



Governance Committee

Information Item IV-A

May 28, 2015

WMATA Effectiveness and Efficiency Review



Washington Metropolitan Area Transit Authority

Effectiveness and Efficiency Review

Governance Committee

May 28, 2015



Metro Reforms from 2010

- Safety overhaul Board to Front line
- Closed 25 NTSB Recommendations
- State of Good Repair Program
- Returned infrastructure expertise
- Rail and Bus Service Improvement over five years
- Launched Silver Line and new rail cars
- Opened communications with customers
- Began Financial Management Overhaul
 - Leadership
 - Policies, procedures, training
- Established Strategic Plan
- Established Transparent Performance Measurement



Current & Past Reviews: Authority-Wide

- **Collaborative Risk Management**

- Safety and Security
- Financial Management
- System Reliability
- Board Governance/Effectiveness
- Leadership Effectiveness
- Stakeholder Credibility

- **Previous Management Efficiency Study**

- **Inspector General audits**

- Noncompetitive Contract Types and Actions
- Invoice Certification and Payment Process
- Contract Closeout Process
- MAXIMO Asset Management System
- Network Security Operations
- Local Jurisdictional Subsidies
- Oracle Databases



Current & Past Reviews: Safety and Financial

- **Safety**

- NTSB Investigation
- FTA Safety Management System Audit
- APTA Rail Control Center Peer Review
- GAO Review of NTSN recommendation compliance
- MWCOG Fire Chiefs Radio Study
- TOC, FTA Triennial Review
- TOC Subject Area Reviews

- **Financial**

- FTA manual drawdown restriction
- External audit if FY2014
- FTA Financial Management Oversight Recommendations
- GAO Review of FMO Compliance
- OIG Audit—Financial, IT process and procedures



Management Questions

- Are the best practices, policies, procedures and controls in place to ensure sustainability—safety, quality service, financial?
- What work is required to ensure both effectiveness and efficiency within four Strategic Goals?
 - Build and Maintain Premier Safety Culture
 - Exceed Customer Expectations
 - Improve Regional Mobility
 - Ensure financial stability and invest in people and assets



Nationally-Recognized Safety Model





Strategic Goal 4

- GOAL 4: Ensure financial stability and invest in people and assets
- Approach: Use world-class contractor to:
 - Provide a “state of WMATA” report focused on financial and organizational assessment with recommendations for improvement
 - Capitalize on findings from previous reviews, lessons learned and recommendations
 - Develop gap analysis and recommendations for fully optimized financial and organizational best practices