

The RIDE Policies



Massachusetts Bay
Transportation Authority

The RIDE Fleet Technology Plan

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Document Control

Document Management and Authoring

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Document Review and Approval

Date	Version	Name	Title	Company	Initials
6/12/2026	1.0	Christopher Jurek	Interim Chief of Paratransit Services	MBTA	

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Overview

The MBTA will be responsible for providing a range of fleet-related technology for the full RIDE fleet, including Revenue Vehicles and Contractor-owned Safety vehicles.

Enterprise Asset Management Software

The MBTA will provide its service providers with a centralized system for fleet asset management, vehicle maintenance tracking and work order management, parts inventory, inspections, and related reporting. The system is expected to support approximately 700 vehicles and roughly \$50 million in fleet assets. Key EAM functions include:

1. **Centralized asset management**, including condition tracking and storage of key vehicle and asset records such as registrations, warranties, and photos.
2. **Vehicle maintenance management**, including work orders, preventive maintenance inspection tracking, alerts, and parts management.
3. **Digitization of pre-trip inspection processes**, replacing paper-based procedures with electronic workflows, including lockout functions to help prevent failed vehicles from being placed into service and to alert maintenance staff when issues are identified.
4. **Fuel data integration** with third-party fuel providers, including on-site fuel systems and MBTA-provided Wex fuel cards, to support vehicle-level fuel usage tracking and improve visibility into potential misuse or irregularities.
5. **Telematics integration** through a third-party vehicle camera provider (Samsara), introducing fleet telematics capabilities where none currently exist.
6. **Consolidation of maintenance activities** such as work orders, inspections, and preventive maintenance schedules into a single platform.
7. **Improved visibility into provider parts inventory and usage**, helping reduce stock-outs and minimize the risk of reduced vehicle availability.
8. **Unified reporting**, bringing together maintenance and operational data to support reporting, oversight, and KPI tracking for both maintenance providers and MBTA staff.
9. **Mobile functionality for field use**, including support for work orders, time capture, parts issuance, and photo documentation, with the goal of reducing data entry burden and improving documentation quality.

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Hardware Provision and Responsibility

MBTA will directly purchase tablets, cases, cradles, speaker/microphones, amplifiers, cameras, etc. and distribute to providers, along with sufficient spares for training and two years of operations. MBTA shall manage MDM and ensure inactive devices are removed from MDM and Verizon and appropriately sent for recycling and destruction.

Providers are responsible for installing and maintaining the complement of In-Vehicle Technology provided by the MBTA and coordinating with the MBTA to order replacement items as necessary.

Vehicle Cameras

All RIDE vehicles are equipped with dual-facing dash cameras with audio recording disabled. These cameras include advanced event triggering, notification, and monitoring capabilities.

Vehicle Operator Communication (Push-to-Talk, PTT)

The RIDE uses a Push-to-Talk system provided by Orion for voice communication between Vehicle Operators and dispatchers. The PTT solution runs on an app on the vehicle tablets.

Tablets & MDM Management

Scope and Use of Tablets

Tablets are used by Vehicle Operators to perform daily operations, including trip management, communication, and navigation. Vehicle Operators access key applications such as **Spare**, **Orion PTT**, and **Google Maps** to complete their work.

Purpose and Objectives

The purpose of the tablets is to provide a secure, reliable, and standardized device that supports Vehicle Operator operations. All tablets are configured consistently to ensure the same experience across all fleets and providers.

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System Overview

All tablets are managed using SureMDM, which allows devices to be configured, updated, and monitored remotely. This ensures consistent performance, security, and control across all tablets.

SureMDM is a system used to remotely manage tablets. It allows administrators to install applications, apply settings, restrict device usage, and monitor device status.

- Managed through a central console
- Devices communicate with SureMDM via the SureMDM Agent
- Supports remote updates and troubleshooting
- Provides visibility into device status and usage.
- Device online/offline status
- Application installation and version Transdev/Tracking
- Battery level and connectivity status
- Data usage monitoring

NOTE

42Gears provides the SureMDM system under contract with Transdev/TRAC. Transdev/TRAC owns and manages the contract and is responsible for managing the SureMDM environment, including the console. However, MBTA currently manages the SureMDM console and performs day-to-day operations, including device configuration, application deployment, policy enforcement, and system monitoring.

Device Specifications

All tablets across both service providers use the same standard model (Samsung Galaxy Tab A7 Lite, 2021) to ensure consistency and easier support.

Specification	Details
Model	Samsung Galaxy Tab A7 Lite
Year	2021
Screen Size	8.7-inch
RAM	3 GB
Storage	32 GB
Battery	5100 mAh
Operating System	Android

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Connectivity	LTE/ Wi-Fi
Warranty	1 year



DEVICE CONFIGURATION AND CONTROLS

Tablets are configured through SureMDM (42Gears) to ensure secure and controlled use.

- Devices are restricted to approved applications only
- Device settings are controlled to prevent misuse
- Location and connectivity settings are enabled as required for operations

Approved Applications

Vehicle Operator-accessible applications

- Spare Driver App: The primary Vehicle Operator application used to manage trips, view the map, and receive real-time updates.
- Orion PTT: A push-to-talk communication app that allows Vehicle Operators to communicate with dispatch in real time, similar to a two-way radio.

Orion PTT App

Spare Driver App

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Background application

- SureMDM Agent: A background app that connects the tablet to SureMDM, allowing remote management, updates, and monitoring.

SureMDM Agent



Applications are installed and managed through SureMDM.

- Approved apps are deployed remotely
- Updates are controlled and scheduled
- Unauthorized applications are restricted

Tablet Inventory Summary

This table summarizes the number of available tablets for the entire fleet.

Category	Amount	Notes
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Tablets in Service	713	702 in vehicles + 9 training + 2 testing
Spare / Replacement Tablets	363	Includes refurbished, distributed units, and 25 pre-configured backup tablets
Damaged / Broken Tablets	94	—
Total Tablets	1,170	—

License Management Summary

Each tablet requires a SureMDM license to be managed in the system. Licenses allow tablets to receive updates, configurations, and monitoring. The maximum number of available licenses is 899, with 778 currently in use (including 774 used by providers and 4 by MBTA).

There are 121 licenses available, which can be used for new or replacement tablets. To ensure efficient use of licenses, it is important to release licenses from devices that are no longer in service so they can be reassigned as needed.

Category	Providers	MBTA	Notes/Total
Licenses Used (In-Service Tablets)	774	4	—
Licenses Tied to Out-of-Service Tablets	90	—	—
Total Licenses in Use	774	4	777
Available / Unused Licenses	—	—	122
Total Licenses	—	—	899

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Roles & Responsibilities

DEDICATED SERVICE PROVIDERS

Tablet Health & Maintenance

- Ensure tablets are charging properly and remain operational **(Daily)**.
- Verify tablet cases and batteries are in good condition; no swelling or damage **(Monthly)**.
- Monitor tablet data usage and ensure it does not exceed **2 GB** per device **(Monthly)**.

Application & Agent Management

- Ensure all required applications are installed and up to date, including:
 - Spare
 - Orion (PTT App)
 - Google Maps
 - Android
 - Other required MBTA applications
- Ensure the **SureMDM Agent app** is installed and up to date at least **every 60 days**.

Monitoring Job and Profile deployment processes, devices, and Troubleshooting

SureMDM uses Jobs and Profiles to manage tablets. A Job is a one-time action sent to a device, such as installing an application, pushing an update, or sending a message. For example, a Job can be used to install the Spare app or update Orion PTT on all tablets.

A Profile is a set of settings that stays on the device and is applied continuously to control how it is used. For example, a Profile can restrict the tablet so Vehicle Operators can only access approved applications or configure device settings like Wi-Fi and permissions. In simple terms, a Job performs a specific action once, while a Profile maintains ongoing device settings.

Monitoring

- Track deployment status using SureMDM (Job Status / Reports)
- Confirm updates are progressing as expected

Troubleshooting

- Identify failed or stalled jobs
- Investigate root causes (e.g., offline device, low battery, connectivity issues)

Re-Push Failed Jobs

- Re-initiate failed jobs for affected devices

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- Confirm successful completion

Testing

- Assist during the testing phases for the new deployment.
- Monitor system performance and deployment behavior.
- Provide feedback to MBTA on any issues, observations, or improvements

Device Lifecycle Management

- Enroll new tablets into the SureMDM environment.
- Wipe and properly remove defective, lost, or decommissioned tablets, and free up active licenses from SureMDM.
- Maintain accurate device naming conventions and group assignments.

Monitoring & Validation

- Confirm successful **job and profiles** updates and deployments.
- Respond to MBTA requests related to device issues, updates, or validations.
- Ensure the **recycling bin** is reviewed and cleared regularly from SureMDM.
- Monitor available licenses and ensure total usage does not exceed **899 licenses**.
- Provide monthly reports, including:
 - Data usage
 - Job status
 - Battery Health
 - Apps Version (Spare App, SureMDM Agent App, and Android OS)
- Report any recurring issues or blockers

Inventory Monthly Report (All Tablets and Vehicles):

- Report on the total count of tablets assigned to a vehicle and in service.
- Report on the total number of available replacement tablets
- Report on the total number of damaged/ broken/defective tablets slated for disposal. **Note:** tablets must be disposed of through a licensed or otherwise qualified electronics recycling/disposal vendor.
- Report on the total number of licenses assigned to a vehicle in service (active within the last 30 days).
- Report on the total number of licenses assigned to a vehicle not in service (off-line for more than 30 days).

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MBTA (THE RIDE)

SureMDM Environment Oversight

- Maintain an organized and governed SureMDM environment.
- Monitor overall system health and compliance.

Job, Profile & Update Management

- Work with the **42Gears** team to create and maintain, push, and configure jobs and profiles.
- Coordinate with DSPs to schedule and push updates.
- Work with DSPs to test upcoming Spare Driver app releases in a controlled test environment before full-scale deployment.

Compliance & Reporting

- Confirm DSPs are keeping tablets in good working order and agents up to date.
- Confirm total usage does not exceed **899 licenses (780 in use + 119 reserve licenses)**

End-of-Life Device Disposal

MBTA is responsible for the proper disposal of tablets at the end of life, in accordance with applicable policies and regulations.

TRAC (TRANSDEV)

Coordination & Communication

- Own and manage the SureMDM contract, including vendor coordination and licensing.
- Coordinate with MBTA and DSPs on SureMDM-related changes (e.g., job and profile updates)
- Serve as the primary point of contact with the SureMDM vendor (42Gears).
- Support escalation and resolution of issues related to configurations, updates, and deployments

SPARE

Application Configuration & Support

- Ensure Spare application configurations align with MBTA profiles and requirements.
- Validate compatibility with MBTA's SureMDM and device configurations.
- Communicate with MBTA regarding:
 - Current supported app versions
 - Required updates or configuration changes

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- Coordinate with MBTA on all upcoming Agent app updates and changes. Spare should provide release notes before a new version is published to the Google Play Store and be available to discuss and explain the changes with MBTA in advance of release.

Note:

SureMDM by 42Gears is a powerful, user-friendly mobile device management (MDM) solution for Android devices. MDM allows organizations to remotely manage, update, monitor, and secure devices from a central platform.

Backup Communication System

Scope and Use

The RIDE uses Sonim devices (mobile phones) installed in each vehicle and used as a **backup communication system (a secondary method used when the Vehicle Operator messaging and PTT systems are not working or in the case of an emergency)**. They are only used when the primary communication system (such as Orion PTT) is unavailable.

PURPOSE AND OBJECTIVES

The purpose of the backup communication devices is to ensure Vehicle Operators can always communicate with dispatch, maintaining **continuous communication, safety, and operational reliability** even during system outages.

SYSTEM OVERVIEW

These devices act as a **fail-safe communication tool (a system used when the main system fails)**, allowing Vehicle Operators to call dispatch directly and continue operations without interruption.

DEVICE INVENTORY SUMMARY

This table shows the number of current Sonim devices. VTS has 345 devices installed in vehicles, with 20 spare devices available for replacement and 8 broken or unusable devices.

WDU has 351 devices installed in vehicles but does not maintain spare devices for replacement. This means replacement devices may not be immediately available if a device fails.

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Category	Amount
Sonim Devices Installed and Active in Vehicles	696
Spare Sonim Devices for Replacement	20
Broken or Unusable Sonim Devices	8
Total devices	724

ROLES & RESPONSIBILITIES

TRANSDEV/TRAC Responsibilities

TRANSDEV/TRAC is responsible for the overall management and operation of the backup communication system.

System Configuration and Control

- Maintain and manage the system used to remotely manage and control all devices
- Define and enforce device configurations, policies, and restrictions, including:
 - Approved calling permissions (allow devices to call only approved numbers, such as dispatch or emergency services)
 - Device functionality and behavior (control how devices can be used)
- Create and manage:
 - Device Groups (organizing devices into categories for easier management)
 - Naming conventions (standard format used to identify devices)
- Implement system-wide updates and changes (apply updates to all devices at once)

Dispatch Operations

- Provide and maintain 24/7 dispatch coverage (continuous availability to support Vehicle Operators at all times)
- Serve as the primary point of contact for Vehicle Operator communication via devices
- Ensure all calls are:
 - Answered promptly (without delay)
 - Properly documented (recorded for tracking and reporting)
 - Escalated as required (passed to the appropriate team when needed)

Governance and Change Management

- Own and manage the backup communication system
- Coordinate all system changes with MBTA and Service Providers

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- Ensure configurations and policies are applied **consistently across all fleets (same setup for all providers)**
- Communicate updates, outages, or changes in advance where possible
- Ensure all devices remain in **proper working condition (fully functional and ready to use)**

Support and Escalation

- Provide support for system-level issues (issues affecting multiple devices or system behavior)
- Assist Service Providers with:
 - Configuration issues (device setup or settings problems)
 - System troubleshooting (identifying and fixing system-related issues)
 - Replacement of lost, damaged, or defective devices

MBTA Responsibilities

MBTA provides oversight and ensures compliance with all backup communication requirements.

Policy and Standards

- Identify the required backup communication system
- Establish operational expectations, including:
 - Device availability (**devices must be present and ready**)
 - Reliability (**devices must function properly**)
 - Readiness for deployment (**devices must be ready for immediate use**)

Asset and Inventory Requirements

Require Service Providers to maintain:

- One (1) Sonim device per vehicle
- A minimum of ten (10) spare devices (**extra devices available for replacement**) per fleet

Service Provider Responsibilities (DSPs)

Service Providers shall be responsible for the day-to-day management, maintenance, and operation of backup communication devices within their fleet.

Device Inventory and Asset Management

- Maintain:
 - One (1) device per vehicle
 - At least ten (10) spare devices, fully configured and ready for use
- Maintain an up-to-date inventory including:
 - Device name (**unique identifier for tracking**)

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- Assigned vehicle
- Phone number
- Ensure devices include required carrier service (e.g., T-Mobile) (**active cellular service for communication**)

Device Installation and Configuration

- Install and maintain devices in vehicles
- Register devices in the **system used to remotely manage devices**
- Assign:
 - Device Name per naming convention (Examples: MBTA N/XXXX- or MBTA V/XXXX)
 - Appropriate Device Group (**category used for management**)
- Ensure physical labels match system records (**device label matches system information**)

Designated Sonim Administrators

- Designate:
 - Three (3) Primary Administrators
 - Two (2) Alternate Administrators
- Provide access to the Sonim MDM Cloud Console
- Administrators are responsible for:
 - Device setup and registration
 - Assigning devices to groups
 - Monitoring device status (**checking if devices are online and working**)
- Administrators shall operate within their defined scope and shall not modify system-wide configurations
- Service Providers shall notify Transdev/Trac and MBTA of contact information for the administrators.

Daily Operations and Readiness

- Verify during daily vehicle checks:
 - Device and device bag present

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- Devices must be kept **secured in the assigned device bag (protective pouch stored in the vehicle) and sealed with a zip tie (tamper indicator to show the bag has not been opened).**



- The bag must remain sealed at all times and should **only be opened in an emergency when the device is needed for communication.**

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- If a Vehicle Operator opens the bag and uses the device, the Vehicle Operator must **notify the Service Provider (WDU or VTS) that the device was used and the seal was broken.**
- The Service Provider must then:
 - Inspect the device (**confirm it is present and working**)
 - Re-secure the device in the bag
 - Apply a **new zip tie (new seal to indicate the device is secured again)**
- Devices must remain powered on and operational at all times.



- Ensure devices remain active and connected
- Prevent extended offline periods (**Not more than 30 Days**) that may result in SIM deactivation

Maintenance and Replacement

- Repair or replace damaged or non-functioning devices
- Maintain spare devices ready for immediate use
- Follow naming rules:
 - Failed device renamed “Replaced XXXX.”
 - Replacement device assumes the original device name
- Update physical labels accordingly

Troubleshooting and First-Line Support

- Act as first-line support (**first team to handle issues**)
- Troubleshoot:

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- Hardware issues (**physical device problems**)
- Connectivity issues (**network or signal problems**)
- Configuration issues (**settings or setup problems**)
- Perform initial fixes (e.g., device resync via MDM Console)
- Escalate unresolved issues to TRANSDEV/TRAC

Coordination with TRANSDEV/TRAC

- Work with TRANSDEV/TRAC on:
 - System updates
 - Configuration changes
 - Issue resolution
- Lead resolution of device-level issues with support from TRANSDEV/TRAC

Operational Flow

- Backup communication devices are used only when the primary system fails
- Vehicle Operators contact TRANSDEV/TRAC dispatch
- Dispatch manages communication and response
- Service Providers support device and field issues