

**Washington Metropolitan Area Transportation Authority
Board Action/Information Summary**

Action
 Information

MEAD Number:
99944

Resolution:
 Yes No

PURPOSE

To request Board approval to initiate and award a sole source contract to Gayland Moffat Consulting to perform an organizational assessment of Operations and make recommendations to the General Manager that will improve customer service, reliability, efficiency and effectiveness within the Operations functions.

DESCRIPTION

The Authority requires consultant services to update and expand the organizational assessment conducted by Gayland Moffat Consulting in FY07. WMATA desires Gayland Moffat Consulting (sole source) to perform a complete organizational assessment of the Operations functions including Bus, Rail, Access Services and the support service functions included within Operations, e.g., training, planning, and scheduling. Also included in the assessment will be the identification of how staff support functions outside of Operations can be more effective in helping Operations meet their customer service and service reliability goals.

The assessment will specifically examine and make recommendations on:

- Strategies
- Tactics
- Deliverables
- Structure
- Management levels/layers
- Management span of control
- Deployment/redeployment of resources
- Efficiencies and Productivities (to include Labor efficiencies)
- Management systems
- Work processes
- Leadership
- Human resources (talent)
- Key performance indicators
- Supervisory quantity and quality

In the original assessment, Gayland Moffat Consulting examined the administrative support areas of the organization and proposed cost savings and efficiency measures to alleviate the FY08 budget deficit. The FY07 assessment reviewed the organizational structure, identified organizational priorities, base lined WMATA budget and staffing

data, and benchmarked WMATA to agencies of similar size. To that extent, Moffat Consulting has developed a knowledge base of WMATA's organizational structure and functionality. Moffat Consulting has a significant advantage with this knowledge base and is more prepared to continue with the in-depth analysis of Operations. Seeking another consultant would increase the cost of this assessment because it would require the vendor to spend additional time and resources to gain a basic understanding of how WMATA operates as an organization.

The information from the Operations assessment will be used to re-align the General Manager's priorities/focuses and recommend key actions in support of the FY09 budget, the General Manager's 2008 "Best Ride in the Nation" objectives and the longer-range strategic plan.

FUNDING IMPACT

Budget: Operations

Project: Operations Assessment

Budget Information:	FY08
Budget Amount:	\$4,095,382
This Action:	500,000
Prior Obligations:	<u>3,450,000</u>
Remaining Budget:	\$ 145,382

RECOMMENDATION

That the Board of Directors grants approval to initiate and award a sole source contract to Gayland Moffat Consulting to conduct an organizational assessment of Operations and to make recommendations to the General Manager for improvements in Operations functions.