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1) On a scale of 1 to 10, to what degree does this use case address a current or future need in the industry? And, what current or future need(s) does this use case address?
2) If the industry implemented this use case, what jobs would be directly impacted (or indirectly but significantly impacted) and how?
   a. Describe what job tasks would be changed and for which positions?
   b. What new jobs or opportunities would be created?
   c. What would be the effect (positive or negative) on recruitment of new employees?
3) What cost savings (and scale of savings) might this use case make possible? Cost savings could include one or more of the following: reduction in employee positions or hours, increased employee safety, reduced risk and liability, decreasing staff turnover or recruitment costs, more efficient customer-relationship management procedures, and more.
4) What financial outcome would make investing in this use case reasonable? (For example, would you need to break even and in what horizon?)
Use Case #1: Notes Page

**Bus Automation for Maintenance and Yard Operations**

5) What are potential operational opportunities and challenges associated with this use case?
6) Do you think some yard space that is currently dedicated to moving and parking vehicles could be reclaimed for other uses if space for human error and vehicle ingress/egress was not required?
7) What aspects of this use case do you find most implementable and desirable (e.g., automated movements to cleaning/fueling areas, automated movements to maintenance bays, automated pull-out/parking movements)?
8) Can this use case improve customer service? If so, how?
Use Case #2: Notes Page

Low-Speed Automated Shuttles

1) On a scale of 1 to 10, to what degree does this use case address a current or future need in the industry? And, what current or future need(s) does this use case address?
2) If the industry implemented this use case, what jobs would be directly impacted (or indirectly but significantly impacted) and how?
   a. Describe what job tasks would be changed and for which positions?
   b. What new jobs or opportunities would be created?
   c. What would be the effect (positive or negative) on recruitment of new employees?
3) What cost savings (and scale of savings) might this use case make possible? Cost savings could include one or more of the following: reduction in employee positions or hours, increased employee safety, reduced risk and liability, decreasing staff turnover or recruitment costs, more efficient customer-relationship management procedures, and more.
4) What financial outcome would make investing in this use case reasonable? (For example, would you need to break even and in what horizon?)
Use Case #2: Notes Page

Low-Speed Automated Shuttles

5) Will the transit industry use low-speed automated shuttles to replace existing routes/services (and what type of routes/services) or to expand service to unserved areas or markets? If both, explain what the balance will likely be and why.
Use Case #2: Notes Page

**Low-Speed Automated Shuttles**

6) If transit agencies include low-speed automated shuttles in their permanent service menu, will transit agencies likely desire to directly operate the service or to purchase transportation from a turn-key provider?
Use Case #2: Notes Page

**Low-Speed Automated Shuttles**

7) For this use case, how likely will the industry employ:
   a. An on-board customer service representative? If so, how many and with what qualifications?
   b. An on-board safety driver? If so, with what duties and qualifications?
   c. A remote safety driver? If so, how many vehicles per driver and with what duties and qualifications?
8) What are potential operational opportunities and challenges associated with this use case?
Use Case #2: Notes Page

**Low-Speed Automated Shuttles**

9) What are potential customer service opportunities and challenges associated with this use case?
1) On a scale of 1 to 10, to what degree does this use case address a current or future need in the industry? And, what current or future need(s) does this use case address?
2) If the industry implemented this use case, what jobs would be directly impacted (or indirectly but significantly impacted) and how?
   a. Describe what job tasks would be changed and for which positions?
   b. What new jobs or opportunities would be created?
   c. What would be the effect (positive or negative) on recruitment of new employees?
3) What cost savings (and scale of savings) might this use case make possible? Cost savings could include one or more of the following: reduction in employee positions or hours, increased employee safety, reduced risk and liability, decreasing staff turnover or recruitment costs, more efficient customer-relationship management procedures, and more.
4) What financial outcome would make investing in this use case reasonable? (For example, would you need to break even and in what horizon?)
5) Will the transit industry use automated BRT to replace existing routes/services (and what type of routes/services) or to expand service to unserved areas or markets? If both, explain what the balance will likely be and why.
6) If transit agencies include automated BRT in their permanent service menu, will transit agencies likely desire to directly operate the service or to purchase transportation from a turn-key provider?
7) For this use case, how likely will the industry employ:
   a. An on-board customer service representative? If so, how many and with what qualifications?
   b. An on-board safety driver? If so, with what duties and qualifications?
   c. A remote safety driver? If so, how many vehicles per driver and with what duties and qualifications?
8) What are potential operational opportunities and challenges associated with this use case?
9) What are potential customer service opportunities and challenges associated with this use case?
Use Case #4a: Notes Page

**Private Operators of Automated Mobility on Demand**

1) On a scale of 1 to 10, to what degree do you believe this use case will become feasible within the next 10-20 years? If private operators achieve a significant market presence, what impacts will there be on public transit agencies?
2) If this use case were implemented by private operators, what jobs in the transit workforce would be directly impacted (or indirectly but significantly impacted) and how?
3) To what degree will private operators of automated MOD attempt, on their own, to address first/last-mile challenges or to integrate with transit service?
4) To what degree will private operators of automated MOD work to ensure their service offerings are affordable, equitable, and accessible? Why?
5) For this use case, how likely will private automated MOD operators:
   a. Compete with transit’s labor pool for fleet maintenance staff?
   b. Compete with transit’s labor pool for other positions? Which positions?
6) What are opportunities and challenges for transit agencies associated with this use case?
Use Case #4b: Notes Page

Transit Agency Operators of Automated Mobility on Demand

1) On a scale of 1 to 10, to what degree does this use case address a current or future need in the industry? And, what current or future need(s) does this use case address?
Use Case #4b: Notes Page

Transit Agency Operators of Automated Mobility on Demand

2) If the industry implemented this use case, what jobs would be directly impacted (or indirectly but significantly impacted) and how?
   a. Describe what job tasks would be changed and for which positions?
   b. What new jobs or opportunities would be created?
   c. What would be the effect (positive or negative) on recruitment of new employees?
3) What cost savings (and scale of savings) might this use case make possible? Cost savings could include one or more of the following: reduction in employee positions or hours, increased employee safety, reduced risk and liability, decreasing staff turnover or recruitment costs, more efficient customer-relationship management procedures, and more.
4) What financial outcome would make investing in this use case reasonable? (For example, would you need to break even and in what horizon?)
5) Will the transit industry use automated MOD to replace existing routes/services (and what type of routes/services) or to expand service to unserved areas or markets? If both, explain what the balance will likely be and why.
6) If transit agencies include automated MOD in their permanent service menu, will transit agencies likely desire to directly operate the service or to purchase transportation from a turn-key provider?
Use Case #4b: Notes Page

Transit Agency Operators of Automated Mobility on Demand

7) For this use case, how likely will the industry employ:
   a. An on-board customer service representative? If so, how many and with what qualifications?
   b. An on-board safety driver? If so, with what duties and qualifications?
   c. A remote safety driver? If so, how many vehicles per driver and with what duties and qualifications?
8) What are potential operational opportunities and challenges associated with this use case?
9) What are potential customer service opportunities and challenges associated with this use case?
10) As a percentage, how many current demand response customers could be safely transitioned (defined as those that could safely/comfortably travel to their destination without operator assistance), to an automated MOD service?
Use Case #5: Notes Page

Automated Local Bus Transit

1) On a scale of 1 to 10, to what degree does this use case address a current or future need in the industry? And, what current or future need(s) does this use case address?
Use Case #5: Notes Page

**Automated Local Bus Transit**

2) If the industry implemented this use case, what jobs would be directly impacted (or indirectly but significantly impacted) and how?
   
   a. Describe what job tasks would be changed and for which positions?
   b. What new jobs or opportunities would be created?
   c. What would be the effect (positive or negative) on recruitment of new employees?
3) What cost savings (and scale of savings) might this use case make possible? Cost savings could include one or more of the following: reduction in employee positions or hours, increased employee safety, reduced risk and liability, decreasing staff turnover or recruitment costs, more efficient customer-relationship management procedures, and more.
4) What financial outcome would make investing in this use case reasonable? (For example, would you need to break even and in what horizon?)
5) Will the transit industry use automated local bus transit to replace existing routes/services (and what type of routes/services) or to expand service to unserved areas or markets? If both, explain what the balance will likely be and why.
Use Case #5: Notes Page

**Automated Local Bus Transit**

6) If transit agencies include automated local bus transit in their permanent service menu, will transit agencies likely desire to directly operate the service or to purchase transportation from a turn-key provider?
7) For this use case, how likely will the industry employ:
   a. An on-board customer service representative? If so, how many and with what qualifications?
   b. An on-board safety driver? If so, with what duties and qualifications?
   c. A remote safety driver? If so, how many vehicles per driver and with what duties and qualifications?
8) What are potential operational opportunities and challenges associated with this use case?
9) What are potential customer service opportunities and challenges associated with this use case?