

spare



Global Impact Report

Table of Contents

1 A Word from Spare's Founders

2 Executive Summary

3 Rider impact

4 Transit agency impact

5 Societal & environmental impact

6 Our Riders

7 Diversity is our strength

9 Accessibility is at Spare's core

11 Great outcomes, whatever the income

14 We've got all trips covered

15 Reshaping the modal split

16 Our Partners

17 Reduced cost per trip for all service types

19 Complementing public transit

21 Our Society, Our Planet

22 Reducing social isolation

25 Our drive for a greener transportation sector

28 About Spare



Pictured: Co-founders Josh Andrews, Kristoffer Vik Hansen and Alexey Indeev

A Word from Spare's Founders

At Spare, we understand that every journey is more than just a trip; it's an integral part of someone's daily life. Whether it's commuting to work, visiting loved ones, or accessing essential services, each journey represents a vital connection in the tapestry of our lives. But today, equitable access to mobility services is still out of reach for many.

Our mission is to unlock the potential of mobility *for everyone*. To accomplish this mission we partner with mobility operators, like public transit agencies, to deploy mobility services with a rider experience that people love at a lower cost than a personally owned vehicle. This year we made meaningful progress towards our mission.

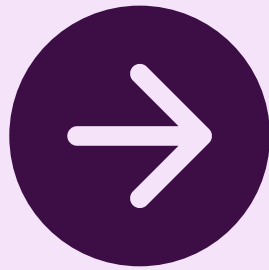
We're incredibly proud of the Spare team for doing what many considered impossible. This includes transitioning one of the largest ADA paratransit operations in the world to Spare with CapMetro in Austin, and providing enhanced mobility services to far more people through integrations with Lyft, Uber and various taxi providers. This was made possible by the ingenuity and dedication of the Spare team, working hand-in-hand with the most outstanding transit and mobility partners imaginable.

This combined effort has led Spare to an extraordinary milestone — facilitating 10 million rides on Spare. While it is a significant achievement, it's just a fraction of the 10 trillion trips happening worldwide every year. We're really just getting started.

In this report, we'll show how these rides are making an impact on individual riders, transit agencies and society as a whole, and doing so in a manner that respects our environment. As we continue our journey as a net-zero company, it's inspiring to see an increasing number of individuals utilizing Spare-powered services and opting to leave their personal vehicles behind.

We wouldn't be here without our fantastic transit and mobility partners around the world, working tirelessly to ensure the mobility needs of your communities are met. Thank you for the incredible partnerships, and for trusting Spare with the responsibility to help facilitate your mobility services.

— Josh, Kristoffer and Alexey



Executive Summary



Our impact begins with each individual rider and the transit agencies that serve them. From there, it ripples out to influence society as a whole. We are driven by the belief that changing how we move can spark profound change at every level, from personal to societal. In this impact report, we aim to showcase how Spare is making strides over time.



Rider impact

The services we power represent a commitment to equitable mobility. Our data shows that our public transit agency partners are serving communities often overlooked by traditional transportation systems.

61% women

Women make up the majority (61%) of Spare riders. Spare's services allow agencies to provide safe, reliable transportation options for women. Spare's software empowers transit agencies to structure schedules, promotional and affordability programs based on their gender demographics and travel patterns of their riders.

43% community of color

43% of our ridership is from non-White backgrounds. Since people from communities of color are disproportionately dependent on conventional public transit, Spare's data team leverages intersectional data so that transit agencies can keep inequities in mind when building on-demand mobility services.

30% disability

People with disabilities represent 30% of our ridership. When considering that people with disabilities are almost 50% less likely to travel on local transit than people without disabilities, Spare's on-demand services are providing convenient, accessible transportation to some of society's most vulnerable populations.

Low-income riders

Low income riders benefit most from our services. For low-income riders, on-demand services have the potential to address fundamental issues of transportation equity, making essential links to employment, healthcare and education more accessible.



Transit agency impact

Spare is committed to working with public transit agencies to provide user-friendly, accessible mobility on-demand services that ideally surpass the convenience of personal vehicle use.



Higher efficiency means lower costs per trip. In 2023, our microtransit and ADA paratransit services saw a 42% and 25% reduction (respectively) in cost per trip. In some cities, this has been further enhanced by the introduction of Spare Open Fleets. For instance, Collin County, Texas experienced a remarkable 47% cut in trip costs.



Microtransit efficiency has increased by 67%, and mixed services by 63%, due to improved routing and pooling algorithms and integration with third-party providers, resulting in notable efficiency gains across all service types.



On-demand services complement fixed route transit by filling critical service gaps, leading to a more interconnected and sustainable transit network. This is particularly evident in the provision of late-night travel options, accounting for 7% of all trips, which serve as a safe and convenient alternative when regular transit services are limited.



On-demand transit reduces overall trip time by about 40%, providing a substantial benefit in areas with limited fixed route options and offering riders significant time savings.



In 2023, 50% of riders opted for on-demand transit instead of private vehicles. This trend is contributing to reduced congestion and pollution, underscoring the broader environmental benefits of adopting public transit options.



Societal & environmental impact

Spare's impact extends beyond individual rides, significantly benefiting societal well-being and environmental sustainability.



Fostering community connection through on-demand transit reduced social isolation. 40% of users reported feeling less lonely after using Spare-powered services. In certain paratransit services, this figure exceeded 85%. Spare services have led to an estimated 13.2 million new 'social collisions,' equating to over 150 lifetimes of social interactions.

New 'social collisions'

13.2 million



On-demand transportation for seniors is crucial to delaying their reliance on healthcare systems by helping them maintain their active, social lives. The corresponding economic impact shows that Spare's services are estimated to save \$101 million in healthcare costs for seniors, or \$80 saved per trip.

Healthcare savings

\$101 million



Spare's platform induced 28% of trips that would not have occurred otherwise, slightly increasing greenhouse gas emissions but providing crucial access to jobs, schools and healthcare. The remaining 72% of trips mainly replaced more emission-intensive private car or taxi journeys. Overall, this balance of new and replaced trips has enabled Spare to help avoid over 3,100 tonnes of CO2e emissions. We can therefore confidently state that Spare is net zero.

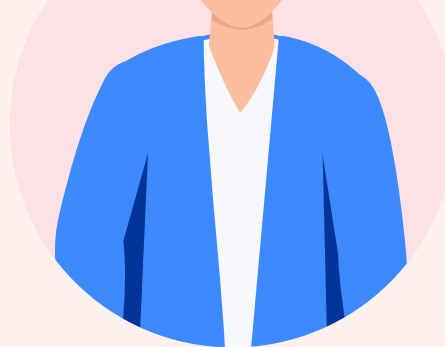
Induced trips

28%

Avoided tonnes of CO2e

3,100 tonnes

Our Riders



Spare runs digitized travel surveys of our riders twice a year to better understand who is riding our services and why they're doing so. Since 2020, we've generated a unique survey dataset from over 10,000 riders. The insights we generate from this data come back to benefit the riders themselves, through improved service design that is tailored to their specific needs.

Diversity is our strength

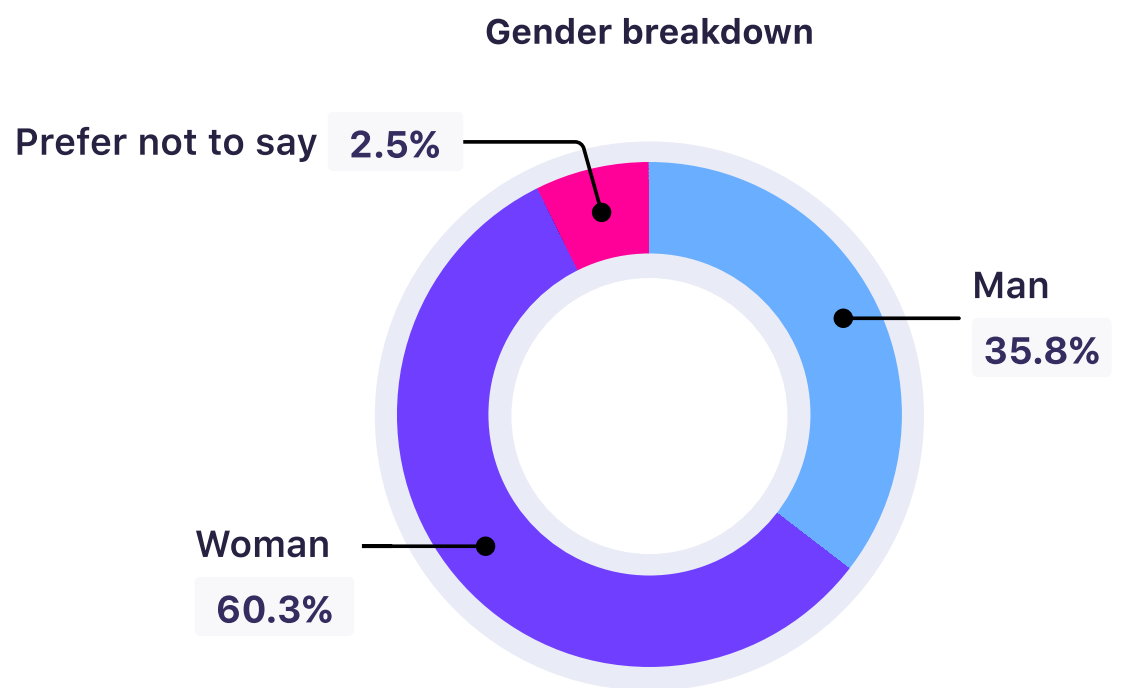
Riders of all types rely on Spare-powered services to get around. We're incredibly proud to enable services that often cater specifically to underserved communities – whether that be on the basis of age, gender, ethnicity, disability or income.



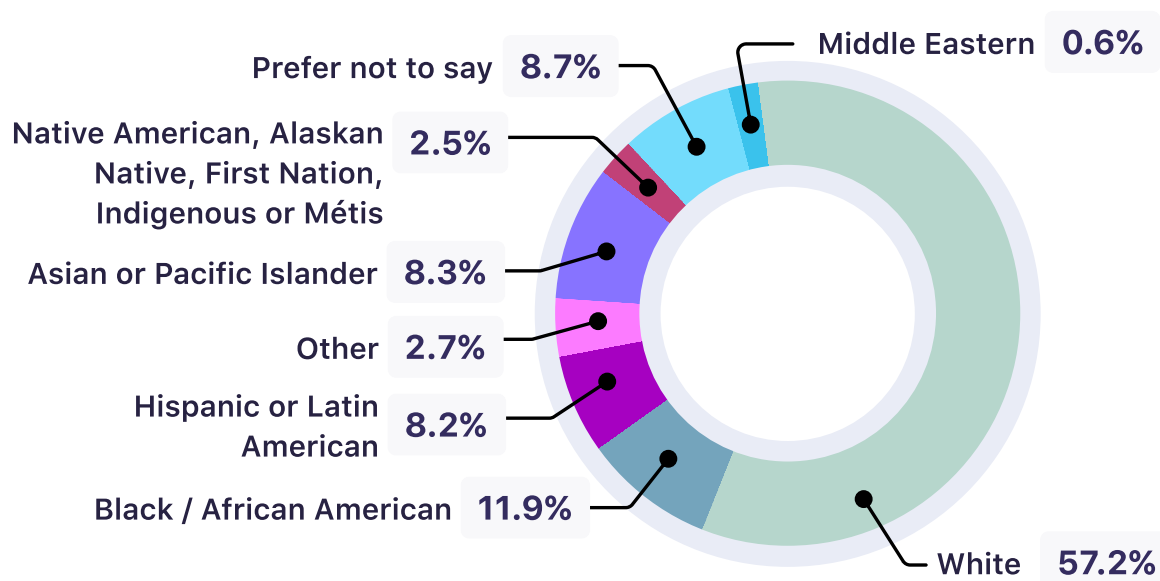
61%

of our riders identify as women

This is in line with typical ridership on public transit. On average, women outnumber men 2:1 on public transit worldwide.¹



Ethnicity breakdown



43%

of our riders are members of a community of color

- 11.9% are Black / African American
- 8.2% are Hispanic or Latin American
- 8.3% are Asian or Pacific Islander
- 2.5% are Native American, Alaskan Native, First Nation, Indigenous or Métis
- 0.6% are Middle Eastern

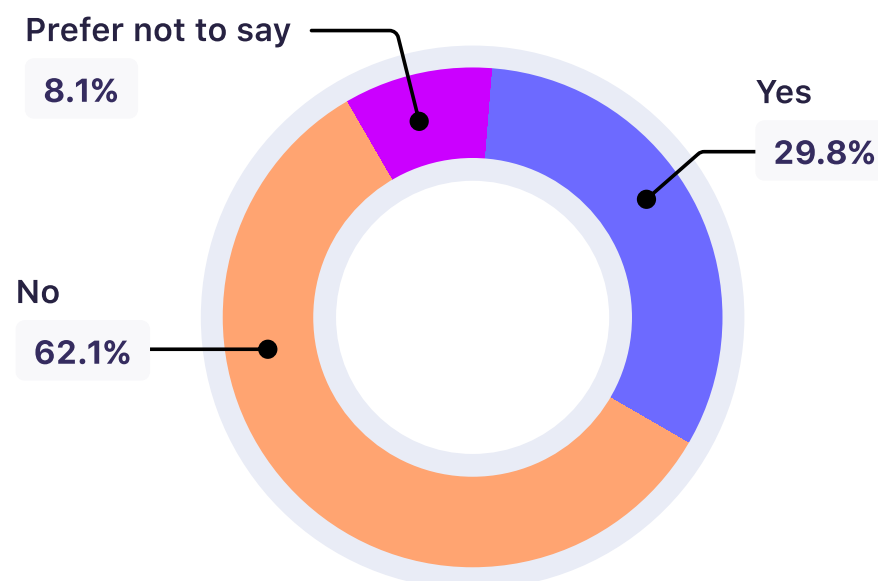
¹ Citivitas, 2020. 'Gender equality and mobility: Mind the gap!' http://civitas.eu/sites/default/files/civ_pol-an2_m_web.pdf

30%

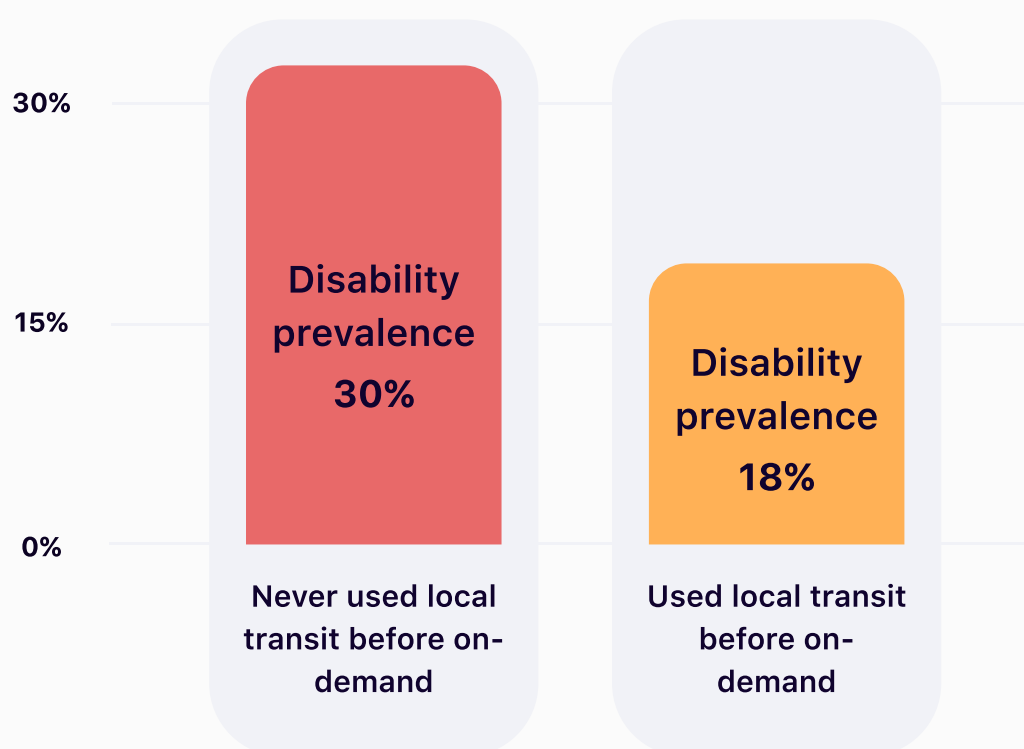
of our riders have a disability

Encouragingly, this figure is higher than the general disability prevalence in the US, which stands at 27%.² When you consider that people with disabilities are almost 50% less likely to travel on local transit than people without disabilities, our services are clearly more appealing than conventional transit options for this group.

Disability breakdown



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



Spare's services are unlocking new forms of mobility for society's most vulnerable riders. Among riders who had never taken local public transit before their Spare service, 30% had a disability. In contrast, the disability prevalence among riders who had previously used transit is 18% meaning that people with disabilities are more empowered to ride public transit for the first time.

We increasingly cater to seniors

We have recently witnessed an explosive growth in the number of seniors using our services. This is no surprise, given the number of paratransit services that are modernizing through Spare. We expect this trend to continue in 2024, and are excited to bring innovative transportation to seniors everywhere.

² Center for Diseases Control, 2023. 'Disability Impacts All of Us'. <https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html#:~:text=Up%20to%201%20in%204,have%20some%20type%20of%20disability.>

Accessibility is at Spare's core

We prioritize vulnerable populations

Our software empowers customers to provide mobility services for marginalized communities that traditionally may not have good access to public transportation.

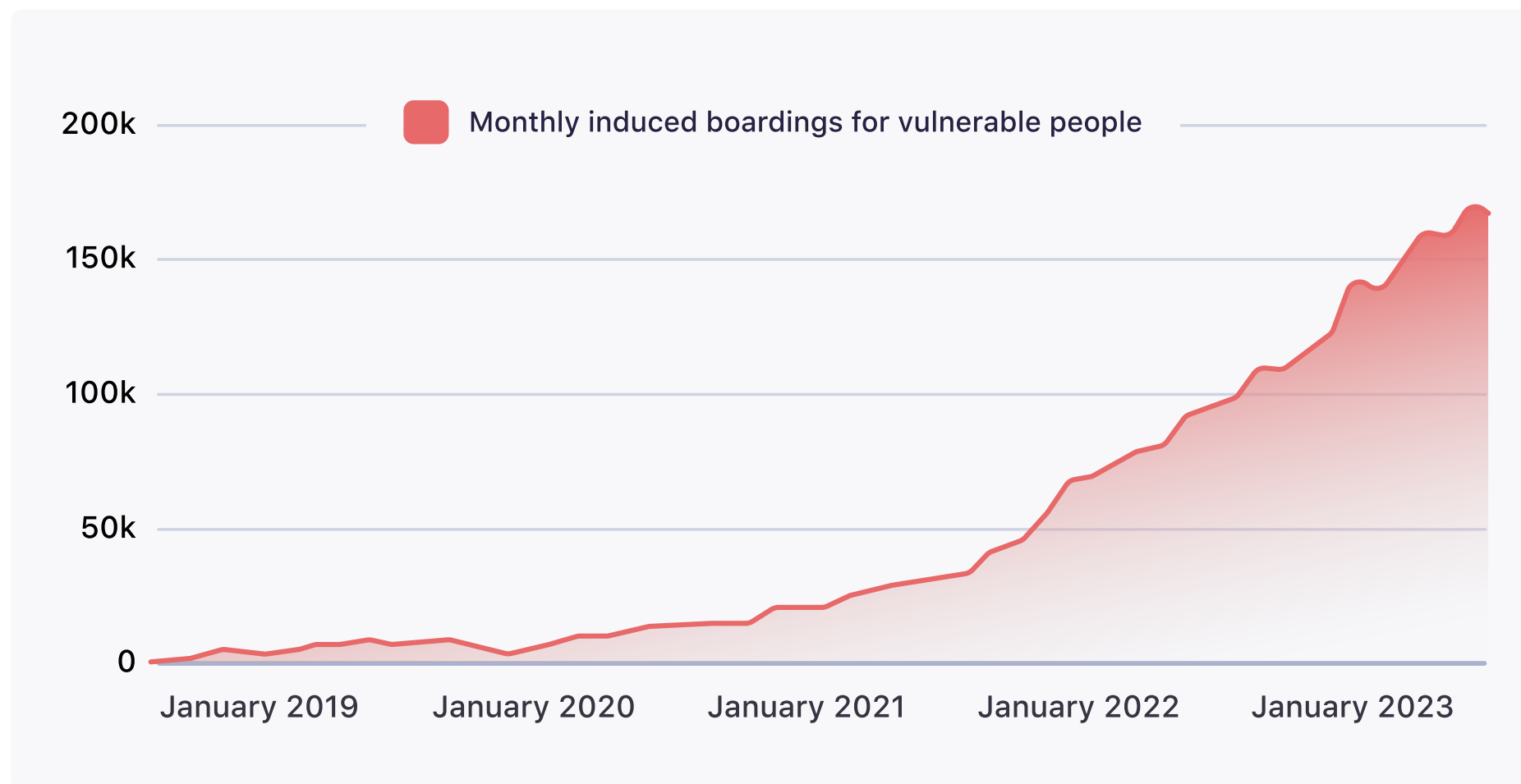
Over time, we've powered almost 3 million induced trips for vulnerable riders (equivalent to the entire population of Chicago!). These are trips that would not otherwise have been taken, had it not been for Spare. It means we are unlocking a huge amount of social and economic potential for a group of people who often have trouble accessing transportation.



Total induced vulnerable boardings

Cumulative induced boardings for low-income, senior & disabled riders.

2.8 million



Wheelchairs and assisted boardings are welcome

Spare Platform enables riders with a wide variety of accessibility needs to book rides on our transit agency partners' services. Those accessibility needs include wheelchairs, assisted boarding, accompanying adults and many more.

Over the last four years, the number of accessible boardings on Spare has significantly increased, especially as more paratransit services have joined the platform.

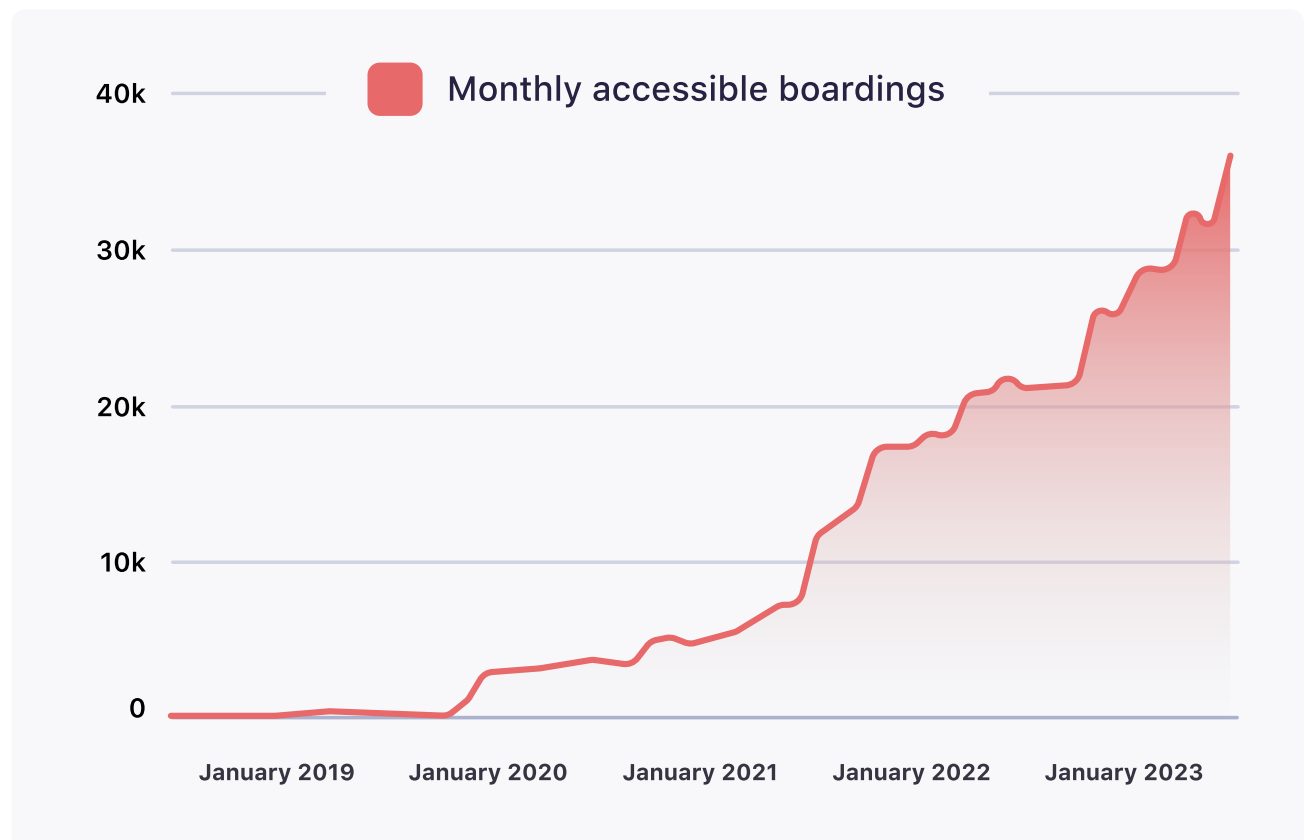
With a year-over-year increase of 120%, we have now powered over 650,000 accessible trips. This represents nearly 10% of all trips taken on our platform in 2023.



Total accessible boardings

Cumulative boardings with more than one accessibility feature, across Spare.

659,000



Great outcomes, whatever the income

The lower the income, the more likely the ride

The distribution of household incomes among our North American riders is almost inverse to the income distribution of the general population in the US. In other words, low-income people benefit disproportionately more from on-demand transit, compared with medium- and high-income people.³



\$20K

Median household income of our riders

(by comparison, ridehail Lyft customers have a median household income of \$55,000⁴)



66%

of riders are low-income

(household earnings <US\$25k per year)



22%

of riders are medium-income

(household earnings US\$25k – US\$75k)



6%

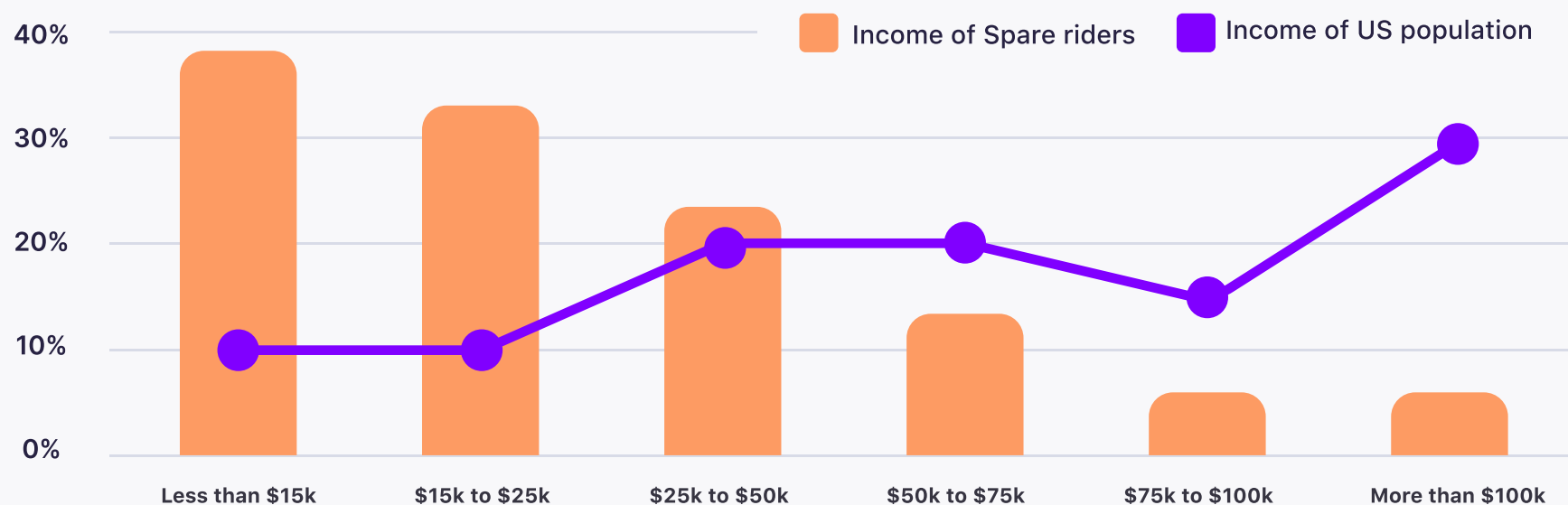
of riders are high-income

(household earnings US\$100k+)

The lower the income, the more likely the ride

Proportion of people per annual household income band (US\$), for survey respondents on Spare services in North America (Canada and US) vs general US population.

*Spare survey data from March and November 2021, US income data from Statista (2020).

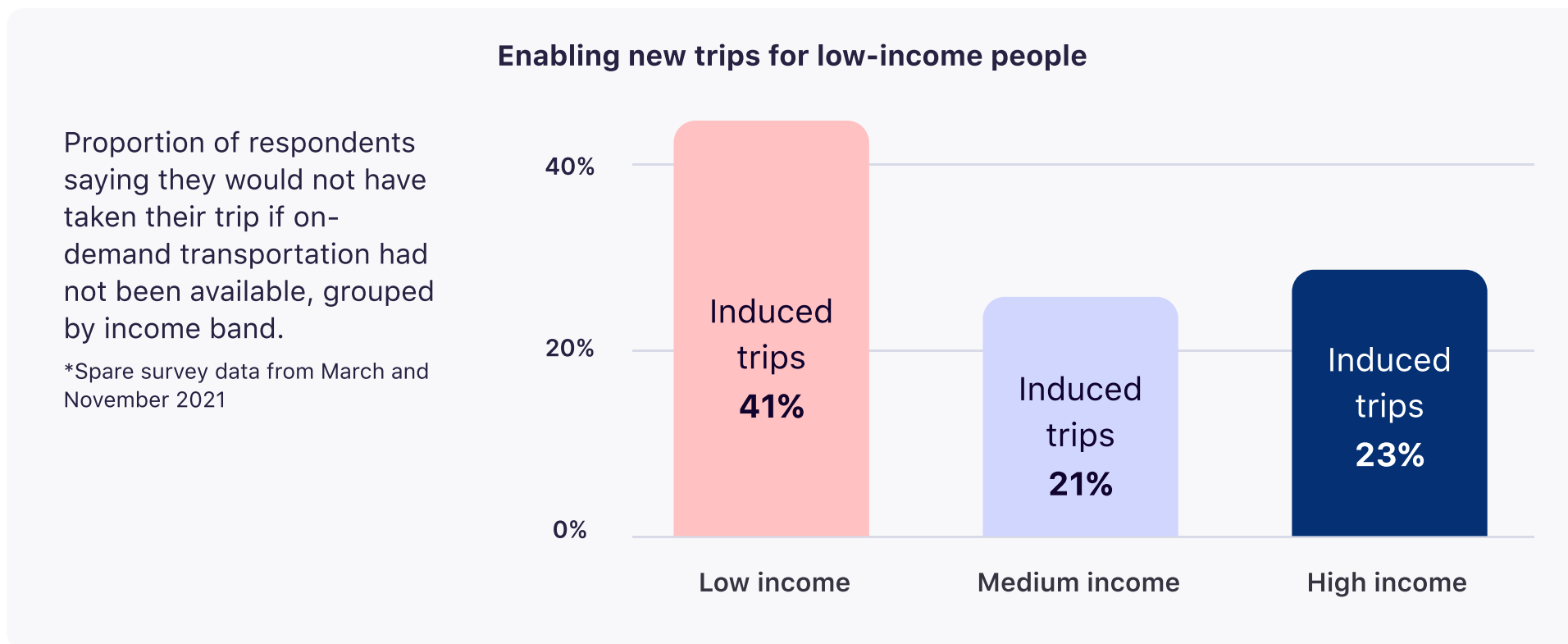


³ We base our thresholds on the US Census Bureau's definition of poverty: <https://www.census.gov/topics/income-poverty/poverty/guidance/poverty-measures.html>

⁴ Lyft, 2023. Economic Impact Report. <https://www.lyft.com/blog/posts/2023-economic-impact-report>

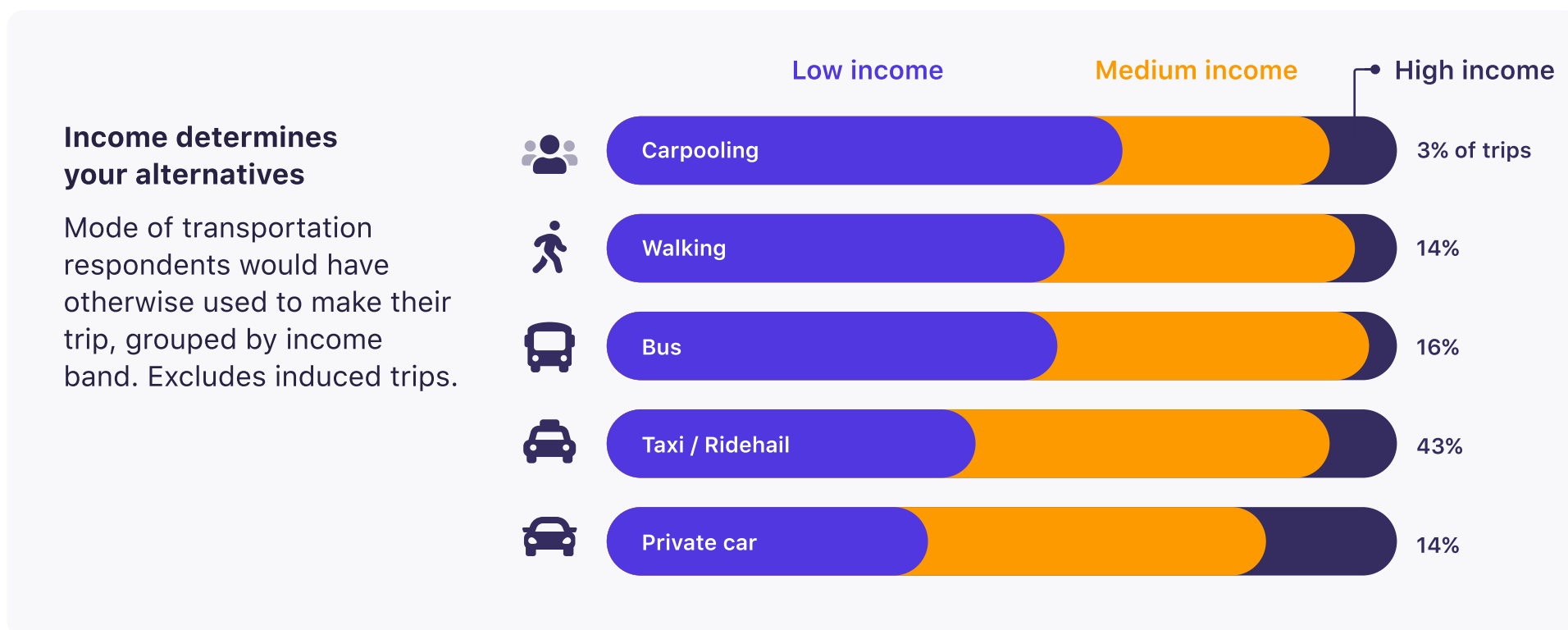
Enabling new trips for low-income people

Over 40% of low-income riders said that their DRT service enabled them to take a trip they wouldn't have otherwise taken. We call this phenomenon 'inducing a trip'. In contrast, only 21–23% of medium- and high-income riders took induced trips.



Your income determines your alternatives

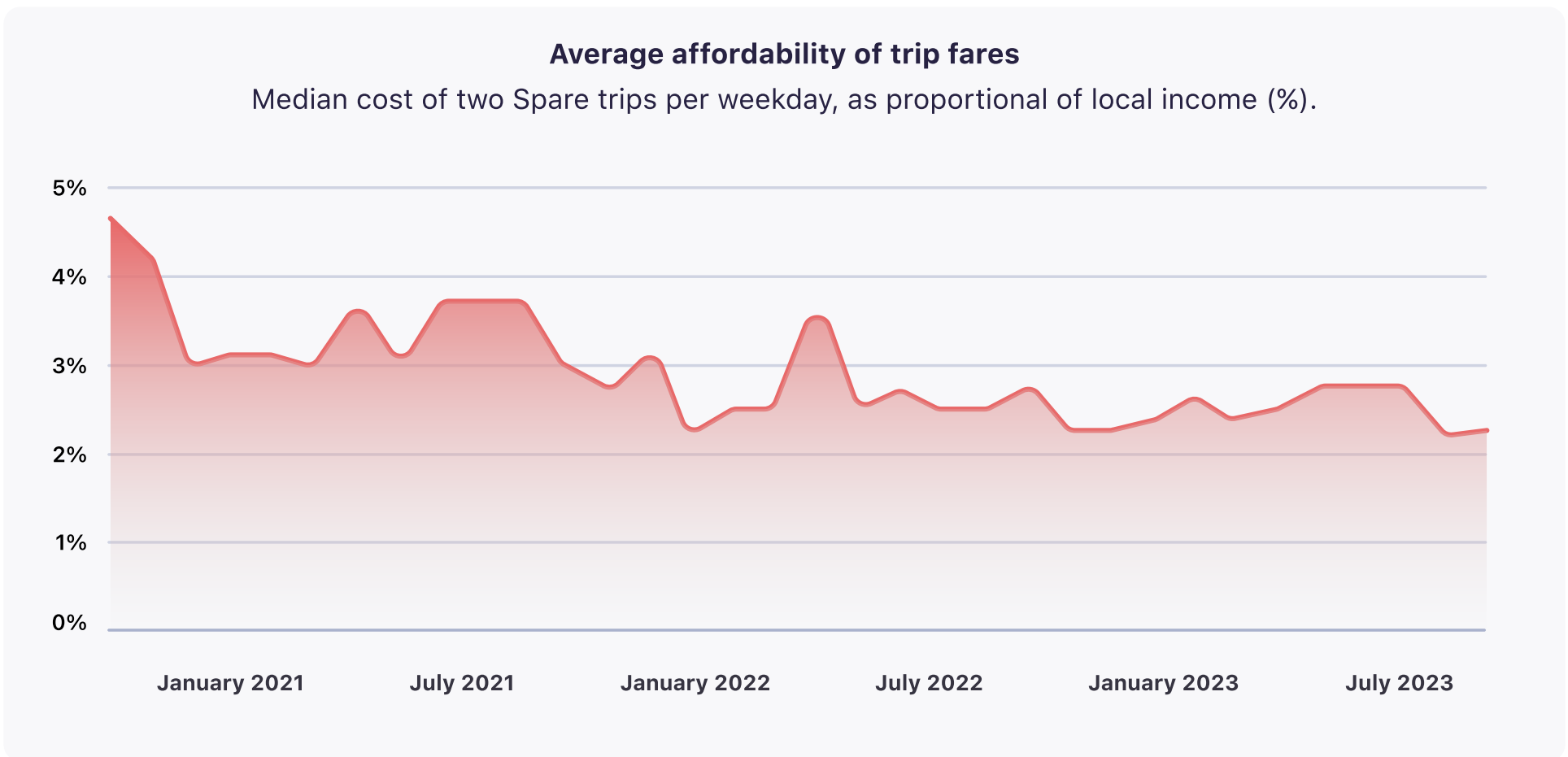
Without on-demand transit, riders would travel very differently depending on their income. The alternative modes for low-income riders tend to be carpooling, walking, or riding a bus. High-income riders are much more likely to otherwise rely on a private car or a taxi. This is encouraging: by luring wealthier people away from cars, on-demand transit services are helping to reduce congestion, greenhouse gas emissions, pollution and noise.



Putting the 'fair' into trip fares

Transportation has to be affordable for it to be of any meaningful use to people. To calculate the affordability of taking two trips per weekday on each Spare service, we base it on the median fare for each service, and present it in comparison to the average local income.

We found that on average, somebody riding a Spare-powered service every day of the week would expect to pay around 2.5% of their household income. That's impressively low, given that households in the US typically spend about 12% of their income on transportation.



We've got all trips covered

Spare-powered services provide riders with access to economic opportunities such as jobs, to take essential trips to healthcare and schools, to make the most of their leisure time, and to connect to other transportation modes.



Work / Commute

50.5%



Shopping

12.2%



Healthcare

10.8%

+ 7.8% Other

★ 6.4% Leisure and recreation

🏠 5.7% School / University

👥 4.0% Friends or family

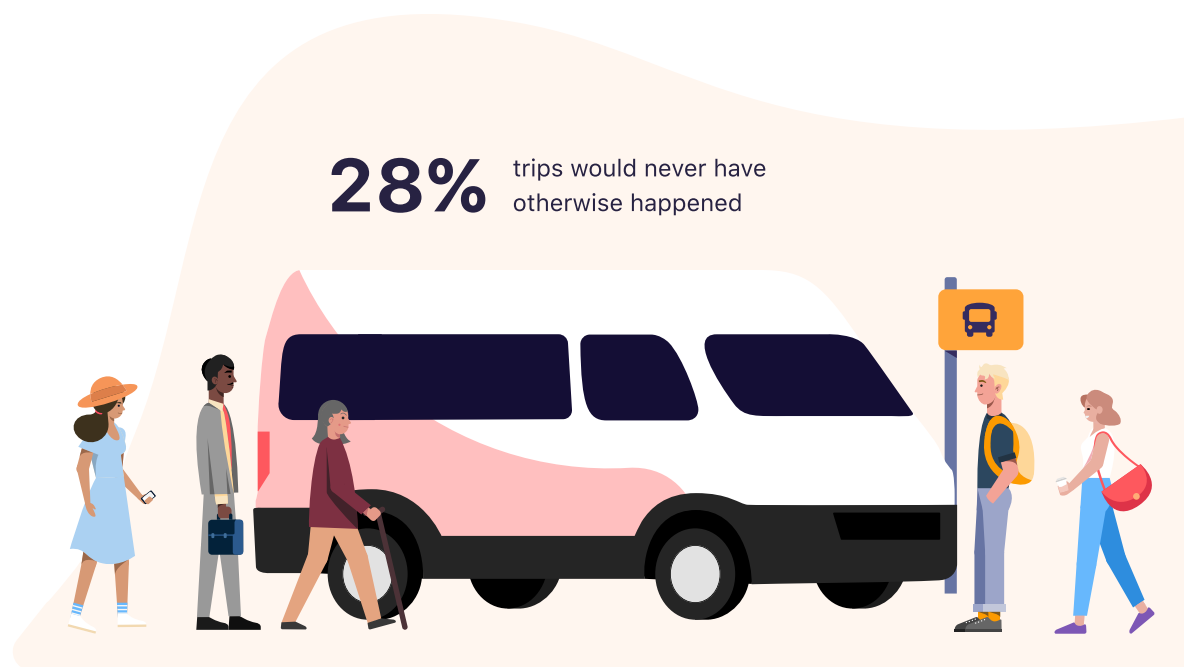
🗣️ 2.0% Long-distance travel

❤️ 2.0% Unpaid care work

Reshaping the modal split

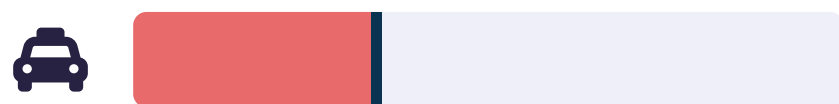
Over a quarter of trips are induced

28% of Spare-powered trips would never have otherwise happened, owing to a lack of transportation alternatives. We call this phenomenon 'inducing a trip'. Induced trips tend to have hugely beneficial impacts on mental and physical health, recreation, and employment prospects.



Replacing private vehicle use

Among the trips that were not induced, 48% of riders would have otherwise taken their trip in a private vehicle (either a taxi, ridehail or a car). This means that almost half of Spare-powered trips are replacing inefficient, polluting trips in private vehicles.



35%
of riders would have otherwise used a taxi or ridehail



20%
of riders would have otherwise used a bus



14%
of riders would have otherwise used a private car



3%
of riders would have otherwise carpooled



15%
of riders would have otherwise walked



2%
of riders would have otherwise cycled



8%
of riders would have otherwise used another mode (e.g. train, tram, scooter, motorbike)



Our Partners

Spare is committed to making transportation fairer for everyone we work with. That starts with helping our partners to drive down the cost of every trip. We focus on improving operational efficiency, smoothly integrating with existing services, supporting new growth opportunities, and helping transit agencies meet industry standards. Ultimately, our goal is to empower our partners to put their riders first.

Reduced cost per trip for all service types

Through product innovation, we've helped our partners to drive down their costs per trip. This is thanks to rider app improvements, back-office automation, more efficient call centers and the introduction of Spare Open Fleets, which supplements vehicle supply using less expensive ridehail and local taxi services.

Over the last two years, microtransit costs have dropped by 42% and paratransit costs have dropped by 25%. These savings for our partners can translate into expanded coverage or longer service hours, which directly benefit riders.

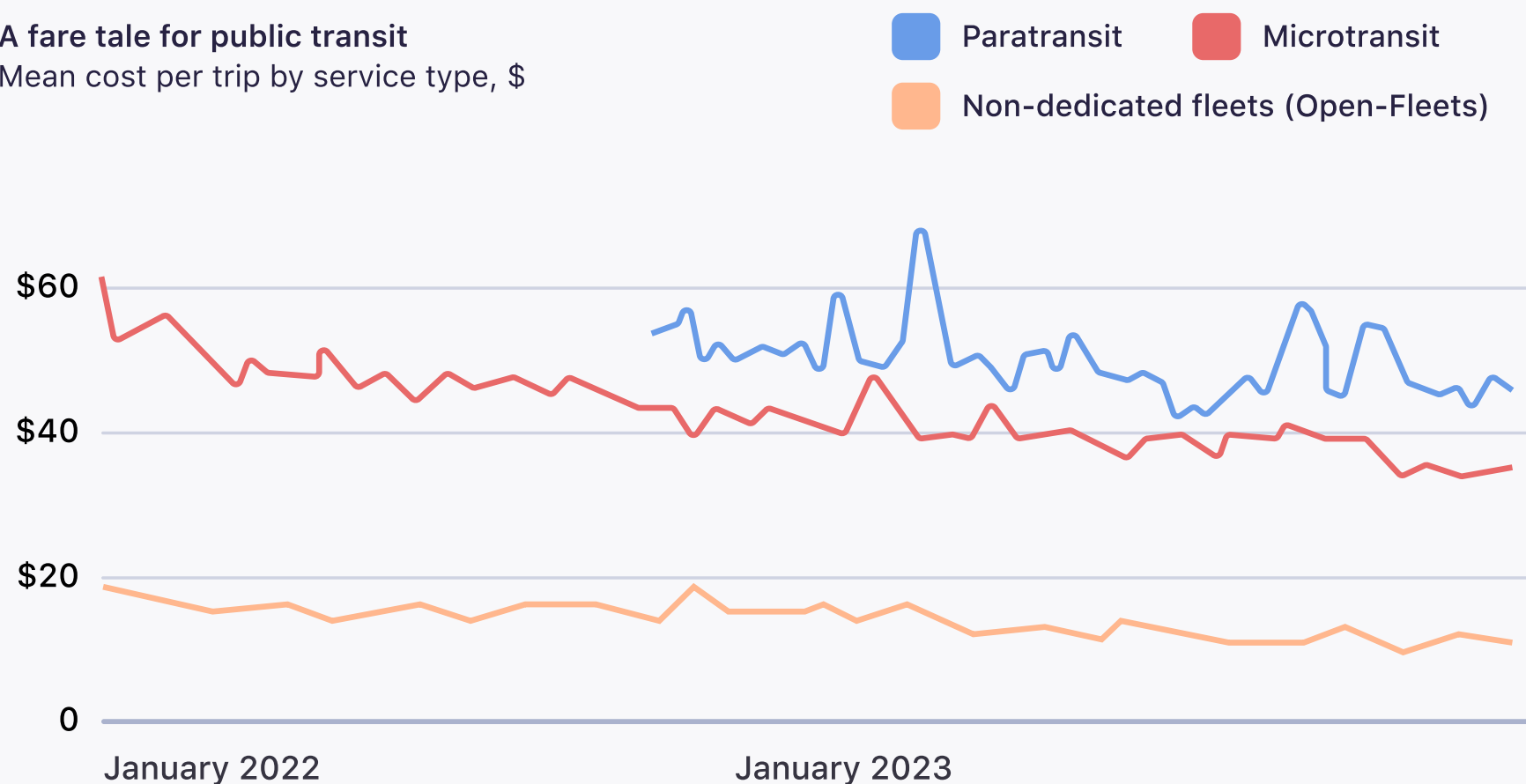
Microtransit costs

↓ 42% drop

Paratransit costs

↓ 25% drop

A fare tale for public transit
Mean cost per trip by service type, \$



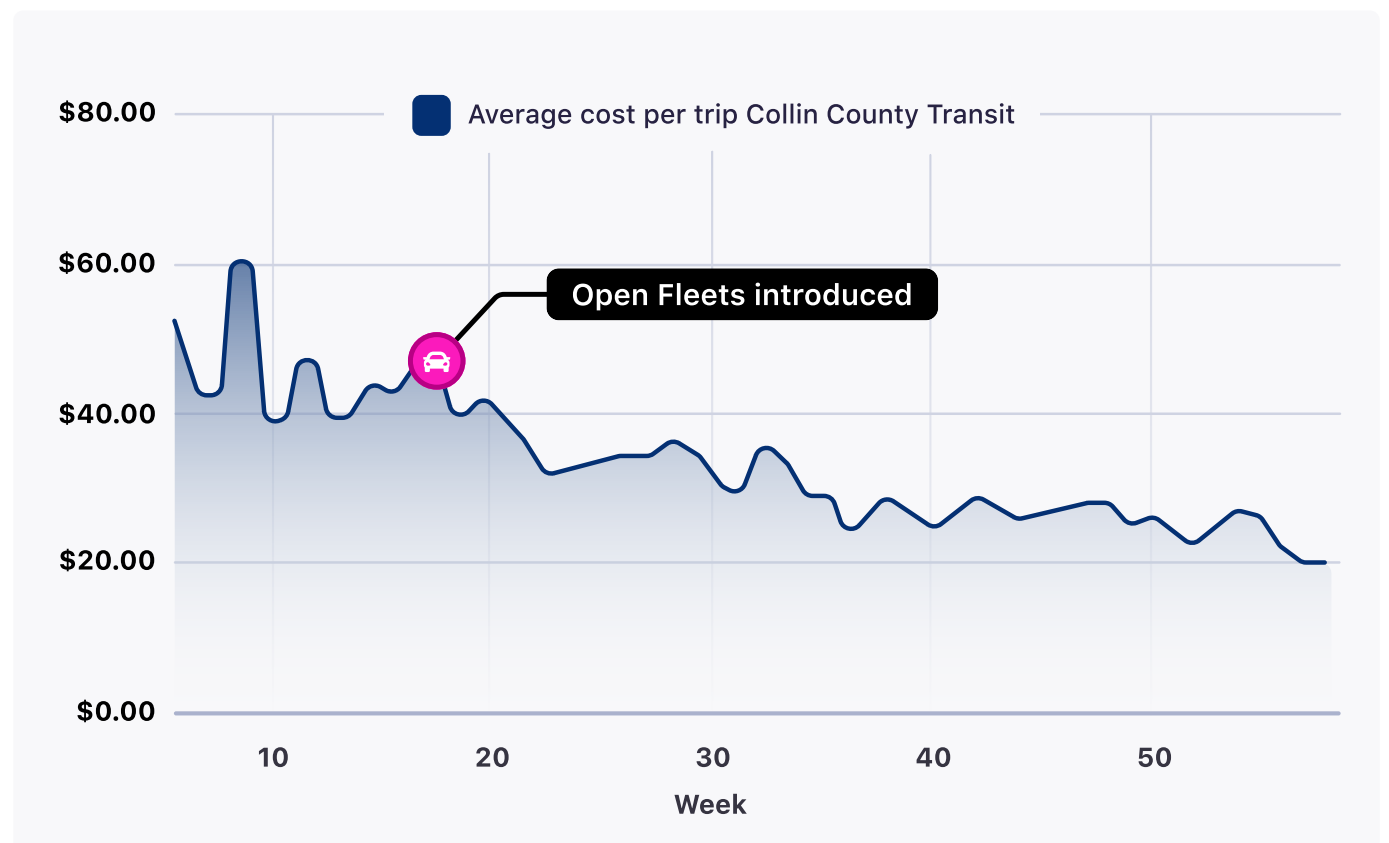
47% cost savings in Collin County thanks to Open Fleets

Spare Open Fleets allows our partners to expand supply without investing in additional vehicles, by tapping into the supply of ridehail and local taxi companies. By dispatching dedicated vehicles to highest productivity routes, and sending out remaining trips to these other fleets, our agency partners can see huge cost savings.

For example, in Collin County in Texas, Dallas Area Rapid Transit (DART) used Open Fleets to supplement their dedicated fleet with Lyft drivers at peak times. The introduction of Lyft drove down the cost per trip by 47%.

Savings in Collin County thanks to Spare Open Fleets

47% savings



Complementing public transit

On-demand transit doesn't have to compete with public fixed routes – it's best when it complements them. Spare has always encouraged our partners to maintain public transit when it makes sense to; for example, along high-density corridors, and at times of day when there is sufficient demand. On-demand services can then fit into the remaining gaps.

Crucially, Spare empowers our partners to create seamless connections between fixed routes and on-demand services, to ensure their communities are fully connected, healthier and more sustainable.

Enable riders to transition from personal vehicles

Approximately 50% of our riders ditch the option of a private vehicle (their car or a taxi) to take their on-demand trip. Car users predominantly switch to on-demand transit for non-discretionary trips, such as healthcare and education, and tend to do so because it's more convenient and better suited to their needs.

Nudging car users towards on-demand transit is a great thing, because it avoids congestion and air pollution locally. Weaning people off cars also means they are more likely to consider public transit as an option for future trips – a virtuous cycle that promotes a transit-oriented future.

Reasons for switching to DRT

% of respondents' reasoning for switching away from another transport mode to on-demand transit



Extend service hours to allow for late night travel

7% of all trips on our platform occur late at night (between 9pm and 4am). Late-night rides occur when public transit services typically do not provide good coverage or frequency, so on-demand transit is a safe and convenient complement to fixed route systems at these times.

Streamline services to save riders time

Since Spare-powered services tend to be launched in areas with poor or minimal fixed route offerings, riders in such areas can benefit from huge time savings with on-demand transit.

When all aspects of a trip are considered (wait time, travel time and walking time from bus stops), on-demand transit results in an average 40% of time saved for riders. In some extreme cases in rural suburban neighborhoods, a fixed route alternative would have taken up to 20 times longer than the equivalent on-demand transit trip.

By providing efficient and convenient service in ‘transit deserts’, on-demand transit allows public transit agencies to focus their resources on improving fixed routes where it makes sense to.

The switch to electric

The total number of platform kilometers driven by electric vehicles (EVs) or hybrid vehicles in 2023 doubled compared to 2022, to almost 4 million kilometers. Today, approximately 5% of the distance traveled by our riders is in an EV or hybrid vehicle.

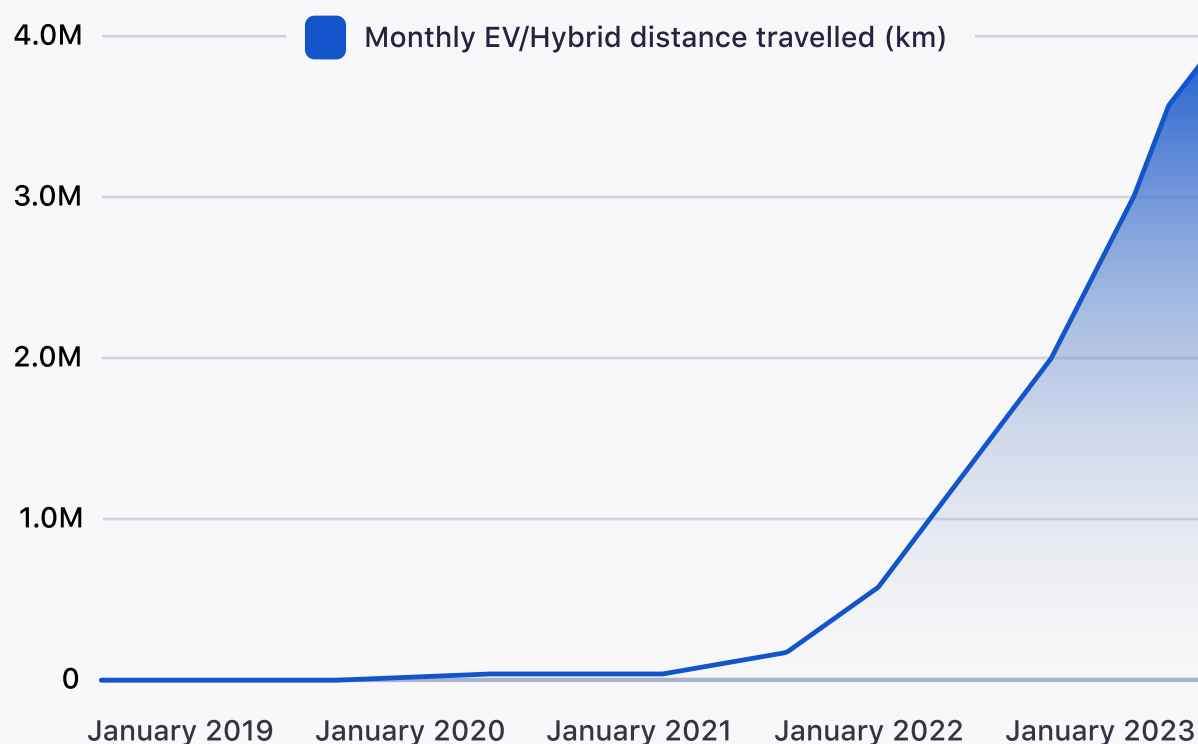
By boosting the number of EVs in their fleets, public transit agencies are contributing to cleaner air and less noise for their residents, as well as meaningfully reducing emissions for a greener planet.



Cumulative EV/Hybrid travel distance

Monthly EV and hybrid vehicle VKTs across all Spare services

5% of trips are completed with EVs



Our Society, Our Planet



At Spare, we're more than just about transportation; we want to build a healthier, more sustainable global community. By offering innovative ways for everyone to get around in shared vehicles, we're helping to build a better-connected world. What's more, our solutions are empowering our partners to tackle climate change by cutting down on greenhouse gas emissions in the transportation sector.

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.

More than 2 in 5 riders report feeling less lonely after traveling on a Spare-powered service. And this is just an average – on some paratransit services, over 85% of riders reported feeling less lonely after a Spare ride.



Reduced loneliness rate

Mean share of riders reporting reduced loneliness after riding with Spare.

41%



New 'social collisions'

By inducing new trips, the services powered by Spare enable people to go to places they otherwise wouldn't have gone to.

Through mode shift, Spare also changes the number of people that a person is likely to interact with in the vehicle itself. For instance, riders might interact with more people in a shared on-demand transit vehicle than they would in a private car, but fewer people than they would in a bus or train.

Both in the vehicle and at their final destination, the 'social collisions' our riders have with others can reduce social isolation.

We estimate that our partners' services have created 13.2 million net new 'social collisions' that otherwise would never have happened. Given that the average person meets 80,000 people in their life, that equates to over 150 lives' worth of new social interactions.



Total net new 'social collisions'

Cumulative net new social collisions, from induced trips + mode shift.

**13.2
million**



Healthcare savings from reduced loneliness

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

Based on a methodology developed by the consultancy Deloitte⁵, we estimate that services powered by Spare help save \$101 million in healthcare costs for seniors. That translates to saving \$80 in healthcare costs per trip taken by a senior.

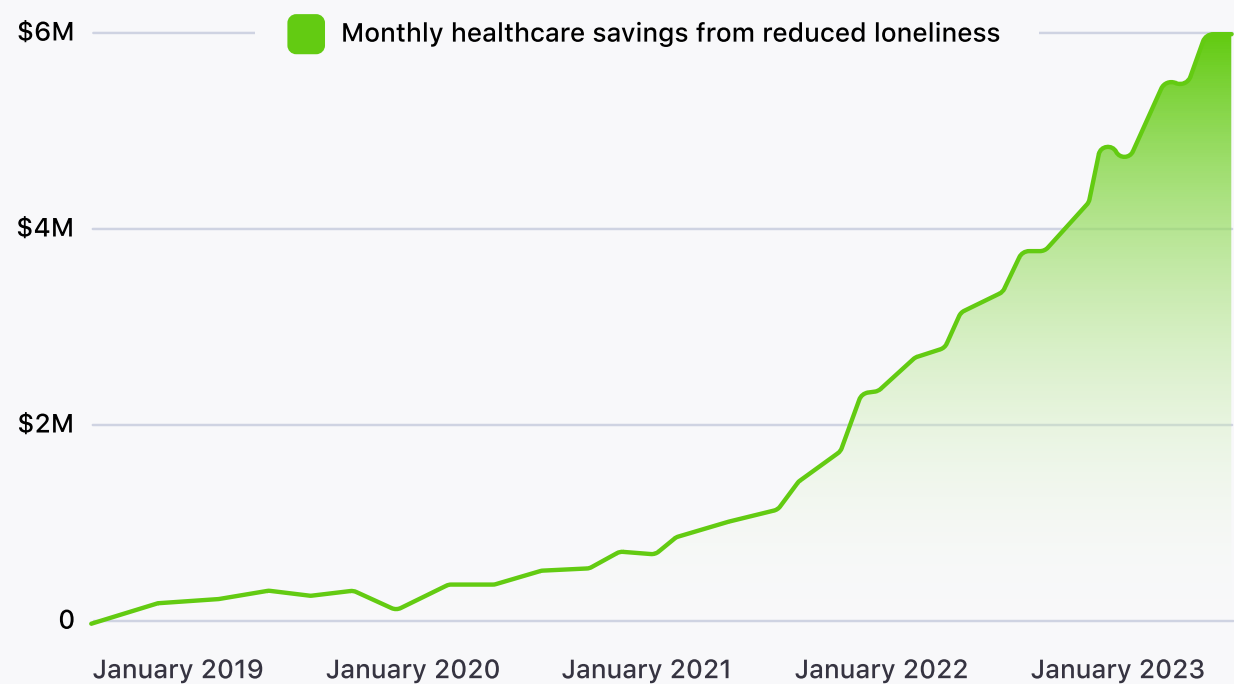
On average, a typical trip costs ~\$35 to deliver. On that basis, on-demand transit creates a return on investment of 2.3 for the healthcare sector alone.



Total healthcare savings from reduced loneliness

Cumulative reduction in healthcare costs due to reduced loneliness.

\$101 million



⁵ 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

Our drive for a greener transportation sector

The world is grappling with the pressing need to decarbonize transportation and reduce our reliance on private cars. With passenger vehicles contributing a staggering 75% of energy-related CO2 emissions from the transportation sector⁶, addressing this issue is crucial.

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 roughly 10 million passengers, traveling 90 million kilometers in the process. That's equivalent to traveling to the moon and back over 100 times!

Our customers don't provide these trips using e-scooters or bicycles or wingsuits; they deliver them using road vehicles, the vast majority of which run on gasoline or diesel. That means they emit greenhouse gasses (GHGs) as they drive around. Even the electricity that powers the electric vehicles on our platform will have some carbon cost associated with it.

We're fully transparent about this: every single trip powered by Spare emits at least a handful of GHGs. By our calculations, the average trip on the Spare platform emits 3.8 kg of carbon dioxide equivalent (CO2e). We're very proud to have reduced this value by ~30% since last year.

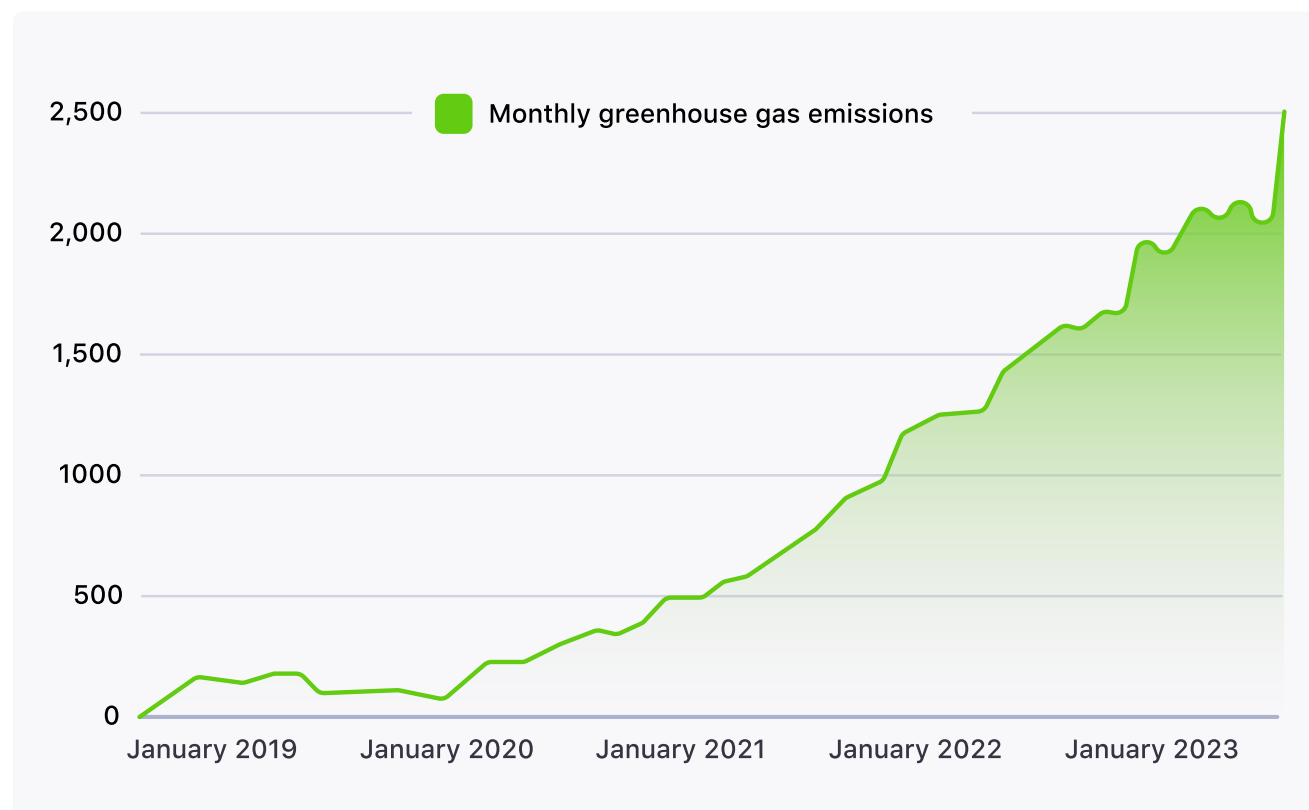
That works out to our partners emitting ~45,000 tonnes CO2e overall. You'd need over 3.6 million party balloons to capture the same amount of CO2!



Total greenhouse gas emissions

Metric tonnes CO2e cumulatively emitted across all Spare services.

44,746 tn



⁶ IPCC, 2022. "AR6: Mitigation of Climate Change". <https://www.ipcc.ch/report/sixth-assessment-report-working-group-3/>

We help the transportation sector to avoid greenhouse gas emissions

To understand Spare’s carbon impact in a holistic way, we must ask the question: how many emissions would have been released to serve those 10 million trips, if Spare didn’t exist?


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

1. They create new trips that would never have happened otherwise (we call this ‘trip induction’)
2. They replace trips that would have happened on other transportation modes (we call this ‘mode shift’).

On average, 28% of the trips that take place on Spare platform are ‘induced’ trips (we know that because we regularly survey our riders). By definition, induced trips would never have happened without Spare, so our net contribution is to add GHGs to the atmosphere. That’s unfortunate, but it’s the price paid for helping riders access jobs, schools and healthcare.

Of the remaining 72% of trips that are not induced, roughly 50% would have otherwise 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.

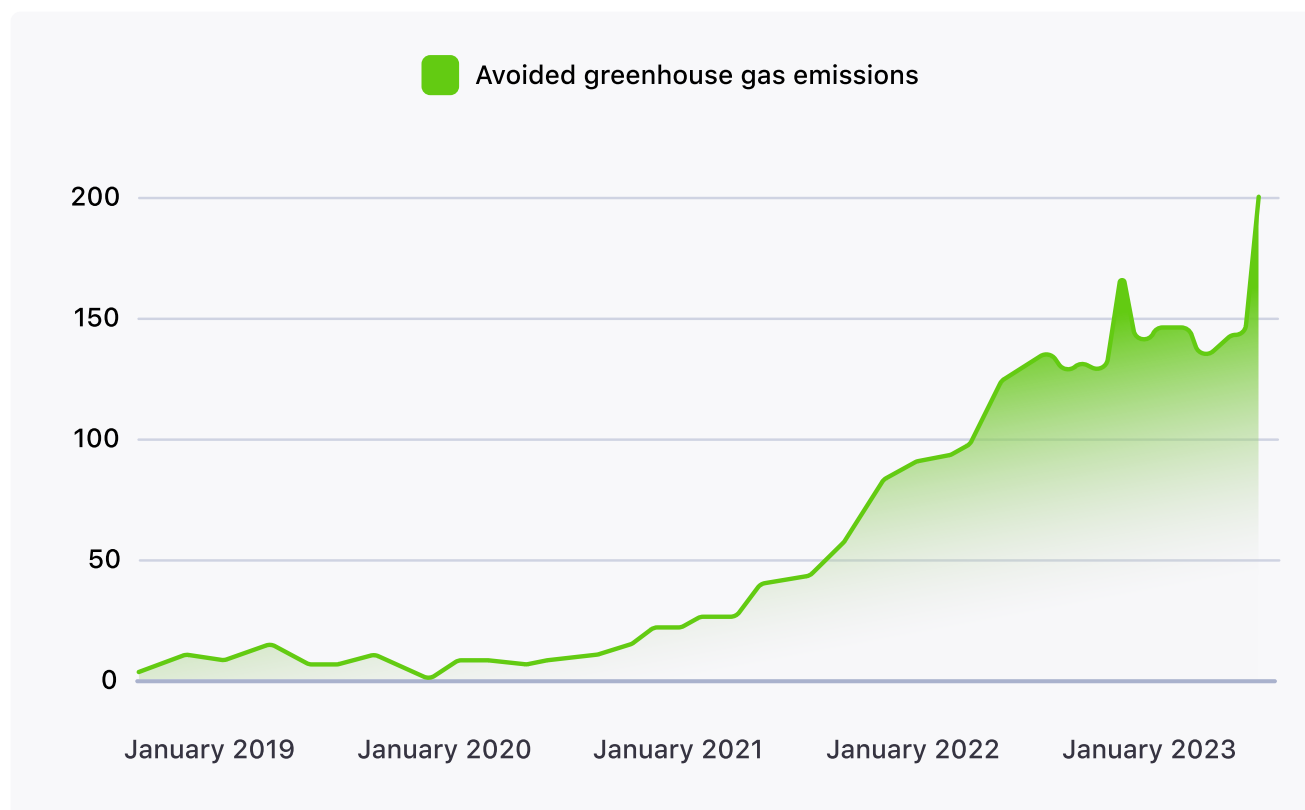
Combining our data from mode shift and trip induction, we find that Spare has helped customers avoid over 3,100 tonnes CO₂e. That equates to removing 680 cars off the road, or planting over 60,000 trees.



Total avoided greenhouse gas emissions

Metric tonnes CO₂e cumulatively avoided across all Spare services

3,176 tn



Looking at it another way, each Spare employee helps to avoid 2 tonnes CO₂e every single month. That’s equivalent to removing two transatlantic flights per employee every month – and it makes every day at work worth it.


Spare is net zero

To understand our 'net' carbon impact as a company, we need to 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.

We consider our back-office emissions to come from four major sources: business travel, lighting and heating our office, server energy and employee commuting.

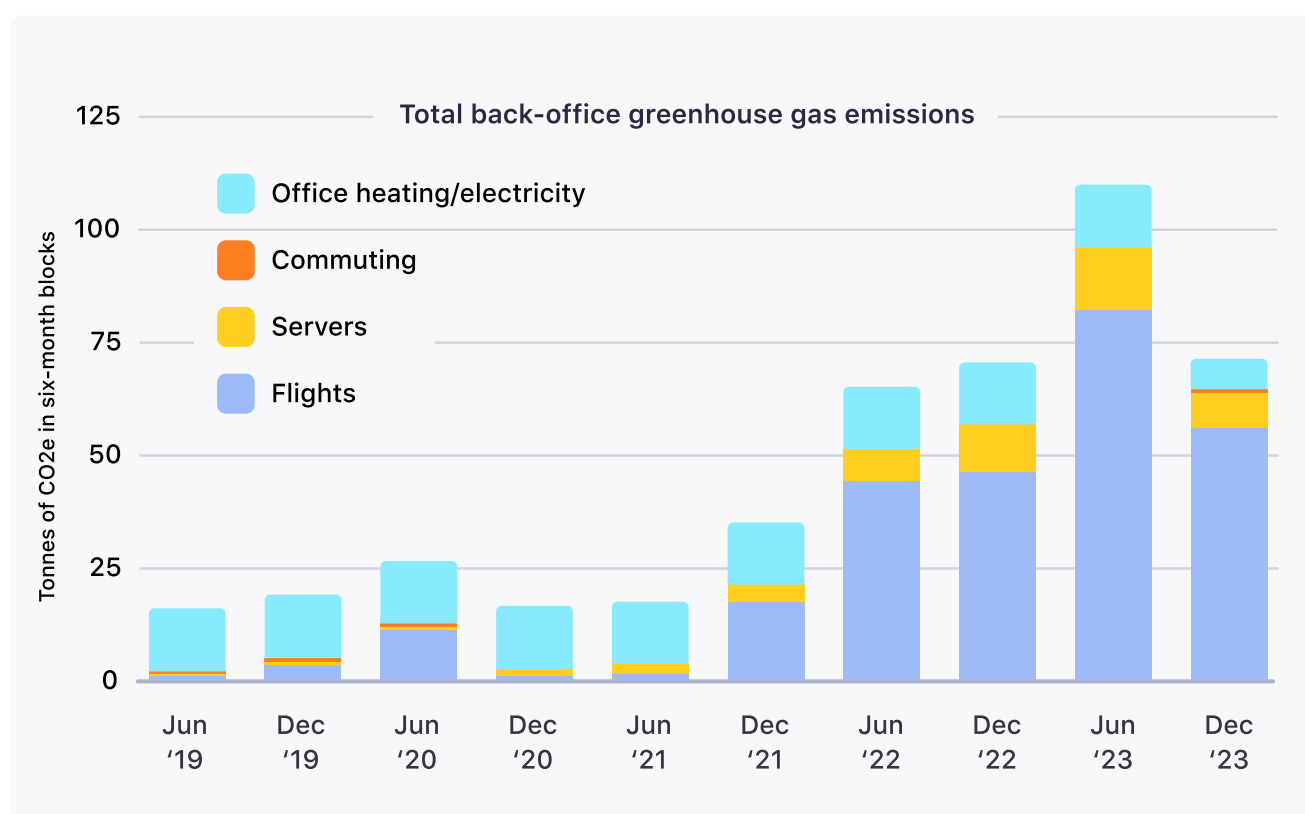
Combining all of these, Spare's back-office operations have emitted 442 tonnes CO2e since January 2019. This represents a 10% addition to the total emissions of our customers' service operations.

Today, we emit almost 30 tonnes CO2e per month, which is more than double our monthly emissions last year. This is mainly due to our team taking more flights to support our customers, and it will likely increase as our company keeps growing.



Total back-office greenhouse gas emissions
Metric tonnes CO2e emitted from Spare's back-office operations

442 tn



So, let's do the math. We've helped the transportation sector avoid 3,100 tonnes CO2e, while emitting 442 tonnes ourselves. That means we help avoid 7x more carbon emissions than we emit.

This confirms the statement we first made in our 2022 Global Impact Report: we are net zero, and we're proud to be the first 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 10 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.sparelabs.com or contact us at hello@sparelabs.com

Global Impact Report

Visit sparelabs.com

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