



**Finance, Administration and Oversight Committee**

**Action Item III-D**

**July 9, 2009**

**Resource Efficiency Consultant**

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

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 100406	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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**TITLE:**

Resource Efficiency Consultants

**PURPOSE:**

To request Board approval to initiate and award multiple consulting contracts and to modify existing contracts, where appropriate, to identify, recommend and implement improved organizational efficiencies in support of the Fiscal Year 2010 Metro goals.

**DESCRIPTION:**

The General Manager and the leadership team have worked diligently and successfully over the last two and a half years to increase revenues and decrease expenses while delivering quality service. With Fiscal Year 2010 and beyond proving to be very challenging budget years, the focus turns to providing these services at much greater efficiency, lower cost and higher productivity.

The categories of efficiency activities requiring procurement of consultant assistance are:

- Organizational design
- Establishing organizational measurements (key performance indicators, metrics, MetroStat, service level agreements for support departments)
- Manpower planning and management
- Business process improvement and reengineering
- Implementing a Metro management system (e.g., ISO, LEAN)
- Re-engineering the employee performance management system

Requirements from professional and technical funds will be procured under a combination of the simplified acquisitions process, modifications to current contracts, sole source procurements, or as competitively negotiated procurements. Advance approval of all of these procurements is requested in this action.

**FUNDING IMPACT:**

Budget: **Operating Budget, Fiscal 2010**

Office: General Manager

Account: **Professional and Technical Service - Other  
Consultant**

This Action: **\$1,000,000**

Remarks: This item is budgeted in Fiscal Year 2010 under  
Professional Technical Service - Other Consultant  
for this purpose

**FY2010**

Budget: **\$1,000,000**

This Action: **\$1,000,000**

Prior Approval: **\$0**

Remaining Budget: **\$0**

**RECOMMENDATION:**

Approve the initiation and award of all procurements associated with Fiscal Year 2010 programmed efficiency activities, in a total amount not-to-exceed \$1,000,000.



# Resource Efficiency Consultants

*Presented to the Board of Directors:*

**Finance, Administration and Oversight Committee**

July 9, 2009



# Purpose

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- **To request Board approval to initiate and award multiple consulting contracts and to modify existing contracts, where appropriate, to identify, recommend and implement improved organizational efficiencies in support of the Fiscal Year 2010 Metro goals**



# Background

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- **Since 2007, Metro has focused on increasing revenues and decreasing expenses while delivering safe, quality transit service.**
- **With the budgetary challenges we face in Fiscal Year 2010, increased focus will be placed on providing service more efficiently and productively.**



# Resource Efficiency Consultants

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## Areas of Consultant Assistance:

- ✓ **Organizational Design**
- ✓ **Organizational Measurement**  
(KPIs, Metrics, Service Level Agreements)
- ✓ **Manpower Planning**
- ✓ **Process Reengineering**
- ✓ **Management Systems**
- ✓ **Employee Performance Management**





# Recommendation

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- **Approve the initiation and award of all procurements associated with Fiscal Year 2010 programmed efficiency activities, in a total amount not-to-exceed \$1,000,000.**