



**Fiscal 2007 Proposed Budget
Briefing**

***Division of
Workforce Development and Administration
(WFDA)***

**Budget Committee
January 26, 2006**



FY2007 Proposed Budget

The Division of Workforce Development and Administration's (WFDA) mission is to recruit, develop and retain a qualified workforce that is reflective of the diverse demographics of the region by supporting the principles of fairness and equality, provide responsive administrative services and ensure the timely acquisition of goods and services necessary for the business operations of WMATA.

Division of Workforce Development and Administration

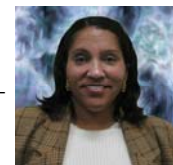
William F. Scott II
Deputy General Manager



Ruth Parks
Executive Assistant



Kim Thompson
Budget Officer



Holly Overton
Office Administrator



338 Total Budgeted Positions for WFDA



FY2007 Proposed Budget - Workforce Development and Administration

Operating Expense:

\$ Millions

	FY2006	FY2007	Change	
Labor	\$17.3	\$17.8	\$0.4	
Fringes	5.8	6.2	0.4	
Services	4.3	4.0	(0.3)	
Materials	1.0	1.1	0.1	
Other	1.7	1.5	(0.2)	
Total	\$30.2	\$30.6	\$0.4	1%

	FY2006	FY2007	Change
Capital Expense	\$6.5	\$6.7	\$0.2

	<i>Change From</i>	
	<i>FY2007</i>	<i>FY2006</i>
Budgeted Positions	338	0

- Labor related increases reflect inflation adjusted costs
- No position increases
- Non-labor related budgets reduced to meet mandated Budget goals
- Materials budget increased to address historically under-funded requirements



Division of Workforce Development and Administration:

- Provide strategic policy advice on workforce matters to the GM/CEO and Board of Directors
- Collective Bargaining Negotiations / Interest Arbitration with Unions
- Compensation and Benefit Programs Policy and Administration
- Provide strategic policies and plans regarding hiring and recruiting and maintaining policy compliance with FTA/DOT regulations on drugs and alcohol
- EEO, Affirmative Action, Workforce Diversity and Policy Compliance and Title VI
- Employee Wellness programs and medical testing
- Procurement and Materials Management for the Authority
- Space Planning, Mail Services, Wireless Communication, Travel, Asset Management and Parking Services



Performance Goals and Measures

- Reduce WMATA vacancy rate to 4 percent and fill vacant requisitioned positions in 45 days or less (Meet the number of requested participants for each Bus Operator class)
- Oversee comprehensive healthcare analysis to identify and implement areas of cost containment for the Authority
- Maintain compliance with FTA/DOT regarding the drug and alcohol program
- Continue with strategic initiatives developed for the CEO/Board in conducting collective bargaining and/or interest arbitration with the various Unions
- Revise policy instruction for space utilization for the 4 million sq. ft. of space in 50 non-passenger occupied buildings
- Revise policy instruction for wireless communication services, reduce cost by 5 percent through improved scrutiny in establishing service, audit and review of invoices, and implement an Office “bill back system”
- Implement WMATA’s Affirmative Action Plan to address underutilization of women and minorities and develop a comprehensive diversity plan, including programmatic initiatives that promote and value diversity and inclusion
- Identify and validate core competencies for large-population job classifications within the Operations Division
- Increase the use of automated methods to improve inventory management and business processes.



FY2007 Proposed Budget - Administrative Programs & Services (APAS)

The Office of Administrative Programs and Services (APAS) develops and manages administrative support services for WMATA's workforce.

- **Space Planning** - Manages 4 million sq. ft. of office/administrative space in 50 non-passenger occupied buildings. For FY07, reduce completion time for request by 25% with improved management
- **Mail Services** - Delivers 200,000 pieces of inter-office mail per year, in addition to 100,000 pieces of mail to more than 50 different locations throughout the region served by WMATA. In FY07, improve mail delivery and retrieval at the CTF by 1 day
- **Wireless Communication Services** - Has established service for just over 1,500 WMATA employees, including cellular, satellite phones, pagers, and air-cards for laptop computers. For FY07, reduce cost by 10% via improved scrutiny in establishing service, audit and review of invoices and departmental "bill back system"
- **Travel Services** - Manages approximately 800 travel requests per year for WMATA employees
- **Asset Management** - Manages approximately 4,000 Property Transaction Requests per year, for new items being added to WMATA's property inventory. APAS removes from inventory, approximately 18,500 items that are either sold or disposed of each year. For FY07, increase transfer or re-utilization of older items by 10%
- **Parking Services** - Manages employee parking at the Jackson Graham Building (JGB) and Carmen Turner Facility (CTF). There are approximately 2,000 employees at these two locations



FY2007 Proposed Budget - Civil Rights (CIVR)

The Office of Civil Rights (CIVR) implements and manages WMATA's commitment to the principles of equal employment opportunity, affirmative action, and equal access to services and programs under Title VI through the development and promotion of a diverse, inclusive and discrimination-free work environment.

- Ensures adherence to WMATA policy and applicable federal laws regarding non-discrimination in all phases of the employment process
- Investigates and resolves formal and informal complaints through effective, fair and alternative methods of dispute resolution
- Provides management and employee counseling and EEO technical assistance
- Conducts EEO and diversity awareness training programs
- Implements WMATA's Affirmative Action Program to address underutilization of women and minorities in certain jobs of WMATA's workforce
- Conducts outreach activities to attract qualified candidates from under-represented groups identified WMATA's Affirmative Action Plan (AAP)
- Develops community outreach programs and partnerships to further AAP goals
- Develops and sustains a culture where diversity is valued and leveraged to achieve business objectives and maximize the potential of all employees
- Designs and implements diversity recognition activities and diversity council programmatic efforts
- Implements WMATA's Title VI Program



FY2007 Proposed Budget - Employee and Labor Relations (LABR)

The Office of Employee and Labor Relations (LABR) provides the following services to WMATA management and its workforce: Conducts Collective Bargaining Negotiations and Leads Interest Arbitration Case Presentations; Union Arbitration & Mediation Administration; and Contract & Grievance Administration and Employee Relations (Ombudsman).

- Negotiates or arbitrates terms of labor agreements:
 - Continue FY05 and FY06 wage growth discipline by negotiating FY07 and FY08 settlements with moderate wage increases that support WMATA budget guidelines
 - Reallocate health benefit premium share costs to be at competitive levels in local market
 - Pursue targeted work rule changes which support more flexible utilization of labor
- Promotes productive labor and employee relations:
 - Achieve agreements on relevant selection criteria for customer service positions
 - Minimize workplace violence and interpersonal conflicts by proactive and reactive interventions
 - Support management rights and interests in contract administration and arbitration matters
 - Facilitate ongoing labor-management dialogue to address mutual concerns
 - Provide daily advice and counsel to line managers responsible for contract administration



FY2007 Proposed Budget - Human Resources Management Services (HRMS)

The Office of Human Resources Management Services (HRMS) is responsible for planning and implementing the employee recruitment process, collecting and maintaining records and providing medical services for WMATA employees.

- Develops and implements recruitment strategies and programs for the workforce that take into consideration: retirements, separations, promotions, transfers and new service expansions
- Develops policies and procedures pertinent to the human resource functions of WMATA
- Serves as a consultant to hiring managers and supervisors regarding the application of policies and procedures
- Manages the hiring, transfer, promotion and termination process
- Conducts 4,800 Occupational Health medical examinations for pre-employment, periodic, return-to-duty and fitness-for-duty. Expands screening and tracking of all employees that require medical clearances and/or sick leave payment approval
- Performs 10,000 drug tests and 2,000 alcohol tests to comply with FTA, DOT and WMATA regulations and policies
- Provides support, assessment and short-term counseling in the area of mental health, stress management, and other social issues for WMATA employees
- Processes 240,000 electronic personnel action records. Maintains electronic file management system for real time data access. In FY07, initiate the Desktop Manager application which will increase the efficiency of processing Personnel Action Requests (PARS) and Separation Personnel Action Requests (SPARS)



FY2007 Proposed Budget - Compensation and Benefits (COBN)

The Office of Compensation and Benefits (COBN) creates solutions designed to attract and retain necessary talent for WMATA while ensuring pay and benefits competitiveness with external benchmark job markets. COBN develops measurements and statistical analyses of WMATA's workforce for business and human resource needs.

- Designs, develops and implements compensation and benefit plans and programs (office supports 6 pay plans, 6 insurance plans and 7 pension plans)
- Uses economic forecasting models to support negotiation position for union pay and benefit proposals and for both union and non-union employee recruitment and retention proposals
- Determines appropriate market position for WMATA pay and benefit levels using workforce analyses methodology to assess current trends and projections (office participates in 20+ scheduled surveys and numerous ad hoc surveys of competitive marketplace)
- Reviews, endorses and/or approves proposed pay actions to ensure compliance with pay policy (3,300 in 2005)
- Classifies and reclassifies positions in response to organizational changes (221 classifications in 2005)



FY2007 Proposed Budget - Organizational Development (ODEV)

The Office of Organizational Development (ODEV's) fosters organizational effectiveness by providing training, development, and performance improvement programs for WMATA employees that addresses the gap between actual and desired performance.

- Plans and implements training programs to enhance supervisory/managerial and professional skills of employees, and to meet federal and WMATA-policy mandatory training requirements
- Plans and implements employee developmental programs:
 - The Senior and Superintendent Succession Programs prepares and places candidates in senior managerial and operating superintendent vacancies
 - The Career Development and Management Certification Programs prepare employees for job and career growth
 - The Tuition Assistance Program supports job-related learning, skill development, and degrees and certifications
- Assists WMATA business-units to improve work team and business process effectiveness through organizational development analyses and interventions.
- Develops and expands training modes and training infrastructure to increase training availability and completion rates for required employee training
- Installs and configures PeopleSoft Learning Management system module to fully integrate ODEV, OPER, SARP and MTPD training activity with the enterprise-wide information technology
- Researches and implements standard training-transfer metrics for the measurement of training effectiveness



FY2007 Proposed Budget - Procurement and Materiels (PRMT)

The Office of Procurement and Materiels (PRMT) is responsible for the acquisition of goods and services that support the expansion and maintenance of the system and business operations for WMATA. The Office designs and administers systems to warehouse and distribute WMATA inventory. The Office also manages the Authority's Disadvantaged Business Enterprise (DBE) and Small and Local Business Preference programs.

- Provides acquisition services for the planning, formulation, award, administration and close out of about 14,000 purchase orders, contracts and modifications valued at approximately \$900 million for an array of services, including construction, engineering, professional and technical, supply and rolling stock
- Coordinates, develops and implements the Authority's procurement policies in accordance with applicable procurement laws and regulations and streamlines the procurement process for more effective implementation of the various programs
- Leads the \$2.9 million initiative for the "Quality and Availability of Parts" for rail and bus in the Authority's inventory
- Develops and implements the use of automated methods to improve inventory management and business processes
- Implements a business development plan to increase the number of DBE firms by 5%
- Resolves major contractual open issues

APPENDIX

WFDA Office Budgets:

- DGM/WFDA - Deputy General Manager's Office**
- APAS - Administrative Programs and Services**
- CIVR - Civil Rights**
- LABR - Employee and Labor Relations**
- HRMS - Human Resources Management Services**
- ODEV - Organizational Development**
- COBN - Compensation and Benefits**
- PRMT - Procurement and Materiels**



FY2007 Proposed Budget - Deputy General Manager's Office (DGM/WFDA)

Operating Expense:

\$ Millions

	FY2006	FY2007	Change	
Labor	\$0.5	\$0.5	\$0.0	
Fringes	0.2	0.2	0.0	
Services	0.2	0.2	(0.0)	
Materials	0.0	0.1	0.0	
Other	0.2	0.1	(0.1)	
Total	\$1.1	\$1.1	(\$0.0)	-2%

	FY2006	FY2007	Change
Capital Expense	\$0.2	\$0.2	(\$0.0)

	<i>Change From</i>	
	<i>FY2007</i>	<i>FY2006</i>
Budgeted Positions	9	0

- Services and Other budgets are reduced to meet mandated WFDA Budget goal



FY2007 Proposed Budget - Administrative Programs & Services (APAS)

Operating Expense:

\$ Millions

	FY2006	FY2007	Change	
Labor	\$0.7	\$0.8	\$0.2	
Fringes	0.2	0.3	0.1	
Services	0.1	0.2	0.0	
Materials	0.1	0.2	0.1	
Other	0.5	0.3	(0.2)	
Total	\$1.6	\$1.7	\$0.1	8%

	FY2006	FY2007	Change
Capital Expense	\$0.3	\$0.3	\$0.0

- Labor budget increased to provide strategic space planning services
- Other budget costs reduced to meet WFDA Budget goal

	<i>Change From</i>	
	<i>FY2007</i>	<i>FY2006</i>
Budgeted Positions	19	0



FY2007 Proposed Budget - Civil Rights (CIVR)

Operating Expense:

\$ Millions

	FY2006	FY2007	Change	
Labor	\$0.8	\$0.8	\$0.0	
Fringes	0.2	0.3	0.0	
Services	0.2	0.1	(0.1)	
Materials	0.1	0.1	0.0	
Other	0.0	0.0	(0.0)	
Total	\$1.3	\$1.3	(\$0.0)	-3%

• A portion of P&T budget dollars moved to PRMT to support a planned DBE software upgrade

	FY2006	FY2007	Change
Capital Expense	\$0.3	\$0.2	(\$0.0)

*Change
From*

FY2007 FY2006

Budgeted Positions	15	0
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FY2007 Proposed Budget - Employee and Labor Relations (LABR)

Operating Expense:

\$ Millions

	FY2006	FY2007	Change	
Labor	\$0.7	\$0.8	\$0.0	
Fringes	0.2	0.3	0.0	
Services	0.7	0.7	(0.1)	
Materials	0.1	0.1	0.0	
Other	0.0	0.0	(0.0)	
Total	\$1.8	\$1.8	(\$0.0)	0%

- Services' budget reduced to meet mandated WFDA budget goal

	FY2006	FY2007	Change
Capital Expense	\$0.3	\$0.3	(\$0.0)

	<i>Change From</i>	
	<i>FY2007</i>	<i>FY2006</i>
Budgeted Positions	10	0



FY2007 Proposed Budget - Human Resources Management Services (HRMS)

Operating Expense: \$ Millions

	FY2006	FY2007	Change	
Labor	\$2.3	\$2.4	\$0.1	
Fringes	0.7	0.8	0.1	
Services	0.7	0.7	0.0	
Materials	0.2	0.2	0.0	
Other	0.8	0.9	0.1	
Total	\$4.7	\$4.9	\$0.2	5%

	FY2006	FY2007	Change
Capital Expense	\$0.9	\$0.9	\$0.0

	<i>Change From</i>	
	<i>FY2007</i>	<i>FY2006</i>
Budgeted Positions	55	0

- Signing and referral bonuses have been added in FY07, increasing Other budget



FY2007 Proposed Budget - Organizational Development (ODEV)

Operating Expense:

\$ Millions

	FY2006	FY2007	Change
Labor	\$1.0	\$1.0	\$0.0
Fringes	0.7	0.8	0.0
Services	2.1	1.7	(0.4)
Materials	0.4	0.4	(0.0)
Other	0.1	0.0	(0.0)
Total	\$4.2	\$3.8	(\$0.4) -10%

• Non-labor costs were reduced to meet mandated WFDA Budget goal

	FY2006	FY2007	Change
Capital Expense	\$0.8	\$0.7	(\$0.1)

	<i>Change From</i>	
	<i>FY2007</i>	<i>FY2006</i>
Budgeted Positions	22	0



FY2007 Proposed Budget - Compensation and Benefits (COBN)

Operating Expense (\$ in millions):

	FY2006	FY2007	Change	
Labor	\$ 1,060.5	\$ 1,081.6	\$ 21.1	
Fringes	328.8	351.3	22.5	
Services	110.7	117.3	6.6	
Materials	9.7	9.9	0.2	
Other	9.4	10.6	1.2	
Total	\$ 1,519.1	\$ 1,570.7	\$ 51.6	3%

- Labor and fringe benefit increases reflect average increase required to maintain market competitiveness

	FY2006	FY2007	Change	
Capital Expense	\$ 282.4	\$ 292.2	\$ 9.8	3%

	<i>Change From</i>	
	<i>FY2007</i>	<i>FY2006</i>
Budgeted Positions	22	0



FY2007 Proposed Budget - Procurement and Materiels (PRMT)

	FY2006	FY2007	Change	
Labor	\$ 10,260.1	\$ 10,397.3	\$ 137.2	
Fringes	3,201.3	3,397.1	195.8	
Services	169.7	324.5	154.8	
Materials	208.3	179.6	(28.7)	
Other	98.0	83.1	14.9	
Total	\$ 13,937.4	\$ 14,381.6	\$ 444.2	3%

	FY2006	FY2007	Change	
Capital Expense	\$ 3,500.6	\$ 3,710.5	\$ 209.9	6%

*Change
From*

FY2007 FY2006

Budgeted Positions	186	0
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- Services' budget increases for PeopleSoft implementation and maintenance, BizTrak (DBE software) enhancements and implementation of Maintenance and Materiels Management System (MMMS) to improve workflow and business processes in PRMT