

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
			12-31-2021
PO Number			PO Date
215C128350K-DB			1-19-2021
Department	Public Works - Airport		
Bid Number			
Service Commodity	Air Traffic Control Services - Night Coverage		
Contractor	Robinson Aviation, Inc. RYA		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient; unacceptable delay, incompetence, high degree of customer dissatisfaction.
= Poor	Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.
= Satisfactory	Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.
= Good	Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.
= Excellent	Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

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The tower is manned 24/7 and done well. Pilots flying in and out of this airport make favorable comments about the professionalism of the staff as well as the technical expertise they show.

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

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The timeliness of their performance is excellent as they are landing planes and are doing so without incidents. Air traffic control has its own level of expertise requirements and mistakes are well documented as required. We don't have many, if any, incidents.

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

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Their responsiveness is always quickly and extensive as to make sure everything is handled properly.

Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

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They have met and exceeded our expectations.


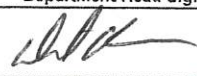
Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

Comments:

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Each Air Traffic Controller has all of the required credentials to do the job and they are managed well from what we see.

Overall Performance Rating: 0.0 4.0

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by: 	Date: <u>6-30-21</u>
Department Head Name: <u>David Clark</u>	Department Head Signature: 	Date: 6/21/2021