

Evaluation Form


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Element Number	Element	A, B, C Ranking	Analysis (Deficient, In Compliance, N/A)	Correct By (Date)	Notes
<b>Facility Standards</b>					
<b>Facility – Exterior</b>					
1	<u>Building Structure</u> -	B			
2	<u>Landscaping/Grounds</u> -	B			
3	<u>Parking</u> -	B			
4	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> -	A			
5	<u>Lighting/Illumination</u> -	B			
6	<u>Public Signs</u> -	B			
7	<u>Flags</u> -	C			
8	<u>Site Utilities and Equipment</u> - S	C			
9	<u>Loading Docks/Delivery Area</u> - L	C			
10	<u>Trash/Recycling/Composting</u> - .	B			
<b>Public Areas – Interior</b>					
11	<u>Entrance Area</u> -	B			
12	<u>Windows, Doors, Walls, Ceilings, Floors, and Screens</u> -	B			
13	<u>Aisles</u> -	B			
14	<u>Public Restrooms</u> -	B			


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**Instructions:** For each element below, complete the Analysis, Correct By, and Notes columns. Indicate the element as Deficient, Repeat Deficient, In Compliance, Not Applicable, or Not Evaluated by selecting the appropriate response from the drop-down menu in the Analysis column. Complete the Correct By column as necessary, and include any notes explaining a deficiency or remark. A 'Remark' indicates the element is not deficient, but requires attention. Remarks should be corrected and may become a deficiency if not addressed. For deficiencies with multiple attributes and/or correct by dates, indicate so in the Notes column. Only include the earliest date in the Correct By column.

Element Number	Element	A, B, C Ranking	Analysis (Deficient, In Compliance, N/A)	Correct By (Date)	Notes
15	<u>Signage</u> -	B			
16	<u>Noise Level</u> -	C			
17	<u>Illumination</u> -	B			
18	<u>Ventilation/Climate Control</u> -	B			
19	<u>Ice/Vending</u> -	B			
20	<u>Drinking Fountains</u> -	C			
21	<u>Store Merchandise Shelving and Displays</u> -	B			
22	<u>Fitting Rooms</u> -	B			
23	<u>Merchandise Carts and Shopping Baskets</u> -	B			
24	<u>Produce Section Amenities</u> -	B			
25	<u>Checkout Area</u> -	B			
26	<u>Storage Areas</u>	C			
27	<u>Retail Office</u> -	C			
28	<u>Employee Areas</u> -	B			
<b>Safety</b>					
29	<u>Emergency Lighting/Exit Lights/Emergency Exits</u> -	A			
30	<u>Fire Extinguishers</u>	A			
31	<u>Smoke Detectors</u>	A			
32	<u>Fire Alarms and Pull Boxes</u> -	A			
33	<u>First Aid Kit</u> -	B			
34	<u>Animal Pest Exclusion</u>	A			


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Element Number	Element	A, B, C Ranking	Analysis (Deficient, In Compliance, N/A)	Correct By (Date)	Notes
35	<u>Security Cameras</u>	C			
36	<u>Shelving And Display Safety</u>	B			
<b>Perishable Food Storage, Preparation, and Service Areas</b>					
37	<u>Food Prep Areas</u>	A			
38	<u>Hand Washing Stations</u>	A			
39	<u>Health Inspection Stations</u>	B			
40	<u>Food Refrigeration/Cooking Equipment</u>	A			
41	<u>Self Service Equipment</u>	A			
42	<u>Self Service Counters</u>	B			

## Operational Standards

### Accessibility

43	<u>Accessibility</u>	A			
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### Services

44	<u>Hours of Operation</u>	B			
45	<u>Payment Methods</u>	B			
46	<u>Required Notices</u>	C			
47	<u>Checkout Services</u>	C			
48	<u>Merchandise Shipping</u>	C			


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**Instructions:** For each element below, complete the Analysis, Correct By, and Notes columns. Indicate the element as Deficient, Repeat Deficient, In Compliance, Not Applicable, or Not Evaluated by selecting the appropriate response from the drop-down menu in the Analysis column. Complete the Correct By column as necessary, and include any notes explaining a deficiency or remark. A 'Remark' indicates the element is not deficient, but requires attention. Remarks should be corrected and may become a deficiency if not addressed. For deficiencies with multiple attributes and/or correct by dates, indicate so in the Notes column. Only include the earliest date in the Correct By column.

Element Number	Element	A, B, C Ranking	Analysis (Deficient, In Compliance, N/A)	Correct By (Date)	Notes
49	<u>Return Policy</u>	C			
50	<u>ATM Machines</u>	C			
51	<u>Orientation Material</u>	C			
52	<u>Lost And Found</u>	C			
<b>Merchandise Selection, Condition, and Labeling</b>					
53	<u>General Merchandise</u>	B			
54	<u>Unacceptable Merchandise</u> - Sale of the following items is not permitted:	B			
55		A			


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**Instructions:** For each element below, complete the Analysis, Correct By, and Notes columns. Indicate the element as Deficient, Repeat Deficient, In Compliance, Not Applicable, or Not Evaluated by selecting the appropriate response from the drop-down menu in the Analysis column. Complete the Correct By column as necessary, and include any notes explaining a deficiency or remark. A 'Remark' indicates the element is not deficient, but requires attention. Remarks should be corrected and may become a deficiency if not addressed. For deficiencies with multiple attributes and/or correct by dates, indicate so in the Notes column. Only include the earliest date in the Correct By column.

Element Number	Element	A, B, C Ranking	Analysis (Deficient, In Compliance, N/A)	Correct By (Date)	Notes
56	Environmentally safe products	B			
57	Made in USA	B			
58		C			
59	Alcohol	A			
60	Internet Sales	C			
61	Layout	B			
62	Supply	B			
63	Perishable Products	A			
64	Merchandise Condition	B			
65	Labeling	B			
66		B			
<b>Inventory Management</b>					
67	Delivery	C			


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Element Number	Element	A, B, C Ranking	Analysis (Deficient, In Compliance, N/A)	Correct By (Date)	Notes
68	<u>Sales Tracking</u>	B			
69	<u>Loss Prevention</u>	B			
<b>Personnel</b>					
70	<u>Customer Service</u>	B			
71	<u>Staffing Levels</u>	A			
72	<u>Employee Attitude</u>	B			
73	<u>Staff Appearance</u>	B			
74	<u>Employee Training</u>	B			
<b>Rates</b>					
75	<u>Approved Rates</u>	A			
<b>Other</b>					
X	<u>Other Requirements</u>				

Deficiencies	
Repeat Deficiencies	
In Compliance	
Remarks	
Not Applicable	
Not Evaluated	

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**Animal Pest Exclusion Checklist**

Element	Analysis (Yes, No, N/A)	Correct By (Date)	Comments
<b>Animal Pest Exclusion Program</b>			
<b>Exclusion Criteria – Exterior</b>			
Trash cans have tight fitting lid and are at least 20' away from the structure.			
No firewood is stacked and stored directly next to the foundation or structure.			
Foundation is free of clutter or vegetation that might attract or harbor pests.			
Tree limbs or vegetation is cut back from structure and away from roof.			
No gaps in foundation or walls ¼" or larger allowing animal pest entry.			
No foundation vent screens are missing or have holes in them.			
No roofing is damaged or has holes allowing pest entry.			
No electrical and/or plumbing access points have gaps greater than ¼."			
No exterior doors have light visible from inside looking out.			
Threshold seal and/or door sweep are present and in good condition.			
No moisture damaged areas.			
No debris, vegetation, or other items that could harbor animal pests are under porch, stairs, or structure.			
Windows fit tightly; screens are in good condition and fit properly.			
No tree or tree stumps with cavities are present in area.			
<b>Exclusion Criteria – Interior</b>			
No gaps over ¼" around plumbing and electrical openings in walls, floors, under sinks, and behind appliances.			
No signs of rub marks, gnawing, droppings, tracks and other signs of pest activity.			
No signs of chewed paper, cloth, food containers, and/or seeds.			
No cracks and crevices in walls, between cabinets and walls, and cabinets and floors.			
No gaps or cracks between wall and ceiling.			
No cracks in concrete slab allowing animal pest burrowing.			
No gaps or holes in heater allowing animal pest nesting.			
Vents are properly screened and screening is in good condition.			

<b>CHECKLIST RESULTS</b>		
<b>Instructions:</b> Use the table on the right to determine whether animal pest exclusion is satisfactory or unsatisfactory. If animal pest exclusion is unsatisfactory, an 'A' deficiency will be automatically marked on the Evaluation Form. If animal pest exclusion is not applicable, select 'N/A.'  Provide justification for your animal pest exclusion rating below.	<b>Total "Yes"</b>	0
	<b>Total "No"</b>	0
	<b>Total "N/A"</b>	0
	<b>Percent of Applicable "Yes"</b>	
	<b>Animal Pest Exclusion Rating:</b>	
<b>Additional Comments:</b>		

**Instructions:** For each element below, complete the Analysis and Comments columns. Select 'Yes' or 'No' from the dropdown menu in the Analysis column to indicate which accessibility elements are present and which are not. Select 'N/A' for any accessibility elements that do not apply. All accessibility elements should have a corresponding response in the Analysis column prior to completion. Use the Comments column to add comments as necessary.

After completing the Accessibility Checklist, Yes, No, and N/A totals are generated in the Checklist Results box below. The results include the percentage of applicable standards met. The evaluator will determine a final Accessibility rating for the concessioner based on the results below, which indicate whether or not the concessioner is in compliance with ADA standards. A 'Remark' may also be selected, which indicates that Accessibility is not deficient, but requires attention.

Accessibility Checklist																								
Element	Analysis (Yes, No, N/A)	Comments																						
<b>ACCESSIBLE PARKING</b>																								
Accessible parking spaces have an adjacent access aisle with minimum 5' width for cars and 8' minimum width for vans.																								
Accessible parking spaces are a minimum of 8' wide.																								
Accessible parking spaces are closest to accessible routes.																								
Post or wall mounted sign with international accessibility symbol is mounted high enough so it is visible when a vehicle is parked in the space.																								
Parking lots have the correct number of accessible parking spaces.																								
<table border="1"> <thead> <tr> <th>Total Spaces in Lot</th> <th>Accessible Spaces Required</th> </tr> </thead> <tbody> <tr> <td>1 - 25</td> <td>1 Van</td> </tr> <tr> <td>26 - 50</td> <td>1 Std. + 1 Van</td> </tr> <tr> <td>51 - 75</td> <td>2 Std. + 1 Van</td> </tr> <tr> <td>76 - 100</td> <td>3 Std. + 1 Van</td> </tr> <tr> <td>101 - 150</td> <td>4 Std. + 1 Van</td> </tr> <tr> <td>151 - 200</td> <td>5 Std. + 1 Van</td> </tr> <tr> <td>201 - 300</td> <td>6 Std. + 1 Van</td> </tr> <tr> <td>301 - 400</td> <td>7 Std. + 1 Van</td> </tr> <tr> <td>401 - 500</td> <td>7 Std. + 2 Van</td> </tr> <tr> <td>501 - 1000</td> <td>2% of total spaces (1/8 accessible spaces must be a van space)*</td> </tr> </tbody> </table>			Total Spaces in Lot	Accessible Spaces Required	1 - 25	1 Van	26 - 50	1 Std. + 1 Van	51 - 75	2 Std. + 1 Van	76 - 100	3 Std. + 1 Van	101 - 150	4 Std. + 1 Van	151 - 200	5 Std. + 1 Van	201 - 300	6 Std. + 1 Van	301 - 400	7 Std. + 1 Van	401 - 500	7 Std. + 2 Van	501 - 1000	2% of total spaces (1/8 accessible spaces must be a van space)*
Total Spaces in Lot	Accessible Spaces Required																							
1 - 25	1 Van																							
26 - 50	1 Std. + 1 Van																							
51 - 75	2 Std. + 1 Van																							
76 - 100	3 Std. + 1 Van																							
101 - 150	4 Std. + 1 Van																							
151 - 200	5 Std. + 1 Van																							
201 - 300	6 Std. + 1 Van																							
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401 - 500	7 Std. + 2 Van																							
501 - 1000	2% of total spaces (1/8 accessible spaces must be a van space)*																							
<b>ACCESSIBLE ROUTES (EXTERIOR AND INTERIOR)</b>																								
Sidewalks, curb ramps, and other exterior ramps are a minimum of 36" wide.																								
No abrupt level changes over 1/4" without beveling.																								
No un-ramped curbs between parking and accessible entrances.																								
Slip resistant surface.																								
Unobstructed (no protrusions greater than 4").																								
Gap width less than 1/2" and long dimension perpendicular or diagonal to dominant direction of travel.																								
Curb ramp is on a straight path of travel and aligned with crosswalk.																								
<b>BUILDING ENTRANCES</b>																								
At least one entrance door accommodates a minimum 32" clear passage.																								
Door hardware is usable with one hand (lever, push, touch, electronically controlled), without the need to tightly grasp, pinch, twist the wrist, or use more than 5 pounds of force.																								
Accessible entrances are signed. If main entrance is not accessible, directions to accessible door are posted and routed.																								
<b>PUBLIC RESTROOMS</b>																								
Public and employee restrooms are accessible, with at least one accessible stall/toilet, one accessible wash basin, and one accessible urinal (if urinals are provided).																								
Accessible restroom door has a maximum force of five pounds to pull or push the door open and a minimum width of 32." Mechanisms like levers, locks, latches, pulls, and other devices have user-friendly shapes that make them easy for disabled individuals to grasp and operate, and are positioned within 36-48" from the floor. Doors cannot swing into stall or wash basin access.																								
Accessible lavatory stall measures at least 60" wide and 56-59" inches deep (depending on toilet mount) to allow wheelchairs to approach toilet from a variety of transfer positions.																								
Accessible toilet is centered 18" from the adjacent side wall.																								
Accessible grab bars provide a gripping surface 1.25," 1.5" from the wall, and can withstand at least 250 pounds of pressure.																								
Accessible toilet has a horizontal grab bar on the adjacent side wall that is at least 40" long and 33-36" above the floor.																								



Accessible toilet has a horizontal grab bar on the wall behind the toilet that is at least 36" long and 33-36" above the floor.		
If the accessible toilet is in a stall, the stall door is positioned diagonally opposite the toilet (not directly in front of toilet).		
Toilet seat is 17-19" above the floor.		
There is 42" between the center of the toilet and the near edge of the adjacent lavatory to enable transfer onto and off of the toilet.		
Accessible wash basin has 30" x 48" access.		
Accessible wash basin has a 29" high clearance under the front edge.		
Accessible wash basin bowl top is no higher than 34" above the floor.		
Accessible wash basin drains and hot water pipes are insulated or otherwise configured to protect against contact.		
Accessible wash basin has faucets that are usable with one hand (lever, push, touch, electronically controlled) without the need to tightly grasp, pinch, twist the wrist, or more than 5 pounds of force.		
Soap dispensers and hand dryers are positioned no more than 48" above the floor. If obstructed by objects (wash basins) more than 20" deep, accessories are positioned no more than 44" above the floor.		
Mirrors are mounted with the bottom edge no higher than 40" above the floor.		
Head room is a minimum of 80."		
<b>INTERIOR</b>		
Accessible aisles are at least 36" wide and have no abrupt vertical level changes greater than ¼."		
Dispensers or operational controls are mounted no higher than 54" above the floor.		
Queue line areas are at least 36" wide (minimum 42" wide if U-turns are required).		
Sales and service counters are accessible to the extent possible, OR staff is trained in facilitating transactions in front of counters.		
Dressing rooms are on an accessible route. Turning space is not required in a curtained dressing room at least 32" wide. A full length mirror (at least 18" wide by 54" high) is mounted for viewing from a seated position as well as standing.		
<b>COMMUNICATION</b>		
When greeting a guest, each staff member should verbally identify themselves and state their position.		
When accepting money from a disabled guest, staff should verbally identify currency, give credit cards to the customer in their hand, and identify where a signature is required by using a metal or plastic bar.		
All employees should be trained to use sensitive language when servicing guests with a disability.		
Assistance for individuals with a disability is provided to guests upon request. This may include: <ul style="list-style-type: none"> <li>• Reading documents</li> <li>• Giving verbal directions</li> <li>• Providing other specialized services</li> </ul>		

CHECKLIST RESULTS		
<b>Instructions:</b> Use the table on the right to determine whether accessibility is satisfactory or unsatisfactory. If accessibility is unsatisfactory, an 'A' deficiency will be automatically marked on the Evaluation Form. If accessibility is not applicable, select 'N/A.'  Provide justification for your accessibility determination below.	<b>Total "Yes"</b>	
	<b>Total "No"</b>	
	<b>Total "N/A"</b>	
	<b>Percent of Applicable "Yes"</b>	
	<b>Accessibility Rating:</b>	
<b>Additional Comments:</b>		

## Initial Periodic Evaluation Scoring

Number of Retail Standards			
A	B	C	Total

Number of N/A			
A	B	C	Total

Number of Deficiencies			
A	B	C	Total

**Initial Periodic Evaluation Score**

Initial Periodic Score (1-5)

Scoring Criteria

5.0 = No deficiencies  
 4.0 = No A deficiencies, less than 30% B deficiencies, less than 50% C deficiencies  
 3.0 = Less than 3 A deficiencies, less than 50% B deficiencies, greater than 50% C deficiencies  
 2.0 = Less than 7 A deficiencies, greater than 50% B deficiencies  
 1.0 = More than 8 A deficiencies

**Repeat Deficiency Scoring**

Repeat Deficiency Counter			
	A Deficiencies	B Deficiencies	C Deficiencies
If deficiencies have not been corrected from previous Periodic Evaluations, such deficiencies are marked as repeat deficiencies and totaled here.			

Repeat Deficiency Penalty	
	Based on the table above, determine whether the concessioner should receive a penalty for repeat deficiencies. If chosen, mark the box to the left, and a point will be deducted from the Initial Score.

**Final Periodic Evaluation Score**

Final Periodic Score

**Remarks:**

Signature \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Follow-Up Evaluation

The required periodic follow-up evaluations should be made as soon as possible after the time specified in the initial report (normally 15 days for A and B elements or at the time of the next routine operational evaluation for C elements) to determine whether or not deficiencies identified on the initial evaluation have been corrected. 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 its representative. No periodic rating score may be higher than the preliminary score assigned. The Final Evaluation Score is generated below based on whether or not the listed deficiencies have been corrected.

**Instructions:**

For each element in the table:

- 1) Complete the 'Has the Deficiency Been Corrected?' column by selecting Yes, No, or N/A from the dropdown menu.
- 2) Complete the 'Corrected By' column by filling in the appropriate date.

### Deficiencies Index

Element No.	Element	A, B, C Ranking	Analysis	Correct By (Date)	Has the Deficiency Been Corrected?	Corrected By (Date)	Comments

**Final Evaluation Score**

<b>Concessioner Score</b>

**Remarks:**

NPS Evaluator Signature \_\_\_\_\_

Date \_\_\_\_\_

Concessioner Signature \_\_\_\_\_

Date \_\_\_\_\_