MAT RSD System Engineering Documents (ConOps/SyRS) –Subcommittee Feedback Comments Matrix

No.	Location	Comment Author	Comment	Addressed?	Resolution
1	ConOps 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	ConOps 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.	Yes	Agreed. There were three instances of TTY and we updated them to TTY-type.

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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.
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>
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			<table><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. Would you like to know how to test or enable these AI-voice features on a specific device (like an iPhone or Android)?		
3	ConOps Stakeholder Needs – Need 1d	Noblis	Change advanced for spontaneous	Yes	Agreed.
4	ConOps 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 *repeatedly*.” Remove “the” from before Need 04	Yes	Agreed
5	ConOps Stakeholder Needs – Need 3c	Noblis	Change so to and; missing “limited [to] using”	Yes	Agreed
			SyRS		
1	SyRS Intro 1.3.2 & 1.3.3	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: “*Testable*.** *Able to determine that the requirement has been met through one of four possible methods (inspection, analysis, demonstration, or test)”* *“The condition/localization and constraint portions are important, but not all requirements will have both. The constraint identifies how one will measure success or failure of the requirement.”* **COMMENT:** I guess TESTABLE ≠ MEASUREABLE because not all requirements will have CONSTRAINTS that deal with measure of success or failures.	Yes	Agreed. Not all four methods for testable are measurable. For example, inspection may be a subjective result, i.e., when useability is based on user comfort, or font size relies on user vision capability.

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2	SyRS Glossary	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT:** *"The SyRS uses the terms from the [RSD Glossary]. Additional terms are also used in this document. These terms are described in Table 1."* **COMMENTS:** New Text – "These NEW (or ADDITIONAL) terms are described in Table 1." ***Clarification*** – Do these new terms just apply to just SyRS or are they additional terms for all of the MAT standards effort? For any new term, should this be incorporated into the already balloted / approved ConOps? How will it work to add terms to the completed ConOps?	Yes	Updated text with suggested edits. These terms will be added to the RSD Glossary during the Ballot period. Any terms added to the ConOps and System Design Document (SDD) will also be added to the RSD Glossary. We may remove the terms added to the ConOps, SyRS and SDD when the Ballot documents are published for review and voting. Note: the Ballot period will occur once all the Systems Engineering (SE) documents are completed, these include the RSD Glossary, ConOps, SyRS and SDD.
3	SyRS Glossary	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*ACCESSIBILITY*" & "*ELIGIBLE*"** **COMMENTS:** ACCESSIBILITY is a term already in the 2025 RSD Glossary. ELIGIBLE is new, but ELIGIBILITY is in the 2025 Glossary. Just an observation…strange that no new SyRS terms are beyond "E"	Yes	Removed Accessibility as it is already in the 2025 RSD Glossary. Left in Eligible as it is new, but noted Eligibility is already in the Glossary. The SyRS v0.01 draft did not include the full Table 1: Glossary as it was still being reviewed by the subcommittee. The additional terms have been added to v1.0.
4	SyRS General System Description	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT:** "*Section 3.1*", "*Section 3.2*", "*Section 3.3*", "*Section 3.4*" & "*Section 3.5*"*"* **COMMENT:** Assume mean Section 5…"Section **5**.1", "Section **5**.2", Section **5**.3", Section **5**.4" & Section **5**.5"	Yes	Thank you for flagging. Revised section numbers from Section 3 to Section 5.
5	SyRS General System Description TABLE 7	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*BOOKING*", "*FUNDING SOURCE*", "*MOBILITY APP*",** & **"*PAYMENT SERVICE*"** **COMMENT:** I did not see the ACTORS / COMPONENTS listed in ACTORS of the PROPOSED SYSTEM (5.1.1 or 5.1.2) in RSD ConOps V0.04 (April 15, 2026)	Yes	Thank you for these observations. These were inadvertently left out of the ConOps which we discovered when writing the SyRS. We plan to revise and update the ConOps during the ballot period to reflect any changes due to the SyRS and/or SDD.
6	SyRS Gen System Description	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "***Public agencies may implement operational policies, rules, or regulations that take precedence over the **use of this standard**.*"*	Yes	Added this sentence to the Introduction of Section 5.3 for clarity: "Certain conditions may

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	SyRS 5.3 Major System Constraints…		*"Each operating agency may have operational and financial constraints that restrict the **use of this standard**."* **COMMENT:** So, this is a voluntary standard? May need to state in the INTRO that certain conditions may preclude application of some or all components of this RSD standard.		preclude the application of some or all components of this standard."
7	SyRS Gen System Description 5.3.1 Security Policies & Constraints	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT:** *"The following operational policies and constraints may apply:"* **COMMENT:** Wondering if this is an additional constraint – DATA SHARING DISPUTES: Opportunity for client / traveler to have data distribution limited. Has there been a determination on the basis data needed to share among various RSD systems and service providers so the traveler can be accommodated with proper transportation needs?	Yes	We added a new requirement for Automated Vehicles and called the section emerging vehicle technologies per discussion during the Walkthrough.
8	SyRS System Requirements	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT:** "Each requirement table includes three fields: ***"Reqt #** -- a unique ID for each requirement that is composed of the following Need-ID-Need sub-ID - xx [unique sequential number]. For example, the first Reservations need requirement related to Multiple Booking Access Methods (1a) is designated as **1.a.01**…."* **COMMENT:** Took a while to understand the ID #'ing system. Realized that the # were derived from the SyRS APPENDIX A. May wish to modify descriptive paragraph above for clearer explanation of how the numbering is derived.	Yes	Modified the descriptive paragraph to: "a unique ID for each requirement. Each ID is derived from the Need IDs established in Appendix A – Needs-to-Requirements Traceability Matrix. The ID combines the Need-ID and Need sub-ID from Appendix A with a sequential number, in the format [Need].[Need sub-ID].[###]…"
9	SyRS Subsystem Requirements 7Recuring Trips	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT:** *"**Booking Options for Advanced Reservations** – Question: Reviewers: what are your preferred terms for these options."* **COMMENT:** This response should be provided by practitioners.	Yes	Discussed during Walkthrough and resolved.
10	SyRS '7. Subsystem Requirements 7.1.8 Fare Benefits	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT:** *"**Confirm Funding Source Usage** – The Reservations System shall confirm with the customer through the Customer Access System the **cost** of the trip with a customer's designated funding source."* **COMMENT:** Just to verify – Cost does not include any exchange of funds since paying for the trip is not included in these RSD standards.	Yes	Agreed, payment (cost) is not included in the current standard development, however, this is a requirement (data item) that needs to be included in the booking response message.
11	SyRS '7. Subsystem Requirements	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT:** *"**Multimodal Trip Options Meeting Agency Policies** – The Reservations System shall provide multimodal options to the Customer Access System to*	Yes	Noted. Revised from "demand-responsive" to "demand-response".

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	SyRS 7.1.9 Connecting Multiple Modalities		*plan a trip that meets agency policies for transferring customers from demand-responsive trip segments with other trip segments such as fixed-route, microtransit or walking based on their ability."* **COMMENT:** New Text – "…*with other trip segments such as* demand-response*, fixed-route, microtransit or walking based on their ability."* This can also include demand response trip segment to demand-response trip segment (Paratransit company #1 to Paratransit company #2). There are many times the DRT trips are linked / transferred at the service area borders.		
12	SyRS '7. Subsystem Requirements 7.1.11 Energy Considerations	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*Carbon Neutral Trip Option*** – *The Reservations System shall include an option for customers to choose carbon neutral or low-carbon emitting vehicles for their trip. The vehicle options are limited by vehicle types and availability operated by the Transit Agency or service provider."* **COMMENT:** Does this option currently exist with transportation service providers anywhere? Where? Need to reference (link) that location's terminology. **OTHER RELATED ITEM**: Any option for driverless automated vehicles OR option to avoid these?	Yes	We added a new requirement for Automated Vehicles and called the section emerging vehicle technologies per discussion during the Walkthrough.
13	SyRS '7. Subsystem Requirements 7.2.2 Energy Considerations	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*Scheduling Metrics and Updates – Update Schedules*** – *The Scheduling System shall generate an updated schedule when there is a disruption to service (e.g., weather, trip cancellation)."* **COMMENT:** New Text – "…*an updated schedule when there is a disruption to service (e.g., weather, trip cancellation,* vehicle out of service [fleet reduction]*)."*	Yes	Availability is accounted for in scheduling; if this is on the operating day, then it falls into the dispatching function.
14	SyRS '7. Subsystem Requirements 7.2.4 Daily Trip Assignment Optimization	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*Daily Trip Assignment Optimization –*** *The Scheduling System shall generate Trip Assignment options for schedulers to select alternatives that minimize miles traveled for revenue (customer bookings) and non-revenue trips."* **COMMENT:** NEW TEXT – "…*select alternatives that minimize miles traveled for revenue (customer bookings) and non-revenue trips* and maximization of passengers (minimum deadhead miles)*."*	N/A	This requirement description has been revised by the Walkthrough by consensus.
15	'7. Subsystem Requirements 7.3.3 Safety Considerations	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*Apply Message Tags -*** *The Dispatching System shall provide tags to messages directed to vehicles that can be used for non-textual alerts, for example, audio cues that alert operators to the type of message received*	Yes	Walkthrough participants decided not to include Silent alarm because it is typically deployed as

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			in their MDT. Different audio cues may be designated for various types of alerts for example, change of pickup/schedule, construction en-route or at pickup spot." **COMMENT:** Not sure it falls under DISPATCH SAFETY, but I want to raise this item. Any need to include SILENT ALARM technology & procedures?		hardware device and not software.
16	SyRS '7. Subsystem Requirements 7.3.5 Trip Management	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*Trip Operator Verification –*** *The Dispatching System shall verify and operator and vehicle to a daily work schedule prior to starting the work day."* **COMMENT:** Not sure if this is relevant for Dispatch or Scheduling (or both). VEHICLE HISTORY REPORT – provide knowledge to driver / operator that there may be vehicle maintenance / operating concerns to be aware of based on recent use of the vehicle. Some transportation service providers have limited fleet and may be forced to use "less than perfect" vehicles until they can be fully repaired.	Yes	This comment was discussed during the Walkthrough and resolved. The committee determined that vehicle history report was out of scope of these requirements.
17	SyRS '7. Subsystem Requirements 7.4 Related Systems	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "**The needs that drive the *Resource Management System* requirements includes: **2b –Service Productivity and Optimization** Scheduling systems need to schedule agency resources (driver work, vehicle usage – wear and tear, fuel) to balance agency efficiency with customer convenience. • 7.2.3 Resource and Trip Assignment Management, specifically -- ○ Req # 2.b. 38 Available Operator Resources ○ Req # 2.b.39 Available Vehicle Resources" **COMMENT:** Add VEHICLE HISTORY REPORT here to (Req # 2.b.39 Available Vehicle Resources)	N/A	Per Walkthrough discussions, this is not a factor for scheduling.
18	SyRS APPENDIX A – Needs-to-Requirements Traceability Matrix.	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*Table 43. Needs-to-Requirements*…*Conformance column – M*"** **COMMENT:** What does "M" mean in Table 43?	Yes	Added a clarifying note to the introduction that M means mandatory and O means optional.
19	SyRS APPENDIX B – Acronyms	David Jackson, USDOT OST-R Volpe, david.w.jackson@dot.gov	**TEXT: "*Table 44. Acronyms*…*GOFS: General on-demand Feed Specification*"** **COMMENT:** REVISE TEXT - GOFS: General **O**n-**D**emand Feed Specification (All capped on the website)	Yes	Agreed. Capitalized On-Demand.