



Fiscal 2007 Proposed Budget
Customer Contract Services

Budget Committee
January 26, 2006



FY2007 Proposed Budget

Manage contracts that provide services directly to our customers. To provide cost-effective, efficient user-friendly services for our customers (transportation services, fare collection and parking services).



Pamela Wilkins
Assistant General Manager



Christian Kent
Director, MACS



Craig Maxey
Manager, SMRT



Raymond Stoner
Contracting Officer, PARK

33 Budgeted Positions



FY2007 Proposed Budget

Operating Expense:

\$ Millions

| | FY2006 | FY2007 | Change | |
|--------------|---------------|---------------|--------------|------------|
| Labor | \$1.2 | \$1.8 | \$0.6 | |
| Fringes | 0.4 | 0.6 | 0.2 | |
| Services | 55.9 | 61.8 | 5.9 | |
| Materials | 0.1 | 0.1 | 0.0 | |
| Other | 0.3 | 0.5 | 0.3 | |
| Total | \$57.8 | \$64.8 | \$7.0 | 12% |

| | FY2006 | FY2007 | Change | |
|------------------------|--------------|--------------|--------------|------------|
| Capital Expense | \$0.7 | \$0.9 | \$0.2 | 33% |

| | | |
|--------------------|----|---|
| Budgeted Positions | 31 | 2 |
|--------------------|----|---|

| | |
|----------------------|--------------------------------------|
| Change Detail | Smartrip program operation |
| | due to significant growth in program |
| | |
| | |

Major cost drivers and program changes:

- Begin implementing advanced SmarTrip services throughout the Washington region
- Restructure and rationalize the Guaranteed Parking Program
- Manage new paratransit services contract, and restructure service delivery model to improve on-time performance and cost efficiency



FY2007 Proposed Budget

Work Product / Output

- **Manage contracts for SmarTrip financial clearing and system development, parking facilities and paratransit service**

Work Supported by Budget

- **Provide for financial clearing and settlement, card distribution and control, and customer service for integrated regional transportation**
- **Manage the parking services contract, and rationalize and retool the number and location of Guaranteed Parking spaces, market those spaces to ensure maximum utilization, and improve the revenue performance of the program**
- **Improve on-time performance of Metro-Access via use of automatic vehicle location system, and enforce productivity goals (trips/vehicle/hour)**

Major Assets Operated/Maintained

- **SmarTrip Regional Clearinghouse**
- **58,198 park and ride spaces at 20 garages and 35 lots**
- **310-vehicle paratransit fleet operating over 1.45 million trips annually**



FY2007 Proposed Budget – CCSV Management

Operating Expense:

\$ Millions

| | FY2006 | FY2007 | Change | |
|--------------|--------------|--------------|--------------|-----------|
| Labor | \$0.2 | \$0.2 | \$0.0 | |
| Fringes | 0.1 | 0.1 | 0.0 | |
| Services | 0.0 | 0.0 | 0.0 | |
| Materials | 0.0 | 0.0 | 0.0 | |
| Other | 0.0 | 0.0 | 0.0 | |
| Total | \$0.4 | \$0.4 | \$0.0 | 3% |

Manage contracts for SmarTrip financial clearing and system development, parking facilities and paratransit service

| | FY2006 | FY2007 | Change | |
|-----------------|--------|--------|--------|----|
| Capital Expense | \$0.0 | \$0.0 | \$0.0 | 0% |

| | <i>Change From</i> | |
|--------------------|--------------------|---------------|
| | <i>FY2007</i> | <i>FY2006</i> |
| Budgeted Positions | 3 | 0 |

Change Detail _____



FY2007 Proposed Budget - Office of SmarTrip® Operations

Operating Expense:

\$ Millions

| | FY2006 | FY2007 | Change | |
|--------------|--------------|--------------|--------------|------------|
| Labor | \$0.0 | \$0.0 | \$0.0 | |
| Fringes | 0.0 | 0.0 | 0.0 | |
| Services | 3.4 | 4.1 | 0.6 | |
| Materials | 0.0 | 0.0 | 0.0 | |
| Other | 0.0 | 0.0 | 0.0 | |
| Total | \$3.5 | \$4.1 | \$0.6 | 19% |

| | FY2006 | FY2007 | Change | |
|------------------------|--------------|--------------|--------------|------------|
| Capital Expense | \$0.6 | \$0.9 | \$0.3 | 48% |

- Increase in SmarTrip Card sales and customer service support results in increased 'Service' costs in FY07
- Labor and Fringes are mostly capitalized

| | <i>Change From</i> | |
|---------------------------|--------------------|---------------|
| | <i>FY2007</i> | <i>FY2006</i> |
| Budgeted Positions | 5 | 2 |

Change Detail Smartrip program operation
 due to significant growth in program



Work Product / Output

- **Manage Regional SmarTrip® System and contract for back-end development of WMATA fare collection infrastructure**
- **Manage operation of Regional Customer Service Center**
- **Coordinate Partner Agency activities in Regional SmarTrip® System**
- **Coordinate WMATA efforts on use and expansion of contactless smart cards**

Work Supported by Budget

- **Provide SmarTrip® card distribution, management and customer service**
- **Coordinate financial clearing & settlement for Regional SmarTrip® System**
- **Assure SmarTrip® and contactless smart card efforts further WMATA goals**

Major Assets Operated

- **SmarTrip® Regional Customer Service System**
- **Regional System of Participating Agencies**



Performance Measures

- **SmarTrip Customer Service performance standards**
- **Card transaction volumes**
- **Monthly Active Card count**

Measure Tracks

- **RCSC Daily Report statistics**
- **Regional distribution of card transactions**
- **Number of SmarTrip® cards used at least once in previous six months**

Link to Budget

- **Measures customer service and satisfaction, compliance with contract requirements**
- **Defines cost sharing between Regional Partners**
- **Major variable cost driver in Regional Customer Service Center contract**



FY2007 Proposed Budget – Office of Parking Management

Operating Expense:

\$ Millions

| | FY2006 | FY2007 | Change | |
|--------------|--------------|--------------|--------------|------------|
| Labor | \$0.4 | \$0.4 | \$0.0 | |
| Fringes | 0.1 | 0.1 | 0.0 | |
| Services | 2.7 | 4.0 | 1.3 | |
| Materials | 0.0 | 0.0 | 0.0 | |
| Other | 0.0 | 0.0 | 0.0 | |
| Total | \$3.3 | \$4.6 | \$1.3 | 41% |

| | FY2006 | FY2007 | Change | |
|------------------------|--------------|--------------|--------------|-----------|
| Capital Expense | \$0.0 | \$0.0 | \$0.0 | 3% |

Change From

FY2007 FY2006

| | | |
|--------------------|---|---|
| Budgeted Positions | 6 | 0 |
|--------------------|---|---|

Change Detail

- Parking Management Services contract and related funding requirements, e.g., joint monitoring
- Reserve Parking Program transferred to the PARK office in mid-FY06



Work Product /Output

- **Manage WMATA's parking facilities**
- **Administer parking contract for all WMATA Park and Ride facilities**
- **Advise joint development program with respect to parking as it pertains to the joint development process**

Work Supported by Budget

- **Support Park and Ride customer base of 50,000 customers per day**
- **Manage Reserve Parking Program for 6,000 patrons per month**
- **Ensure that station parking access is maintained or improved during joint development projects**
- **Ensure that parking facilities are constructed to WMATA standards and meet the operational needs with respect to Federal, State or local guidelines**

Major Assets

- **20 garages and 35 surface lots**
- **58,198 Park and Ride spaces; of these 5,824 are reserved spaces available for an additional \$45/month reservation fee, plus the daily parking fee**
- **44 stations with Kiss and Ride spaces, taxi stands, motorcycle, car sharing, ADA accessible and 3,592 meters**



Performance Measures

- **Revenue collected, customer complaints, and inventory of smart cards**
- **Field audits and electronic oversight of parking transactions**
- **Percentage of Guaranteed Spaces reserved and number of wait-listed applicants**

Measure Tracks

- **Effectiveness/profitability of fee policy**
- **Customer experience with facility and with smart cards**
- **Market penetration of smart cards and related inventory**
- **Contractor compliance**
- **Efficiency and attractiveness of the Guaranteed Parking Program**

Link to Budget

- **Services contract and labor directly affect the success of the Parking Services Program**



FY2007 Proposed Budget – Office of MetroAccess Services

Operating Expense:

\$ Millions

| | FY2006 | FY2007 | Change | |
|--------------|---------------|---------------|--------------|------------|
| Labor | \$0.7 | \$1.1 | \$0.5 | |
| Fringes | 0.2 | 0.4 | 0.2 | |
| Services | 49.6 | 53.7 | 4.1 | |
| Materials | 0.0 | 0.0 | 0.0 | |
| Other | 0.3 | 0.5 | 0.3 | |
| Total | \$50.7 | \$55.7 | \$5.0 | 10% |

| | FY2006 | FY2007 | Change | |
|-----------------|--------|--------|--------|----|
| Capital Expense | \$0.0 | \$0.0 | \$0.0 | 0% |

| | <i>Change From</i> | |
|--------------------|--------------------|---------------|
| | <i>FY2007</i> | <i>FY2006</i> |
| Budgeted Positions | 17 | 0 |

Change Detail

- Initiating new paratransit broker and service providers
- Incorporating GPS and AVL technology into MetroAccess fleet
- Improving eligibility assessment process
- Expanding fixed-route Free Ride Program for all MetroAccess customers



Work Product /Output

- **MetroAccess provides freedom of mobility to people with disabilities throughout the WMATA service area**
- **In coordination with Office of ADA Programs, manage an aggressive program to encourage migration of paratransit patrons to accessible Metrorail and Metrobus services (goal is additional 5%) and to control the cost of service delivery**

Work Supported by Budget

- **Fewer missed and excessively late trips through improved performance monitoring and customer service**
- **In-house management of eligibility function and promotion of Free Ride program will divert discretionary customers to less expensive fixed-route modes**

Major Assets

- **255 vehicle fleet that includes 77 sedans and 178 lift-equipped vans**
- **Over 1.45 million passenger trips annually**
- **Over 5,000 trips scheduled daily**



FY2007 Proposed Budget

Office of MetroAccess Services

Performance Measures and/or Benchmarks

- Safety
- Customer Service
- On-Time Performance – 93.5% or better, incentive at 95%
- Productivity – 1.25 passengers per hour or better
- 100% compliance with mandatory Drug & Alcohol Program requirement

Measure Tracks

- Accidents per 100K miles
- Complaints per 1000 trips
- Number of trips provided on-time as a percentage of all trips
- Trips per hour
- Compliance with federal Drug & Alcohol Program – testing, discipline as required

Link to Budget

- Increased field supervision yields superior driver development
- More efficient communications equipment and complaint tracking capability yields higher quality responses to customer inquiries
- Improvements in scheduling and AVL technology allows staff to proactively manage demand and prevent trips from becoming late