

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 The First Academy

Contact Name and Title/Position Danielle Shelburne / Athletics Administrative Assistant

Contact Telephone Number 407-206-8634

Contact Email Address daniellshelburne@thefirstacademy.org

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: Jet Set performs all of our transportation for Athletics.

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

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

Comments: Easy to work with, organized, on time and reliable

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: In sports, flexibility is a must! Games are constantly shifting due to unforeseen circumstances. Jet Set has always offered us flexibility.

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 receive a quote with all the details of the trip every time we book.

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

Comments: Easy to work with and communication
is always clear and responsive.

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: Gabriela Molero Rating: 3

Name: Luz Calvella Rating: 3

Name: Camila Rating: 3

Name: Carla Contreras Rating: 3

Comments: All of the sales (private) team are so friendly
and easy to work with.

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

Comments: The communication from their team,
the timely response to service requests, cleanliness of.

8. With which aspect(s) of this Company's services are you least satisfied? Coaches, friendliness
of staff/drivers.

Comments:

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

Comments: Absolutely. Jet Set is our Athletics
sole provider of transportation.