

ATTACHMENT K - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
ITB 25-11
CHARTER BUS SERVICES

FOR: JET SET LINE INC.

(Name of Vendor Requesting Reference)

This form is being submitted to your Company for completion as a business reference for the company listed above.

This form is to be returned to the School Board of St. Lucie County, Purchasing Department, via email at kimberly.albritton@stlucieschools.org no later than 3:00 p.m., **February 13, 2025**, and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the School Board of St. Lucie County, Purchasing Department, by telephone: (772) 429-3980, or by email at kimberly.albritton@stlucieschools.org. When contacting us, please be sure to include the solicitation number and title listed at the top of this page.

Company Providing Reference Receptively Yours

Contact Name and Title/Position John Laskowski / Manager of Transportation

Contact Telephone Number 407-415-1167

Contact Email Address john@receptivelyyours.com

Questions:

1. In what capacity have you worked with this company in the past? If the Company was under a similar contract, please acknowledge and explain briefly whether or not the contract was successful.

Comments: For over 14 years I've rented 1, 2 or 3 motor coaches for my student groups (bands, choirs, orchestra, senior class trips, cheer) for MCO transfers, Round-trip & charter moves to & from hotels to local attractions. I've also used Jet Set over 10 yrs for a local grade school for field trips - 8 to 10 trips per school year.

2. How would you rate this Company's knowledge and expertise?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments: All of the female & male drivers are knowledgeable, courteous and friendly and they know where they are going!! Each bvs has a GPS so I can call dispatch at any time and get an update on where the coach is located - love this feature!

3. How would you rate the Company's flexibility relative to changes in the scope and timelines?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments: Awesome!! I get airline time changes and last minute performance & workshop changes from Disney Imagination Campus constantly & Jet Set always comes through!

4. What is your level of satisfaction with hard-copy materials, e.g. quotation, written scopes of work, reports, logs, etc. produced by the Company?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments: I email the amazing sales team w/ my school name, date & # of people, airline details (if it's a fly-in group), hotel name & address & preliminary R/T or charter needs. I receive a pricing quote w/in 24 hours or sooner. When I book I receive a detailed contract. I drop off my checks in their mailbox and receive an email receipt from accounting.

5. How would you rate the dynamics/interaction between the Company and your staff?
3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments: Excellent!! The sales team is great when they respond to my email so we get an email chain going for each group. They are competent & flexible when it comes to time changes & payments. If a school needs a Certificate of Insurance adding the school name no problem!

6. Who were the Company's principle representatives involved in providing your service and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating? (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Name: Yani Concha / President Rating: 3

Name: Luz Calvella & Renata Cervata Rating: 3

Name: Carla Contreras & Karina Gianetti Rating: 3

Name: Adrian Canete / Finance Director Rating: 3

Comments: Yani sets the pricing & is very fair. He also handles dispatch on weekends & is very accessible & accommodating with changes. The 4 ladies on the sales team respond to my email quotes w/ a detailed contractual format either same day or w/in 24 hours. Contracts are emailed to me to sign, scan & email back. They do a great job of keeping an email chain for each group. Adrian does great job of getting my receipts to me via email.

7. With which aspect(s) of this Company's services are you most satisfied?
Comments: I like the condition of their fleet - 8-56 passenger & 17-60 passenger motorcoaches which really come in handy. They are newer, clean & have GPS systems. I love their safety record, their drivers, the professional sales team / operations, fair pricing

8. With which aspect(s) of this Company's services are you least satisfied?

Comments: Nothing! That's why I've used Jet Set for over 14 yrs!

9. Would you recommend this Company's services to your organization again?

Comments: Absolutely!! They go above & beyond for each group. It all starts w/ Yani who has put together a brilliant sales team down to the friendly & courteous drivers, the newer & clean fleet & an awesome safety record. I would highly recommend Jet Set!