

## Contract Performance Report Card

**Vendor Name:**

**Redflex Traffic Systems, Inc.**

**Contract Purpose:**

**Red Light Traffic Signal Camera Enforcement System**

| <u>Rating Categories</u>                          | <u>Maximum Points</u> | <u>Department Head Rating</u> |
|---|-----------------------|-------------------------------|
| 1. Work Completed on time                         | 25                    | 23                            |
| 2. Quality of Work                                | 30                    | 28                            |
| 3. Are all requirements of the contract being met | 25                    | 25                            |
| 4. Department overall satisfaction                | 20                    | 19                            |
|   | <u>100</u>            | <u>95</u>                     |

|     |          |
|-----|----------|
| A = | 100 - 90 |
| B = | 89 - 80  |
| C = | 79 - 70  |
| D = | 69 - 60  |
| F = | 59 - 0   |

**Recommend Renewal?**

**Yes**

**Department Comments:**

**Redflex Customer Service Manager provides excellent customer service and communication, addressing all questions, needs, concerns quickly and thoroughly. Provides regular site visits to review processes and determine our needs. Equipment is monitored, well maintained, and upgraded when needed. Customer Service Center is highly responsive. IT department can be slow to respond to issues/requests, but has been able to develop and institute upgrades to the system.**

 **Sgt. John Baker, 71/370**

Department Representative

**Sergeant, Red Light Camera Unit**

Title

 **Carlos Bermudez**

Department Head Approval

**Assistant Chief of Police**

Title