

ACCEL PERFORMANCE MEASURES

Key Result Area	Performance Standard	Quantifiable Measures		Descriptive Measures*				
		YES	NO	1	2	3	4	5
I. JPA Administration								
Agenda Preparation, Meeting Preparation, Collection & Maintenance of Documents								
	➤ Prepare five (5) Board of Directors Agendas and Minutes	YES	NO					
	➤ Mail Agendas to be received five (5) working days prior to meeting	YES	NO					
	➤ Work with Standing Committees and assist where needed						1	2 3 4 5
	➤ Contact Committee Chairs on their timely agenda items						1	2 3 4 5
	➤ Provide cover sheets for all action items						1	2 3 4 5
	➤ State staff or committee recommendation on Agenda cover sheets	YES	NO					
	➤ Perform Retrospective Calculations each April - June	YES	NO					
	➤ Prepare the Annual Stewardship Report in September						1	2 3 4 5
	➤ Quarterly Updates Website and other Program Documentation	YES	NO					
	➤ Quarterly Updates "SF Office Consultant Guide"	YES	NO					
II. Secretarial Duties & Financial Oversight								
Managing Coordination of Documents Between the Board and Other Service Provider/Committee Heads								
	➤ Monitor Estimated Interest Earnings Report						1	2 3 4 5
	➤ Provide input on report structure and content						1	2 3 4 5
	➤ Maintain Service Provider Contracts						1	2 3 4 5
	➤ Maintain official documents and files						1	2 3 4 5
	➤ Annually distribute, collect and file Fair Political Practices Commission, Form 730	YES	NO					
	➤ Annually make Public Agency Roster filings with Secretary of State and County Clerk	YES	NO					
	➤ Annually file Joint Powers Agreement changes with Secretary of State	YES	NO					
	➤ Biannually provide a report on the services rendered for the period and a projection of work accomplished during the next six-month period	YES	NO					
	➤ Deliver binders or other evidence of insurance within ten (10) calendar days after the placement of any insurance under the program	YES	NO					
III. Client Service								
Meeting deadline Commitments; Timelines of Response, Appropriate Documentation								
	➤ Return phone calls within 24 hours						1	2 3 4 5
	➤ Respond to e-mails within 48 hours						1	2 3 4 5
	➤ Maintain orderly and complete files						1	2 3 4 5
	➤ Issue Evidence of Coverage within four (4) working days of member's request	YES	NO					
	➤ Issue Weekly Updates via e-mail as needed	YES	NO					

ACCEL PERFORMANCE MEASURES

IV. Exposure Identification & Problem Resolution

Contract review; Coverage Issues & Review

- | | | |
|--|--------|-----------|
| ➤ <i>Annually maintain/revise/distribute Electronic Contracts Manual</i> | YES NO | |
| ➤ Review member contracts as requested | | 1 2 3 4 5 |
| ➤ Provide, as requested, Loss Control advice and resources | | 1 2 3 4 5 |

V. Development of New Members & Programs

New Member to Existing Programs; Development of New Programs

- | | | |
|--|--|-----------|
| ➤ Assist in adding one (1) new Liability Program member | | 1 2 3 4 5 |
| ➤ Evaluate and report on potential programs that may be of benefit | | 1 2 3 4 5 |
| ➤ Develop appropriate new programs per Boards request | | 1 2 3 4 5 |

VI. ACCEL Program Insurance Placements

Insurance Options for Necessary Coverages (Net Commissions)

- | | | |
|---|--------|--|
| ➤ <i>Provide Errors & Omissions</i> | YES NO | |
| ➤ <i>Provide Fidelity</i> | YES NO | |
| ➤ <i>Provide \$9 x \$1 million Excess Liability</i> | YES NO | |

VI. Special Projects

Site Visits and Reports; Presentations; Special Reports; Nonrecurring Issues

- | | | |
|---|--|-----------|
| ➤ Report on pertinent events and industry environment | | 1 2 3 4 5 |
| ➤ Address and resolve unusual problems | | 1 2 3 4 5 |
| ➤ Act on behalf of the Authority as directed | | 1 2 3 4 5 |
| ➤ Research and develop issues as requested | | 1 2 3 4 5 |
| ➤ Address City Councils or committees as requested | | 1 2 3 4 5 |

* Descriptive Measures

5 = *Outstanding*

4 = *Excellent*

3 = *Satisfactory*

2 = *Needs Improvement*

1 = *Unsatisfactory*