

Appendix 14: Standard Performance Evaluation Form

Performance Evaluation Concession Campgrounds

Recreation Campground / Complex: _____

Permittee: _____

Appraiser: _____ Date _____

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
1. PERMIT TERMS				
!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				
2. OPERATION & MAINTENANCE PLAN				
!A. O&M Plan properly submitted				
!B Fees & services provided as represented				
C. Reservations Plan properly submitted, followed				
D. Employees knowledgeable of operating plan				
E. Pre- and post-season ops & maintenance performed correctly and in timely manner				
F. Proper ID of equipment and staff				
3. MEANINGFUL MEASURES				
Health and Cleanliness				
!A. Humans free from exposure to human waste				
!B. Water system managed in compliance w/ all state and Forest Service standards and requirements				
C. Sites meet <i>Cleaning Rec Sites</i> 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 48 hours)				
H. Toilets & garbage containers clean, odor free				

! Denotes a Critical Element

Performance Item	Above Standards	Meets Standards	Below Standards	Unacceptable
Setting				
A. Site capacity limits maintained				
B. Plans and colors approved before work starts				
C. Services & recreation opportunities are consistent with ROS objectives				
D. Vegetation management plan adhered to				
E. Unacceptable soil compaction, erosion, vegetation loss, etc., prevented or corrected				
Safety & Security				
!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 communications				
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				
Responsiveness				
!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				
G. Visitor comment cards made available to each party				
Condition of Facilities				
!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 of discovery				

! Denotes a Critical Element

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

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.