



# HUMAN RESOURCES UPDATE

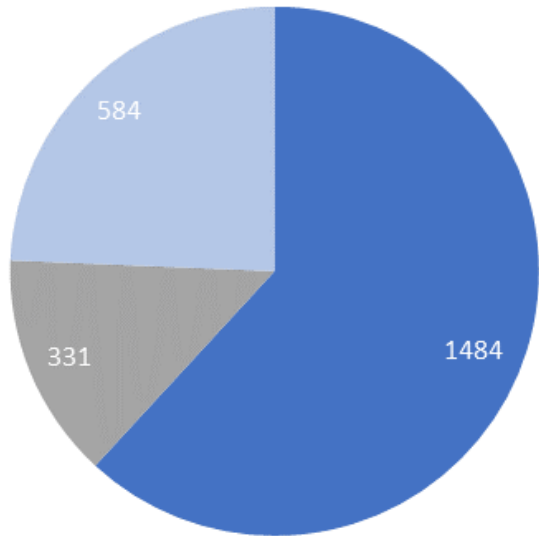
March 23, 2020



# Workforce Utilization

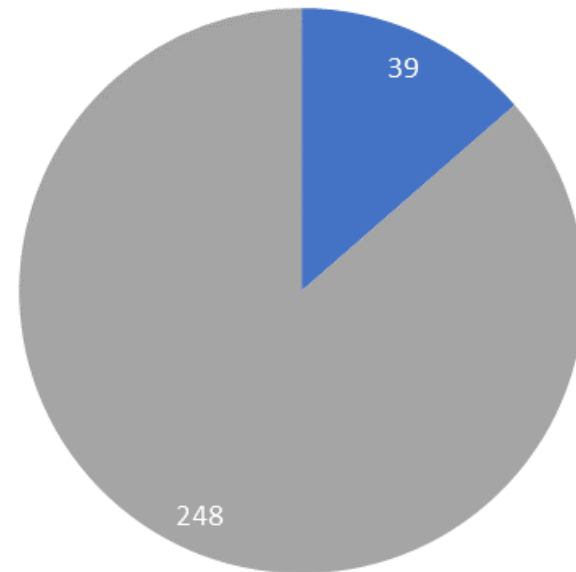
# Workforce Utilization

Highway Workforce Location



■ # Working on Site Core  
■ # Working from Home Core  
■ Working from Home Non-Core

Shared Service Locations



■ # Working on Site Core ■ # Working from Home Core

- Almost 2400 employees are reporting for the Highway division (~ 98% of workforce) with 62% of these employees reporting on-site to fulfill core functions
- Over 300 employees and contractors are available for critical infrastructure support across Shared Services (Human Resources, Technology, Security & Emergency Management), and more than 85% are telecommuting

# Highway Division Core Staff

The following staff has been designated as essential in order to continue Highway operations and activities and shall continue to report to work.

## Field Staff

- Field maintenance
- Operations
- District Materials Section staff
- Facility Staff
- Construction
- Bridge
- Traffic
- Safety
- Bridge Inspection
- Highway Operations Center
- Garage mechanics necessary to support emergency repairs

## Senior supervisors

- Support field inspection
- Support active construction projects
- Support field maintenance operations
- Support Highway Operations Center
- Management

## Additional Staff performing Core Functions

- Contracts (ROW, Construction)
- Project Management
- Design/Review
- Research and Material lab

*\*Some core staff will only be required to periodically be present at a worksite and will telecommute on days not required at the worksite*

# Workforce Utilization - RMV

Service Center Unit implemented a number of initiatives in order to sustain business operations while keeping the public and employees safe:

- Limited number of service centers (10 of 30) opened to service the public, of which 2 service centers are dedicated to B2B and IRP transactions
- Rotating work schedules
- Ticketing system in order to adhere to social distancing of customers awaiting service outside of the service centers
- Limited number of customers in the service centers, another means of adhering to social distancing within the 10 service centers

Driver's Control Unit piloted telephonic hearings which will allow for remote hearings in the upcoming weeks for Hearings Officers

Contact Center has identified and set up a second facility to house another telephone center in the Haymarket/Boston Service which will be staffed in the upcoming weeks as well as implementing a rotating work schedule.

Merit Rating Board has implemented split shift work schedules

# Critical Infrastructure highlights: Technology

## CORE onsite response efforts:

- VPN, Loaner laptops, helping people access corporate resources on personal devices
- MFA setup
- Purchasing of additional laptops/accessories to meet business needs. Standard laptops as well as Highway Engineering laptops.
- Mobilizing the contact center. Moving equipment and setup for team to work out of Haymarket 4th floor
- Moving people for social distancing. QHQ and other locations
- RMV additional capacity for various functions: cash rooms, Qflow, Datacluster access from new location

## CORE Remote response efforts:

- Supporting Five 9 remote access for call centers. Password resets.
- Supporting additional conferencing requests (go to meeting)
- Support additional mobile device requests
- Supporting Registration and Title increase phone transactions (redirected fax lines, getting phone lines together for remote access)
- Driver Control for Virtual 1 to 1 Hearings: setup for remote access (Webcams and go to meeting accounts)
- Setup enforcement services to be able to do remote support so investigations do not stall.

# Critical Infrastructure highlights: SEM

## CORE onsite response efforts:

### Emergency Management

- Team is split between 45 High Street and MEMA SEOC
- Supporting COVID-19 planning effort, including working groups, daily reports, MEMA engagement, daily coordination calls, and ad hoc initiatives in support of Secretary's / GM's Offices

### Security Operations

- 24/7 team is split between 45 High Street and 10 Park Plaza
- Coordinating cleaner access changes, security guard and police detail operations with RMV, and monitoring crowding/facilities

### Security Services

- Team is split between 45 High Street and 10 Park Plaza
- Providing continued timely service for access, badge, and video needs for both DOT and MBTA

## CORE Remote response efforts:

### Security Systems

- Working remotely
- Monitoring, managing, and administering critical security video, access, and other systems
- Responding on-site as needed



# Telework Transition



# Telework Transition Activities

- Developed procedures to assist employees who are at high-risk for serious health outcomes should they contract Coronavirus
- Developed Standard Operating Procedures to ensure consistency in response to exposure incidents
- Made rapid changes to workflows and provided new guidance in light of changes in time reporting, benefits sign up processes, etc.
- Extended use of text messaging alert system
- Training development on managing remote teams to meet new critical organizational needs



# Hiring Activities

# Future Hiring At MassDOT

Hiring continues across MassDOT

- 19 new employees are being onboarded on Monday March 23<sup>rd</sup>
- We anticipate another 6 new hires being onboarded Monday March 30<sup>th</sup>.
- New positions are being approved and recruiting activity is continuing
- Talent Acquisition team is able support hiring needs remotely
  - TA team is equipped to work remotely
  - Hiring managers have been provided Go To Meeting accounts to conduct virtual interviews
  - We are in the process of implementing Talview, which will enable both live and pre-recorded video interviewing and remote interview scheduling.
  - Shifted to virtual new employee orientations.



# Appendix

# S&EM COVID-19 Role

## Emergency Management

Coordinating 9 working groups across DOT/T

Cleaning, PPE, Medical Services, Service Impacts, Continuity, Policy, Communications, etc.

Weekly group meetings, briefings; daily group calls

Staffing ESF1 Desk at MEMA SEOC daily for full integration with statewide planning and requests

Revising MassDOT Public Health Preparedness Plan and MBTA Pandemic Disease Plan

DOT and transit peer exchange efforts

Promulgating COOP guidance and planning

Daily DOT and MBTA situation reports

Conducting planning exercises and workshops



# S&EM COVID-19 Role

## Security

On-site coordination of police details and redeployment of statewide security guard force in support of consolidated RMV operations plan

Configuring access to reflect additional cleaning activity and facility or office suite closures

Monitoring closed facilities for perimeter security concerns and open facilities for crowding and operational concerns

Streaming real time situational awareness security camera video to DOT and RMV senior leadership to facilitate monitoring of service center crowding

