

CASE STUDIES

REV: JULY 01, 2021

ZPRO OPTIMIZES WMATA'S ASSET MANAGEMENT AND MAINTENANCE



Industry: Transit

CLIENT BACKGROUND

An interstate compact created the Washington Metropolitan Area Transit Authority (Metro) in 1967 to plan, develop, build, finance, and operate a balanced regional transportation system in the national capital area. Metrorail provides safe, clean, reliable transit service for more than 600,000 customers a day throughout the Washington, DC area. The system is the second busiest in the United States, serving 91 stations in Virginia, Maryland, and the District of Columbia. Metrobus is the sixth most active bus agency in the United States, with more than 1,500 buses operating on 325 routes.



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PROJECT DESCRIPTION

ZPro Solutions provides asset management expertise to Washington Metropolitan Area Transit Authority (WMATA) for an asset maturity assessment and maintenance optimization project. This project, encompassing a multi-year process, will evaluate all the maintenance departments at WMATA and rank, identify their strengths and weaknesses, and rank them among other similar maintenance organizations in the transportation realm. The full documented report is developed and provided to the client explaining strengths and weaknesses and recommendations for growth and improvement. The second part of this project is to take the recommendations and institute them in the various maintenance organizations they recommend. Our team led the effort in two of the five main maintenance areas of WMATA. It developed business opportunities based on the assessment results that would allow WMATA to streamline its maintenance activities and become a better, more efficient operation. The assessment also identified areas in which WMATA could improve overall operations and efficiency to become a better holistic maintenance operation. Our consultants continue to work with WMATA staff to track and monitor the maintenance efficiencies identified and championed by the WMATA staff to ensure desired results are realized and assist in rollback procedures if the desired results are not acknowledged, and determine the reasoning for that cause.

PROJECT SCOPE

The project involved performing a maintenance assessment of the WMATA work practices and determine areas of improvement. The improvements were to assist WMATA in reducing the overall cost of routine maintenance and ensuring the assets' safety and performance were not affected. The project expanded to enhance and improve maintenance practices and processes as well.

SERVICES PROVIDED

The ZPro team is assisting with the overall maintenance assessment, interviews, and documentation effort. The team is leading the effort in two critical business units to analyze, document, recommend, deploy and monitor maintenance efficiencies. Maintenance improvements result in positive feedback. The results are based on the initial analysis performed and recommendations made, resulting in cost savings to the WMATA organization. Working under the direction of the prime WSP, the ZPro team has made, by far, recommendations that will ultimately have the potential to save roughly \$250 million.

CHALLENGES

Working within the guidance of a tightly regulated workforce in every action and understanding how the regulations affect maintenance was a challenge. Working with the team and the WMATA engineering staff effectively navigated the myth from fact and educated necessary staff when necessary.

RESULTS/OUTCOME

This project is still currently in progress under the current scope. The effectiveness of the project solutions is starting to be realized, and potential savings are a real vision for the business units.