

COMMUNICATIONS TECHNOLOGY

Communications technology encompasses many pieces of a transit agency's world – from radio technology, to automated vehicle locators and computer-aided dispatch (CAD/AVL), to passenger-facing communications. The implications for such technologies can streamline internal and external communications, saving valuable staff time and ensuring that messaging is clear across various teams.



Pre-work for **Facilitators**

- Consider your rational and emotional aims for discussing this topic – from the Summit facilitator's perspective, what is your vision for state around fare payment technology?

Questions for Discussion

- What is your vision for improved communications at your transit agency?
 - Internal focus?
 - External focus?
- What is your vision for improved communications from the perspective of your riders?
- What stakeholders are involved in your current communications system at your agency?
- What are shortcomings of your current communications system?
- Discuss how the Summit organizer can provide support in new communications tech implementation projects?
- Are there potential partners (who are not currently at *this* table) that could support new communications tech in your locality?