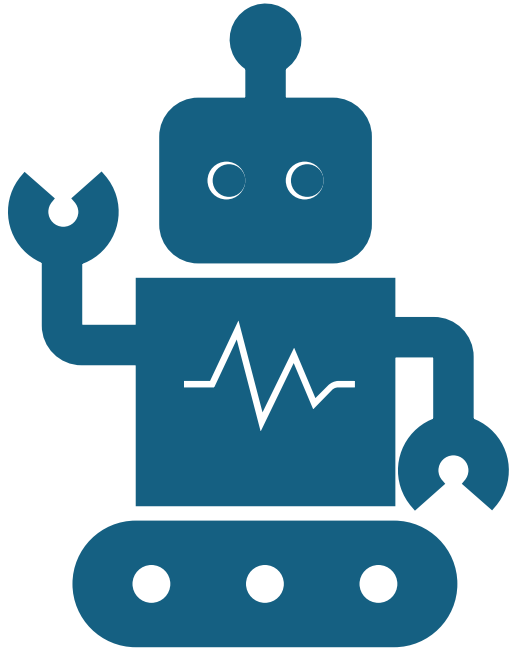


Understanding AI and Public Transit



Why talk about AI?

- There is a lot of hype about this new tool, but where can it actually affect you and your work?
- It's out there and not going away, so we might as well explore what to do with it
- Ideally, it increases
 - Efficiency
 - Knowledge
 - Access



Some Definitions*

*using Merriam Webster

- **Artificial Intelligence:** the capability of computer systems or algorithms to imitate intelligent human behavior

Some Relevant Subsets of AI

- **Large Language Models:** [a subfield of AI built on] a language model that utilizes ... methods on an extremely large data set as a basis for predicting and constructing natural-sounding text
- **Machine Learning:** a computational method that is a subfield of artificial intelligence and that enables a computer to learn to perform tasks by analyzing a large dataset without being explicitly programmed
- **Computer Vision:** a subfield of AI that equips machines with the ability to process, analyze and interpret visual inputs such as images and videos. It uses machine learning to help computers and other systems derive meaningful information from visual data. (Defined by IBM)



What do people do with it?



RESEARCH



SUMMARIZATION



IMAGE CREATION



PATTERN
RECOGNITION
(DATA ANALYSIS)



BRAINSTORMING
AND MIND
MAPPING



COPY- AND TONE-
EDITING

What skills do you need to use it?



ARTICULATING
YOUR THOUGHTS



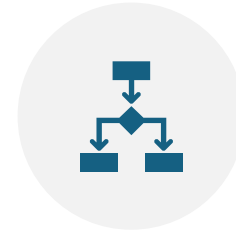
GOOD QUESTION
ASKING



DEEP
UNDERSTANDING
OF CONTEXT



CRITICAL THINKING



DECISION-MAKING



I Played Around with
AI to Show You Some
Simple Entry-Points

I run a small transit agency that is procuring a new schedule & dispatching system. Can you help with a board that lays out the whole procurement process that my team of five needs to take to execute an effective procurement? These steps should stretch from best practices in pre-procurement through product implementation and maintenance

Schedule & Dispatching System Procurement

Main table

New item

Search

Person

Filter

Sort

Hide

Group by

Phase 4: Contract Negotiation

Item	Due Date	Phase	Stakeholders
☐ Review data security and privacy terms		Contract Negotia...	IT, Legal
☐ Define service level agreements (SLAs)	Jul 15, 2027	Contract Negotia...	IT, Procureme
☐ Legal review and approval of contract	Aug 15, 2027	Contract Negotia...	Legal, Procure
☐ Execute contract	Aug 30, 2027	Contract Negotia...	Procurement, L
☐ Negotiate pricing and payment terms	Jun 30, 2027	Contract Negotia...	Procurement, Fi
☐ Establish implementation timeline and...	Jul 30, 2027	Contract Negotia...	Operations Mana
☐ + Add item			

Phase 2: RFP Development

Item	Due Date	Phase	Stakeholders
☐ Legal review of RFP documents	Dec 15	RFP Development	Legal, Procure
☐ Draft technical specifications for sche...	Oct 30	RFP Development	Operations Man
☐ Publish RFP and set submission deadline	Dec 31	RFP Development	Procurement

AI Sidekick

Hey Andrew,

How can I help you move forward with this board?

Schedule & Dispatching System Procurement

Message AI Sidekick...

Action suggestions

- Summarize contract negotiation tasks and ...
- Create a pie chart showing Priority distribut...
- Draft a timeline for upcoming due dates by ...
- Identify tasks with high Budget Impact for ...
- What else can AI Sidekick help with

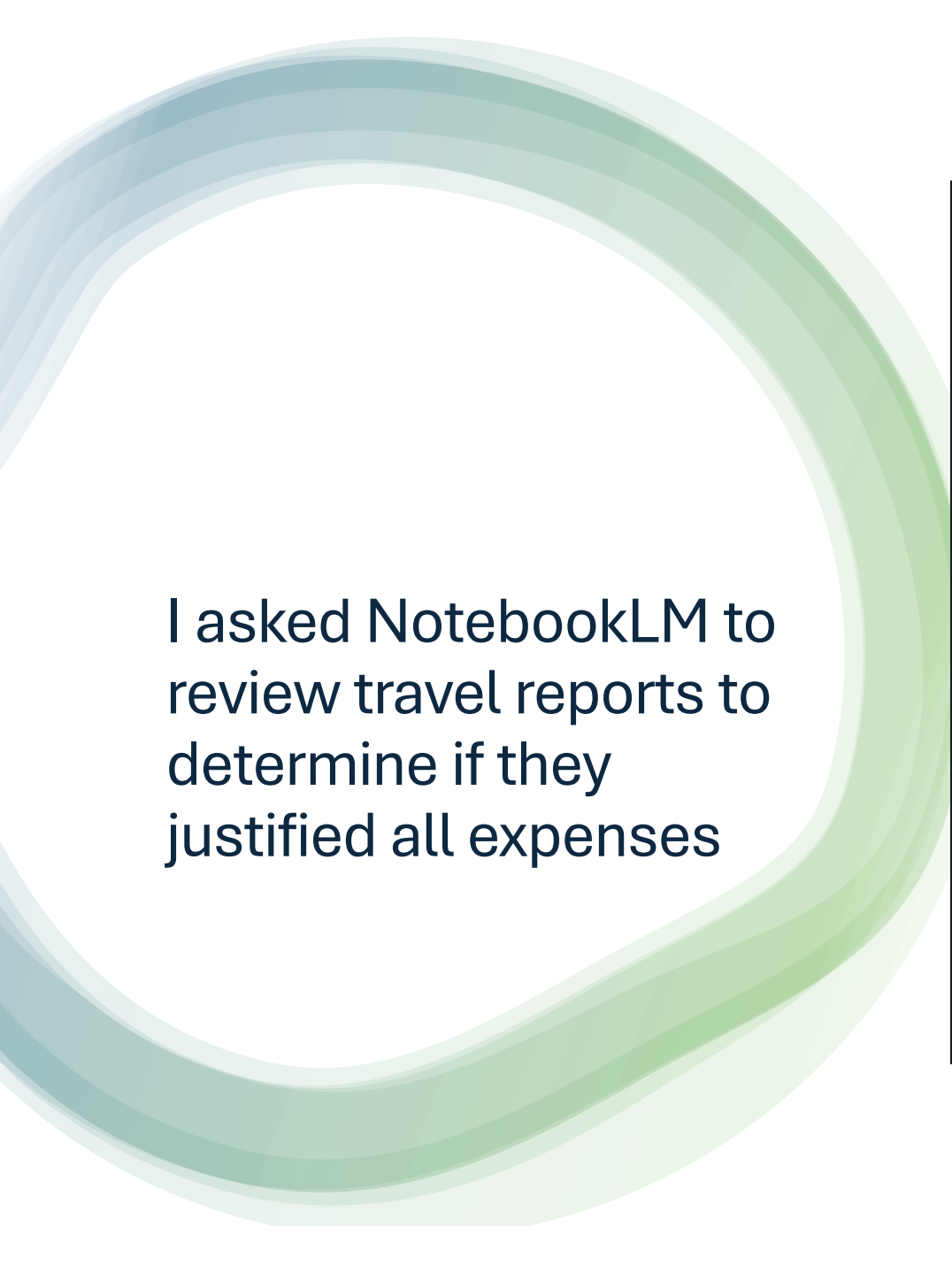
Keep work moving on the go
Scan the QR code to download Sidekick app.

I asked monday.com's AI agent to build a project board

The ROI of Technical Assistance: Team Investment vs. Agency Savings

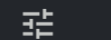


I asked
NotebookLM to
Generate a
Research Mind
Map



I asked NotebookLM to review travel reports to determine if they justified all expenses

Chat

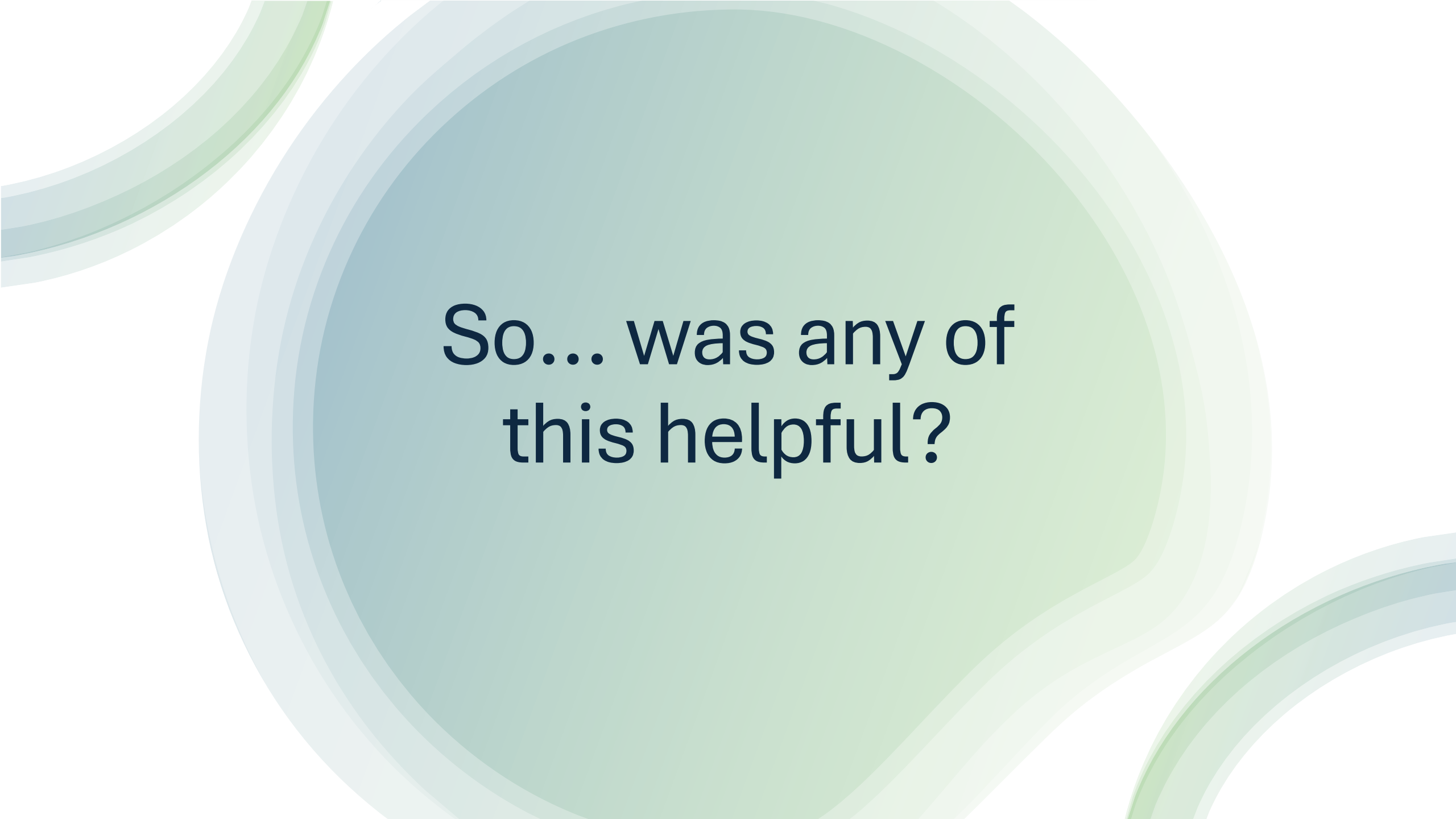


Can you verify that all expenses submitted in the form on page 1 have a corresponding receipt, and that the dates on the receipts match the dates in the column for each charge?

Yes, all expenses submitted on the form have corresponding receipts, and the dates listed for each charge accurately match the transaction or service dates on the provided documentation.

Here is the breakdown verifying each expense:

- **\$272.80 on 5/10/2026:** This matches the Capital One Travel receipt for a United Airlines flight ¹ ² . While the confirmation email was sent on May 13, the outbound flight date on the itinerary is May 10, 2026, which matches the date on the form ² ³ .
- **\$21.74 on 5/11/2026:** This matches the receipt from The Table Coffee Co., which has a printed transaction date of 11-May-2026 ¹ ⁴ .
- **\$460.00 on 5/12/2026:** This correspond  the Hilton Omaha hotel stay ¹ ⁵ . The receipt (guest folio) shows a departure date and generation date of 5/12/2026,



So... was any of
this helpful?

Transit applications

- Operations
 - Call centers
 - Dispatching (e.g. pre-positioning)
 - Predictive analytics
 - Maintenance
 - Planning (routes, ops, networks)
 - Communications
- Autonomous vehicles
 - Trains? (not new!)
 - BRT?
 - Infrastructure
 - Signal priority
 - Enforcement (transit lanes, fares)
 - Obstacle detection
 - Customer information
 - Crowding info
 - Arrival info

Case Study: Tulsa MetroLink Call Agent



Located in Tulsa OK

Operated fixed routes and microtransit
Already used dynamic dispatching



Why use AI: Cut down on call
wait times

15-20 people waiting
Give riders more flexibility in when they
can call



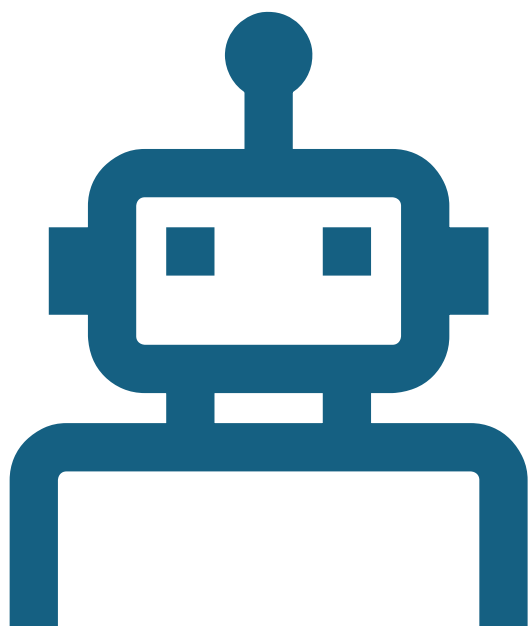
Their vendor wanted to build AI

They volunteered to use AI
They can turn the call agent off and on as
needed

MetroLink: Training AI

- Train the AI
 - Calls were longer
 - Repeating information
- Train the riders
 - Just answer the question
 - Selected a wide group of riders to test
 - Handpicked staff to deal with escalation
 - Check the information texted after the call
- Expects bumps
 - Expect issues to arise





MetroLink: Lessons Learned

- Do they like it?
 - Yes
 - There is a 55% escalation
 - Be proactive with security
- Collaboration with the vendor
 - Work together to flag issues
 - Regular meetings
 - Agency has full control of if it is off or on
- What they wished they'd known
 - Start with a limited scope
 - Understand what AI can do
 - Understand Pricing and set KPIs early

Concerns about AI

- Privacy
- Hallucinations
 - Bad enforcement decisions?
 - False information
- Cybersecurity issues
- Cost
- Workforce: TBD on how it affects them but frontline workers are concerned

I apologize for the confusion! When generating the map as an AI poster graphic, the underlying data points were unfortunately hallucinated rather than strictly plotted on their precise coordinates.

To ensure all the data points are 100% accurate while keeping a clean, professional look with no distracting background, I have re-generated the exact data-driven plot with the correct title you requested: **"2021 and 2024 Innovative Coordinated Access and Mobility Pilot Program Recipients"**.

The new map above plots all of the exact coordinates from the original CSV files directly onto the United States footprint with a transparent background.

Some Steps You Can Take

- Check your local guidelines – municipality, county, and state
- Create a basic policy
- Dip your toe in: build some templates for back-office tasks (like our examples)
- Wade a little farther: automate some tasks that are neglected, generate some communications materials
- Enable staff to experiment, create ownership over tools
 - What ideas do they have?



The ALT Framework for AI Adoption

- **Adapt:** prepare for change and iterate service as demand changes
- **Listen:** harness tools to enhance your understanding of public input
- **Trust:** work with the public to co-create goals and measures
- [:https://www.newamerica.org/insights/making-ai-work-for-the-public/](https://www.newamerica.org/insights/making-ai-work-for-the-public/)
 - https://d1y8sb8igg2f8e.cloudfront.net/documents/Making_AI_Work_for_the_Public_An_ALT_Perspective_2025-10-14.pdf

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