



Microtransit System RFP TM-22-01

Topeka Metropolitan Transit Authority
August 17, 2022

spare

810-815 West Hastings
Vancouver, BC
Canada
V6C 1B4

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Spare Labs

815 W Hastings St Suite 810, Vancouver, BC V6C 1B4

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Cover Letter

August 17, 2022

Topeka Metropolitan Transit Authority
 201 N. Kansas Avenue
 Topeka, KS 66603

Attention: Richard Appelhanz

RFP TM-22-01 | Microtransit Services

Topeka Metropolitan Transit Authority (Topeka Metro) envisions a future to provide safe, reliable, courteous, and efficient public transportation service to all residents of the Topeka community. As transit evolves at an increasing pace, Topeka Metro is seeking a qualified vendor to configure and implement a mobility-as-a-service (MaaS) software for demand response microtransit service—ensuring that Metro’s riders will always receive **safe and efficient transit solutions.**

With Spare, Topeka’s riders and transit agency staff will have access to the latest on demand transit technology. Our Rider App and Rider Web Booker interfaces are easy to use, reliable, and convenient to book a trip in real time, schedule a trip, or set a recurring trip with a few clicks on a smartphone or strokes on a keyboard.

Spare is an agile company that is constantly innovating—this is one of the reasons why Mitsubishi Corporation made a large investment in Spare. As a leader in new mobility solutions and an advocate for making transportation accessible, inclusive, and user-friendly for everyone, we believe it is integral to have a system that **operates as a flexible and innovative service from day one and can be used across new modes and expansions for many years to come.**

Throughout this proposal, we’re excited to show you how Spare’s MaaS solution can be seamlessly scaled and customized to meet the current and future needs and provide Metro with a fully-integrated, multi-faceted system that improves the lives for all Metro’s transit users, so that everyone—not just a lucky few—has access to efficient and convenient transit service.

We welcome the opportunity to respond to this RFP, and look forward to showing how efficient demand response software can provide high operational efficiencies that can be scalable for years to come.

Kind regards,



Kristen Lau, Growth Manager
 kristen@sparelabs.com | +1 778-231-4231




Kristoffer Vik Hansen, Project Sponsor
 kristoffer@sparelabs.com | +1 778-995-6401



ACKNOWLEDGEMENT OF ADDENDA

The following form shall be completed and included in the proposal. Failure to acknowledge receipt of all addenda may cause the proposal to be considered unresponsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the Proposal. Make copies of this form if more than five (5) addenda were issued.

ACKNOWLEDGEMENT OF ADDENDA

The undersigned acknowledges receipt of the following addenda to RFP TM-22-01:

Addendum Number 1 Dated: July 6, 2022

Addendum Number 2 Dated: July 18, 2022

Addendum Number Dated:

Addendum Number Dated:

Addendum Number Dated:

Proposer Spare Labs Inc.

Street Address Suite 810, 815 W Hastings St

Street Address

City, State, Zip Code Vancouver, BC, V6C 1B4, Canada

Authorized Signature

Name Kristoffer Vik Hansen

Title CEO

Telephone Number +1 778-995-6401

Facsimile Number (FAX) N/A

E-Mail Address kristoffer@sparelabs.com

DISADVANTAGED BUSINESS ENTERPRISES (DBE) CERTIFICATION

This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. Metro’s overall 2021-2024 goal for DBE participation is 1.62%; the race neutral goal is 1.25%, and the race conscious goal is 0.37%. There is no contract goal for this procurement.

The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Metro deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor’s receipt of payment for that work from Metro.

The contractor may not hold retainage from its subcontractors.

The contractor must promptly notify Metro, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of Metro.



Signature: _____

Name and Title: Kristoffer Vik Hansen, CEO

Company Name: Spare Labs Inc.

Date: August 18, 2022

LOBBYING CERTIFICATION

The undersigned contractor certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. See 49 CFR 20.100.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 USC. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure. [Note: Pursuant to 31 USC 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure. See 49 CFR 20.400.]

The undersigned contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 USC 3801, et seq, apply to this certification and disclosure, if any.

Signature:  _____

Name and Title: Kristoffer Vik Hansen, CEO

Company Name: Spare Labs Inc.

Date: July 14, 2022

NON-COLLUSION CERTIFICATION

This is my sworn statement to certify that this proposal was not made in the interest of or on behalf of any undisclosed entity. This proposal is not collusive.

This proposer has not been a party to any agreement or collusion in restraint of freedom of competition by agreement to bid a fixed price, to refrain from bidding, or otherwise. This proposer has not, directly or indirectly, by agreement, communication or conference with anyone, attempted to induce action prejudicial to the interest of Topeka Metropolitan Transit Authority, or of any proposer, or anyone else interested in the proposed contract.

Signature:  _____

Name and Title: Kristoffer Vik Hansen, CEO

Company Name: Spare Labs Inc.

Date: July 14, 2022

POWER OF EXECUTION

Authorization of Bidder

The undersigned, an partner of
(officer, partner, proprietor, etc.)

Spare Labs Inc.
(name of company)

a corporation
(corporation, partnership, proprietorship)

having its principal office or registered agent at Suite 810, 815 W Hastings St, Vancouver, BC V6C 1B4
hereby certifies that the Company has duly authorized by appropriate action and/or hereby does

nominate, constitute, appoint and authorize Kristoffer Vik Hansen
(name of individual signing document)

with full power to act alone, on behalf of
(alone or in conjunction with another person)

Spare Labs Inc.
(name of company)

and thereby to make, execute, seal and deliver on its behalf as CONTRACTOR and as its act and deed any and all proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments. Such proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments shall be binding upon said company as fully and to all intents and purposes as if such instruments had been duly executed, acknowledged and delivered by the authorized officers of the company when executed, by the aforementioned person(s).

Sworn remotely before me Fatima Farooq
LSO80605S, in Calgary, Alberta by Kristoffer Vik
Hansen in Vancouver, British columbia, on the
20th day of July,2021 , in accordance with OReg
431/20. administering Oath or Declaration
Remotely.

Spare Labs Inc.
Company [Signature]
CEO

Signature, Title

July 20, 2022

Date

ATTEST:



[Signature]

Notary Public (if proprietorship)
Secretary of Corporation (if corporation)
Partner (if Partnership)
Fatima Farooq -LSO80606S



Signature Certificate

Reference number: YN99D-FORY6-FJEPM-YQAKA

Signer	Timestamp	Signature
Fatima Farooq Email: ffarooq@notarize.ca Sent: 17 Jul 2022 15:38:08 UTC Viewed: 17 Jul 2022 15:38:09 UTC Signed: 20 Jul 2022 22:06:56 UTC		 IP address: 144.178.2.14 Location: Calgary, Canada
Kristoffer Vik Hansen Email: k@sparelabs.com Sent: 17 Jul 2022 15:38:08 UTC Viewed: 20 Jul 2022 22:03:13 UTC Signed: 20 Jul 2022 22:06:59 UTC		 IP address: 216.71.192.71 Location: Vancouver, Canada
Recipient Verification: ✓Email verified	20 Jul 2022 22:03:13 UTC	

Document completed by all parties on:
20 Jul 2022 22:06:59 UTC

Page 1 of 1



Signed with PandaDoc

PandaDoc is a document workflow and certified eSignature solution trusted by 30,000+ companies worldwide.



SUSPENSION / DEBARMENT CERTIFICATION

In regard to 2 CFR Parts 180 and 1200

In accordance with 2 CFR Parts 180 and 1200, the contractor is required to verify that none of its principals or affiliates:

- 1) is included on the federal government's suspended and debarred list;
- 2) is proposed for debarment, declared ineligible, voluntarily excluded or disqualified;
- 3) within three years preceding this proposal, has been convicted of or had a civil judgment rendered against them for (a) commission of fraud or criminal offense pertaining to performing a public transaction, (b) violation of any federal or state antitrust statute, or (c) embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
- 4) is indicted or charged by a governmental entity for any of the charges in 3) above; and
- 5) has had any public transaction terminated for cause or default within three years preceding this proposal.

The contractor is required to include this requirement in any subcontracts related to this contract.

By signing and submitting its proposal, the proposer certifies that the certification in this clause is a material representation of fact relied upon by Metro. If it is later determined that the proposer knowingly rendered an erroneous certification, in addition to remedies available to Metro, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The proposer agrees to verify that none of its principals or affiliates is included on the federal government's suspended and debarred list at any time throughout the period of this contract. The proposer further agrees to include a provision requiring the same compliance in its subcontracts related to this contract.

Signature:  _____

Name and Title: Kristoffer Vik Hansen, CEO

Company Name: Spare Labs Inc.

Date: July 14, 2022

2022-07-21_RidershipKPIExport

Date	Completed Boardings	Completed Trips	Cancelled Trips	No-Show Trips	Vehicle Hours	Vehicle Distance (MI)	Revenue Hours	Revenue Distance (MI)	Scheduled Vehicle Hours	Actual Vehicle Hours
2022-07-01	560	560	0	0	376	8200.64	343.79	7499.61	376	376.48
2022-07-02	516	516	0	0	400	8496.32	362.02	7611.07	400	402.02
2022-07-03	524	524	0	0	400	8462.88	363.41	7656.91	400	400.7
2022-07-04	573	573	0	0	408	8958.42	367.55	8056.73	408	408.57
2022-07-05	564	564	0	0	400	8915.16	369.38	8160.44	400	404.07
2022-07-06	553	553	0	0	400	8902.89	358.8	8018.43	400	400.62
2022-07-07	542	542	0	0	400	8693.18	366.77	8064.53	400	404.22
2022-07-08	566	566	0	0	376	8123.59	343.64	7419.81	376	376.44
2022-07-09	513	513	0	0	400	8624.5	364.35	7788.45	400	400.76
2022-07-10	511	511	0	0	408	8686.83	371.66	7890.47	408	408.96
2022-07-11	573	573	0	0	407.5	8945.59	373.91	8170.03	407.5	408.12
2022-07-12	541	541	0	0	392	8664.25	355.08	7756.43	392	394.72
2022-07-13	538	538	0	0	376	8381.59	340.48	7537.13	376	378.61
2022-07-14	560	560	0	0	416	9254.49	375.59	8317.36	416	416.52
2022-07-15	581	581	0	0	432	9366.92	394.55	8408.76	432	439.92
2022-07-16	482	482	0	0	384	8182.26	356.26	7415.64	384	391.74
2022-07-17	514	514	0	0	392	8377.75	352.62	7546.63	392	392.75
2022-07-18	582	582	0	0	400	8831.45	361.27	7972.14	400	400.52
2022-07-19	569	569	0	0	408	9099.9	365.33	8144.46	408	408.52
2022-07-20	578	578	0	0	416	9098.71	372.26	8115.75	416	416.6
2022-07-21	545	545	0	0	392	8822.96	357.69	7983.51	392	393.75
2022-07-22	563	563	0	0	391.92	8660.19	356.24	7863.29	391.92	392.55
2022-07-23	510	510	0	0	407.34	8604.85	370.33	7811.64	407.34	408.2
2022-07-24	493	493	0	0	384	8260.66	347.58	7410.66	384	384.87
2022-07-25	596	596	0	0	408	9026.65	371.19	8192.2	408	408.62
2022-07-26	566	566	0	0	424	9419.85	383.26	8501.86	424	424.53
2022-07-27	567	567	0	0	384	8469.58	348.53	7670.64	384	384.5
2022-07-28	581	581	0	0	392	8603.71	357.6	7809.43	392	395.24
2022-07-29	587	587	0	0	440	9734.65	403.07	8818.61	440	444.26
2022-07-30	474	474	0	0	384	8099.07	345.26	7209.73	384	384.71
2022-07-31	506	506	0	0	384	8208.76	351.9	7468.56	384	384.79

20220810161397_NTDReportExport

Date	Completed Boardings	Completed Trips	Cancelled Trips	No-Show Trips
2022-07-01	560	560	0	0
2022-07-02	516	516	0	0
2022-07-03	524	524	0	0
2022-07-04	573	573	0	0
2022-07-05	564	564	0	0
2022-07-06	553	553	0	0
2022-07-07	542	542	0	0
2022-07-08	566	566	0	0
2022-07-09	513	513	0	0
2022-07-10	511	511	0	0
2022-07-11	573	573	0	0
2022-07-12	541	541	0	0
2022-07-13	538	538	0	0
2022-07-14	560	560	0	0
2022-07-15	581	581	0	0
2022-07-16	482	482	0	0
2022-07-17	514	514	0	0
2022-07-18	582	582	0	0
2022-07-19	569	569	0	0
2022-07-20	578	578	0	0
2022-07-21	545	545	0	0
2022-07-22	563	563	0	0
2022-07-23	510	510	0	0
2022-07-24	493	493	0	0
2022-07-25	596	596	0	0
2022-07-26	566	566	0	0
2022-07-27	567	567	0	0
2022-07-28	581	581	0	0
2022-07-29	587	587	0	0

2022-07-30	474	474	0	0
2022-07-31	506	506	0	0

Fleet-sharing for paratransit and microtransit in Lubbock



PARTNER

Citibus

LOCATION

Lubbock, TX

LAUNCH

May 2020

SERVICE TYPE

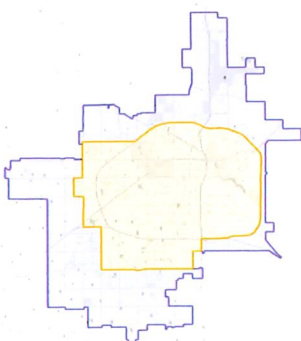
ADA Paratransit,
Microtransit

COMBINING PARATRANSIT AND MICROTRANSIT

By commingling two separate transit solutions, Citibus was able to **significantly improve efficiency and the rider experience.**

Citibus On Demand

CitiAccess



Goal

To provide a convenient, on-demand public transit solution that improves operational efficiency, helps bring down costs and addresses COVID-19 challenges.

Overview

Before partnering with Spare, Citibus operated its paratransit and non-emergency medicaid transportation (NEMT) services through a legacy system. The agency wanted to adopt automation, on-duty optimization and data-driven planning to improve efficiency and the passenger experience. It also had a limited, nighttime-only demand-response service called Citibus NiteRide, which ran as a stand-alone service from its paratransit.

With COVID-19, Citibus had to reevaluate its operations. With Spare's technology, it upgraded its paratransit operations and introduced a microtransit service that allows passengers to book trips on-demand without increasing the fleet or operational costs. Spare's automated platform allowed the agency to commingle these two services. Now both paratransit and microtransit passengers share the same fleet. Commingling has enabled Citibus to offer paratransit riders a truly on-demand, scalable service, and microtransit passengers a real public transit alternative that encourages social mixing.

Challenges

- Services weren't scalable: it was impossible to adjust trip details in real-time due to manual booking and scheduling processes.
- Poor and outdated passenger experience: no real-time notifications or ability to book using a smartphone app.
- Parallel (vs. interconnected) microtransit and paratransit operations impacted by driver shortage.
- Insufficient planning tools to understand the potential impact of changes to the transit system.

"It's extremely easy to get started with Spare. We signed the contract and three weeks later were up-and-running. Our drivers went home one day working out of Trapeze and the next morning working out of Spare. The transition was super simple."



Chris Mandrell
General Manager,
Citibus

DAILY VEHICLE HOURS

-11%

ANNUAL TOTAL COSTS

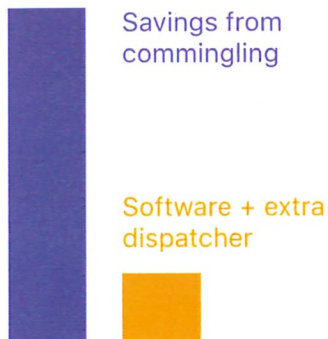
-10%

ANNUAL TRIPS

+70%

RETURN ON INVESTMENT

3.8



LEARN MORE

- ✉ hello@sparelabs.com
- 🔗 [Sign up at sparelabs.com](https://sparelabs.com)
- 🌐 linkedin.com/company/spare

Solution

Citibus used commingling, delayed matching and rider groups to address its challenges.

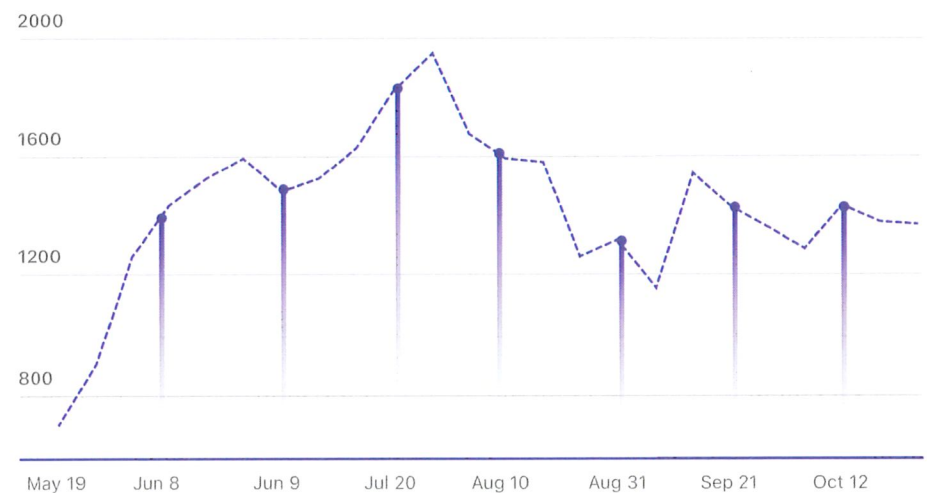
First, it chose to use the extra capacity on its CitiAccess fleet for microtransit. Called commingling, this approach allows transit agencies to use their existing fleet to expand service. By segmenting passengers into different rider groups and assigning properties to each group in Spare, Citibus was able to ensure that CitiAccess passengers continue to receive specific paratransit services even though their vehicle was shared with microtransit riders. Commingling directly addressed the agency's driver shortage.

It also switched from manual booking and processes to an automated approach. Riders can now book their transit either ahead of time or same-day through a smartphone app. They can also continue to call Citibus dispatch and still book real-time on-demand transportation.

With delayed matching, Citibus passengers always receive the most cost and time-effective ride because scheduled trips are only matched to a vehicle just before the trip is set to take place. This guarantees that trips assignments are optimized based on the real-time demand.

Citibus was able to be confident in its decision to expand Citibus On-Demand by leveraging ridership data and simulating the impact of replacing fixed-route service with microtransit.

WEEKLY RIDERSHIP



Results

After it relaunched paratransit and microtransit with Spare, Citibus witnessed a 200% increase in ridership at the peak, with a swift ramp up in the first 4 weeks despite of COVID-19.

Through commingling, the agency also realised a return on investment (ROI) of 3.8 and is forecasted to save approximately \$3 per trip versus the legacy parallel system. This approach allowed Citibus to expand microtransit, filling in gaps caused by cuts to fixed-route timetables due to COVID-19.

STAR Transit provides flexible on-demand microtransit

LOCATION

Terrell, Texas

PARTNER

STAR Transit

SERVICE TYPE

On-demand microtransit

LAUNCH

November 2019



Goal

To expand ridership, increase service zones and boost transit options using technology-supported on-demand public transit.

Overview

STAR Transit serves multiple counties and cities adjacent to the Dallas metropolitan area. Many of its riders use STAR Transit to connect to the Dallas Area Rapid Transit (DART) network, which also offers on-demand microtransit powered by Spare.

The agency's microtransit service, STARNow, was implemented to complement its fixed-route bus service and replace under-performing bus routes. Trips are booked through the STARNow app and service is available by reservation only.

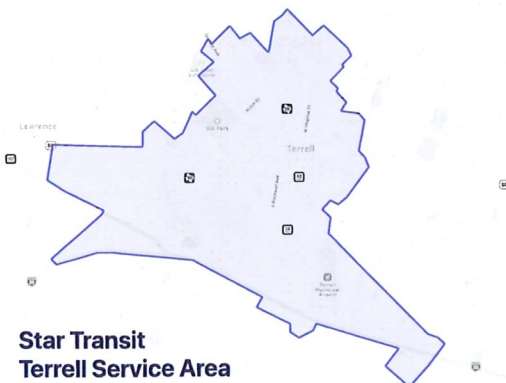
In order to serve the area's older population and those with limited mobility, in addition to the general population, all on-demand vehicles are equipped with lifts, therefore meeting ADA paratransit requirements.

Challenges

- Due to COVID-19, STAR Transit had to quickly adjust its service to accommodate new types of requests.
- Ridership on fixed-routes catering to commuters declined during COVID-19 rendering routes unprofitable.

ON-DEMAND MICROTRANSIT

By using a flexible on-demand microtransit platform, STAR Transit was able to easily accommodate its changing needs throughout the COVID-19 pandemic.





COVID-19 taught us that we can be quite nimble when we need to be and that we have the staff willing to adapt with us. We were quickly able to shift resources to the booming STARNow service when fixed-route ridership fell, thanks in large part to Spare's customer service along with how easy it is to create new services and zones in Spare."



Kim Britton

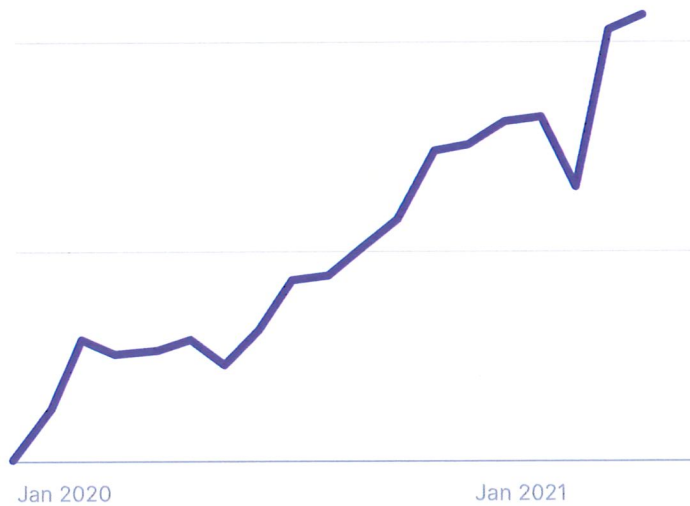
Deputy Executive Director, STAR Transit

Solution

STAR Transit launched the Spare-powered on-demand microtransit service, STARNow, in the fall of 2019 to meet the evolving needs of its riders. When fixed-route ridership declined a few months later with the onset of COVID-19, STAR Transit already had the infrastructure in place to shift more of its operations to on-demand microtransit. The agency was able to make quick, data-based decisions on when and where to expand microtransit using Spare, allowing it to be as nimble as it needed to be. For instance, in Mesquite, the agency used Spare's simulation software to determine it could indeed expand the STARNow service travel zone without additional resources.

Using Spare's Open API, the agency partnered with DART, giving STAR Transit riders access to the GoPass app, which allows riders to take multi-modal trips throughout several counties in the Dallas area. They can book and journey plan across networks using a single, seamless interface, as well as pay.

Star Transit - Monthly ridership since launch



PPVH

2.8

PERCENTAGE OF ON-DEMAND TRIPS

32%

PERCENTAGE OF APP BOOKINGS

48%

CANCELLATION RATE

12%

Results

As of April 2021, STARNow employs 10 dedicated vehicles across four service zones in the STAR Transit service area. The on-demand microtransit service performs thousands of trips per month and has an average of 2.8 passengers per vehicle hour (PPVH). Over time, since just after launch to mid-2021, ridership has increased close to 400 percent.

Roughly 30 percent of trips are on-demand, with the rest being scheduled in advance, and almost half are booked through the STARNow app. ■

LEARN MORE

✉ hello@sparelabs.com

🔗 [Sign up at sparelabs.com](https://sparelabs.com)

📄 [linkedin.com/company/spare](https://www.linkedin.com/company/spare)

Commingling paratransit and microtransit in Lincoln



PARTNER

StarTran

LOCATION

Lincoln, NE

LAUNCH

April 2020

SERVICE TYPE

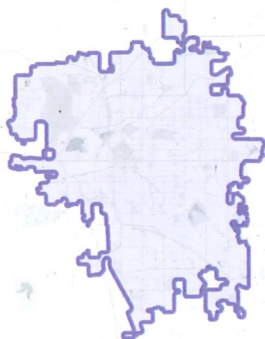
Paratransit,
Microtransit



COMBINING PARATRANSIT AND MICROTRANSIT

By commingling two separate transit solutions StarTran reaches a new level of efficiency and rider experience.

□ 2 services in 1 zone



Goal

Commingling paratransit and microtransit to provide a vastly improved paratransit rider experience and propel StarTran’s operations into the future.

Overview

StarTran, the public transit operator in Lincoln, Nebraska, was seeking to improve the quality of its paratransit service and efficiency of its fixed-route transit network. With the outbreak of COVID-19, StarTran quickly reduced the timeline for its planned implementation of Spare’s on-demand technology and launched a mixed on-demand transit system that combines paratransit and microtransit in days to cope with the fluctuating demand.

Through the use of Spare’s technology, StarTran has supplemented its reduced fixed-route bus service and replaced its underperforming paratransit solution with Spare’s state-of-the-art commingling approach. To be precise, StarTran has launched one new on-demand microtransit service and updated the ADA-compliant paratransit service - both services now share the same fleet. This configuration allows greater scalability and has significantly improved the rider experience.

Challenges

- StarTran's paratransit service, Handi-Van, hasn't been scalable due to manual booking and scheduling processes.
- Handi-Van hasn't provided a great experience for riders due to missing real-time information and a complicated advance booking setup.
- With COVID-19, Lincoln's paratransit community became hesitant to use the service, and more and more no-shows and cancellations occurred, mainly because of 24+ hours in advance booking.
- During the pandemic, StarTran wanted to provide an easier booking experience and transit option for essential travel while also providing continuous employment for its agency staff.

"When we looked to replace our underperforming paratransit software, we were impressed by Spare's innovative approach. Spare's software is more user friendly than other solutions and reduces or eliminates many manual processes. So far we are extremely happy with Spare."



Michael Davis
Transit Manager,
StarTran

PARATRANSIT PASSENGERS PER VEHICLE HOUR

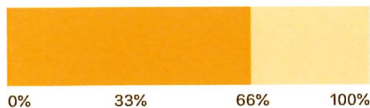
3-4

EXPECTED FLEET SIZE

Up to 30 vans

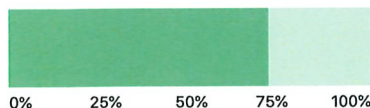
OPERATIONAL COST SAVINGS ENABLED BY COMMINGLING

~33%



SCHEDULING AND DISPATCH TIME SAVINGS

~25%



LEARN MORE

- ✉ hello@sparelabs.com
- 🔗 [Sign up at sparelabs.com](https://sparelabs.com)
- 🌐 [linkedin.com/company/spare](https://www.linkedin.com/company/spare)

Solution

StarTran and Spare's solution has a unique operational service model, which allows commingling of different rider groups and fleet sharing of vehicles. To emphasize the impact of this model, two different services were launched in the same zone. Using the same set of drivers and vehicles for all, StarTran essentially combines all its demand-response services into one efficient operation. These services are an on-demand microtransit service for the public and a scheduled or on-demand ADA paratransit service.

This is the result of Spare's commingling approach, which means that one vehicle can carry passengers from a microtransit service, a paratransit service, and any other specialized transit service. The pooled ridership brings together a diverse group of people, ultimately bringing the community closer together while maximizing operational efficiencies and rider experiences.

Microtransit is available for \$5 per ride and can be booked and paid via an app, and is open to the public. The Handi-Van paratransit service is free of charge and can be booked via a phone call or via the app.

What is Commingling?

Commingling allows full operational flexibility by combining diverse rider groups from multiple services in one fleet.

This allows transit agencies to use one dedicated vehicle to serve multiple riders in the same zone at the same time. StarTran uses this capability to pool paratransit and microtransit users together in StarTran vehicles.



DIVERSE RIDERS



MULTIPLE SERVICES



ONE FLEET

Results

Since the two services share the same drivers and vehicles, they are significantly more cost-effective. This efficiency gain will also become more apparent with the projected increase from 1.5-2 paratransit/ADA passengers to 3-4 passengers per vehicle hour after the 2-person per vehicle COVID restriction is eliminated.

By commingling microtransit with paratransit, StarTran has eliminated the need for 3 extra vehicles on the road, which means operational cost savings of up to 33%. Commingling has also saved 25%, or 40 hours of staff time per week, on scheduling and dispatch because of Spare's automated solution.

This upgrade has made a positive impact in Lincoln's community - the transit network is easier to use, more affordable to run, and more inclusive.

Dwight D. Eisenhower State Office Building
700 S.W. Harrison Street
Topeka, KS 66603-3745

Julie L. Lorenz, Secretary
Doria Watson, Chief



Phone: 785-296-7940
Fax: 785-296-0119
KDOT.CivilRights@ks.gov
<http://www.ksdot.org>
Laura Kelly, Governor

March 8, 2022

Ms. Emily Elmore
Single Wing Creative LLC
115 W 18th Street Suite 302
Kansas City, MO 64108

april@singlewingcreative.com

Dear Ms. Elmore:

The Kansas Statewide Certification Program (KSCP) is pleased to notify you that your firm has met the requirements for certification as a bona fide Disadvantaged Business Enterprise (DBE)/Woman Business Enterprise (WBE) in accordance with KSCP policies and procedures, and Title 49 Part 26 of the Code of the Federal Regulations. Your firm will be listed with the following work type(s). If you wish to expand your scope of business, you must make a written request to the KSCP for review and determination.

541430 - Graphic Design Services; 541511 - Custom Computer Programming Services;
541613 - Marketing Consulting Services; 541820 - Public Relations Agencies

Attached is the KSCP DBE certificate that reflects the effective date of your certification. To maintain your certification with the KSCP, you must submit an annual update. Notification will be sent to you at least 30 days prior to the renewal date of your certification. It is your responsibility to ensure that your certification is kept up to date by submitting the required documentation as necessary.

If there is any change in the ownership or control of your firm, you must notify the certifying agency immediately. Failure to report any of these changes to this office or violation of the rules of the DBE Program may result in the revocation of your certification or other possible legal actions as set forth by Title 49 Part 26 of the Code of Federal Regulations.

Your firm's name will appear in the KSCP DBE directory. This directory is distributed to all KSCP joint agencies, outside agencies, developers, general contractors, and suppliers. The directory can also be accessed via the internet at: www.ksdot.org.

Sincerely,

A handwritten signature in black ink that reads "Doria Watson". The signature is written in a cursive style.

Doria Watson
Civil Rights Administrator

KANSAS STATEWIDE CERTIFICATION PROGRAM



CERTIFIES

Single Wing Creative LLC

Disadvantaged Business Enterprise (DBE)/Woman Business Enterprise (WBE)

NAICS Code/Work type(s):

541430 - Graphic Design Services;

541511 - Custom Computer Programming Services;

541613 - Marketing Consulting Services; 541820 - Public Relations Agencies

March 8, 2022

Effective Date

Rhonda Harris

Rhonda Harris, Director
Office of Minority & Women Business
Kansas Department of Commerce

Doria Watson

Doria Watson, Administrator
Office of Civil Rights Compliance
Kansas Department of Transportation

spare



Spare Representative: Kristen Lau
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