

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?