two groups. On the lower 1/3 of the slope there was a steep rollover. This section of the run was assessed for stability between Clarke and another guide, and then "ski cut" before guests proceeded one at a time, consistent with directions outlined in the pre-operational briefing.

At approximately 4:00 in the afternoon, one of the clients in another party fell and complained of a shoulder injury. Clarke provided a first aid assessment. A decision was made to evacuate the guest rather than risk further injury by skiing down. We accompanied Clarke and the guest back to the CPG hanger.

Following the field inspection, I attended the guides meeting on Friday March 16, from 7:30 to 9:00. Inspection of safety and rescuer equipment, survival gear, rescue packs, snow, weather and avalanche logs, and other records occurred. Three helicopters were

planned to be used for operations that day, similar to the day before. I asked Chris Owens what they were using for GPS tracking on the third ship, because I was only aware of the two units which we helped configure at the start of the season. Chris indicated that they were using a Garmin "E-trek" for the third ship. He indicated he did not think it was worth the investment for a higher grade GPS unit with the only occasional utilization of the third ship (it is generally used in the Tordrillos). I told Chris that GPS was a permit requirement, but the FS did not specify the type of GPS necessary. As long as track logs were being recorded, that would fulfill permit requirements.



March 22, 2007