



Innovation & Technology

IT Update

September 14, 2021

Presented to: Organizational, Services & Performance
Monitoring Committee





Agenda

- Future of fare collection
- Innovation & Technology organization
- Innovation





Fare Collection - Goals

- Simplified trip planning and fare purchase - mobile technology
 - Modern technology platform
 - Account based system
 - Fare capping
 - Implement in measured incremental improvements
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Fare Collection - Timeline

- Published RFI July 2021
 - Review RFI September 2021
 - Evaluate responses and determine next steps
 - RFP Q4 2021
 - Select partner Q1 2022
 - Implement initial enhancements in 2022
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IT Organization

- Reorganization
 - Add Director of Service Strategy & Delivery
 - Responsible for delivering a customer focused support organization
 - Add Director of Enterprise Architecture & Applications
 - Responsible for interfacing major business systems & delivering BI
 - Cross-training opportunities
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IT Goals and Priorities

- Align strategy to GCRTA goals and objectives
 - Improve internal customer service
 - Increase cybersecurity posture
 - Improve disaster recovery
 - Engage in a service oriented focus
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IT Major Initiatives

- Move key business systems to cloud platforms
- Service delivery software – helpdesk, PM, transparency
- Microsoft 365 platform
- Core infrastructure enhancements





Innovation

- Continue to leverage cloud
- Implement automation, workflow and digitization
- Evaluate digital signage opportunities
- Build partnerships “connecting the community”





Questions

