



Grow and **THRIVE** *at Beacon*

LEADERSHIP SUMMIT 2024

Cyber canopy: ideas sprouting in the tech forest

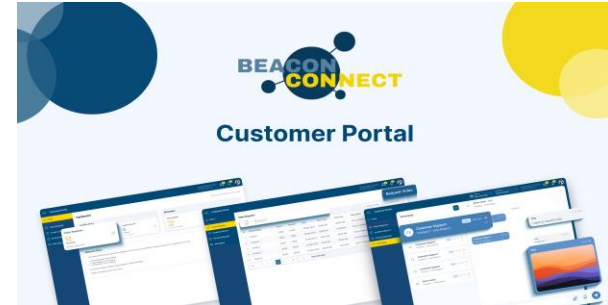
Introductions



The evolution of technology



How we will win



Focus on people

- Understand what they need
- Build a long-tenured employee base
- Promote from within as often as possible

Beacon technology

- Optimized routing and dispatch solutions
- Beacon Connect, all-in-one platform that connects drivers, customers, staff, and families
- Best-in-class vehicle and safety technology (Lytx DriveCam, Workday, FleetWave)

Create best-in-class *customer and employee* experiences -> To be the best high needs transportation company

Opportunity areas – Persona prompts



Customers & Families

- How can parents stay better connected to their districts?
- What new tools are needed to improve customer relations?
- How do we better measure our impact and productivity?



Drivers & Monitors

- How can we improve the driving experience?
- What new tools are needed for safety?
- How can become more efficient in running our routes?



Dispatchers & Operators

- What tools are needed for better communication and visibility?
- How do we ensure messages reach all stakeholders?
- What paper processes can we eliminate with new tech?



Mechanics & Technicians

- What new tech tools are needed to keep our fleet in the best condition?
- How can we better place parts orders?
- Where does AI fit into daily maintenance operations?

Activity – Round 1



Groups 1 & 2
Focus on **Drivers & Monitors**

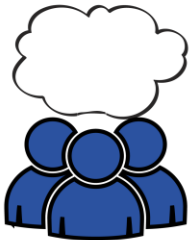


Groups 3 & 4
Focus on **Dispatchers & Operators**



Step 1: Individual thought process (4 min)

- Use sticky notes to list out all your impactful technology ideas



Step 2: Discuss and align as a group (15 min)

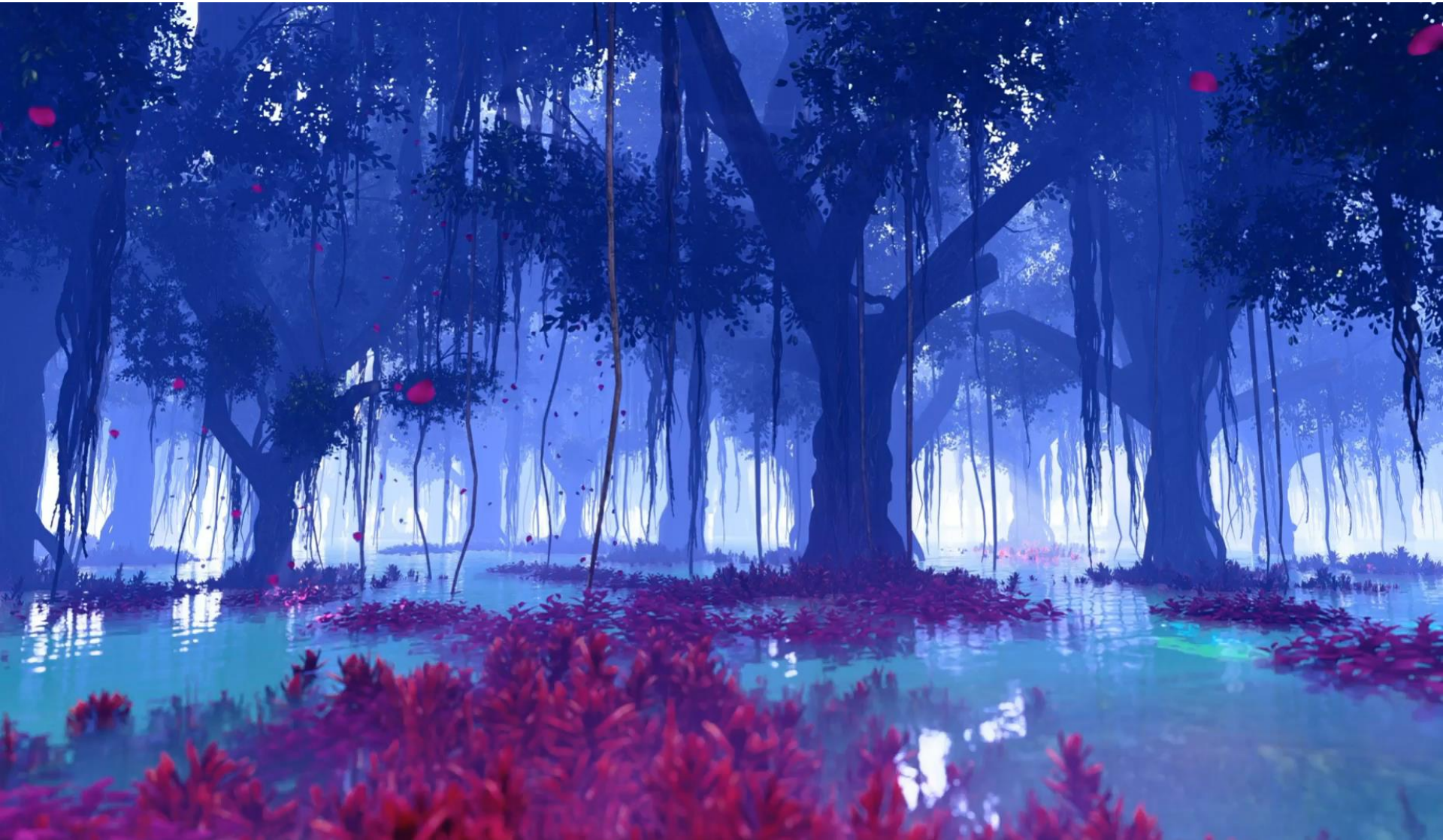
- Go around the table sharing your ideas and decide on the group's **Top "5" ideas**
- Place your top 5 sticky notes onto one of the boxes on the graphic board



Step 3: Share with all groups (2 min for each group)

- Nominate a spokesperson to read and speak to their group's Top 5 ideas **quickly**
- All other ideas will be placed on the Tree of Life graphic board

4 min timer round 1



15 min timer round 1



2 min timer round 1



Activity – Round 2



Groups 1 & 2
Focus on **Customers & Families**

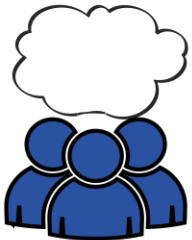


Groups 3 & 4
Focus on **Mechanics & Technicians**



Step 1: Individual thought process (4 min)

- Use sticky notes to list out all your impactful technology ideas



Step 2: Discuss and align as a group (12 min)

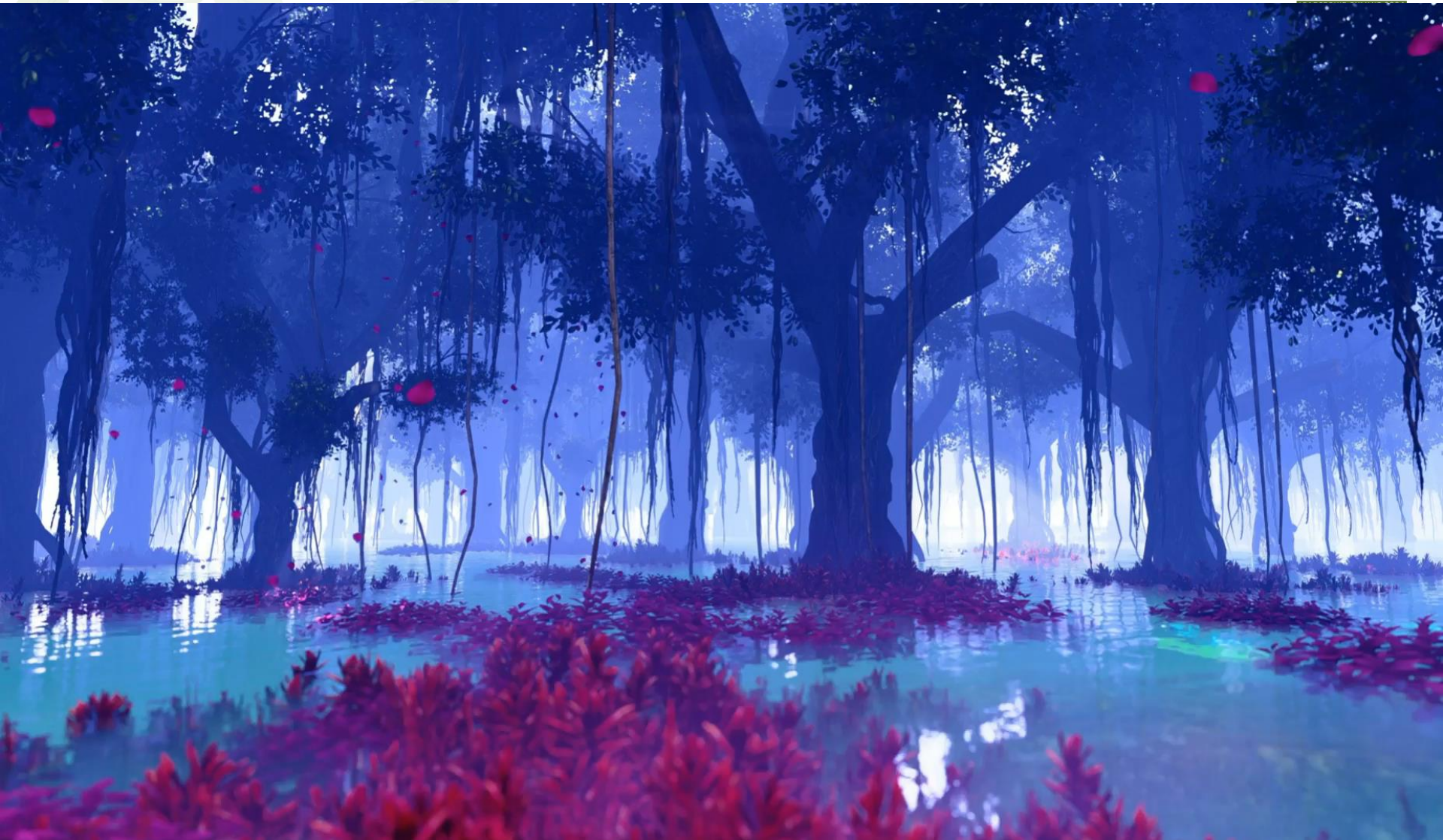
- Go around the table sharing your ideas and decide on the group's **Top "5" ideas**
- Place your top 5 sticky notes onto one of the boxes on the graphic board



Step 3: Share with all groups (2 min for each group)

- Nominate a spokesperson to read and speak to their group's Top 5 ideas **quickly**
- All other ideas will be placed on the Tree of Life graphic board

4 min timer round 2



12 min timer round 2



2 min timer round 2



Quick fire round – 2 min



- 2 min catch all ideas round
- Take your pink sticky notes and list out any other ideas not discussed here
- Keep the sticky notes with you (for now)

2 min timer quick fire round





WHAT NEXT??

Wes's vehicle of the future



LUMA



Wes's vehicle of the future



LUMA



Our potential vehicle of the future



LUMA



Building a very bright future together



- Your ideas will shape the future technology roadmap
- Not every idea may be implemented
- Building the future together **#WeCollaborate**
- Put the pink sticky notes on the tree of life on your way out
- Take **t-shirts** on the way out and proudly sport them
- **Ideas business cards** – share with the drivers and monitors to bring them into this journey
- We want to hear from everyone!!



1143 ideas - Fewer, connected, automated and user-friendly systems



Better routing system

170+ Mentions



Tablets on vehicles

60+ Mentions



Vehicle maintenance

100+ Mentions



Better dispatch & comms

50+ Mentions



Parent app

90+ Mentions



Artificial Intelligence (AI)

180+ Mentions



eDVIR / Better radios

30+ Mentions



Grow and **THRIVE** *at Beacon*

LEADERSHIP SUMMIT 2024

Let's use tech to be the best high needs transportation company!