

2800 Nicollet Avenue, Minneapolis, MN 55...  
+ Add Favorite location

Trip details  
Vehicle arrives  
White Startrans  
64518

Trip details  
Vehicle arrives in 2 min  
White Startrans Senator II  
64518

9:41  
Trip details  
Vehicle arrives in 2 min  
White Startrans Senator II  
64518

9:41  
Where to, Christopher?  
Home  
1425 Hennepin Avenue, Minneapolis, MN...  
Work  
2800 Nicollet Avenue, Minneapolis, MN 55...  
+ Add Favorite location

9:41  
3360 Victoria Dr, V... → 610 W Hastings St, V...  
Choose a trip option  
16 min trip  
9:00 - 9:59 AM  
Paratransit  
1 hr 50 min trip  
3:09 - 4:58 PM  
4 METRO Gold Line 5  
METRO Green Line 24  
1 Rider  
Now  
Accessibility  
Cash  
Select 16 min trip

9:41  
3360 Victoria Dr, V... → 610 W Hastings St, V...  
Choose a trip

9:41  
3360 Victoria Dr, V... → 610 W Hastings St, V...

spare

# Rider App Guide

A step-by-step guide to using your transit service's rider app, powered by Spare.

# Table of contents



## Getting started

Downloading the rider app	1
Login and account setup	2



## Booking a ride

Pickup and dropoff locations	3
Customize trip options	4
Book a ride	4
Tracking, directions, and notifications	5



## Setting up favorite locations

Add favorite locations	6
View/edit favorite locations	6



## Managing scheduled trips

View upcoming or past trips	7
Cancel a scheduled trip	7

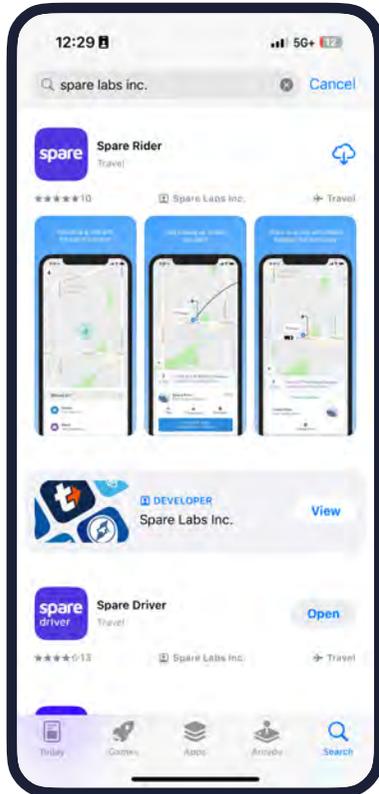


## Reviewing a ride

Rate your experience	8
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# Downloading the Rider App



## Find and install the app

Find your local service in the Apple App Store or Google Play Store by searching: "**Transit Service Name + Rider App**"  
 Example: *Vancouver DRT - Rider App*

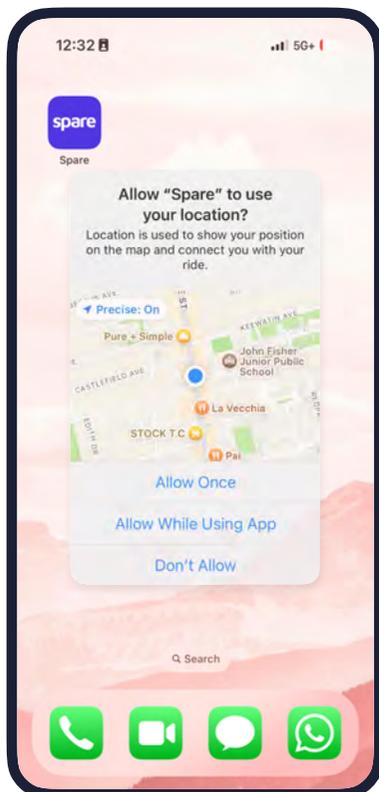
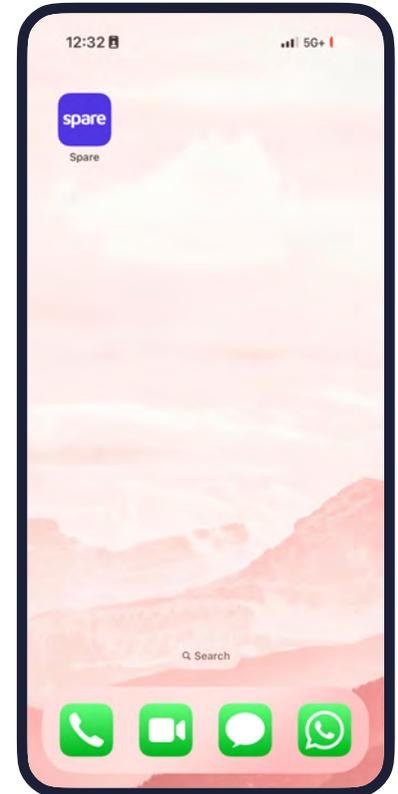
Tap **Get** or **Install** to download the app.

💡 You may need to enter your Apple ID password.



## Open the app

Once installed, open the app from your phone's home screen.



## Enable permissions

For the best experience, allow Spare to use:

- **Location:** Set to "Always" to give you accurate pickup and trip details.
- **Notifications:** So you get alerts when your ride is on the way.





# Login and account setup



## Log In to an existing account

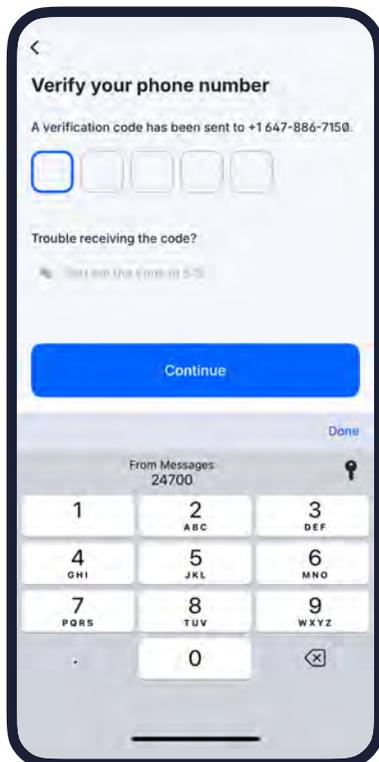
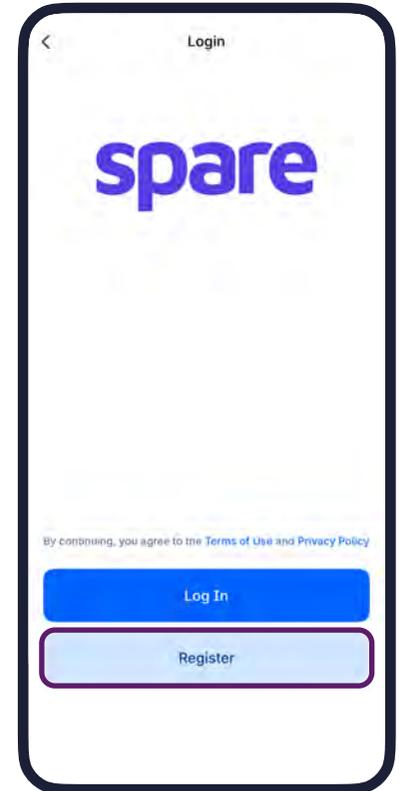
If you already have an account tap **login**, enter your mobile phone number and tap **confirm**.



## Create a new account

New rider? Tap **Register** to create an account.

Add your name, mobile number, and email, then tap **Confirm**.

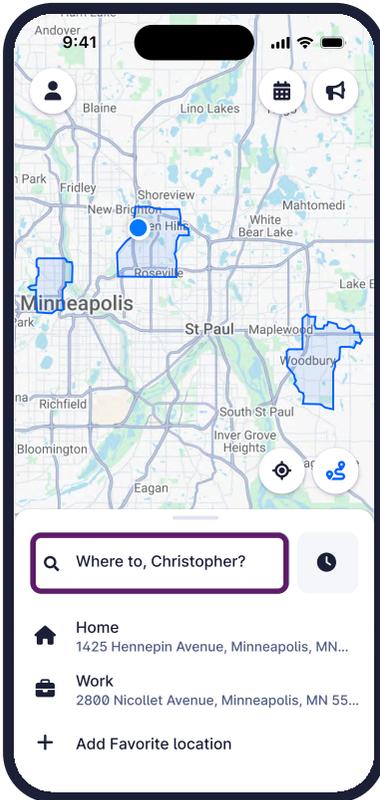


## Enter your confirmation code

You'll get a 5-digit code by text. Enter the code to finish logging in.



# Set pickup and dropoff locations



## Start your booking

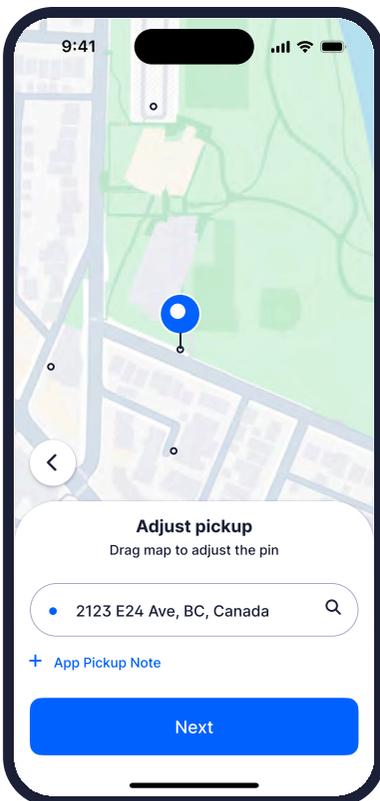
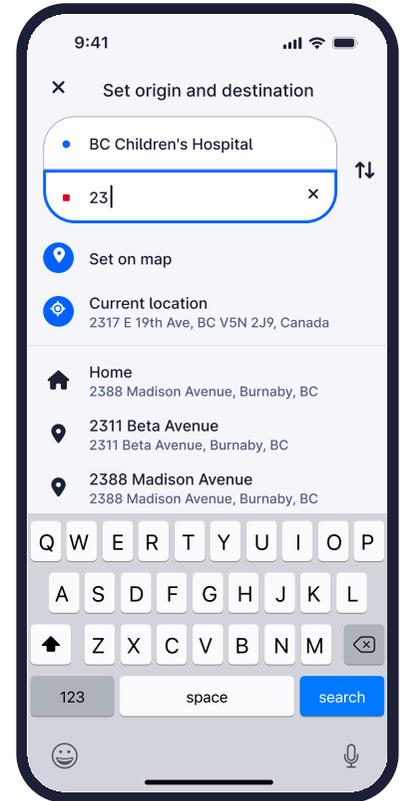
From the home screen, tap "Where to?" to begin.



## Enter pick up and drop off locations

The pickup defaults to your current location.

To change it, just tap the top address bar and enter a different one.

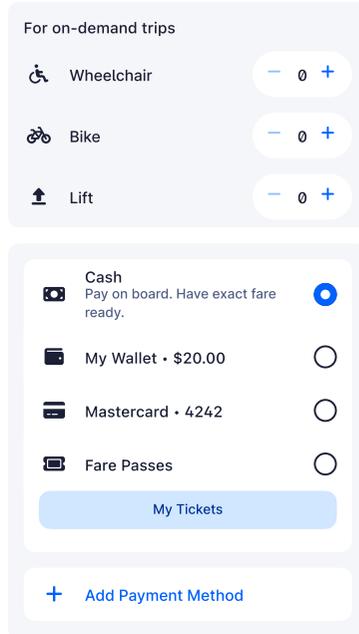
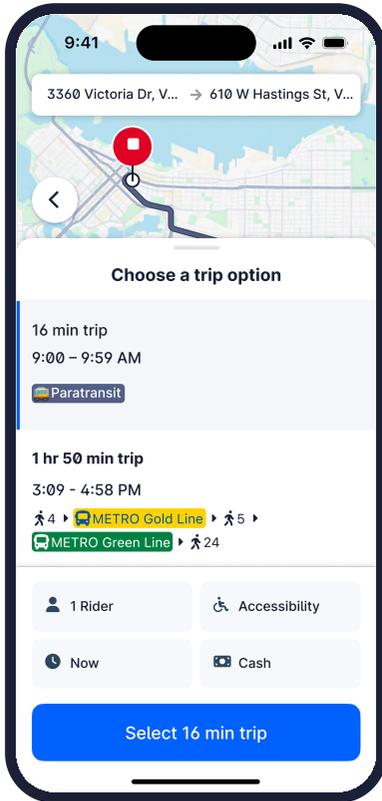


## Confirm pickup point

You can also adjust your pickup point by moving the pin on the map to your exact location, making it easy for drivers to find you.

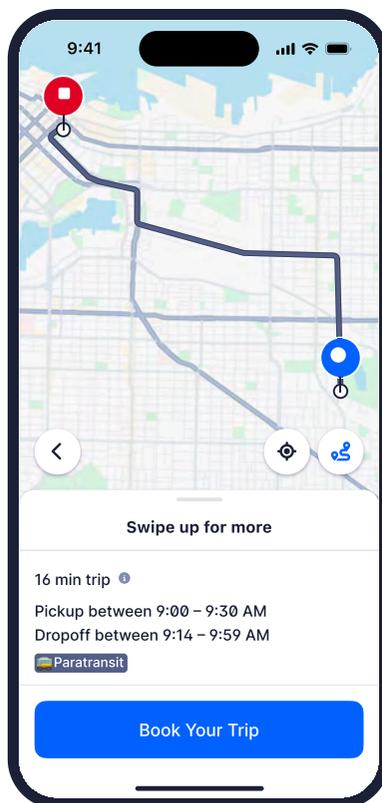


# Customize and book your ride



## Customize your ride

1. Choose **Now** to ride ASAP, or pick a date/time for later.
2. Add the number of **riders**.
3. Select any **accessibility needs** like wheelchair or bike access.
4. Pick your **payment method** (cash, card, fare pass, etc.).



## Book your ride

Pick the best trip for you. The app will show you available options with:

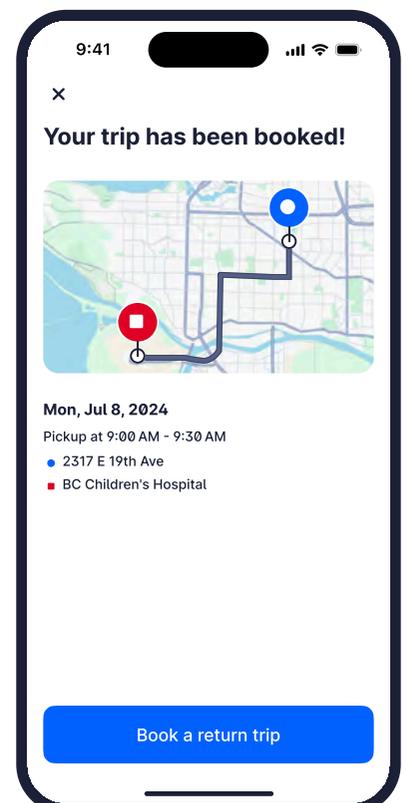
- Estimated arrival time
- Total fare
- Trip duration

Tap **Book Your Trip** to confirm.

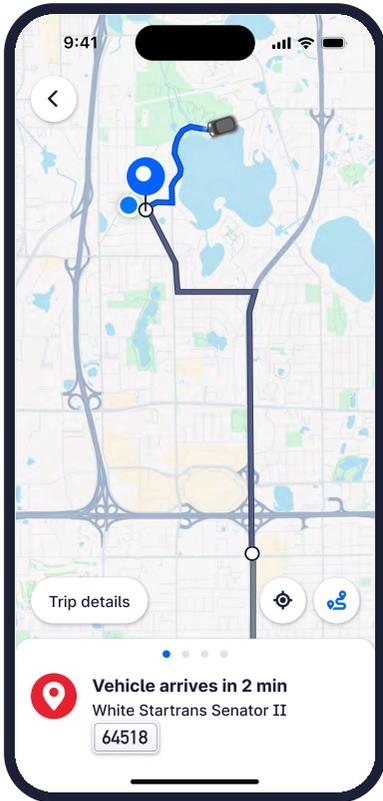


## See trip details

You'll see a trip summary with all the details.



# Tracking, directions, and notifications

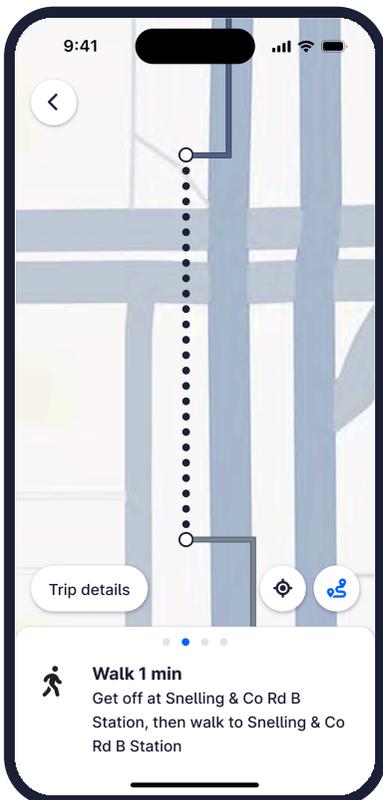


## Track your ride in real time

Track your ride in real time from the trip details screen.

Get walking directions to your pickup point.

If stop-based services are available, you will see walking directions to your stop.



## Get walking directions to your pickup point

If your service offers in stop-based pickups, you'll get walking directions to the nearest one.

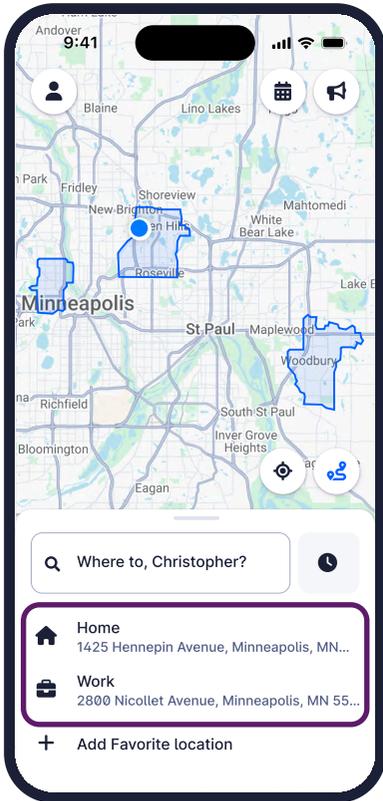


## Get notified when it's time to go

You'll get a notification when your vehicle is almost there, so you know exactly when to head out and what to look for.



# Save time with saved places



## Add a favorite location

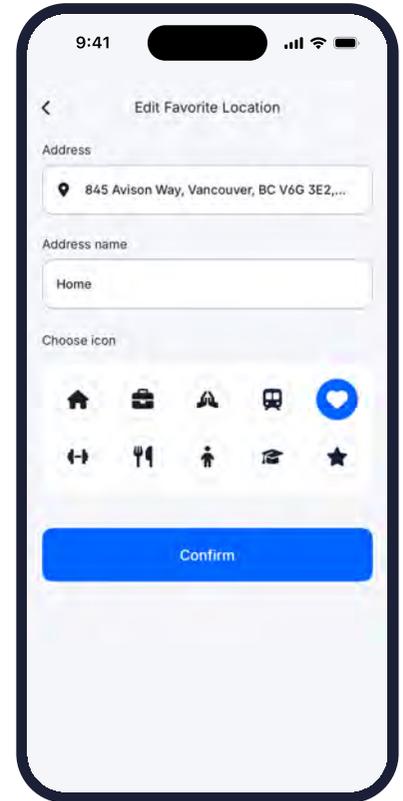
Tap **"Add Favorite location"** on the home screen.



## Enter location details

Enter the address and give it a name like "Home" or "Work"

You can also choose an icon for quick reference



## Access your favorites anytime

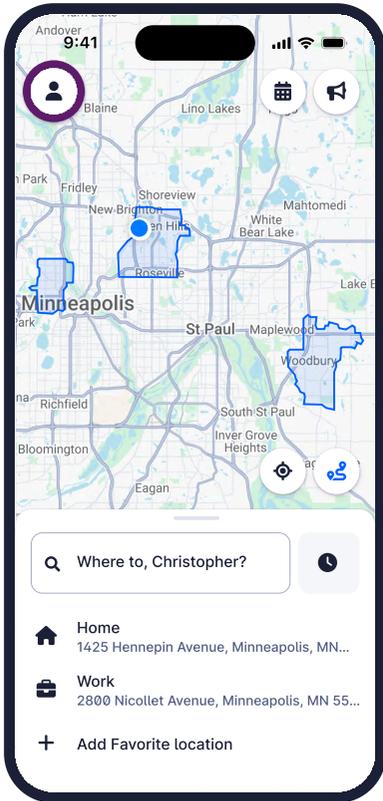
Your favorite locations are just a tap away, they'll appear right on your home screen for quick access.

You can also find them anytime by going to your profile:

**Profile icon > Settings > Favorite locations**



# View upcoming or past trips



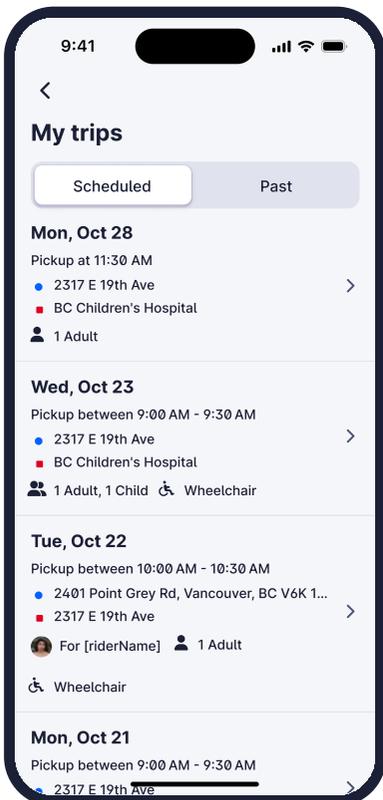
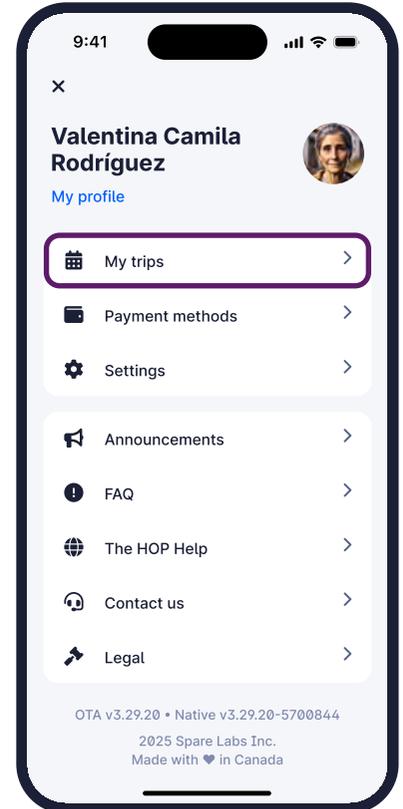
## Go to your profile

Tap your **profile icon** on the upper-left corner of the home screen.



## Select "My trips"

Select **My trips** to view scheduled and past rides



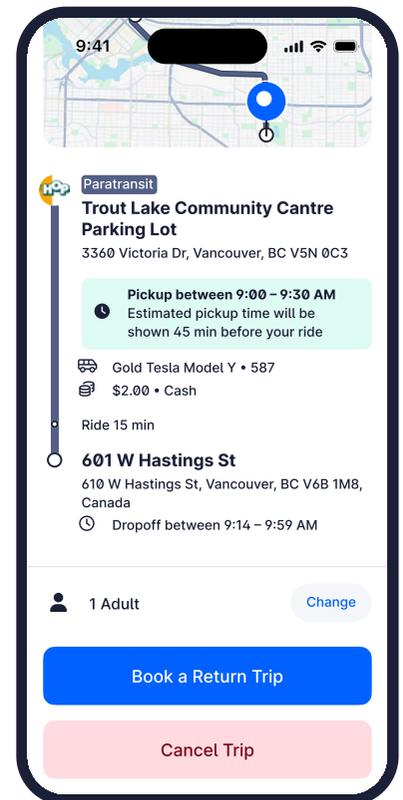
## Manage a scheduled trip

- Select from your **Scheduled Trips** or **Past Trips**
- Tap a trip to open the trip details

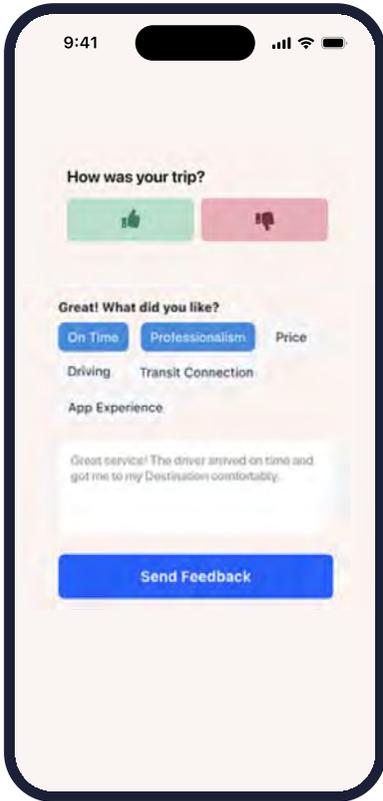


## Cancel a trip

Tap a trip to see the full details  
Scroll down and tap **Cancel Trip** if plans change



# Rate your experience



## After your ride, let us know how we did

After your trip ends, we'll ask for quick feedback.

- Give a thumbs up or down
- Share what went well—or what could be better
- Your comments help improve service for everyone

