Appendix 7: Standard Performance Evaluation Form

Performance Appraisal
Concession Campgrounds

Ranger District: _____ Holder: _____

Appraiser: _____ Date _____

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
A. PERMIT TERMS	*******	*******	*******	*******
!1. Insurance requirements met				
!2. Payments timely				
3. Use reports accurate & timely				
!4. Title VI requirements met				
5. Other permit terms met (specify below)				
Communications				
Interpretive Programs				
Miscellaneous Sales				
B. OPERATION & MAINTENANCE PLAN	*******	*******	*******	*******
!1. O&M Plan complete & properly submitted				
2. G/T off-set plan submitted in a timely manner				
!3. G/T off-set projects completed to standard				
4. Pre- and post-season ops & maintenance performed to standard and in a timely manner				
C. CUSTOMER SERVICE This evaluation criteria is related to MM standards	*******	*******	*******	*******
!1. Good PR maintained with Forest visitors				
2. Good comments received from visitors				
!3. Fees & services provided as represented				
4. Visitor compliance with FS regs obtained				
D. MEANINGFUL MEASURES	*******	*******	*******	*******
Health and Cleanliness	*******	*******	*******	*******
!1. Humans free from exposure to human waste				
!2. Water and sewage treatment systems meet w/ all state & FS standards				
3. Garbage does not exceed container capacities				
4. Garbage containers are animal resistant				
5. Sites are free of litter & animal refuse				
6. Graffiti is removed within 48 hours of discovery.				
7. Toilets & garbage areas free of objectionable odors				
8. All other facilities are kept clean				

! Denotes a Critical Element

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
Setting	*******	*******	*******	*******
!1. Effects from recreation use that conflict with environmental laws are analyzed and mitigated				
2. Recreation opportunities and site management are consistent with ROS objectives				
3. Landscape character at all sites is consistent with Forest scenic integrety objective(s)				
4. Existing vegetation management plan(s) are adhered to & vegetation loss or erosion caused by recreation use is corrected or prevented				
5. Numbers of people & vehicles is kept below site capacity				
Safety & Security	*******	*******	*******	*******
!1. Safety inspections completed annually. Documented high risk conditions are corrected prior to use				
!2. High-risk conditions that develop during the season are mitigated, or the site is closed				
!3. Employees have dependable communications				
!4. Activities prohibited under 36 CFR 261.14, sub-part A are dealt with appropriately				
!5. Utility systems meet applicable state and local regulations.				
Responsiveness	*******	*******	*******	*******
!1. Facilities, when signed as accessible, meet guidelines in UAOR: A Design Guide				
2. All site entrances are well marked, easily found, and visitors feel welcome				
3. Info boards look fresh, professional, are uncluttered and contain appropriate info. Multi-lingual services are provided as needed				
4. All personnel demonstrate good customer services practices				
Condition of Facilities	*******	*******	*******	*******
!1. All restrooms are functional and in good repair				
2. All facilities, including parking and use sites, meet FS design standards and guidelines in UAOR: A Design Guide, per the transition plan				
3. All structures and facilities meet the INFRA-STRUCTURE definition for good condition				
4. Signs & bulletin boards are well maintained and meet FS standards				
5. Roads are treated to control dust				
6. Vandalism is corrected or mitigated within 1 week of discovery				

! Denotes a Critical Element

Comments and/or corrective actions pertaining to specific items listed above: _____

_____

_____

Have all "Below Standard" items from previous performance inspection/appraisal(s) been corrected?

_____

_____

_____

Holder's comments: _____

_____

_____

(Continue on a separate sheet of paper if desired)

Midyear Evaluation and Appraisal Overall Rating

Above Standards ( ) Meets Standards ( ) Below Standards ( ) Unacceptable ( )

Note: 1. If any Critical Element is rated "Below Standards," the best possible overall rating is Below Standards.

2. If any Critical Element is rated "Unacceptable," the best possible overall rating is Unacceptable.

3. If one to three other elements are rated "Unacceptable," the best possible overall rating is Below Standards.

4. If three or more Critical Elements are rated "Below Standards" or over four other elements are rated "Unacceptable," the best possible rating is Unacceptable.

Below Standards: The holder is given notice regarding which element(s) justify the rating, and if performance in this element(s) is not improved prior to the next rating period, the Below Standards rating shall be reduced to an Unacceptable rating.

Unacceptable: The holder is issued written notice of the Opportunity to Take Corrective Action as stipulated in Section V (C) of the Special-Use Permit. This is the required first step in suspension and/or revocation of use over all or portions of the permit area. In some instances, such as a lack of adequate insurance, safety issues, etc., suspension or revocation may take place immediately.

Signatures:

Holder Representative: _____ Date: _____

Forest Representative: _____ Date: _____

The holder's signature denotes that the Forest Service representative has discussed this evaluation/appraisal with the holder or his/her representative. A signature does not necessarily constitute agreement or acceptance of the rating.