

## Performance Appraisal

### Concession Campgrounds

Forest: \_\_\_\_\_

Permittee: \_\_\_\_\_

Appraiser: \_\_\_\_\_

Date: \_\_\_\_\_

*! Denotes a Critical Element*

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
<b>Permit Terms</b>				
!A. Insurance requirements met				
!B. Payments timely				
C. Use Reports accurate & timely				
!D. Title VI Requirements met				
E. Advertising & signage acceptable				
F. Other permit terms met (Specify Below)				
Granger-Thye Projects				
<b>2. Operation &amp; Maintenance Plan</b>				
!A. O&M Plan properly submitted				
!B Fees & services provided as requested				
C. Reservations plan properly submitted, followed				
D. Employees knowledgeable of Operating Plan				
E. Pre and post season operations & maintenance performed correctly and In timely manner				
F. Proper ID of equipment and staff				

*Appendix 7: Standard Performance Evaluation Form  
Prospectus for Campground and Related Granger-Thye Concessions, Allegheny National Forest 2016*

*! Denotes a Critical Element*

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
<b>3. Meaningful Measures</b>				
Health and Cleanliness				
! A. Humans free from exposure to human waste				
!B. Water system managed in compliance w/all State and FS standards and requirements.				
C. Sites meet cleaning rec. sites standards				
D. Garbage does not overflow containers				
E. Garbage containers are vermin proof				
F. Litter & waste removal is timely (within 24 hrs)				
G. Graffiti removal is timely (within 24 hours)				
H. Toilets & garbage containers clean, odor free				
<b>4. Setting</b>				
A. Site capacity limits maintained				
B. Plans and paint colors approved before work starts				
C. Services & recreation opportunities are consistent with ROS objectives				
D. Vegetation management plan adhered too				
E. Unacceptable soil compaction, erosion, vegetation loss, etc. prevented or corrected.				

*! Denotes a Critical Element*

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
<b>5. Safety &amp; Security</b>				
!A. Safety inspections completed & documented				
!B. High-risk conditions corrected prior to use				
!C. High-risk conditions occurring in season are corrected immediately, or identified, or the site is closed to the public				
D. Employees have dependable communication				
E. Employee presence provided as necessary to give users a sense of security				
F. Visitor compliance with FS regs obtained				
G. 36 CFR 261.14 infractions reported promptly				
<b>6. Responsiveness</b>				
!A Facilities posted as ADA compliant				
B Bulletin boards contain required info and are neat, visible, and easy to read				
C. Info and signs readable, current, presentable				
D. Employees receive “Good Host” training and demonstrate good customer service				
E. Positive comments received from visitors				
F. Visitor comment cards made available to each party				

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
<b>7. Condition of Facilities</b>				
A. All facilities functional and in good repair				
B. Facilities maintained in good condition according to Holder M&R Plans				
C. Vandalism corrected within 1 week				

Comments and/or corrective actions pertaining to specific items listed in previous performance Item Table:

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

Permittee's Comments:

*(Continue on a separate sheet of paper if desired)*

## Midyear Evaluation and Appraisal Overall Rating

Above Expectations ( ) Meets Expectations ( ) Below Expectations ( ) Unacceptable ( )

### Note:

1. If any Critical Element is rated "Below Expectations," the best possible overall rating is **Below Expectations**.
2. If any Critical Element is rated "Unacceptable," the best possible overall rating is **Unacceptable**.
3. If more than three noncritical elements are rated "Unacceptable," the best possible overall rating is **Below Expectations**.
4. If three or more Critical Elements are rated "Below Expectations," or over four other elements are rated "Unacceptable," the best possible rating is **Unacceptable**.

**Below Expectations:** The permittee 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 Expectations** rating shall be reduced to an **Unacceptable** rating.

**Unacceptable:** The permittee 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:

Permittee Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Forest Representative: \_\_\_\_\_ Date: \_\_\_\_\_

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