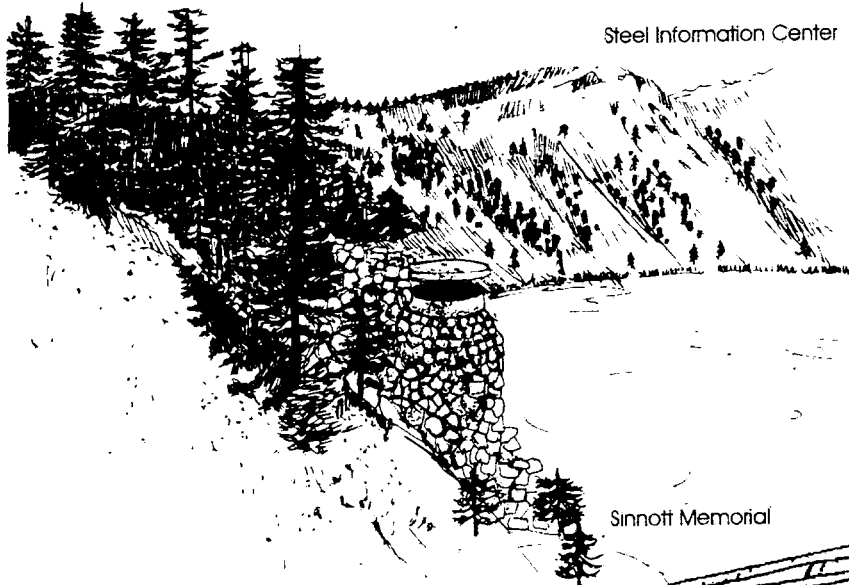


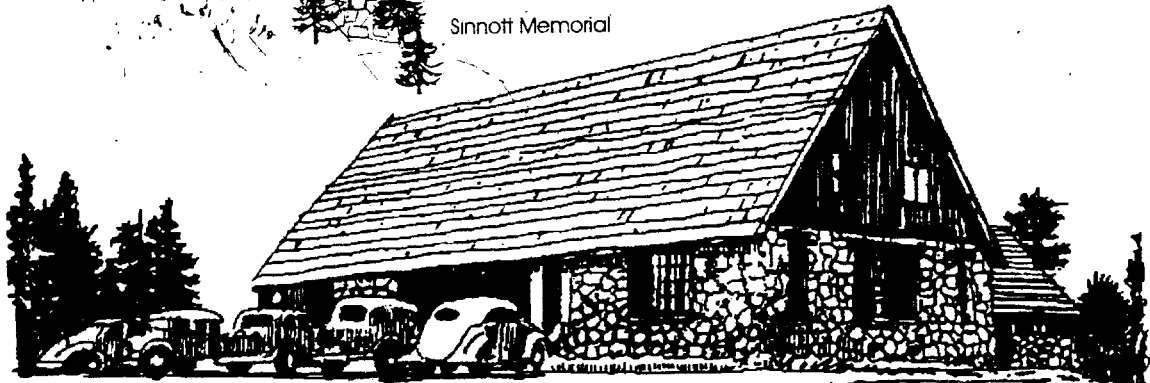
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Steel Information Center



Sinnott Memorial



1928 Cafeteria

Visitor Services Plan

CRATER LAKE NATIONAL PARK • OREGON

Visitor Services Plan

November 1999

CRATER LAKE

National Park • Oregon

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BACKGROUND

The Crater Lake *Visitor Services Plan* presents optimal levels and kinds of concession and interpretive services desired at the park, and it sets the terms for the new concession contract. The current 30-year concession contract for the provision of commercial services at Crater Lake National Park expired in October 1997. The park is operating under an extension to that contract until it expires on October 31, 1999. However, that contract will be extended through October 31, 2001. At that time a new 15-year contract will be awarded to a concessioner. In November 1997 a *Draft Visitor Services Plan / Environmental Impact Statement* was prepared. This plan presented five alternatives for public review and comment. In May 1998 an abbreviated *Final Visitor Services Plan / Environmental Impact Statement* was prepared and distributed. In July 1998 a "Record of Decision" was issued that approved, with a few changes, the proposed action alternative from the draft and final plans. The goal of the approved action was to enhance resource protection and visitor appreciation of the park.

RELATIONSHIP OF THIS PLAN TO THE NEW CONCESSION CONTRACT

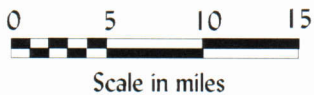
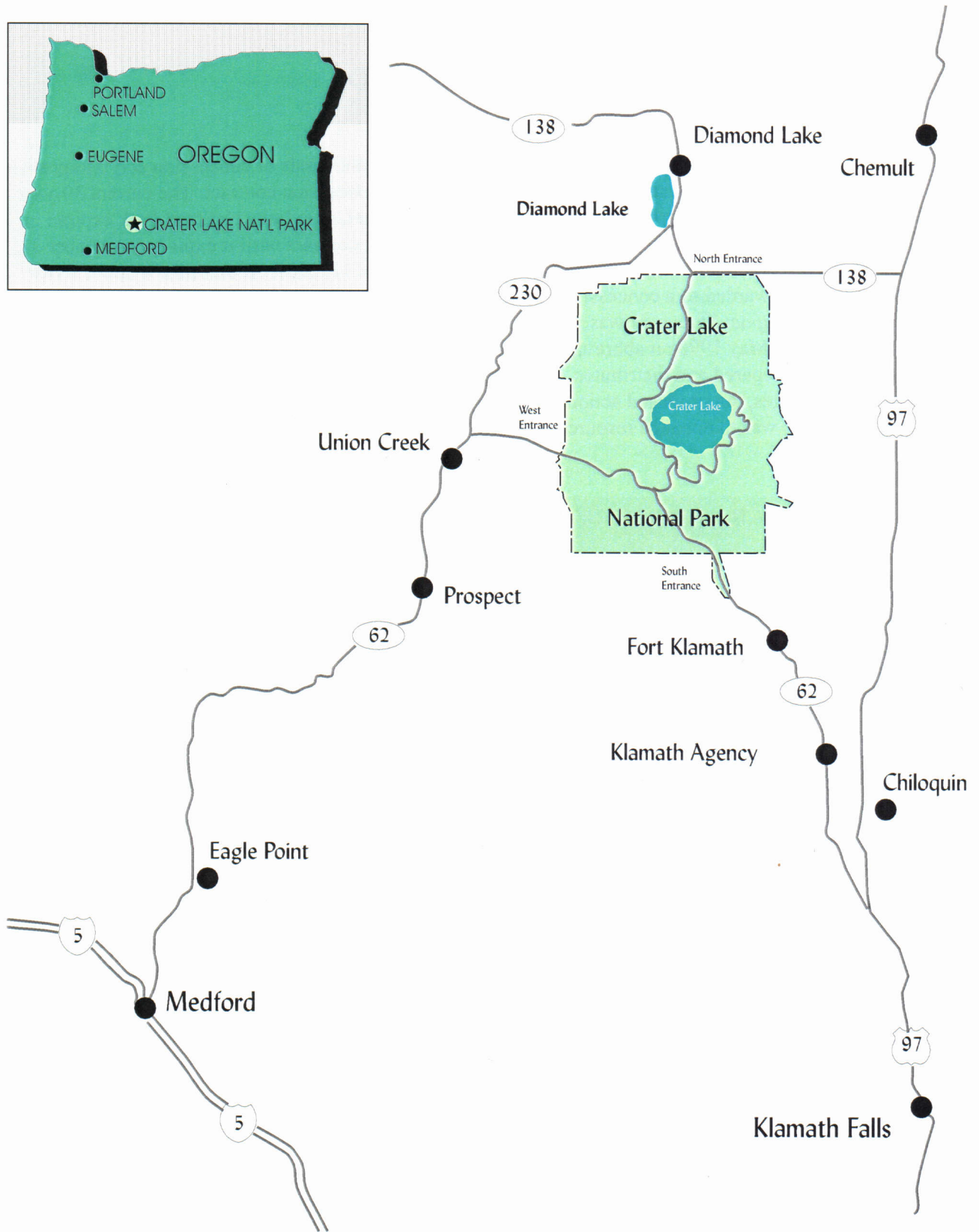
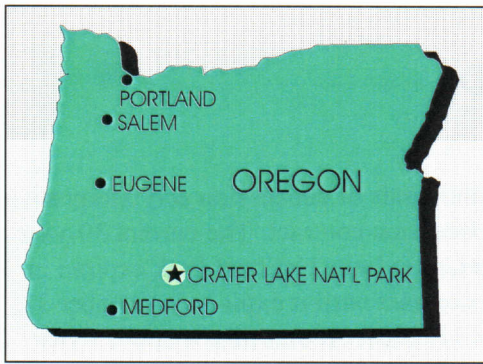
The 30-year concession contract with Crater Lake Lodge, Inc., expired on October 31, 1997. The National Park Service is developing a prospectus for a new long-term contract that will require the concessioner to implement the provisions of this *Visitor Services Plan*. However, the Park Service will retain the right under the concession contract to

amend this plan in the future as it deemed appropriate. The adoption of the *Visitor Services Plan* (decision document), not the award and execution of the new concession contract, is the federal action that would result in the environmental impacts described in the *Draft and Final Visitor Services Plan / Environmental Impact*

Statement. Execution of the new concession contract will implement and authorize concession projects proposed in this plan. Additionally, the concession contract awardee will be subject to actions to be called for in other ongoing NPS planning activities when they are finalized and adopted.

This document presents the revised final approved plan for the four main developed areas of the park — Rim Village, Mazama Village, Cleetwood, and Munson Valley (see Vicinity and Project Area maps). However, this document does not include the issues and concerns that were developed during the planning process, the other alternatives considered, the impacts of implementing the proposed plan and alternatives, or a description of the environment that will be affected. If interested in these topics, readers should refer to the 1997 *Draft Visitor Services Plan / Environmental Impact Statement*.

A 1994 wilderness proposal recommended 98% of Crater Lake National Park for wilderness designation. Because wilderness designation generally precludes commercial visitor services and some of the interpretive services provided by the National Park Service, this plan only applies to areas excluded from the 1994 wilderness proposal. All but 840 acres of these areas consist of road corridors, utility lines, and administrative sites that lack water, power, or related infrastructure. The scope of this planning effort was therefore confined to the four developed areas in the park that currently provide facilities and some level of visitor services — Rim Village, Mazama Village, Cleetwood, and park headquarters at Munson Valley.

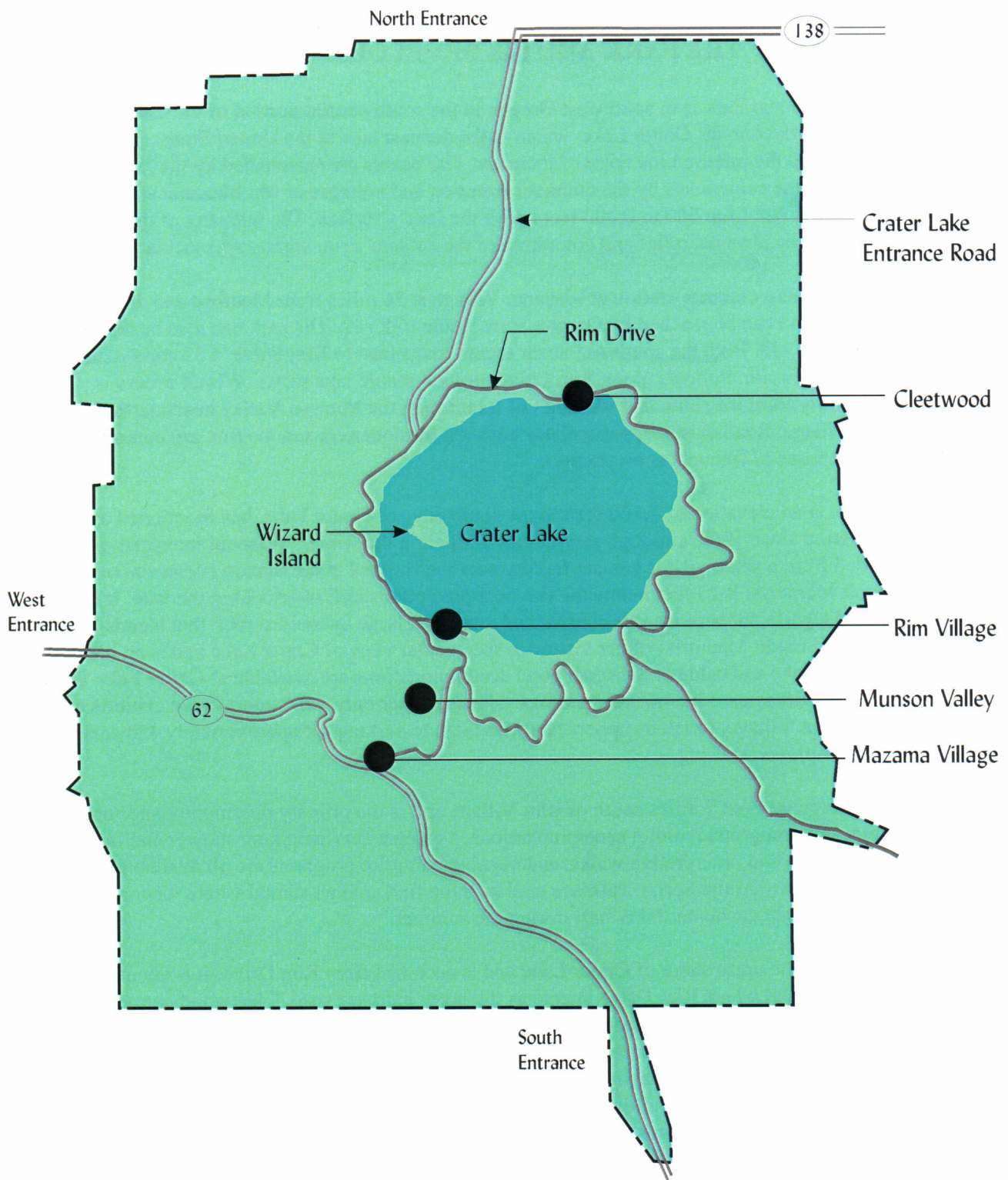


Vicinity

Crater Lake National Park

U.S. Department of the Interior
National Park Service

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Legend

--- Park Boundary



Scale in Miles



Project Areas

Crater Lake National Park

U. S. Department of the Interior

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OVERVIEW OF THE PARK AND ITS DEVELOPED AREAS

Crater Lake National Park is in southwest Oregon in the south-central portion of the Cascade Range. This national park contains Crater Lake, which is the deepest lake in the United States and is renowned for its clarity and the intense blue color of its water. The waters are surrounded by the jagged, steep-walled cliffs of the caldera left by the climactic eruption and collapse of Mt. Mazama about 7,700 years ago. These cliffs rise from 500 to 2,000 feet above the lake's surface. The intensity of the water's color combined with the physical relief and coloration of the caldera's rim creates spectacular scenery.

The park's southern entrance station at Mazama Village is 76 miles from Medford and 56 miles from Klamath Falls and can be reached by Oregon State Route (OR) 62. The park can also be reached from the north by OR 138. Both the south and north access roads lead to Rim Drive, a 33-mile roadway that circles the caldera rim. Pullouts along Rim Drive provide scenic lake views. Winter access is maintained only from the south and west on OR 62 through the Munson Valley headquarters area and up to Rim Village. Road closures, particularly between headquarters and the rim, are common during the winter because of frequent snowstorms.

Rim Village, at an elevation of 7,100 feet on the south edge of Crater Lake, has functioned as a year-round operation since 1948, although services are limited in the winter. Seasonal interpretive activities are provided from a small visitor contact facility near the rim and at the Sinnott Memorial overlook. The Sinnott Memorial is 25 feet below the rim on a precipitous cliff overlooking the lake. It has architectural significance because it is constructed mostly of large uncoursed rock that blends into the rim wall. The Sinnott Memorial offers visitors a spectacular view of Crater Lake and is an ideal place to interpret the lake and caldera. Seasonal hotel accommodations are available at Crater Lake Lodge. Food services, gift sales, a picnic area, geology talks (summer only), and interpretive exhibits are also available at Rim Village. Related support facilities include parking for approximately 450 cars and concession employee housing.

Mazama Village is about 7 miles south of Rim Village and is the primary overnight visitor use area in the summer. A campground, motel accommodations, a camper services store, shower and laundry facilities, a gas station, interpretive walks, and evening campfire programs are all available during the summer. The nearby Annie Spring entrance station is the first contact station where visitors arriving by way of OR 62 might encounter NPS staff during the summer.

Cleetwood is on the north shore of Crater Lake and is accessed from Rim Drive. It is about 6 miles east of the north junction where Rim Drive intersects the north entrance road. Cleetwood contains a parking area, a nonpermanent ticket sales structure, and a portable restroom at the rim. A trail descends the side of the caldera to the lake. The concessioner offers commercial boat tours of the lake, accompanied by NPS interpreters. Support facilities at lake level include a dock, a bulkhead and gangway, a nonpermanent boat operations building, restrooms, and minimal storage facilities for NPS and concession equipment. A gasoline fuel system at Cleetwood consists of an underground storage tank at the rim, a double-wall fuel line that leads to an aboveground storage tank at lakeside, and an underground line from the aboveground tank to a fuel pump, which is used to fuel the boats.

Park headquarters is about 3 miles south of Rim Village and serves as the center of NPS administration, maintenance, and housing. It also serves as the year-round visitor interpretation and orientation point. Park headquarters is in a historic complex of buildings at the central portion of the Munson Valley development area. Visitor information services and interpretive exhibits are provided in

this complex at the Steel Information Center. Primary park administrative services are in the Sager building. Storage and maintenance facilities are also in the park headquarters area.

VISITOR USE TRENDS AND DEVELOPED AREA HISTORY

Crater Lake National Park is a vital element in a diverse regional recreation complex. Many visitors stop at the park as part of a north-south trip to various parks and scenic areas in Oregon and northern California. In southern Oregon, Crater Lake has historically been the leading visitor draw.

Approximately 60% of the park's visitors are from Oregon and California. Annual park visitation reached a plateau of a half a million in the early 1960s, but can fluctuate as much as 25% from year to year. In 1996 park visitation was in excess of 525,000. However, the park is principally a day use area, with the majority of visitor use (greater than 75%) occurring between Memorial Day and Labor Day. Day use accounts for about 80% of visitation, with two-thirds of the day users spending less than four hours in the park. Three quarters of all visitation comes during a five-hour period in the middle of the day (10 A.M. to 3 P.M.) and occurs predominately from Rim Village to Mazama Village. Less than 15% of park visitors remain overnight, and less than 5% stay two or more nights. However, during the two peak months of July and August, camping and overnight lodging facilities operate near capacity.

The development and level of concessioner and NPS visitor services and facilities have generally mirrored and been tailored to visitation levels and visitor characteristics.

Visitor access through what is now the Mazama Village and the Munson Valley headquarters area to Rim Village was facilitated by the development of a road in 1905. In the subsequent decades the road was ultimately upgraded to a paved surface to the rim and lodge. Designated parking in Rim Village along the road to the lodge (Rim Village Drive) first occurred in 1926 and was a desired component of the visitor experience.

In 1907, as a result of the signing of the first concession contract, two campgrounds were developed in the park. Camps Arant and Crater were constructed at Annie Springs and at Rim Village, respectively. The Annie Spring campground remained in existence until 1969, and Rim campground, with 54 sites, evolved into a popular overnight facility that remained until 1975. The latter campground was a favorite among visitors because they could sleep among the trees and wake up to a beautiful sunrise over the lake. However, the short summer season on the rim and the impact of the campground on the natural resources of the area ultimately led to its abandonment.

The central portion of Crater Lake Lodge was completed in 1915 to provide for visitor overnight accommodations. A large wing to the lodge was added on in the 1920s to further meet visitor overnight needs. It was a major attraction to visitors with its spectacular views of the lake and rustic architecture. However, the quality of lodging and dining varied over the years depending on the concessioner and the terms of the concession contract.

The cafeteria building, rental cabins, community house, Kiser Studio, promenade, and Sinnott Memorial were constructed in the 1920s and 1930s to provide for increased overnight and day use visitation. The rental cabins were removed in 1985.

The cafeteria building was built in 1928 to house food services and camper supplies. The cafeteria building was expanded in the 1950s and again in the 1970s to accommodate a perceived market for

additional food, gift, and sundry sales. The community house was built as a social gathering place for campground and lodge visitors. It was used for interpretive exhibits, informal evening get-togethers, and as an auditorium for evening interpretive programs, dances, and other forms of entertainment. Kiser Studio was constructed in 1921 and served as the headquarters and salesroom for the renowned photographer, artist, and conservationist, Fred Kiser. He rendered and sold hand-colored photographs of the park and the northwest at the studio. In 1928 it became the visitor contact station at Rim Village and has housed a variety of exhibits over the years. The Sinnott Memorial was built over Victor Rock, a popular site to see the lake. It was constructed of large rocks that blended in well with the caldera wall and was a prototype of rustic architecture in the national park system. It has been used as a museum, a contact station, and a viewing point. Visitors continue to be attracted to the Sinnott Memorial because of its pleasing and unusual architecture and the outstanding view of the lake it provides. The promenade, consisting of the stone parapet and path along the caldera wall, the associated connecting trails, and the native vegetation landscaping, was developed in the early 1930s. It was a designed landscape that reduced the random wandering and trampling of vegetation by visitors. However, it also served as a means of restoring the area to a more natural appearance, provided a pleasing landscape for visitors to enjoy as they walked about the village and viewed the lake, and was a means of connecting the various visitor facilities in the developed area.

Mazama campground was established in the mid-1950s and was expanded in the early 1960s. It is a pleasant, shady campground that visitors enjoy. A campground amphitheater is used for evening interpretive programs. A seasonal 40-unit motel was constructed in Mazama Village in 1989 to replace the lodging that was eliminated with the removal of the cold water cabins south of the Rim Village cafeteria. Although the motel lacked the spectacular views of the lake like those available from the lodge, visitors had a pleasant setting to spend the night and were within a short driving distance from views of the lake and the amenities of Rim Village. A conveniently situated camper store built in 1991 provides food, camper supplies, public showers and laundry, and gasoline. The camper store was primarily built to provide services for visitors staying overnight at Mazama Village in the campground and motel. However, certain camper store amenities were located at Mazama Village to make sure that they did not intrude on the central features of the park.

The park headquarters area in Munson Valley was primarily developed during the 1930s and 1940s to provide park administration and housing. When the park headquarters buildings were rehabilitated in the 1980s, the ranger dormitory was remodeled and became the Steel Information Center to provide year-round visitor contact and interpretation for the park.

Boat tours on the lake were initiated in 1907 to provide an opportunity for visitors to better experience the lake and caldera. The boat tours were initially conducted below Rim Village to Wizard Island and Phantom Ship. Several different trail alignments from Crater Lake Lodge and the cafeteria building were constructed to the lakeshore and the boat tours in the 1900s and 1920s. At the start of the boat operation there was one boat with a couple of tours per day. Several rowboats for visitor fishing and travel to Wizard Island were added in the early 1920s. NPS naturalists provided the first interpretive boat tours in 1931. They were all-day excursions that included docking at Wizard Island and hiking to the top of the volcanic cone. The boat tour enterprise was relocated to the Cleetwood area in 1960 on completion of a new south-facing trail. The new trail allowed for the expansion of seasonal use of the trail and boat tours and provided for a more enjoyable visitor walk because it was less steep, shorter, and safer. By 1972 four boats were in operation but the rowboats were phased out because of the hazardous wind conditions at the north end of the lake. The number of boat tours has increased from five in 1976 to the current level of nine plus a Wizard Island pickup. In addition, parking, restroom,

storage, and limited food service facilities were developed in the 1960s to meet the greater levels of visitor use and to enhance the visitor experience.

Two other concession services that warrant addressing are recreation equipment rental and transportation to the park. The rental of cross-country skis and snowshoes at the cafeteria building was attempted several times but was relatively unsuccessful because of the limited number of nonequipped visitors. In the early 1900s concession transportation to the park from Medford and Klamath Falls was a necessary and convenient service provided to visitors arriving in southern Oregon by train. This service continued until the late 1970s when extensive availability and use of the automobile and bus by visitors usurped this means of transportation.

PARK PURPOSE AND SIGNIFICANCE

Purpose

The **purpose** statement explains why Crater Lake National Park was established. The following statements were taken from the park's establishing legislation (16 USC 121).

Crater Lake National Park is a tract of land encompassing 183,244 acres "dedicated and set apart forever as a public park or pleasure ground for the benefit and enjoyment of the people of the United States" (16 USC 121). The act that established the park required that adequate measures be taken for the "preservation of the natural objects . . . the protection of the timber . . . the preservation of all kinds of game and fish." The act required that the park be available, under regulations established by the Department of the Interior, for use by "scientists, excursionists, and pleasure seekers."

The act that established the National Park Service requires that, among other things, the agency "promote and regulate the use of national parks . . . by such means and measures as conform to the fundamental purpose of said parks . . . which purpose is to conserve the scenery . . ." Crater Lake's enabling legislation provides for visitor accommodations by stating that "restaurant and hotel keepers, upon application to the Secretary of the Interior, may be permitted by him to establish places of entertainment within the Crater Lake National

MANAGEMENT OBJECTIVES

The National Park Service faces a tremendous challenge at Crater Lake to minimize the impact on the park's natural and cultural resources while providing for visitors' enjoyment of the park. This is especially acute in developed areas where visitors concentrate and where the kind and level of services available often dictate how much impact there will be on park resources. The following management objectives were devised to guide the development of alternatives in the *Visitor Services Plan*:

- ❖ Protect the natural features and resources for which the park was established.
- ❖ Minimize the impact of commercial visitor services on Crater Lake, and protect the park's significant cultural resources.
- ❖ Offer a high-quality visitor experience consistent with NPS and park management policies. Provide necessary and appropriate information, interpretation, and educational programs that orient the public to the park and foster understanding and appreciation of the park's natural and cultural resources.
- ❖ Make available necessary and appropriate commercial visitor services to meet the needs of visitors and to enhance their enjoyment of the park.

Park for the accommodation of visitors, at places and under regulations fixed by the Secretary of the Interior, and not otherwise.”

Significance

Information concerning the **significance** of park resources is summarized to better identify, in broad terms, why visitor services have centered on the enjoyment of scenic beauty while also providing interpretation of the park’s natural and cultural resources. Statements about the significance of park resources were gleaned from previous planning documents and are supported by a wealth of scientific studies, technical literature, and popular accounts.

Crater Lake is one of the most famous lakes on earth, principally because of the beauty imparted by its large size, blue color, mountain setting, and ever-changing character.

Crater Lake lies in a caldera that was left by the climactic eruption of Mount Mazama more than 7,700 years ago. The circular lake, which formed in the caldera primarily from snowmelt and rain, is about 6 miles across at its widest point and covers 21 square miles. Scientists consider Crater Lake and its surroundings a model for how small calderas evolve in geologic time. This deep, pure, stable caldera lake is fully encircled by nearly 26 miles of colorful lava cliffs that rise from 500 to 2,000 feet above the surface of the water. At a depth of 1,932 feet, Crater Lake is the deepest freshwater lake in the United States and the seventh deepest lake in the world. Crater Lake holds the world record for clarity among lakes and has been the object of scientific study for more than a century. The lake is unique for the scientific research related to its pristine waters, associated geothermal activities, and unusual aquatic organisms.

The mature forests that surround Crater Lake are largely preserved in their pristine condition, and nearly 180,000 acres (98%) of the park has been recommended for wilderness designation. Most forests have never been logged and harbor a variety of plant and animal life that is characteristic of higher elevations in the Cascade Range. Because extensive alteration of forestland has taken place elsewhere in the range, some of these plants and animals are rare.

Some of the nation’s best examples of blending rustic architecture and other built features with a national park setting can be seen at Rim Village and at park headquarters in Munson Valley. This designed landscape was constructed over a 15-year period beginning in 1926. Most of the features in these two areas are listed on the National Register of Historic Places.

THE VISITOR SERVICES PLAN

ENHANCE RESOURCE PROTECTION AND VISITORS' APPRECIATION OF THE PARK

GENERAL CONCEPT

The plan is a blend of actions intended to improve the protection of park resources while providing enjoyable visitor experiences. The plan will enhance educational and interpretive opportunities to promote better visitor understanding, appreciation, and ultimately, continued support for the preservation of Crater Lake. NPS interpretive services will be emphasized, commercial services will be modified to better serve visitors, and some historic structures will be used more as they were initially intended. Maps showing the actions appear on the following pages.

DEVELOPED AREA PLANS

A new visitor contact station will be built at Rim Village near the cafeteria building to provide information, orientation, interpretation, Natural History Association (NHA) sales, a full-service post office for the summer, and year-round views of the lake. The community house, Sinnott Memorial, plaza comfort station, and comfort station #4 will be rehabilitated for their historic uses. The community house will be used for summer evening programs. The Sinnott Memorial will be used to present interpretive talks and exhibits about Crater Lake geology and ecosystems. The plaza comfort station and comfort station #4 will provide seasonal restroom facilities for visitors. The Kiser Studio, originally constructed as a photography studio, will be rehabilitated to offer interpretive exhibits on the cultural resources of the studio and village. The promenade and historic landscape will be rehabilitated to improve resource protection and visitor safety. All rehabilitation work will follow the *Secretary of the Interior's Standards for Rehabilitation*. Additional interpretation and wayside exhibits will be developed in the village to enhance visitor understanding and appreciation of the park. During the summer, fine dining and overnight accommodations will continue at Crater Lake Lodge. The cafeteria building will be converted to its original 1928 configuration and external appearance, and the nonhistoric additions to the building will be removed. The rehabilitated cafeteria will provide a deli/fast food service and limited sundry and gift sales related to Crater Lake. In the winter a minimal amount of prepackaged food and beverages will continue to be available for visitors. The rehabilitated cafeteria will have a complete basement for food service and merchandise storage. Returning the cafeteria building to its 1928 configuration and appearance will benefit the designed landscape of the potentially eligible historic district.

Visitors will have access to essential interpretive and commercial services to meet immediate needs; however, other services that will otherwise detain visitors in Rim Village will be provided elsewhere. There will be a reduced demand for parking spaces because most visitors will spend less time at Rim Village. The parking lot in front of the cafeteria, next to the caldera rim, will be removed, and a new smaller parking lot will be built south of the cafeteria. The new lot will be connected to Rim Village Drive just east of the visitor contact station, thereby eliminating traffic in front of the cafeteria building and visitor contact facility. The area in front of the cafeteria building will be converted to pedestrian space. Visitors could use this space to walk from the visitor contact station and cafeteria building to the rim edge to view the lake and to walk along the promenade. Most parking will be retained along Rim Village Drive. The Rim Dormitory will be removed and the site restored. The historic landscape of the

1930s will be restored along the caldera rim, recreating the designed environment of that era. The picnic area will be redesigned to improve access and circulation. The aforementioned modification to the concession services at Rim Village coupled with redesign of some of the parking areas and road alignments will reduce congestion and facilitate pedestrian movement throughout the area. The Crater Wall Trail historically led from the promenade down to the lake. Its north aspect and an unstable slope made the trail dangerous and difficult to maintain. The trail was thereby abandoned in 1960 and replaced with one at Cleetwood. Some visitors are still able to see the Crater Wall trailhead from the promenade, and some have climbed over the promenade wall and walked along the trail, potentially endangering themselves. This led to one fatality in 1992. To correct this public safety hazard, the trailhead will be concealed by regrading and planting with native vegetation those sections visible from the promenade.

Mazama Village will become the focal point for most commercial visitor services. A new full-service restaurant and expanded parking will replace the Watchman restaurant at Rim Village. Locating a new restaurant at Mazama Village will be more convenient for the more than 500 overnight guests staying at the motor inn and campground. Retail merchandise space will be expanded at the Mazama Village store by eliminating the concessioner and coin-operated public laundries. This will partially offset the unavailability of some gift sale items at the rim. The public showers and gasoline station will remain in their current location.

The amphitheater will be retained in its current location. Visitor information and orientation will be enhanced with construction of a self-service kiosk near the Mazama Village store. The existing road system will remain.

The 40-unit Mazama Village Motor Inn will continue to provide summer season overnight lodging. Overnight camping will continue to be available at the 213-site Mazama campground. In response to public input regarding group camping, two group sites will be added west of the main campground road or at the Lost Creek campground. The park will study this issue further before making a determination as to the most suitable location.

Additional replacement housing for concession employees will be located outside the park. However, if studies determined that this will not be feasible, the construction of up to 30 sites may be authorized for an employee RV/trailer facility near the Mazama Dormitory complex west of OR 62 or the number of beds at the Mazama Dormitory will be increased to about 100. A small concessioner maintenance facility, warehouse, and maintenance shop will also be constructed in the same area to serve the concession facilities at Rim Village and Mazama Village. The commercial laundry will be relocated to this facility.

The frequency of boat tours at Cleetwood will be reduced from nine to seven per day, and an eighth tour will be provided when necessary to pick up visitors at Wizard Island. The tour lengths and routes will vary, as will the interpretive talks, which will enhance visitor understanding of the lake and the caldera and will diversify the visitor experience. No boat use during early morning and late afternoon hours will be retained to partially mitigate the pristine lake viewing desired by some visitors. A reservation system will be implemented for the convenience of visitors who want to take a boat tour. The reduction of boat tours coupled with the reservation system will maintain a viable economic operation while reducing parking problems during peak hours. Adding an interpreter on Wizard Island and increasing interpretation throughout the area will further meet the interpretive, educational, and resource protection goals of this plan. A pilot program to use electric powered boats or alternate fuel sources is an option that could be implemented when the technology becomes practical for use at Crater Lake.

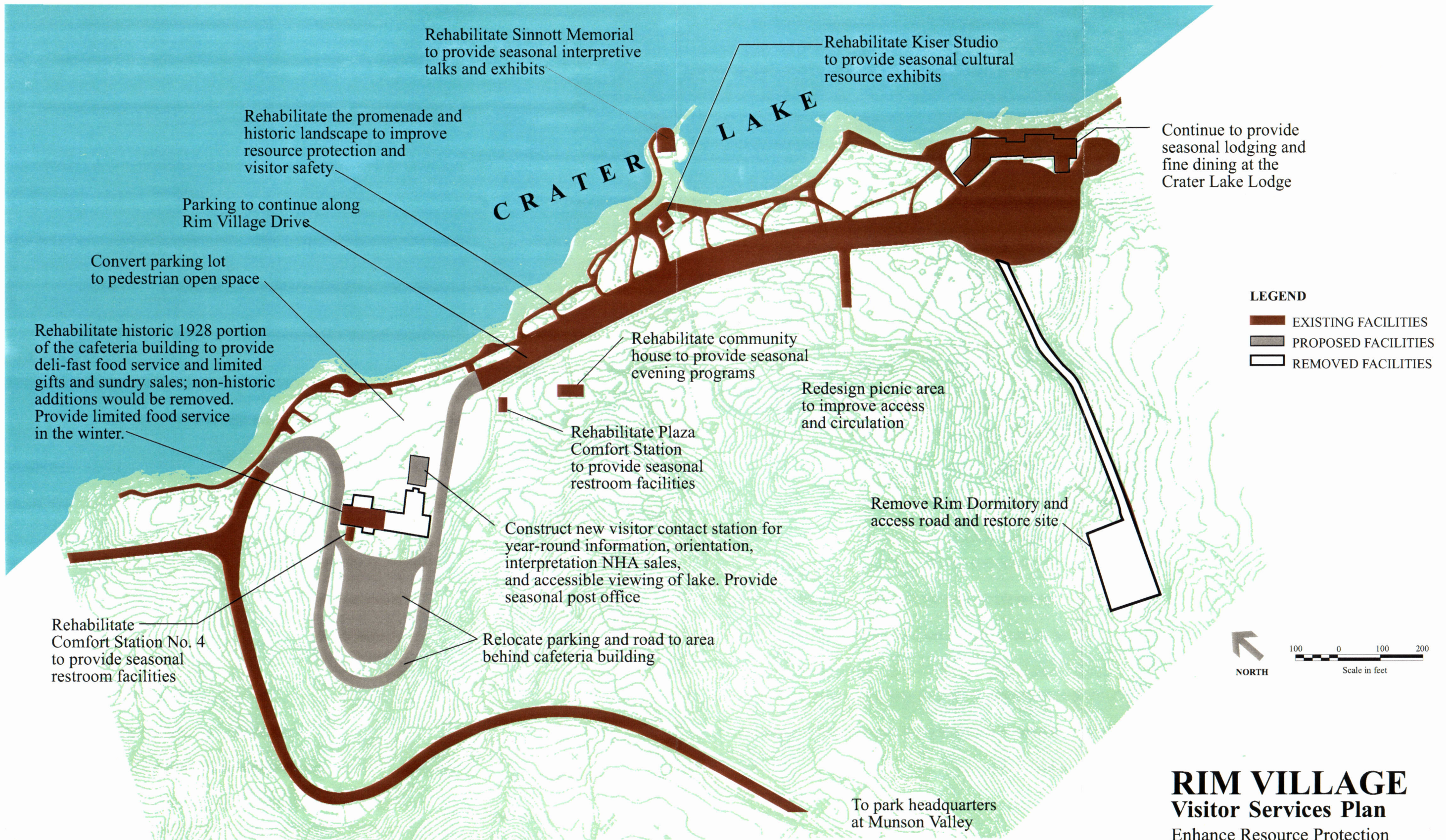
The Cleetwood parking lot will be restriped to provide 120 spaces, but its overall size and configuration will remain the same. The unofficial overflow parking areas along Rim Drive will be eliminated.

The ticket sales office for boat tours will be housed in a permanent structure at the rim near the Cleetwood trailhead/parking area. The sale of limited snacks, beverages, and other merchandise items directly tied to the needs of boat tour participants will be permitted in the same building. A portion of this building will also be used for the storage of boat operations and maintenance equipment. This building will be designed to match the park's architectural theme; any electricity needed will be furnished through a solar photovoltaic system. A composting toilet will also be constructed at the rim, and the picnic area will be retained. The trail entry and crosswalk will be better marked. Improved signs along Rim Drive near the crosswalk and trailhead will aid in identifying the area. The Cleetwood Trail will be modified to add variety and a greater level of interpretation to the visitor experience and for safety and erosion control purposes. Retaining walls will be replaced as necessary for safety and aesthetics. A small permanent structure will be built at the lakeside to provide limited storage space for concession boat operations and maintenance needs. A small waiting area with an unobtrusive shade structure will be constructed on the lakeshore for protection from the sun and inclement weather. On the lakeshore the bulkhead will be improved and the dock replaced; however, no efforts will be made to ensure that it will be usable by boats at extreme water levels. The entire fuel delivery system for the tour boats was replaced in 1998. The single-wall underground storage tank and approximately 1,100 feet of single-wall aboveground fuel line were removed and the sites were restored. A new fuel system was installed. The entire system was designed and constructed in accordance with State of Oregon and U.S. Environmental Protection Agency (EPA) regulatory requirements for underground gasoline storage and delivery systems. A new underground storage tank was installed near the rim parking lot. A new surge tank in a permanent structure was constructed at the rim with a capacity slightly less than that of the day tank at lakeside to minimize the potential for overfilling the lakeside day tank. Approximately 3,000 feet of double-wall fuel line from the rim underground storage tank to the existing lakeside day tank was provided. A new double-wall underground fuel line from the lakeside day tank to the dispensing unit was provided. The dispensing pedestal and hose reel was upgraded. The National Park Service will identify response procedures to address fuel spills or leaks.

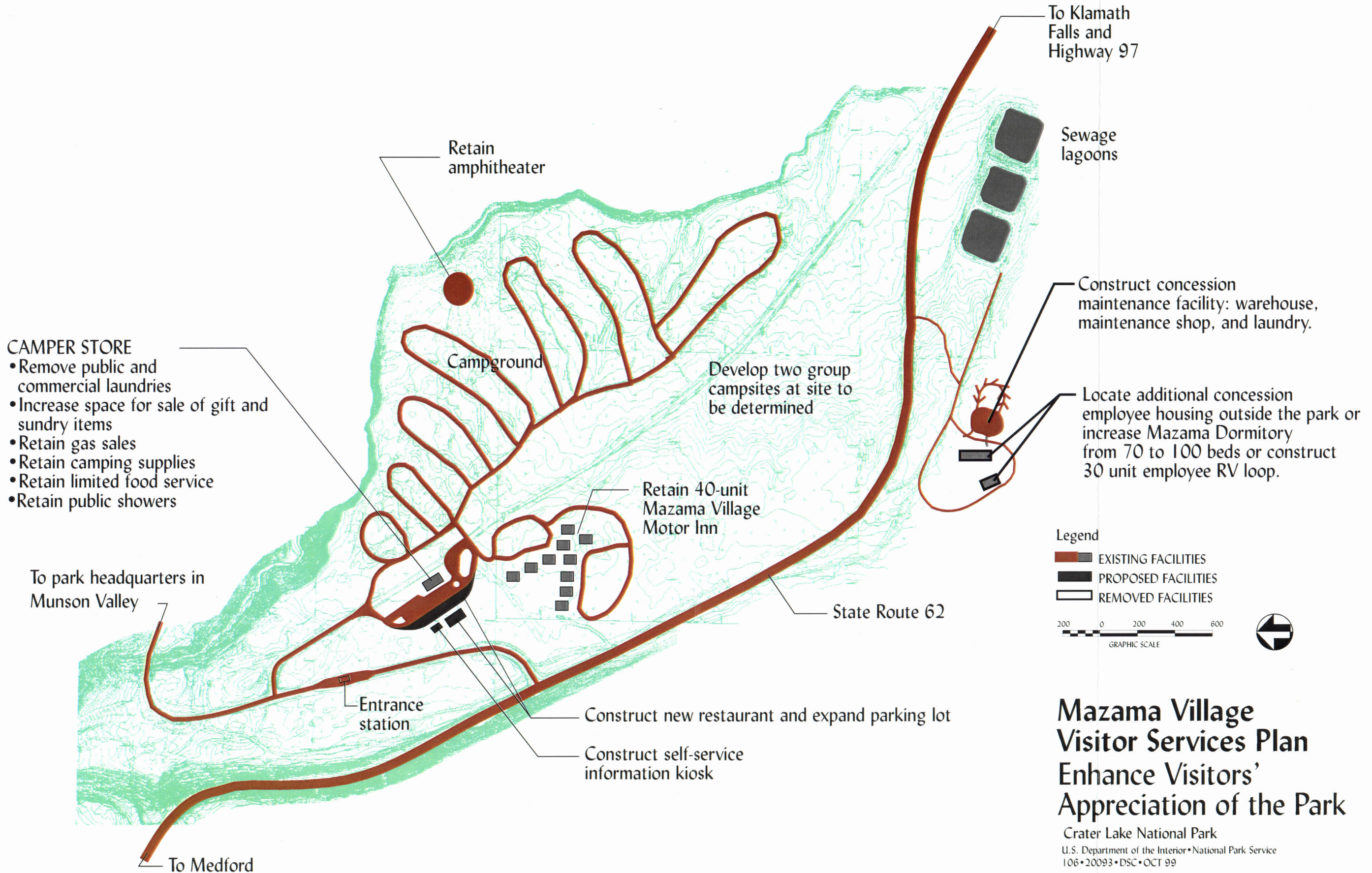
Munson Valley will remain the focal point for park administration and housing. During summer, the Steel Information Center, formerly the Ranger Dormitory, will serve as the base for interpreting the Munson Valley Historic District and other historic and cultural resources remotely scattered throughout the park. Interpretive services will include exhibits, talks, tours and video or slide program presentations. Public restrooms will be available during operating hours. During the park's off-season, October through May, the Steel Information Center will serve as an interpretive, educational, and resource center for groups and for individuals with special interpretive or resource interests. When the road between Park Headquarters and Rim Village is temporarily closed due to inclement weather and poor road conditions, the facility will serve as a backup visitor contact station with NHA sales items until plows reopen the road. The post office at the Steel Information Center will continue to serve visitors, park residents, park administration and the concession during winter.

Access to visitor facilities will conform to federal accessibility standards, and accessible parking with adjoining aisles will be next to accessible routes to these facilities. As explained in the NPS *Management Policies*, the National Park Service will provide the highest feasible level of physical access for people with disabilities to historic properties, consistent with the preservation of the property's significant historical attributes. Access modifications for people with disabilities will be designed to minimize effects on the features of a property that contribute to its significance. All new

facilities will be accessible. At Rim Village, the trail to the Sinnott Memorial will not be made accessible. However, an accessible route between the cafeteria/visitor contact station area and the caldera edge will be provided where appropriate and feasible, and an accessible route from the cafeteria/visitor contact station area to the lodge will be constructed. Other new and existing visitor structures at Mazama Village, at Munson Valley, and at the Cleetwood developed area on the rim will be made accessible.



**RIM VILLAGE
Visitor Services Plan**
Enhance Resource Protection
and Visitors' Appreciation of Park
Crater Lake National Park
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Mazama Village Visitor Services Plan

Enhance Visitors' Appreciation of the Park

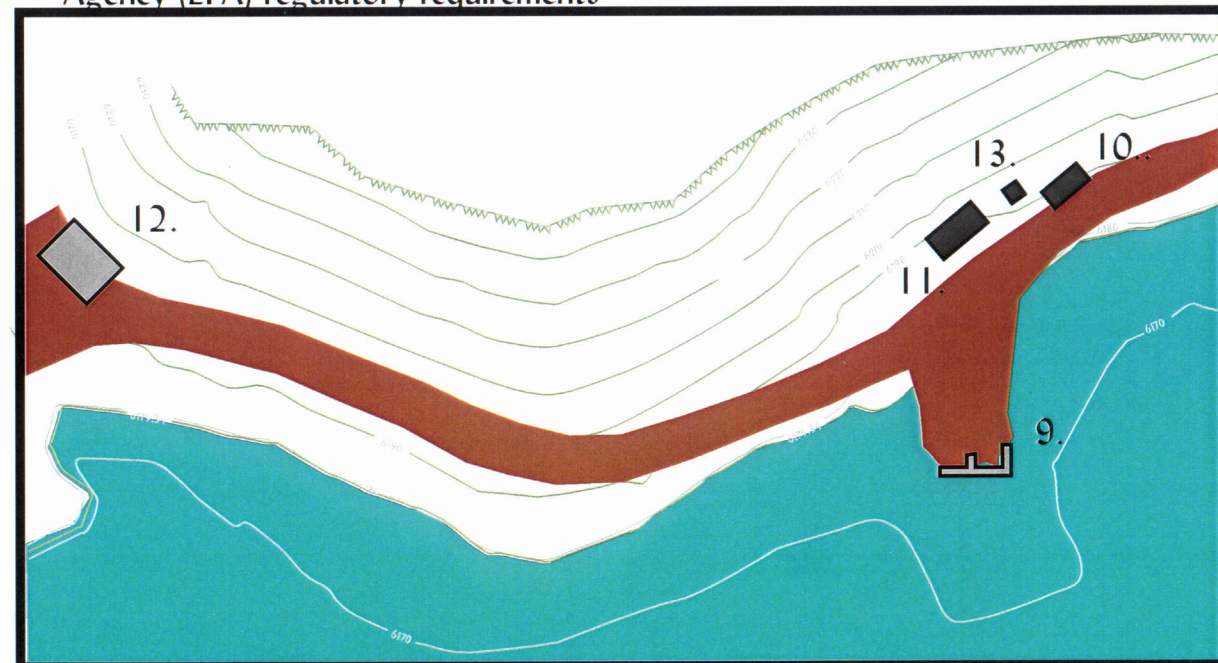
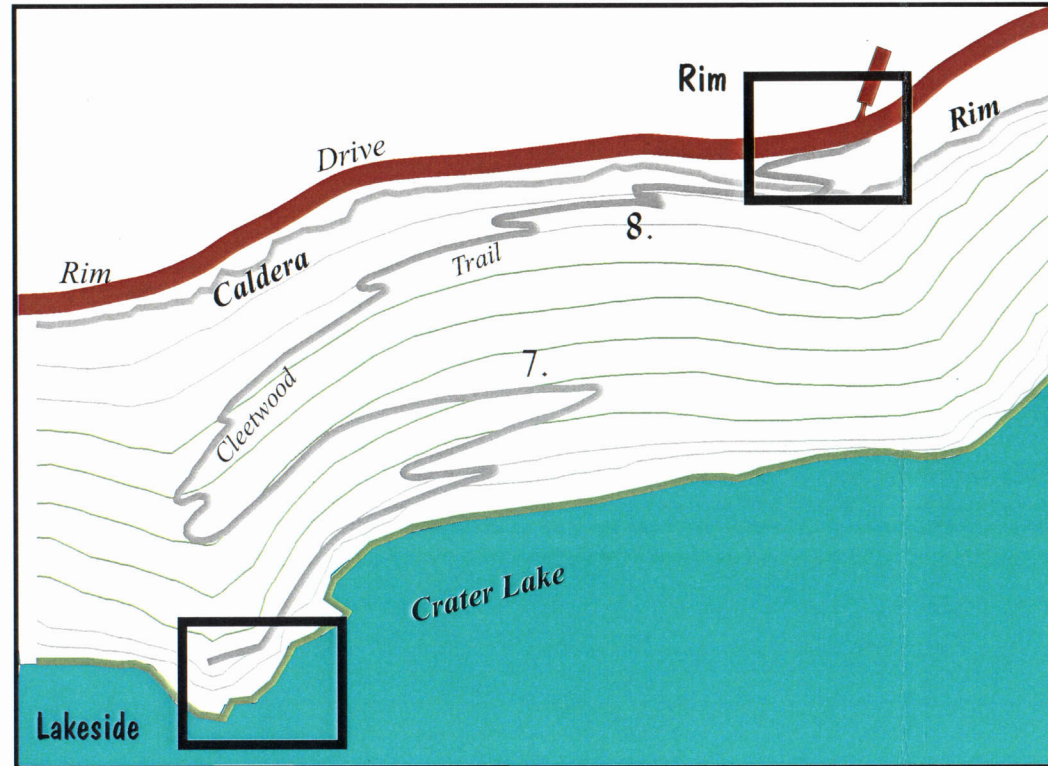
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Key Elements:

- * 7 (+ 1) Boat tours per day.
- * Small permanent structures at rim and lakeside
- * Replace dock and improve bulkhead
- * Replace fuel system to meet ODEQ and EPA regulatory requirements

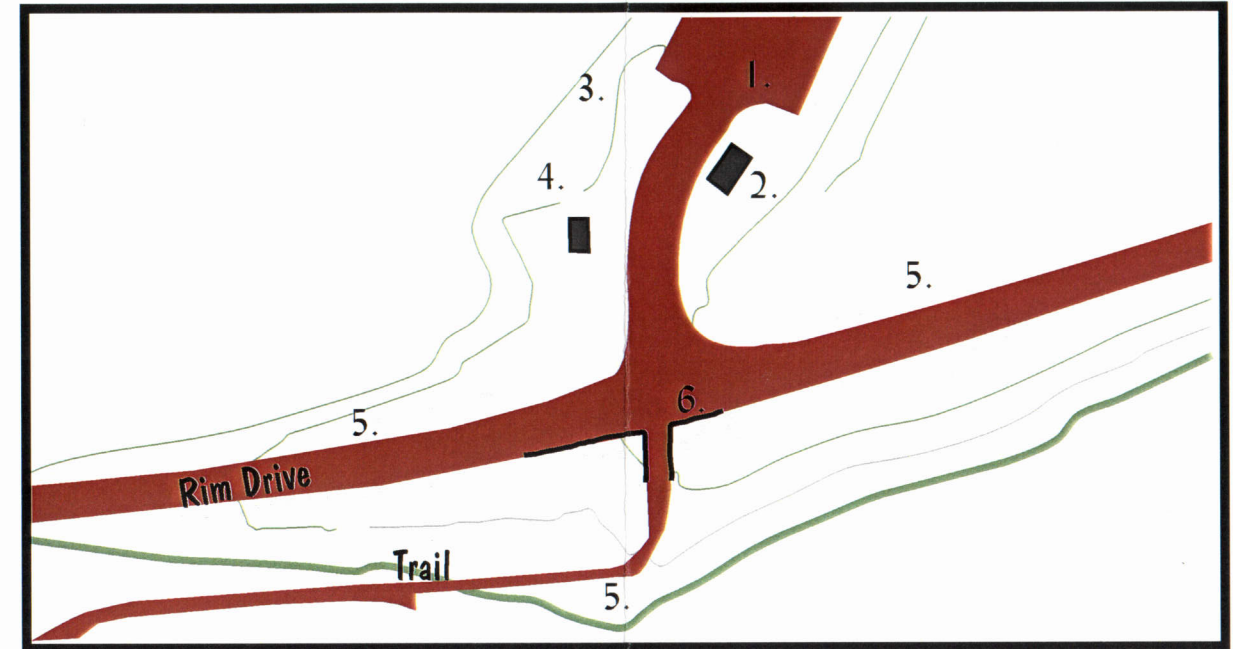
Trail Area

7. Rehabilitate trail and replace retaining walls as necessary for visitor safety and aesthetics. Add trail wayside exhibits.
8. Remove existing fuel system and construct new system in accordance with state of Oregon (ODEQ) and U.S. Environmental Protection Agency (EPA) regulatory requirements



Lakeside Site Plan

9. Replace dock and improve bulkhead
10. Construct seasonal shade structure with seating for visitor comfort
11. Construct small permanent structure for storage of supplies and equipment for boat operations and maintenance needs.
12. Retain vault toilets.
13. Upgrade fuel system to meet ODEQ and EPA regulatory requirements



Trailhead Site Plan

1. Restripe parking lot to provide 120 spaces
2. Construct permanent structure for storage of boat operations and maintenance equipment, for sale of tickets, and limited food and sundry items. Construct composting toilet.
3. Retain existing picnic area
4. Construct permanent fuel transfer structure and underground storage tank.
5. Improve signs along Rim Drive and Cleetwood Trail
6. Define trail entry and crosswalk



Not to scale

Legend

- EXISTING FACILITIES
- PROPOSED FACILITIES

Cleetwood Visitor Services Plan

Enhance Visitors' Appreciation of the Park

Crater Lake National Park

United States Department of the Interior • National Park Service
106 • 20108 • DSC • OCT 99

To
Rim
Village

STEEL INFORMATION CENTER

- Provide interpretive services
- Provide educational, and resource center services in off season (October through May)
- Provide backup winter visitor contact station and post office

Maintain park administration, maintenance, and housing facilities

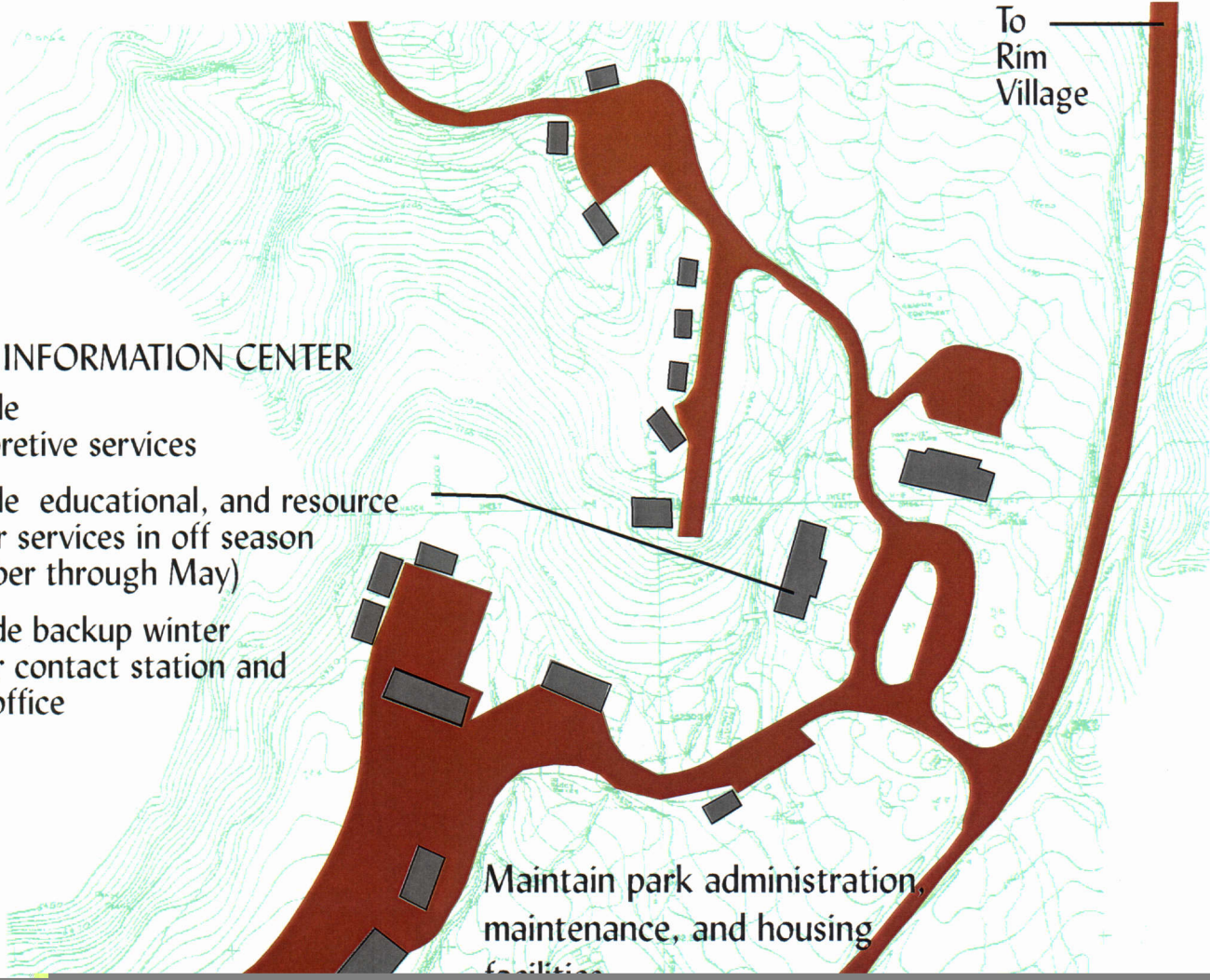


TABLE 1. SUMMARY OF THE PLAN

SERVICES AND FACILITIES	RIM VILLAGE
Visitor Contact (NPS)	Provide year-round visitor information, orientation, accessible viewing of the lake, and interpretive exhibits in new visitor contact station. Rehabilitate the community house for summer evening programs.
Interpretive Programs (NPS)	Provide roving interpreter, historical walks, interpretive waysides, and evening programs during the summer.
Sinnott Memorial	Present interpretive talks about Crater Lake geology; develop exhibits about Crater Lake geology and lake ecosystems.
Kiser Studio	Provide cultural resource interpretive exhibits during the summer.
Food Services (Concession)	Offer fine dining at Crater Lake Lodge during the summer and year-round deli/fast-food service in rehabilitated 1928 part of cafeteria building; remove later additions to cafeteria building but provide a complete basement for food service and merchandise storage.
Gift and Sundry Sales (Concession)	Offer limited numbers of sundries and gifts (related to Crater Lake) in rehabilitated 1928 part of cafeteria building.
Recreation Equipment (Concession)	None
Lodging (Concession)	Continue summer lodging at Crater Lake Lodge.
Natural History Association (NHA) Sales	Provide space in new visitor contact station for NHA sales that support NPS interpretive and research programs at Crater Lake; provide a full-service post office during the summer.
Roads	Retain Rim Village Drive to lodge. Construct accessible trail from the cafeteria/visitor contact area to the promenade where appropriate and feasible. Provide accessible route from the cafeteria/visitor contact area to the lodge. For safety purposes, conceal the Crater Wall Trail trailhead by regrading and planting.
Parking	Remove cafeteria parking lot; construct a smaller parking lot behind the cafeteria building; retain parking along Rim Village Drive and at the lodge and remove Rim Dormitory parking lot and access road and restore site to its natural condition.
Rim Dormitory (Concession Housing)	Remove the 70-bed Rim Dormitory.
Estimated Costs (in Millions of Dollars)*	\$15.0

SERVICES AND FACILITIES	MAZAMA VILLAGE
Visitor Contact (NPS)	Build a self-service information kiosk near the Mazama Village store to provide seasonal information for visitors entering the park.
Interpretive Programs (NPS)	Continue to provide evening programs at the amphitheater and offer natural history walks during the summer.
Camper Services (Concession)	Retain existing camper supplies and public showers at Mazama Village store; remove public laundry.
Food Services (Concession)	Retain limited food service at the Mazama Village store during the summer and develop a new seasonal restaurant.
Gift and Sundry Sales (Concession)	Increase space at the seasonal camper store for sales of sundries and gifts (related to Crater Lake) slightly over existing levels.
Gasoline Station (Concession)	Retain seasonal gasoline sales at the camper store.
Recreation Equipment (Concession)	None
Lodging (Concession)	Retain the 40-unit Mazama Village Motor Inn for seasonal public lodging.
Roads	Retain existing roads to provide adequate seasonal access to services and facilities.
Parking	Provide parking at the camper store and restaurant.
Mazama Dormitory (Concession Housing)	Locate or construct additional concession employee housing outside the park, or increase Mazama Dormitory from 70 to 100 beds, or construct 30-unit employee RV loop.
Maintenance Facility (Concession)	Construct a maintenance facility near the Mazama Dormitory site.
Estimated Costs (in Millions of Dollars)	\$3.6

TABLE 1. SUMMARY OF THE PLAN (CONT.)

SERVICES AND FEATURES	CLEETWOOD
Wayside Exhibits (NPS)	Increase wayside exhibits along trail.
Interpretive Programs (NPS)	Continue to provide NPS ranger-led interpretive talks on boat tours; add NPS interpreter at Wizard Island.
Boat Tours (Concession)	Offer seven boat tours per day with 8th boat trip when needed for Wizard Island pickup; offer a variety of tour lengths and routes.
Ticket Sales (Concession)	Sell tickets at the rim at a permanent structure; institute a reservation system to allow visitors to buy tickets by phone and at concession facilities in the park; hold a number of tickets for same-day purchase.
Food Services (Concession)	Offer limited prepackaged food and beverages at rim in permanent structure.
Sundry Sales (Concession)	Offer limited sundry sales at rim in a permanent structure.
Parking	Restripe existing parking lot to provide 120 spaces, each 9 feet wide; no overflow parking along Rim Drive is anticipated.
Trail	Retain trail with some additional erosion control measures; use low-impact vehicles for NPS research operations and concessions.
Trailhead Support Facilities	Construct composting/vault toilet; store boat operations and maintenance equipment in a permanent structure.
Lakeside Support Facilities	Improve bulkhead and replace dock (may not be used by boats at extreme water levels); build a small storage structure for concession and NPS boat operations; provide small waiting area with shade structure; retain existing toilet.
Fuel System	The entire fuel system was replaced in 1998, consisting of an underground storage tank and a surge tank in a permanent structure at the rim, a double-wall fuel line beneath the trail to a screened, protected aboveground storage tank at lakeside; and a double-wall underground fuel line to a dispensing pump. System meets ODEQ and EPA standards.
Estimated Costs (in Millions of Dollars)*	\$2.0

SERVICES AND FACILITIES	MUNSON VALLEY
Visitor Contact (NPS)	During the summer, the Steel Information Center will serve as the base for interpreting the Munson Valley Historic District and other historic and cultural resources scattered throughout the park. In the park's off season, October through May, the Steel Information Center will serve as an interpretive, educational, and resource center for groups and individuals with special interpretive or resource interest. During the winter, it will be the backup visitor contact station to the facility at Rim Village when the road to the rim is closed due to inclement weather.
Natural History Association (NHA) Sales	Offer NHA sales at Steel Information Center to support NPS interpretive and research programs at Crater Lake; post office will continue to serve visitors, park residents, park administration, and the concession during the winter.
Estimated Costs (in millions of Dollars)*	\$0.0

Estimated Costs (in millions of Dollars) — All Four Areas*	\$20.6
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* NOTE: A significant component of the estimated costs to implement the plan will be incurred by the park concessioner. The exact amount and payment conditions will be presented in the new long-term concession contract. The concessioner costs will be phased in over a period of time and may occur in more than one long-term contract. Estimated costs will be further refined for the plan when it moves into the design phase.

COMPLIANCE

CULTURAL RESOURCES

Archeology

All of the actions proposed in this plan will comply with the Archeological and Preservation Act of 1974 (16 USC 469), the Archeological Resources Protection Act of 1979 (16 USC 470), the Native American Graves Protection and Repatriation Act of 1990 (25 USC 3001 et seq.), and the American Indian Religious Freedom Act (42 USC 1996).

Ethnography

The National Park Service initiated consultation with the Klamath-Modoc-Yahooskin cultural committee at Chiloquin on March 12, 1997, meeting with Barbara Kirk, executive committee secretary and head of tribal operations.

The National Park Service conducted consultations with the same tribal organization preparatory to the completion of the 1995 *Development Concept Plan / Amendment to the General Management Plan / Environmental Impact Statement*. That document was concerned with issues and actions at Rim Village that are the same as those of this visitor services plan. Although the National Park Service provided the Klamath an opportunity to comment on the 1995 plan, the tribe did not choose to comment.

History

The National Historic Preservation Act requires all federal agencies to carry out their cultural resource management programs according to national historic preservation policy. Section 106 of the act requires federal agencies to consider the effects of their actions on historic properties and seek comments from the Advisory Council on Historic Preservation. The purpose of section 106 is to avoid unnecessary harm to historic properties.

The methodology for assessing impacts on cultural resources involves several steps. These include: (1) identification of the location of a proposed action; (2) comparison of that location with the location of resources listed on, or eligible for listing on, the National Register of Historic Places; (3) identification of the extent and type of impact of the proposed action on National Register-listed or eligible properties; and (4) assessment of those effects according to procedures established in 36 CFR Part 800, Protection of Historic Properties.

A proposed undertaking is considered to have an "effect" on a historic property if it may in any way change the characteristics that qualify that property for inclusion on the National Register of Historic Places. If the undertaking would diminish the integrity of the property, it is considered to have an "adverse effect." Historic properties for the purpose of the regulations are those prehistoric or historic districts, sites, buildings, structures, or objects listed on, or eligible for listing on, the National Register of Historic Places.

On October 11, 1996, the National Park Service formally notified the Oregon State Historic Preservation Office that it was starting the planning process for a visitor services plan for Crater Lake National Park. On November 21, 1996, the Oregon State Historic Preservation Office acknowledged the notification and agreed to participate in the planning process.

Section 106 compliance was completed through a June 23, 1998, programmatic agreement between the National Park Service, Crater Lake National Park, and the Advisory Council on Historic Preservation regarding the *Draft Visitor Services Plan / Environmental Impact Statement, Crater Lake National Park, Oregon*. The agreement stipulated measures for mitigating adverse effects on the plan and a process for review of individual actions.

NATURAL RESOURCES

In implementing this plan, the Park Service will comply with all applicable laws and executive orders, including the following.

Architectural Barriers Act of 1968 (42 USC 4151 et seq.) and Rehabilitation Act of 1973 (29 USC 701 et seq.) — All facilities and programs developed will be accessible to visitors with disabilities.

Clean Air Act, as amended (42 USC 7401 et seq.) — Crater Lake National Park is designated as a class I clean air area. Maximum allowable increases (increments) of sulfur dioxide (SO₂), particulate matter (TSP), and nitrogen oxides (NO_x) beyond baseline concentrations established for class I areas cannot be exceeded. Section 118 of the Clean Air Act requires that all federal facilities comply with existing federal, state, and local air pollution control laws and regulations.

Endangered Species Act of 1973, as amended (16 USC 1531 et seq.) — Section 7 of the Endangered Species Act requires all federal agencies to consult with the U.S. Fish and Wildlife Service to ensure that any action authorized, funded, or carried out by the agency does not jeopardize the continued existence of listed species or critical habitat. Informal consultation with the U.S. Fish and Wildlife Service occurred in November 1996 with a request for a list of species that may be present in the project area or that may be affected by the project. Before construction and during the design phase, further surveys and consultation will occur to protect these species. Consultation with the U.S. Fish and Wildlife Service will be carried out before construction to ensure that no new listed species have been found on site.

Executive Order 11988, “Floodplain Management” This order requires all federal agencies to avoid construction within the 100-year floodplain unless no other practical alternative exists.

Executive Order 11990, “Protection of Wetlands” — This order requires federal agencies to avoid, where possible, impacts on wetlands. No known wetlands will be affected by the proposed action. Trails are exempted from compliance under NPS guidelines for implementing this executive order. During the design phase of any development, the most recent wetland maps shall be consulted to ensure that facilities are sited outside of any wetlands.

The following additional actions will be taken to ensure compliance with federal, state, and city laws and regulations.

During design, consultation with the state of Oregon and the U.S. Corps of Engineers shall be accomplished to ensure compliance with the state's 401 water quality certification program, the National Pollution Discharge Elimination System (NPDES) for stormwater discharge, and the state's groundwater protection program.

If any unknown hazardous waste is found in areas proposed for development or visitor use, the National Park Service would comply with the Comprehensive Environmental Response Compensation and Liability Act (42 USC 9601 et seq.) to determine if resources are being polluted by the substance or if it presents a health and safety issue. If any excavated material is determined to be hazardous, the National Park Service would comply with the Resource Conservation and Recovery Act (42 USC 6901 et seq.).

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As the nation's principal conservation agency, the Department of the Interior has responsibility for most of our nationally owned public lands and natural resources. This includes fostering sound use of our land and water resources; protecting our fish, wildlife, and biological diversity; preserving the environmental and cultural values of our national parks and historical places; and providing for the enjoyment of life through outdoor recreation. The department assesses our energy and mineral resources and works to ensure that their development is in the best interests of all our people by encouraging stewardship and citizen participation in their care. The department also has a major responsibility for American Indian reservation communities and for people who live in island territories under U.S. administration.

