

Performance Measures

1. Facility Site Assessment
 - a. Has Manager maintained the facility, normal wear and tear excluded, in the same or better condition than when Manager first occupied the facility?
 - b. Has the Manager operated its business in a way that maximizes the use and enjoyment of the facility by the general public?
 - c. Has the Manager complied with the responsibilities under its concession agreement relating to the facility?
2. Business Operation
 - a. Has the Manager conducted the business in compliance with the terms and conditions of the agreement?
 - i. Maintained schedule
 - ii. Made required payments
 - iii. Provided required notices
 - iv. Maintained quality of service and products
 - v. Complied with all laws and regulations
 - b. Has the City received verifiable complaints on the operation of the business?
 - c. Is the business growing?
3. Relationship
 - a. Has the Manager maintained a good working relationship with City?
 - b. Has the Manager maintained a good working relationship with its vendors?
 - c. Does the Manager foster good will with customers and potential customers?
 - d. Does the Manager foster good will with the general public?
 - e. Is the reputation of the business in the community positive?