



Managing the day of service

For dispatchers

spare

PRE-SERVICE REALITY

The plan looks perfect

98.71%

Demand matched

Supply and
demand aligned
across every
service window.

Manifests optimized

Every trip
sequenced for
maximum
efficiency.

Routes assigned

Drivers
scheduled.
Every trip has a
vehicle.

The digital world is in order. The engine did its job.

THEN THE PHYSICAL WORLD SHOWS UP

What breaks the plan

These are the problems that don't exist in the plan. They live in the physical world — and they become your problem.



PART 1

Keeping the plan intact

From reactive to proactive dispatching.

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From reactive to proactive

REACTIVE

Checking each duty individually, with no systemic view. Always behind the crisis — always explaining what already went wrong.






PROACTIVE

One systemic view of the whole service. You see the slip forming and step in before it cascades downstream.

The question that changes everything: **what if you could catch these before they become problems?**

YOUR EARLY WARNING SYSTEM

Know your tasks — the Watchlist

Watchlist		• 5 active
	Prolonged stop Duty 412 · M. Okafor · stop running long	+9 min 3 trips at risk
	Unexpected stop Duty 207 · J. Reyes · off-manifest deviation	0.6 mi unauthorized
	Late pull-out Duty 118 · D. Klein · still at yard	+12 min pre-first pickup
	Offline Duty 339 · A. Sharma · tablet lost connection	4 min no signal
	Idle outside zone Duty 256 · L. Tran · stationary off-route	7 min wrong location

What good looks like on the Watchlist



Monitor

At least one dispatcher dedicated to the Watchlist at all times during service. This is not a background task.



Prioritize

Work top-down — most critical alerts first. Triage like an ER, not a to-do list.



Document

Log the "why" behind every intervention. Build systemic knowledge that outlasts any single shift.

Booking intelligence

Pause

Replay

Live Requests

Filter

< Thursday, February 12 >

Today

Metrics

Summary

By Hour

By Service

By Fleet

By Driver

	ALL	COMPLETED	MATCHED	ON TIME	LATE	NO SHOW	OTP	PROLONGED	MISBOOKED
Total	5,680	2,450	3,100	4,900	155	115	96.50%	510	240
Past	2,450	2,450	0	2,250	70	115	97.10%	315	0
Upcoming	3,230	0	3,100	2,650	85	0	95.90%	195	240

Requests

Import

+ Add Request

STATUS	MISBOOKING REASON	MISBOOKING DESCRIPTION	RIDER	ACTIONS
In Progress	Missed Cancellation	Outbound trip (123 Maple St → Beth Israel Hospital, Boston) was cancelled due to no-show. This appears to be the return trip and may also need cancellation.	MICHAEL THOMPSON	...
Accepted	Missed Cancellation	Outbound trip (456 Oak Ave → 235 Bradston St, Boston) was cancelled due to no-show. This appears to be the return trip and may also need cancellation.	SARAH CHEN	...
Arriving Soon	Accessibility Features	Outbound trip (789 Pine Ln, Cambridge) is missing on this request: walker. Confirm with the rider whether it's needed for this trip.	DAVID RIVERA	...
In Progress	Missed Cancellation	Outbound trip (958 Parker St → Dana-Farber Cancer Institute, Boston) was cancelled due to no-show. This appears to be the return trip and may	LISA KIM	...

Your turn

🕒 10 minutes

BIG INSTRUCTIONS

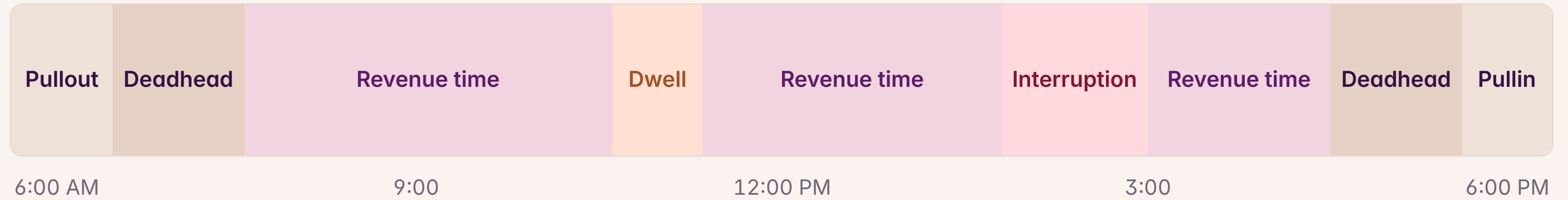
- 1 Go to your live organization.
- 2 If you don't have the Watchlist turned on, call a Spare rep.
- 3 Go through your alerts.
Document and store the information for each one.

FOR SPARE EMPLOYEES

- Enable the Watchlist on the attendee's organization.
- No live org? Demo it on SimCity — the **Pinellas County** organization.

QUICK EQUALIZER

How time within a duty is spent



TERMS WE'LL USE

OTP on-time performance

RPRH revenue passengers per revenue hour

TPVH trips per vehicle hour

Denial unmet trip request

No-show rider absent at pickup

Late cancel cancelled inside policy window

A photograph showing a woman in a wheelchair being assisted by another woman at a bus stop. The woman in the wheelchair is wearing a colorful patterned top and shorts. The woman assisting her is wearing a yellow polo shirt and dark pants. They are standing on a paved area next to a blue bus. The background shows a street with trees and a building.

PART 2

Managing the anomalies of a trip

The Watchlist provides proactive tasks — but emergencies need to be handled reactively.

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Pause

Replay

Add Interruption

Close

Start Time (Required)

ASAP For Later

Reason (Required)

Vehicle Breakdown

Duration (Required)

30 minutes 15 30 45 60

Duty ends in 1 hour 50 mins

Manage onboard riders (Required)

OTP	RIDER	ACCESSIBILITY FEATURES
On Time	Harriett Aguilar	Rollator, Lift
24 mins late	Nicholas Fields	None

Start interruption after drop-offs
Interruption will start at 6:55 PM

Start now and rematch riders Recommended
Riders will be picked up at the current location

Notes

Add any additional details

Cancel

Add Interruption

Choose what counts toward revenue hours

|| Pause

↺ Replay

Watchlist & Interruption Reasons

Reasons list

When adding an interruption in Demand Response, dispatchers must choose a reason from this list. These are internal — never shown to drivers or riders.

You decide which reasons count toward **revenue hours** and **vehicle metrics**, so a flat tire isn't held against your numbers but a long break is.

Active Archived

REASON	REVENUE ⓘ	VEHICLE ⓘ	INCIDENT ⓘ	
Ad Hoc Break	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Break	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Device Issue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Delayed Door to Door	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Driver D&A Testing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Driver Medical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Driver Misconduct	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Driver Union Business	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Handling the anomalies



Duty interruptions

Breakdown, flat tire, rider incident. Log them — or revenue metrics get corrupted and providers can't be held accountable. Documentation is the evidence.



Live traffic on the map

You see the same traffic the engine routes against. If a vehicle is late, the map shows exactly why — no more "where are you?" radio calls.



Drop-off ASAP

Someone onboard needs off now. Override the manifest order and reroute to the earliest drop-off. No cancelling, no rebooking — one action.



Unmatched trips & overrides

Automatic overrides handle the edge cases the engine flags — but you keep the manual call when judgment is required. The system supports the decision.

ONE ACTION, FULLY DOCUMENTED

No-show management

ADA agencies legally can't mark a no-show without a documented attempt. The process has to be airtight.

01

Driver signals from the app

A request goes from the Driver App to dispatch — fewer radio calls, and a documented record of the attempt.

02

Dispatcher confirms or overrides

You review and make the call. The decision is logged automatically — no separate documentation step.

03

Engine re-optimizes

Once marked, the engine recovers that vehicle's time and redistributes it across the remaining manifest.

Managing rider emergencies onboard

|| Pause

↶ Replay

≡ Drop Off ASAP

Handling unmet demand

|| Pause

↶ Replay

Override × Close

Lock to Duty Lock this request to a specific duty

Allowed Request Overrides This Request Other Requests

Overridden Requests

RIDER	SERVICE	TRIP TYPE	CURRENT OTP	NEW OTP	NEW DETOUR OVERRIDE	
Helen Chavez	The Ride (ADA Paratransit)	Leave At	10 mins late	9 mins late	3 mins too long	Exclude
Hallie Norton	The Ride (ADA Paratransit)	Leave At	On Time	On Time	No Override	Exclude

Excluded Requests

RIDER	SERVICE	TRIP TYPE	CURRENT OTP	
Leonard Reynolds	The Ride (ADA Paratr...)	Leave At	On Time	Allow Overrides

Allow Duty Overrides Extend Duty

Anthony Goodwin on Sun, May 31, 2026 Match Found

Estimated Pickup	Pickup Window	Current OTP	New OTP	New Detour Override	Match Request
4:29 PM	4:25 PM – 4:40 PM	On Time	On Time	No Override	

Estimate ID: 59d3417c-510e-40aa-9d54-14eea634fb6b

Let the system work for you

Keep control of how far overrides can stretch a rider's window — manually, and automatically.

Manual Overrides Duration
(Required)

60

minutes

The **Override Flexibilities** feature will allow rescheduling requests by up to this amount beyond their flexibility windows.

Auto Override Duration
(Required)

30

minutes

Spare will automatically override requests up to this duration to fit requests in.

Your turn — test Drop-off ASAP

INSTRUCTIONS

- 1 Switch to the SimCity — Pinellas County organization.
- 2 On the Live Map, choose a duty.
- 3 If no riders are onboard, complete pickup for 2 riders.
- 4 Click on the request and hit Drop-off ASAP.
- 5 Watch the route change.

FOR SPARE EMPLOYEES

- Help everyone get set up on SimCity — the **Pinellas County** organization.

PART 3

Investigations & asking questions

The day is over. OTP came in at 87%. What do you do?

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Two questions worth answering

Why is this trip late?

Open a timeline for any single trip: how the schedule changed, when assignments shifted, where the vehicle was at each point. Walk the whole event chain.

"Why was the 2:15 PM pickup 18 minutes late?" → The answer is in the timeline.

Why is our OTP low?

Look across the day: scheduled vs. performed hours, lateness to pull out by driver, total unexpected-stop time per shift.

A driver with 2 hours of unexpected stops in one shift makes the coaching conversation objective. **Numbers replace opinions.**

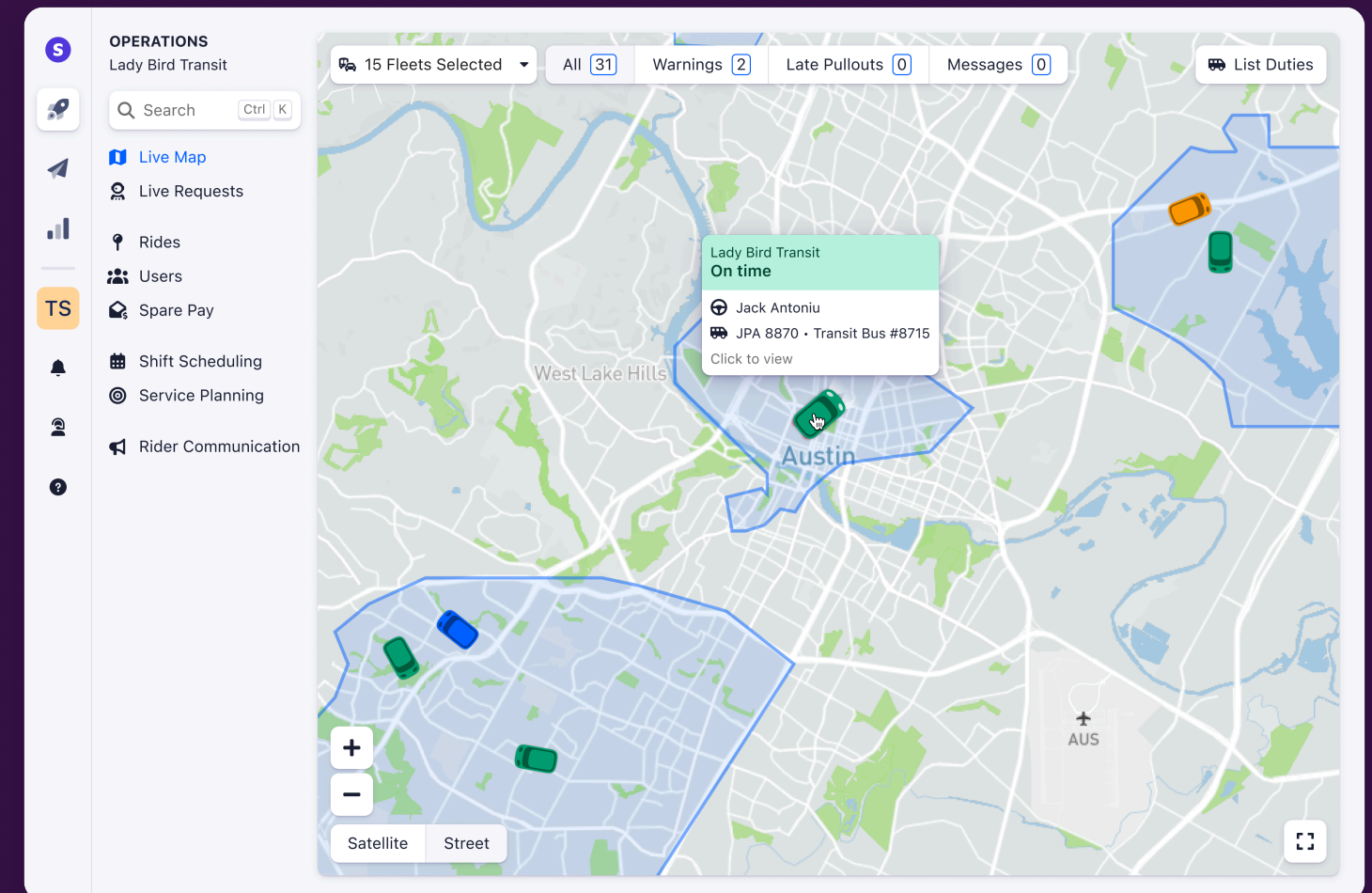
FROM INVESTIGATING TO IMPROVING

See it before it happens

Projected OTP on the Live Map gives you your end-of-day forecast mid-service. If the number is dipping, intervene now — rather than explaining later.



The next step: the system prioritizes, suggests actions, and automates the routine — so you focus on the judgment calls.



OTP investigations and recommendations

|| Pause

↶ Replay

Why is OTP low today?



OTP Investigation: Metro Paratransit — 2026-05-31 vs 2026-05-24

Summary

- OTP today: **87.44%** (543 on-time / 621 completed) — measured on **relevant** lateness
- Baseline OTP: **91.71%** (730 on-time / 796 completed)
- Delta: **-4.27 pp**
- Vehicle hours: **462.23h** today vs **731.30h** baseline (-269.07h)

Core Metrics Comparison

Metric	2026-05-31	2026-05-24	Delta
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What would you like to know?



Request investigations

|| Pause

↶ Replay

Casey Morgan

... Actions ▾

View Time Travel

+ Add Request

Completed **8 mins late**

Pickup ETA	Duty	Riders	Accessibility	Fare
—	307	1 Adult	1 Oversized Walker	\$3.50

Overview

Payments

Activity

Timeline Details

Summary **OTP Windows** Requested Scheduled Actual

- ↑ Pickup · 418 Maple Ave, Westbrook, 60412**
6:50 AM · 11 mins late Window 6:13 AM – 6:33 AM
- ↓ Dropoff · 920 Center St, Westbrook, 60401**
7:07 AM · 8 mins late Window 6:40 AM – 7:00 AM

Duty Details

Duty	307
Driver	JORDAN BLAKE
Vehicle	T438 · Blue Transit Cruiser · T438
Fleet	Northgate Transit

Scout ⓘ

+ ↶

Why was this request late?

The request ran late because the driver began the shift almost 25 minutes behind schedule, and that delay carried through to this trip.

Despite multiple optimizations attempting to recover time, the duty never fully regained schedule, and your pickup happened 11 minutes late and dropoff about 8 minutes late.

Details

- **Lateness:** 11.3 min pickup, 7.6 min dropoff (relevant: 7.6 min)
- **Requested Pickup:** May 31 6:43 AM
- **Accessibility:** oversizedWalker
- **Driver:** JORDAN BLAKE
- **Duty:** 307

Timeline

Type a message...



LIVE DEMO

Let's see it live

Switching into Spare Demand Response to walk the day of service in real time.

The best dispatchers aren't the ones who react fastest. **They're the ones who have the clearest picture.**

Questions?