



Ad Hoc Technology Committee

August 25, 2021





Agenda

- Future of Fare collection
- Innovation & Technology Organization & Strategy
- Data Transparency
- Innovation





Fare Collection - Goals

- Simplified trip planning and fare purchase
 - Modern technology platform
 - Mobile ticketing enhancements
 - Fare capping
 - Account based system
 - Measured incremental improvements
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Fare Collection - Timeline

- RFI published July 2021
- Review RFI September 2021
- RFP Q4 2021
- Select partner Q1 2022
- Implement initial enhancements in 2022





IT organization

- Develop new positions - 2 Directors
 - Service Strategy & Delivery
 - Enterprise Architecture & Applications
- Cross-training opportunities





IT Goals and Priorities

- Improve internal customer service
- Increase cybersecurity posture
- Accelerate digitization
- Strategic alignment to GCRTA goals and objectives
- Improve disaster recovery, RTO and data retention





IT Organizational Alignment

- Transpro alignment
 - Increase stakeholder engagement
 - Service oriented focus
 - Improve risk management posture
 - Engage in continuous process improvement
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IT Major Initiatives

- Oracle to Cloud
 - Service delivery software – Helpdesk, PM, transparency
 - Infrastructure enhancements
 - Microsoft 365 platform
 - Cyber Security
 - 80 active projects & initiatives
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Data Transparency

- Connecting the Community
- Public Transit as part of the broader economic ecosystem
- Communications will be:
 - Timely
 - Customer Oriented
 - Trusted





Innovation

- Internal
 - Leverage cloud opportunities
 - Automation & Workflow
 - Digitization
 - External
 - Fare collection
 - Digital signage
 - Partnerships connecting the community
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Public Comment





Questions

