

Appendix 7A
Standard Performance Evaluation Form for Campground and Related Granger-Thye Concessions

Concessionaire: _____ Date: _____

Concessionaire Representative: _____
Name

Recreation Site: _____

Rating Key: G = Good; S = Satisfactory; U = Unacceptable.

* designates a critical performance standard that will be given more weight in the evaluation. Critical performance standards should be identified in advance, and may vary by concession.

Unsatisfactory critical performance standards or overall ratings must be corrected by the next evaluation, or the permit will be subject to suspension or revocation.

Performance Standards

Permit Terms	Rating		
* 1. Insurance requirements met.	G ()	S ()	U ()
* 2. Payments timely.	G ()	S ()	U ()
3. Use reports accurate and timely.	G ()	S ()	U ()
4. Title VI requirements met.	G ()	S ()	U ()
5. Advertising and signing acceptable.	G ()	S ()	U ()
6. Other permit terms met.	G ()	S ()	U ()

Annual Operating Plan

* 1. Operating plan properly submitted.	G ()	S ()	U ()
2. Employees knowledgeable of operating plan.	G ()	S ()	U ()
3. Rates charged and services provided as represented in operating plan.	G ()	S ()	U ()

Rating

Health and Cleanliness

- | | | | |
|---|-------|-------|-------|
| * 1. Human waste is removed immediately upon discovery or notification. | G () | S () | U () |
| * 2. Water and sewage treatment systems meet state and Federal standards. | G () | S () | U () |
| 3. Garbage does not exceed capacity of containers. | G () | S () | U () |
| 4. Garbage containers are animal resistant. | G () | S () | U () |
| 5. Developed sites are free of litter and domestic animal waste. | G () | S () | U () |
| 6. Graffiti are removed within 48 hours of discovery or notification. | G () | S () | U () |
| 7. Toilets and garbage locations are clean and free of objectionable odor. | G () | S () | U () |
| 8. If the Pack In / Pack Out rule applies, message is prominently displayed, and any accumulations of trash are removed within 24 hours of discovery or notification. | G () | S () | U () |
| 9. All other facilities are clean and well maintained. | G () | S () | U () |

Setting

- | | | | |
|---|-------|-------|-------|
| 1. Numbers of people and vehicles are kept at or below site capacity. | G () | S () | U () |
|---|-------|-------|-------|

Safety and Security

- | | | | |
|---|-------|-------|-------|
| * 1. Site safety inspection is completed annually. Documented high-risk conditions are corrected prior to operating season. | G () | S () | U () |
| * 2. High-risk conditions that develop during the operating season are corrected or mitigated, or the site is closed. | G () | S () | U () |
| * 3. Employees have dependable communications. | G () | S () | U () |
| * 4. Concessionaire law enforcement role is handled effectively. | G () | S () | U () |
| 5. Concessionaire presence provided as necessary to give users sense of security. | G () | S () | U () |
| 6. Patrols conducted as required to maintain sufficient level of law enforcement. | G () | S () | U () |
| * 7. Electrical systems meet state and local requirements. | G () | S () | U () |

Rating

Responsiveness

- | | | | |
|---|-------|-------|-------|
| * 1. Facilities signed as accessible meet accessibility standards. | G () | S () | U () |
| 2. Entrance is well marked. | G () | S () | U () |
| 3. Information boards look professional and uncluttered, and contain current information pertaining to site. Information is provided in other languages, as needed. | G () | S () | U () |
| 4. Personnel demonstrate good customer service practices. | G () | S () | U () |
| 5. Visitor comment cards are available, and customer complaints are handled effectively. | G () | S () | U () |
| 6. Recreation information pertaining to the site is available. | G () | S () | U () |

Facility Condition

- | | | | |
|--|-------|-------|-------|
| * 1. All facilities, including restrooms, signs, and information boards, are functional and in good repair, and meet Forest Service standards. | G () | S () | U () |
| 2. Facilities are properly maintained according to maintenance schedules. | G () | S () | U () |
| 3. Granger-Thye fee offset work is completed and approved by Forest Service. | G () | S () | U () |
| 4. Damage caused by vandalism or accidents is corrected or mitigated within one week of discovery or notification. | G () | S () | U () |

List deficiencies identified during the last performance evaluation. Have they been corrected? Yes/No; if no, document specifics: _____

Elaborate on any items given an unsatisfactory rating. Provide specific reasons underlying the rating, and specify corrective action needed: _____

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Additional comments on performance: _____

Overall Rating: Good, Satisfactory, or Unacceptable

Mid-Year Evaluation

Annual Evaluation

Signatures

Concessionaire: _____ Date: _____
[TITLE]

Evaluator: _____ Date: _____
[TITLE]

Authorized Officer: _____ Date: _____
[TITLE]

