CONCESSIONER REVIEW PROGRAM - OPERATIONAL PERFORMANCE

A. GENERAL

The Concessions Operational Performance Program (formerly called the Concessions Evaluation Program) establishes operational standards for facilities and services afforded the public, a systematic method for determining their performance level on a periodic and annual basis, through comprehensive evaluations of each facility/service and permits concessioners the opportunity to correct deficiencies without being unfairly penalized. It also spells out specific responsibilities for all National Park Service management levels.

The standards established for each type of facility or service (operation) are composed of distinct elements which are pertinent to satisfactory performance. These elements are classified Major-First Priority (A), Second Priority (B), and Minor-Third Priority (C) based on the degree of their importance, from a visitor and/or employee's well being and enjoyment standpoint.

Whenever there is a conflict between the standards contained herein and any applicable existing or newly promulgated regulation(s) the latter will prevail and will be considered a part of the evaluation criteria under this program.

Conformance to the standards is measured periodically through a comprehensive evaluation and follow-up on each individual facility or operation authorized, based on the standards contained herein. Facilities and operations are rated for each period using the rating criteria set forth on page 7, of this Chapter except for Food Service Sanitation and Safety and Occupational Health which are rated in accordance with the procedures in Standards I and II located in Chapter 21, as Exhibits 1 and 2.

At the end of the year, the periodic operational ratings for each facility or service are summarized on the Summary of Periodic Operational Ratings Form 10-627 and an average periodic rating for the year computed. Such average ratings are then transferred to the Concession Operational Performance Report Form 10-629 and an annual average rating for all like facilities or operations calculated.

The final step in this operational evaluation process is to rate a concessioner's operational performance overall for the year. This annual overall concession operational rating is made by the Superintendent after a careful review of the factors listed on the Concession Operational Performance Report (Form 10-629) together with all supportive data. Following this review, the Superintendent assigns an Annual Operational Performance Rating of either "Satisfactory," "Marginal" or "Unsatisfactory." Where such word rating appears to be inconsistent with the annual numerical ratings assigned to the various

facilities/services, the reason for this is to be fully explained in the narrative segment of the NPS Concessioner Annual Overall Rating (Form 10-631).

Samples of the forms needed to conduct operational evaluations under this program are provided in Chapter 21,and their use is explained in the following detailed procedures.

B. CLASSIFICATION EVALUATION AND RATING PROCEDURES

Set forth below are the deficiency classification criteria and detailed evaluation and rating procedures to be used in conducting a concessioner's Operational Performance Evaluation.

1. Element Classification

Elements on the Periodic Concession Evaluation Report forms have been classified as follows:

a. MAJOR

First Priority (A) conditions or practices which have the potential for, or exert a significant impairment to the services essential to the well-being and enjoyment of visitors and/or employees.

Second Priority (B) conditions or practices which have the potential for, or exert a moderate impairment to the services essential to the well-being and enjoyment of visitors and/or employees.

b. MINOR

Third Priority (C) conditions or practices which have a potential for, or exert an impairment to the visitor and/or employee services which may result in inconvenience to such individuals.

2. Deficiency Correction Criteria

Deficiencies identified during an operational evaluation shall be corrected in accordance with the following time frames, provided that the correction period for Major deficiencies can be reduced or extended by the Superintendent when warranted by extenuating circumstances:

Major (A and B items) 15 days.

Minor (C items) Next routine operational performance evaluation.

It should be understood that A type deficiencies are more serious and may take longer to correct than what is desired. However, so as not to unfairly

penalize the concessioner by downgrading for not correcting the deficiency within a shorter period (as discussed below), the correction time frame assigned for A and B type deficiencies is the same.

When the concessioner fails to correct major (first and second priority) deficiencies within the correction period established by the Superintendent, the periodic rating shall be downgraded one (1) point. In addition, the Superintendent may, when circumstances warrant, also take one or more of the following actions:

a. Pursuant to 36 CFR, 1.5(a), close, by posting, all or part of the area of a concessioner's operation when necessary for the protection of the area or the safety and welfare of persons or property.

b. Not approve a specific facility's price increase request(s) until corrections are made.

c. Take other appropriate administrative action in direct relationship to the severity and/or magnitude of the problems.

If during a periodic operational evaluation a deviation from the standard is found but is not prevalent in other like services, facilities or operations in the park or area operated by the concessioner, the service facility or operation may be temporarily discontinued by the Superintendent, if warranted under 36 CFR, 1.5(a), until the deficiency is corrected. In such instances, the periodic rating need not be Unsatisfactory for this action to be taken.

C. EVALUATION

1. Personnel. All periodic operational evaluations other than those for the Safety and Occupational Health and Food Service Sanitation areas shall be conducted by NPS employees who have been designated by the Superintendent. Only NPS personnel who have received training in the proper use of the Concession Operational Performance Program may establish the periodic rating.

At least one annual comprehensive Safety and Occupational Health evaluation shall be conducted by a qualified Safety Officer. Food Service Sanitation evaluations shall be conducted by a PHS representative or an NPS, State or local Sanitarian. Follow-up evaluations, made to verify correction of deficiencies, shall be conducted by either the person who made the periodic evaluation or other NPS personnel designated by the Superintendent (See Standards I and II for specifics on evaluations and ratings on Food Service Sanitation and Safety and Occupational Health respectively).

2. Periodic Evaluations. In accordance with the schedule set forth below, the Superintendent or his (her) authorized representative is to conduct comprehensive operational evaluations of each concessioner activity, utilizing

the standards and forms provided in Chapter 21. The previous year's average operational rating, type of operating season (Year Round or Seasonal Operation), as as well as size of operation, will determine the number of required periodic evaluations to be conducted.

a. PRE-SEASONAL EVALUATIONS: All operations, unless operationally impossible, are to have a comprehensive pre-season evaluation of each individual facility or operation based on the procedures contained herein and the standards provided in Chapter 21.

Purpose of Pre-Seasonal Evaluations:

The purpose of the pre-seasonal evaluation is to make certain the concessioner will be opening a safe and healthful operation, and to allow the park and the concessioner to arrive at a mutual understanding of the goals and objectives for the operating season. Such evaluations, while beneficial, may not be counted as one of the periodic evaluations and the concessioner is to be made aware of its purpose. This pre-season evaluation review is to be used as a management tool to alert both the park manager and the concessioner of those deficiencies which are in need of correction, prior to the operating season. When the concessioner fails to correct any major deficiencies (first & second priority) that may be found during the pre-season evaluation, the park may temporarily postpone the opening of the concessioner's operation, until the major deficiencies are corrected.

Time Schedule:

In order to allow the concessioner sufficient time to correct those deficiencies found in a pre-season evaluation, especially those which are classified as major deficiencies, pre-season evaluations are to be conducted within a reasonable period of time prior to the beginning of the operating season. Year-round operations are to have pre-season evaluations completed prior to the concessioner's peak season and for those parks with winter operations, pre-season evaluations are to be conducted in the fall, prior to the beginning of the winter operating season. Follow-up evaluation should be made as soon as possible (normally 15 days for A and/or B items) to determine whether deficiencies identified have been corrected prior to the beginning of the operating season.

Pre-Season Evaluation Forms:

Facilities and operations are evaluated using the forms and procedures contained herein. As stated earlier, pre-season evaluations are not to be counted as one of the periodic evaluations. In order to avoid confusion, PRE-SEASON EVALUATION should be printed in bold letters across the top of all forms used during the pre-season evaluation.

b. YEAR-ROUND OPERATIONS:

In addition to the pre-season evaluations, a minimum of three (3) periodic evaluations are to be conducted for all year-round operations. The number of such periodic evaluations may be reduced by one (1) per year if that facility received in the previous year an annual operational rating of four (4) or higher and each Periodic Rating in the current year continues to be four (4) or higher.

c. SEASONAL OPERATIONS (6 MONTHS OR LESS):

Large Operation: (gross revenue over $250,000)

In addition to the pre-season evaluation, a minimum of two (2) evaluations are to be conducted for large seasonal operations. The number of evaluations cannot be reduced.

Small Operations: (Gross revenue less than $250,000)

In addition to the pre-season evaluation, a minimum of (2) two evaluations are to be conducted of each concessioner's facility. However, the number of such periodic evaluations may be reduced by one (1) per year for that facility if the following criteria is met:

Previous year's average rating for that facility was four (4) or higher and current year's evaluation continues to be four (4) or higher.

When one evaluation is allowed for small seasonal operations, this one evaluation must be conducted before the end of the operating season, preferably mid-season.

NUMBER OF YEARLY EVALUATIONS

Type of Operation	Number of Periodic Evaluations			Number of Professional PHS Insp.			Number of Professional Safety Insp.
	HI	STD.*	Normal	HI	STD.**	Normal	ALL
Year Round	2		3	2		4	1
Large Seasonal	2		2	1		2	1
Small Seasonal	1		2	1		2	1

*HI STANDARD. Previous year's average rating for that facility was four (4) or higher and current year evaluations thus far continue to be four (4) or better.

** HI STANDARD (PHS). All scores for previous and current year thus far for that facility were 85 (Satisfactory) or higher.

Evaluations are generally to be unannounced. However, limited prior notice may be given when necessary to ensure that the concessioner or his designated representative will be available to accompany the NPS Evaluator. Discretion should be used regarding appropriate time frames, e.g., food service evaluations should not be conducted at busy meal periods.

When making operational evaluations of facilities housing several activities (e.g., overnight accommodations, merchandising, food) the general standard elements (usually those under the heading of Facility Exterior and Facility Interior) that are applicable to all activities should be evaluated on only one of the evaluation reports with appropriate cross referencing notations made on the other reports. The same reporting procedure is to be followed on all subsequent operational evaluations.

At the start of the operational evaluation, the evaluator will enter, in the spaces provided on the Periodic Concession Evaluation Report, all identifying data such as the concessioner's name, type of facility or service, etc., and will circle the item number of all applicable elements.

During the evaluation, all deviations from the standards for each applicable element shall be described in appropriate detail under the "Evaluation Oberservations" portion of the Periodic Concession Evaluation Report, using the continuation sheet as needed. A review will then be made of all such deviations to determine which are meaningful deviations. A meaningful deviation is a departure from the established standard which is frequent enough to indicate a general pattern of occurence or important enough that one occurence is too many. If the deviation is considered meaningful, a check will be placed after the appropriate numbered element in the "Elements/Classification" section of the report. If it is not meaningful, the remarks should remain in the "Evaluation Observation Section" as a future reminder for the concessioner and the evaluator, but not be counted as a deficiency.

The total number of A's, B's, and C's is then calculated and entered in the space provided at the bottom of the form. Regardless of the number of times a given element is found deficient, it should be checked and counted only once. Ratings are determined by the number of A, B or C elements found deficient, not by the number of occurences under an element.

An acceptable alternate evaluation procedure is to use a copy of the continuation sheet, or a facsimile thereof, to record deficiencies and then transfer them to the official Periodic Concession Evaluation Report with all other evaluation procedures remaining the same. A sample Periodic Concesion Evaluation Report and continuation sheet is shown as Exhibit 1 at the end of this Chapter.

D. ASSIGNING THE PERIODIC OPERATIONAL RATING

Upon completing the initial periodic operational evaluation, the evaluator will analyze and assign, in the space provided on the Periodic Concession Evaluation Report a preliminary numerical rating using the rating criteria set forth below (does not apply to Food Service Sanitation or Safety and Occupational Health Evaluations). Periodic rating scores may not be higher than preliminary periodic rating scores for any given periodic evaluation.

PERIODIC EVALUATION RATING CRITERIA

Numerical Rating	
SATISFACTORY	
5	Always meets standards. No First Priority (A) or Second Priority (B) deficiencies exist. Very few, if any, third priority (C) deficiencies exist. Consistently provides outstanding visitor facilities and services.
4	Almost always meets standards. No First Priority deficiencies (A) exist. Second Priority (B) and Minor third priority (C) deficiencies may exist.
3	Usually meets standards. A few deficiencies of a First Priority (A) nature exist. Second priority (B) and third priority (C) deficiencies may exist.
UNSATISFACTORY	
2	Many Major (A & B) and other deficiencies exist. Generally does not meet standards.
1	Fails to meet 2nd level rating criteria. Overall performance is totally inadequate.

Where no A or B deficiencies are noted, the rating given will be a final rating for that period. In other cases, the final rating will be made after the lapse of the 15 days or other time specified in the report.

Immediately upon completing the operational evaluation, the Superintendent and concessioner, or their representatives, are to discuss the entire evaluation and arrive at a specific plan for making corrections within the established correction period.

They shall then sign and date the form with a copy given to the concessioner or his designated representative, thus providing him with a notice of the

rating. When the alternate evaluation procedure is used, the evaluator may give the concessioner or his representative a copy of the completed work sheet but without a rating which will be included in the official Periodic Report submitted to the concessioner as soon as practical after the evaluation.

The concessioner's or his representative's signature does not necessarily indicate agreement, only that the concessioner or his representative has seen the rating and that it has been discussed with him. If the report has not been signed by the concessioner or his representative, then the report is to be transmitted promptly to the concessioner by Certified Mail/Return Receipt Requested.

If the park or area is not staffed with personnel to properly conduct the required operational evaluations, it is incumbent upon the Superintendent to seek assistance from the Regional Office.

E. FOLLOW-UP EVALUATIONS

The required periodic follow-up evaluations should be made as soon as possible after the time specified in the report (normally 15 days for A and/or B items or at the time of the next routine operational evaluation for C items) to determine whether or not deficiencies identified on the initial evaluation have been corrected. New deficiencies should not be included in the follow-up evaluations. If "A" or "B" deficiencies have not been corrected, the initial rating shall be downgraded one (1) point and such final rating shall be entered on the report and a copy furnished the concessioner or his representative. No periodic rating score may be higher than the preliminary score assigned. Copies of Final Periodic Reports showing unsatisfactory ratings are to be sent immediately to the Regional Director, Attention Regional Concessions Office. Region will in turn immediately provide an informational copy to WASO, Concessions Division.

F. AVERAGE PERIODIC OPERATIONAL RATINGS

At the end of the operational evaluation rating year, not to exceed September 30, the individual periodic ratings for a given facility or service are to be summarized on the Summary of Periodic Operational Ratings Form 10-627 (Exhibit 2). The rating scores are to be totaled at the bottom of this form and then an average score calculated for such facility/service. This periodic rating average is then to be transfered to the Concession Operational Performance Report Form 10-629 (Exhibit 3) and a numerical rating for all like facilities or services calculated and inserted in the space provided.

G. DETERMINING THE ANNUAL OPERATIONAL PERFORMANCE RATING

Upon completion of the individual facility annual summary ratings on Form 10-629, space is provided for the Superintendent to place the final deter-

mination as to the concessioner's degree of conformance to the operational standards, .e., Satisfactory, Marginal or Unsatisfactory.

In assigning the Annual Operational Rating, the Superintendent shall take into account the factors set forth in the Concession Operational Performance Report (Form 10-629), Exhibit 3 of this chapter, together with the supporting data relating thereto.

When the Superintendent assigns an Annual Operational Rating which is, or appears to be somewhat inconsistent with the annual numerical ratings set forth on the Concession Operational Performance Report (Form 10-629), that action must be discussed **in the narrative section** on Form 10-631 (NPS Concessioner Annual Overall Rating). The statement should include, where applicable, actions needed or being taken to upgrade any deficient facilities or services. (**NOTE**: Even though the Concession Operational Performance Report (Form 10-629) and the Superintendent's Contract/Permit Compliance Report (Form 10-630) have signature blocks for the Superintendent and the Concessioner, these signatures are no longer required. Only the Periodic Evaluation Reports and the NPS Concessioner Annual Overall Rating (Form 10-631) require signatures. Forms 10-629 and 10-630 will be revised in the future and the signature blocks will be deleted.

H. USE OF MARGINAL RATINGS

The marginal rating is provided for the purpose of permitting the Superintendent, where warranted, to adjust the Annual Operational Rating up or down to more accurately reflect the true performance of the concessioner. For example, a concessioner's operational performance in an area or areas may be slightly less than satisfactory yet not sufficiently so to warrant declaring the entire operation Unsatisfactory. Also, situations may arise where a concessioner's average rating for one or more of the activities listed on the Concession Operational Performance Report (Form 10-629) may be three (3) or slightly higher yet individual units within specific activities are not in themselves satisfactory as indicated.

The Marginal rating may also be used in rating: (1) The Food Service Sanitation (2) Safety and Occupational Health (3) Contract Compliance, and (4) in arriving at the Annual Overall Rating.

I. DEVELOPMENT OF NEW STANDARDS

There are certain activities not currently covered in this program. In such cases where parks have activities for which standards have not been developed, they are to prepare draft standards, including classification of elements utilizing this program's format. The draft is to be submitted to WASO's Concessions Division, through the Regional Office. WASO will then be responsible for finalizing the standards with appropriate Regional input.

J. DEVELOPMENT OF REVISED SUPPLEMENTAL ELEMENTS

It is recognized that not all elements of the following standards will be applicable for certain visitor services/facilities of significant uniqueness of either operation or age. In such cases, the Superintendent may submit to Region, which will provide an informational copy to WASO, supplemental elements that are applicable to that park's particular situation. Region will then be responsible for approving and finalizing those submissions, which shall be submitted in the same format as the standards herein.

In situations where revised/supplemental elements are a means to provide a smooth transition period for a visitor service/facility to come into compliance with Servicewide standards, that intent, as well as a time schedule, shall be clearly stated in the park's supplemental elements.

*K. LIMITED CONCESSIONS PERMIT

Operational Performance rating, procedures for Limited Concessions Permits are described in Chapter 19, Paragraph K.*

SAMPLE - PERIODIC CONCESSION EVALUATION REPORT

Form 10-803
(Rev. 6/82))

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Food and Beverage Service (Including Employee Operations)
Standard No. III

REGION	PARK
RMRO	Anywhere NP
NAME OF CONCESSIONER	**FACILITY/SERVICE**
U.S. Concessions	Blue Sky Inn

NOTICE TO CONCESSIONER: The elements checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date (s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION
(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1	Structure Condition (B) ___
2	Grounds (B) ___
3	Public Signs (C) ___
4	Garbage and Trash (A) ___
	B. FACILITY INTERIOR
5	Public Restrooms (A) ✓
6	Public Signs (C) ___
7	Public and Other Areas (B) ___
	C. OPERATIONAL
8	Employee Performance (A) ___
9	Employee Attitude (A) ___
10	Employee Appearance (A) ___
11	Operating Hours (B) ✓
12	Staffing (A) ___
	D. RATES
13	Menus (B) ___
14	Authorized Rates (A) ___
	E. FOOD & BEVERAGE SERVICE
15	Food Availability (B) ___
16	Availability of Condiments (B) ___
17	Customer Attention (B) ___
18	Food Temperatures (B) ___
19	Food Prepared to Order (B) ___
20.	Merchandising (C) ___
21	Table Appearance (B) ✓
22	Tableware (A) ___
	E. (CONT'D)
23	Guest Checks (C) ___
24	Furniture Arrangement & Cond. (C) ___
25	Floors, Walls & Ceilings (B) ___
26	Environment (B) ___
27	Employee Meal Hours (C) ✓
	F. BEVERAGE
28	Beverages (B) ___
29.	Drink Presentation (C) ___
30.	Liquor Laws (A) ___
31	Vending (B) ___
32	Beverage Container Guidelines (B) ___

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED
5	RESTROOM IN NEED OF CLEANING	3-30-82	3-30-82
11	OPERATING HOURS NOT POSTED	3-30-82	3-30-82
21	TABLECLOTHS USED ARE VERY SOILED &		
	STAINED. SHOULD BE REPLACED	3-30-82	
27	DESIGNATED EATING AREA FOR EMPLOYEES	3-30-82	
	IS NEEDED		

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL	3-15-82	1	2	1	(3) PRELIMINARY	(Signature) T. Jones	(Signature) S. Quick
FOLLOW-UP	3-30-82	0	1	1	(2) FINAL	(Signature) T. Jones	(Signature) S. Quick

REMARKS:

SUPERINTENDENT'S COPY

PERIODIC CONCESSION EVALUATION REPORT (Continuation Sheet)

Form 10-[illegible]
(Rev. 6/[illegible])

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT (CONT'D)
Standard No. _____

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE
INITIAL EVALUATION DATE	FOLLOW-UP EVAL. DATE

NPS INSPECTOR

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

REMARKS

SUPERINTENDENT'S COPY

SAMPLE - SUMMARY OF PERIODIC OPERATIONAL RATINGS - FORM 10-627

Form 10-627
(Rev. 6/82)

United States Department of The Interior
NATIONAL PARK SERVICE
SUMMARY OF PERIODIC OPERATIONAL RATINGS

Concessioner: U. S. Concessions Co.
Region: R.M.R.O.
Facility/Service: Food/Beverage
Location: Blue Sky Inn
Park: Anywhere Nat'l Park

EVALUATION PERIOD	EVALUATION OBSERVATIONS BY CLASS A	B	C	RATING PRELIMINARY/FINAL
1st PERIODIC RATING PERIOD—DATE 3-15-82				
Initial Evaluation	1	2	1	3 / 2
15-Day Follow-up	0	1	1	
Next Routine Evaluation				
2nd PERIODIC RATING PERIOD—DATE 6-14-82				
Initial Evaluation	0	2	1	4 / 4
15-Day Follow-up		0	0	
Next Routine Evaluation				
3rd PERIODIC RATING PERIOD—DATE 8-15-82				
Initial Evaluation	0	0	1	5 / 5
15-Day Follow-up			1	
Next Routine Evaluation				
4th PERIODIC RATING PERIOD—DATE				
Initial Evaluation				/
15-Day Follow-up				
Next Routine Evaluation				

PERIODIC RATING SUMMARY	FINAL SCORES
1st Rating Period	2
2nd Rating Period	4
3rd Rating Period	5
4th Rating Period	
TOTAL SCORE	11
Average Annual Periodic Operational Rating (Divide total score by the number of rating periods and round off to the nearest tenth.)	3.7

SAMPLE - CONCESSIONS OPERATIONAL PERFORMANCE REPORT - FORM 10-629

FORM 10-629 (6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE

CONCESSION OPERATIONAL PERFORMANCE REPORT

CONCESSIONER: U.S. Concessions Co. REGION RMRO

DATE: Oct. 1982 PARK Anywhere Nat't Park

INDIVIDUAL FACILITY ANNUAL SUMMARY RATING

Instructions: List below the annual rating that has been assigned to each facility/service as set forth on the Summary of Periodic Operational Ratings form. Round off all rating scores to the nearest tenth. (For Food Service Sanitation, see Summary of Periodic Food Service Sanitation Rating Scores, Standard No. I.)

Location - List each facility/service by name and/or location.	PHS I	FOOD & BEV III	OVERNG. ACCOM. IV	MDSE. V	AUTO VI	TRANSP. VII	MARINA VIII	H-MORSE IX	SKI X	INTERP. XI	EMP. HOU. XII	SHOWERS XIII	LAUNDRY XIII	TLR S/T XIV	TLR L/T XV	BATH XVI	RIVER XVII	RUNNERS XVIII	BOAT XVIII	RHUSTIC HOUSING XIX	GOLF XX	SWIM XXI
Blue Sky		3.7		40																	40	
Inn	87																					
Park Village	95	3.5	3.0	4.0																		
Lake View	88	4.0	4.0				5.0												4.3			
Total Score (Add down)	270	11.2	7.0	8.0			5.0												4.3		4.0	
Divide No. of Fac. Ratings	3	3	2	2			1												1		1	
ANNUAL AVG. RATING SCORE	90	3.7	3.5	4.0			5.0												4.3		4.0	

SAFETY Std. No. II: This area is rated once annually as Satisfactory, Marginal or Unsatisfactory. The Safety Rating is not arrived at numerically and therefore is not included above. For the OPERATIONAL PERFORMANCE RATING to be considered Satisfactory, both Safety and Sanitation must have a rating of Satisfactory, unless a full explanation is provided on FORM 10-631.

PHS RATING SATISFACTORY (Satisfactory, Marginal, Unsatisfactory) SAFETY RATING SATISFACTORY (Satisfactory, Marginal, Unsatisfactory)

OPERATIONAL PERFORMANCE RATING: SATISFACTORY (Satisfactory, Marginal, Unsatisfactory)

The Concessioner's Operational Performance Evaluation for 19___ is recorded above. This rating is based on the Superintendent's review of the following factors as presented in the park's evaluation documents:

1. The average annual ratings as set forth above.
2. A review of the individual facility and service ratings and/or the degree to which they fluctuated.
3. A & B Deficiencies uncorrected at the time of follow-up evaluations.
4. "C" Deficiencies not corrected in a timely manner.
5. Any specific action(s) being taken to eliminate Unsatisfactory conditions.
6. Consideration of both positive and negative visitor comments.

F. Roe — Superintendent's Signature — Date 10-12-82

F. Smith — Concessioner's Signature (To signify receipt of rating) — Date 10-20-82

**NARRATIVE CONCERNING STATUS OF THE CONCESSIONER'S OPERATIONAL PERFORMANCE MUST BE PROVIDED ON FORM 10-631.