



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

Report Period Start		Report Period End		Contract Period Start		Contract Period End	
10/1/2022		12/31/2022		1/1/2022		12/31/2022	
Purchaser Order Number				Purchase Order Date			
Department – Senior Services							
Bid Number 18RFP115491A-CJC				Service Commodity – Alternative Senior Transportation Services			
Contractor - Common Courtesy							
<b>Performance Rating</b>							
0 = Unsatisfactory		Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.					
1 = Poor		Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.					
2 = Satisfactory		Archives 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.					
3 = Good		Archives 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					
4 = Excellent		Archives 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.					
1. Quality of Goods/Services				(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification			
	0	The contractor is in compliance with providing the service delivery model of coordinated transportation services with TNC (Transportation Network Companies) Uber/Lyft for eligible seniors. The contractor provides monthly reports, on time. All the staff are assessed and have the skills required to deliver the transportation services. The contractor maintains the partnership with Uber and Lyft services.					
	1						
	2						
X	3						
	4						

2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract)	
	0	The contractor provides great response time per the agreement. The contractor follows the direction of the Department and meet the needs required.	
	1		
	2		
X	3		
	4		
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)	
	0	The contractor will respond via telephone or email if there are issues or inquiries with the service delivery model. The contractor is very helpful to assist and find resolutions to any problems in service.	
	1		
	2		
X	3		
	4		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)	
	0	The contractor provides proper invoicing. Ridership decreased slightly during this quarter, however there has been a 35% increase in ridership since Jan 2022. The increased ridership has equated to a 70% increase in invoices since Jan 2022. To stay within budget in 2023, the Department will be working with the vendor to implement Ridership control measures.	
	1		
	2		
X	3		
	4		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)	
	0	The contractor's credentials align with the needed experience and appropriateness to deliver the services for Alternative Senior Transportation Services.	
	1		
	2		
X	3		
	4		
Overall Performance Rating		3.0	Date 3/1/2023
Would you select/recommend this vendor again?		Yes	
Rating completed by:		Rafael Patterson, Program Manager	
Department Head Name:		Ladisa Onyiliogwu	
Department Head Signature			