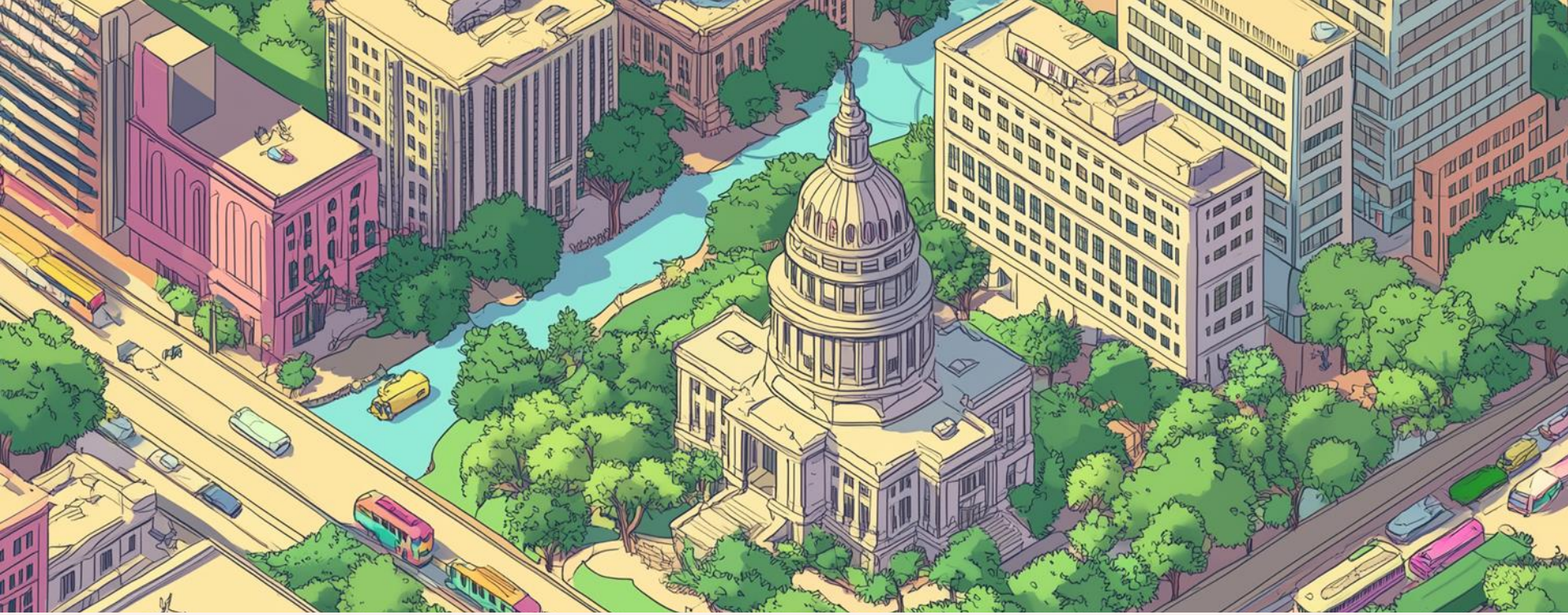

AI in transit: A solution, not just a trend

May 28th 2025

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spare

INTRODUCTION

Meet Spare

Ben

Spare, Senior Product Manager

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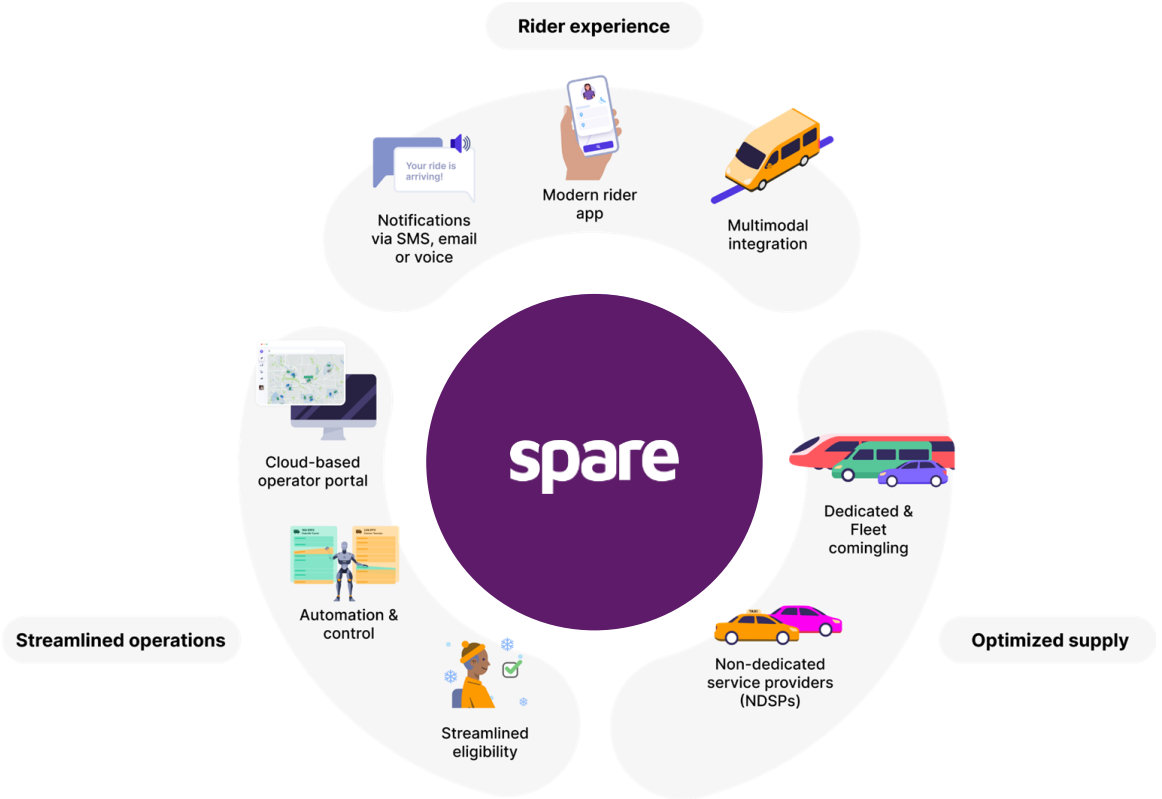

Artificial Intelligence (AI)
often seems like a buzzword.

Today, we'll explore its
tangible benefits in transit.

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THE TIPPING POINT

AI has been around for some time, but within the last three years AI has crossed a tipping point with the introduction of Generative AI.

From
Unnatural sounding, not useful, and making many mistakes

To
Natural sounding, very useful, and making very few mistakes

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Initial leaps in technology have enabled us to transform micro and paratransit today.

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The big challenges we face in transit

Staffing shortages — 71% of agencies report workforce gaps.

Rising rider expectations — Modern riders want instant updates and reliable services.

Call center overload — High volumes & slow response times lead to frustrated riders and team members stretched thin.

Data overload — Agencies collect tons of info—most of it goes unused.

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AI as a tool—not a replacement

Deliver intelligent, human-like conversations.

Support a diverse rider community.

Effortlessly handle unlimited demand.

Automate routine inquiries - trip booking, ETA checks and more.

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AI Voice

With the emergence of generative AI, and natural language processing, and advances speech synthesis, riders can now interact more naturally.

Good evening, I need a ride next Tuesday at 2 PM

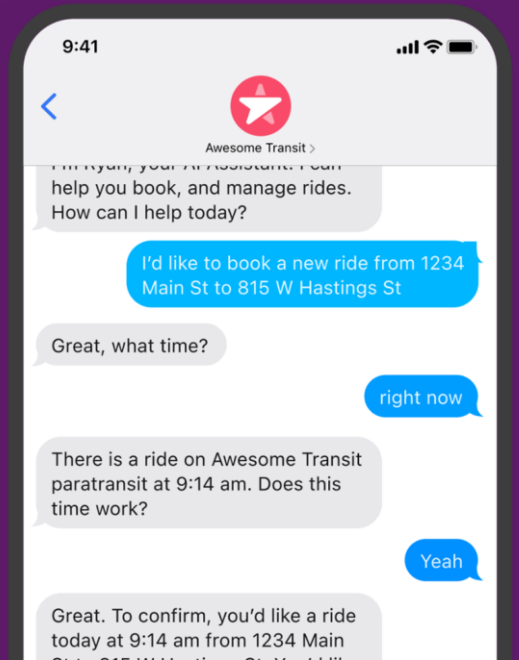
9:38 pm

Carlos, your ride has been successfully booked.

9:39 pm

AI Chat

Book, Cancel & Check ETA with always on, always ready AI.



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SPARE AI VOICE

Your AI-powered call center ally

Cut wait times, free up staff, and expand call center availability with AI

- **Fewer calls, shorter waits** – Automate bookings and inquiries to free up staff to focus on complex cases
- **24/7 trip management** – Riders can book, modify, and check ETAs anytime
- **Scale to meet demand** – dynamically adjusts to call volumes–maintaining high-quality service while keeping costs low

Good evening, I need a ride next Tuesday at 2 PM

9:38 pm

Carlos, your ride has been successfully booked.

9:39 pm

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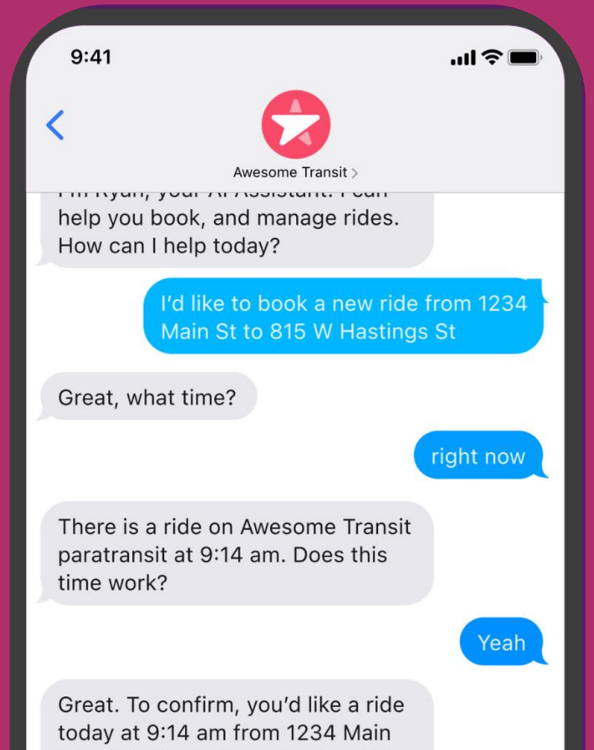
SPARE AI CHAT

No apps. No waiting. Just effortless transit.

Book, Cancel & Check ETA with always on, always ready AI.

- **No new apps, no learning curve** – AI Chat works seamlessly with existing ride notification numbers, so riders can just text like they always do.
- **24/7 smart support at any scale**– AI Chat adapts to demand, ensuring every rider gets instant responses—no wait times, no staffing bottlenecks.
- **Designed for everyone**– AI Chat makes transit communication as simple as texting a friend, offering an accessible solution for riders who are deaf or hard of hearing.



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Use Case: Auburn Transit Services

How Auburn Transit cut call wait times by 70% with Spare

SUCCESS STORY

Before AI Voice, Auburn Transit faced several operational challenges

- **High call volumes** led to long wait times, making it difficult for riders to schedule trips quickly
- **Limited staff resources** meant the sole dispatcher was spending too much time handling simple booking and ETA requests.
- **Aging demographic** means that many riders rely solely on phone calls, increasing call volume and slowing down processes.

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With Spare

Auburn Transit handles more calls with fewer staff

Productivity

70%

Of calls handled by Spare AI Voice

Rider Experience

2700+

minutes of AI-assisted calls

Productivity

37%

of AI call time = routine inquiries

Rider Experience

97%

Rider satisfaction via AI experience

*in the first 90 days

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Let’s see it in action

https://www.youtube.com/watch?v=fAzcx7e1k4w

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The high cost of waiting – Why AI adoption can't wait

Agencies are already moving ahead

The cost of inaction grows over time

Grants and funding favor modernized agencies

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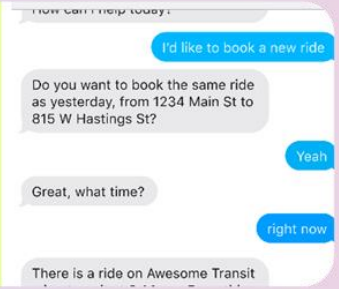
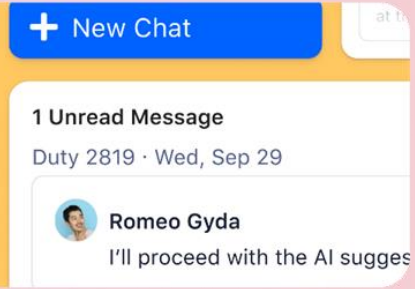
AI isn't magic; it's data-driven automation.

AI Voice and Chat agents handle routine inquiries



Around-the-clock availability



Intelligent, human-like conversations

Secure and compliant

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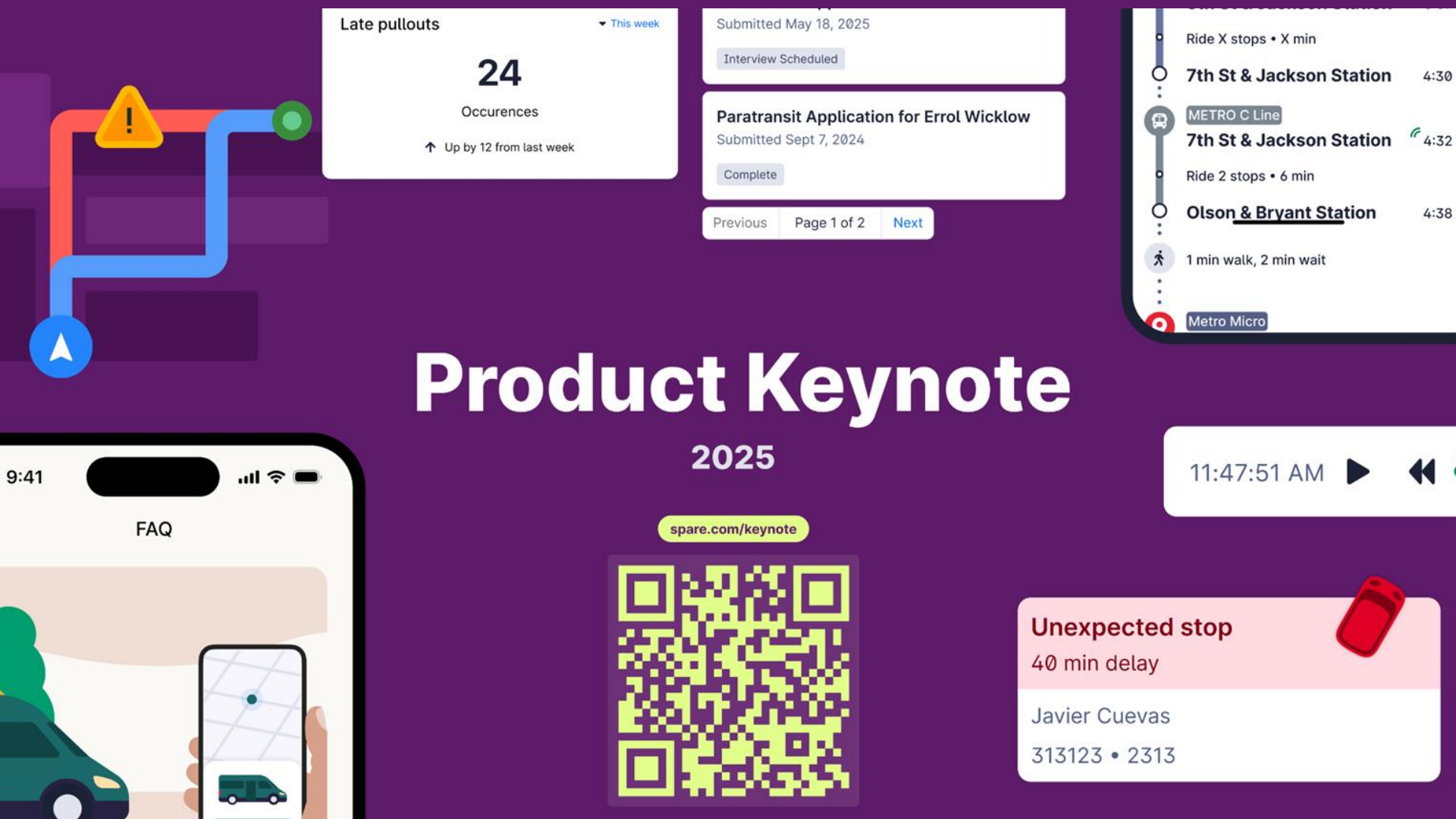
Late pullouts
This week
24
Occurences
Up by 12 from last week
Submitted May 18, 2025
Interview Scheduled
Paratransit Application for Errol Wicklow
Submitted Sept 7, 2024
Complete
Previous
Page 1 of 2
Next
Ride X stops • X min
7th St & Jackson Station
4:30
METRO C Line
7th St & Jackson Station
4:32
Ride 2 stops • 6 min
Olson & Bryant Station
4:38
1 min walk, 2 min wait
Metro Micro
Product Keynote
2025
spare.com/keynote
9:41
FAQ
11:47:51 AM
Unexpected stop
40 min delay
Javier Cuevas
313123 • 2313

Thank you for Spare-ing your time

Build more efficient mobility services with Spare. For more questions please reach out Josh Bethel at josh.bethel@spare.com

Ben Laval

Senior Product Manager

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