

Contract Performance Report Card

Vendor Name:

Calvin, Giordano and Associates, Inc.

Contract Purpose:

Operation, Maintenance, and Management of the City's Park Facilities

<u>Rating Categories</u>	<u>Maximum Points</u>	<u>Department Head Rating</u>										
1. Service(s) Completed on time	25	24										
2. Quality of Service(s)	30	26										
3. Are all requirements of the contract being met	25	25										
4. Department overall satisfaction	20	18										
	<u>100</u>	<u>93</u>										
<table><tr><td>A =</td><td>100 - 90</td></tr><tr><td>B =</td><td>89 - 80</td></tr><tr><td>C =</td><td>79 - 70</td></tr><tr><td>D =</td><td>69 - 60</td></tr><tr><td>F =</td><td>59 - 0</td></tr></table>			A =	100 - 90	B =	89 - 80	C =	79 - 70	D =	69 - 60	F =	59 - 0
A =	100 - 90											
B =	89 - 80											
C =	79 - 70											
D =	69 - 60											
F =	59 - 0											

Recommend Renewal?

☐ Yes / ☐ No / X Not Applicable

Department Comments:

CGA assumed responsibility for parks maintenance operations more than nine years ago. While there were initial challenges during the transition period, the contractor has since established a consistent and effective operational rhythm. Overall performance has been reliable, with occasional issues addressed as they arise. CGA has proven to be a dependable partner, particularly in areas that require a hands-on and responsive approach, such as staffing special events and coordinating with sports organizations to ensure proper field preparation.

The current agreement does not include an option for renewal. If such an option were available, staff would have recommended its consideration based on performance.

Department Representative (Signature)

Christina Goulding

Digitally signed by Christina Goulding
Date: 2026.01.08 15:10:49 -05'00'

Name & Title

Christina Goulding / ACM

Date

1/8/2026

Department Head Approval (Signature)

Name & Title

Date

Contract Performance Report Card

Vendor Name:

SMG d/b/a ASM Global

Contract Purpose:

Programming, Management, and Operation of the
Pembroke Pines Civic Center and Club 19
Restaurant at the Pembroke Lakes Golf Course

<u>Rating Categories</u>	<u>Maximum Points</u>	<u>Department Head Rating</u>										
1. Service(s) Completed on time	25	23										
2. Quality of Service(s)	30	29										
3. Are all requirements of the contract being met	25	24										
4. Department overall satisfaction	20	19										
	<u>100</u>	<u>95</u>										
<table><tr><td>A =</td><td>100 - 90</td></tr><tr><td>B =</td><td>89 - 80</td></tr><tr><td>C =</td><td>79 - 70</td></tr><tr><td>D =</td><td>69 - 60</td></tr><tr><td>F =</td><td>59 - 0</td></tr></table>			A =	100 - 90	B =	89 - 80	C =	79 - 70	D =	69 - 60	F =	59 - 0
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Recommend Renewal?

☐ Yes / ☐ No / ☒ Not Applicable

Department Comments:

SMG was engaged nearly ten years ago to support the opening of the City Center and has successfully managed the facility since that time. Over the past decade, SMG staff has demonstrated adaptability and professionalism while navigating significant operational changes, including the challenges presented by the COVID-19 pandemic. Their experience has been instrumental in identifying best practices for operating a complex, multi-purpose facility, with a focus on maximizing revenue opportunities while effectively supporting City-sponsored and community events.

In 2020, the contract was amended to include management of the Pembroke Lakes Club 19 restaurant. Since assuming those responsibilities, SMG has delivered strong operational performance and positive results, further enhancing the overall success of the City's facilities.

The current agreement does not include an option for renewal. If such an option were available, staff would have recommended its consideration based on the performance demonstrated throughout the term of the contract.

Department Representative (Signature)	Name & Title	Date
Christina Goulding <small>Digitally signed by Christina Goulding Date: 2026.01.05 16:07:43 -05'00'</small>	Christina Goulding / ACM	1/5/2026
Department Head Approval (Signature)	Name & Title	Date