

## SECTION 6 - SERVICE PERFORMANCE STANDARDS

### ITEM 6-1 CARRIER PERFORMANCE REVIEWS.

#### A. DOCUMENTING CARRIER PERFORMANCE.

Carrier performance data will be obtained from a variety of sources, including, but not limited to the following:

(1) Complaints (both written and oral) submitted by an agency transportation officer, GBL Issuing Officer, agency official, agency shipping facility operating personnel, or consignee;

(2) Reports obtained or formulated from carrier pickup records, history files, finance payment records, and agency discrepancy computer runs; and

(3) Serious incident reports.

### ITEM 6-2 CARRIER EVALUATION.

A. Carrier performance of all shipments tendered shall be evaluated monthly using the service standards established in this ITEM herein. Four categories will be analyzed.

A carrier will be issued a warning letter and may be placed in a temporary nonuse status based on deficiencies in any individual category.

#### B. Service Standard Table:

Categories				
	1	2	3	4
Ranking	Transit Time	Pickup	Loss and Damage	All Others
Excellent	100-98%	100-99%	100-99%	100-99%
Very Good	97-96%	98-97%	98-97%	98-97%
Satisfactory	95-94%	96-94%	96-95%	96-95%
Unsatisfactory	Below 94%	Below 94%	Below 95%	Below 95%

C. If transportation costs are equal, maximum use will be made of carriers whose ranking for all categories are excellent.

D. Carrier performance that is determined to be "unsatisfactory" for one or more categories will result in the issuance of a warning letter by the respective agency servicing office or his or her designee. The carrier will be advised that its service for one or more categories is "unsatisfactory" and that if service for that category(ies) fails to improve, the carrier will be subject to placement in temporary nonuse status.

E. Carrier performance that is determined to be "unsatisfactory" for one or more of the categories will result in notification by the agency servicing office or designee that action is being initiated to place it in a temporary nonuse status in accordance with the nonuse procedures set forth in Section 8 - Temporary Nonuse, Debarment, And Suspension.

