

## Legislation Details (With Text)

**File #:** 15-6148      **Version:** 1      **Name:**

**Type:** Consent Item      **Status:** Approved

**File created:** 7/16/2017      **In control:** City Council Business Meeting

**On agenda:** 9/11/2017      **Final action:** 9/11/2017

**Title:** Transportation Management and City Strategic Planning Consulting Services

### Attachments:

Date	Ver.	Action By	Action	Result
9/11/2017	1	City Council Business Meeting	Approve	Pass

## Transportation Management and City Strategic Planning Consulting Services

### Action:

- A. Approve a contract in the amount not to exceed \$203,000 with TransPro Consulting LLC for transportation management consulting services,**
- B. Approve a contract in the amount not to exceed \$68,200 with TransPro Consulting LLC for City strategic planning consulting services, and**
- C. Authorize the City Manager to amend the contracts consistent with the purpose for which the contracts were approved.**

### Staff Resource(s):

John Lewis, CATS  
Daniel Edes, CATS

### Explanation

#### Action A:

- In August 2016, the City contracted with TransPro to assist CATS with developing performance scorecard evaluation and improvements for a total of \$60,000.
- Over the course of fiscal year 2017, TransPro worked with CATS to develop a performance measurement system known as CATS TRAX Performance Scorecard and CATS will now focus on populating the scorecard with the results.
- TransPro will assist CATS for the first two quarters of fiscal year 2018 with three objectives in assessing the results of the Performance Scorecard measurements:
  - Quarterly analysis, predictive analytics and ongoing evaluation and prioritization of strategic goals;
  - Community engagement; and
  - Employee engagement.
- The project will provide results that CATS can use to plan and target areas for improvements to better serve its customers.
- In addition, TransPro will assist with conducting customer surveys of CATS' fixed route, LYNX, and Special Transportation Services (STS).
- A waiver of a competitive solicitation process may be granted when deemed appropriate and in the

City's best interest. Such a finding has been made and a waiver granted for this procurement.

- The waiver was granted because the initial tracking effort was performed by TransPro and they will continue using their method of tracking these performance indicators. TransPro also has the knowledge and experience unique to this project.
- Total estimated contract expenditures are \$203,000, including the \$60,000 spent last fiscal year.

Action B:

- TransPro will provide the City Manager's Office with strategic planning consulting services in the amount of \$68,200. This work will include:
  - Updating the framework for the City's traditional balanced scorecard performance measurement system,
  - Incorporating community outcomes, and
  - Completing customer satisfaction surveys for various City services.

**Charlotte Business INclusion**

This is a sole source contract and is exempt (Part A: Appendix 1.27 of the Charlotte Business INclusion Policy).

**Fiscal Note**

Funding: CATS and City Manager's Office Operating Budgets