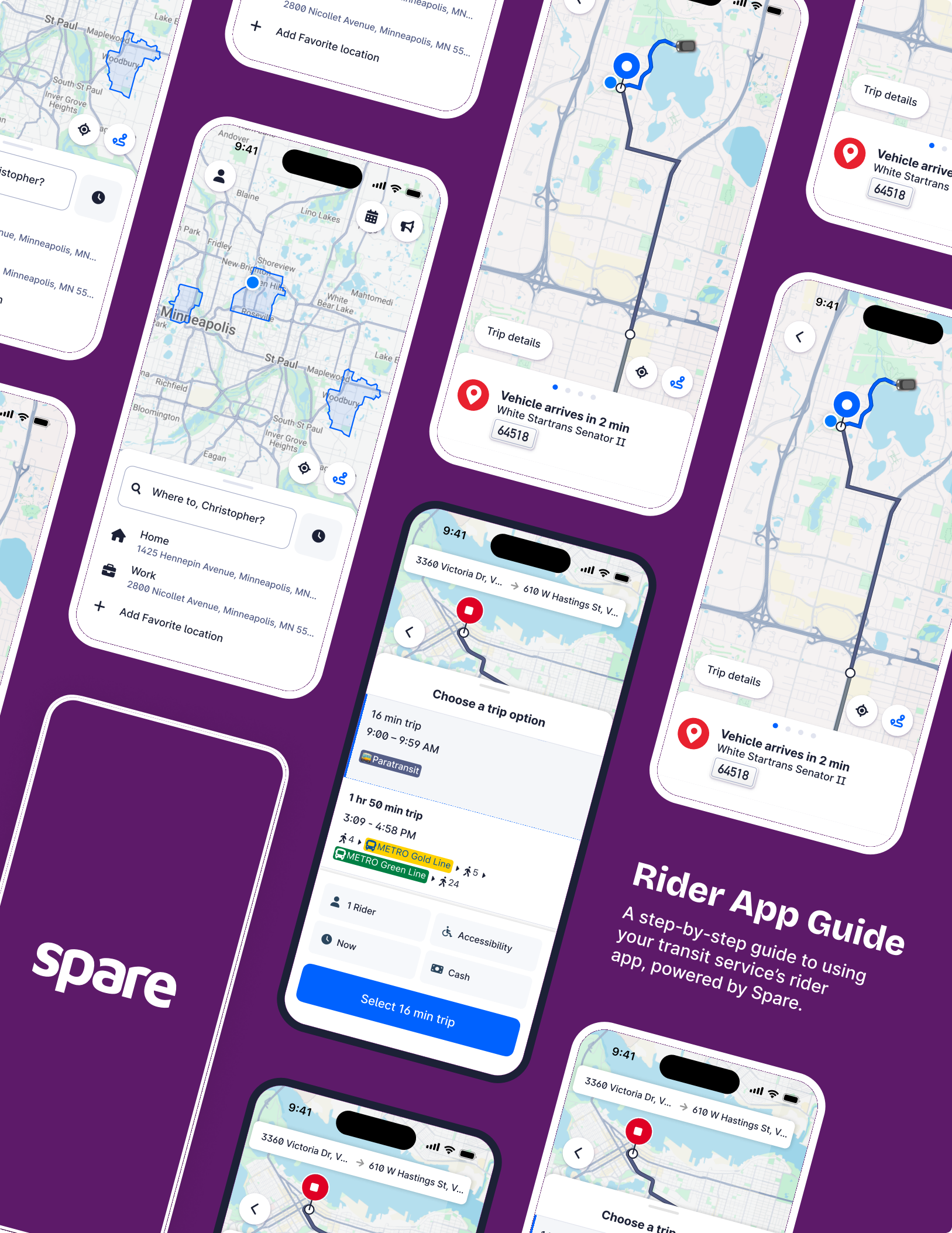


spare



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

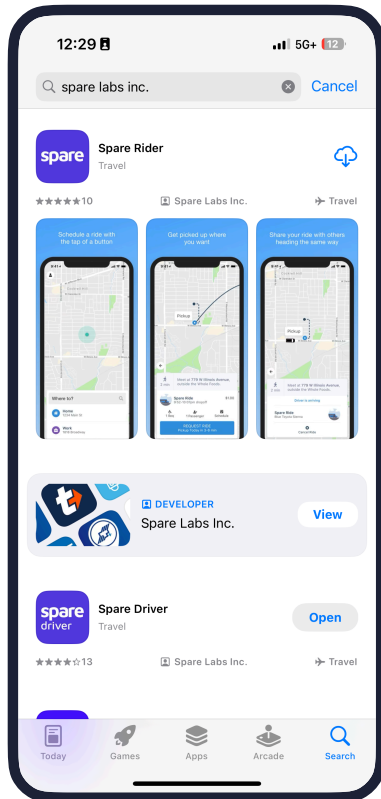


Reviewing a ride

Rate your experience	8
----------------------	---



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*

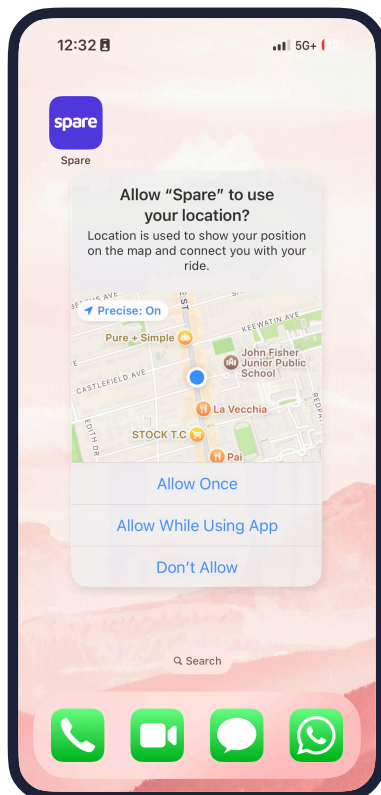
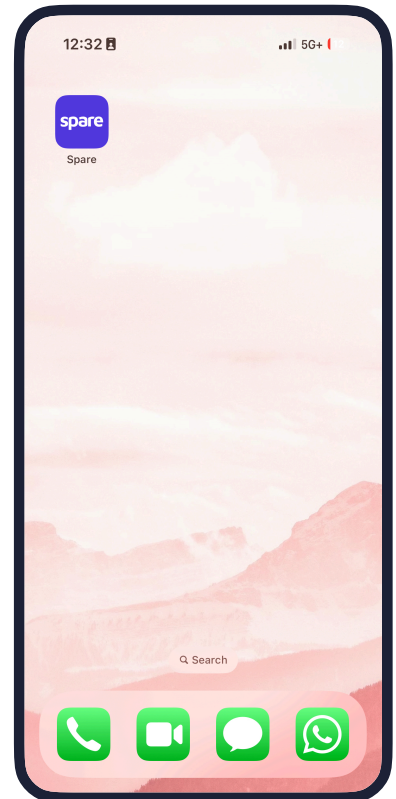
Tap **Get** or **Install** to download the app.

💡 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

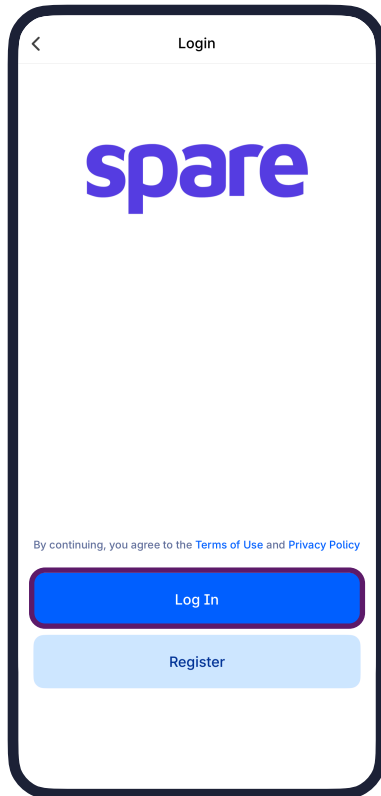
For the best experience, allow Spare to use:

- **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

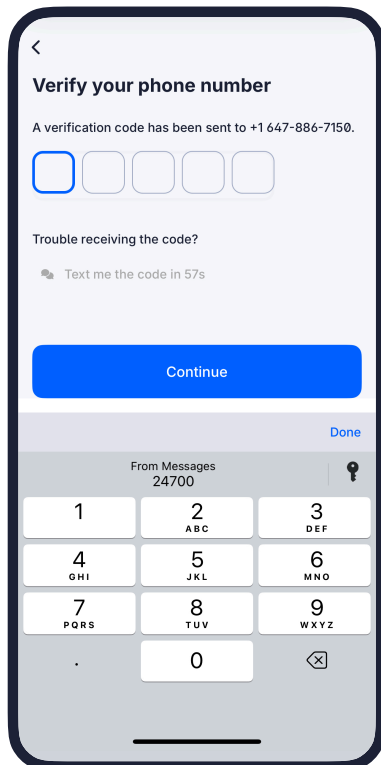
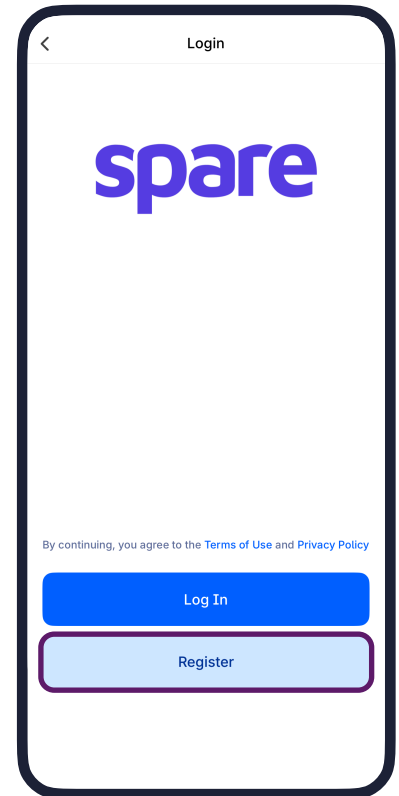
If you already have an account tap **login**, enter your mobile phone number and tap **confirm**.



Create a new account

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

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



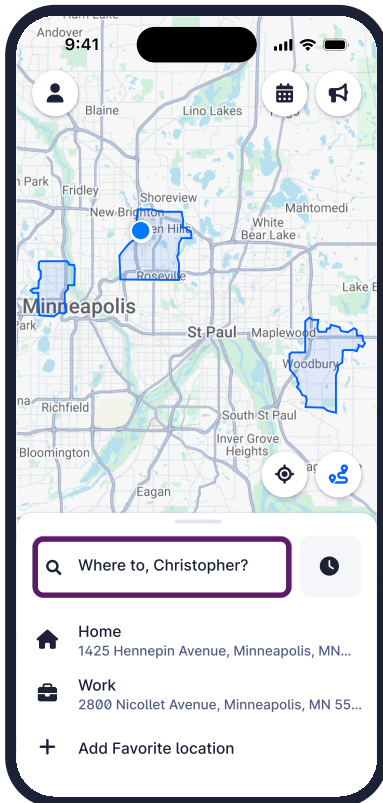
Enter your confirmation code

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





Set pickup and dropoff locations



Start your booking

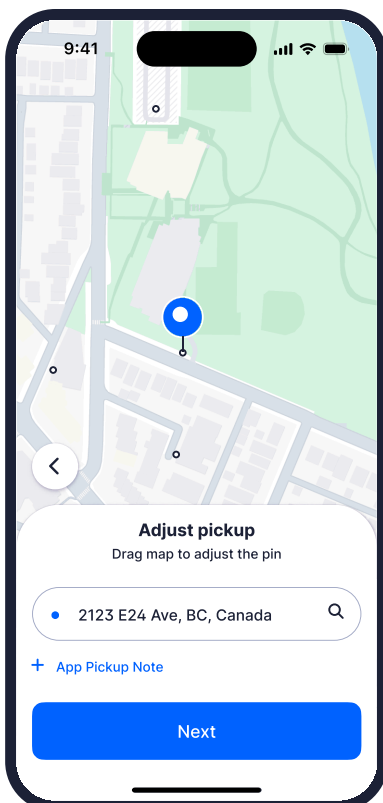
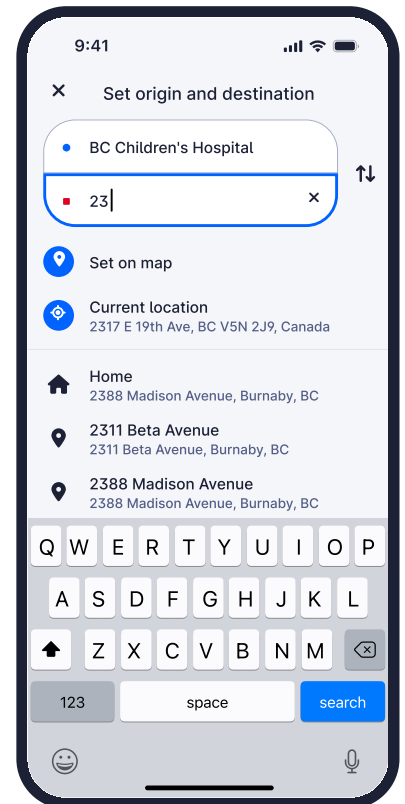
From the home screen, tap **"Where to?"** to begin.



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.



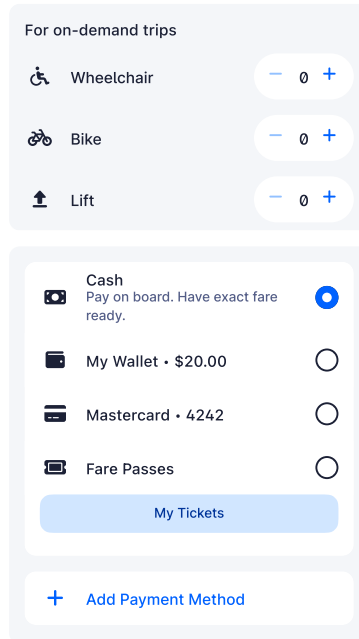
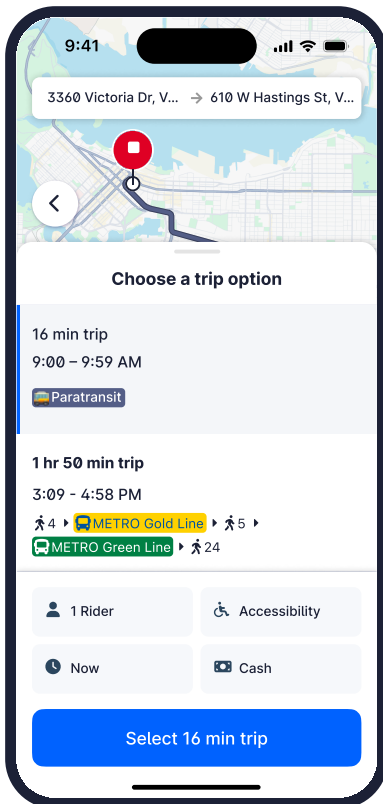
Confirm pickup point

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.



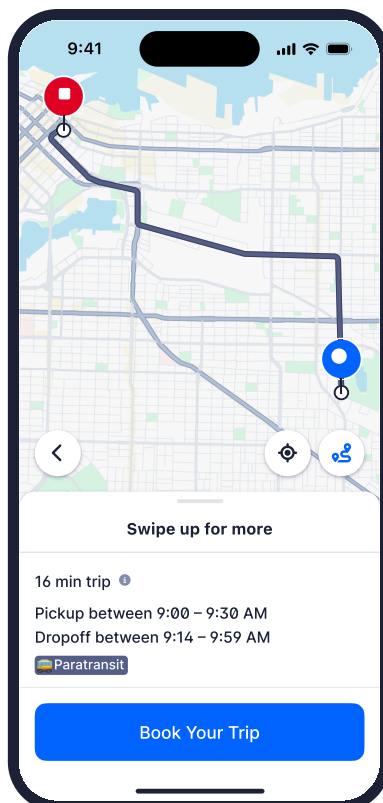


Customize and book your ride



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:

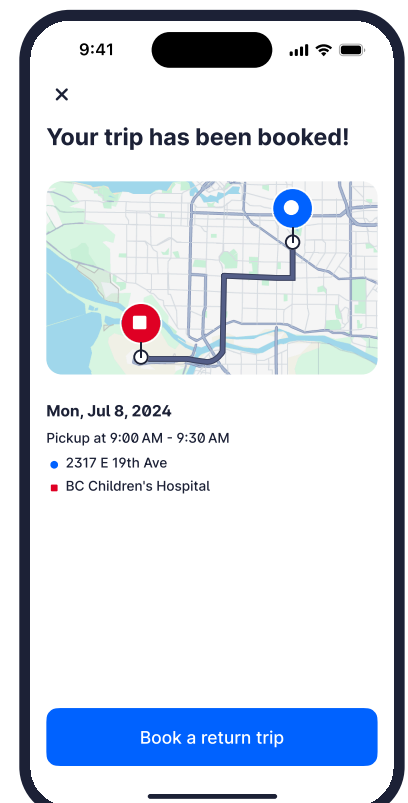
- Estimated arrival time
- Total fare
- Trip duration

Tap **Book Your Trip** to confirm.



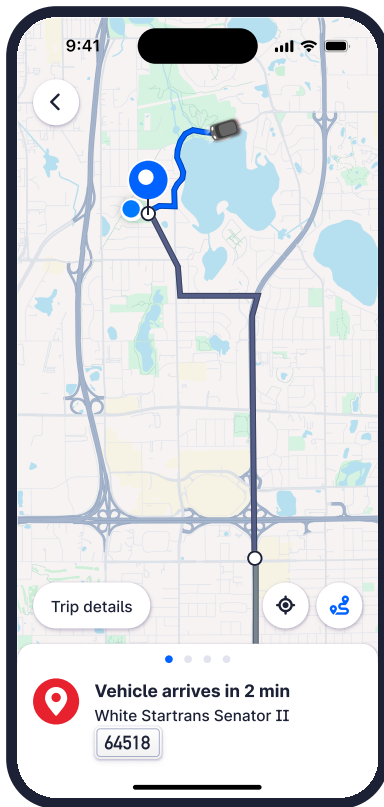
See trip details

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





Tracking, directions, and notifications

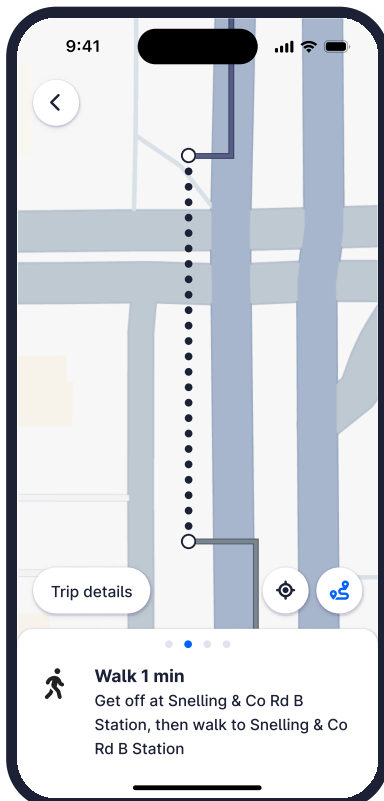


Track your ride in real time

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.



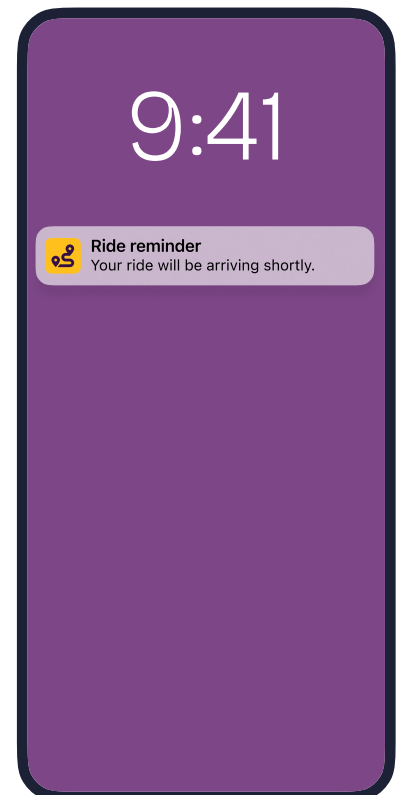
Get walking directions to your pickup point

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

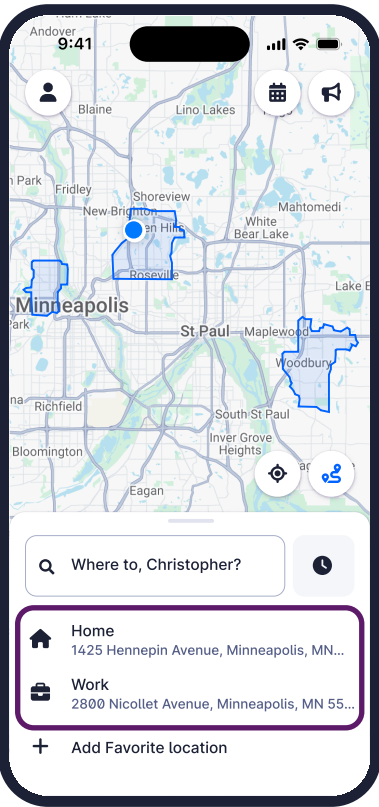


Get notified when it's time to go

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

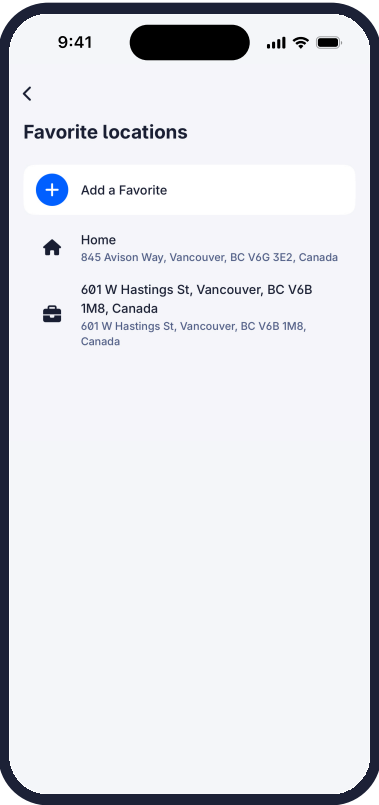
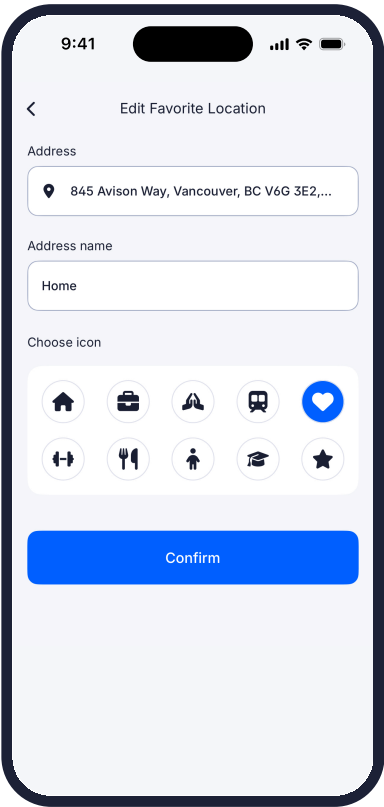
Tap **"Add Favorite location"** on the home screen.



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.

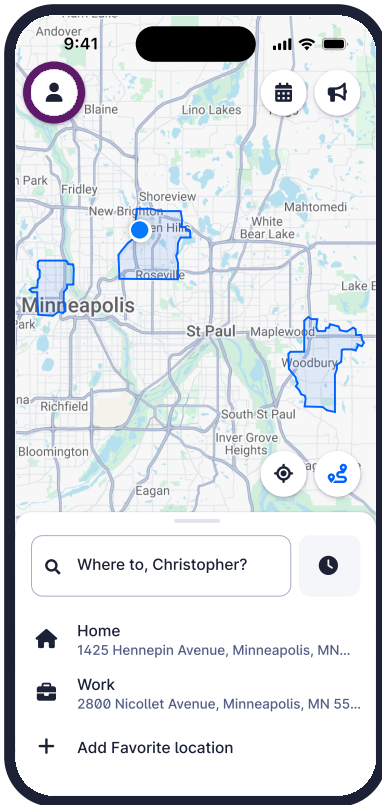
You can also find them anytime by going to your profile:

Profile icon > Settings > Favorite locations





View upcoming or past trips



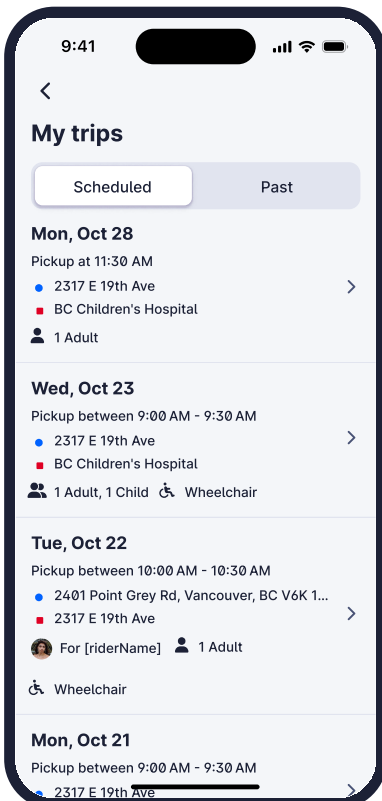
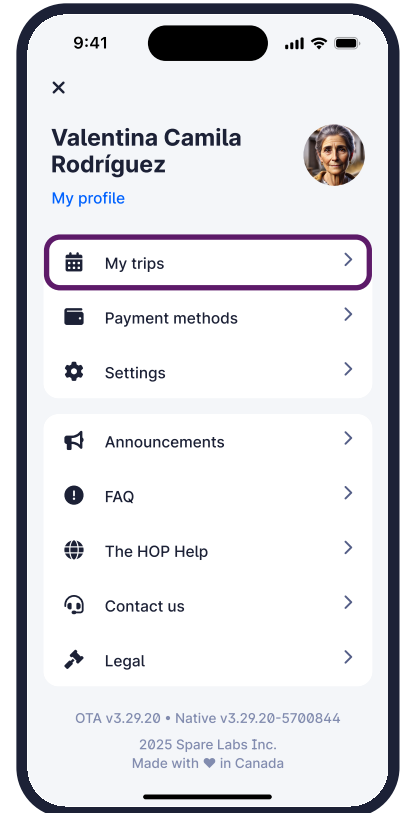
Go to your profile

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



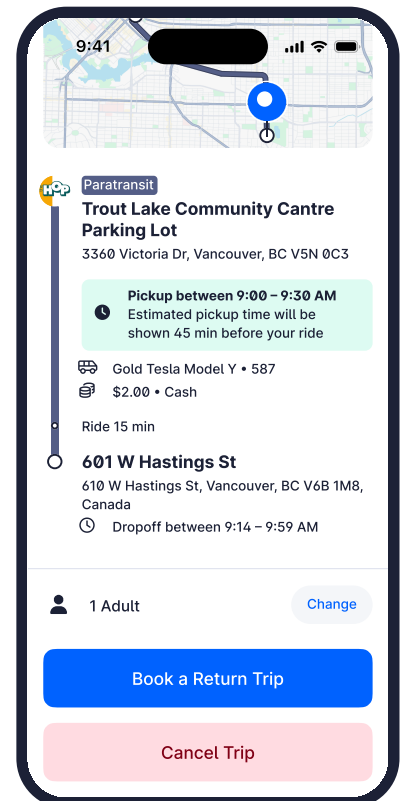
Manage a scheduled trip

- 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

