



United States Department of the Interior

NATIONAL PARK SERVICE

1849 C Street, N.W.
Washington, D.C. 20240

IN REPLY REFER TO:

December 5, 2006

(2410)

Memorandum

To: Regional Concession Chiefs
Parks with Concession Operations

From: Concession Program Manager

Subject: Public Health Inspections

Public Health Inspections are an integral component of the Concession Review Program and provide critical feedback on the performance of concessioners. Over the years, the process and methodology used for public health inspections has evolved. Following is information that is intended to reaffirm and clarify current policy on public health inspections for concession operations.

- The Concession Program has maintained a partnership with the National Park Service (NPS) Public Health Program to conduct public health inspections of concession facilities. Currently, there are 10 officers assigned as NPS Public Health Consultants and they are located in NPS regions and in some cases, in parks (i.e., Yellowstone and Grand Canyon). A current list of NPS Public Health Consultants can be found at http://www.nps.gov/public_health/inter/admin/map.htm.
- The current Concession Program policy for Public Health Inspections is defined in the 1996 revised Chapter 21 of NPS 48 (*Attachment 1, Revised 1996 Food Service Inspections*). Although included in Chapter 21, it should be explicitly noted that concessioners are required to comply with Directors Order 83: Public Health (<http://www.nps.gov/policy/DOrders/DOrder83.html>). Please also use the Attached Form 10-622 instead of that which is presented in Chapter 21.
- In 2004, the NPS Public Health Program updated the methodology and processes they use to conduct public health inspections of both park and concession operations. The current procedures and forms used by the NPS Public Health Program to conduct inspections are titled, "A Systems-based Food Evaluation Methodology, January 23, 2004." (*Attachment 2, NPS Systems Methodology 2004*) This is a systems-based approach that combines an inspection to identify compliance issues and corrective actions with interviews and observations to identify root causes of problems and design solutions to remedy issues or strengthen the system.
- At a minimum, concessioners providing food and beverage services should be inspected at least once annually. The NPS Public Health Consultants develop a report that identifies issues to be corrected and timelines for completion and submits this to the park following a food service site inspection. A rating of satisfactory, marginal or unsatisfactory will be assigned for each inspection and will be used in determining the Annual Overall Rating given a concessioner.

- Park concession specialists must accompany the Public Health Consultants during their inspections. The park concession specialist is responsible for ensuring the concessioner addresses issues identified during the public health inspection in a timely manner and is responsible for coordinating with the Public Health Officer on follow-up issues as needed.
- Some parks/concessioners have been subject to inspections by local public health inspectors. In order to ensure consistency in direction given to concessioners, park concession specialists are encouraged to contact their park or Regional Public Health Consultant and share the report provided by the local/state public health inspectors. The NPS Public Health Program will continue to coordinate with local/state public health inspectors to minimize overlap in public health inspections.
- In addition to the reports provided after Public Health site inspections, Public Health Consultants should annually provide the park a completed Form 10-622, “Yearend Summary for Food Service Sanitation Program.” (Attachment 3, *10-622a- Year-End Summary for Public Health Report-11-15-06*).¹ The form should include both a numeric score and supporting narrative. Reference the 1996 revision to NPS 48, Chapter 21 for details on the information to be included in Form 10-622. Recently, the Director of the NPS Public Health Program sent a memo to the Public Health Consultants clarifying the requirement to submit Form 10-622 annually to each park where inspections occurred.
- On an annual basis, parks are required to complete Form 10-631, NPS Concessioner Annual Overall Rating Summary Report. This form requires entry of the operational and contract compliance rating followed by assignment of the overall rating. The following documents are required to be submitted to support Form 10-631:
 - Concession Operational Performance Report (Form 10-629) with the following forms attached: Summary of Periodic Operational Ratings (Form 10-627), Year-End Summary for Public Health Evaluations (Form 10-622) and Risk Management Evaluation (Form 10-628)
 - Contract Compliance Report (Form 10-630)

The NPS Annual Overall Rating for fiscal year (October 1 – September 30) concession operations are to be forwarded from the parks to the Region and WASO Concession Program-Denver by December 1st, and rating for calendar year (January 1 – December 31) are to be sent by March 1st.

- In order for a concessioner to receive a **Satisfactory** rating for Operational Performance (Form 10-629), both Public Health and Risk Management must be **Satisfactory**.
- A Marginal rating for Public Health will result in a marginal rating for Operational Performance and for the Annual Overall Rating. The marginal rating for the Annual Overall Rating cannot be overturned by the Superintendent if the Yearend Summary for Food Service Sanitation Program results in a marginal rating.
- An Unsatisfactory rating for Public Health can be a basis for award of a less than satisfactory rating and for termination.

¹ Note that the requirement to complete this form was eliminated by a 15 December 1995 Concession Program Center Memorandum. This memorandum supersedes the 15 December directive and use of this form is now again required.

Your attention to the information herein is important to ensure we remain diligent in our responsibility to evaluate performance of our concessioners to ensure quality visitor services are provided. Please contact Wendy Berhman at 303-987-6913 should you have any questions or need additional information.

Attachments (3)