

## Performance Evaluation Details

<b>ID</b>	E3
<b>Project</b>	Bus and Shuttle Services
<b>Project Number</b>	21RFP131973C-MH
<b>Supplier</b>	MTI LIMO AND SHUTTLE SERVICES INC
<b>Supplier Project Contact</b>	CAMERON IJAMES (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	01/01/2023 to 03/31/2023
<b>Effective Date</b>	04/07/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	04/06/2023
<b>Expectations Meeting Date</b>	05/31/2023
<b>Status</b>	Completed
<b>Publication Date</b>	04/07/2023 08:22 PM EDT
<b>Completion Date</b>	04/07/2023 08:22 PM 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 <b>Excellent:</b> 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** The project Management and Ownership understands the goal of providing the county's passengers with the highest quality of customer service.

**SCHEDULE**

**14/20**

Rating <b>Satisfactory:</b> Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

**Comments** Company continues to work on improving transportation initiative for scheduling staff and equipment to service several of the county department's projects.

**QUALITY OF DESIGN, REPORTS AND DELIVERABLES**

**17/20**

Rating <b>Excellent:</b> Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

**Comments** The daily shuttle service to the Courthouse and County government offices continues to be on time daily for the first quarter in this year.

Also, the shuttle bus transportation has meet our juror's capacity exceedingly over three hundred on off-peak days of Friday.

**COMMUNICATIONS AND CO-OPERATION**

**17/20**

Rating <b>Excellent:</b> Co-operative and timely response to the User Department concerns.

**Comments** When our government has had to hold court jurors over nearest to 7:30 pm, the bus company meet the transportation need within an hour time of notice.

**OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS**

**14/20**

Rating <b>Satisfactory:</b> Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.

**Comments** Transportation Company MTI does meet the contract expectations.

**GENERAL COMMENTS**

**Comments** The Bus Company understands and express a desire to support us in provide first class customer service to our jurors and employees each and everyday that they ride to and from Fulton County facilities.