

	Appendix 7A
	<b>Standard Performance Evaluation Form for Campground and Related Granger-Thye Concessions</b>

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**

<b>Permit Terms</b>	<b>Rating</b>
* 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 ( )

**Appendix 7A: Standard Performance Evaluation Form for Campground and Related G-T Concessions**

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<b>Responsiveness</b>	<b>Rating</b>		
* 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 ( )

<b>Facility Condition</b>			
* 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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Appendix 7A: Standard Performance Evaluation Form for Campground and Related G-T Concessions**

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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]

