

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

<input checked="" type="checkbox"/> Action <input type="checkbox"/> Information	MEAD Number: 99967	Resolution: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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PURPOSE

To request Board approval to initiate and award a competitive contract for the procurement of professional and technical consultant services for a Mystery Shopper program.

DESCRIPTION

This service quality inspection program allows the Authority to assess the quality of service that our customers receive while using the Metro system. This program provides experienced, trained, professional staff to use Metrobus and Metrorail and objectively evaluate the service from the customers' perspective.

FUNDING IMPACT

Budget: Operating Budget, Fiscal 2009 through 2013
Office: Marketing
Account: Professional and Technical Services – Transportation Consultants

Impact of this action is shown below:

	FY09	FY10	FY11	FY12	FY13
Budget Amount	\$202,800	TBD	TBD	TBD	TBD
This Action: Base Contract	\$175,000	\$189,000	\$ 204,120	--	--
This Action: Option Years	--	--	--	\$220,320	\$237,945
Prior Approvals	--	--	--	--	--
Balance	\$ 27,800	N/A	N/A	N/A	N/A

Notes:

1. Funding is subject to Board approval of FY09 and future year budgets and the availability of funds.
2. Funding for another consumer study, Customer Satisfaction Measurement, is provided in a separate account (Professional and Technical Services – Other Consultants).

RECOMMENDATION

It is recommended that the Board of Directors authorize the General Manager to initiate and award a contract for the Mystery Shopper Program for a three-year base period and two one-year options. Exercise of the base years and each of the option years will be based on Board approval of future budgets and subject to the availability of funds.