

Attachment 8

August 10, 2009

Performance Measurement Standards					
Service	Standard	Maximum Allowable Deviation	Method of Surveillance	Maximum Deduction	Method of Payment for Meeting Standards
Operation and Maintenance	Sections 1, 2,3, and 8	1%	Random Checks and Valid Customer Complaints	1%	100% Payment of Monthly Invoice
R/V Lake Guardian	Section 3.1	1%	Random Checks and Valid Customer Complaints	1%	100% Payment of Monthly Invoice
R/V Mudpuppy	Section 3.2	1%	Random Checks and Valid Customer Complaints	1%	100% Payment of Monthly Invoice
Safety	Sections 6 and 10	1%	Unscheduled Inspections and Random Checks	1%	100% Payment of Monthly Invoice
Personnel Issues	Sections 11, 12, and 13	5%	Random Checks and Valid Customer Complaints	1%	100% Payment of Monthly Invoice
Industrial Assistance and Dry-docking	Section 15 and 16	1%	Unscheduled Inspections and Valid Customer Complaints	1%	100% Payment of Monthly Invoice