



**MOUNT SUNAPEE**

## **Mount Sunapee Resort Annual Operating Plan 2018 - 2019**

**MAY 15, 2018**

*Prepared for:*

**NEW HAMPSHIRE DEPARTMENT OF  
NATURAL AND CULTURAL RESOURCES**

*Prepared by:*

**MOUNT SUNAPEE RESORT**

# Mount Sunapee

## Annual Operating Plan

### 2018-2019

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May 15, 2018

*Prepared for:*

The State of New Hampshire  
Department of Natural and Cultural Resources

Prepared by:

*Mount Sunapee Resort*

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# INTRODUCTION

The *Lease and Operating Agreement* (the Agreement) originally dated April 30, 1998 between the State of New Hampshire Department of Resources and Economic Development (DRED) and Okemo Mountain, Inc., which was assigned by The Sunapee Difference, LLC as successor to Okemo Limited Liability Company f/k/a Okemo Mountain, Inc. to CNL Income Mount Sunapee, LLC on December 5, 2008, requires that the Operator (The Sunapee Difference, LLC d/b/a Mount Sunapee Resort) present an Annual Operating Plan (AOP) to DRED each year for the term of the Agreement.

Paragraph 5 in the *Lease and Operating Agreement* defines the Annual Operating Plan requirements as follows:

## **5. ANNUAL OPERATING PLAN**

“On or before the 15<sup>th</sup> of May during each year of this Agreement, the Operator shall submit to DRED an annual operating plan, including a schedule of the proposed days and hours of operation for the ski area, and a description of the types of recreational activities available to the public. The proposed schedule of operation shall be reviewed by DRED and either approved as proposed, or revised for resubmission. DRED shall notify the Operator in writing of a final schedule of operations no later than June 30<sup>th</sup> of each year. No changes in the days of operation or the scheduled hours of operation may be made without the prior approval of DRED. The Leased Premises shall not be closed to the public except for emergency or unsafe weather conditions.

The Annual Operating Plan shall describe in detail the following operations:

- a. Types of recreational activities available to the public
- b. Ski lift operations
- c. Snowmaking and grooming operations
- d. Ski support services
- e. Maintenance procedures
- f. Security procedures
- g. Emergency operation plan
- h. Status of special use permits and leases
- i. Marketing and advertising
- j. Environmental management program
- k. Signage
- l. Utilities and roads
- m. Implementation of Master Development Plan improvements.”

In the following sections, Mount Sunapee Resort (hereafter, “Mount Sunapee”) presents its Annual Operating Plan for 2018-2019 in accordance with the requirements of the Agreement.



## **SECTION A      RECREATIONAL ACTIVITIES AVAILABLE TO THE PUBLIC**

### **Non-Skiing Activities**

In the summer of 2012, Mount Sunapee developed its summer Adventure Park as described in its *“Summer Recreational Program Proposal”* presented to the New Hampshire Department of Resources and Economic Development on November 3, 2011.

The summer season at Mount Sunapee generally begins on the Saturday of Memorial Day weekend which will be May 26, 2018 and operates on weekends only until Saturday, June 23 which is the first day of 7-day-a-week operations. Daily operations continue through Labor Day, September 3, 2018. Weekend operations continue during the Fall from Saturday, September 8 through Sunday, October 14, 2018.

In the summer of 2012, Mount Sunapee began building the following summer activities:

1. Canopy Zip Line Tour
2. Aerial Challenge Course
3. Mountain Bike Trails
4. Disc Golf
5. Interpretive Hiking Trails
6. Segway Tours (no longer offered)
7. Miniature Golf

In the summer of 2013, Mount Sunapee added two additional challenge loops to the Aerial Challenge Course and continued work on the Interpretive Hiking Trails.

Our “Acro-Bag” which is a 50’x 50’ air bag used in freestyle skiing training in winter was added to the Adventure Park for a Summer Freestyle Training Camp.

In the summer of 2014, Mount Sunapee added two new activities to the Adventure Park. A Climbing Wall tower / Gravity Jump platform, and a Mining Sluice for children ages 4–12 were added.

The summer Adventure Park activities are designed to appeal to a broad cross-section of guests with activities for all age groups, skill sets and price points.

In the May 2014 issue of Yankee Magazine, the Mount Sunapee Adventure Park was given an Editor’s Choice Award for the “Best Obstacle Course” in New England.

In the Appendix, the AOP 2018 Map shows the location of the Adventure Park activities.

In addition to Adventure Park, Mount Sunapee offers many summer and fall activities including:

1. League of New Hampshire Craftsmen's Fair
2. Sunapee Lions Club Car Show
3. Weddings, Receptions, Banquets & Meetings
4. Summer Specialty Dinners
5. Events and Concerts
6. Summit Chairlift Rides
7. Freestyle Ski Training Camps
8. Kids Mountain Adventure Day Camp
9. 3-D Archery
10. Yoga classes at the summit
11. Recreational Hiking
12. Fall Foliage Festival and Pig Roast BBQ

## **CANOPY ZIP LINE TOUR**

The Canopy Zip Line Tour (CZLT) is located in the woods at the South Peak area.

Participants register in the Adventure Park Welcome Center building. They are then fitted with a safety harness and helmet, and are given a safety presentation on their equipment and the course. They then ride the Clipper Ship Quad chair lift to the top of the CZLT course.

There are eight (8) different zip line stages and other features such as aerial bridges and rappels from a high tree platform to a lower tree platform. The final stage ends behind the Adventure Park Welcome Center Building with a rappel from the final aerial platform down to ground level.

A CZLT tour takes approximately two and one-half (2.5) hours to complete. The wire ropes on the first six stages in the woods are plastic coated for a quieter experience in the woods.

A full tour consists of eight (8) guests with two (2) guides. Two tours can depart per hour, on the hour and on the half-hour. This yields an hourly capacity of sixteen (16) guests and a daily capacity of ninety-six (96) guests. Guests are encouraged to make advance reservations for a specific day and time for their canopy tour experience due to the low daily capacity.

There are weight restrictions for users of the CZLT. Typically, eighty (80) pounds is the minimum weight and two hundred fifty (250) pounds is the maximum weight.

## **AERIAL CHALLENGE COURSE**

The Aerial Challenge Course (ACC) is located in the woods at South Peak adjacent to the base terminal of the Clipper Ship Quad chair lift.

The ACC is a ropes challenge course featuring four (4) layouts of differing skill levels that progress from novice to intermediate to advanced.

The Aerial Challenge Course has a lower minimum weight restriction than the Canopy Zip Line Tour. The minimum weight of fifty (50) pounds in the ACC will allow younger children who are unable to use the CZLT to use the ACC.

The participants in the ACC wear helmets and safety harnesses at all times, and are always clipped-in on the safety wire rope. Guides are present in the ACC during all hours of operation.

## **MOUNTAIN BIKE TRAILS**

Mount Sunapee has a network of Mountain Biking trails that appeal to families with an emphasis on intermediate trails from the summit of the South Peak area. In the summer of 2017, we started a fifth mountain biking trail at South Peak and will complete a spur trail off of it in 2018.

The Clipper Ship Quad chair lift has been fitted with special bike racks for transporting mountain bikes uphill to the start of the trail network.

Mount Sunapee built a modular “Pump Track” for younger kids in the corner of Parking Lot 1 in the summer of 2017. It is located in the corner of parking lot 1 near the Adventure Park. The Pump Track features will be made of wood, and stored away for winter so that the full capacity of the parking lot is available for winter operations.

## **DISC GOLF**

An 18-hole Disc Golf Course was constructed in the summer of 2012. The layout features holes that traverse ski trails and holes that are in the woods on the western side of the South Peak area. Disc Golf rental equipment is available in the Mount Sunapee Adventure Center.

## **INTERPRETIVE HIKING TRAILS**

Mount Sunapee completed a network of Interpretive Hiking Trails in collaboration with the Upper Valley Trails Alliance.

Guests may hike on the Interpretive Hiking Trails free of charge, and they can enter the walking trail network at any location by foot. Guests may choose to ride uphill on the Clipper Ship Quad chair lift and start at the top of the Interpretive Trail for a small fee.

Sections of the hiking trails that do not cross ski trails may become part of the snow shoe trail network in the winter. Hiking trails which cross ski trails will be closed in the winter.

## **MINIATURE GOLF**

During the summer of 2012, Mount Sunapee constructed an 18-hole Miniature Golf course at the

base of the South Peak ski trails near the Clipper Ship Quad chair lift. The Miniature Golf course has lights for twilight and early evening play until 10:00pm.

Landscaping for the Miniature Golf Course is perennial plants complemented by three small scale model wooden replicas of the Lake Sunapee lighthouses. Man-made snow covers the course during the ski season.

### **MINING SLUICE**

In the summer of 2014, Mount Sunapee added a “Mining Sluice” from the Cold River Mining Company for children from age 4 to 12. The children purchase small bags of mining material and use a screen box in the water sluice to find gemstones and fossils.

The Mining Sluice is a self-contained, re-circulating water system. The water flows within the leak-proof polycarbonate plastic liner in the sluice. The sluice will collect the mining ore which is kept out of the water tank by the baffle system and is easily removed from the plastic liner.

### **CLIMBING WALL / GRAVITY JUMP - AIR BAG**

Mount Sunapee added a Climbing Wall / Gravity Jump tower in the summer of 2014. The Gravity Jump allows guests to jump into the 50 foot x 50 foot big air bag. It is located adjacent to the Aerial Challenge Course in the South Peak ski trails area.

### **FREESTYLE SKI TRAINING CAMP**

Mount Sunapee operates a “Summer Freestyle Ski Training Camp” during the first or second week of July. The camp is a “day camp” with a maximum of thirty-two participants each week. Freestyle Camp focuses on freestyle ski training on the Acro-Bag along with other physical fitness activities.

### **KIDS MOUNTAIN ADVENTURE CAMP**

Mount Sunapee offers a “Kids Mountain Adventure Camp” that operates Monday through Friday from June 25<sup>th</sup> through August 24<sup>th</sup>. The hours of operation are 8:30am to 4:00pm.

The camp is a “day camp” for children ages 5-12 years old. The Camp Director will oversee a program of age-appropriate activities for the children which will include use of the Adventure Park as well as nature programs on the mountain.

### **ARCHERY**

A 3-D Archery Course was installed at Mount Sunapee in 2017. There are fifteen (15) 3-D animal targets located in a secluded area in the South Peak Adventure Park. The course was laid out in accordance with guidelines published by the National Field Archery Association.

### **HIKING in the South Peak Adventure Park area**

Hiking in the South Peak area is restricted to designated hiking trails only. Guests are not allowed to randomly hike up the ski slopes or to hike on the mountain bike trails. This restriction is due to other recreational activities in progress and guest safety considerations in the South Peak area.

### **DOG POLICY at Mount Sunapee**

Due to the extensive public operations in the summer and winter, dogs are not permitted to run loose at Mount Sunapee. Signs are posted informing our guests of this policy.

All dogs must be leashed and the owners must clean up after their dogs. Mount Sunapee provides “Doggie Stations” with bags and disposal cans for the owners’ convenience.

Dogs are not permitted on the snow during the winter season, and must be on a leash when being walked in the parking lots.

### **THE FOLLOWING RECREATIONAL ACTIVITIES ARE AVAILABLE TO THE PUBLIC WITHOUT CHARGE DURING THE OFF-SEASON (May 1 – Oct 31):**

**Hiking** – Hiking is offered on the South Peak Interpretive Hiking Trails which are maintained by Mount Sunapee. Other designated hiking trails, such as the Summit Trail and the Lake Solitude Trail, offer hiking on trails that are part of the Sunapee-Ragged-Kearsarge Greenway and/or the Sunapee-Monadnock Greenway hiking trail network. Mount Sunapee does not operate, maintain, patrol or accept any liability for any individual(s) using these hiking trails.

In addition to the designated hiking trail network, Mount Sunapee currently allows hiking on the ski trails in the summer and fall. Mount Sunapee reserves the right to designate specific ski trails for hiking. Mount Sunapee reserves the right to not allow hiking on ski trails at its discretion.

**Walking** – Without undertaking a rigorous hike to the summit (the trail is over 7,000 feet long with over 1,400 feet of vertical rise), the expansive base area of Mount Sunapee allows visitors to take extended walks around the premises and stay on relatively flat ground.

**Birding** – Mount Sunapee offers the avid birder an opportunity to see many bird species. With a variety of habitat including deciduous hardwoods and mixed conifers, wooded wetlands, open fields (ski slopes), streams, upland woodlands, ponds and lagoons; habitat exists for viewing many different bird species including summer residents and spring and fall migrants.

**Picnics** – Picnic tables and grills are available along Beck Brook in the South Peak area for use by the general public. Mount Sunapee encourages a “carry-in, carry-out” approach for personal trash.

**Restrooms** – The restrooms in the Adventure Center building are open seven days a week from Memorial Day weekend through Columbus Day weekend.



The Sunapee Lodge facilities may not be open to the general public depending upon operating schedules and private event schedules.

The Summit Lodge is not scheduled to be open in the summer months, including use of the restroom facilities, except on days when the Sunapee Express chair lift is operating for the public.

**Parking** – Free parking is available for visitors to use the grounds for the above activities.

**Hunting and Trapping** – Mount Sunapee reserves the right to prohibit all hunting and all shooting activities of any type within the ski area boundaries.

After the close of the Adventure Park activities in mid-October and prior to the ski area opening in November, Mount Sunapee may permit hunting and trapping within its lease area in accordance with New Hampshire Fish & Game Laws, Rules and Regulations.

Recreational shooting is not permitted within the lease area at any time.

**MOUNT SUNAPEE ALSO OPERATES THE FOLLOWING FEE BASED RECREATIONAL ACTIVITIES IN THE SUMMER AND FALL:**

**Summit Sky Rides** – Mount Sunapee will offer scenic chair lift rides to the summit on the Sunapee Express chair lift on selected summer weekends and selected fall foliage weekends. The lift may also operate during certain special events. A lift ticket is required to ride the chair lift.

<b><u>Summit Sky Rides schedule:</u></b>	<b><u>Date:</u></b>	<b><u>Chairlift operations:</u></b>
Spring weekends:	May 26 – June 17	10:00am - 3:00pm
Summer daily operations:	June 23 – Sept 3	10:00am - 3:00pm
Fall weekends	Sept 8 - October 14	10:00am - 3:00pm
Special events & functions	dates as booked	times as scheduled

**Note:** Chair lift operations and outdoor activities may be suspended or closed due to severe weather such as high winds, heavy fog, rain, thunderstorms, or other adverse conditions.

**Food & Beverage Services** – Food and beverage services may operate in the Sunapee Lodge, the Spruce Lodge, the Summit Lodge and the Adventure Park Welcome Center during the summer for Adventure Park operations and for other special events and banquets and receptions as scheduled.

**Summer Dinners** – Mount Sunapee may offer themed evening dinners in either the Summit Lodge or the Sunapee Lodge during the summer and fall. These dinners are usually by reservation only, and guests ride the Sunapee Express Quad chair lift uphill to the Summit Lodge for the dinners. The dinners are typically themed dinners such as Lobster Bakes and Family Fun Nights.

**Retail Ski Shop** – The retail shop in the Sunapee Lodge may operate in the summer and fall to provide accessories, light apparel and ski season closeout sales.

**Outdoor Concerts** – Mount Sunapee may offer country, classical, jazz, pop, rock or folk outdoor concerts in the late afternoon or early evening hours during the summer and fall. An admission fee may be charged for these concerts.

**Banquets & Receptions** – Facilities are available for catered private functions such as banquets, receptions, reunions, and special events from 8:00am until 11:30pm daily during the non-ski season. Wedding receptions and banquets are booked for most weekends. Fees are charged for the building rental and for food and beverage services rendered.

**Note:** During private functions any Base Lodge(s) may be closed to the general public.

**Shows, Fairs and Events** – Several shows, fairs and events may be scheduled at Mount Sunapee including, but not limited to, the following events and their tentative dates:

- |  |                   |
|--|-------------------|
| 1.) Sunapee Lions Club / Antique Car Show    | June 23, 2018     |
| 2.) League of New Hampshire Craftsmen's Fair | August 4-12, 2018 |
| 3.) October Fall Foliage Pig Roast Weekend   | October 6-8, 2018 |

## **Winter Activities**

### **ALPINE SKIING & SNOWBOARDING**

The principal winter recreational activity at Mount Sunapee is alpine skiing and snowboarding, and the ancillary services associated with alpine ski area operations.

Ancillary services include, but are not limited to, the ski school, children's ski school, childcare, ski and snowboard rental and repair shop, ski retail shops, food and beverage operations, alpine ski racing and freestyle skiing programs.

All users of Mount Sunapee's lifts and ski slopes are required to purchase either a daily lift ticket or a season pass in order to use the ski lifts or the ski slopes. In the fall of 2017, Mount Sunapee added RFID ticket gates to control access to the chair lifts.

Mount Sunapee offers downhill skiing and snowboarding on a variety of ski slopes and trails for all ability levels and interests. Additionally, Mount Sunapee also offers skiing in designated wooded areas or "glades" between certain ski trails.

Mount Sunapee also builds and maintains several terrain parks that contain jumps, rails, and snow features for all ability levels of snowboarders and skiers.

In addition to the named ski trails and glades as shown on the Mount Sunapee Trail Map, which are skied and maintained by the ski patrol and mountain operations staff, Mount Sunapee also allows "boundary to boundary" skiing within the ski area boundary as shown on the Trail Map. Areas not designated on the Mount Sunapee Trail Map as a named ski trail or gladed area are not patrolled or maintained by Mount Sunapee.

Any individual skiing or snowboarding in any area that is not a named and designated ski trail or glades on the Mount Sunapee Trail Map does so solely at their own risk with the understanding that these areas are neither maintained nor patrolled by Mount Sunapee. They may be responsible for the cost of rescue if injured or lost in these areas.

In January 2014, Mount Sunapee introduced an "Uphill Travel Policy" which allows skiers to hike uphill on designated trails from January 3 through closing day during non-holiday periods. Uphill Travel is permitted from 7:00am to 9:00am and from 4:30pm to 9:00pm. Regardless of where you are at 9:00am Monday through Friday, or at 8:00am Saturday and Sunday, you must head downhill at that time. Downhill travel is only permitted on open trails and slopes.

No Uphill Travel is allowed during the ski area operating hours of 9:00am to 4:30pm Monday through Friday, and 8:00am to 4:30pm on Saturday and Sunday, and during the night from 9:00pm to 7:00am. This policy is for the safety of all guests and employees.

Mount Sunapee allows alpine skis, telemark skis and snowboards on the slopes. Many other "sliding devices" exist for sliding on snow including snow bikes, snow trikes, snow balls, snow sleds and toboggans, etc. These devices are not permitted on the slopes at Mount Sunapee.

Snowmobiles are not allowed on Mount Sunapee except by Mount Sunapee maintenance and operations personnel using snowmobiles owned and maintained by Mount Sunapee. Snowmobile operation by the general public is strictly forbidden at all times.

## WINTER OPERATING SCHEDULE

Mount Sunapee is open for alpine skiing and snowboarding seven days a week from the opening day of the ski season until the closing day of the ski season unless severe weather conditions force the mountain to be temporarily closed.

With favorable temperatures for early season snowmaking, Mount Sunapee plans to open for the 2018-19 winter season on November 23, 2018, the Friday after Thanksgiving Day, and plans to remain open through Sunday, April 7, 2019, weather permitting.

Because of the weather dependent nature of skiing, these dates are subject to change including opening sooner or later, and closing sooner or later, or both. Mount Sunapee historically opens as soon as possible following Thanksgiving Day, and stays open until the second Sunday in April.

<u>LEASE YEAR</u>	<u>SKI SEASON</u>	<u>OPENING DATE</u>	<u>CLOSING DATE</u>	<u>DAYS OPEN</u>	<u>SKIER VISITS</u>
1	1998-1999	December 11	April 11	122	165,000
2	1999-2000	November 25	April 02	133	189,000
3	2000-2001	November 23	April 22	151	258,000
4	2001-2002	December 10	April 07	122	231,000
5	2002-2003	November 29	April 13	136	272,000
6	2003-2004	December 04	April 11	130	229,000
7	2004-2005	December 05	April 10	127	257,000
8	2005-2006	November 25	April 03	130	234,000
9	2006-2007	December 06	April 22	137	230,000
10	2007-2008	November 23	April 20	150	280,000
11	2008-2009	November 28	April 05	124	273,000
12	2009-2010	December 08	April 08	122	265,000
13	2010-2011	November 30	April 10	132	288,000
14	2011-2012	December 11	March 22	104	214,000
15	2012-2013	November 30	April 14	134	255,000
16	2013-2014	November 29	April 13	136	254,000
17	2014-2015	November 28	April 19	143	261,000
18	2015-2016	November 27	March 27	113	179,000
19	2016-2017	December 06	April 9	124	222,000
20	2017-2018	November 23	April 13	142	186,000

Operating hours for the ski lifts during the ski season are generally from 9:00am to 4:00pm midweek, and from 8:00am to 4:00pm on weekends and midweek holidays. Lodges generally open one hour prior to the opening of the lifts each day.

Dogs are not permitted on the snow at the ski area during the ski season. Dogs being walked in the parking areas must be on a leash.

Special events are held throughout the ski season including popular late season events such as the SpringFest concert, Slush Cup and Cardboard Sled Race in March and April.

Après-ski entertainment is offered in Goosefeathers Pub on weekends and holidays. Goosefeathers Pub is open from 11:00am to 6:00pm, or earlier or later for functions.

## **SNOWSHOE TRAILS**

In addition to skiing and snowboarding, designated snowshoe trails are available to the public.

The snowshoe trails are dependent upon natural snowfall and are not groomed or maintained. Users of the snowshoe trails assume all risk and personal responsibility for their usage of the trails. A lift ticket is not required to use the snowshoe trails and there is no fee for using the snowshoe trails. Snowshoe rentals are available in the Mount Sunapee Ski Rental Shop.

Snowshoeing is not permitted on any ski slopes or trails at any time unless specifically approved by Mount Sunapee management.

## **NEHSA**

The New England Healing Sports Association (NEHSA) is based at Mount Sunapee, and operates its adaptive ski instruction and skiing assistance programs for adaptive skiers in early December and continues into late March or early April.

NEHSA is an independent organization with a lease agreement with the Department of Resources and Economic Development. NEHSA plans to expand their building in the summer of 2018.

Mount Sunapee provides the NEHSA organization with lift tickets and season passes for their volunteers, and electricity, water and wastewater disposal for their building.

NEHSA provides approximately 1,000 ski lessons per year for adaptive skiers.



## SECTION B SKI LIFT OPERATIONS

Mount Sunapee operates aerial chair lifts and surface lifts for winter alpine skiing and snowboarding in accordance with the American National Standards Institute (ANSI) – B77.1 National Code for Aerial Tramways, and the State of New Hampshire Department of Safety: Tramway Division - Rules and Regulations.

Supervision of lift operations and lift maintenance at Mount Sunapee is performed by experienced, qualified, full-time year-round personnel.

Mount Sunapee currently operates six (6) aerial chair lifts and four (4) surface lifts.

<u>Aerial chair lifts</u>	<u>speed / design capacity</u>	<u>manufacturer</u>	<u>installation</u>
1.) Sunapee Express	1,100 fpm / 2,650 pph	Poma of America	1998
2.) Sun Bowl Express	1,000 fpm / 2,400 pph	Poma of America	2014
3.) Clipper Ship Quad	425 fpm / 2,200 pph	Poma of America	2000
4.) North Peak Triple	450 fpm / 1,800 pph	Doppelmayr USA	1987
5.) Spruce Triple	425 fpm / 1,800 pph	Doppelmayr USA	1985
6.) Duckling Double	390 fpm / 900 pph	Roebbing	1962

### Surface lifts:

1.) Piggy Back Tow	Borer	1994
2.) Rope Tow (in storage since 2016-17)	SunKid	1996
3.) Little Carpet – 90' moving carpet	SunKid	2000
4.) Flying Carpet – 340' moving carpet	SunKid	2002
5.) Middle Carpet – 130' moving carpet	SunKid	2010

### Scheduled hours of operation for ski lifts:

Weekends and Holidays	8:00am - 4:00pm
Weekdays	9:00am - 4:00pm

### Notes:

- 1.) Chair lift operations may be extended to 4:30pm on peak weekend days to alleviate traffic congestion by spreading out the exit time frame.
- 2.) Chair lift operations may begin prior to the regularly scheduled hours for private functions, alpine ski race course setting or other reasons.
- 3.) Adverse weather conditions, i.e., high winds, icing conditions, thunderstorms, etc. may affect chair lift operating schedules including delays and/or closures.
- 4.) Not all lifts are scheduled to operate seven days per week.
- 5.) SunKid moving carpets lifts were previously known as Bruckschlogl Lifts.

## **SECTION C      SNOWMAKING and GROOMING OPERATIONS**

### **SNOWMAKING OPERATIONS**

Snowmaking operations are scheduled to begin in mid-to-late November 2018 or as soon thereafter as sufficiently cold temperatures occur for productive snowmaking to begin. Snowmaking operations are planned for mid-November for Mount Sunapee to meet its goal of opening for the Thanksgiving weekend each year.

Snowmaking usually begins with nighttime operations in mid-November and expands into around-the-clock snowmaking operations as temperatures become sufficiently cold during the day to rapidly expand snow coverage on the ski trails.

Snowmaking operations take place during the months of November, December, January, February and March, and have averaged approximately 702 hours per season for the past five (5) years. The 2017-2018 season began with cold temperatures in November and December. Snowmaking operations logged 667 hours last winter which was 10% less than the 743 hours of snowmaking in 2016-17 winter.

### **GROOMING OPERATIONS**

Snow grooming operations begin immediately after the start of snowmaking operations and prior to the opening day of the ski season. Grooming operations generally continue on a daily basis until the last day of the ski season.

Most ski trails are generally groomed every night although adverse weather conditions may affect grooming schedules. Some trails, i.e., ski trails with moguls such as Upper Flying Goose and Lift Line, and certain natural snow trails may not be groomed nightly or may not be groomed at all. Some advanced level ski trails (which are normally groomed) may not be groomed when natural snowfall allows for “powder” skiing days.

Snow grooming operations are generally performed between 4:30pm and 8:00am (during non-skiing hours) or on closed trails when grooming operations are necessary during the operating day.

Due to grooming operations being in progress at night, Mount Sunapee does not permit hiking on the mountain at night during the hours of 9pm to 7am in the winter season.

Mount Sunapee operates four (4) Prinoth Bison S snow groomers for ski trail grooming. They all have the new Tier 4, low emissions diesel engines. Each grooming vehicle is usually operated for two 8-hour shifts per night. The first shift grooms from 4:00pm to 12:00am, and the second shift grooms from 12:00am to 8:00am. A fifth Prinoth is used as a snowmaking utility vehicle.

## **SECTION D      SKI SUPPORT SERVICES**

- 1.) **SKI SCHOOL** – Mount Sunapee offers a full-service ski school operating daily from opening day until approximately April 1st when it closes for the season. The ski school is staffed by many PSIA certified directors, supervisors and instructors offering instruction to skiers and snowboarders of all ages and abilities including young children. Special package programs provide both the beginner and the experienced skier or snowboarder with lessons, rental equipment, and a lift ticket. Package prices will vary depending upon the type and number of lessons. Guests may select a group lesson, a specialty clinic or a private lesson.
- 2.) **RENTAL AND REPAIR SHOP** – The ski and snowboard rental shop offers a large selection of current snowboards, shaped skis and snowshoe rentals. The ski rental shop is open every day that Mount Sunapee is open for skiing and riding. Mount Sunapee maintains a current inventory of quality rental equipment. Rental equipment inventory replaced on a rotational basis every three to four years.
- 3.) **SKI PATROL** – The Mount Sunapee Ski Patrol consists of a paid, full-time, professional core of supervisors and patrollers supplemented by paid part-time weekend patrollers, and part-time weekend volunteer patrollers. Ski Patrol members must meet, as a minimum, the Outdoor Emergency Care (OEC) requirements as administered by the National Ski Patrol. The OEC certification is the equivalent of a basic EMT certification. A 2-day refresher clinic is held the first week of November, and all Ski Patrol members and candidates are expected to attend. Currently, four (4) medical doctors serve as advisors to the Mount Sunapee Ski Patrol.
- 4.) **RETAIL SKI SHOPS** – Mount Sunapee operates retail ski shops in both the Sunapee Lodge and the Spruce Lodge. The Sunapee Lodge Ski Shop offers the latest ski and snowboard apparel in addition to accessory items. The Sunapee Lodge Ski Shop is generally open whenever the Sunapee Lodge is open during winter operations. The Spruce Lodge Ski Shop has reduced hours during early season and late season.
- 5.) **FOOD & BEVERAGE SERVICES** – Most culinary operations are operated by Mount Sunapee management and staff, and are not usually contracted to outside vendors (except for the Waffle Cabin). Food and Beverage (F&B) services are located in the Sunapee Lodge, the Spruce Lodge, Goosefeathers Pub, and the Summit Lodge. Food & Beverage services generally operate seven days a week during the ski season from the opening day through the closing day of each season. In the early and late season only one lodge with F&B may be open based upon business volumes.

Very few evening functions are booked by the Mount Sunapee Culinary staff during the winter season. Due to the demands of running a seven-day a week ski area operation in three lodges, Mount Sunapee generally does not accept winter bookings for private culinary events from December 10 to April 30 each year.

At all times, Mount Sunapee management reserves the right to deny any group or organization the use of Mount Sunapee's facilities.

Mount Sunapee usually does not permit guests to use outside food caterers to serve food or provide their own catering services in any of our licensed food establishments.

- 6.) **ENTERTAINMENT** – During the winter ski season, après-ski entertainment is offered on weekends and holidays in the Goosefeathers Pub in the Spruce Lodge. Beer, wine and spirits are served in Goosefeathers Pub to adults ages 21 and older.
- 7.) **ALPINE RACING PROGRAM** – Competitive training programs for youths, ages 5-19, offer season long instruction in alpine ski racing, freestyle skiing and snowboarding.
- 8.) **PARKING OPERATIONS** – Parking operations at Mount Sunapee are under the supervision of full-time year-round staff at Mount Sunapee with part-time seasonal attendants assisting.
- 9.) **SHUTTLE SERVICES** – Mount Sunapee operates nine (9) shuttle buses, which are converted school buses, to give courtesy rides to skiers from Parking Lot 3 to the two base area lodges. Also, two (2) one-ton trucks with open air, passenger-standing shuttle bodies transport skiers from the Spruce Lodge area and the Spruce Lodge Ski Rental shop to the South Peak novice slopes and the Sunapee Lodge.
- 10.) **WAFFLE CABIN** – Mount Sunapee has contracted with “Waffle Cabin” for a ten-foot by fourteen-foot cabin located on the snow near the Sunapee Lodge during the winter months. The “Waffle Cabin” is a temporary building that serves hot, fresh, Belgian-style waffles dipped in chocolate. “Waffle Cabin” operates “Waffle Cabins” at many New England ski resorts including two others in NH. Okemo VT has two “Waffle Cabin” locations with the first one installed seven years ago.

Mount Sunapee does not allow any independent operators, agents, groups or individuals to provide services for hire on the Mount Sunapee Resort premises without written approval or contractual agreements from Mount Sunapee Resort management. This includes, but is not limited to, independent ski instructors, race coaches, photographers, food vendors, rental companies, ski tuners, transportation services, retailers, real estate agents, fundraisers, etc.

## **SECTION E      MAINTENANCE PROCEDURES**

Maintenance operations are generally divided into five (5) departments to supervise and perform the required maintenance tasks at Mount Sunapee. Even though these specific departments exist, due to Mount Sunapee's small size there is considerable teamwork and cooperation working together among the maintenance departments.

**Buildings and Grounds** – The maintenance of the buildings and lodges at Mount Sunapee is under the supervision of a full-time year-round Facilities Manager who performs regular inspections of all facilities. Custodial and cleaning operations are performed daily. Building repairs and maintenance work is performed as needed.

Security operations are under the direction of the Facilities Manager and the Buildings & Grounds Supervisor. Summer lawn mowing in the base area is under the supervision of the Buildings & Grounds Supervisor.

**Vehicle Maintenance** – The Vehicle Maintenance Supervisor is responsible for the service and maintenance of all vehicles at Mount Sunapee. Daily and/or weekly inspections are performed, and repair work is performed as needed. The track vehicle fleet including snow grooming vehicles and construction equipment is also maintained under the direction of the Vehicle Maintenance Supervisor.

**Lift Maintenance** – The Lift Maintenance Supervisor and Mountain Manager are responsible for the maintenance of the six (6) chair lifts and four (4) surface lifts.

Service and maintenance is performed on each lift during the off-season in accordance with the Lift Manufacturers' Service Manuals and by ANSI B77.1 code.

Prior to operating lifts for the winter ski season or for the summer season, each lift is inspected by the NH Tramway Division and by representatives from our insurance carrier.

During the operating season, chair lifts are inspected daily and are ridden by Mount Sunapee maintenance staff to observe the alignment of the sheave trains and haul rope.

**Trail Maintenance** – Ski trail maintenance is performed during the ski season and the off-season under the direction of the Mountain Manager, the Ski Patrol Director and the Grooming Supervisor. In-season trail maintenance work generally includes snow grooming operations and slope safety inspections.

Off-season work includes erosion control, water bar repairs, seeding and mulching, trimming sapling growth along ski trail edges and mowing the ski trails.

**Snowmaking Maintenance** – Snowmaking maintenance during the ski season and the off-season is under the supervision of the Snowmaking Supervisor and the Mountain Manager.



## **SECTION F      SECURITY PROCEDURES**

Mount Sunapee maintains a staffing schedule to provide a general presence and surveillance of the facilities during the winter ski season, the summer season and during the off-seasons.

Mount Sunapee works closely with the Newbury Police Department to maintain a presence at Mount Sunapee during selected events. The Newbury Police Department also provides random drive through patrols of the premises.

Mount Sunapee has installed security cameras inside and outside of our base lodges and maintenance buildings to provide surveillance of the premises, internally and externally. Additional security cameras have been added recently to enhance our security efforts.

Mount Sunapee's security priorities are specified under the following headings:

**Safety of our Guests** – Mount Sunapee endeavors to provide a safe, secure and enjoyable environment for our guests and our staff. Operating procedures, project planning and staffing are performed in a manner to minimize threatening situations such as physical harm or theft of personal property, or any other forms of endangerment to our guests.

**Prevention of Theft of Equipment** – Operational policies and staffing schedules are done so as to minimize theft of equipment and other personal items.

**Prevention of Vandalism** – A security program utilizing Mount Sunapee staff members, surveillance cameras and building security alarms and motion detectors safeguard the buildings against off-hours vandalism and theft.

Mount Sunapee has added security cameras as part of our security program, and will continue to add more security cameras in the future.

**Prosecution of Criminals** – Individuals responsible for criminal acts at Mount Sunapee will be prosecuted according to New Hampshire and Federal laws.

## **SECTION G      EMERGENCY OPERATING PLAN**

The Emergency Action Plan for Mount Sunapee consists of plans for dealing with emergency events at the ski resort. In the event that an emergency situation requires the involvement of an outside agency, i.e., Local Police, State Police, Fire Department, Fish & Game Department, the General Manager and the appropriate Mount Sunapee managers and employees will assist the outside agency in responding to the emergency situation.

While the plan is designed to be flexible and applicable to all major emergencies, the following procedures should be followed:

- Local Fire and Police Departments will be notified about any unusual situations at Mount Sunapee. There may be times when a call will be made to an outside agency to make them aware of a situation although not requiring their immediate assistance.
- The following Mount Sunapee management team members will be contacted: President, General Manager, Facilities Manager, Mountain Operations Manager, Marketing Director, and Building Maintenance Supervisor as required by the nature of the emergency situation.
- The Emergency Command Post will be located in the administrative office unless otherwise designated.
- Only designated members of the management team will speak with the media.
- Mount Sunapee management has had several planning meetings with emergency management officials from the Town of Newbury in developing the Emergency Action Plan. The Town of Newbury, DRED and DES have copies of the plan.

## **SECTION H      STATUS of SPECIAL USE PERMITS and LEASES**

Mount Sunapee currently has three (3) Special Use Permits from the New Hampshire Department of Natural and Cultural Resources (NCR), and certain operating agreements and contracts with outside vendors and third parties as detailed below:

### **SPECIAL USE PERMITS:**

**1.) Special Use Permit for use of the Sun Bowl access road**

Purpose of Permit:      Provide access to the base of the Sun Bowl area  
Period of Use:            June 1, 2018 to May 31, 2021

**2.) Special Use Permit for parking use of the State Beach parking lot in winter**

Purpose of Permit:      Staff parking and overflow parking for the resort  
Period of Use:            June 1, 2018 to May 31, 2021

**3.) Special Use Permit for Mountain Bike Trail on Bowl Road**

Purpose of Permit:      Mountain Bike Trail on Bowl Road  
Period of Use:            June 1, 2018 to May 31, 2021

(In 2012, Mount Sunapee gave up its Special Use Permit for a storage area on the uphill side of the Access Road. NCR uses that space as a work shop area for its Trails Division.)

## **LEASES, CONTRACTS and AGREEMENTS**

1.) **League of New Hampshire Craftsmen** – The League of NH Craftsmen has an annual contract / lease agreement with Mount Sunapee to operate the annual Craftsmen’s Fair each summer. The Craftsmen’s Fair always opens on the first Saturday in August and runs for nine (9) consecutive days.

Fair set-up activities on the grounds of Mount Sunapee generally begin during the third week of July to prepare for the Fair opening in early August. The Craftsmen’s Fair is scheduled for August 4, 2018 through August 12, 2018 this year.

Mount Sunapee may enter into two-week contracts with specialty food vendors during the Craftsmen’s Fair to provide different cuisine offerings during the Fair.

2.) **New England Healing Sports Association (NEHSA)** – Mount Sunapee has an operating agreement and a liability agreement with NEHSA.

3.) **On-Mountain Photography** – Mount Sunapee may enter into an annual contract and lease agreement with a service provider / concessionaire for space to operate a photography service at Mount Sunapee Resort during the winter ski season.

With the popularity of small, personal digital cameras and high-resolution cameras in personal cell phones, there has been minimal interest in an on-mountain photography service for the past ten years.

4.) **Resort Real Estate Sales** – Mount Sunapee may enter into an annual contract and lease agreement with an outside company to provide real estate marketing, sales, rentals or reservation services at Mount Sunapee Resort.

5.) **Marzelli Deli** – Mount Sunapee has a contract with Marzelli Deli in Newbury, NH to lease and operate space in the Sunapee Lodge for a Marzelli Deli Coffee Bar.

6.) **Waffle Cabin** – Mount Sunapee signed a three-year contract with “Waffle Cabin” for a ten foot (10’) by fourteen foot (14’) cabin to be located on the snow near the Sunapee Lodge during the winter months. The cabin is classified as a temporary structure, not a building.

The “Waffle Cabin” primarily serves hot, fresh, Belgian style waffles dipped in chocolate. The “Waffle Cabin” group operates thirteen (13) “Waffle Cabins” across New England ski resorts including two others in NH including Waterville Valley and Ragged Mountain. Okemo VT has two “Waffle Cabin” locations.

## **SECTION I      MARKETING and ADVERTISING**

Mount Sunapee's marketing, advertising and sales are under the direction of a full-time year-round Director of Marketing & Sales. The Director of Marketing & Sales is responsible for branding and positioning Mount Sunapee in the competitive New Hampshire and New England ski industry.

Mount Sunapee will be prepared to host approximately 250,000 skier visits during the 2018-2019 ski season. We have averaged 250,000 winter skier visits over the past ten years. Skier visits last winter totaled 186,000 which is well below our 10-year average. Adverse winter weather on key holiday weekends and competition reduced skier visits last year.

### **MARKETING**

Mount Sunapee is positioned as a "big mountain, family resort, close to home" with emphasis on providing consistently superior snow surface conditions, excellent guest services and excellent learn-to-ski programs.

### **ADVERTISING**

Mount Sunapee develops and produces collateral pieces and brochures including a group sales planner, a trail map, a ski school brochure, a magazine and other collateral materials. Mount Sunapee uses newspaper, internet, radio, television and billboard advertising media to promote skiing, snowboarding and summer recreational activities at Mount Sunapee.

### **SALES**

In addition to the Director of Marketing, Mount Sunapee has a full-time year-round Sales Manager to book group business during the ski season and the off-season months.

### **PROMOTIONS & EVENTS**

Mount Sunapee schedules promotions and events throughout the ski season. Some of the more popular events are the "SpringFest Concert," the "Slush Cup" and the "Cardboard Sled Race" in late March and early April of each year.

### **TICKET PROGRAMS**

Mount Sunapee offers many diverse ticket programs and packages including season passes, daily lift tickets, multi-day lift tickets, learn-to-ski packages, group sales programs, corporate ticket programs and special promotional ticket programs.



## **SECTION J                      ENVIRONMENTAL MANAGEMENT PROGRAM**

Mount Sunapee presented its Environmental Management Plan as a required part of its Five-Year Master Development Plans. In this Annual Operating Plan, the areas of the Environmental Management Program that are discussed below are relative to the major resources utilized at Mount Sunapee or to the improvements planned in the current Annual Operating Plan for this summer.

### **A.)      WATER USAGE AND CONSERVATION**

Snowmaking – Mount Sunapee is permitted by the New Hampshire Department of Environmental Services to withdraw up to 258.3 million gallons of water from Lake Sunapee for snowmaking purposes during the winter season. Snowmaking water withdrawals are relatively consistent over the years, and have averaged 150 million gallons for the past five years and 150.5 million gallons for the past 10 years.

Water conservation – Annual water conservation measures (such as low flush toilets) undertaken by Mount Sunapee since 1999 have been effective in reducing wastewater levels in the lagoons despite increased business volume.

In the summer of 2003, Mount Sunapee completed a phased renovation of the restrooms in the Spruce Lodge adding new single faucet, low-flow water fixtures.

In the summer of 2004, Mount Sunapee completed a project that reduced storm water run-off infiltration into the lagoons.

In the past two years, Mount Sunapee added auto-sensor faucets to all hand sinks in the restrooms and auto-flush sensors to all toilets to conserve water.

### **B.)      SEPTAGE DISPOSAL / TREATMENT**

Mount Sunapee operates a lagoon and spray field waste treatment system under the rules and regulations of the NH - Department of Environmental Services.

In May 2013, Mount Sunapee submitted its permit renewal application to the NH-Department of Environmental Services for operation of the lagoons and spray fields. The permit is valid for five (5) years until June 2018.

In May 2018, Mount Sunapee submitted its permit renewal application to the NH-

Department of Environmental Services for a 5-year renewal until June 2023.

Mount Sunapee has retained Hoyle-Tanner Engineering Associates since 1998 for evaluation and permitting of the lagoons and spray fields, and they did the engineering analysis work for the permit renewal.

Septic tanks are generally pumped (septage) two (2) times per year by a licensed NH hauler to a sewage treatment plant. The tanks are usually pumped prior to the ski season, and once during the ski season.

Wastewater from the septic tanks flows to the lagoon system for secondary treatment, and is then pumped to a spray irrigation field in the woods above the lagoons for final polishing (tertiary treatment) in the soil column.

In the summer of 2000, Mount Sunapee rebuilt the existing spray field pipelines, and installed metering to monitor the output of the spray field system.

Since the implementation of water conservation measures at Mount Sunapee in 1999, the total gallons of wastewater input into the lagoons has remained relatively constant despite the increase in skier visits over the past five years.

In the summer of 2006, Mount Sunapee Resort rebuilt the septic fields serving the Summit Lodge using the Presby Environmental System.

### **C.) DRAINAGE, EROSION AND WATER QUALITY ISSUES**

Mount Sunapee utilizes the New Hampshire Stormwater Manuals – volumes 1-3, published in December 2008, for guidance in managing storm water run-off, soil stabilization and erosion control practices.

Many erosion control buffers, swales, stone check dams and level spreaders are in place to reduce the velocity of storm water run-off and maintain water quality.

In mid-April, sand from winter sanding operations is cleaned up by a machine designed for sweeping up sand from the parking lots and roadways. This spring clean-up prevents very fine sand particles from being washed into the brooks flowing from Mount Sunapee during spring rains and run-off.

Mount Sunapee also uses many best management practices in its maintenance operations to maintain the water quality in the streams flowing from the mountain.

In the vehicle maintenance shop, all wash water from the floor drains goes into two separation chambers, a solids separator and an oils separator, before being piped into the waste water lagoons. The separation chambers are pumped annually by licensed professional firms to ensure proper disposal. These practices have been adopted from EPA guidelines for water quality.

**D.) SOLID WASTE DISPOSAL**

Purchasing discretion is used to reduce solid waste by avoiding or minimizing the use of certain packaging such as styrofoam and other products to minimize waste.

Recycling efforts have increased each year at Mount Sunapee since 1998. Recycling of glass bottles has been a standard practice since 2006-2007.

Mount Sunapee currently recycles glass bottles, light bulbs, and plastic containers, cardboard, paper, aluminum cans, scrap metals, waste oils and kitchen oils.

In 2009, Mount Sunapee entered into a contract with our solid waste carrier, Casella Waste Services, to provide single-stream recycling at Mount Sunapee. We continue to research opportunities to expand our recycling program where feasible.

Recycled tonnage has grown from 8 tons to over 20 tons in the past five years. Trash tonnage has decreased as the quantity of recycled waste has increased.

**E.) AIR QUALITY AND TRAFFIC CONGESTION MITIGATION**

Mount Sunapee had a “State Permit to Operate,” # SP-0034, from the NH – Department of Environmental Services for the operation of four (4) stationary diesel air compressors used in snowmaking, and four (4) diesel emergency evacuation engines used in chair lifts. Mount Sunapee operated these diesel engines in compliance with State and Federal air emission regulations.

All four diesel air compressors that were originally permitted are no longer in service, and Mount Sunapee terminated its State Permit to Operate in January 2014.

On January 31, 2014, NH-DES issued a “General State Permit,” # GSP-EG-0427, to Mount Sunapee for the operation of the four diesel emergency evacuation engines used in its chair lifts.

Mount Sunapee used the State Beach for overflow parking five (5) times during the 2017-2018 ski season.

For the last five years, the State Beach is used, on average, six times per year. In 2010-2011, the State Beach was used for overflow parking eleven (11) days, the most ever.

The overflow parking days generally coincide with peak holiday weekends of the winter season: December 28-30; January 19-20; and, February 16-18.

Mount Sunapee works with the Town of Newbury Chief of Police on anticipated peak traffic days during the winter season.

**F.) FORESTRY MANAGEMENT**

The forested lands within the Mount Sunapee lease are not actively managed for timber harvesting or silviculture.

**G.) WETLANDS IMPACTS**

Wetlands at Mount Sunapee are regulated by Local, State and Federal rules, and Mount Sunapee complies with these rules and regulations in all proposed projects.

**H.) WILDLIFE HABITAT PRESERVATION**

Per 1986 NH Fish and Game Department mapping, no critical wildlife habitat areas were identified within the lease area. Improvements proposed in the current Annual Operating Plan would not affect critical wildlife habitat.

**I.) SCENIC AND AESTHETIC QUALITIES**

The Annual Operating Plan for 2018-2019 preserves the scenic and aesthetic qualities of Mount Sunapee by maintaining the general character of the area with its summer recreational activities, and by maintaining the facilities for the alpine skiing experience in winter recreational activities.

The planning efforts and the choices of recreational activities in the 2012 Summer Recreational Program are designed to be consistent with the natural setting and overall character of Mount Sunapee.

The winter recreational activities in this Annual Operating Plan are consistent with the recreational activities offered at Mount Sunapee prior to the Lease & Operating Agreement of April 1998.

**J.) RARE PLANT RESOURCES**

The NH Natural Heritage Inventory has identified a population of a threatened orchid, bog twayblade (*Liparis loeselii*), existing on the Duckling (Jet Stream) ski slope that is apparently perpetuated “in part by management of the open ski run.”

The work proposed in this Annual Operating Plan would not affect this plant population. Mount Sunapee will protect the population by mowing the trail after mid-August allowing time for flowering and seed dispersal.

**K.) ARCHAEOLOGICAL / HISTORICAL RESOURCES**

A previously unknown burial site from the 1700s has been located in the woods to the east of the South Peak ski slopes. The site is protected in an undeveloped area.

## **ENERGY CONSERVATION and MANAGEMENT**

### **a.) Spruce Lodge boiler replaced**

In the summer of 2013, Mount Sunapee replaced the original 1962 boiler in the Spruce Lodge with two smaller boilers, operating in a two-stage system. The new boilers are propane fired.

The two-stage dual boiler system has resulted in greater energy savings due to the first stage operating when the load demand is less than 50%. The second stage kicks in when the load demand is greater than 50%. The original boiler was a 100% duty boiler operating at peak capacity at all times.

A 50% decrease in energy usage was achieved in 2013-14, and the two boiler system also provides system redundancy.

### **b.) Fuel storage facility**

In the November of 2011, Mount Sunapee replaced both of the underground, single-wall fuel storage tanks at the Service Shop. A new double-walled, 12,000 gallon tank with an internal partition was installed to meet the state and federal regulations. A Veeder-Root fuel monitoring and alarm system was installed to monitor both partitions of the tank.

Originally installed in 1985, the 6,000 gallon gasoline tank and the 6,000 gallon diesel fuel tank were single wall tanks and had to be replaced before December 31, 2012 to meet state and federal regulations.

All underground fuel storage tanks at Mount Sunapee are double-wall tanks, and the fuel storage facility is in full compliance with all State and Federal regulations.

### **c.) Bio-diesel fuels**

In the fall of 2007, Mount Sunapee changed fuel providers and began using bio-diesel fuel blends from Evans Motor Fuels in its operations.

A bio-diesel B-5 blend was used in the #2 heating oil supplied for use in the base lodges heating oil systems. In accordance with Federal EPA regulations, all diesel fuel is an ultra-low sulfur formation with less than 15ppm sulfur content.

### **d.) Electrical Energy Efficiencies**

Mount Sunapee has completed the replacement of older fluorescent lighting ballasts with newer, energy efficient ballasts throughout the physical plant in both public and non-public buildings. All new construction has energy efficient fluorescent lighting installed during construction.

In the summer of 2007, Mount Sunapee purchased the latest technology in energy efficient snow guns. Eighteen (18) new HKD SV-10 snow guns were added which operate more efficiently at higher temperatures than our current snow guns.

In the summer of 2008, Mount Sunapee purchased an additional thirty (30) new HKD SV-10 energy efficient snow guns.

In the summer of 2009, Mount Sunapee purchased an additional ten (10) HKD SV-10 energy efficient snow guns, and one (1) Techno-Alpine tower mounted fan gun.

In the fall of 2011, Mount Sunapee purchased another fourteen (14) HKD SV-10 energy efficient snow guns.

In the fall of 2013, Mount Sunapee purchased an additional fifty-two (52) HKD-SV10 Impulse snow guns which resulted in a savings of over 500,000 KWHs of electricity last season.

In the last six years, Mount Sunapee has purchased one hundred and thirty-nine (139) HKD SV-10s to replace older inefficient snowmaking guns.

In the summer of 2015, Mount Sunapee purchased another thirty-three (33) HKD SV-10 snow guns to continue improving our energy efficiency in snowmaking.

In the summer of 2016 and 2017, Mount Sunapee purchased another sixteen (16) HKD SV-10 snow guns. The new SV-10 snow guns use only 25 percent of the compressed air as the older K3000 ground snow guns used which has resulted in significant annual energy savings.

In 2018, Mount Sunapee added fifteen (15) HKD Phazer ground guns for use on ski trails that are not candidates for tower mounted snow guns.

#### **L.) STORM WATER POLLUTION PREVENTION PLAN**

Mount Sunapee has an internal Storm Water Pollution Prevention Plan for storm water pollution prevention measures and to use as a basis for improving Best Management Practices (BMP). A Multi-Sector General Permit is not required by the Environmental Protection Agency for ski areas which are classified under the SIC 7011 code.

## **Comprehensive List of Best Management Practices (BMP)**

Best Management Practices (BMP) are generally considered to be specific practices that are used to minimize or prevent groundwater and surface water pollution to lakes, rivers and watersheds as a result of day-to-day activities. Many BMPs are associated with stormwater runoff prevention.

BMP are more broadly considered to be procedures and policies that eliminate or reduce adverse environmental effects from pollutants.

BMP in Mount Sunapee's maintenance operations have been implemented for many years, and they constantly evolve and improve.

**Below is a list of manuals and publications that are utilized by Mount Sunapee Resort to establish its BMPs to reduce or eliminate adverse environmental impacts.**

1. New Hampshire DOT Guidelines for Temporary Erosion and Sediment Control and Stormwater Management.
2. NH Stormwater Management Manual, Volume 1: Stormwater and Antidegradation.
3. NH Stormwater Management Manual, Volume 2: Post-construction Best Management Practices Selection and Design.
4. NH Stormwater Management Manual, Volume 3: Erosion and Sediment Controls during Construction.
5. NH-DES Best Management Practices for NH Solid Waste Facilities
6. NH-DES Best Management Practices for Groundwater Protection

Mount Sunapee Resort uses its own internal Vehicle Maintenance and Service Garages, Stormwater Pollution Prevention Plan (SWPPP) which was developed in 2006 and is updated annually.

**Examples of Best Management Practices at Mount Sunapee:** Please see the list, below, of some of the BMPs utilized by Mount Sunapee Resort in its operations to reduce or eliminate adverse environmental impacts and pollution.

- The sand/salt mixture for sanding roads and parking lots in the winter is stored in an enclosed three-sided building with a concrete floor. Any spillage during unloading or loading operations is scooped up and returned to the sand pile inside the enclosed building.
- Sand from winter sanding operations in Parking Lot 1, Parking Lot 2 and at the State Beach is swept up each April by a sweeper truck to minimize silt run-off.

- In the Vehicle Maintenance Shop, all wash water from the floor drains goes through two separation chambers, a solids separator and an oils separator, before being piped into the waste water lagoons. The separation chambers are pumped twice annually by professional firms that are licensed for the disposal of such refuse.
- In the Vehicle Maintenance Shop and in the Service Shop, all oils, lubricants and solvents are stored indoors year-round.
- All parts washing basins that are solvent based are internally re-circulating fluid devices with no solvents released from within the closed system.
- Procedures are in place advising the maintenance staff about the proper use and storage of all solvents, chemicals and oils.
- Fuel storage tanks have electronic monitoring systems and are manually monitored by Mount Sunapee staff.
- As a standard BMP, any vehicle or piece of equipment that shows any sign of a fluid leak is immediately removed from service and the leak is repaired.
- Waste oils and fluids such as anti-freeze are stored indoors in 55 gallon drums until picked up by licensed professional firms for proper disposal.
- There are two 275 gallon outside waste oil tanks. These tanks are not filled outdoors, but have inlet pipes coming from inside the Maintenance Shop. Waste oils and fluids are disposed of when the designated container is 80 percent full.
- Mount Sunapee has emergency spill containment kits at all buildings and has developed spill response procedures. Staff is trained in the procedures to immediately deal with spills. Each building has its own dedicated yellow 55-gallon emergency spill containment kit.
- The emergency spill kits consist of booms to encircle and contain the spill zone and absorbent material designed specifically to absorb the spilled fluid. After clean up, the contaminated materials used in the clean-up are placed in the 55-gallon container, and the container is picked up by a professional firm licensed for the proper disposal of such refuse.
- All paints and solvents are stored indoors. Empty containers are picked up by a professional firm licensed for proper disposal each fall following the summer maintenance season.
- Used tires and used batteries are stored indoors for brief periods of time until picked up by licensed professional firms for proper disposal.



- All agricultural products used for erosion control such as hay, seed and fertilizer are stored indoors year-round.
- Very few pesticides are used at Mount Sunapee and those that are used are stored indoors and are used according to the label instructions for approved uses. Mount Sunapee typically uses professional firms to spray building eaves annually for cluster flies and other pests.
- Erosion control silt fencing and staked hay bales are used around the perimeter of any disturbed areas of soil during construction and/or maintenance operations.
- Drainage ditches have stone check dams to reduce the velocity of storm water run-off and to create sediment settling areas. These check dams are regularly cleaned and maintained.
- Level spreaders and swales are also used to reduce storm water run-off and to create sediment settling areas. These areas are regularly cleaned and maintained.
- Regular mowing is done on the berms and sides of the dams of the waste water lagoons to prevent sapling root growth into the banks of the dams.
- Grass is allowed to grow tall along the edges of stream banks to be a vegetative buffer to protect the streams.
- Brush is chipped with a wood chipper rather than burned.
- Glass bottles and plastic bottles are separated in the solid waste stream and placed in a recycling dumpster.
- Recycling boxes are purchased to ship burned out fluorescent light bulbs back to proper disposal / recycling facilities.
- Metal waste is collected in a waste metal dumpster for recycling.
- Waste cooking oil from culinary operations is collected and picked up monthly for recycling by Amenico.
- All cardboard waste is separated into its own dumpster for recycling.
- Water conservation measures include replacing standard flush valves with auto sensor valves on toilets and faucets.
- Safety Data Sheets (SDS) are maintained for all chemicals used at Mount Sunapee, and all staff receives orientation training on the availability of SDS information.

## **SECTION K      SIGNAGE**

Mount Sunapee believes that high quality, effective signage is important and continues to maintain and upgrade its resort signage each year. Our signs are designed to be informational, simple and consistent in design.

Design changes to the Mount Sunapee State Park entrance sign were approved by the NH DRED - Division of Parks, and the Town of Newbury in December 1999.

Also in 1999, Mount Sunapee completed the replacement of all the existing ski trail signage on the mountain with new ski trail directional signs.

In 2000, Mount Sunapee replaced the existing chairlift signage at the base of each chairlift and improved signage on the buildings.

A “*Courtesy Counts*” safety and skier courtesy program was launched at Mount Sunapee for the 2000-2001 ski season, and signage was placed on the chairlift towers and in the lodges promoting the concept of courtesy and safety on the ski slopes. This program is updated each year.

In the summer of 2008, Mount Sunapee renovated the main, large entrance sign at the traffic circle.

In the summer of 2014, Mount Sunapee added indirect lighting powered by two solar panels to the large sign at the Route 103 entrance in accordance with the Town of Newbury’s sign regulations.

In the summer of 2018, Mount Sunapee will continue its upgrades of the resort’s signage to provide better information and directions for traffic and skier flow around the resort.

Signage for the Summer Recreational Program has been developed and placed in appropriate locations and we will continue to improve upon our signage in both winter and summer operations.

## **SECTION L UTILITIES and ROADS**

This section provides information on the parking areas, internal work roads, walkways, water supply and distribution, sewage disposal, electrical systems and telephone systems at Mount Sunapee. The following projects have been completed or are proposed:

- Phone System – A fiber optic cable was installed between the two base lodges and from the Spruce Lodge to the maintenance shop in the fall of 2001.

A local area computer network was completed in 2000. A new telephone switch and telephone system was installed in October 2005. A new telephone switch is planned for installation during the fall of 2015.

Wireless service for personal computers and hand-held computers was installed at Mount Sunapee in January 2006.

Verizon Wireless upgraded the communications capabilities of the cellular tower at the summit in the fall and winter of 2011-12 by installing fiber optic cable from the base to the summit in preparation for LTE 4G technology service from the cell tower.

As a part of that upgrade, Mount Sunapee Resort has fiber optic connectivity in addition to the existing copper wire phone network. Also, “In-building” technology was installed in the Spruce Lodge in the fall of 2012 to improve the signal strength in this building.

- Deep Well – Well testing was performed in 1999 to determine the capacity of the primary source of potable water for Mount Sunapee. The well has significant water capacity that will meet the needs of Mount Sunapee for the foreseeable future.
- Electrical Transformers – Mount Sunapee has its electrical transformers checked annually by TSI, Inc. for maintenance needs and to assure their operational reliability.
- Parking Areas – All parking lots receive annual maintenance in the form of snow removal, trash clean up, and sand removal in the spring and drainage maintenance.
- Sewage Disposal – Engineering consultation with Hoyle-Tanner Associates continues for monitoring the wastewater inflows into the lagoons and for assuring that the capability of the lagoons is adequate for Mount Sunapee’s needs.

Our Groundwater Discharge Permit, GWP-198704058-N-005, renewal application was submitted on May 11, 2018. When approved, the permit would be valid for five years through May 2023. We are not planning to expand the spray fields at this time, and did not propose doing so in this permit renewal application.

## **SECTION M     IMPLEMENTATION of the MASTER DEVELOPMENT PLAN (MDP)**

Mount Sunapee's first Five-Year Master Development Plan (MDP) 2000-2004 was presented to the NH Department of Resources and Economic Development (DRED) on January 25, 2000, and described capital improvement plans for the next five years.

Mount Sunapee's second Five-Year MDP 2005-2009 was presented on June 1, 2004, and described capital improvement plans for Mount Sunapee for the next five to ten years.

Mount Sunapee's third Five-Year MDP 2009-2014 was presented on June 1, 2009, and described capital improvement plans for Mount Sunapee for the next five to ten years.

Mount Sunapee's fourth Five-Year MDP 2015-2019 was presented on June 1, 2014, and described capital improvement plans for Mount Sunapee for the next five to ten years.

Mount Sunapee submitted its revised 2016-2020 MDP to DRED on December 1, 2015, and is describes capital improvement plans for the years 2016-2020.

This Annual Operating Plan 2018-2019 describes the MDP capital improvement plans proposed for Mount Sunapee during the spring and summer of 2018.

Mount Sunapee has invested over twenty-two (22) million dollars in capital improvements since July 1, 1998. The summer of 2018 will be our twenty-first (21st) summer of capital improvements and capital maintenance projects at Mount Sunapee.

In the summer of 2018, new capital projects and capital maintenance projects are estimated to cost approximately \$550,000. All projects are capital maintenance projects with no new major capital projects planned.

Mount Sunapee has designs for an extensive renovation of the Spruce Lodge, but a large renovation project is not planned for this summer. Phase 2 in the renovation of the food court area and the seating area in the Spruce Café was completed in 2016.

All of the capital maintenance spending planned for the summer of 2018 will be to maintain or expand the existing facilities, equipment and inventories at Mount Sunapee.

Some capital improvement projects planned for Mount Sunapee have been presented and approved by the DRED in Mount Sunapee's previous Annual Operating Plans, but have not been started yet.

Due to financial constraints, planning and permitting approvals, and/or time constraints some previously presented Annual Operating Projects will be carried over into future Annual Operating Plans.

**Improvements planned in the 2018-2019 Annual Operating Plan:**

**1.) SKI TRAIL IMPROVEMENTS**

- Maintenance projects.

**2.) CHAIRLIFT IMPROVEMENTS**

- Maintenance projects.

**3.) BUILDING IMPROVEMENTS**

- Maintenance projects, including phase two of the roof shingles replacement on the Sunapee Lodge.

**2.) SNOWMAKING SYSTEM IMPROVEMENTS**

- Snowmaking system maintenance projects including replacing some of the original 1982 snowmaking pipe on the South Peak ski trails.

**3.) INFRASTRUCTURE IMPROVEMENTS**

- Maintenance projects.

**4.) OTHER IMPROVEMENTS – Summer Adventure Park projects**

- Complete a Mountain Bike trail in the South Peak Adventure Park area.

**Projects previously approved by the NH-Department of Resources and Economic Development in previous Annual Operating Plans:**

**SKI TRAIL IMPROVEMENTS**

- Construction of a new ski trail to the west of the Upper Ridge trail.
- Widen a section of Billy Goat trail (renamed Pipeline).
- Construct a new ski trail from the summit of North Peak to the base of the Sunbowl area.

**CHAIRLIFT IMPROVEMENTS**

- Install a new chairlift from the base of the Sunbowl area to the summit of North Peak.

**SNOWMAKING IMPROVEMENTS**

- Add snowmaking capability to new ski trails when constructed.
- Replace the existing South Peak snowmaking system on all trails.
- Install snowmaking on the new ski trail from the summit of North Peak to the base of the Sunbowl area.

**INFRASTRUCTURE IMPROVEMENTS**

- Construct a new gravel Parking Lot #4 along the Access Road.
- Expand the spray fields for the septic system.

*(Note: none of the above previously approved projects will be undertaken in the summer of 2018 at Mount Sunapee Resort.)*

**NOTE:** *The section below first appeared in the 2015-16 Annual Operating Plan looking forward to the summer of 2016. These projects are most likely delayed until the summer of 2019.*

### **Future improvements planned for the 2019-2020 AOP:**

Due to the lead time in permitting capital improvement projects, Mount Sunapee may begin NH - DES and Town of Newbury Site Plan review permitting for the following projects this fall in order to potentially start construction in early 2019.

#### **1.) SKI TRAIL IMPROVEMENTS**

- a. Build a new ski trail from the summit of North Peak to the base of the Sunbowl area.

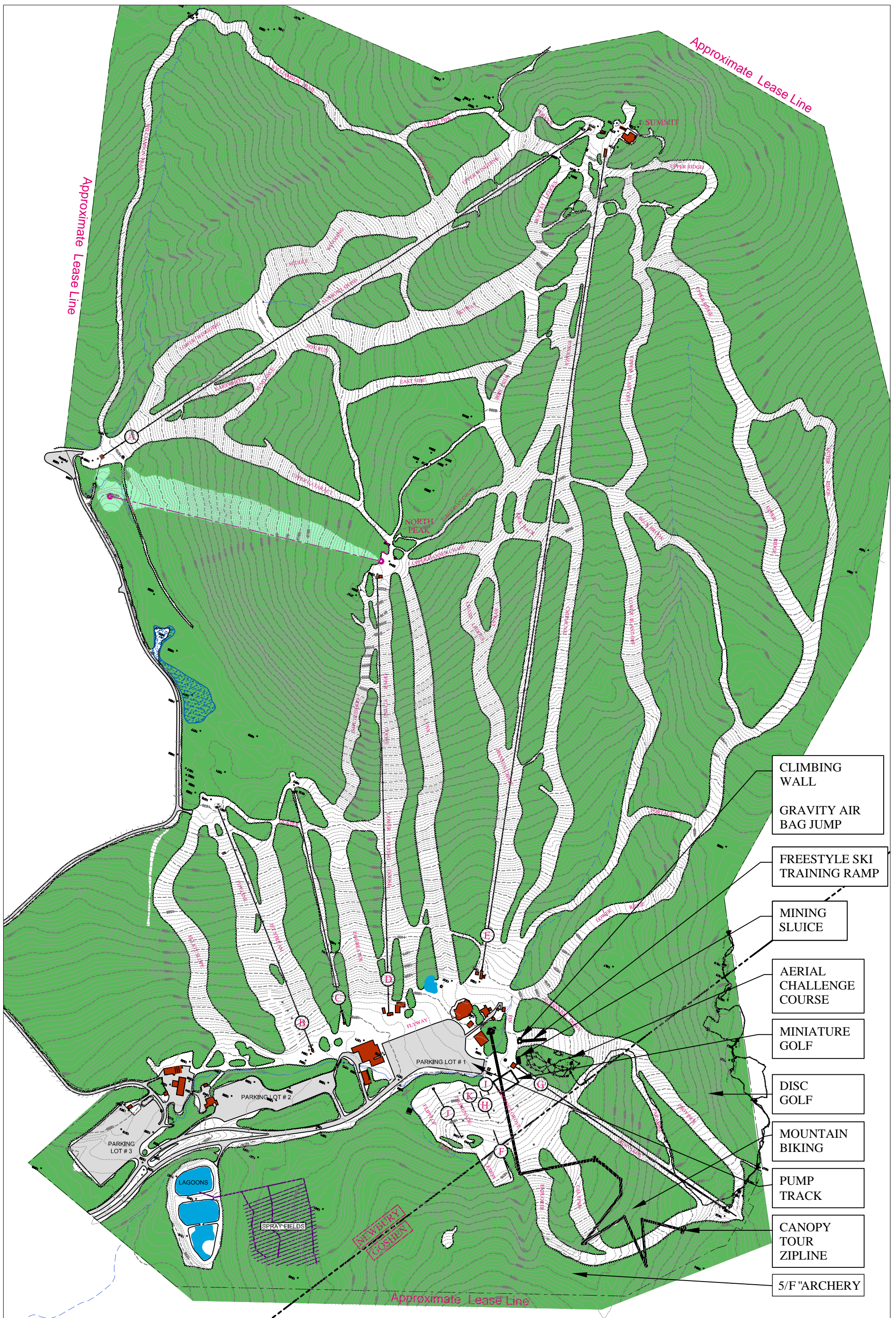
#### **2.) CHAIRLIFT IMPROVEMENTS**

- a. Install the Sunbowl Quad on the North Peak Triple lift line.
- b. Remove and install the North Peak Triple from the base of the Sunbowl to the summit of North Peak.

#### **3.) SNOWMAKING SYSTEM IMPROVEMENTS**

- Add snowmaking on the new ski trail from the summit of North Peak to the base of the Sunbowl area.





- CLIMBING WALL
- GRAVITY AIR BAG JUMP
- FREESTYLE SKI TRAINING RAMP
- MINING SLUICE
- AERIAL CHALLENGE COURSE
- MINIATURE GOLF
- DISC GOLF
- MOUNTAIN BIKING
- PUMP TRACK
- CANOPY TOUR ZIPLINE
- 5/F "ARCHERY

MOUNT SUNAPEE RESORT  
OPERATOR

- |  |                    |  |                     |
|--|--------------------|--|---------------------|
|  | EXISTING BUILDINGS |  | EXISTING VEGETATION |
|  | EXISTING ROADS     |  | EXISTING LIFTS      |
|  | EXISTING PONDS     |  |                     |



**MOUNT SUNAPEE**  
GOSHEN & NEWBURY, NEW HAMPSHIRE

**IMPROVEMENTS PLAN 2018**  
May 15, 2018



**AOP2018**