

Appendix 7: Sample Performance Evaluation Form

Performance Evaluation Concession Campgrounds

Forest: _____

Ranger District: _____

Permit Number: _____ Holder: _____

Inspector: _____ Date: _____

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

	Above Standard	Meets Standard	Below Standard
A. PERMIT TERMS			
1. Insurance requirements met			
2. Payments timely			
3. Use reports accurate and timely			
4. Title VI requirements met			
5. Other permit terms met (specify below)			
Communications with Forest Service			
Interpretive Programs			
Miscellaneous Sales			
B. OPERATIONS & MAINTENANCE PLAN			
1. O&M Plan complete and 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. All personnel demonstrate good customer service practices			
2. Visitor complaints are dealt with appropriately			
3. Fees & services provided as represented			
4. Visitors informed about FS regs and with a manner of communication to attain compliance			
5. NRRS is properly managed and implemented			
D. Meaningful Measures			
Health and Cleanliness			
1. Humans free from exposure to human waste			
2. Water systems and sewage treatment or holding systems meet all state & FS standards			

	Above Standard	Meets Standard	Below Standard
3. Garbage does not exceed container capacities			
4. Garbage containers are animal resistant and are operated correctly			
5. Sites are free of litter and animal refuse			
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			
10. Herbicide and pesticide use follows laws, regulations and operating plan requirements			
Setting			
1. Existing vegetation management plan(s) are adhered to & vegetation loss or erosion caused by recreation use is corrected and prevented			
2. Numbers of people & vehicles is kept below site capacity			
Safety and 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. Information boards look fresh, professional, are uncluttered and contain appropriate information.			
Condition of Facilities			
1. All restrooms are maintained in good repair			
2. All structures and facilities meet the INFRA-STRUCTURE definition for good condition for holder MRRI. This includes signage.			
3. Vandalism, animal or other human caused damage 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?

Holder’s comments:

Performance Inspection/Appraisal(s) Overall Rating System

Nationally, only three performance/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 rating 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). 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.

2. If more than three non-critical elements are rated “Below Standard”, 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 (8-20)) 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 the majority of the elements are rated “Above Standard” and two-thirds or more of the Critical Elements are rated “Above Standard” and no elements are “Below 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 Representative: _____ Date: _____