

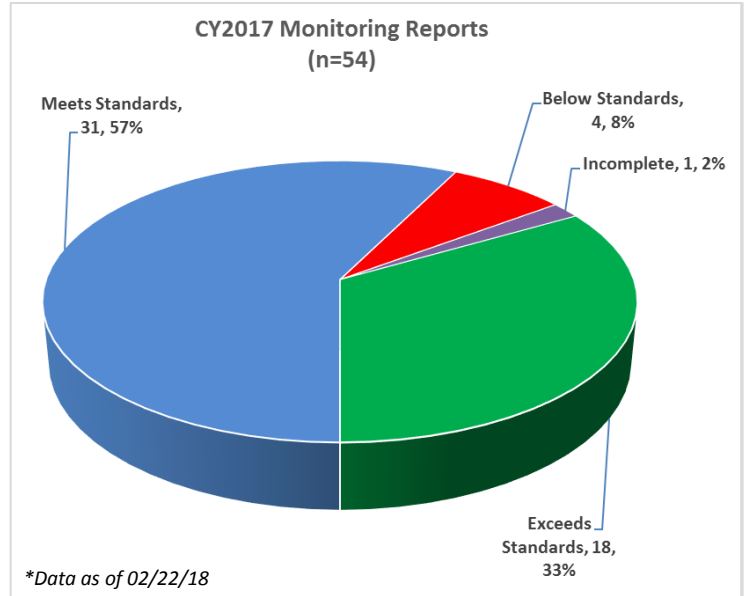


## Laguna Honda Third Party Monitoring Reports for CY2017

February 21, 2018

I. In CY2017, there were a total of 54 active contracts at Laguna Honda

- **98% completion rate**
  - 53 reports were completed
- **2017 Average Score= 3.36**
- 2016 Average Score= 3.45
- 2015 Average Score= 3.26



II. Vendors Below Standards:

Vendor	Scope	Owner	CY 2017 Rating	Performance Improvement Plan
Shred It	Document Shredding	Debra Darden	2.8	Vendor will notify customer of schedule changes and respond to emails in timely manner (2016 Rating 2.6)
Nuance Communications	Medical Transcription	Debra Darden	2.8	Monthly meetings & regular communication re incorrect assignment of account #'s (2016 Rating 3.0)
Semax	As-needed non-emergency Van services.	Sheri Lee	2.75	Quarterly meetings to review service quality and procedural issues (2016 Rating 1.8)
Sweet Production, Inc.	Food Service Distribution and Procurement	Elvis Lavarreda	2.25	Regular communication with vendor and monthly meetings to address and resolve all issues

III. Outstanding Monitoring Reports

Vendor	Scope	Owner	Status
Robert W. Poyas, Inc.	As-needed landscaping	Diana Kenyon	Pending vendor response