



**Massachusetts Bay  
Transportation Authority**

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## DGM Remarks

Fiscal & Management Control Board

May 13, 2019



## Workforce Modernization - Update

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### Bus Garages Integration with State Payroll (HRCMS) “Go-Live” was Sunday

- Transition to software based tool as catalyst for evolution of transportation management
- Project update processes and daily management including operator status, bus assignment, and trip status
- Testing direct integration since early February, now **first time directly connected** with state payroll system (HRCMS)



## Key Activities Last Week

- On-site Transit Miner (reporting) presentation and progress discussions with Routematch
- Push-to-Talk application demonstration from Routematch
- Customer facing systems design session (Web portal, IVR, mobile application) with Routematch

## Key Activities This Week

- Discussion around RMPAY and Credit Card Processor
- Routematch and MBTA review of documents for IT Security
- Finalize design document and obtain approvals
- Finalize plans for Disaster Recovery

## Communications Plan

- MBTA and Accenture developed a **detailed plan to provide key messages to each stakeholder**
- Includes Emails, Seat Drops, Postcards, Handouts and in-person communications
- Readiness Surveys will **assess the need for additional communications** or other measures to prepare for coming changes

