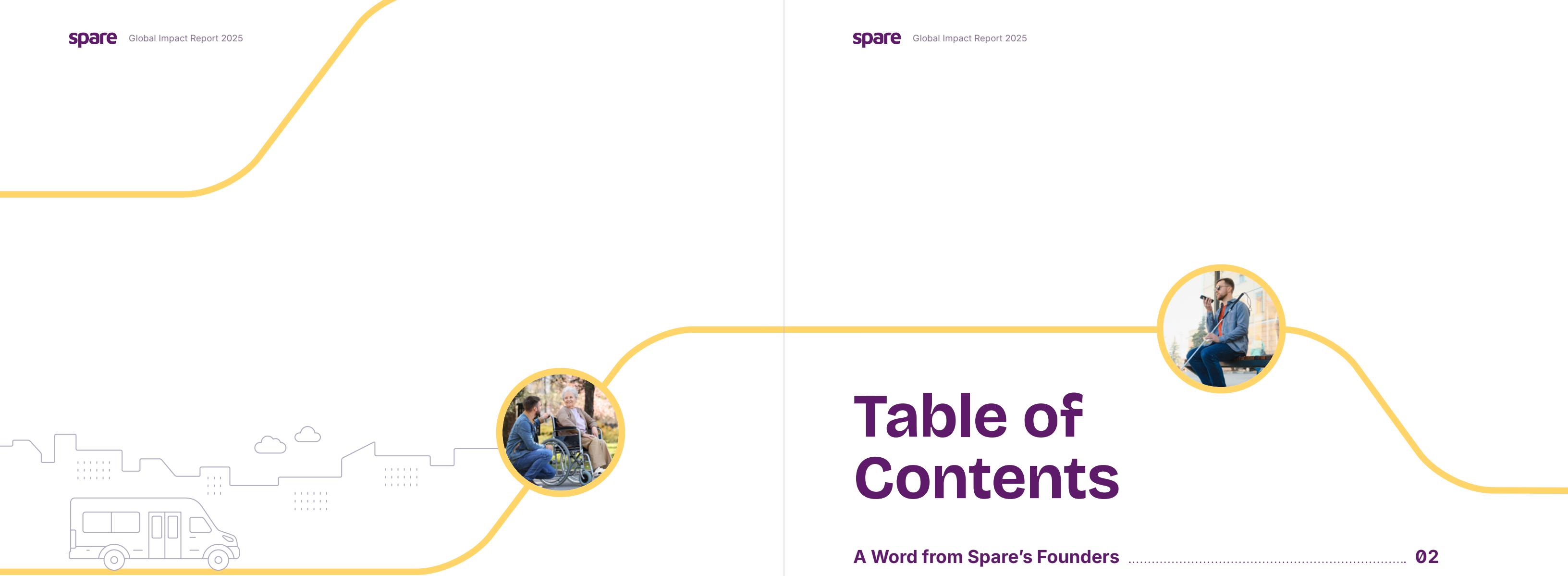


spare

# Global Impact Report 2025





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# A Word from Spare's Founders



Pictured from left to right: Co-founders Alexey Indeev, Josh Andrews and Kristoffer Vik Hansen

## Over the past decade, public transit has evolved more profoundly than anyone could have predicted.

When we started Spare ten years ago, agencies were already stretched—asked to serve growing communities with aging tools, rising costs, and shifting expectations. Yet even then, we could see the resilience and ingenuity of this industry. Today, that resilience and vision for accessible, reliable service has become the defining force shaping transit’s next chapter.

Agencies have been navigating unprecedented pressure—operator shortages, funding uncertainty, new regulatory landscapes, and a public that relies on services to be as dynamic as the world around them. And despite all of this, the industry has pushed forward with more creativity, urgency, and purpose than ever before.



**“As we enter our second decade, our commitment has never been clearer: empowering the people who keep communities connected. We’re here to support that vision and build the infrastructure to bring it to life.”**

Across hundreds of partnerships, transit teams are rethinking what’s possible. Agencies reimagining legacy paratransit systems with flexible service models. Communities expanding access for riders who have historically been underserved. Leaders integrating data and automation not to replace the human elements of transit, but to strengthen them. What was once viewed as ambitious experimentation is now becoming standard practice. That momentum is real, and it’s transforming public mobility in ways that create measurable impact: better rider experiences, higher efficiency, stronger equity outcomes, and smarter sustainability strategies.

But we also know the challenges ahead are significant. Riders are asking for more reliable options. Regions are becoming more complex. And agencies are being asked to deliver all of this with fewer resources. If the last decade was about testing what’s possible, the next decade will require more than incremental improvements—it will demand smarter systems, partnerships built on co-creation and long-term evolution, and the courage to reimagine operations and efficiency. All with the same community-driven mindset that has carried this industry forward.

This Impact Report is a reflection of that evolution. Inside, you’ll find data, stories, and insights that represent teams who are redefining how transit can operate when empowered with the right tools and the right support.

As we enter our second decade, our commitment has never been clearer: empowering the people who keep communities connected. We’re here to support that vision and build the infrastructure to bring it to life.

**Let’s keep moving forward—together.**

— Alexey, Josh and Kristoffer





# Every stop is a start

At Spare, we don't just move people – we create connections.

Transportation shapes lives: a student going to class, a parent getting to work, an older adult staying active. Each trip represents access to opportunity, a connection to community, and a chance to move through the world with dignity.



Transit agencies are constrained by tight budgets, and balancing the needs of aging populations with equity concerns and a changing climate. Human-centered innovation gives them a path forward to building efficient operations that stand the test of time.

In 2025, we worked with agencies to power 28 million boardings. These are critical appointments kept, important moments of social connection, and opportunities to reduce carbon emissions.

This report is a look at how together we're driving change – one innovation, one partnership, and one ride at a time.



## Rider impact

28 million trips—and countless opportunities

Spare-powered rides connect people to jobs, healthcare, and education, while building stronger communities. Every trip unlocks independence, fosters connections, and makes a real-world impact.

**30%**  
new trips made possible

Unlocking access to jobs, healthcare, and education for those who need it most.

**52 million**  
new social connections

Fostering moments of connection that reduce loneliness and build stronger communities.

**8 million**  
trips for vulnerable riders

These trips have helped riders with disabilities, seniors, and low-income individuals access vital opportunities.





## Transit agency impact

### Helping transit agencies do more

Our unified operations platform brings all fleets under one intelligent system with real-time optimization, helping agencies deliver affordable, efficient service at scale. Together with our agency partners, we're driving growth, meeting quality standards, and putting riders first.

**45%**  
reduction in  
microtransit costs

Helping agencies save resources to expand and improve services.

**47%**  
cost reduction with  
Spare Open Fleets

Dynamic dispatch to taxis and TNCs during peak demand eliminates overcapacity costs.

**32%**  
reduction in  
paratransit costs

Helping agencies lower expenses while delivering reliable, accessible transit services for riders with diverse needs.

## Societal & environmental impact

### Driving a greener tomorrow

Every ride counts toward a cleaner planet. From reducing emissions to embracing electric vehicles, Spare helps transit agencies build sustainable communities—one trip at a time.

**9,500**  
tonnes of CO<sub>2</sub>e  
emissions avoided

Over 50% of Spare riders choose on-demand transit over a car or a taxi. Shifting these trips away from private vehicles is equivalent to removing 2,300 cars from the road or planting 200,000 trees.

**19%**  
trips using EVs or  
hybrid vehicles

Cleaner transportation options are reducing emissions and supporting a greener future.

**\$1 billion**  
in healthcare  
costs saved

For every \$1 spent on-demand transit, the healthcare sector saves \$4.50 in loneliness-related costs.

## 01 Our Riders

We run travel surveys twice a year to learn more about the people who use Spare-powered services and why they do so.

Since 2020, over 12,000 riders have shared their feedback, giving us a unique dataset to work with. These insights help us design better, more tailored services—so riders see real improvements that meet their needs.



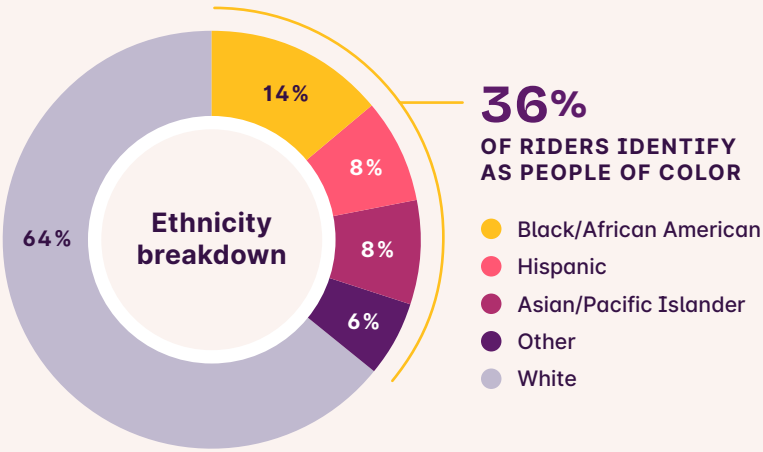
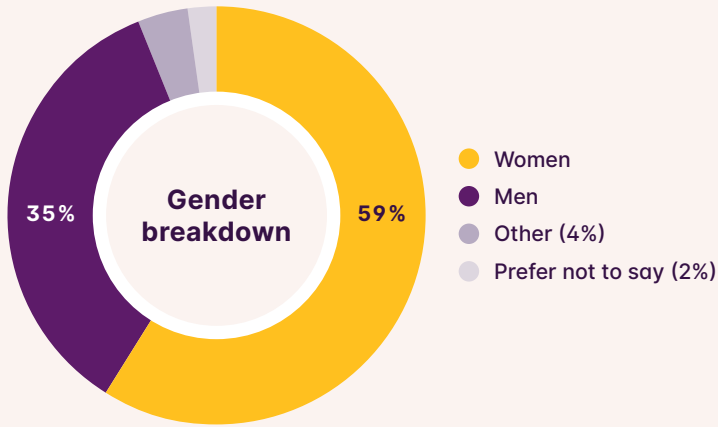
# A diversity of needs

People from all walks of life use Spare-powered services. Many face barriers that intersect age, disability, income and geography. Equity means building systems where flexibility, accessibility, and responsiveness aren't luxuries, but foundations.



## 59% of our riders identify as women

This matches global transit trends. On average, women outnumber men 2:1 on public transit worldwide.<sup>1</sup> The needs of women often differ, because they have to manage caregiving responsibilities, navigate safety concerns and juggle multiple destinations. Services must account for these realities.



## 36% OF RIDERS IDENTIFY AS PEOPLE OF COLOR

### Removing barriers for people of color

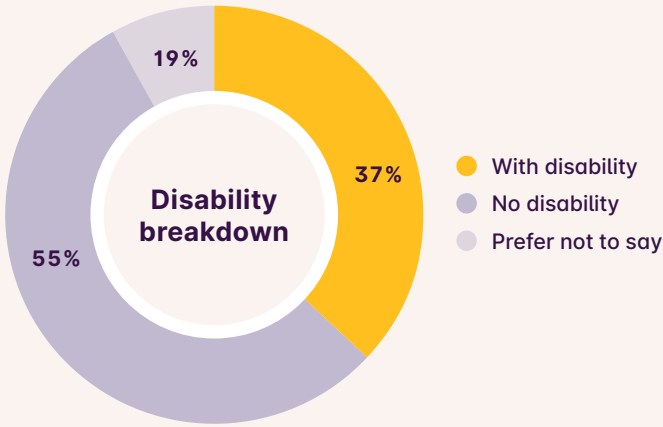
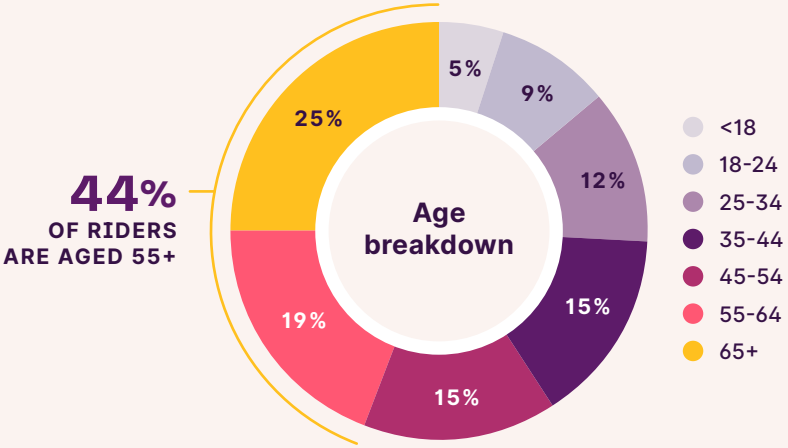
In North America, people of color often rely more on public transit because they have less access to cars.<sup>2</sup> Spare-powered services help break down barriers and create opportunities for these historically underserved communities.

1 | Citivitas, 2020. 'Gender equality and mobility: Mind the gap!' [http://civitas.eu/sites/default/files/civ\\_pol-an2\\_m\\_web.pdf](http://civitas.eu/sites/default/files/civ_pol-an2_m_web.pdf)  
2 | Kinder Institute for Urban Research, 2020. 'Racism has shaped public transit, and it's riddled with inequities'. <https://kinder.rice.edu/urbanedge/racism-has-shaped-public-transit-and-its-riddled-inequities>



## Older adults are our largest rider group

Almost half of our riders are aged 55 or older. This trend reflects reality across the world: aging populations require transportation that preserves independence, enables social connection, and delays the need for intensive healthcare intervention.



## 37% of our riders have a disability

This is higher than the US average of 27%<sup>3</sup>. People with disabilities are nearly 50% less likely to use local transit, but Spare-powered services provide a more inclusive and accessible option for this underserved group.

3 | Centers for Disease Control, 2023. 'Disability Impacts All of Us'. <https://www.cdc.gov/disability-and-health/articles-documents/disability-impacts-all-of-us-infographic.html>

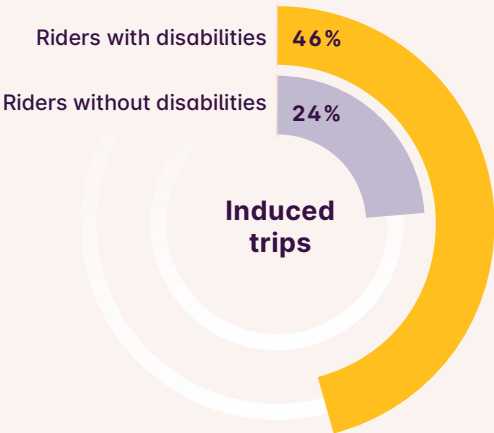
# Accessibility by design

## Making travel easier for riders with disabilities

Spare's services help riders take trips they couldn't before. Nearly half (46%) of low-income riders with disabilities said their on-demand transit service enabled them to travel when they otherwise couldn't—compared to 24% of riders without disabilities.

In transportation planning, the term "induced demand" has negative connotations relating to building highways that only worsen traffic congestion.<sup>4</sup> But when it comes to public transit, induced trips tell a different story. For marginalized communities, these trips can improve mental and physical health, offer more recreation, and create better job opportunities.

### People with disabilities are riding local transit for the first time ever



4 | Wired, 2014. 'What's Up With That'. <https://www.wired.com/2014/06/wuwt-traffic-induced-demand>

## All accessibility needs are welcome aboard

Spare Platform makes it easy for riders with accessibility needs—like wheelchair users, those requiring assisted boarding, or those traveling with an adult—to book rides through our transit agency partners.

3.5 million accessible boardings have been completed on Spare, with more paratransit services joining us in the past year. Today, 1 in 8 trips on our platform meets an accessibility need.



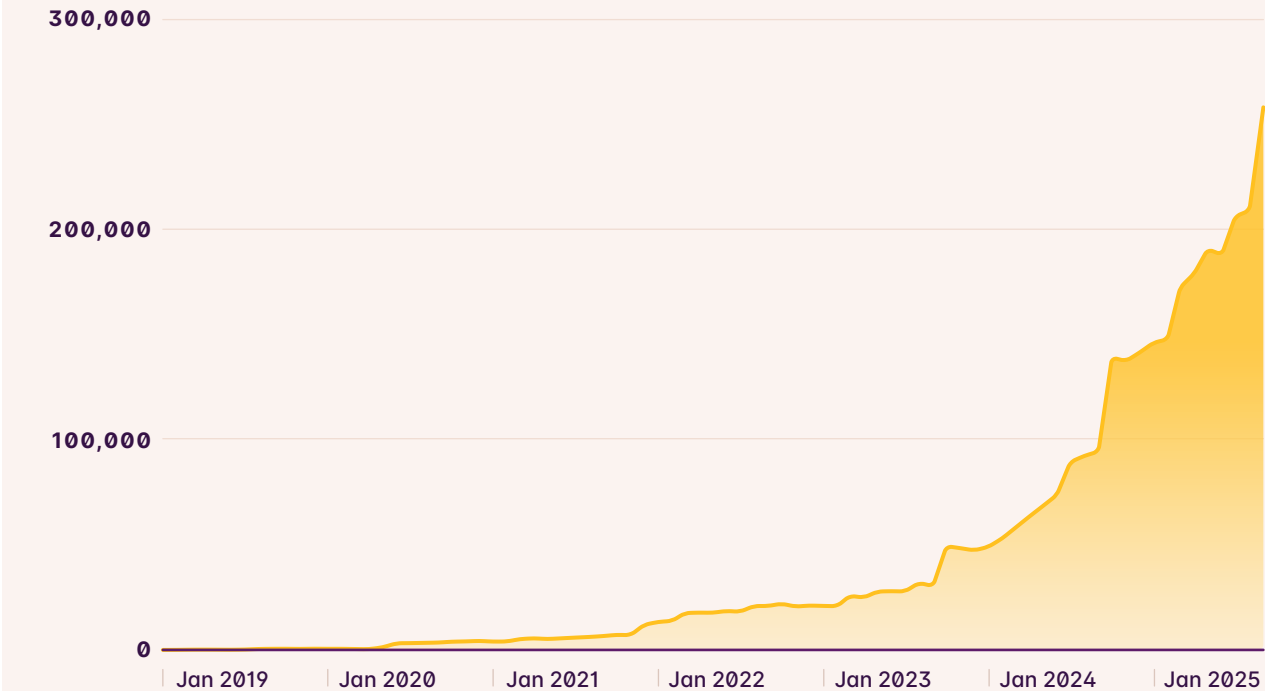
3.5

million

accessible boardings have been completed on Spare

### Accessible boardings

Monthly boardings with 1+ accessible feature, across Spare






Creating opportunities for vulnerable people

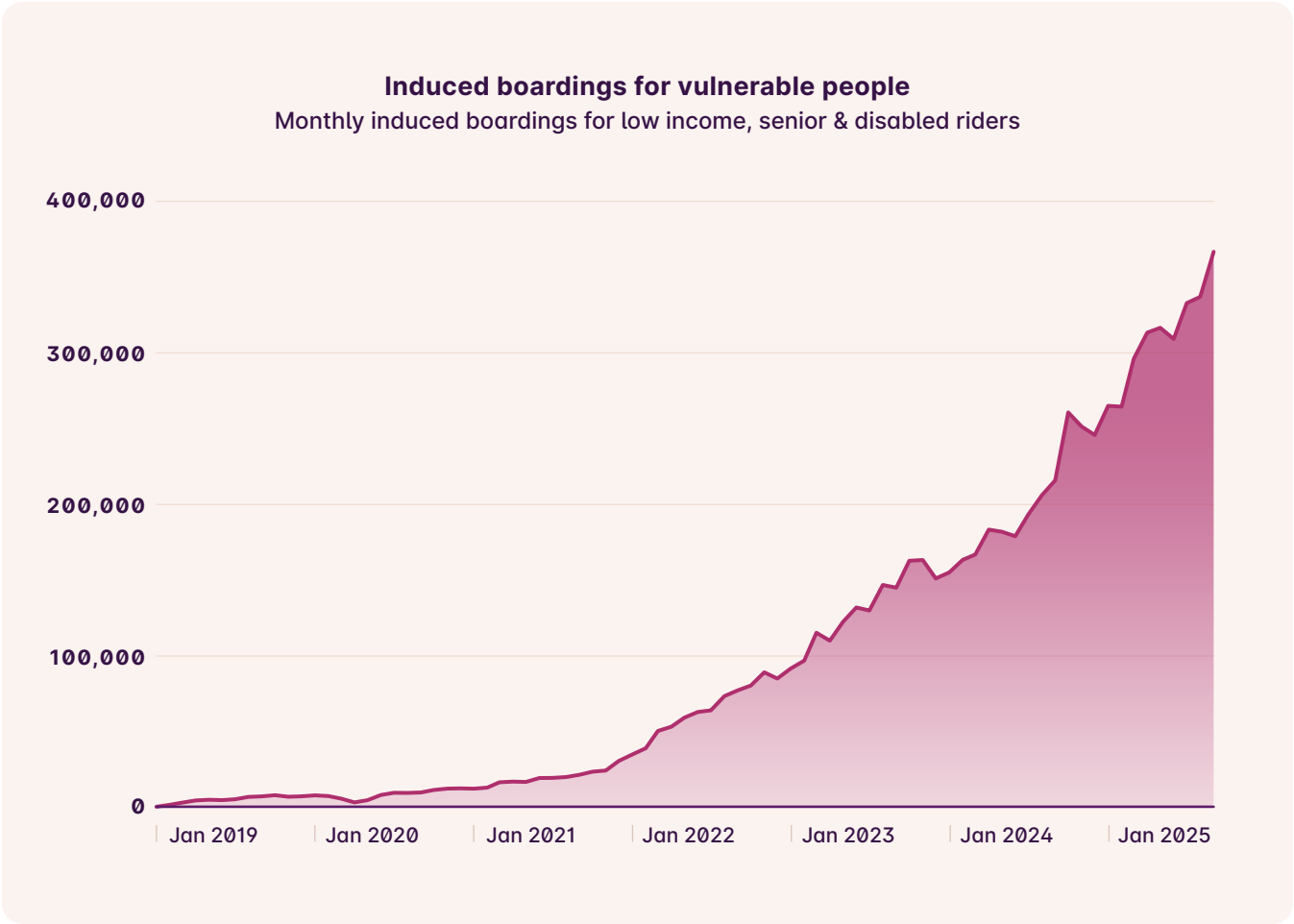
Our software helps transit agencies improve transportation access for people who need it most.

So far, Spare has enabled 8 million trips for vulnerable riders—more than the population of New York City! These are trips that wouldn't have happened without us, unlocking social and economic opportunities for people who often struggle to get where they need to go.



8  
million

cumulative induced  
trips for vulnerable  
people




The freedom of same-day paratransit trips

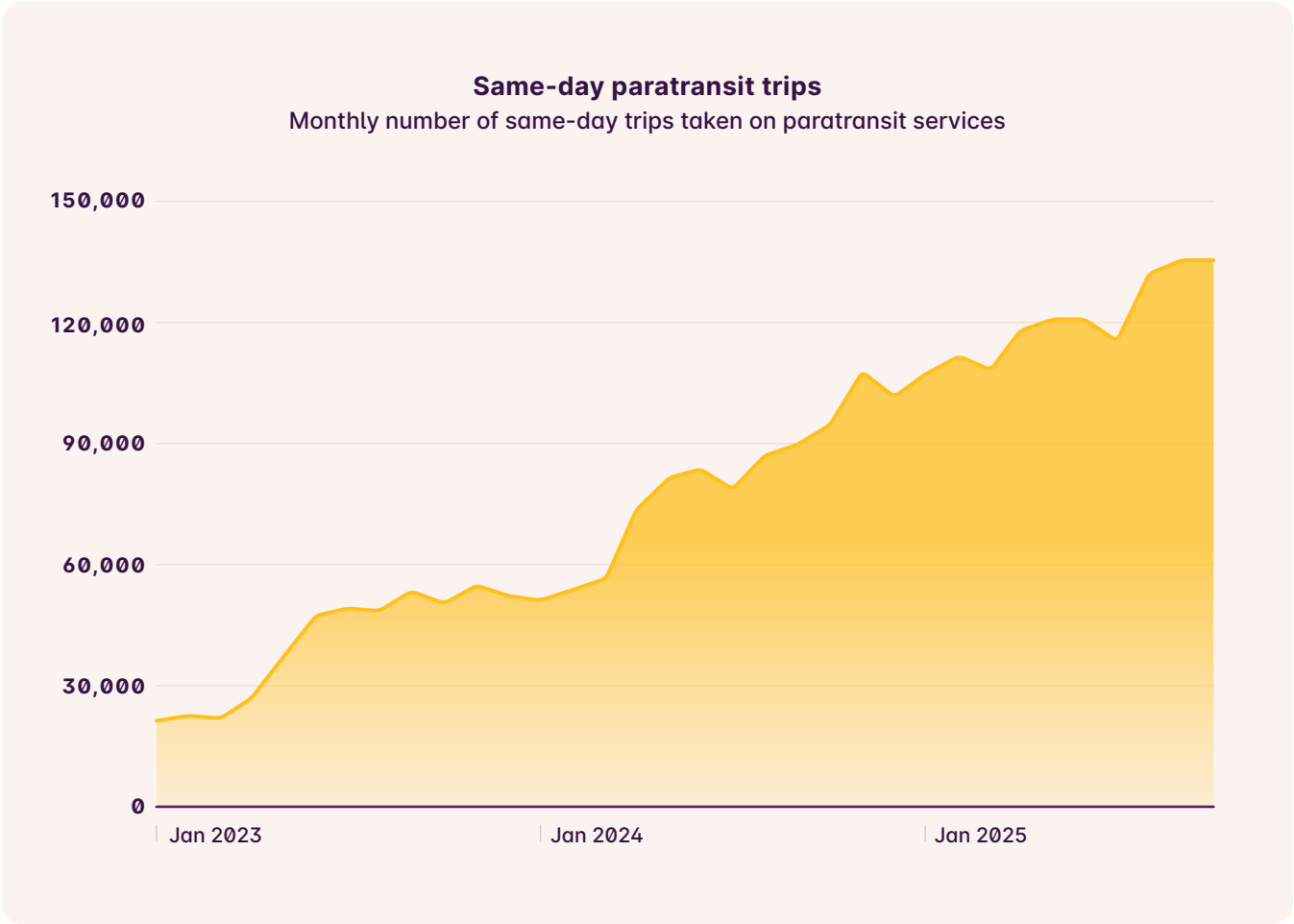
Riding paratransit shouldn't mean sacrificing one's freedom to travel at the last minute. Since 2023, our agency partners have relied on Spare's intelligent optimization tools to serve 2.7 million same-day paratransit trips.

This proves agencies can provide flexibility to riders by exceeding ADA minimum standards, without investing in additional staff or vehicles.

2.7  
million

same-day paratransit  
trips have been  
completed





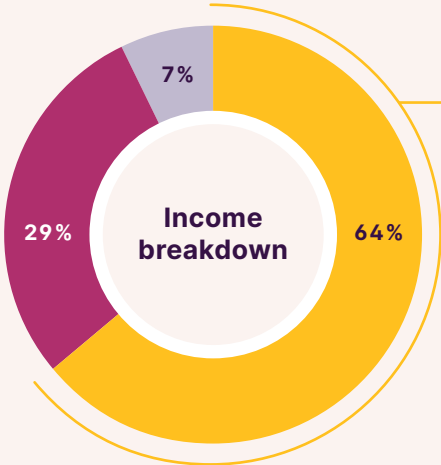
# A great outcome, whatever the income



**The majority of our riders are on low incomes**

In North America, Spare-powered services are used more by low-income households than by middle- or high-income ones. On-demand transit provides crucial support for those who need it most.

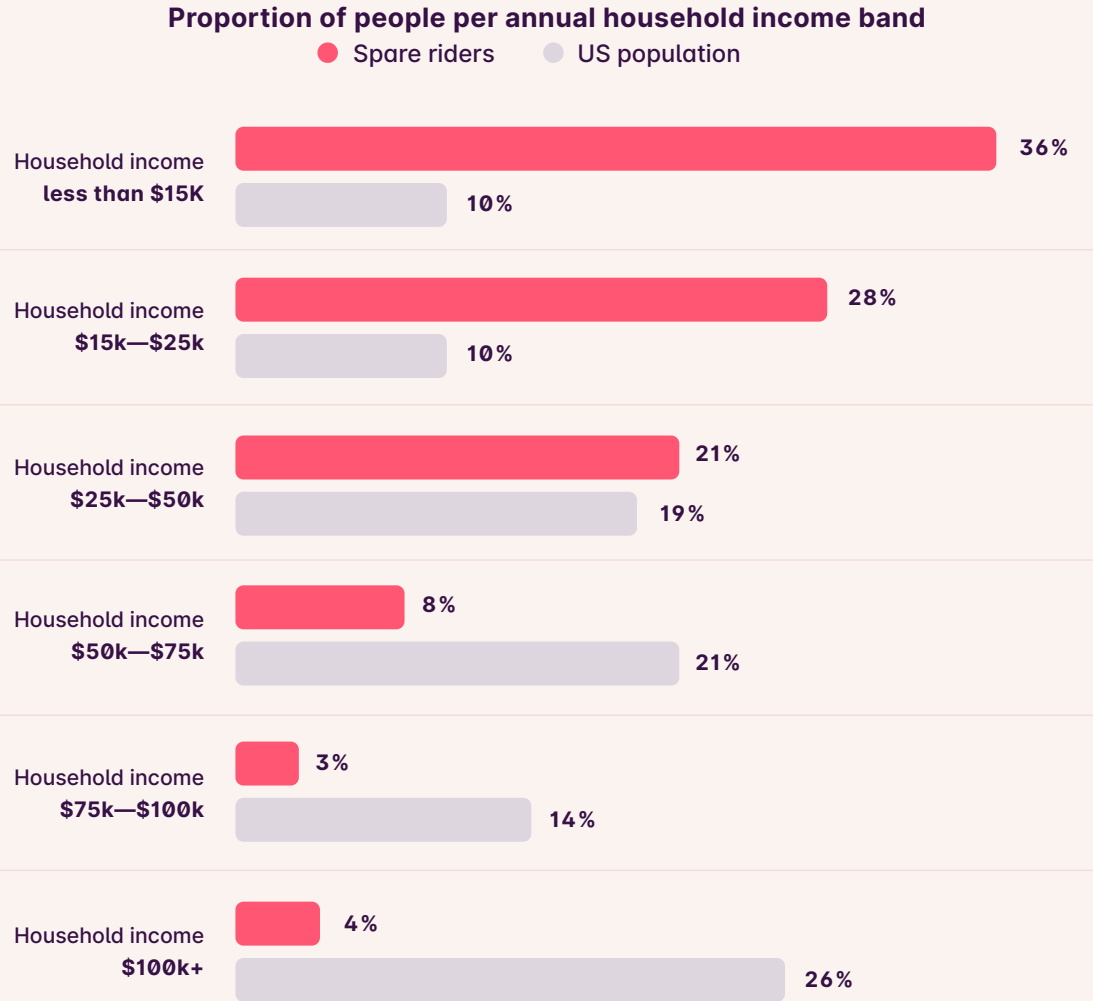
The median household income of our riders is \$20k. By comparison, ridehail Lyft customers have a median household income of \$55k.<sup>5</sup>



**64%**  
**OF RIDERS ARE LOW-INCOME**  
(household earnings <US\$25k per year)

- Riders who are medium-income (household earnings US\$25k—\$75k per year)
- Riders who are high-income (household earnings US\$75k+ per year)

5 | Lyft, 2023. Economic Impact Report'. <https://www.lyft.com/blog/posts/2023-economic-impact-report>



When income determines transportation choices

Without on-demand transit, how riders travel depends heavily on their income. Low-income riders often walk, take the bus, or carpool, while high-income riders rely on private cars or taxis.

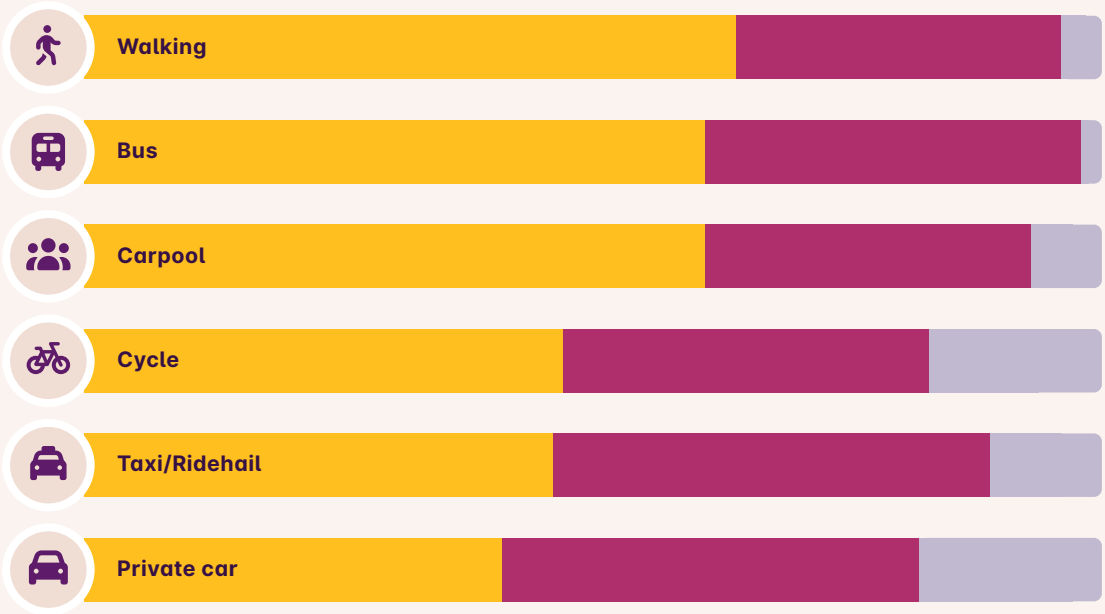
Spare's services make a difference for both groups: they create more opportunities for low-income riders by providing convenient, reliable transit. At the same time, they help wealthier riders switch from cars, reducing traffic, emissions, and noise pollution.



Income determines alternative travel choices

Mode of transportation respondents would have otherwise used to make their trip, grouped by income band. Excludes induced trips.

- LOW INCOME  
(household earnings <US\$25k per year)
- MEDIUM INCOME  
(household earnings US\$25k—\$75k per year)
- HIGH INCOME  
(household earnings US\$75k+ per year)



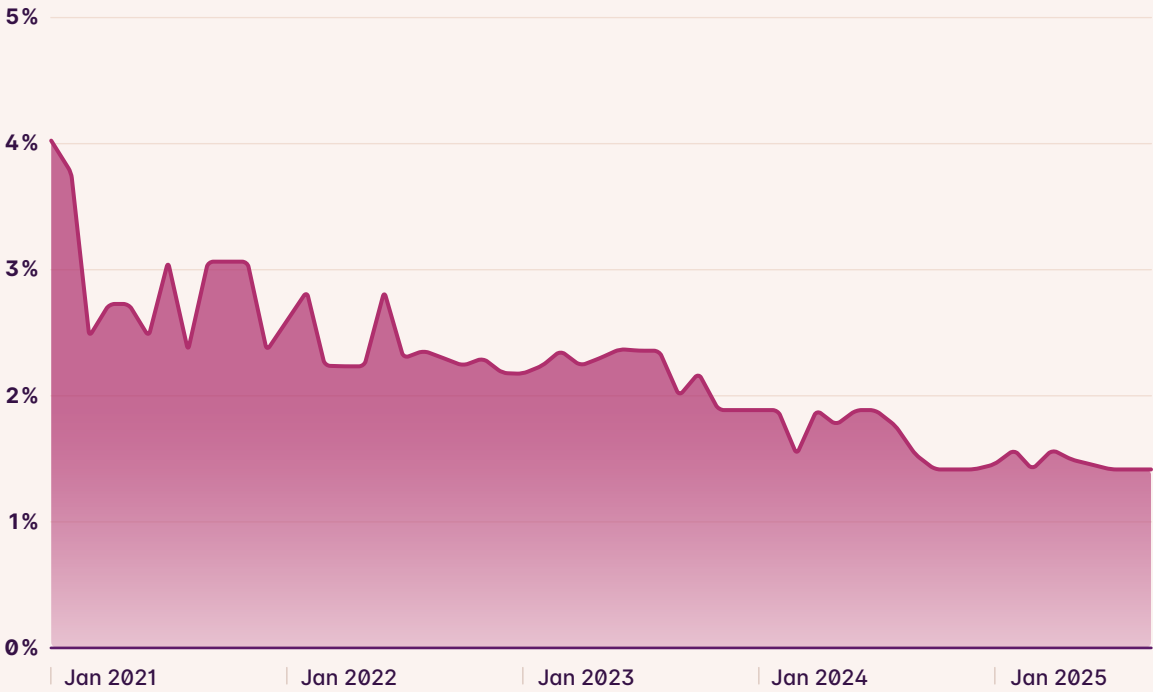
Making trip fares... fairer

Transportation should be affordable for the people who need it most. That's why we track the cost of taking two trips per day and compare it to local incomes in the cities we serve.

Since 2021, our services have become much more affordable, averaging just 2% of household income. For context, the average US household spends 16% on transportation, while low-income households spend 30% or more.<sup>6</sup>



Average affordability of trip fares  
Median cost of two Spare trips per weekday, as proportion of local income (%)

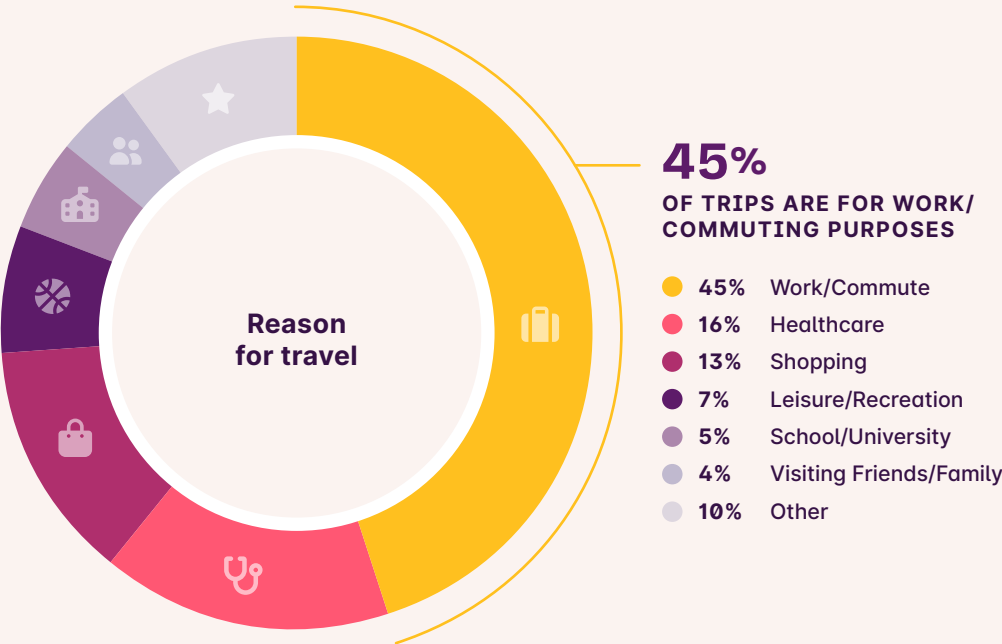


6 | Institute for Transportation and Development Policy, 2024. 'The High Cost of Transportation in the United States'. <https://itdp.org/2024/01/24/high-cost-transportation-united-states/#:~:text=How%20Much%20Do%20Americans%20Pay,had%20three%20or%20more%20vehicles>

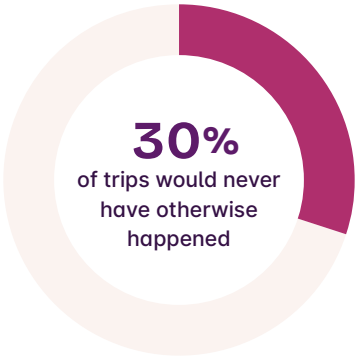


# We've got all trips covered

Spare-powered services help riders access jobs, healthcare, education and leisure, making the most of how they travel and improving their quality of life.



# Reshaping how people travel



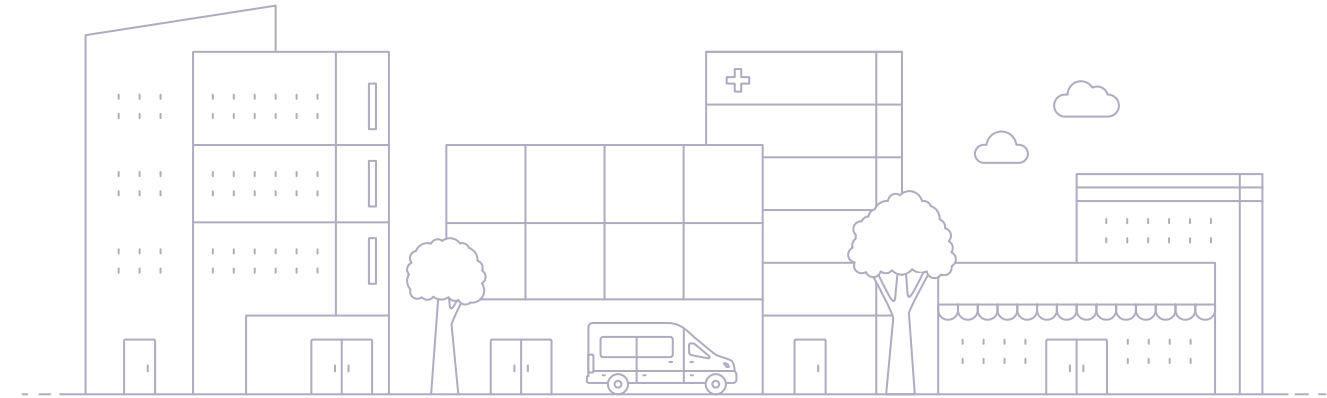
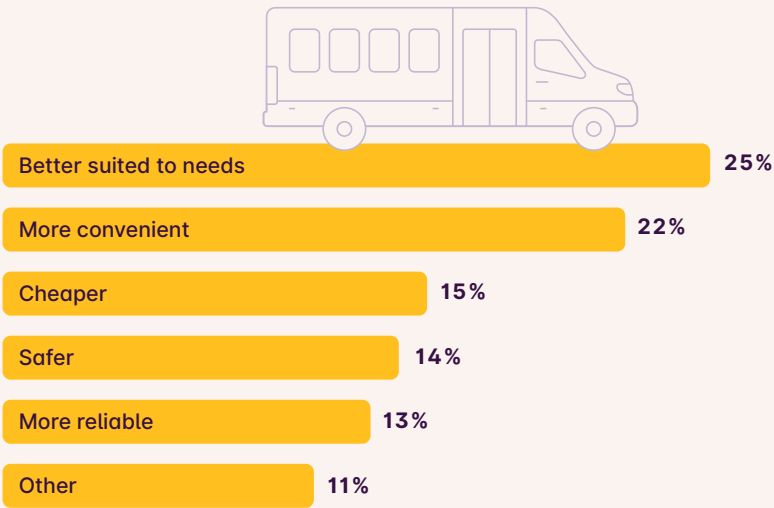
## 1 in 3 trips are new

30% of Spare-powered trips wouldn't happen without our services due to limited transportation options—a phenomenon called 'inducing a trip.' These trips improve riders' mental and physical health, boost recreation, and expand job opportunities.

## Giving riders a reason to switch

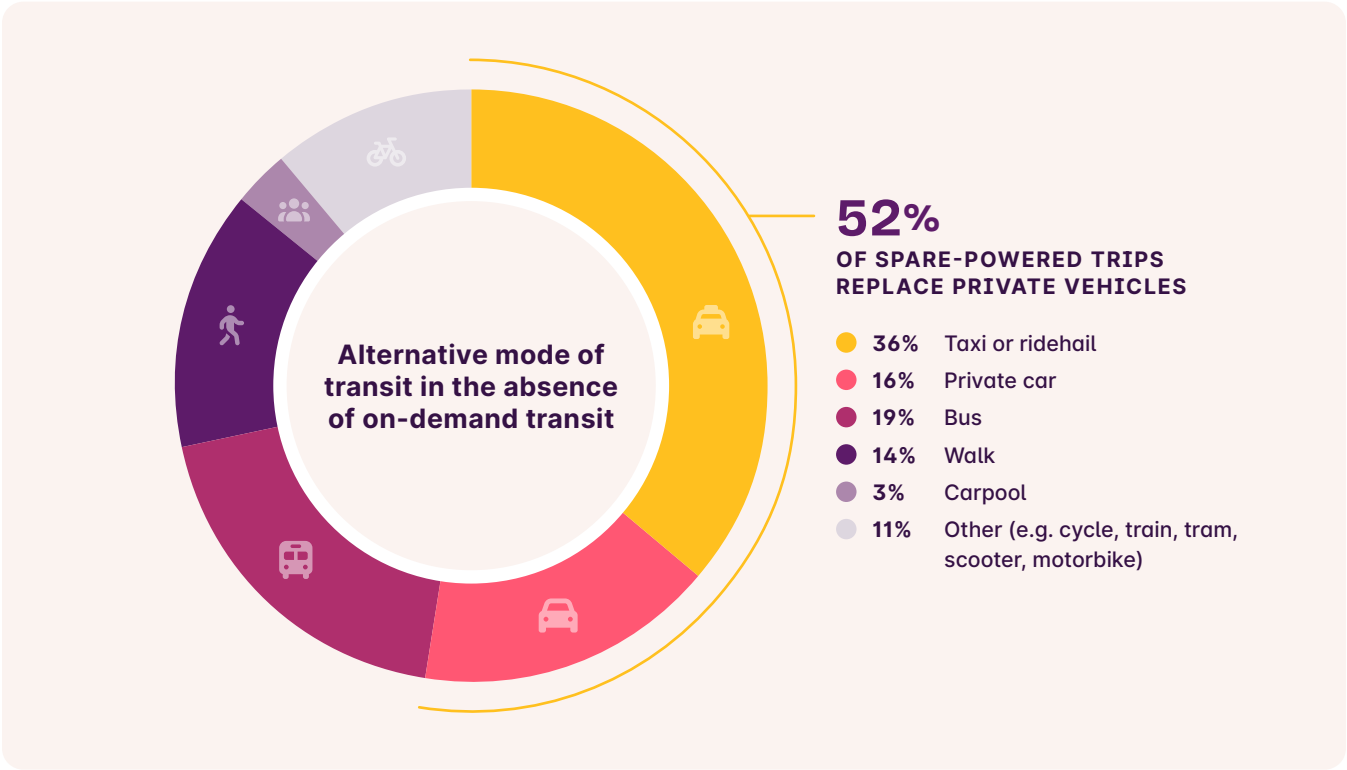
The most common reason riders switch to on-demand transit is because it fits their needs better. But many also switch because it's more convenient, affordable, safe, and reliable.

## Reasons why riders switch to demand-responsive transit



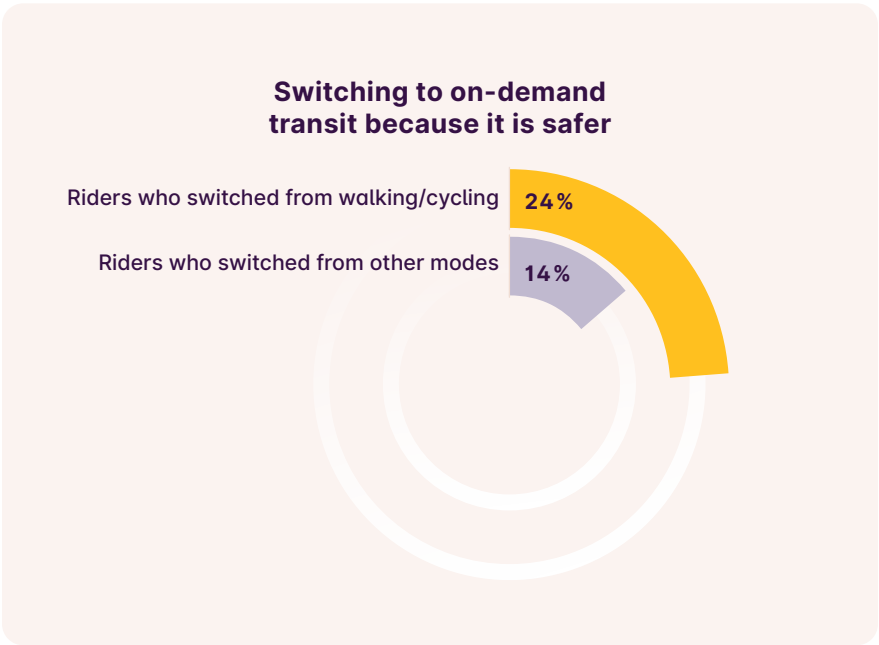
Replacing private vehicles

Over half (52%) of Spare-powered trips replace private vehicles like taxis, ride-hailing, or personal cars. By shifting away from inefficient and polluting vehicles, Spare is reducing congestion and emissions.



Replacing unsafe walking trips

Some riders switch from walking or cycling, especially at night, because it feels safer. 24% of riders who stop walking or cycling cite safety as their reason, compared to just 14% of riders switching from other modes.

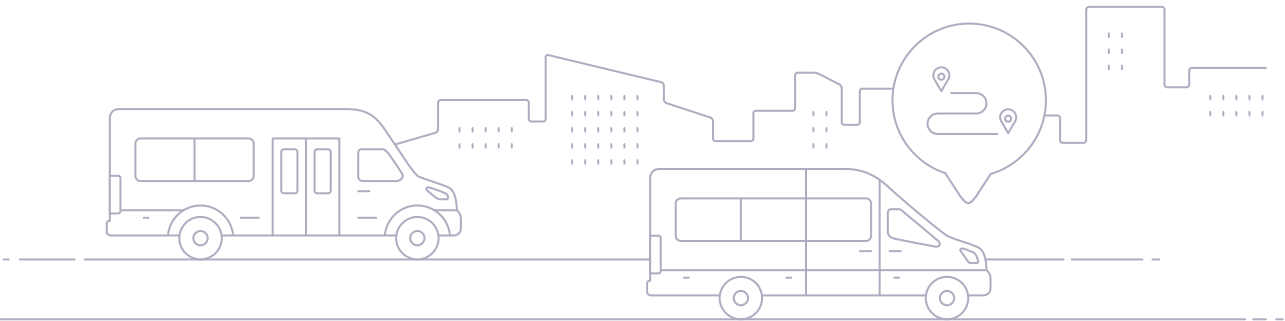


02 Our Partners

Transit agencies today are facing increasing pressures multiplied by the uniqueness of each community and their needs - balancing tight budgets, ensuring passenger safety, and serving populations that depend on every trip.

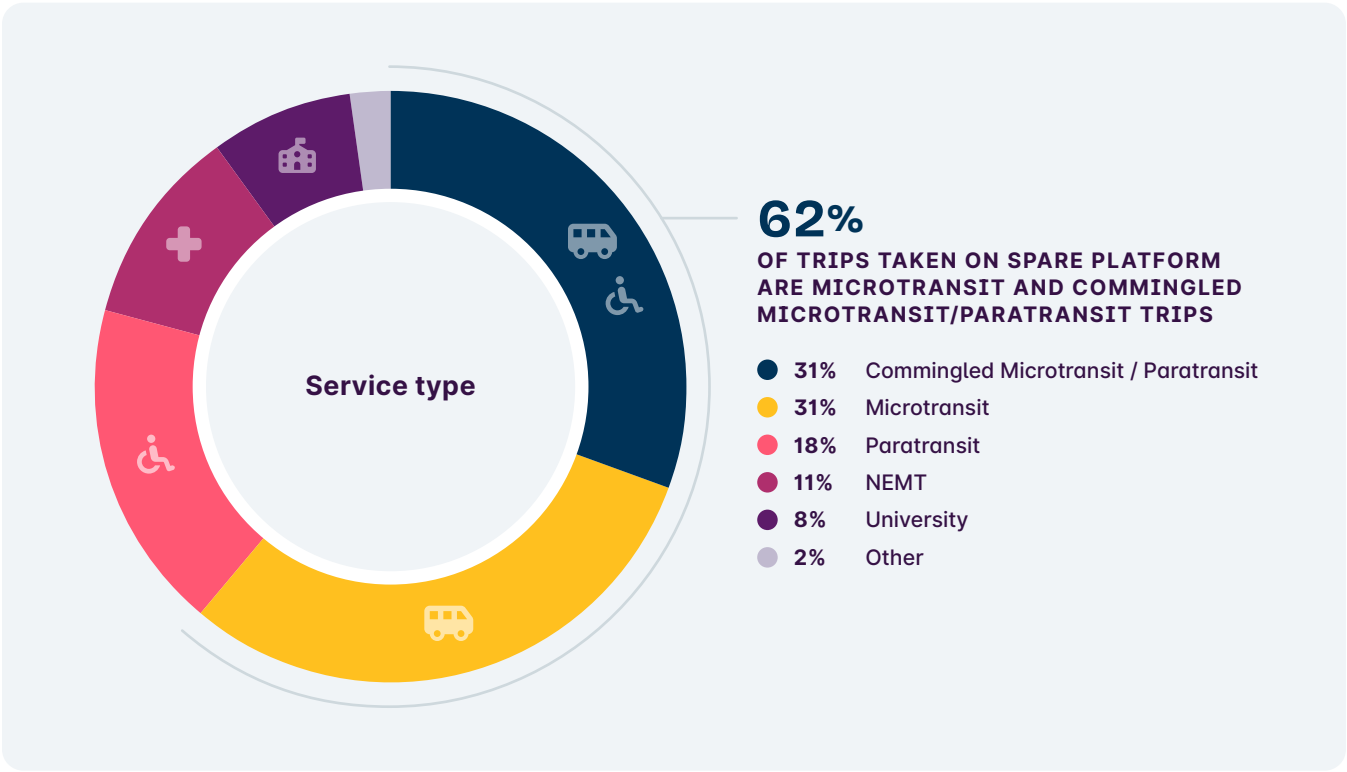


While each agency's situation is distinct, there are underlying challenges that often follow similar patterns: constrained resources, evolving ridership, workforce pressures, and rising community expectations. Spare's responsive innovation creates a flexible platform that enables us to align with each partner's vision and co-create solutions for their communities.



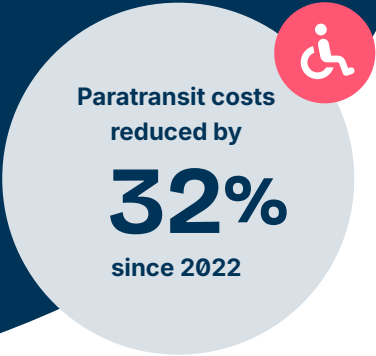
# Powering a range of different services

Spare Platform powers a wide range of different service types, from microtransit and paratransit services (and services that commingle both), to non-emergency medical transportation (NEMT) and university services.

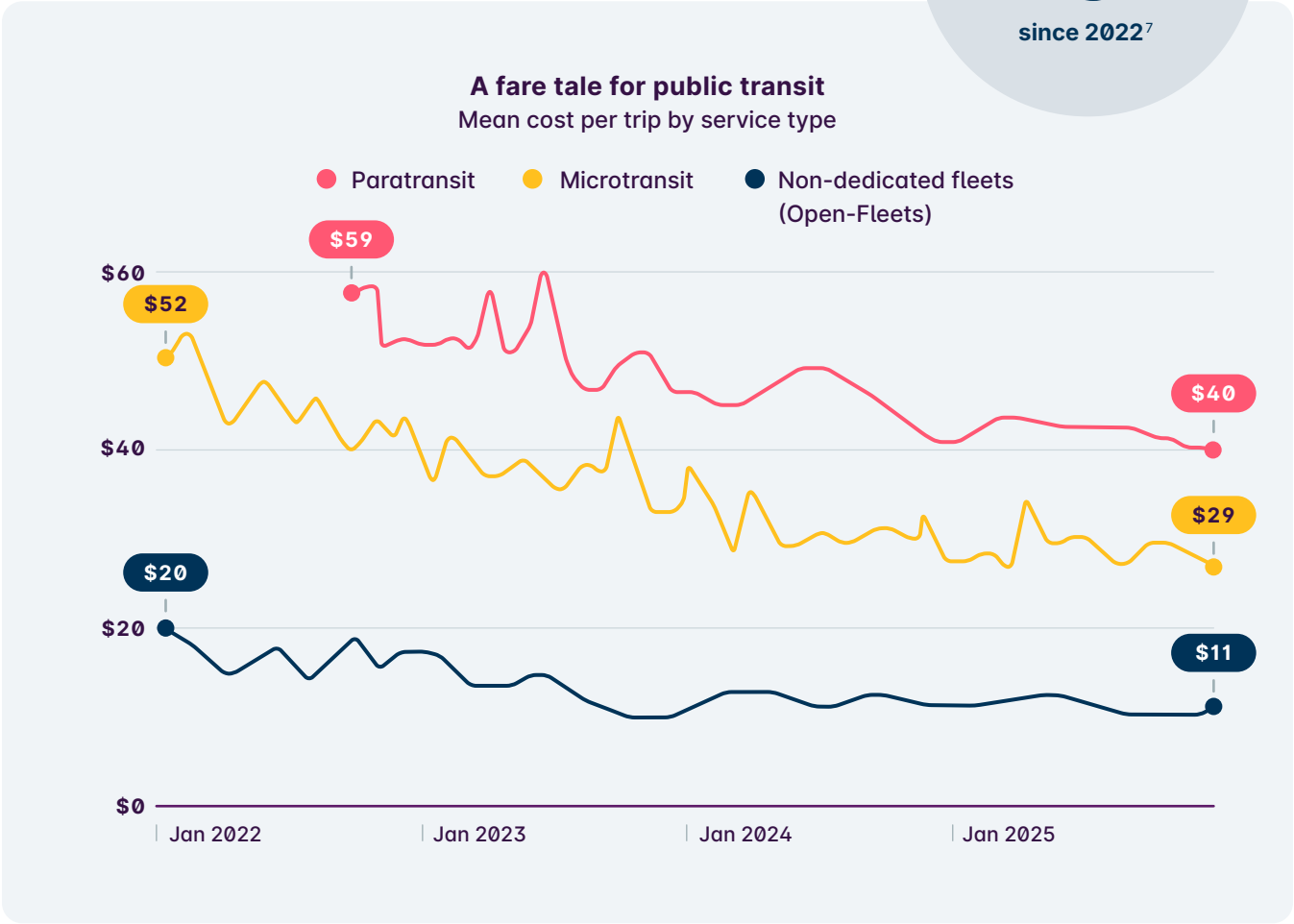


# Driving down the cost per trip

In 2025 we innovated on specific, cost-intensive operational challenges. Rider App updates, back-office automation, efficient call centers, and Spare Open Fleets have reduced trip costs significantly since 2022.



These savings for our partners can translate into expanded coverage or longer service hours, which directly benefit the communities they serve.

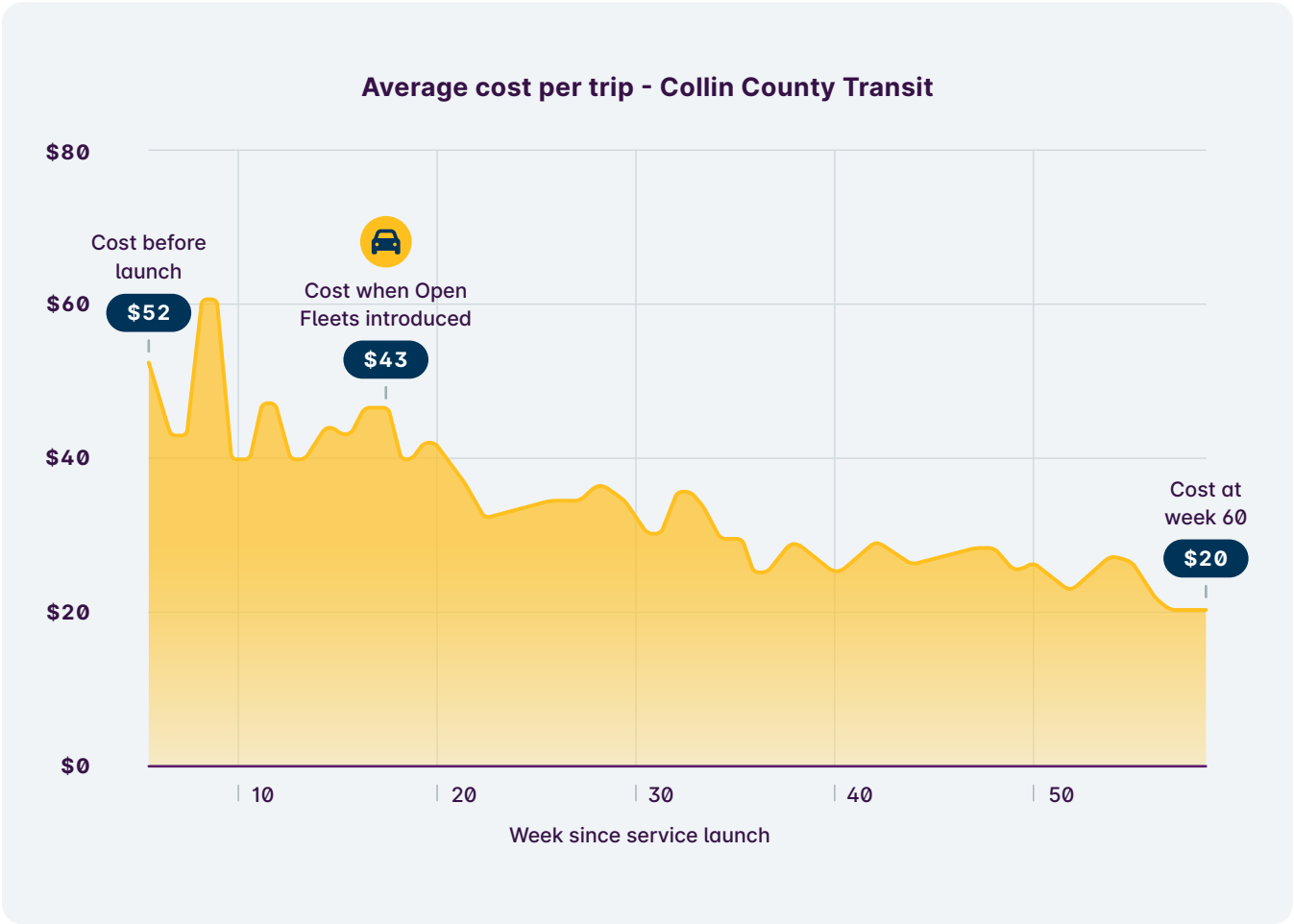


7 | We calculate the average cost of running microtransit and paratransit by using average per-vehicle hour operational costs reported to us by our customers, and the proportion of trips booked through the app versus call-centers.



A 47% decrease in cost per trip with Spare Open Fleets

Spare Open Fleets intelligently integrates ridehail and taxi services, allowing agencies to expand capacity without investing in vehicles. For example, Dallas Area Rapid Transit (DART) in Collin County used Lyft drivers during peak times, cutting costs by 47%.



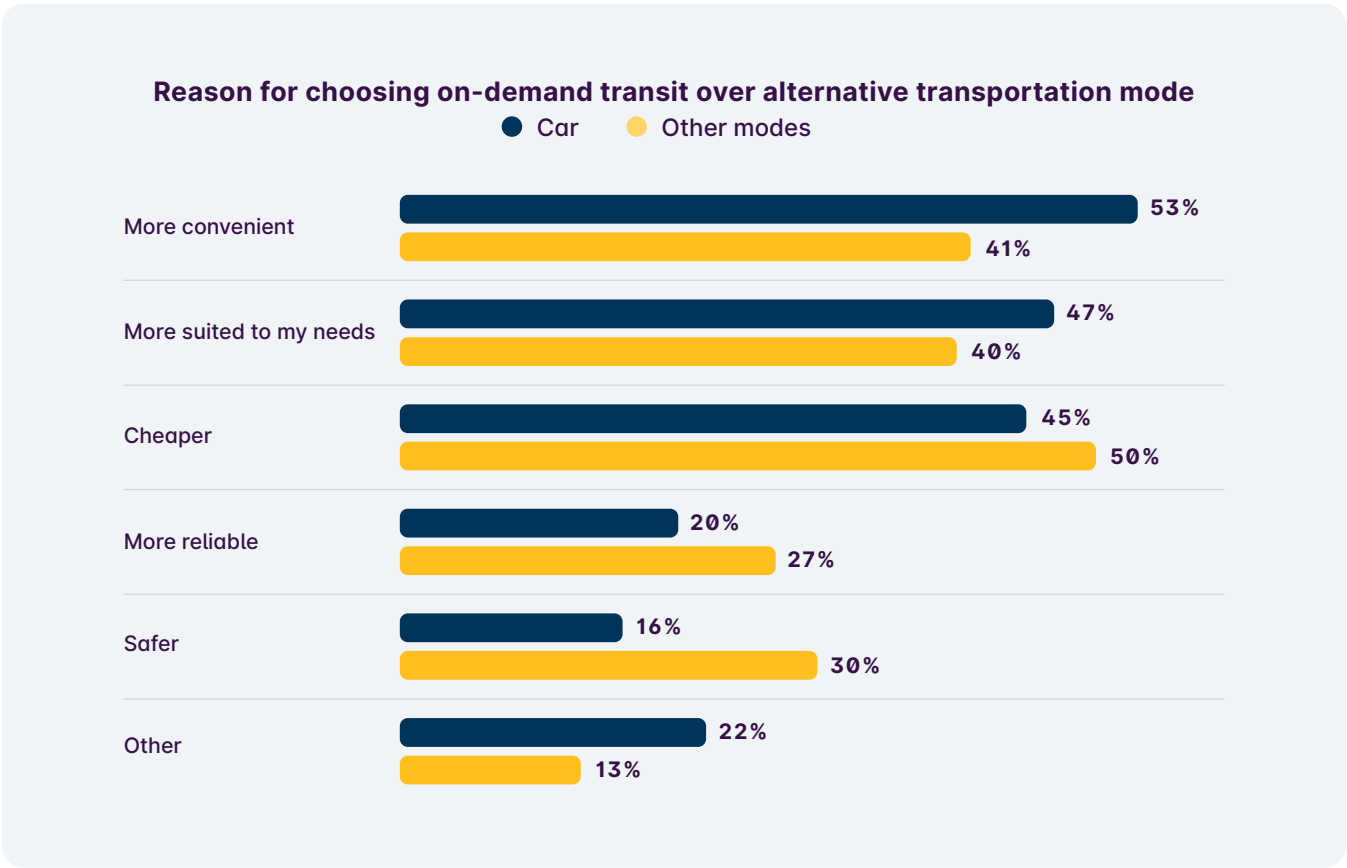
Complementing public transit

On-demand transit works best alongside public transit, not in competition with it. Spare helps partners maintain fixed routes where they're effective, such as high-density corridors, while filling gaps with on-demand services. This approach keeps communities connected, healthier, and more sustainable.

Enabling riders to transition from personal vehicles

Over 50% of our riders shift travel behavior away from personal vehicles to take their on-demand trip, primarily for essential travel like work, healthcare and education.

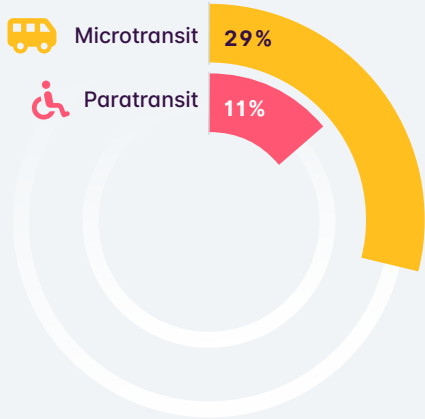
This modal shift reduces congestion and air pollution while validating that quality public transit can compete with personal vehicle convenience. Riders who experience reliable transit service are more likely to consider it for future trips - creating a virtuous cycle that promotes long-term transit adoption and demonstrates community value.



Extending service hours for late night travel

29% of all microtransit trips and 11% of all paratransit trips on our platform occur between 9pm and 4am – hours when fixed route service is often limited. The share of late-night trips continues to grow year over year, proving that on-demand services offer safety and convenience when there are few alternative options for riders.

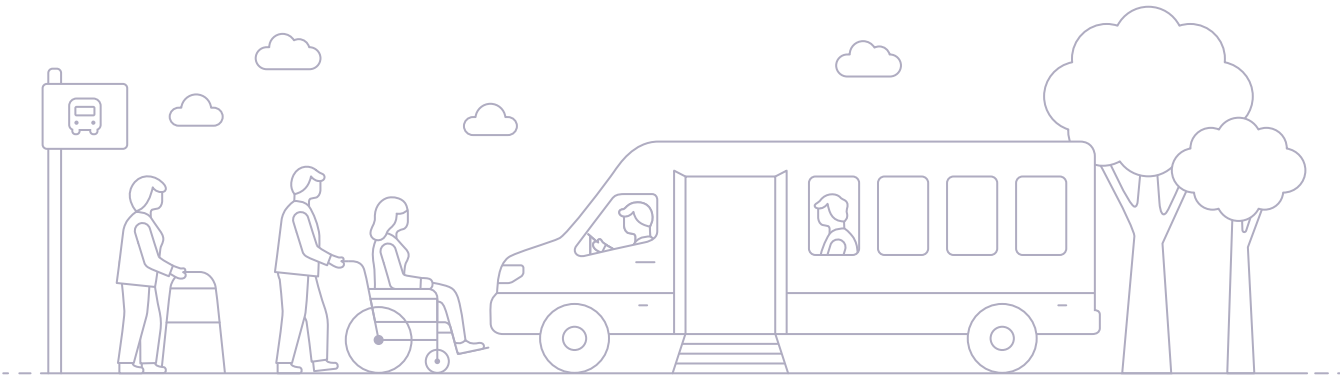
Proportion of all trips taken late at night (9pm–4am)



03 Our Society, Our Planet

At Spare, we’re more than just about transportation—we’re building healthier, more connected, and sustainable communities.

By promoting shared vehicle solutions, we help our partners reduce greenhouse gas emissions and fight climate change.



# Reducing social isolation

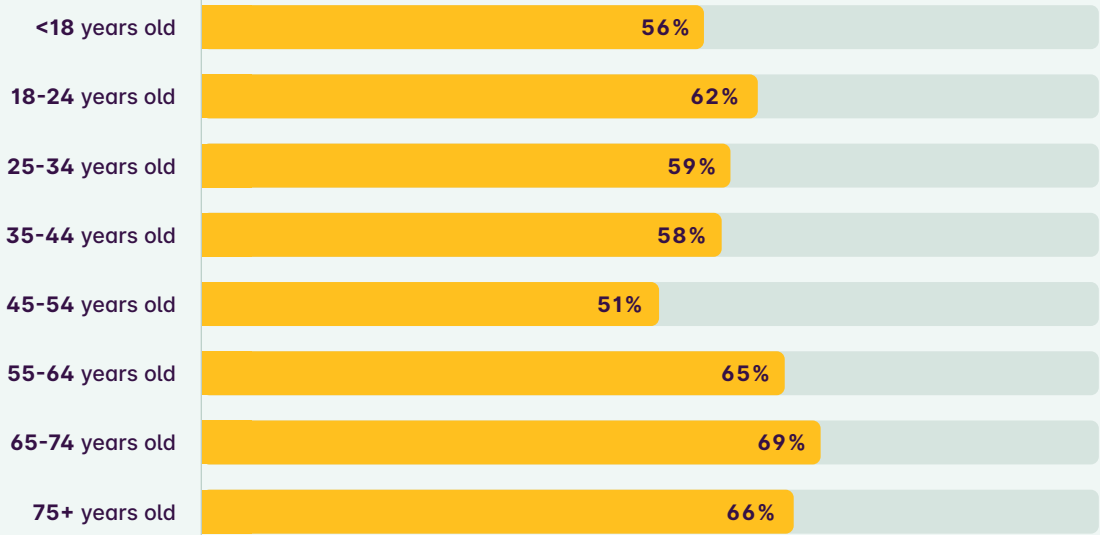
Even before the COVID-19 pandemic, loneliness was a serious social challenge, particularly for vulnerable social groups that found it hard to move around. Reducing loneliness can have a huge impact on an individual's mental wellbeing, which translates to a whole host of benefits to society, the economy and healthcare spending.



### A social boost for older adults

Overall, 61% of our riders reported feeling less lonely after traveling on a Spare-powered service, and this effect is highest among older adults (aged 65+). On some paratransit services, over 85% of riders reported feeling less lonely after a Spare ride.

Proportion of riders feeling less lonely after their trip by age group

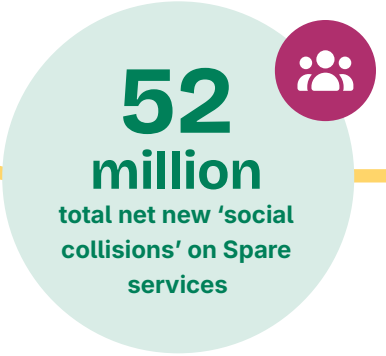


## Creating new social connections

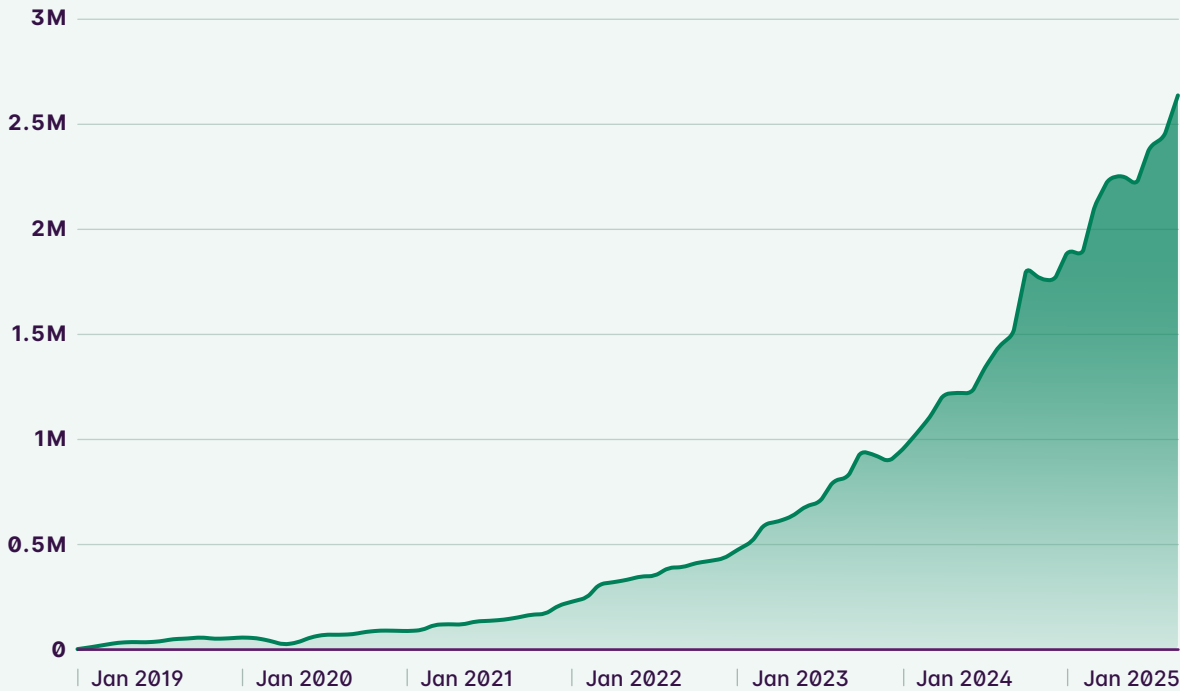
Spare-powered services foster 'social collisions'—interactions that happen when people meet during their journey or at their destination:

- By inducing trips, we enable riders to visit places they wouldn't have gone otherwise.
- Shared rides increase the likelihood of these interactions compared to private vehicles, though fewer occur than on buses or trains.

These social interactions—both during the trip and at the destination—help reduce social isolation. Spare-powered services have created 52 million new social collisions, equating to 700 lifetimes' worth of human connections.



Net new 'social collisions'  
Monthly net new social collisions, from induced trips and mode shift





Healthcare savings from reduced loneliness

Providing on-demand transit to older adults plays a vital role in enabling them to continue living sociable and active lives. Delaying the time when an older adult eventually enters the healthcare system can help save a lot of money.

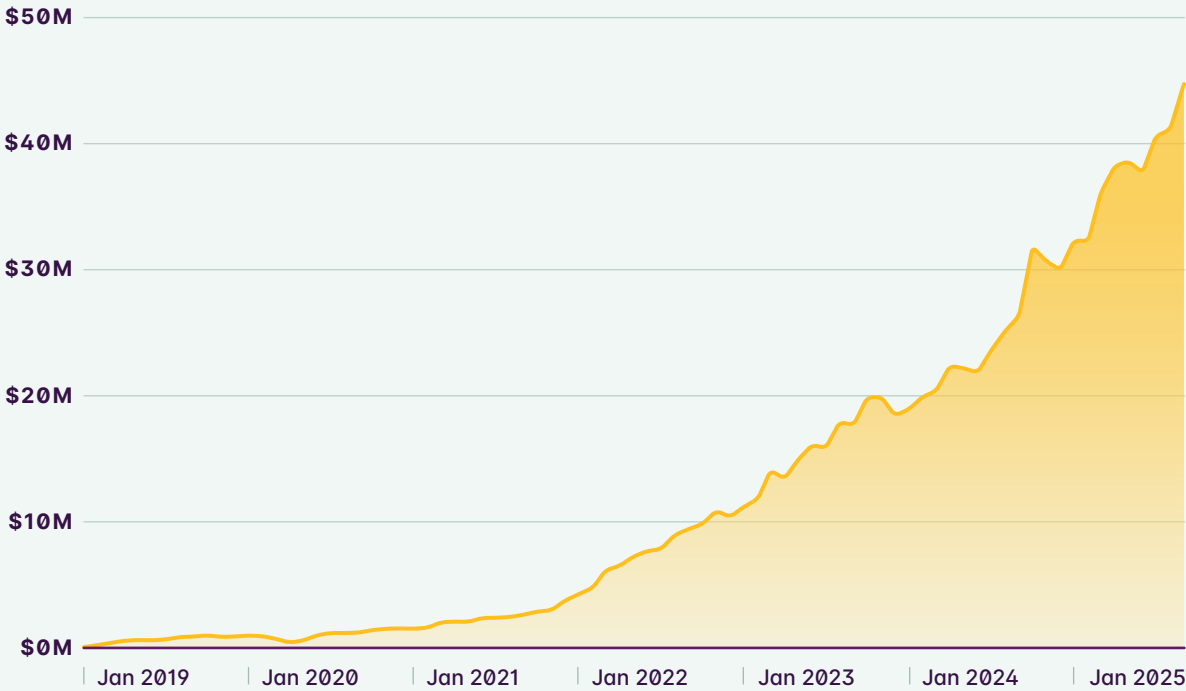
Based on a methodology developed by the consultancy Deloitte<sup>8</sup>, we estimate that services powered by Spare have helped to save over \$1 billion in healthcare costs for older adults. That translates to saving \$136 in healthcare costs per trip taken by an older adult. Since a typical trip costs on average ~\$30 to agencies, we estimate that Spare-powered services deliver a return on investment of 4.5 for the healthcare sector alone.



**\$1 billion**  
total healthcare savings from reduced loneliness

For every \$1 spent on on-demand transit, the healthcare sector saves \$4.50 in loneliness-related costs.

Healthcare savings from reduced loneliness  
Monthly reduction in healthcare costs due to reduced loneliness



8 | ECT and Deloitte, 2016. 'Why Community Transport Matters'. 'Disability Impacts All of Us'. [https://ectcharity.co.uk/files/uploads/ECT\\_Why\\_community\\_transport\\_matters\\_Final\\_version4.pdf](https://ectcharity.co.uk/files/uploads/ECT_Why_community_transport_matters_Final_version4.pdf)

Our drive for greener transportation

The transportation sector urgently needs to cut carbon emissions, with passenger vehicles responsible for 75% of energy-related CO<sub>2</sub> emissions<sup>9</sup>. Reducing reliance on private cars is critical—but it's also important to acknowledge the emissions from transit systems, including those we help power.

The electric revolution in public transit

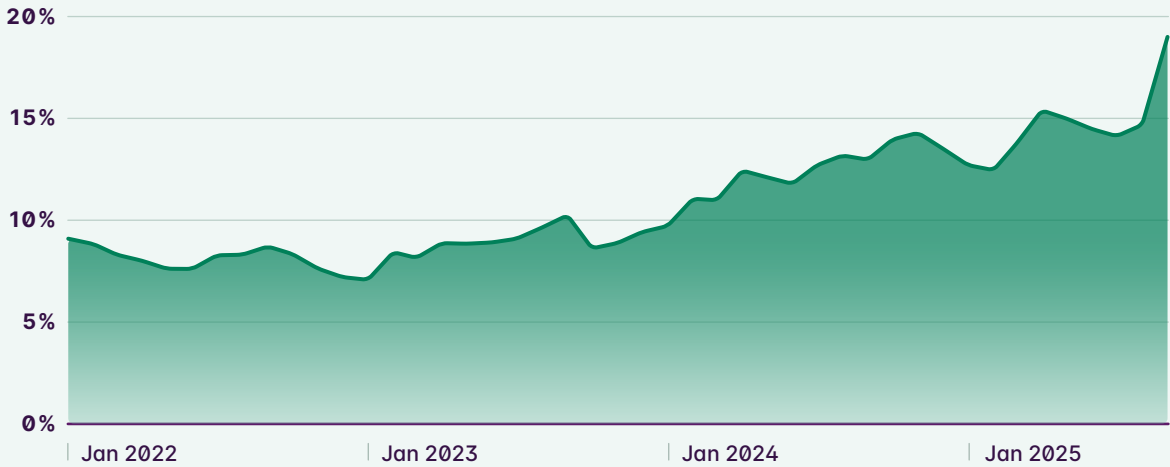
Since 2022, the distance traveled by riders in electric and hybrid vehicles on the Spare Platform has doubled every year, totaling over 35 million kilometers. In late 2025, 1 in 5 trips were taken on an electric or hybrid vehicle.

By adding more EVs to their fleets, transit agencies are helping create cleaner air, quieter streets, and significantly lower emissions—building a greener future for everyone.

**19%**  
of trips are completed with hybrid or electric vehicles



Proportion of trips in hybrid/electric vehicles  
% of vehicle kilometres travelled (VKTs) in EV and hybrid vehicles across all Spare services



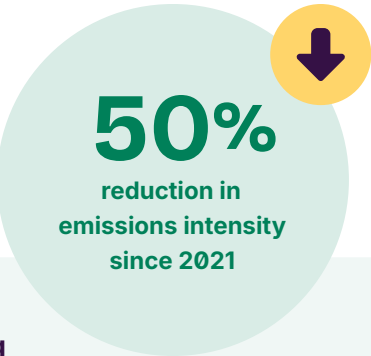
9 | IPCC, 2022. 'Sixth Assessment Report: Mitigation of Climate Change.' Chapter 10. <https://www.ipcc.ch/report/ar6/wg3/chapter/chapter-10>

Our partners generate greenhouse gas emissions

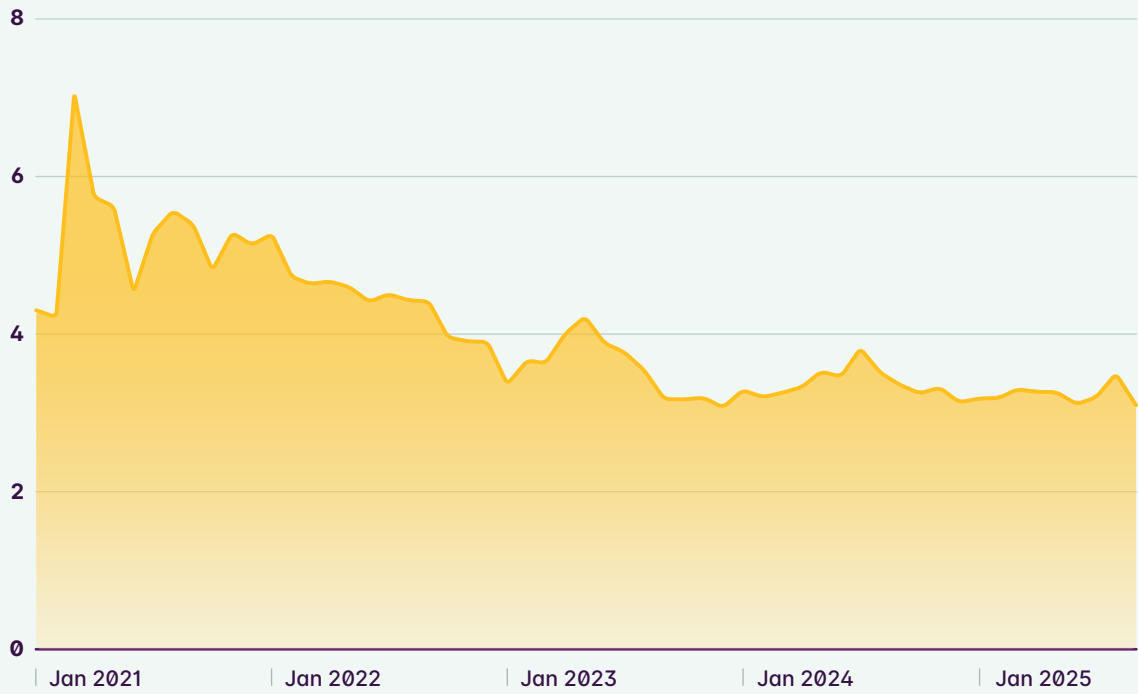
As a software company, Spare doesn't directly move people from A to B in physical vehicles; that's what our partners do (transit agencies, ridehail companies, and so on). Since January 2019, we have empowered our partners to transport over 28 million passengers, traveling 230 million kilometers in the process. That's equivalent to traveling to the moon and back 300 times!

Our customers don't provide these trips using e-scooters or bicycles or wingsuits; they deliver them using road vehicles, most of which run on gasoline or diesel. Even the electricity that powers the electric vehicles on our platform has a carbon cost associated with it. The result? Every trip powered by Spare emits some greenhouse gases.

The average trip on Spare Platform emits roughly 3.3 kg of carbon dioxide equivalent (CO<sub>2</sub>e)—a number we've worked hard to reduce by 50% since 2021.



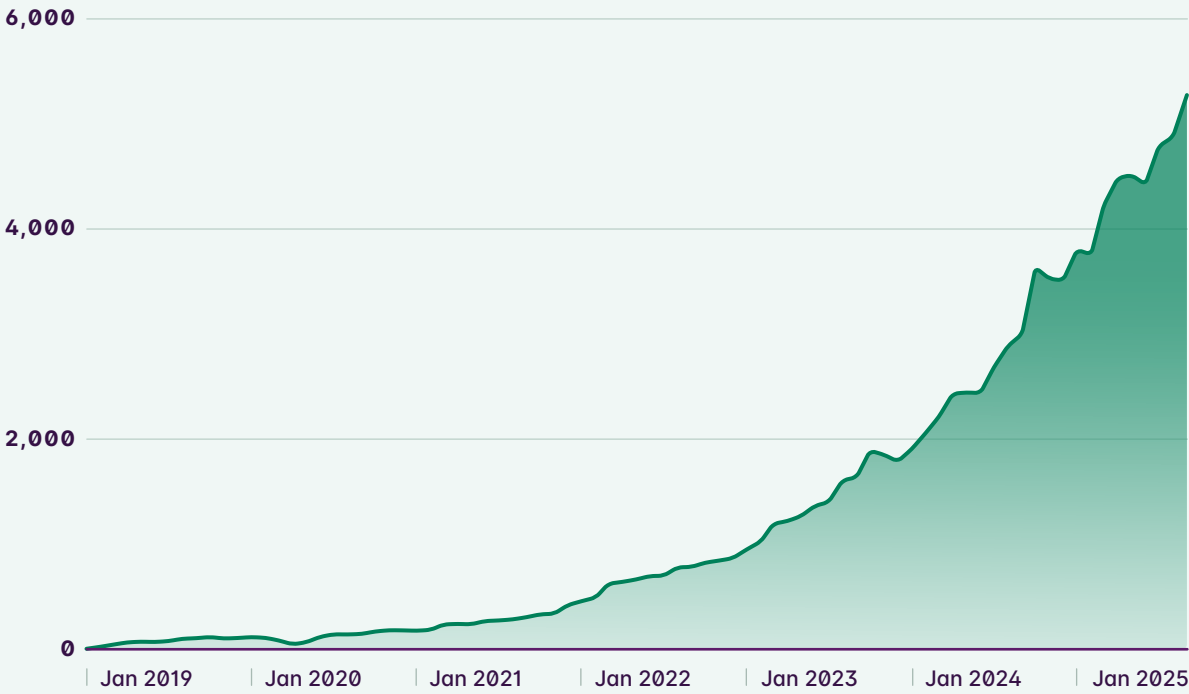
Greenhouse gas emissions per boarding  
Monthly median CO<sub>2</sub>e emissions (kg) per boarding



That all works out to our partners emitting 120,000 tonnes CO<sub>2</sub>e overall. You'd need 9.8 million party balloons to capture the same amount of CO<sub>2</sub>!



Greenhouse gas emissions  
Monthly metric tonnes CO<sub>2</sub>e emitted across all Spare services



We help the transportation sector to avoid greenhouse gas emissions

How much carbon would have been emitted to serve 28 million boardings if Spare didn't exist? Let's break it down.

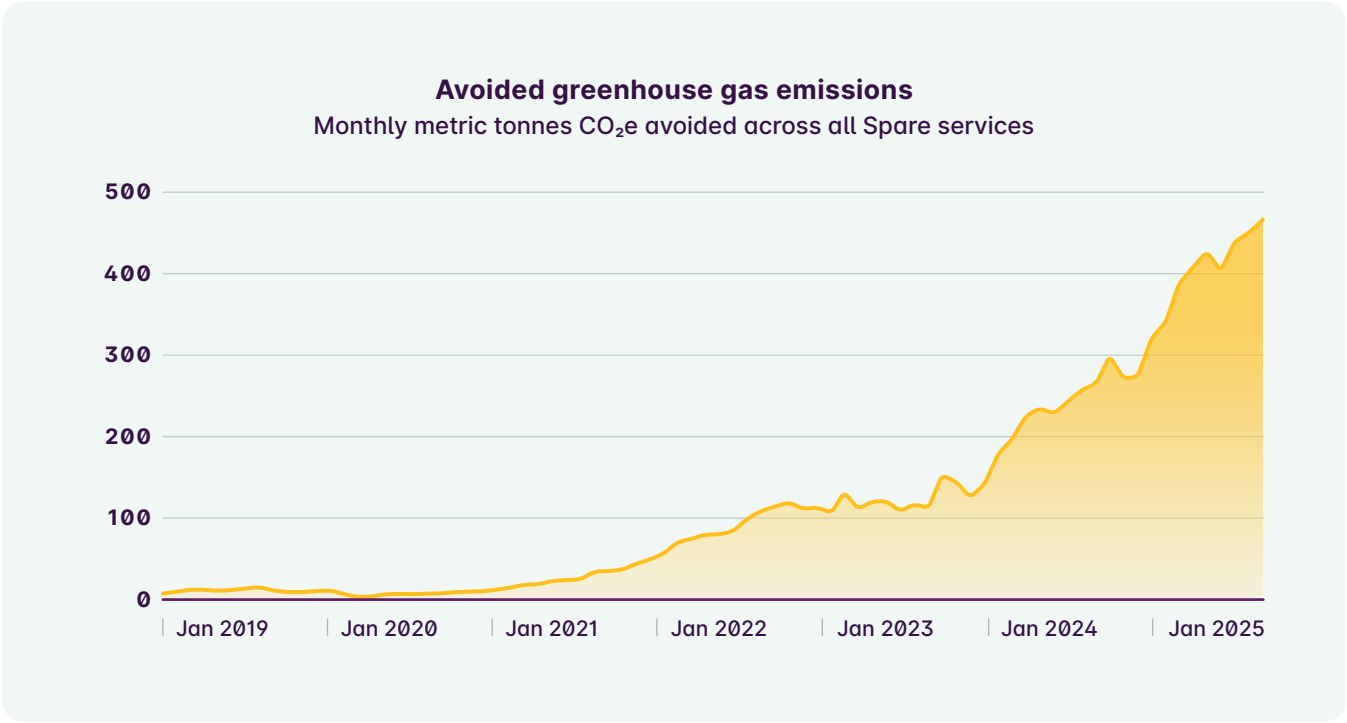
By their very nature, our partners' services do two things:

- 1. They create new trips ('induced trips') that would never have happened otherwise
- 2. They replace trips that would have happened on other transportation modes ('mode shift').

From our rider surveys, we know:

- 30% of the trips taking place on Spare platform are 'induced' trips, meaning they add GHGs by enabling access to jobs, schools, and healthcare.
- Of the remaining 70% of trips that are not induced, about half would have happened in a private car or a taxi. These modes emit far more GHGs than Spare-powered services, because they're not shared. Of course, our customers' services also shift a small minority of people away from greener modes such as buses, cycling and walking.

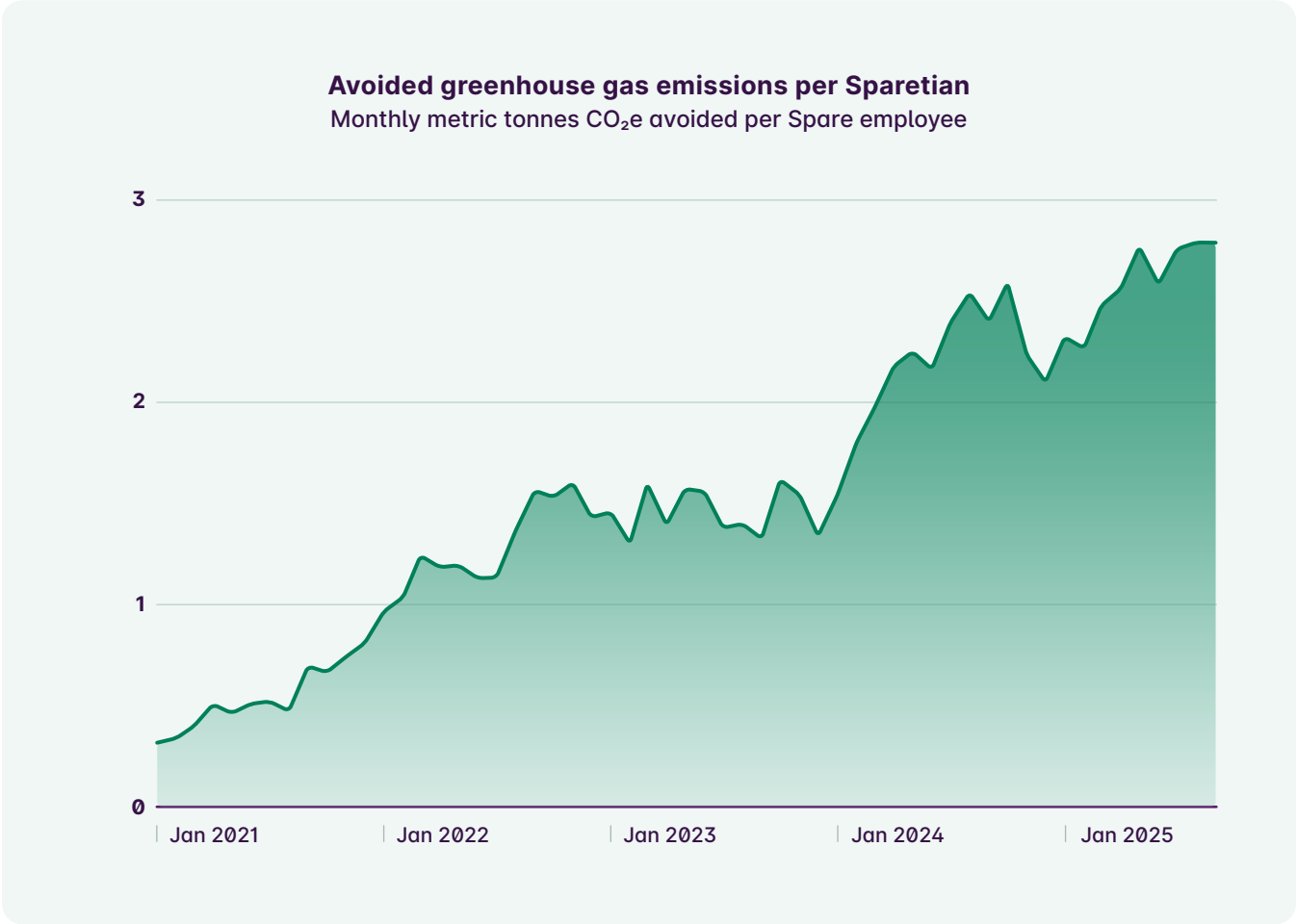
Combining our data from mode shift and trip induction, we find that Spare has helped customers avoid approximately 9,500 tonnes CO<sub>2</sub>e since 2019. That equates to removing 2,300 cars off the road, or planting 200,000 trees.



Every Spare employee helps avoid 2.8 tonnes CO<sub>2</sub>e per month

By taking our overall net impact as a company and dividing it by the number of employees at Spare, we estimate that each employee helps to avoid 2.8 tonnes CO<sub>2</sub>e every month. Encouragingly, that trend has continually increased over time, even as we've grown as a company.

Today, our net impact equates to eliminating 36 transatlantic flights per employee annually – and it makes every day at work worth it.



Spare is net zero

Finally, to understand our ‘net’ carbon impact as a company, we compare two sets of emissions: the emissions we helped the transportation sector to avoid versus Spare’s own ‘back-office’ emissions from building and selling our software.

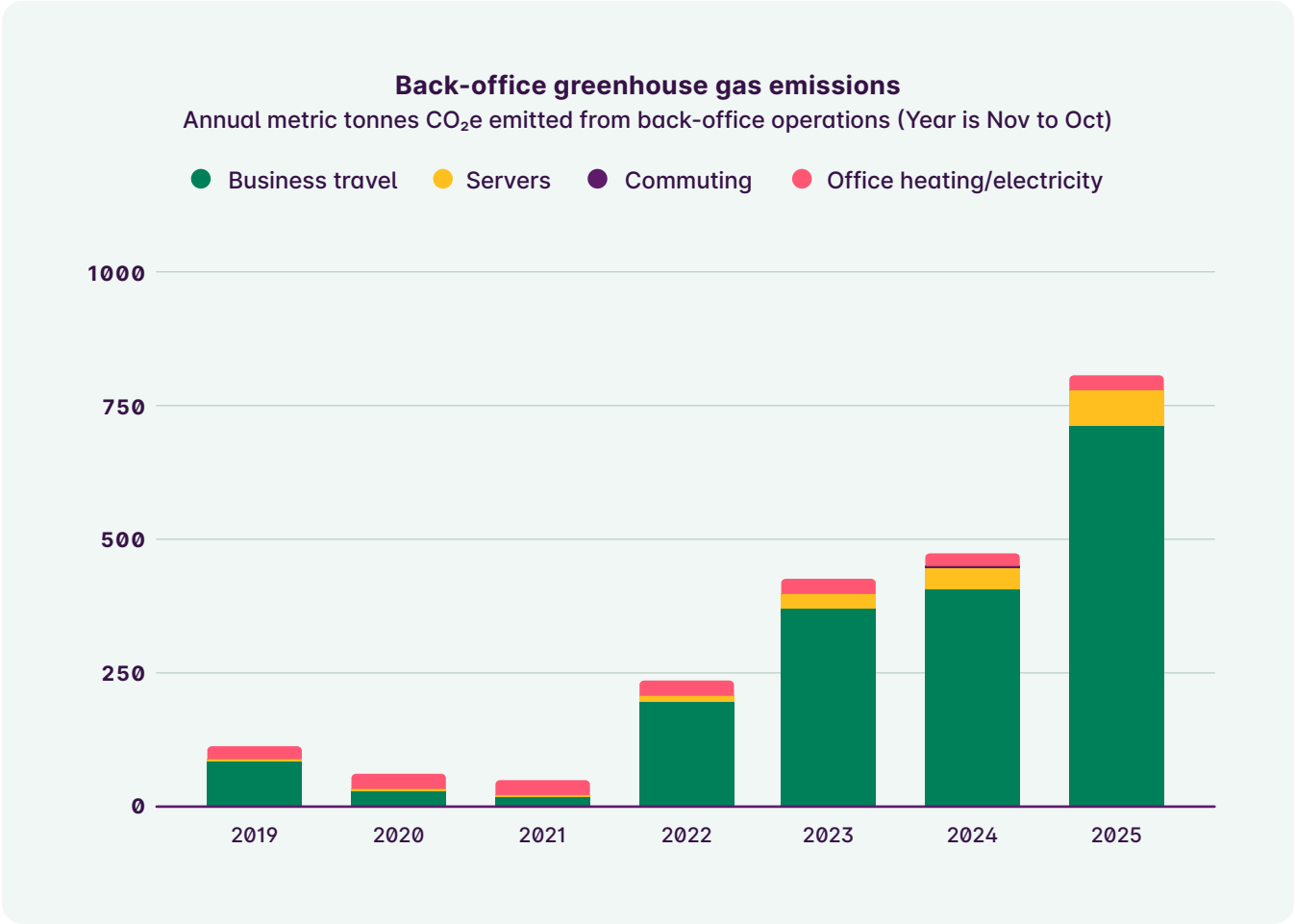
Our back-office emissions come from:

- Business travel (the largest contributor)
- Server energy
- Office lighting and heating
- Employee commuting



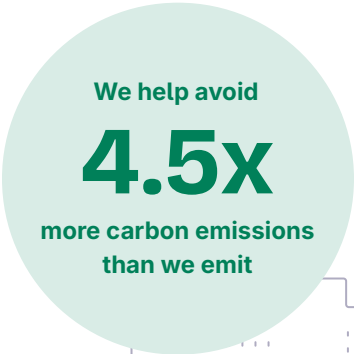
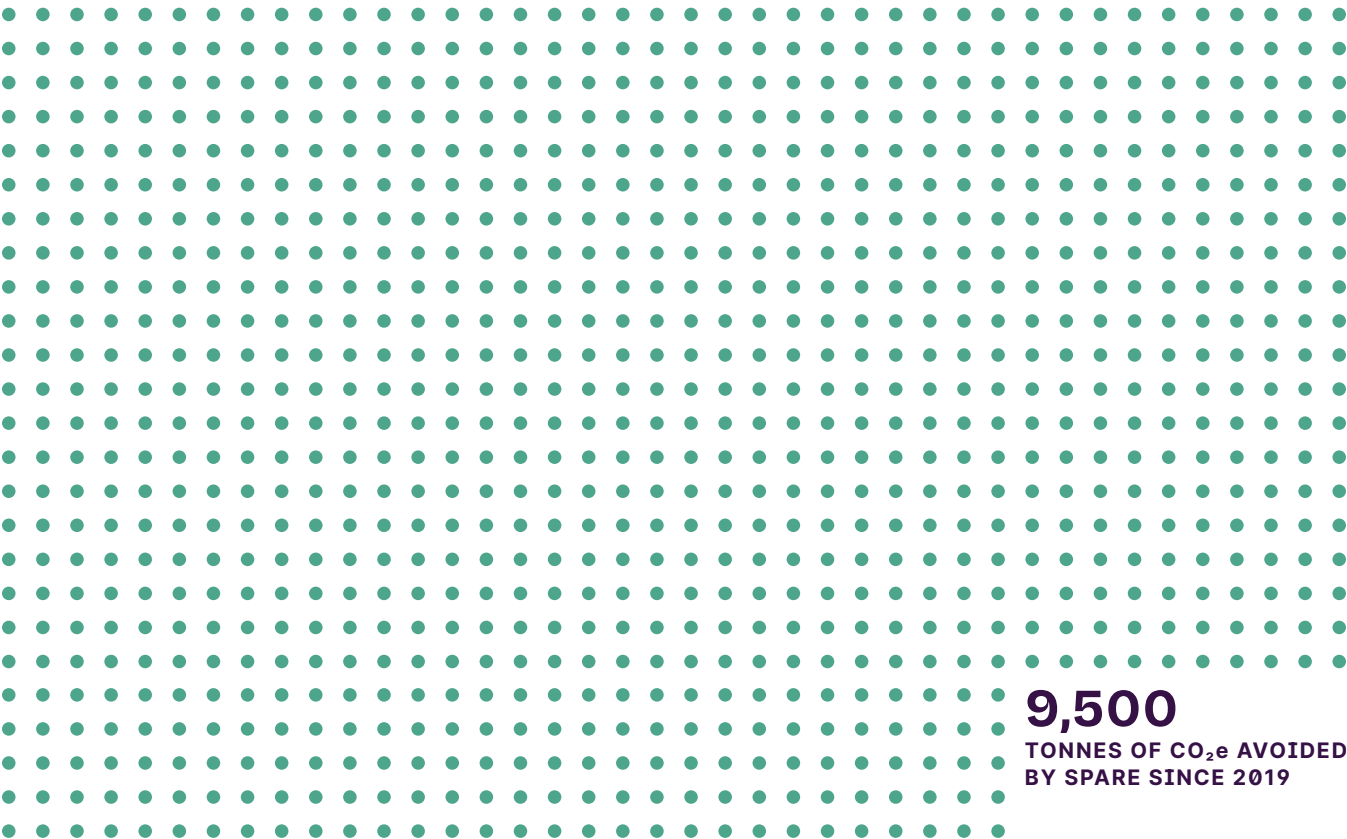
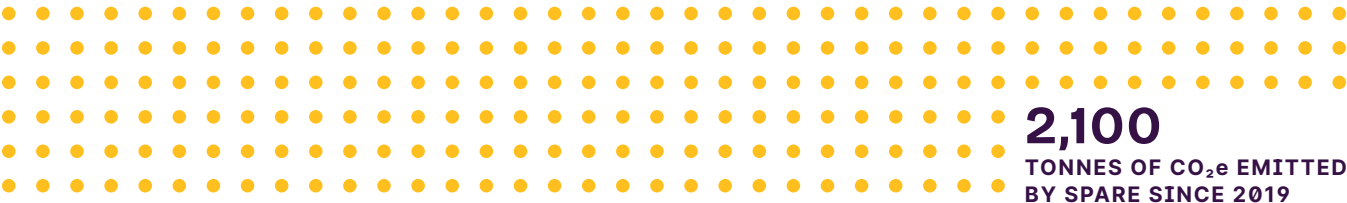
Since January 2019, these operations have emitted 2,100 tonnes of CO<sub>2</sub>e, adding 1.8% to the total emissions of our customers’ service operations.

In 2025, our back-office emissions grew relative to the two years before, largely owing to an increase in business travel linked to our team’s growth.

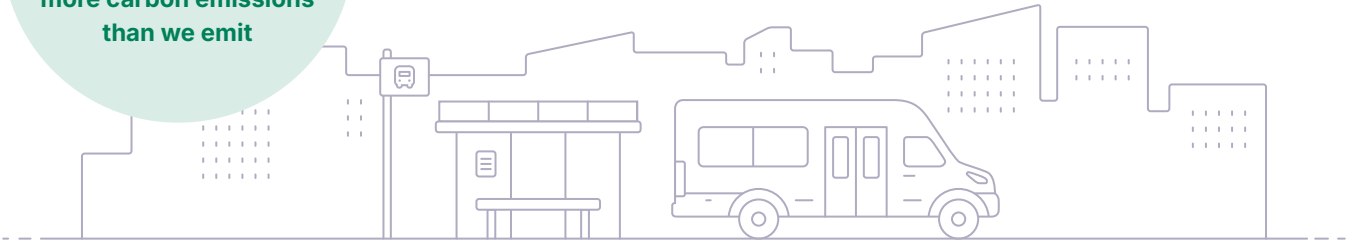


So, let’s do the math. We’ve helped the transportation sector avoid 9,500 tonnes CO<sub>2</sub>e, while emitting 2,100 tonnes ourselves. **That means we help avoid 4.5x more carbon emissions than we emit.**

- = 100 metric tonnes CO<sub>2</sub>e emitted
- = 100 metric tonnes CO<sub>2</sub>e avoided



This confirms the statement we first made back in 2022: we are net zero, and we’re proud to still be the only company in our industry to show our working to prove it.







## About Spare

At Spare, we empower transit agencies to modernize ADA paratransit systems and launch microtransit services to make every ride possible, especially for the underserved in our communities. Recognizing the unique requirements of each agency, our comprehensive suite of software tools offers the building blocks to tailor reliable and compliant paratransit services. With a track record of powering over 28 million rides globally, and a trusted choice for ADA paratransit by top agencies like APTA's Agency of the Year, Pinellas Suncoast Transit Agency and CapMetro, Spare is shaping the future of mobility.

For more information, visit [www.spare.com](https://www.spare.com) or contact us at [hello@spare.com](mailto:hello@spare.com).