

Charlotte Area Transit System / General Services

Customer Experience/Internal Culture/Leadership Training Work

This project is part of the assessment the city manager had completed previously. The assessment findings gave objectives to CATS as a part of the next steps. The scope of work below outlines the steps we will take to meet some of these objectives. Scope of work: CATS is looking to do internal and external work with employees and riders. Below are detailed areas of focus we are looking to address. Customer Experience: A customer experience action statement to be created by staff in focus groups Pillars of our customer experience- "The How." Never and always non-negotiable standards Launch support of the program Training program for onboarding new staff and contractors Video script- day in the life of riders (3) Project launch across the department Public relations support for launch- press release, social media, etc. Six months of project support Internal Culture Focus groups across the department to set a baseline and create the program Roadmap to breaking down silos across the department Interdepartmental teamwork with a focus on compassion and empathy Roadmap to handoffs between departments Understanding how your work impacts other Understand the internal customer Improvement of communications Training program for onboarding new staff and contractors Video script- day in the life of colleagues (3) Project launch across the department Six months of project support Leadership/Train the Leader Create the employee experience manual with leadership Roadmap to increase morale and lower turnover Leadership training program for leadership Project launch with leadership PSR # 1486

Details

Posting Number	2023-Q2(Apr-Jun)-CATS-10619
Anticipated Posting Date	2023-05-05
Commodity Code(s):	91821, 91832

Requirements

Last Updated: 06/23/23

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- ☒ Automobile-For automobile operations liability
- ☒ General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- ☒ Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value

The total project value is anticipated to be:

- ☒ \$50,000 - 99,999

Contract Term

The term of the project is anticipated to be:

For Questions, Contact:

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City Contact

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