

PURCHASING ICMA Measures are measures of mean response limited to Cities with population of greater than 100,000 residents	Bridgeport	ICMA	Bridgeport	ICMA	Bridgeport	ICMA
	CT	Mean	CT	Mean	CT	Mid-year Report
	2006	2006	2007	2007	2008	2008
14.1 Percentage of employees using the online purchasing system	5%	25%	5%	17.5%	20%	10%
14.1 Standard default maximum dollar amount limit per transaction for purchases	N/A	\$ 1,911	N/A	\$ 1,889	N/A	\$ 2,682
14.1 Dollar amount above which purchase must be made by Central Purchasing Office	\$ 1,000.00	\$ 9,027	\$ 1,000	\$ 7,891	\$ 1,000	\$ 6,572
14.1 Average term for long-term contract	N/A	1.6	1	1.4	1	1.7
14.1 Number of FTEs in central purchasing office	6.7	12.33	N/A	10.11	6	17.19
14.2 Calendar days from requisition to purchase order: informal bids	13	9.7	13	9.5	15	11.9
14.2 Calendar days from requisition to purchase order: existing contracts	N/A	9.4	N/A	4.8	N/A	6.7
14.3 Calendar days from requisition to purchase order: formal construction bids	95	47.2	95	57.5	95	63.6
14.3 Calendar days from requisition to purchase order: all other non-construction bids	56	40	56	46.4	56	59.2
14.3 Calendar days from requisition to purchase order: ALL FORMAL BIDS	N/A	49	N/A	58.8	N/A	58.4
14.4 % of purchases made by the CPO from minority and women owned businesses	N/A	10.10%	N/A	6.1%	2.77%	5.90%
14.5 Percentage of purchasing conducted with purchasing cards/ credit cards	N/A	4.68%	N/A	4.62%	N/A	4.55%
14.6 Total Number of new transactions per CPO FTE	N/A	583	N/A	1,514	N/A	4,706
14.7 Dollar amount of Central Purchasing Office Purchases per CPO FTE (in millions)	N/A	\$ 14.5	N/A	\$ 15.1	N/A	\$ 15.8
14.8 Dollar amount of Nonconstruction purchases per CPO FTE (in millions)	N/A	\$ 8.5	N/A	\$ 7.29	N/A	\$ 6.9
14.9 Number of protests filed	2	4	N/A	4.3	N/A	2.7
14.10 Number of protests filed per \$25 million purchased	N/A	0.24	N/A	0.14	N/A	0.48
14.11 Internal customer Satisfaction: Quality of Service: rated Excellent	N/A	41.60%	N/A	34.90%	N/A	50.60%
14.11 Internal customer Satisfaction: Quality of Service: rated Good	N/A	43.10%	N/A	46.10%	N/A	35.60%
14.11 Internal customer Satisfaction: Quality of Service: rated Fair	N/A	11.90%	N/A	13.30%	N/A	8.90%
14.11 Internal customer Satisfaction: Quality of Service: rated Poor	N/A	3.40%	N/A	5.70%	N/A	4.90%
14.12 Internal customer Satisfaction: Timeliness of Service: Excellent	N/A	31.10%	N/A	31.50%	N/A	39.90%
14.12 Internal customer Satisfaction: Timeliness of Service: Good	N/A	48.40%	N/A	42.40%	N/A	40.70%
14.12 Internal customer Satisfaction: Timeliness of Service: Fair	N/A	13.80%	N/A	15.70%	N/A	10%
14.12 Internal customer Satisfaction: Timeliness of Service: Poor	N/A	6.70%	N/A	10.40%	N/A	9.40%

2008 responses are based on a sample size of 19 jurisdictions with populations greater than 100,000
CPO= central purchasing office; FTE= full time equivalent