

MAT RSD ConOps –Subcommittee Feedback Comments Matrix

No.	Location	Comment Author	Comment	Addressed?	Resolution
1	N/A	Sherri Mohebbi	The above document has a section about call center and ticketing for the minimum standard paratransit dispatch system. We should review the standards to ensure compliance.	Yes	Agreed. This was done prior to writing the ConOps. If there are additional standards that we missed, please let us know.
2	Pg. 28	Sherri Mohebbi	Can we say TTY-type technology capability? I searched whether the voice recognition agents (AI) can be used for TTY (Teletypewriter) calls, and this is currently a major area of modernization in telecommunications. Here's what I got: The traditional way to bridge the gap between a TTY user (who types) and a voice user (who speaks) is through a Telecommunications Relay Service (TRS) using a human operator. However, AI-powered voice recognition is now stepping into this role in several ways: 1. Fully Automated Relay Services (IP-CTS) The most common use is in Internet Protocol Captioned Telephone Service (IP-CTS). Companies like CapTel or InnoCaption use a mix of human assistants and Automatic Speech Recognition (ASR). 1. How it works: When a hearing person speaks, the AI agent "listens" and instantly converts the speech into text that appears on the TTY or captioned phone screen for the deaf or hard-of-hearing user. 2. Recent FCC Changes (2025–2026) As of early 2026, the FCC has been pushing to modernize TRS rules to allow for fully automated AI agents. 1. The Goal: These AI agents can handle some relay functions—like converting speech-to-text and text-to-speech—without a human intermediary. This reduces latency (the delay in the conversation) and increases privacy. 2. Text-to-Speech (TTS): On the flip side, if a TTY user types a message, an AI agent can read that text aloud to the hearing person using a natural-sounding synthetic voice. 3. Smartphone Integration Modern smartphones have largely replaced dedicated TTY hardware with Software RTT/TTY.	Yes	Agreed. There were three instances of TTY and we updated them to TTY-type.

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			1. Apple & Google: iPhone and Android devices now include "Live Captions" and "Live Speech." 2. Voice Recognition Agents: These tools use on-device AI to transcribe incoming audio in real-time, essentially acting as a personal, automated relay agent for any phone call. 4. Enterprise "Voice Relay" New enterprise tools, such as Sinch's Voice Relay, allow developers to connect AI agents directly to the global telephone network. These agents can handle routine calls, answer questions via text-to-speech, and transcribe responses via speech-to-text, making them naturally compatible with TTY-based communication. Summary of TTY/Voice AI Roles <table><tr><td>Feature</td><td>Traditional Relay</td><td>AI-Powered Relay</td></tr><tr><td>Intermediary</td><td>Human Communications Assistant (CA)</td><td>Automatic Speech Recognition (ASR)</td></tr><tr><td>Speed</td><td>Slower (Human typing speed)</td><td>Near real-time</td></tr><tr><td>Privacy</td><td>High (Strict confidentiality laws)</td><td>Very High (No human listener)</td></tr><tr><td>Accuracy</td><td>High (Human context)</td><td>Improving (May struggle with accents)</td></tr></table> A Note for your Job Search: Since you've been looking at Transit Data Analyst roles, understanding these technologies is vital. Many transit agencies are required by the ADA to ensure their customer service lines and emergency dispatch (911) are TTY-compatible. Integrating AI agents into these systems is a major trend in "Smart City" infrastructure.	Feature	Traditional Relay	AI-Powered Relay	Intermediary	Human Communications Assistant (CA)	Automatic Speech Recognition (ASR)	Speed	Slower (Human typing speed)	Near real-time	Privacy	High (Strict confidentiality laws)	Very High (No human listener)	Accuracy	High (Human context)	Improving (May struggle with accents)		
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			Would you like to know how to test or enable these AI-voice features on a specific device (like an iPhone or Android)?		
3	Stakeholder Needs – Need 1d	Noblis	Change advanced for spontaneous	Yes	Agreed.
4	Stakeholder Needs – Need 1f	Noblis	Editing changes: “For a recurring customer or a registered user of the system, a customer often retypes in the same information <i>repeatedly</i> .” Remove “the” from before Need 04	Yes	Agreed
5	Stakeholder Needs – Need 3c	Noblis	Change so to and; missing “limited [to] using”	Yes	Agreed