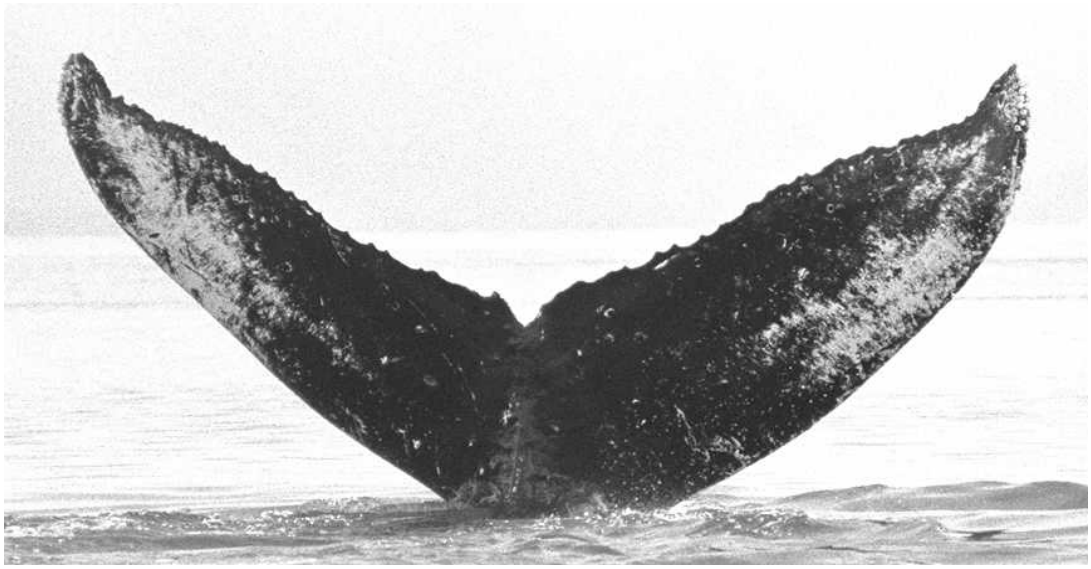
Glacier Bay National Park and Preserve
FY99 Annual Performance Plan



Whale #539

II. Approvals

Approved: _____
Superintendent

Approved: _____
Regional Director

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IV. Introduction/Background Section

GPRA Overview

The purpose of the Government Performance and Results Act of 1993 (GPRA) is to make government more effective and more efficient. Effectiveness is doing the right things at the right time. Efficiency is using resources wisely and without waste by looking at the cost-to-benefits ration. The value of the results achieved is the return on investment made in the National Park Service by Congress and the American Public.

Performance management provides common vision of the purpose and future of the National Park Service and the specific park or program. It helps strengthen public support for NPS resource preservation and interpretation. It helps NPS personnel communicate. It focuses on results so we can agree why we are here, what success looks like, and how best to proceed. It encourages new ways of thinking about how to achieve results. It articulates the value the NPS creates for the public. It makes better arguments for budget increases and against decreases. It provides a better framework for daily management decisions. (GPRA on the GO, Version 2.2, May 1998)

Glacier Bay National Park and Preserve Strategic Plan

Mission
We will achieve, maintain and communicate the Glacier Bay National Park and Preserve's status as a superlative Park, Biosphere Reserve and World Heritage Site. Through effective leadership enhanced scientific research, information-based preservation actions, and stakeholder partnerships, we will manage uses to provide a unique, inspirational visitor experience while protecting the Park's marine, glacial and terrestrial ecosystems. We will recognize and perpetuate Park's intangible values, including those associated with the Tlingit homeland, wilderness, and solitude.

Purpose
Glacier Bay National Park and Preserve (formerly a national monument) was established to preserve its accessible tidewater glaciers, superlative scenic grandeur, historic value, and unique opportunities for the study of glaciers and associated plant and animal community succession processes. The area is preserved to protect fish and wildlife populations and their habitats, unaltered and undisturbed ecosystems and opportunities for scientific research, and wilderness resource values and related recreational opportunities. In the preserve, hunting

and subsistence uses by qualified local residents, and activities necessary to support the Dry Bay commercial fishery, are allowed to continue as long as they are compatible with park purposes.

Significance

- Tidewater Glaciers: the park encompasses the complete spectrum of glaciation.
- Biological Succession: the park offers an outstanding opportunity to observe and study the responses of plant and animal communities to the glacial regime.
- Scientific Study: the park provides opportunities for scientific study of glacial behavior and resulting movements and developments of flora and fauna, and of certain relics of ancient interglacial forests.
- Fish and Wildlife Habitats and Migration Routes: the park is a significant feeding, migration and/or habitat for humpback, orca and minke whales, harbor seals, Steller sea lions, brown and black bear, moose and colonial seabirds.
- Historic Interest: the park recognizes visits by explorers and scientists since the early voyages of Vancouver in 1794 who have left valuable records of such visits.
- Wilderness: Glacier Bay National Park Wilderness encompasses approximately 2,770,000 acres that provide outstanding wilderness recreational opportunities.
- World Heritage Site: the park area is the southern and primary coastal component of a 25,000,000 acre World Heritage Site.
- Biosphere Reserve: the park is a primary component of the Glacier Bay/Admiralty Island Biosphere Reserve.
- Alsek River: the park area contains significant segments of the Alsek and Tatshenshini Rivers, having outstanding pre-historic, historic and recreational significance.
- Tlingit Homeland: the park is recognized as an ancestral homeland for the Huna Tlingit.
- Marine Sanctuary: the park marine waters afford opportunities for study of major elements of marine biological science.

Annual Performance Plans Overview

GPRA requires annual performance plans (APP) that describe the park's goals and methods for achieving them. The APP outlines what is planned for the coming year to achieve the long-term goals.

The annual performance plan contains three parts:

1. A list of annual goals (the outcomes expected to be reached that fiscal year) that are tiered from the long-term goals and that include the associated performance measures.
2. An annual work plan (inputs and outputs for the fiscal year) that identifies the park's activities and the resources that will be used to reach the annual goals.
3. A description of how performance measures are validated and verified.

Key external factors likely to affect the park within the next year will include some of the following issues.

1. Legislation outside of our control requires us to address the following:
   - Construction of a new visitor center
   - Cultural Fisheries
   - Develop a cooperative fisheries management plan.
   - Address Bartlett Cove ferry access
   - Falls Creek hydro-electric site
   - Cultural Fishery

2. Native interest has asked us to address:
   - Seagull egg gathering
   - Purchase, exchange or cooperative management of native-owned inholdings.

3. Remediation of soil from past fuel spills.

V. Mission Statement, Mission Goals, Long-term Goals, Annual Goals

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Goal Category I: Preserve Park Resources

The mission goals and long-term goals in Goal Category I are inclusive of the mandate in the NPS Organic Act "...to conserve the scenery and the natural and historic objects and the wild life therein...". Subsequent legislation reinforced and expanded this authority. All NPS goals that pertain to resource preservation in parks and the acquisition of knowledge from and about the resources to meet this mandate are appropriate to this category.

Mission Goal Ia: Natural and cultural resources and associated values are protected, restored and maintained in good condition and managed within their broader ecosystem and cultural context.

The following long-term goals relate directly to resource condition and represent the National Park Service effort to manage and maintain the national park system.

Long-term Goals: By September 30, 2002:

Ia2. Threatened and Endangered Species -- 25% of the 1997 identified park populations of federally listed threatened and endangered species with critical habitat on park lands or requiring NPS recovery actions have an improved status, and an additional 25% have stable populations.

> This long-term goal responds to the NPS Organic Act and to the Endangered Species Act which requires federal agencies to develop programs for the conservation of listed species. It also reflects the NPS responsibility to know the condition of its resources.

Ia1.FY99 GLBA Annual Goal: By September 30, 1999, 2 of the 1997 identified park populations of federally listed threatened and endangered species with critical habitat on park lands or requiring NPS recovery actions have stable populations.

Summary: GLBA staff will continue monitoring humpback whale and Stellar sea lion populations, implementing whale water conditions, and enforcing whale water regulations.

Measuring: Humpback whale and Stellar sea lion populations in Glacier Bay are stable.

Ia5. Historic Structures - 50% of the historic structures on the 1998 List of Classified Structures are in good condition.

> This goal increases the number of structures listed on the 1998 List of Classified Structures (LCS) that are in “good” condition.

Ia5.FY99 GLBA Annual Goal: By September 30, 1999, the List of Classified Structures will be updated to include any additional structures deemed appropriate and a policy will be prepared on maintenance of historic structures.

Summary: GLBA staff will review existing policy on historic structures and update if necessary. GLBA staff will work with AKSO staff to review the List of Classified Structures and update it as necessary.

Measuring: One updated policy and an updated List of Classified Structures will be produced.

Ia6. Museum Collections - 68% of preservation and protection conditions in park museum collections meet professional standards.

> This goal increases the number of standards met for the preservation and protection of park museum collections, as identified on the "NPS Checklist for Preservation and Protection of Museum Collections".

Ia6.FY99 GLBA Annual Goal: By September 30, 1999, 102 of 231 preservation and protection conditions in the park museum collection meet professional standards.

Summary: GLBA staff will purchase equipment and set process in motion to preserve collection items.

Measuring: Collection of rare books will be rebound, 25 museum items cataloged and annual submission forwarded.

Ia8. Archeological Sites - 50% of the recorded archeological sites are in good condition.

> This goal increases the number of recorded archeological sites listed on the 1997 Archeological Sites Management Information System that are in good condition.

Ia8.FY99 GLBA Annual Goal: By September 30, 1999, a risk assessment will be completed to determine which archeological sites are at risk from impacts.

Summary: GLBA cultural and enforcement staff will prepare a risk assessment document.

Measuring: Completed risk assessment document.

Ia0. Sustainability

This goal will see that 60% of all park operations are sustainable as determined by present technology and standards.

Ia0.FY99 GLBA Annual Goal: By September 30, 1999, 40% of all park operations and practices will be evaluated for sustainability.

Summary: Bartlett Cove Electrical Utility systems will be evaluated by park staff and outside resources. Recommendations that will reduce electrical consumption and increase operational efficiency of generating systems will be proposed. Funding proposals for these recommendations will be written and submitted.

Measuring: Utility systems that have been evaluated based on current availability technology, will be recorded as having been inspected and evaluated. Condition codes will be adjusted based on evaluation criteria.

Mission Goal Ib: The National Park Service contributes to knowledge about natural and cultural resources and associated values; management decisions about resources and visitors are based on adequate scholarly and scientific information.

The following long-term goals relate directly to the knowledge **gained** about resources and represent the National Park Service's effort to understand the natural and cultural resources within the national park system.

<u>Long-term Goals: By September 30, 2002,</u>

Ib01. FY99 GLBA Annual Goal: By September 30, 1999 a draft of the resource management plan will be completed and at least 5 datasets identified as high priorities will be collected. Actions under this will include: Coastal mapping, Visitor survey, Seal monitoring, Sea otter work, Small schooling fish, Gull egg study, Tatshenshini/Alsek bear study, Coastal monitoring, Kittiwake monitoring, Bald eagle monitoring, Commercial fish monitoring.

Summary: Park staff will complete a draft resource management plan for the Superintendent's signature. Date described above will be field collected and entered in the park database.

Measuring: A completed resource management plan and 5 datasets.

IBO2. By September 30, 1999 all existing or potential consumptive uses will be identified and strategies for resolving consumptive issues will be designed. Actions under this will include: Commercial fish, Sport fishing, Falls Creek, Preserve hunting/fishing issues.

Summary: GLBA staff will begin development of a cooperative fisheries management plan which addresses commercial, sport and personal use fisheries. Park staff will continue working with the Federal Energy Regulatory Commission on environmental review of a proposed hydroelectric power project within park boundaries. Park staff will continue to cooperate with ADFG on hunting and fishing issues in the Dry Bay Preserve portion of Glacier Bay National Park and Preserve.

Measuring: Staff participation in cooperative working groups.

Ib2. Cultural Resource Baselines - The 1997 baseline inventory and evaluation of each category of cultural resource is increased by a minimum of 5%.

> This goal increases the information and knowledge stored on databases gained through inventorying, analyzing, evaluating, and describing cultural resources not previously inventoried and evaluated in the following databases: Archeological Sites Management Information System, Cultural Landscapes Automated Inventory Management System, List of Classified Structures, Automated National Catalog System, and Ethnographic Resources Inventory (to be developed). Goal **Ib2A** is archeological sites and represents the number of sites formally inventoried and evaluated and entered into ASMIS.

Ib2.FY99 GLBA Annual Goal: By September 30, 1999 1, archeological project and 5 ethnographic studies will be completed.

Summary: Park staff will oversee completion of the Archeological Overview and Assessment and will coordinate the following projects: Maritime Anthropology, Ethnographic Overview and Assessement, Tlingit Place Names Map, Traditional Berry Picking and Processing Methods, and Traditional Egg Harvesting Practices.

Measuring: Completed reports.

By September 30, 1999 work plans will be prepared for 2 native entity programs and 2 relationship building projects will be completed.

> This goal enhances relationships with native entities through comprehensively designed cultural programs and specific projects designed to involve native entities in park management.

Ib20.FY99 GLBA Annual Goal: By September 30, 1999 work plans will be prepared for 2 native entity programs and 2 relationship building projects will be completed.

Summary: Park staff will outline comprehensive programs for working with the Hoonah Indian Association and the Yakutat Kwaan (federally recognized tribal entities). Two projects focusing on building native relations will be completed.

Measuring: Completed work plans.

Goal Category II: Provide for the Public Enjoyment and Visitor Experience of Parks

The mission goals and long-term goals in Goal Category II are inclusive of the mandate in the NPS Organic Act "...to provide for the enjoyment of the [resources] in such a manner and by such a means as will leave them unimpaired for the enjoyment of future generations." Subsequent legislation reinforced and expanded this authority. All NPS goals for visitor satisfaction, enjoyment, safety, appreciation, and understanding are appropriate to this category.

Mission Goal IIa: Visitors safely enjoy and are satisfied with the availability, accessibility, diversity, and quality of park facilities, services, and appropriate recreational opportunities.

The following long-term goals relate directly to the visitors' park experience and represent the National Park Service's effort to provide for their enjoyment of park resources.

Long-term Goals: By September 30, 2002,

IIa1. Visitor Satisfaction - 80% of park visitors are satisfied with appropriate park facilities, services, and recreational opportunities.

> This goal improves visitor satisfaction. While many factors affect visitor use and enjoyment, this goal focuses on the facilities, services, and recreational opportunities that parks provide for the visitor use, comfort and enjoyment. Service-wide baseline and performance information will be derived from the Visitor Services Project annual surveys. Facilities, services, and recreational opportunities identified by visitors as "good" and "very good," will be defined as "satisfied."

IIa1.FY99 GLBA Annual Goal:
By September 30, 1999 at least 73% of park visitors are satisfied with appropriate park facilities, services and recreational opportunities.

Summary: Necessary and appropriate commercial visitor services will be authorized, monitored and managed in accordance with established NPS standards. Available services will include lodging & food service, cruise, tour and charter vessel services, river rafting, guided kayaking, kayak rental, guided hunting and air taxi services. Park facilities in Bartlett Cove, Yakutat and Dry Bay will be maintained and associated visitor information and assistance provided through a range of personal services (including information stations, field contacts and internet, mail and phone information resources).

Measuring: Visitor Services Project annual survey.

IIa2. Visitor Safety - Reduce the visitor safety incident rate by 10% from the NPS five-year (1992-96) average.

This goal improves the safety and security of park visitors.

IIa2.FY99 GLBA Annual Goal:

By September 30, 1999, the visitor safety incident rate is reduced by 2 visitor accidents.

Summary:

Existing rates of visitor accidents will be reduced through fire protection, search and rescue, law enforcement, and emergency medical services provided by park personnel on a year round basis. Response capability will be maintained through adequate staffing, training and equipping of response staff, and coordination with other response agencies. Public safety information including weather reports, bear and boater safety, radio monitoring and emergency coordination will be make available through operation of the Visitor Information Station and printed information. Roads, trails and facilities will be maintained at a level in accordance with state and federal health and safety standards. Park Management will provide administrative and management oversight to coordinate safety efforts.

Measuring:

An annual improvement rate in visitor safety incidents of 2% from the park's average annual accident rate per 100,000 visits translates to 2 fewer accidents for FY1999.

Mission Goal IIb: Park visitors and the general public understand and appreciate the preservation of parks and their resources for this and future generations.

Long-term Goals: By September 30, 2002,

IIb1. Visitor Understanding and Appreciation - 60% of park visitors understand and appreciate the significance of the park they are visiting.

This goal measures visitors' comprehension and appreciation of park resources and their significance.

IIb1.FY99 GLBA Annual Goal: By September 30, 1999, 52% of park visitor understand and appreciated the significance of the park they are visiting.

Summary: The park will provide a wide range of visitor orientation, information, interpretation and education opportunities for park visitors. These programs will range from orientation materials they will receive on the Internet prior to their visit, orientations to the park on arrival and interpretive program venues during their stay. Visitors will understand the park significance, mission, resource and safety issues at Glacier Bay.

Measuring: The park will use the official NPS Annual Survey for measuring percent of understanding.

IIb0.FY99 GLBA Annual Goal: Local Communities Understanding and Appreciation - 60% of local communities including school children that participate in park programs understand and appreciate the significance of the park.

Summary: We will develop, present and facilitate park outreach and education programs in local communities that will increase the general public's understanding of Glacier Bay's resources. Programs will include classroom sessions and field trips in four school districts. We will also provide ranger assistance and formal outreach programs in the local communities of Juneau and Yakutat.

Measuring: We are working with WASO to develop baseline and evaluation methods for measuring number of participants and their understanding gained from attending park outreach/education programs.

Goal Category IV: Ensure Organizational Effectiveness

The mission goals and long-term goals in Goal Category IV *support* the National Park Service mission. This category generally relates to efficient and effective governmental processes rather than to the results of those processes. These goals measure workplace standards such as diversity and competency levels, as well as program execution efficiencies, such as accuracy of construction cost estimates.

Mission Goal IVa: The National Park Service uses current management practices, systems, and technologies to accomplish its mission.

To become more responsive, efficient, and accountable, the National Park Service must integrate its planning, management, accounting, reporting, and other information resource systems. Integrating or interfacing these systems will provide better cross-communication during daily operations and help the National Park Service develop required annual performance plans in compliance with the Government Performance and Results Act. Modern electronic technology makes it possible to integrate/interface these systems among the park units, central offices, and program centers. Improvements in the areas of workforce diversity, employee safety, employee housing, and employee performance standards will help the National Park Service accomplish its mission. Long-term goals pertaining to organizational responsiveness, efficiency, and accountability are related to this mission goal.

Long-term Goals: By September 30, 2002,

IVa2. Employee Competencies -- 100% of employees within the 16 key occupational groups have essential competency needs identified for their positions.

> This goal makes sure that permanent and term employees have their appropriate career field training and development needs identified through formal needs assessments. It does not include any developmental training provided to meet essential competencies.

IVa1. FY99 GLBA Annual Goal.

By September 30, 1999, forty employees within the 16 key occupational groups have essential competency needs identified for their positions.

Summary:

The park will begin implementing a formal identification of essential competencies.

Measuring:

Each employee will have a written document that identifies their needed competencies .

IVa3. Employee Performance - 100% of employee performance standards will be linked to appropriate strategic and annual performance goals.

> This goal assures that permanent and term employee performance agreements and employee performance standards are linked to park, program, or central office strategic and annual performance plans.

Iva2.FY99 GLBA Annual Goal:

By September 30, 1999, twenty permanent employees' performance standards are linked to appropriate park strategic and annual performance goals.

Summary:

Outputs on annual work plans will be incorporated into the Employee Performance Plan.

Measuring:

Measuring will be the number of performance standards that are linked to goals.

IVa5. Employee Housing -- 35% of employee housing units, classified as being in poor or fair condition in 1997, have been removed, replaced, or upgraded to good condition.

> This goal improves the condition of employee housing within the National Park Service. Housing is provided so that the park's resources and visitors are better protected. The National Park Service has historically provided employee housing in remote locations or other places where it is beneficial to the government. While the Housing Initiative has improved the living conditions in many parks the National Park Service is committed to improving its employee housing situation.

IVa4. FY99 GLBA Annual Goal: By September 30, 1999, 2 house exteriors will be painted and listed in good condition, and housing revegetation will be accomplished on .5 acres.

Summary: Cyclic funds will provide park labor and materials to paint two houses and housing construction funds will provide funding for park labor to revegetate and erosion control for .5 acres.

Measuring: Housing conditions will be measured through annual condition inventory and grounds inspections.

IVa6A. Employee Safety - Reduce by 50%, from the NPS five-year (1992-96) average, the NPS employee lost time injury rate, and reduce the cost of new workers' compensation cases (COP) by 50% based on the NPS five-year (1992-96) average cost.

> This goal reduces the employee lost time injury rate (the rate of injuries resulting in employee lost time due to on-the-job injuries/illnesses), and the worker's compensation costs (the costs incurred through worker compensation for injuries suffered on-the-job. Goal **IVa6A** is the lost time injury rate, which measures the rate of injuries resulting in employee lost time due to on-the-job injuries/illnesses.

IVa5.FY99 GLBA Annual Goal:

By September 30, 1999, employee lost time injury rate and cost of new worker's compensation cases will be reduced by 10%.

Summary:

Employee safety is improved through recognizing and eliminating workplace hazards, providing safety training, and ensuring supervisory controls are in place to make the workplace safer. Training will include weekly tailgate safety sessions, powered and non-powered boat operator training, and bear safety training. Workplace safety improvements will include providing personal protective equipment for all employees who need it, replacing missing/faulty safety guards on 100% of all equipment operated, and upgrade or replacement of vessels/vehicles determined to be no longer safe to operate.

Measuring:

Lost time injury rate and reduction of costs for worker's compensation cases for 1999 will be compared to the NPS five year (1992-1996) average rate. Attendance at training will be documented.

IVa7. Construction Projects -- 100% of NPS park construction projects identified and funded by September 30, 1998 meet 90% of cost, schedule, and project goals of each approved project agreement.

> This goal tracks NPS construction performance comparing the appropriated amount to actual project costs, and projected schedules to actual project completion dates. The goal also measures the degree of achievement on stated project goals.

IVa7.FY 98 GLBA Annual Goal: *Three planned construction projects will be properly phased to avoid conflict. Coordination will focus on minimum disruption of park operations and costs will be within 10% of projected amounts, schedule and goals agreed on in project agreement.*

Summary: A new fuel farm will be constructed, water line replaced, utility upgrade and dock project started in FY99. Funding for phasing and coordination of these projects will be from ONPS.

Measuring: Progress and phasing of projects will be monitored, disruptions will be recorded and final inspections will be used to obtain completion dates.

Mission Goal IVb: The National Park Service increases its managerial resources through initiatives and support from other agencies, organizations, and individuals.

The National Park Service will pursue maximum public benefit through contracts, cooperative agreements, contributions, and other alternative approaches to support park operations and partnership programs. Partners include non-government organizations such as friends groups, foundations, cooperating associations, and concessionaires, as well as federal, state, and local government organizations which already assist NPS managerial ability through partnerships and cooperative agreements. Long-term goals that deal with park management strategies and funding sources carried out in cooperation with other government and non-government organizations and private donors relate to this mission goal.

<u>Long-term Goals: By September 30, 2002,</u>

IVb1. Volunteer Hours - Increase by 10%, over the 1997 level, the number of volunteer hours.

> This goal increases the total number of hours contributed to the service-wide volunteer program.

IVb1.FY99 GLBA Annual Goal: Increase by 4%, over the 1997 level, the number of volunteer hours.

Summary: We will advertise, recruit, train and supervise volunteers to work on a variety of park programs including trail work, resource management projects, visitor services and library management.

Measuring: We will total park volunteer hours from all sources.

IVb2B. Donations and Grants - Increase by 10%, over 1997 levels, the dollar amount of donations and grants.

> This goal increases the dollar amount of donations and grants given to the National Park Service. Goal **IVb2B** is the value of donations in-kind received from friends groups and other non-profit park support organizations. (Not VIP program volunteer services reported under IVa1.)

IVb2.FY99 GLBA Annual Goal: By September 30, 1999, increase by 2% over 1998 level, the dollar amount of donation and grants.

Summary: The park will facilitate National Park Foundation fundraising efforts by coordinating placement of NPF informational materials in appropriate Concessioner facilities. Park staff will be trained in NPS/Donation policy and procedures for handling donation offers.

Measuring: Value of donations will be tracked. National Park Foundation brochures are coded to allow park specific tracking.

VI. List of Preparers

Preparation Oversight
Tomie Patrick Lee, Superintendent
Eileen Harpell, Chief of Administration

Goal and Data Compilation/Input
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