

Smarter Together:

# Work Smarter, Not Harder



**Pat Gregory**

Senior Product Manager, Core & AI

# Today

1

What AI **is**, and what it **isn't**

2

How you can use AI in Spare, **today**

3

**Moving you forward** with AI

# But first...

1

Who used AI today?

2

How often, what for?

3

Who understands the technology?

# The reality

It's really (really) good....  
at **predicting words**

*...like really really good*

Me: Hello!

AI: \_\_\_

**Me: Hello!**

**AI: Hi.**

Me: Hola!

AI: \_\_\_\_\_

**Me: Hola!**

**AI: Hola.**

Me: How are you?

AI: \_\_\_\_\_

Me: How are you?

AI: I'm \_\_\_\_\_

**Me: How are you?**

**AI: I'm well \_\_\_\_\_**

**Me: How are you?**

**AI: I'm well, thank \_\_\_\_\_**

**Me: How are you?**

**AI: I'm well, thank you. \_\_\_\_\_**

**Me: How are you?**

**AI: I'm well, thank you. You?**

Me: Tell me about PSTA.

AI: \_\_\_\_\_

**Me: Tell me about PSTA.**

**AI:**

**In western Canada, PSTA stands for the Provincial Strategic Threat Analysis.**

Me: Tell me about Pinellas Suncoast  
Transit Authority.

AI: \_\_\_

**Me: Tell me about Pinellas Suncoast Transit Authority.**

**AI:**

**PSTA operates the public bus system for Pinellas County and are widely known for pioneering public-private partnerships.**

So what's all the *hype* about?

**With the right data and  
guidance, it becomes  
transformational.**

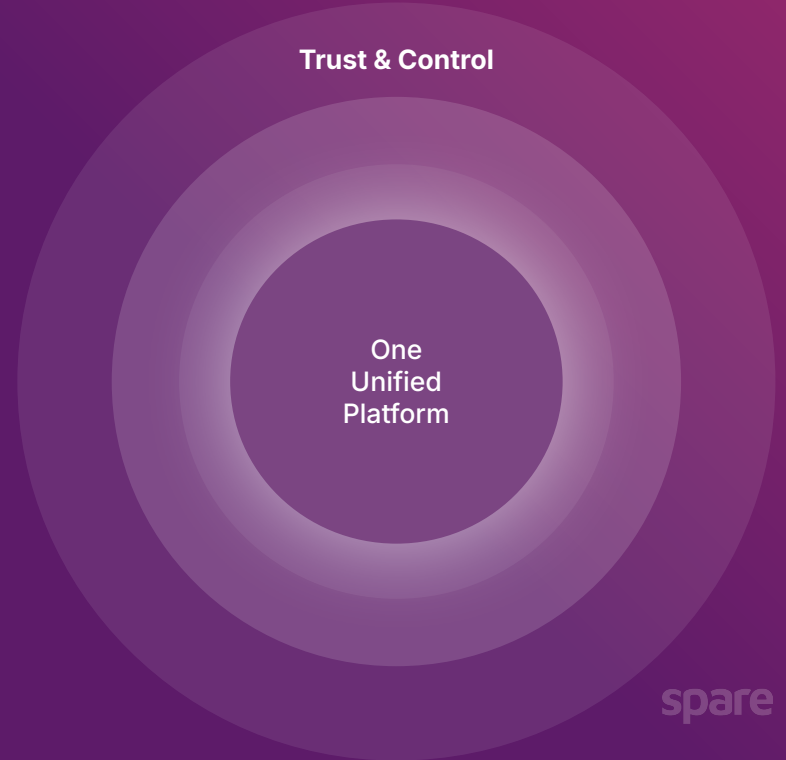
# AI only knows what you tell it

## Ecosystem consolidation is key

### Fragmentation



### Trust & Control



# The prize is real

## More services, more frequently

**5%**

More service  
delivered

No change in staffing required

Low AI Adoption

**~20%**

More service  
delivered

Same team, significantly higher output

High AI Adoption

**~40%**

More service  
delivered

Significant resource optimization

High AI & AV Adoption

# Doing more for every rider—with AI by your side



## BEFORE



- Manual call logging
- Every complaint starts from zero
- Drowning in spreadsheets
- No time for riders who really needed her

## AFTER



- Scout books trips & logs complaints
- Scout investigates before it reaches her
- Amber approves the resolution & outcome
- Full attention on the problems that need her

**From days → minutes**

# Six ways Spare Customers use AI today



## Dispatcher

Lateness Investigations



## Operations Managers

OTP Investigations



## Analyst

Reporting questions



## Call Centre Agent

AI Voice support



## Case worker

Complaint investigations



## Eligibility Coordinator

Case summaries



## Everyone

Knowledge base responses

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# An hour of reporting. Now five minutes.

**90%**

less board  
prep time

**30s**

Generating quick  
insights with Scout

**60 → 5 mins**

Time spent generating  
Monthly board reports

“ What used to take an hour now takes about five minutes – and that gives me more time to focus on running the service instead of building reports.

Ryan Herrera, Assistant Director of Transportation, Concho Valley Transit

# Demo

# Give it a go!

10 mins to try it out

# Some things for you to try

1

## **Analytics**

What's my OTP by fleet?

2

## **Request & OTP Investigations**

Why was this trip late?

3

## **Help Documentation**

How do I set up a recurring trip?

4

## **Spare Connect**

Where's dinner tonight at Spare Connect?





5

## **Internal Knowledge Base**




Does our policy allow dogs in the office?

**What did you find?**

## AI is great at

-  Repeated, Predictable Tasks
-  Communicating conversationally
-  Summarizing information
-  Personalization

## But, struggles with

-  Knowing when it's wrong
-  Original thinking
-  Complex calculations

Works best with the right data

**Every role has tasks AI can support**

# Top Tips



## Getting better outputs

Treat it like an **employee**

Give it **context**

Be **clear** with what you want

Show an **example**

Break **big asks** into steps



## Working safely

Protect riders

Keep a **human in the loop**

Know **what not to share**



## Making it stick

Consistent results

Start with **one painful workflow**

**Save** what works

**Track the time** saved

Keep trying! Give us feedback

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# What next for AI at Spare?

Well, transit agencies are ultimately **accountable** to their riders.

And AI today is an **unaccountable black box**

Hello



Hi

Why hi?

Where did it get hi from?

Why not hello?

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# How Spare sees AI being deployed

Through controlled & trusted solutions

→ Hi



## Customization

To reflect your data & workflows



## Transparency

Can you see why it said what it said?



## Accuracy

Does the AI give you info you can actually act on?



## Accountability

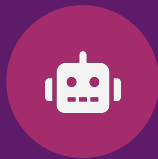
Is there always a human who owns the outcome?

# What's next at Spare



## Make Scout a superpower

More **capabilities**  
More **customization**  
Self-improvement



## Increasing autonomy

Trust  
Reliability  
Oversight

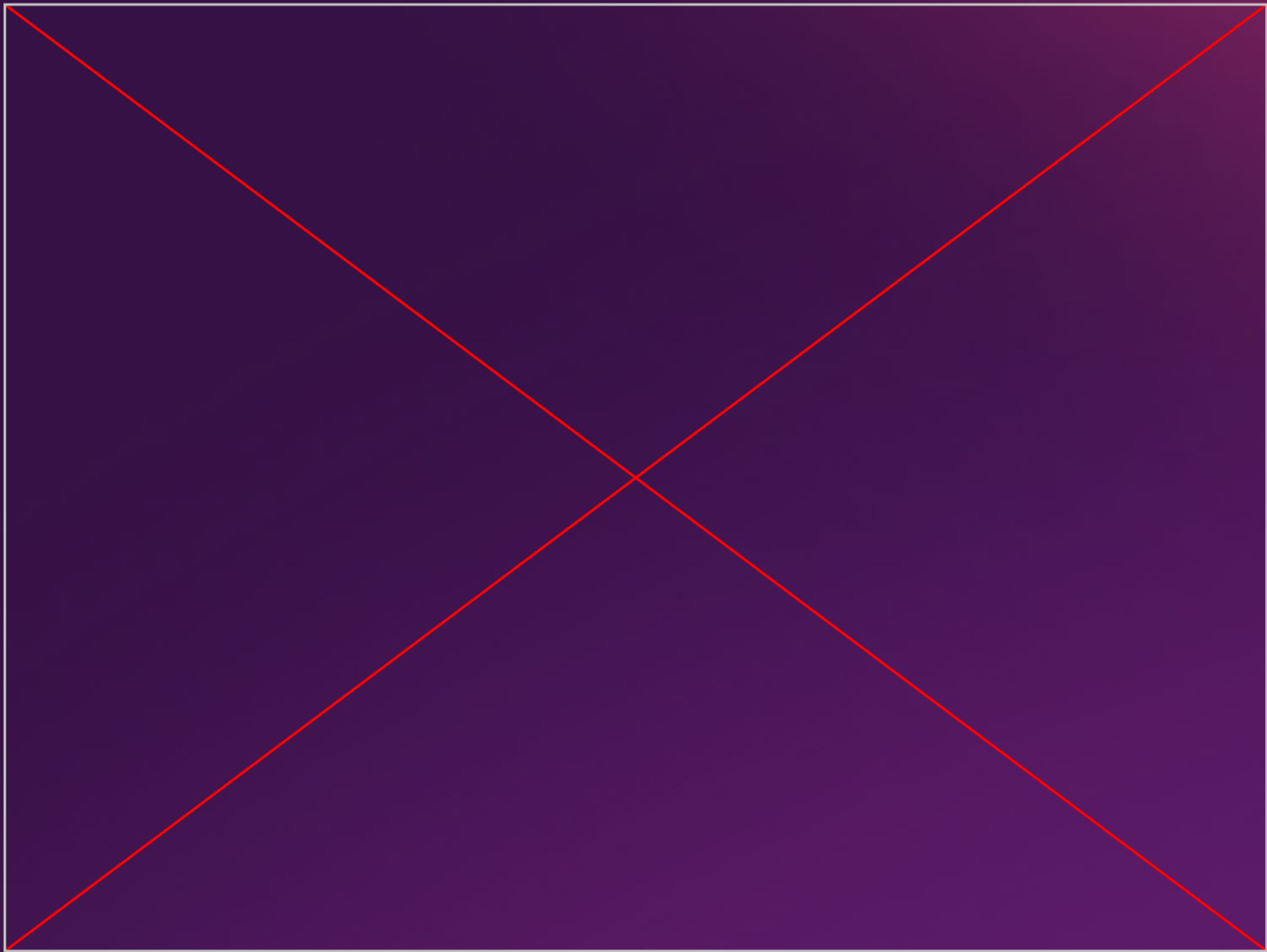


## More data inputs

**Within** Spare  
**Outside** of Spare

Next Stop: Proactive AI

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# Your next steps with AI

1. Give us feedback!
2. Play around with Scout & AI now
3. Identify one use case
4. Don't forecast the future, do focus on data, risk mitigation & governance.

# Spare is the intelligent platform powering modern transit

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