

DEVELOPMENT OF RFP TO IMPROVE ARTICLE 19-A COMPLIANCE

NORTHEAST TRANSPORTATION AUTHORITY



OVERVIEW

The transportation authority, located in the Northeast US, has over 600 bus drivers on staff. Under state law, bus drivers are not allowed to operate a bus for a motor carrier unless they are qualified to do so and both the individual and organization are in compliance with the state Department of Motor Vehicles (DMV) Article 19-A requirements.

APPROACH

The client has maintained hardcopy driver's files and multiple digital datasets. While the organization has an excellent compliance record to-date, there is concern that with multiple pending retirements and a limited use of technology there is a need to both re-engineer existing information flows and modernize to ensure ongoing success. Our team led the effort to analyze the client's needs and develop an RFP for the organization to release in order to identify a solution that can improve its Article 19-A compliance.

SOLUTION

Stellar provided four main services to the client as part of the contract. The team assessed the client's needs relative to Article 19-A compliance, reviewed existing and relevant information flows, systems, and data assets, provided strategic planning and requirement prioritization, as well as compiled and provisioned the RFP content.

RESULTS

Our team's work on this project allowed the organization to release an RFP to both re-engineer and improve the information flows, and modernize the information systems that support Article 19-A compliance. As the next step on this initiative, Stellar will analyze and present recommendations to modernize Human Resources' information flows and supporting information systems.