

Stakeholder Impact Overview: Adapting to the Digital System

Purpose: This document outlines how the transition to the **Intelligent Transport Management System (TMS)** will affect different roles within our organization. Its goal is to provide clarity, alleviate concerns, and highlight the personal benefits for every team member.

1. Senior Leadership & Management

The Change: Moving from "Management by Anecdote" to "Management by Data."

You will no longer rely on delayed reports or second-hand information to understand the health of the business.

- **How your role changes:**
 - **Old Way:** Waiting for end-of-month reconciliations to see if the company made a profit.
 - **New Way:** Check the "Super Dashboard" on your phone to see live revenue, fleet status, and daily totals at any moment.
 - **Your Benefits:**
 - **Peace of Mind:** Reduced risk of internal fraud and revenue leakage.
 - **Growth Focus:** Less time fighting fires, more time dealing with strategy and expansion.
 - **Key Responsibility:**
 - Enforcing the policy that "The System is the Source of Truth."
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2. Operations Supervisors

The Change: Moving from "Chaos Coordinator" to "Fleet Controller."

You are currently the busiest people, dealing with phone calls, manual schedules, and crises. The system is designed to act as your assistant.

- **How your role changes:**
 - **Old Way:** Calling 10 drivers to find out where they are or who can take a shift.
 - **New Way:** Drag-and-drop buses onto schedules on a screen. See driver availability instantly. Swap a broken-down bus with one click.
- **Your Benefits:**
 - **Less Stress:** The system handles the complex logic (e.g., preventing double-booking).

- **Visibility:** You can see exactly where every bus is on the live map without making a phone call.
 - **Key Responsibility:**
 - Ensuring schedules are published on time so sales can begin.
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3. Station Agents (Ticket Sellers)

The Change: Moving from "Cashier & Calculator" to "Customer Service Pro."

Your job is to sell, not to do math. The system removes the burden of manual bookkeeping.

- **How your role changes:**
 - **Old Way:** Writing tickets by hand, manually calculating totals, stressing about balancing the cash book at the end of the day.
 - **New Way:** Tap the destination on a tablet, accept payment, and the system prints/sends the ticket. The system does the math for you.
 - **Your Benefits:**
 - **Speed:** Sell tickets 3x faster, meaning shorter queues and happier customers.
 - **Accuracy:** No more penalties for calculation errors. If the system says you sold \$500, you have exactly \$500.
 - **Key Responsibility:**
 - Accurately entering passenger phone numbers (critical for customer notifications).
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4. Drivers & Conductors

The Change: Moving from "Gatekeeper" to "Pilot."

You are responsible for the safe transport of passengers, not for untangling ticket disputes.

- **How your role changes:**
 - **Old Way:** Arguing with passengers about whether their paper ticket is valid, valid for *today*, or if they already used it.
 - **New Way:** You scan the passenger's QR code. The App says "GREEN" (Go) or "RED" (Stop). There is no argument; the system decides.
 - **Your Benefits:**
 - **Protection:** You cannot be accused of stealing cash fares if you follow the "Scan Every Passenger" rule. The digital record protects your reputation.
 - **Clarity:** Your App tells you exactly where you are going, what time to leave, and how many people should be on board.
 - **Key Responsibility:**
 - **"No Scan, No Ride."** Use the App to validate every single person boarding the vehicle.
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5. Inspectors & Auditors

The Change: Moving from "Random Checks" to "Generic Validation."

Your job becomes faster and more effective because you have better tools.

- **How your role changes:**
 - **Old Way:** Walking through a bus looking at pieces of paper, hoping to spot a fake signature or date.
 - **New Way:** Scan a passenger's ticket with your inspection device. It instantly checks the central server to see if that ticket was validly sold and paid for.
 - **Your Benefits:**
 - **Authority:** The device provides undeniable proof if a passenger is traveling without a valid ticket.
 - **Efficiency:** You can check a whole bus in half the time.
 - **Key Responsibility:**
 - Spot-checking buses to ensure the "Digital Manifest" matches the physical heads on board.
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Summary: Why We Are Doing This

We understand that change can be uncomfortable. However, this system is not being brought in to police you; it is being brought in to **protect the business**.

- **For the Company:** It ensures survival and growth.
- **For You:** A stronger, profitable company offers better job security and a more professional working environment.

Our Commitment: We will provide full training and support during this transition. No one will be expected to use the system without help.