



**Massachusetts Bay  
Transportation Authority**

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## DGM Remarks

Fiscal & Management Control Board

June 4, 2018



## New Call Center Procurement

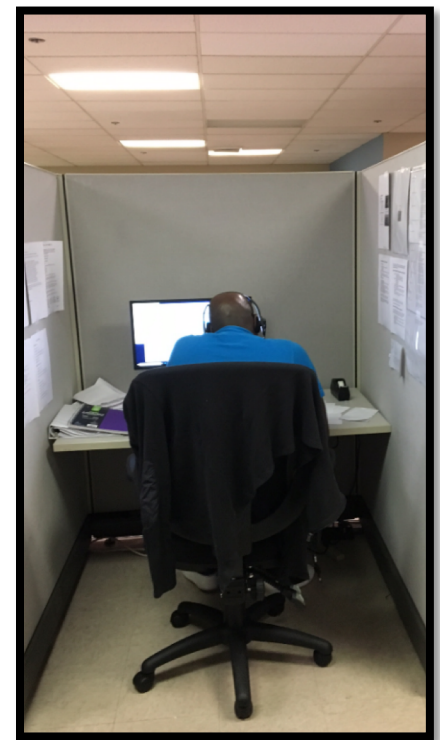
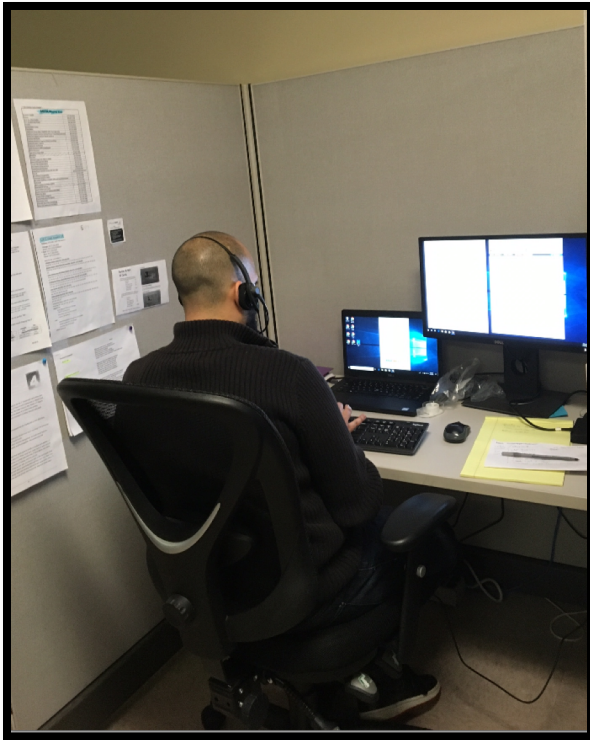
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- June 1<sup>st</sup> successful transition implemented for the new customer call center with SourceHOV in Norwood, MA
- 3 Year Contract, \$3,000,000 with 2 single year options





## New Call Center Procurement



- 24 employees were trained by the MBTA Customer Call Center management team.
- The first day they successfully responded and redirected 927 calls.



## Better Bus Project – Upcoming Outreach



North Quincy High School	Quincy	Monday, June 4	6:30 PM – 8:30 PM
North Shore Community College	Lynn	Wednesday, June 6	6:00 PM – 8:00 PM
Holiday Inn Boston - Bunker Hill	Sullivan Square	Thursday, June 7	6:00 PM – 8:00 PM

### Online Feedback:

- For individuals who cannot attend any of our in-person meetings, we have an online feedback form at [www.mbta.com/betterbus](http://www.mbta.com/betterbus).
- Individuals can also signup for our email alerts to get updates and details about the project.