

State of California - The Resources Agency  
CALIFORNIA STATE PARKS

## CONCESSION PERFORMANCE EVALUATION

### *INSTRUCTIONS*

The Concession Performance Evaluation form, DPR 531, is used to conduct concession performance evaluations. For assistance with completing this form, refer to the Concession Performance Evaluation Standards and Guidelines. In completing the DPR 531, note the following:

- Not all categories may apply.
- The OTHER category may be used for items required by contract but not already listed, such as Business Plan or Facility Development Plan.
- Some categories have higher point values.
- Some categories are scored only as COMPLIANCE/NONCOMPLIANCE.
- The rater must comment on any rating in which the concessionaire received a score other than SATISFACTORY OR COMPLIANCE.

To complete the form:

1. Add the points circled in each column and enter the total per column for each page.
2. Add the totals per column for page 1 and page 2, and enter where indicated.
3. Add the column totals for all categories together. Divide the sum by the maximum total points possible, then multiply by 100 to obtain the PERCENT RATING. (To obtain the maximum points possible, add the excellent and compliance points of the rated categories.)
4. Check whether the concessionaire received a rating of NONCOMPLIANCE/UNACCEPTABLE for any category rating. If so, the OVERALL RATING must be either NEEDS IMPROVEMENT or UNACCEPTABLE regardless of the PERCENT RATING.
5. If Item 4 above applies, proceed to Item 6. If not, check the appropriate OVERALL RATING based on the PERCENT RATING.
6. The employee conducting the evaluation signs the form as the rater, checks whether he/she has discussed the report with the concessionaire, and submits the report to the concessionaire.
7. The concessionaire reviews and signs the evaluation within 14 days of receipt, and submits the form to the District office for processing.