

## Performance Evaluation Details

<b>ID</b>	E13
<b>Project</b>	Senior Transportation Services
<b>Project Number</b>	21RFP000027A-CJC
<b>Supplier</b>	Transdev Services, Inc.
<b>Supplier Project Contact</b>	W.C. Pihl (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	04/02/2025 to 07/01/2025
<b>Effective Date</b>	08/20/2025
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	07/02/2025
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	08/20/2025 10:02 AM EDT
<b>Completion Date</b>	08/20/2025 10:02 AM EDT
<b>Evaluation Score</b>	79

### Related Documents

There are no documents associated with this Performance Evaluation

## OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range

Outstanding = 90-100%

Excellent = 80-89%

Satisfactory = 70-79%

Needs Improvement = 50-69%

Unsatisfactory = -50%

### PROJECT MANAGEMENT

17/20

Rating

**Excellent:** Project Management that exceeds in some areas. Understanding of project objectives, risks and Contract requirements was above average and required little direction from the User Department.

Comments

*Not Specified*

### SCHEDULE

14/20

Rating

**Satisfactory:** Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

Comments

We are still struggling in the North Fulton area overall, but I would like to acknowledge there has been slight improvement in a few of the northern centers.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

**Excellent:** Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

*Not Specified*

### COMMUNICATIONS AND CO-OPERATION

17/20

Rating

**Excellent:** Co-operative and timely response to the User Department concerns.

Comments

*Not Specified*

### OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

14/20

Rating

**Satisfactory:** Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.

Comments

The avoidable incidents went down this quarter. We are working with leadership to improve call center operations. Clients and staff reported difficulties in reaching someone and not being alerted of late arrivals.

### GENERAL COMMENTS

Comments

*Not Specified*