

Appendix J: Sample performance evaluation

**OUTFITTER AND GUIDE
Performance Evaluation and Field Inspection**

Permit Holder: _____ Date: _____

Permit category: () Priority () Transitional Priority

Activity: _____

Location: _____

Permit Holder Representative present during inspection ()Y ()N

Name: _____

This inspection is: Midseason () Final ()

Camp in operation at time of inspection? ()Y ()N ()N/A

EVALUATION:

1. Performance Evaluations. The objective of this performance evaluation is to provide feedback to the Permit Holder on how well the operation meets the terms and conditions of the permit and provides service to the clients. The overall goal is to continue open communications between the Forest Service and the Permit Holder, protect natural resources and ensure quality customer service and safety.

The permit is being evaluated on the performance of the holder, company representatives, such as guides or other employees, and the performance of ancillary service providers, as applicable

There are four (4) categories of evaluation factors: A.) Resource Protection, B.) Permit/Operating Plan Compliance, C.) Client Service and Safety, and D.) Permit Administration.

2. Performance Standards. The performance evaluation form, with performance elements and associated point values, are the standard measures of how well this permitted operation complied with the terms and conditions of the Permit and Annual Operating Plan. Evaluations may be done annually, twice yearly, or as needed. Permit Holders shall be notified when evaluations are scheduled to take place. The Forest Service evaluator will discuss the findings with the Permit Holder (or representative) during the field inspection. The Permit Holder (or representative) will be allowed to view the field notes from any inspection and will be required to sign the form. The Authorized Officer has the final decision on the points to be assessed for any failure to follow the terms of the permit or operating plan.

3. Probation, Suspension and Revocation. The accumulation of 30 or more points in one year will result in probationary status and may result in revocation of the permit. Two consecutive probationary ratings may result in suspension or revocation of the permit. Should the Permit Holder accumulate 60 or more points within a 5-year period, the Authorized Officer may place the permit in probationary status, suspend, or revoke the permit entirely.

The points identified in parentheses for each performance element are the maximum points that would generally be assessed for deficiencies within that specific evaluation criteria. However the Authorized Officer may assess more or fewer points after considering extenuating circumstances and the severity of the specific deficiency.

	PERFORMANCE CATEGORY	Acceptable YES	NO	NOT INSPECTED	NA	POINTS ASSESSED
	A. RESOURCE PROTECTION					
	1. Sites or camps located in accordance to permit and/or Operating Plan (10 pts)					
	2. All improvements in accordance to permit and/or Operating Plan. (10 pts)					
	3. Cleanup and sanitation in accordance with Operating Plan. (10 pts)					
	4. Managing stock in accordance with Operating Plan, including hitching and feed. (10 pts)					
	5. Site or camp operation and maintenance in accordance with Operating Plan. (10 pts)					
	6. Fire use, prevention and control practiced as required in the permit and/or Operating Plan. (5 pts)					
	7. Other resource protection as outlined in the Operating Plan. (10 pts)					
	8. Does permit holder use minimum impact techniques as outlined in Operating Plan. (10 pts)					

Comments and Corrective Action: _____

Total Points Category A

	PERFORMANCE CATEGORY	Acceptable YES	NO	NOT INSPECTED	NA	POINTS ASSESSED
	B. PERMIT, PLAN COMPLIANCE:					
	1. Did holder provide neat, orderly and safe facilities, campsites, and equipment in good repair? (5 pts)					
	2. Did holder show courtesy to clients and general public? (10 pts)					
	3. Was operation properly coordinated with other land owners and government agencies (if required)? (10 pts)					
	4. Did clients receive education and interpretation information about the area and its values? (5 pts)					
	5. Did clients or general public submit legitimate unfavorable comments? (5 pts)					
	6. Rates, services, and/or accommodations provided as represented by Permit Holder. (15 pts)					
	7. Service is provided without discrimination by segregation or otherwise against any person on the basis of race, color, creed, religion or national origin. Title VI and ADA Compliance (5 points)					

Comments and Corrective Action: _____

Total Points Category B

	PERFORMANCE CATEGORY	Acceptable YES	NO	NOT INSPECTED	NA	POINTS ASSESSED
	C. CLIENT SERVICE and SAFETY					
	1. Did permit holder provide adequate, appropriate, and well maintained equipment (10 pts)					
	2. Did holder follow health, safety and rescue procedures as outlined in Operating Plan? (15 pts)					
	3. Did guests receive a safety orientation prior to activity? (15 pts)					
	4. Did holder provide safety and first aid equipment and trained personnel as outlined in the Operating Plan? (10 pts)					
	5. Sanitary conditions satisfactory (10 pts)					

Comments and Corrective Action: _____

Total Points Category C

PERFORMANCE CATEGORY	Acceptable YES	NO	NOT INSPECTED	NA	POINTS ASSESSED
D. PERMIT ADMINISTRATION					
1. Application, proof of insurance and signing of Permit done timely and properly. (10 points)					
2. Permit holder complies with all requirements of State, Federal, or County laws and regulations which are applicable to the operations covered by the Permit. (20 points)					
3. Payments made on time as specified in the Bill for Collection and/or Operating Plan. (5 points)					
4. Advertising conducted in accordance with Operating Plan. (5 points)					
5. Permit holder actively participates in preparation of Operating Plan as required by the Forest Service. (5 points)					
6. Estimated/Actual Use, itinerary, and revenue submitted as scheduled in Operating Plan and Permit. (10 points)					
7. Other administrative requirements of Operating Plan and Permit followed (list in comments below). (5 points)					
8. Authorized use in accordance with Permit and Operating Plan. (20 points)					

Comments and Corrective Action: _____

Total Points Category D

Other comments or rating (complaints, DOW recommendations, state licensing board, Outfitter Guide Association, etc.) (attach documentation)

Midseason Points Assessed
Total Categories A, B, C, D

Final Evaluation Points Assessed
Total Categories A, B, C, D

Overall Evaluation: () Acceptable () Probationary () Unacceptable

Inspector: _____ Date: _____ Title: _____

Permit Holder: _____ Date: _____ Title: _____
(Representative)

Permit Administrator: _____ Date: _____ Title: _____

Approved by: _____ Date: _____
Authorized Officer

Permit Holder: _____ Date: _____
The Permit Holder's signature acknowledges receipt and review of the rating, not necessarily agreement.