

Legislation Text

File #: 15-8622, Version: 1

Transportation Management Consulting Services

Action:

Approve contract amendment one with TransPro Consulting LLC in the amount of \$170,813.

Staff Resource(s):

John Lewis, CATS

Blanche Sherman, CATS

Explanation

- In an effort to evaluate and improve upon its services CATS requires a sophisticated analysis of performance and customer opinion data. The expertise of a professional consultant is necessary to accommodate this need.
- CATS contracts with TransPro to provide organizational assessment, customer satisfaction surveys, development of a performance scorecard and recommendations
- TransPro has assisted CATS 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 engagements.
- This TransPro contract was originally approved by City Council on September 11, 2017, for the amount of \$203,000.
- A contract amendment is required to support the continuation of the project.
- The \$170,813 contract amendment brings the total contract to \$373,813.

Charlotte Business INclusion

No subcontracting goal was established because there are no subcontracting opportunities (Part C: Section 2.1(a) of the Charlotte Business INclusion Policy).

Fiscal Note

Funding: CATS Operating Budget