

Adirondack Mountain Club's Trailhead Stewardship Program Volunteer Performance Rubric

Category	Poor	Needs Improvement	Intermediate	Exemplary
Parking Assistance	Inefficient monitoring of parking lots. Lack of communication with parking booth attendant. Did not write ADK parking tickets or assist parking booth attendant with sending vehicles to overflow parking or alternative trailheads when lots were full.	Kept track of monitoring parking lots most of the time with some efficiency. Communicated with parking booth attendant but not as quickly as desired. Assisted at times with writing ADK parking tickets and sending vehicles to overflow parking or when lots were full, but was unable to suggest alternative trailheads.	Monitored parking lots efficiently. Communicated open parking spaces quickly to parking booth attendant but not with the greatest detail. Assisted most of the time with writing ADK parking tickets and sending vehicles to overflow parking and alternative trailheads when lots were full.	Monitored parking lots efficiently. Communicated open parking spaces quickly and with detail to parking booth attendant. Wrote ADK parking tickets for visitor vehicles without passes. Assisted parking booth attendant in sending vehicles to overflow parking or alternative trailheads when lots full.
ADK Ambassador / Support for ADK	Did not have an understanding of the program's missions and responsibilities. Volunteer did not make it clear to visitors that they are at an ADK facility and was unable to explain our mission. Did not portray ADK in positive way. Did not explain benefits of membership or encourage involvement.	Showed some understanding of the program's mission & responsibilities. Volunteer made it clear to some visitors that they are at an ADK facility but was able to give little explanation of our mission. Portrayed ADK in a mostly positive way. Helped some visitors understand the benefits of becoming a member but did not encourage further involvement.	Showed a thorough understanding of the program's mission & responsibilities. Volunteer made it clear to most visitors that they are at an ADK facility and was able to give some explanation of our mission. Portrayed ADK in a positive way. Helped most visitors understand the benefits of becoming a member and encouraged some further involvement.	Showed a full understanding of the program's mission & responsibilities. Volunteer made clear to all visitors they are at an ADK facility (Not D.E.C.) and explained who we are and our mission. Portrayed ADK in a positive way. Helped all visitors to understand the benefits of becoming a member and encouraged involvement.
Professionalism	Volunteer did not arrive or depart as scheduled for their week/weekend. Volunteer was routinely late for shifts or left early and did not report in appropriate uniform. Volunteer engaged with visitors too quickly	Volunteer either arrived or departed as scheduled for their week/weekend. Volunteer arrived on time and stayed for entire shift some days, sometimes in appropriate uniform. Volunteer could have given	Volunteer arrived and departed as scheduled for their week/weekend. Volunteer arrived on time most days in appropriate uniform and stayed for entire shift. Volunteer gave visitors appropriate amount of time	Volunteer arrived and departed as scheduled for their week/weekend or communicated alternatives with HPIC management. Volunteer arrived on time or earlier each day in appropriate uniform and did not

	when they were still getting out of their vehicles. Volunteer did not engage with the public with a friendly demeanor and had a poor attitude & language.	visitor more time before engaging but did so with a mostly friendly demeanor and positive attitude.	before engaging and did so almost always with a friendly demeanor and positive attitude.	depart until communicating with HPIC staff or stayed later if necessary. Volunteer gave visitors appropriate amount of time before engaging and did so always with a friendly demeanor and positive attitude & language.
Initiative & Enthusiasm	Volunteer did not encourage visitors to stop inside the HPIC. Was reluctant to engage with visitors after directing them to a parking space. Did not utilize slower times well nor ask if HPIC staff needed any additional help.	Volunteer encouraged some visitors to stop inside the HPIC. Was occasionally enthusiastic and excited to approach and engage with visitors after directing them to a parking space. Rarely asked if there was any other way they could help during slow times.	Volunteer encouraged most visitors to stop inside the HPIC. Was mostly enthusiastic and excited to approach and engage with visitors after directing them to a parking space. Occasionally asked if there was any other way they could help during slow times.	Volunteer encouraged all visitors to stop inside the HPIC. Was always enthusiastic and excited to approach and engage with visitors after directing them to a parking space. Always asked if there was any other way they could help during slow times.
Outdoor Skills & Local Knowledge	Displayed little knowledge of the trails at Heart Lake and across the High Peaks Wilderness. Displayed little knowledge of local rules and regulations enforced by the D.E.C.. Provided too subjective of backcountry and trail information and failed to focus on current weather and trail conditions. Was unwilling to defer to someone else for questions they did not definitively know the answer to.	Displayed some knowledge of the trails at Heart Lake and across the High Peaks Wilderness. Displayed some knowledge of local rules and regulations enforced by the D.E.C.. Provided occasional objective backcountry and trail information with little focus on current weather and trail conditions. Was occasionally willing to defer to someone else for questions they did not definitively know the answer to.	Displayed thorough knowledge of the trails at Heart Lake and across the High Peaks Wilderness. Displayed thorough knowledge of local rules and regulations enforced by the D.E.C.. Provided mostly objective backcountry and trail information with a focus on current weather and trail conditions. Was almost always willing to defer to someone else for questions they did not definitively know the answer to.	Displayed superior knowledge of the trails at Heart Lake and across the High Peaks Wilderness. Displayed superior knowledge of local rules and regulations enforced by the D.E.C.. Provided strictly objective backcountry and trail information with a focus on current weather and trail conditions. Was always willing to defer to someone else for questions they did not definitively know the answer to.
Education & Interpretation	Did not instill an outdoor ethic in visitors through educational	Instilled an outdoor ethic in some visitors through educational	Instilled an outdoor ethic in most visitors through positive educational	Instilled an outdoor ethic in visitors through positive educational

	<p>opportunities. Provided poor backcountry education and failed to promote Leave No Trace outdoor skills and ethics. Did not help promote a safe and enjoyable outdoor experience and failed to encourage visitors to have the 10 essentials.</p>	<p>interactions. Provided backcountry education sometimes focusing on Leave No Trace outdoor skills and ethics. Promoted a safe and enjoyable outdoor experience but could have encouraged more visitors to have the 10 essentials.</p>	<p>interactions. Provided quality backcountry education mostly focusing on Leave No Trace outdoor skills and ethics. Promoted a safe and enjoyable outdoor experience by encouraging most visitors to have the 10 essentials.</p>	<p>interactions. Provided quality backcountry education focusing on Leave No Trace outdoor skills and ethics. Promoted a safe and enjoyable outdoor experience by encouraging all visitors to have the 10 essentials.</p>
--	--	---	---	---