

Massachusetts Department of Transportation (MassDOT)

How MassDOT streamlined their federal aid obligation and reimbursement process with Aurigo Masterworks

CASE STUDY

MassDOT is dedicated to promoting safe and efficient transportation in Massachusetts. It manages roads, public transportation, aviation, licensing and registration. MassDOT partners with various organizations to develop cost-effective programs and projects that enrich the state's economy, quality of life, and environmental well-being. The Highway Division focuses on highway and bridge planning, construction, maintenance, and assists local communities with their capital infrastructure needs.

Customer challenges

MassDOT previously handled its federal aid obligation and reimbursement process with Excel spreadsheets and an Access database. A key challenge was the generation of PARS numbers essential for communication with the Controller's office. The process was fragmented, with the team submitting requests via email and lacking visibility into the status until receiving the PARS number from the FAPRO department. Relying on manual methods and spreadsheets resulted in redundant efforts and heightened the potential for errors as well as communication breakdowns.

To overcome the reliance on disjointed systems, MassDOT sought to streamline the process. It needed a solution to manage the federal aid obligation and reimbursements process that included:

- Generating STIP and FAN requests
- Generating and submitting PS&E requests as well as the final bill of aid
- Tracking and verifying FHWA reimbursements
- Monitoring reimbursement status
- Mapping the current STIP program to the forecasted STIP for historical tracking



MassDOT provides a transportation system to strengthen the state's economy and improve the quality of life.

- Headquarters: **Boston**
- CIP value managed: **\$2,386 million annually**

Over **5,000 bridges** and **9,599 roadway miles** managed by the Highway Division at MassDOT, which includes all interstates and limited-access freeways.

Each day, MassDOT moves over **five million** residents and vehicles to and from Massachusetts and surrounding states collectively.

To do this, MassDOT needed:

- A centralized, secure platform with FMIS 5.0 integration
- Automated creation and submission of the PS&E package to FMIS
- Auto-generation and submission of the final bill of aid regardless of changes
- The ability to conduct what-if analysis for draft STIPs and run multiple project-budget scenarios
- Electronic receipt of information from FHWA, including monitoring, tracking, and verifying reimbursements, and variance mapping
- The capability to map the current and forecasted STIP for historical tracking
- Reconciliation of planning fund categories and fiscal constraints with the STIP
- Oversight of all post-Certificate of Completion financial expenses, encumbrances, liabilities, and project accounts
- Enablement of electronic approvals and sign-offs by planning and program managers

Aurigo Masterworks at MassDOT

Aurigo's federal aid reimbursement solution integrates seamlessly with FMIS 5.0, providing MassDOT with comprehensive data and efficient workflows.



Improved reimbursement process: Integration with FMIS 5.0 accelerates the reimbursement process by reconciling FHWA billing, eliminating unrecoverable reimbursements, and automating manual tasks.



Streamlined billing and reimbursement: Faster billing and reimbursement processes, resulting in shorter timelines and real-time visibility into project approvals and milestones.



Enhanced communication efficiency: The digitization of the reimbursement process reduces the need for back-and-forth communication by meticulously recording all pertinent details through Masterworks.



Reduced administrative workload: PARS filing, request processes, and resource prerequisites for reimbursement are reduced by half, increasing efficiency.

Business processes automated:

- Automated workflows for FHWA reimbursement tracking, PS&E, and FAN submissions
- Full program history with an audit trail
- What-if analysis and scenario planning



"Using Aurigo Masterworks has transformed our federal capital programming and reimbursement process. The biggest benefit we've had is our ability to minimize manual data entry and increase accuracy."

Kostandin Theodhori

Director of Federal Aid Programming &
Reimbursement Office MassDOT

