



Measure C

New Technology

Dispatch Optimization Project

Clovis Transit
FY 2026–2027 Grant Application

THE NEED

A service issue we can measure

31,619

calls presented
Jan–May 2026

2,782

calls abandoned
(8.8%)

37:41

peak recorded
wait time

739

paratransit no-shows
Jan–May 2026

Today's constraint

Dispatchers handle paratransit calls, fixed-route radio coordination and other operational duties at the same time. Routine calls compete with real-time service coordination.

Rider barriers

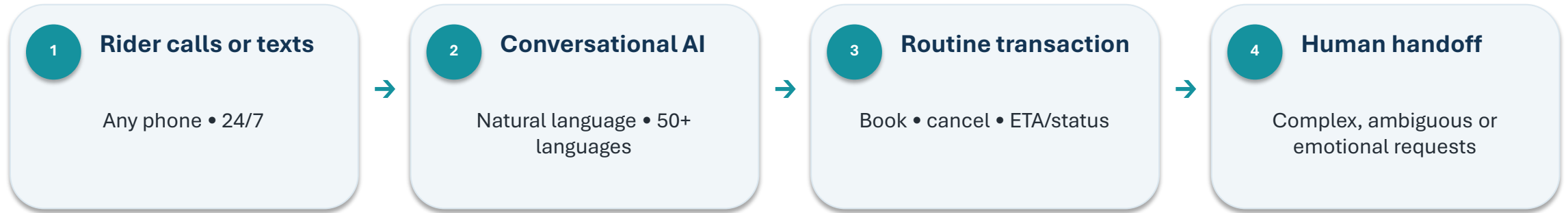
No after-hours phone option for cancellations or rescheduling. Non-English riders rely on a manual Language Line bridge that requires hold time and has experienced outages.

Operational impact

Missed or delayed cancellations can create avoidable vehicle dispatches, no-shows and unnecessary mileage. The project targets the communication gap, not staffing reductions.

THE SOLUTION

Spare AI Voice: An intelligent layer on the existing dispatch platform



Integrated service - not a phone tree

The AI can complete transactions directly in Clovis Transit's existing Spare scheduling environment rather than simply routing callers through IVR menus.

Accessibility built in

Automatic language detection, SMS for hard-of-hearing riders, no smartphone requirement, and a live-dispatcher transfer path preserve rider choice.

New operational visibility

Call recording, transcription and outcome analytics connect rider communications to trip data and create information Clovis Transit does not currently have.

SUPPLEMENTS STAFF - DOES NOT REPLACE STAFF

PUBLIC VALUE

What success looks like:

600+

dispatcher hours potentially
redirected annually*

24/7

booking, cancellation
& trip-status access

50+

supported languages
with auto-detection

0

hold time for routine
AI completed calls

For riders

Faster access to essential paratransit trips; more options for riders with disabilities and limited English proficiency; immediate after-hours trip management.

For operations

Routine calls shift away from dispatchers so staff can focus on complex rider needs and real-time coordination across paratransit and fixed route.

For the region

Cloud-based deployment can be replicated by other transit providers. Performance data will document AI handling, time savings and no-show outcomes for future regional decisions.

For the environment

Faster cancellations and trip changes may reduce unnecessary vehicle dispatches, idling, deadhead mileage and associated emissions.

*Application projection assumes a conservative 40% AI-handling rate.

READY TO DEPLOY

Funding, schedule & accountability

\$524,142

TOTAL PROJECT COST

\$466,142

Measure C request

\$58,000

City of Clovis in-kind match

Existing Spare platform and vendor relationship reduce onboarding and migration risk.

IMPLEMENTATION

-  JAN 2027 Notice to Proceed
-  FEB–MAR Contract approval
-  MAR–APR Configuration + integration
-  APR–MAY Staff training
-  JUN Testing + soft launch
-  JUL 2027 Full deployment

FULL DEPLOYMENT TARGET: JULY 2027

Performance Measures

- AI call-handling rate
- Call abandonment vs. 8.8% baseline
- Average queue/wait time
- After-hours transactions
- Late cancellations & no-shows
- Call outcomes by language

Measurement Reports

- Quarterly staff review
- Annual Fresno COG reports
- Final five-year report



Thank you!