

Como Dockside

Exhibit __

Performance Metrics

Performance metrics for contract renewal. The performance metrics listed on this exhibit will be used to determine whether City will agree to renew its agreement with Manager (“Agreement”) under section 2.2 of the Agreement.

Community engagement performance metrics for commission credit. The performance metrics listed on this exhibit under the heading “Community Engagement,” in addition to being used as part of City’s determination whether to renew its agreement with Manager, will be used to determine whether Manager has earned all, part, or none of an available commission credit for community engagement, as described below. The first available commission credit is for the year beginning November 1, 2015, and annual commission credits are available for each remaining year during which the Agreement is in effect.

Timing and manner of review of performance metrics. The performance metrics listed on this exhibit will be reviewed and analyzed in conjunction with City’s annual review conducted under section 7.1 of the Agreement. Each review will examine the one-year period ending on the October 31 immediately preceding the review.

City will use only the final three years of the initial five-year term of this Agreement in calculating Manager’s average rating and determining whether to renew the Agreement for a second five-year term. In determining whether to grant a third five-year renewal term, City will use the rating for each of the five years of the second term to calculate the average rating and make a renewal determination.

The performance metrics are as follows:

Category 1. Manager’s Reinvestment into Manager-Owned Equipment and Facilities – 10 points

- 10 points - more than \$10,000
- 7 points - \$8,000 to \$9,999
- 5 points - \$6,000 to \$7,999
- 3 points - \$4,000 to \$5,999
- 0 points - \$3,999 or less

Category 2. Manager’s Reinvestment into City-Owned Facilities – 10 points

- 10 points - more than \$10,000
- 7 points - \$8,000 to \$9,999
- 5 points - \$6,000 to \$7,999
- 3 points - \$4,000 to \$5,999
- 0 points - \$3,999 or less

Category 3. Gross Revenue – 20 points

- 20 points - more than \$1,500,000
- 15 points - \$1,000,000 to \$1,499,999
- 10 points - \$750,000 to \$999,999
- 0 points - less than \$750,000

Category 4. Community Engagement – 25 points

5 points – Form Community Input Committee and develop and execute survey in conjunction with the Neighborhood District Councils and Parks and Recreation.

20 points - The Community Input Committee will use the survey and reviews (thru methods such as spot inspections by the Committee or secret shoppers) to determine the rating. Factors that will influence the rating include:

- Community Engagement - 5 points
- Customer service - 3 points
- Community access to community rooms - 2 points
- Provide meeting rooms with enhanced amenities - 2 points
- Interior and exterior appearance of facilities that are managed and maintained by Manager - 2 points
- Employee performance - 2 point
- Customer satisfaction - 2 points
- Marketing and promotion of facilities - 2 points
- Cleanliness - 2 points
- Responsiveness and quality of service - 2 points
- Provide additional activities to the community - 2 points
- Outreach to Small, Women, and Minority owned businesses. (SWMBEs) – 2 points

Manager will keep records relating to the preceding metrics. The rating for those metrics will be made by a Community Input Committee based at least in part on a review of Manager's records, and the committee's rating will be subject to the review, approval, and mutual agreement of the Manager and City's Director of Parks and Recreation.

Commission credit for community engagement:

- The following scores in the community engagement category will entitle Manager to the following commission credit to be applied against its next scheduled commission payment or payments to City:

<u>Score</u>	<u>Credit</u>
21-25 points	\$10,000
16-20 points	\$8,000
11-15 points	\$6,000
6-10 points	\$4,000
5 or fewer points	\$0

- Unless City agrees otherwise, commission credits may be used only to reduce the amount of Manager's future payment obligations, not to make up for any payment arrearage or to be converted into a payment from City to Manager.

Category 5. Agreement Compliance and Commission/CIF Payments

10 points - all payments made on time; no violations of agreement

5 points - 75% of payments made on time; fewer than 3 violations of agreement

0 points - fewer than 75% of payments made on time; 3 or more violations of agreement

Category 6. Café and Food Services

One or more food services areas must be open to the public for the hours stated in the agreement.

15 points - open to the public more than 3,650 hours per year

10 points - open to the public more than 3,285 hours per year

5 points - open to the public fewer than 3,285 hours per year

Category 7. Health Code Compliance

10 points - 0 critical violations unaddressed after annual re-inspection

5 points - 1 critical violation unaddressed after annual re-inspection

0 points - 2 or more critical violations unaddressed after annual re-inspection

City's Agreement renewal decisions will be made as follows:

- If Manager's average total annual rating during the term is 75 points or higher, City will agree to renew the Agreement.

- If Manager's average total annual rating during the term is between 60 and 74 points, City may, at its option, agree to renew the Agreement upon the same or renegotiated terms, or issue a request for proposals to replace Manager.

- If Manager's average total annual rating during the term is less than 60, City will not agree to renew the Agreement and will issue a request for proposals to replace Manager.