



Massachusetts Bay Transportation Authority

GM Remarks

FMCB

February 6, 2017



FTA meetings 1/31/2017

- Paul Wiedefeld and WMATA Senior Team
- MA Congressional Delegation
- FTA Acting Administrator – Matt Welbes



OUTFRONT Media Rollout Underway: First Digital Panels installed at Copley 2/2/2017



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Contract Management Imperative: \$600M annual spend on outside services



3rd Absence Administration



Cash Collection



Elevator/Escalator Maintenance



Commuter Rail Mobile App



Systemwide Advertising



Warehouse/Logistics



Centralized Reservation and Dispatch



Parking Services



Paratransit Services



Paratransit Pilot



Paratransit Services



Paratransit Pilot



Paratransit Services



Commuter Rail



Cleaning Services



Cleaning Services



Contract Management Center of Excellence: Goals

- Centralize management of largest 15 contracts
- Share best practice for contract management across the teams
- Establish consistent reporting and review methodology
- Monthly review on vendor performance – Key Performance Indicators and Service Level Agreements
- Confirmation that vendors are being held to contract standard and have key contract elements in place (insurance, performance bonds)
- Active discussion to improve contract performance and identify opportunities to improve performance
- Develop framework for quarterly business reviews
- Proactive planning and strategy for end of contract rebid / re-compete processes



Contract Management Center of Excellence: Elements of monthly contract management review

Service Level Agreements

- Adherence to Schedules
- Quality of Service Provided
- Timeliness of Response

Key Performance Indicators

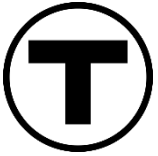
- Net Promoter Score
- Passenger Trips
- Revenue Collected
- Number of Employees

Financial Indicators

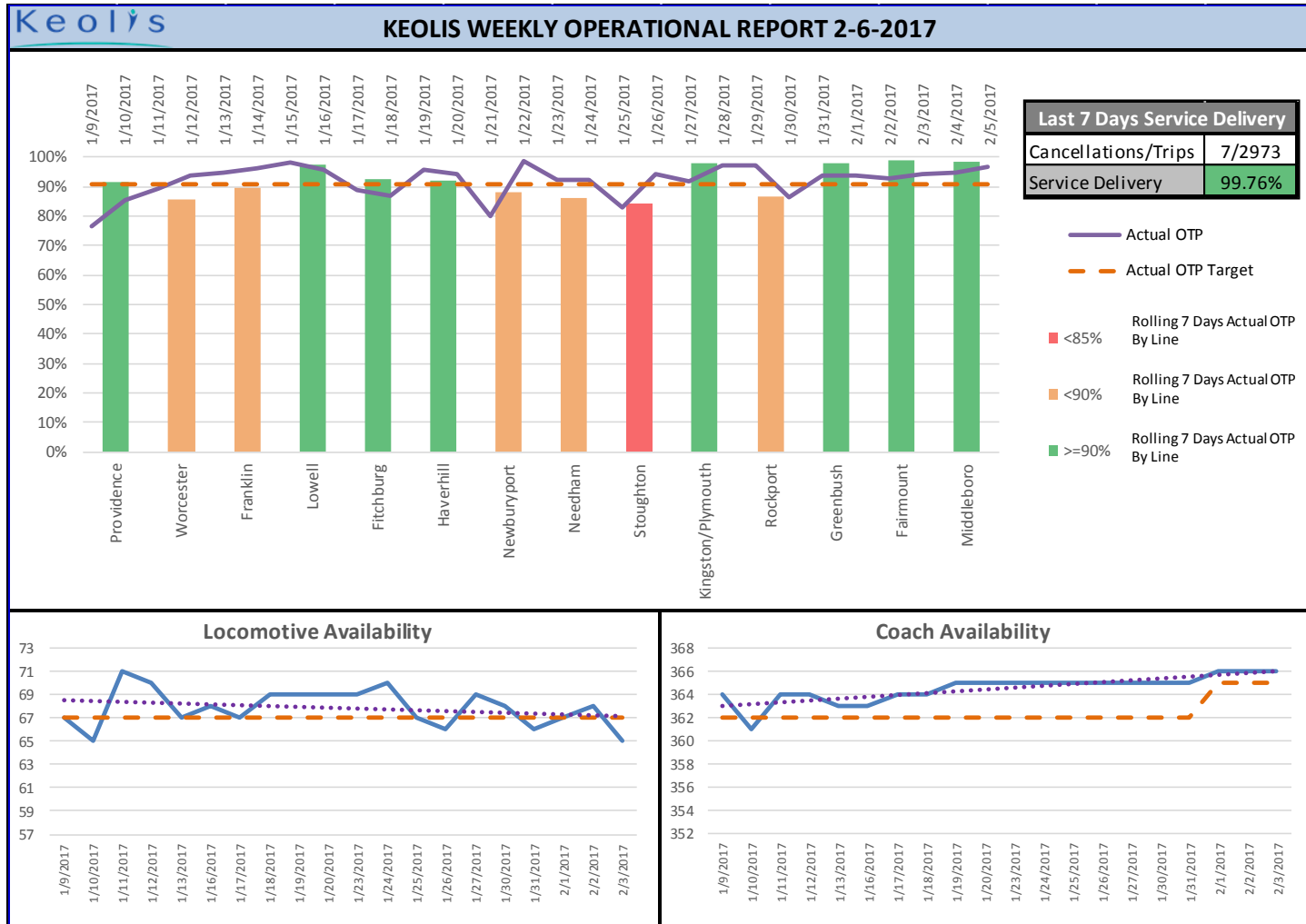
- Penalties
- Incentives

Up-to-Date Documentation

- Insurance Certificates
- Performance Bonds
- Certificates, etc.



Commuter Rail On-Time Performance Summary By Line & Equipment Availability



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