

Appendix 6: Sample Customer Service Comment Card

We Need your Views on Your Camping Experience

_____ National Forest

_____ Campground

This campground is located on National Forest land but is operated under a special use permit issued by the USDA Forest Service. By giving a private operator this opportunity, we are able to continue services to the public that might have been curtailed under present funding restrictions.

Continuous contact is maintained between the concessionaire and the District Ranger for this campground to make sure that all public service provided is satisfactory. To augment this information, it is important for the Forest Service to have the views of you, the camper!

For that reason, we’re asking that you take a moment and let us have your comments on the subjects indicated. We’ve tried to keep it as brief as possible, so if you want to comment on something not listed, please feel free to do so. It is important, and we appreciate your help. You are assisting us in maintaining good National Forest camping experiences in the future!

Your Comments

We realize that these subjects do not cover all the ground, but they seem to be the ones most people are concerned about. Please let us have your view in the spaces provided below.

1. Cleanliness of campgrounds and facilities:

2. Rules about pets and enforcement:

3. Check-in procedures:

4. Safety and Security:

5. Campground employees—courtesy, helpfulness, knowledge:

6. Availability of information:

7. Other things:

Appendix 7: Standard Performance Evaluation Form

Performance Appraisal Form for Concession Developed Sites

Forest: _____

Ranger District _____

Developed Site: _____ Holder: _____

Administrator: _____ Date: _____

NOTE: Bold-faced items are nationally defined Critical Elements for performance inspection/appraisal ratings.

A. PERMIT TERMS

	Above Standard	Meets Standard	Below Standard
1. Insurance requirements met			
2. Payments timely			
3. Use reports accurate and timely			
4. Other permit items met (specify below)			

B. OPERATION AND MAINTENANCE PLAN

	Above Standard	Meets Standard	Below Standard
1. O&M Plan complete & properly submitted			
2. G/T fee 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)

	Above Standard	Meets Standard	Below Standard
1. Good PR maintained with Forest visitors.			
2. Good comments received from visitors.			
3. Fees & services provided as represented.			
4. Visitor compliance with FS regulations obtained.			

D. MEANINGFUL MEASURES

Health and Cleanliness	Above Standard	Meets Standard	Below Standard
1. Humans free from exposure to human waste.			
2. Water and sewage treatment systems meet w/all state and FS standards.			
3. Garbage does not exceed container capacities.			
4. Garbage containers are animal resistant.			
5. Sites are free of litter & animal refuse.			

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Health and Cleanliness	Above Standard	Meets Standard	Below Standard
6. Graffiti is removed within 48 hours of discovery.			
7. Toilets & garbage locations are free of objectionable odors.			
8. "Pack In/Out" message is posted where used and accumulated trash is removed within 24 hours of discovery.			
9. All other facilities are kept clean.			
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 integrity objective(s).			
4. Existing vegetation management plan(s) are adhered to and 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-			

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Health and Cleanliness	Above Standard	Meets Standard	Below Standard
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.			

Comments and/or corrective actions pertaining to specific items listed above (for this inspection/appraisal(s) :

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

(Continue on a separate sheet of paper if desired)

Performance Inspection/Appraisal(s) Overall Rating System

Nationally, only three performance inspection/appraisal ratings are possible for developed site concession administration. These are: 1) "Above Standard", 2) "Meets Standard" and 3) "Below Standard". These three ratings have been established to provide national consistency and definition for the concession inspection/appraisal rating system. As the Authorized Officer, you may develop additional site-specific rating criteria to assist you in further defining and reaching these three ratings but only these three specific ratings can be used to describe your written rating that is given to the holder, You must also have any additional site-specific rating information presented either as a part of the prospectus or as agreed to with the holder if that criteria is developed after the permit has been authorized.

1. If any Critical Element is rated as "Below Standard", the best possible overall rating is "Below Standard".

With receiving a rating of "Below Standard" for any Critical Element(s), the holder should be given written notice regarding which of the Critical Element(s) did not achieve the "Meets Standard". The performance concerning the Critical Element(s) has to be corrected immediately. Depending on the Critical Element, the permit may be either immediately suspended (i.e. no insurance policy) or the permit administrator may allow continued use but with that Critical Element not available for public use (i.e. a bad water sample).

2. If more than three non-critical elements are rated "Unacceptable," the best possible overall rating is "Below Standard".

With receiving a rating of "Below Standard" for any non-critical element(s), the holder should be given written notice regarding which of the non-critical element(s) did not achieve the "Meets Standard". The performance for these non-critical elements has to be improved prior to the next rating period, which will be defined by the permit administrator. The holder must be issued a written notice for the Opportunity to Take Corrective Action as stipulated in Section VI (B) of the Special-Use Permit (FS-2700-4h (8-02)) by the Authorized Officer or designated permit administrator. This is the required first step towards any suspension and/or revocation of use for all or portions of the permitted use.

3. If any of the elements are found to exceed "Meets Standard", then you must set the rating at "Above Standard".

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

Signatures:

Holder or Representative

Date

Forest Service Representative

Date

Appendix 8: Law Enforcement at Concession Campgrounds

Forest Service Manual 2342.1 lists the Federal laws and regulations that allow occupancy and use of National Forest System lands by entities other than the FS. Clarification of this policy is provided below.

2342.1 - Exhibit 01

Law Enforcement at Concession Campgrounds

ROLES AND RESPONSIBILITIES

1. Concessionaires. In responding to violations of Federal, State, and local laws, ordinances, and regulations, concessionaires have the same authority as a private citizen. Concessionaires generally cannot enforce Federal, State, or local laws or regulations, including 36 CFR part 261, Prohibitions on National Forest System lands. Concessionaires should be knowledgeable of applicable Federal, State, and local laws and regulations, including 36 CFR part 261, and should report violations of these laws and regulations to the appropriate law enforcement authorities.

Concessionaires may enhance public safety at concession campgrounds in a number of ways. For example, they may hire a private security firm, hire off-duty State or local law enforcement personnel, or enter into a cooperative agreement with the county for additional patrols.

Under the terms of the campground concession permit, the authorized officer may allow or require a concessionaire to establish certain restrictions on conduct or rules of use. For instance, the concessionaire may establish a rule of use that limits the number of vehicles per campground site, establishes a limit on the length of stay, or prohibits washing food at a water hydrant. The rules of use may be incorporated into the concessionaire's operating plan, and the concessionaire may be held accountable for ensuring compliance under the terms of the special use permit.

Conduct that violates rules of use may also violate Federal, State, or local laws. When such conduct occurs, the concessionaire should report those violations to the appropriate law enforcement authority. For example, violation of a rule of use may constitute a disturbance of the peace in violation of State law or disorderly conduct in violation of Forest Service regulations at 36 CFR 261.4

To minimize confusion between criminally enforceable Federal, State, and local laws and concessionaire-established rules of use, each should be separately posted within the campground.

2. State and Local Law Enforcement Agencies. Generally, State and local law enforcement agencies have authority to enforce applicable State and local laws, ordinances, and regulations on National Forest System lands. Under 16 U.S.C. 480, States retain their civil and criminal jurisdiction over persons on the National Forests. Thus, crimes involving persons and their property are generally the primary responsibility of State and local law enforcement authorities.

Where a concessionaire has established rules of use, there is no authority for a State or local law enforcement agency to take enforcement action, unless the conduct giving rise to the violation of a rule of use also constitutes a violation of State or local law.

There is no authority for the Forest Service to allow State and local law enforcement personnel to enforce Federal laws and regulations, including 36 CFR part 261. Some conduct may be prosecuted under Federal or State law because the conduct violates both Federal and State law. However, State and local law enforcement officers may enforce only State and local law.

3. Forest Service. The Forest Service retains all its authorities and responsibilities for enforcing Federal laws and regulations relating to administration of National Forest System lands. The role and responsibilities of the Forest Service do not change simply because the Forest Service has issued a special use permit to a concessionaire. Forest Service personnel should continue to enforce all Federal laws and regulations relating to administration of National Forest System lands within concessionaire-operated campgrounds.

Forest Service personnel should not assume, however, that all laws and regulations applicable to facilities operated by the Forest Service are also applicable to sites operated by concessionaries. For example, as a matter of policy the Forest Service does not interpret failure to pay a camping fee charged by a concessionaire to be a violation of 36 CFR 261.15 because the camping fee charged by the concessionaire is not an admission or recreation use fee for a “site, facility, ... or service furnished by the United States.” The agency construes “furnished by the United States” to mean “owned and operated” by the United States.” Therefore, the Forest Service would not cite someone for failure to pay a camping fee at a concession campground because the site is operated by a concessionaire, rather than the Forest Service, and the concessionaire, rather than the Forest Service, retains the campground fees.

The regulations at 36 CFR part 261, subpart A, apply at both Forest Service and concessionaire-operated campgrounds. In contrast, orders issued under 36 CFR part 261, subpart B, may or may not apply at concession campgrounds. A subpart B order must clearly state the area to which it applies. 36 CFR 261.50(c)(1). If the order is forest-wide, it applies to all campgrounds, including concession campgrounds, within the forest. Operating plans for concession campground permits should be consistent with any orders that apply. A concessionaire may not allow an activity prohibited by an order. However, a concessionaire’s rule of use may be stricter than an order.

The Regional Forester or Forest Supervisor may exempt concession campgrounds from an order and may want to exempt them to place more responsibility for the site on the concessionaire. Rules of use rather than the order would then govern. This approach is consistent with one of the purposes of the campground concession program, which is to reduce expenditure of limited Forest Service resources in administering developed recreation sites.

When issuing a subpart B order, the Regional Forester or Forest Supervisor should consider whether the order should apply at concession campgrounds.

2342.1 - Exhibit 01--Continued

If concession campgrounds are exempted from a subpart B order, the rules of use established by concessionaires may differ from the restrictions contained in the order that applies elsewhere. For example, the restriction established by an order on the number of vehicles allowed per campsite at a Forest Service-operated campground may differ from the same type of restriction adopted as a rule of use at a concession campground. Forest Service personnel should ensure that they enforce only those subpart B orders that apply to concession campgrounds.

36 CFR part 261, subpart C, regulations should be handled the same way as subpart B orders. Subpart C regulations are issued by the Chief or Regional Forester to prohibit acts or omissions in all or any part of an area over which the Chief or Regional Forester has jurisdiction.

Forest Service law enforcement personnel should cooperate with State and local law enforcement agencies to the extent authorized by Forest Service policy (FSM 5360) and State and Federal law, such as 16 U.S.C. 559g(c), which authorizes acceptance of a law enforcement designation from States, and 16 U.S.C. 553, which authorizes the Forest Service to aid in the enforcement of State laws in certain respects.

Prospectuses and permits for concession campgrounds should clearly describe the respective responsibilities of Forest Service law enforcement personnel, State and local law enforcement authorities, and concessionaires.

SUMMARY

Crimes involving persons and property are generally violations of State law. State and local law enforcement authorities have jurisdiction to enforce State laws at concession campgrounds. Forest Service personnel have the responsibility to enforce Federal laws and regulations relating to the administration of National Forest System lands. Concessionaires may establish and enforce rules of use that are subordinate to Federal, State, and local laws and regulations. Rules of use are not enforceable by Federal, State, or local law enforcement authorities unless violations or rules of use constitute violations of Federal, State, or local laws.

Concessionaires should contact Federal, State, and local law enforcement authorities to address criminal violations under their respective jurisdictions. Concessionaires may also

consider hiring a private security firm or contracting with off-duty State or local law enforcement personnel to address day-to-day public safety concerns at concession campgrounds.

Campground concession prospectuses and permits should clearly describe the respective responsibilities of Forest Service law enforcement personnel, local law enforcement authorities, and concessionaires. In order to minimize visitor confusion between criminally enforceable Federal, State, and local laws and concessionaire-established rules of use, each should be separately posted within a campground.