

spare
connect LIVE

Smarter Together: Coordinating DR and FR for Network Growth



Ben Picone

Transit Planner, Metro Transit



Nick Milum

Senior Product Manager, Spare

In this session

Intros

Key Case Study: Metro Micro

Intro to Spare One

GTFS & Spare Services

More Case Studies & Example Challenges

What's Next?

Key Case Study

Metro Micro



Ben Picone

Transit Planner, Metro Transit

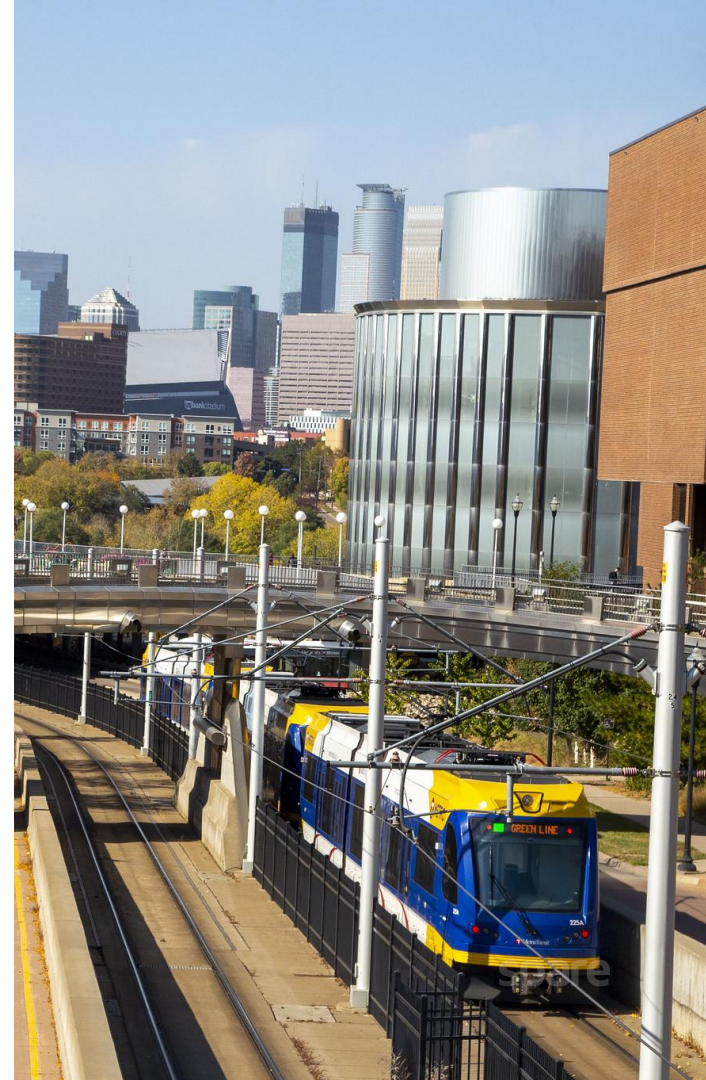
Transit in the Twin Cities

What is Metro Transit?

- Primary public transit provider in the Minneapolis / St. Paul metro area
- Serves 81 cities, providing 53+ million rides in 2025
- A division of the Met Council, the regional MPO

What services do we operate?

- Fixed Route Bus
- METRO system
 - Light Rail
 - Bus Rapid Transit
- Metro micro



North Minneapolis pilot

Two-year pilot in North Minneapolis set the stage before scaling by helping us learn

- Operational logistics
 - Mid-pilot adjustments to service parameters
- Technology opportunities
- Riders behavior and travel patterns



Scaling Metro micro



Strong Connections to fixed route network

Extend the reach of the transit network by creating strong first/last mile connections



Areas of Measurable Need

New access to areas with transit needs, looking at demographic information for residents



Locations difficult to efficiently serve with fixed route

Provide coverage for areas with no or poor-performing fixed route service

Current Metro micro system

Five zones in operation

- North Minneapolis pilot zone became regular service
- Four expansion zones at the edge of the fixed route transit system
 - All zones connect at transit centers with current or future BRT lines
 - Geographic balance in the region
 - Sized for same amount of resources

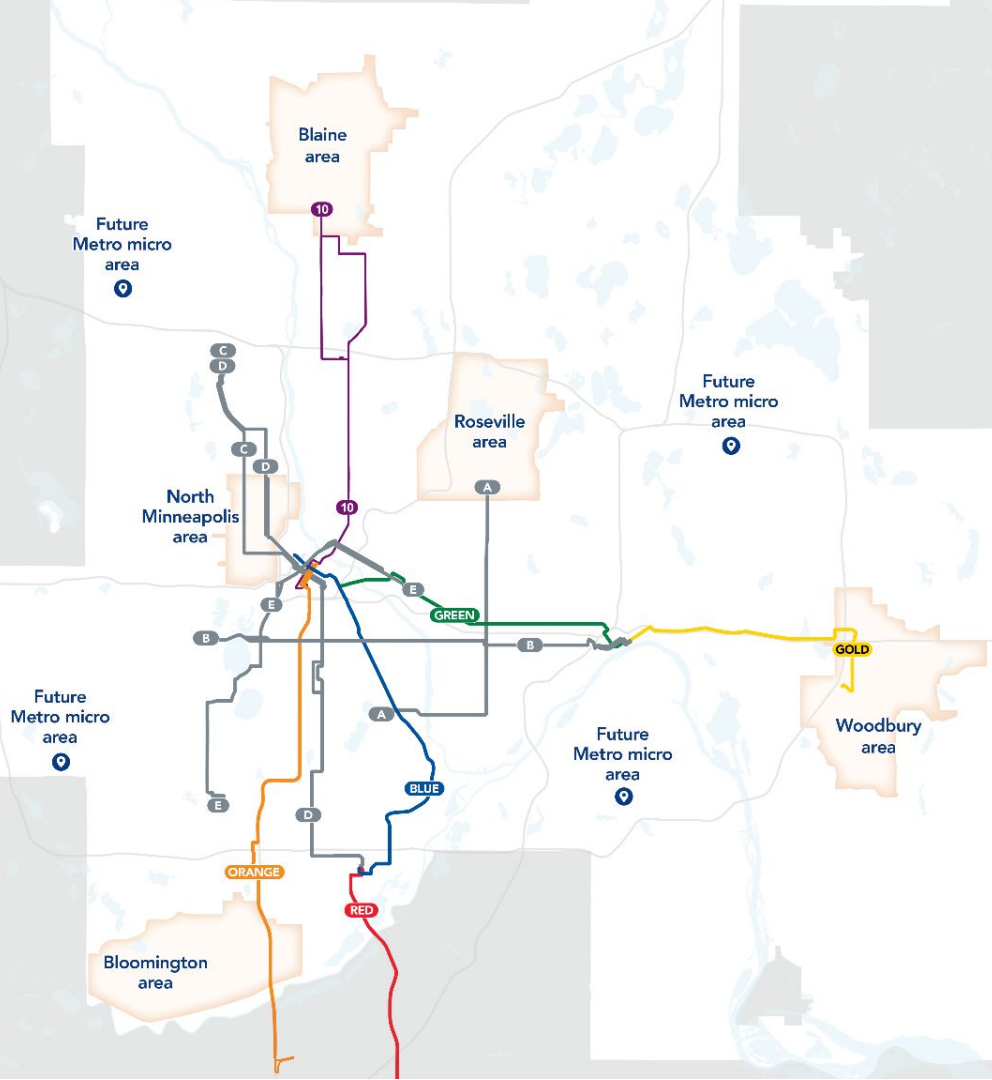
Four more to launch in the next two years

- Continued lessons learned from suburban-oriented zones help inform future zones





Service Area Map



Introduction to Spare One

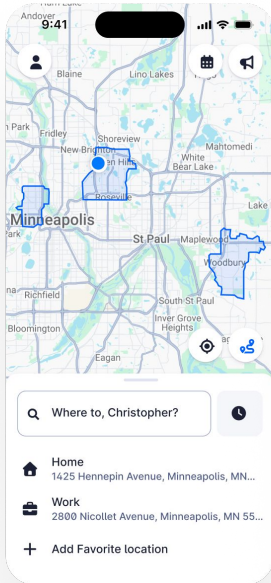


Nick Milum

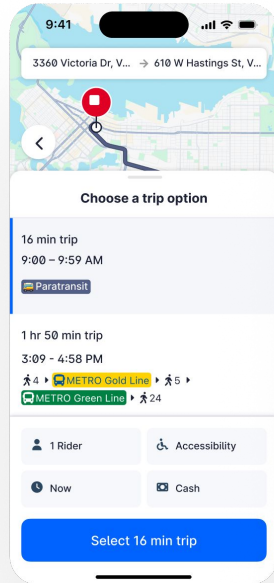
Senior Product Manager, Spare

One app. One network. Full agency control.

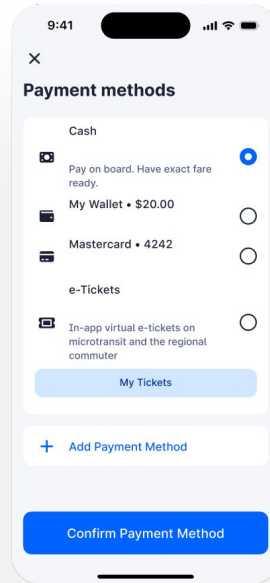
Planning



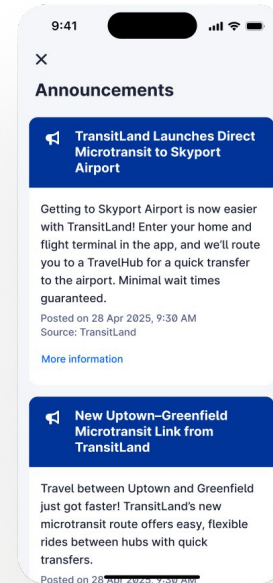
Booking



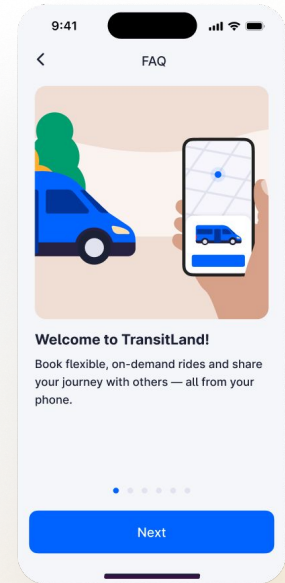
Payment



Communications

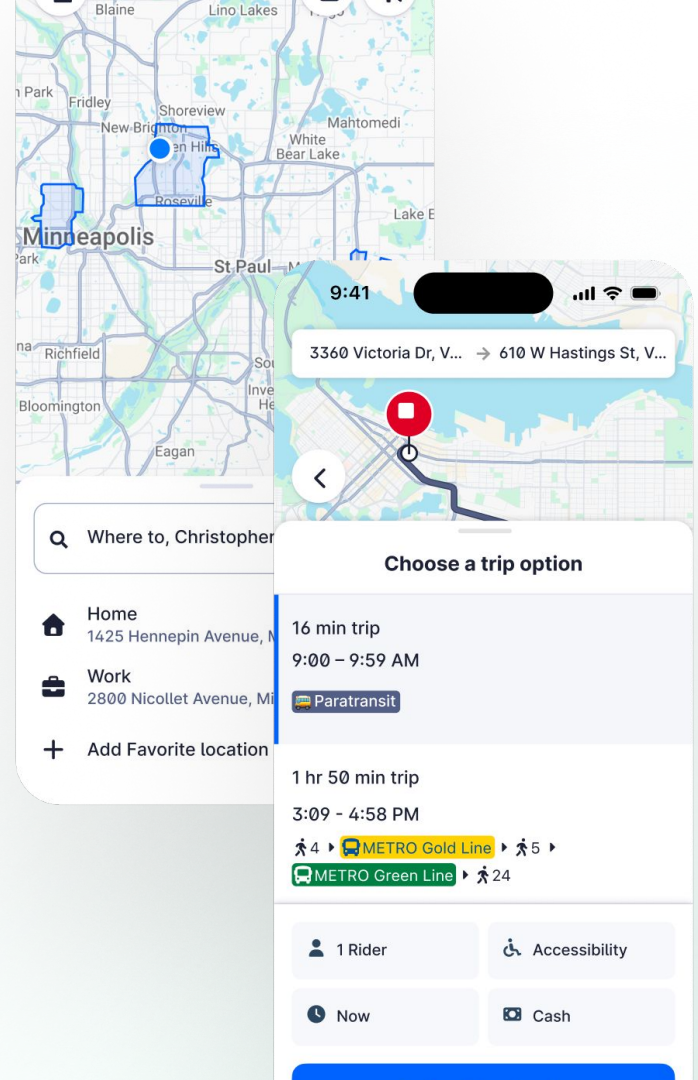


Agency Branded



True multimodal trip planning

- ✓ **Plan, book, and pay** across modes in one seamless flow
- ✓ **Live GTFS/GTFS-RT** — vehicles, ETAs, routes & alerts
- ✓ **Arrive-by logic** that coordinates legs so riders make their transfers
- ✓ **Instantly communicate detours, delays, and changes**

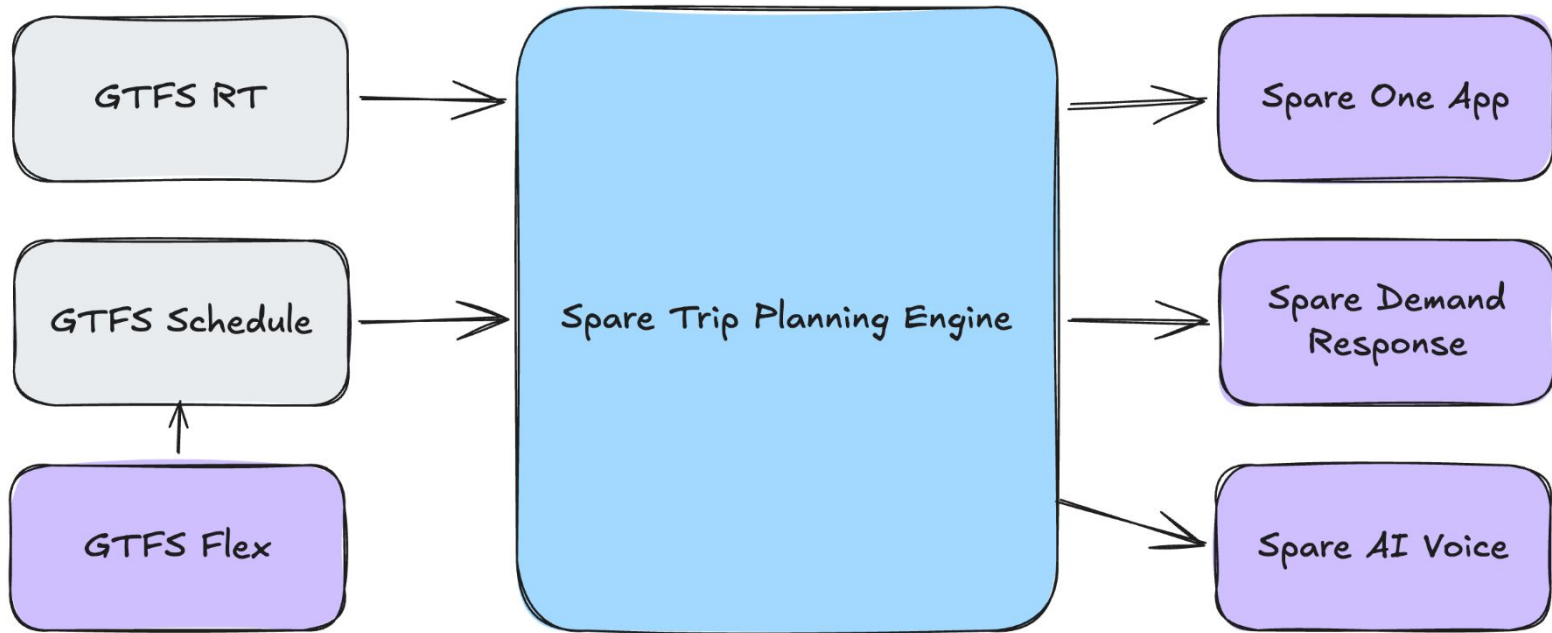


GTFS & Spare Services



Nick Milum

Senior Product Manager, Spare



Metro Micro & Transfer Points



Nick Milum

Senior Product Manager, Spare

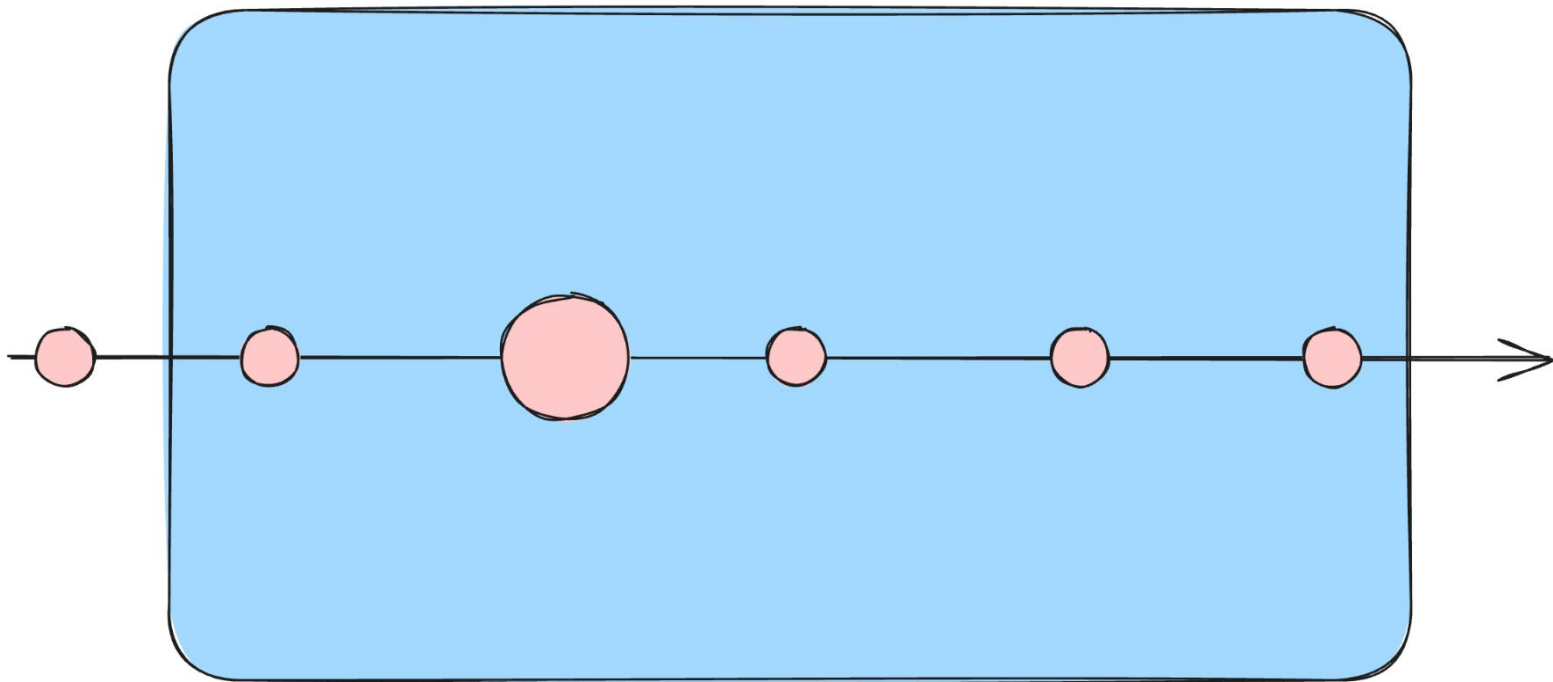


Metro micro

metrotransit.org/micro

A service of the Metropolitan Council

64522

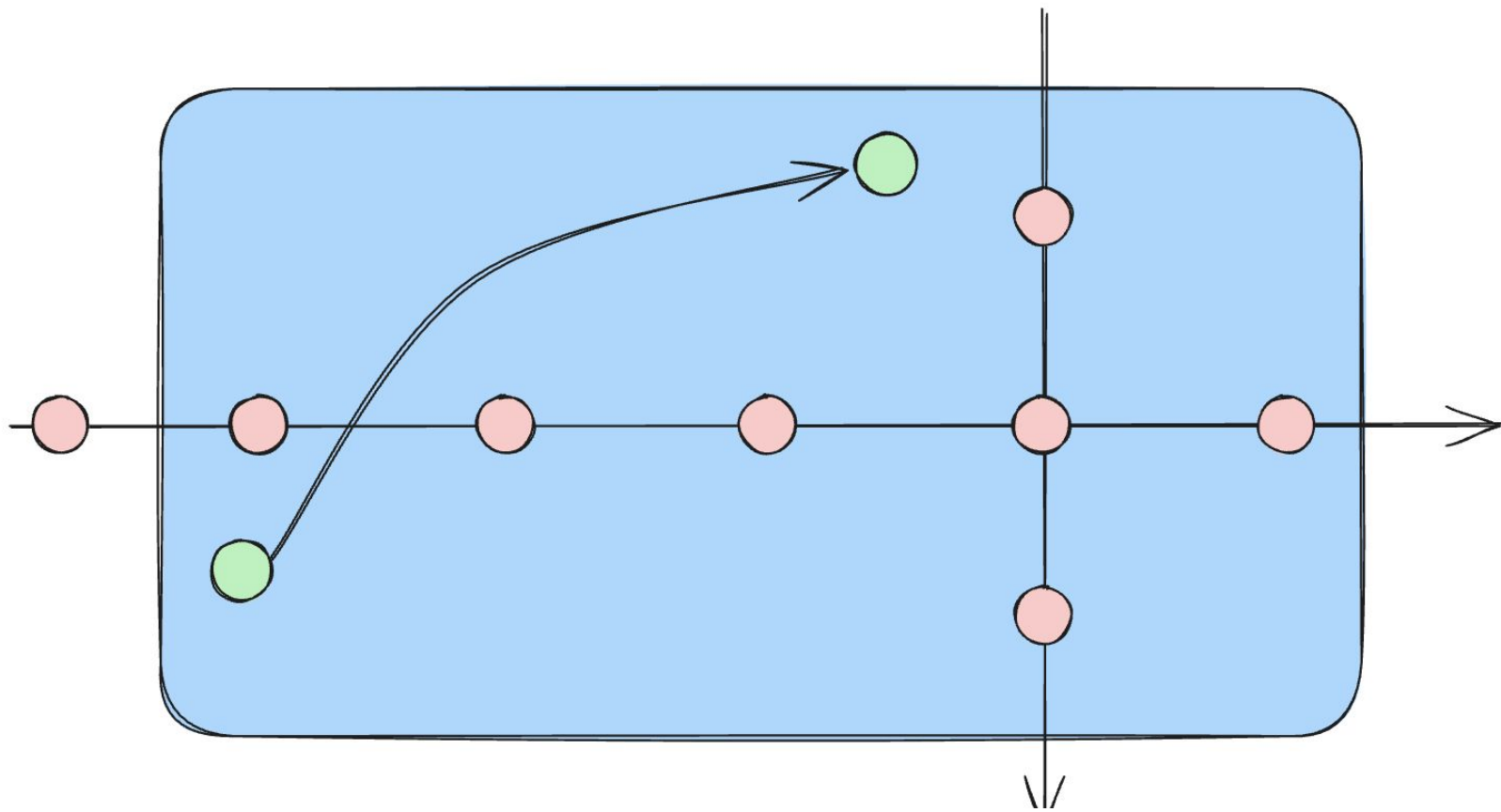


Metro Micro & Anti Cannibalization



Nick Milum

Senior Product Manager, Spare



SPARE PLATFORM
Wannaride Vancouver

Multimodal Settings

Search

- Personal
- General
- Telecoms
- AI Voice & Chat
- Advanced
- Multimodal Settings
 - Anti Cannibalization
 - Trip Planning Settings
 - Advanced Trip Planning Settings

Multimodal Settings

Settings Profiles

▼ Profile 1

Hide on-demand trip options if a fixed-route alternative has:

- A maximum of transfers
- Less than minutes total walking duration
- Less than % of on-demand duration
- Leave-at departs within min of requested time
- Arrive-by arrives within min of requested time

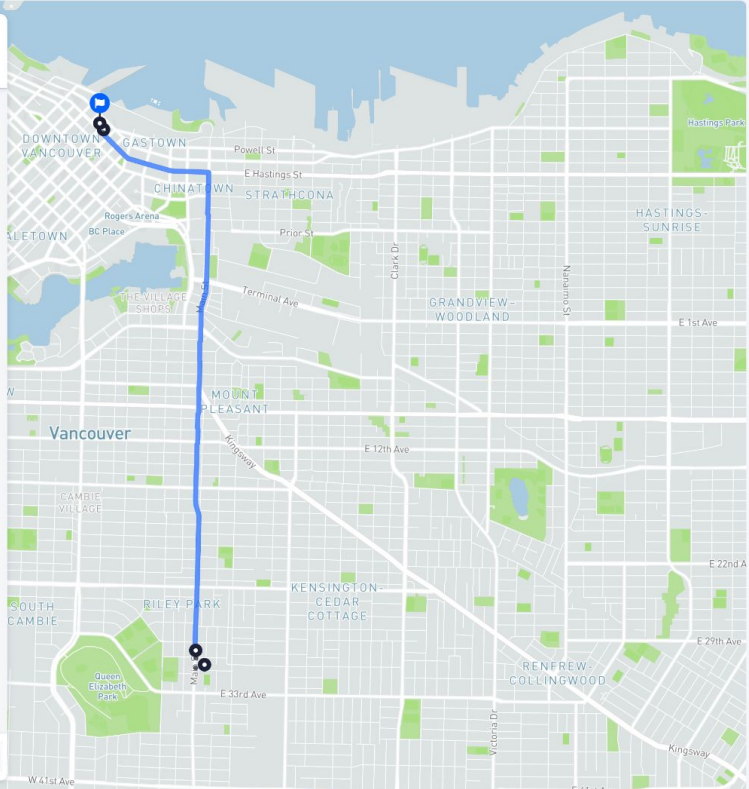
Max walking distance m

Assign to Services

Microtransit Service

Testing

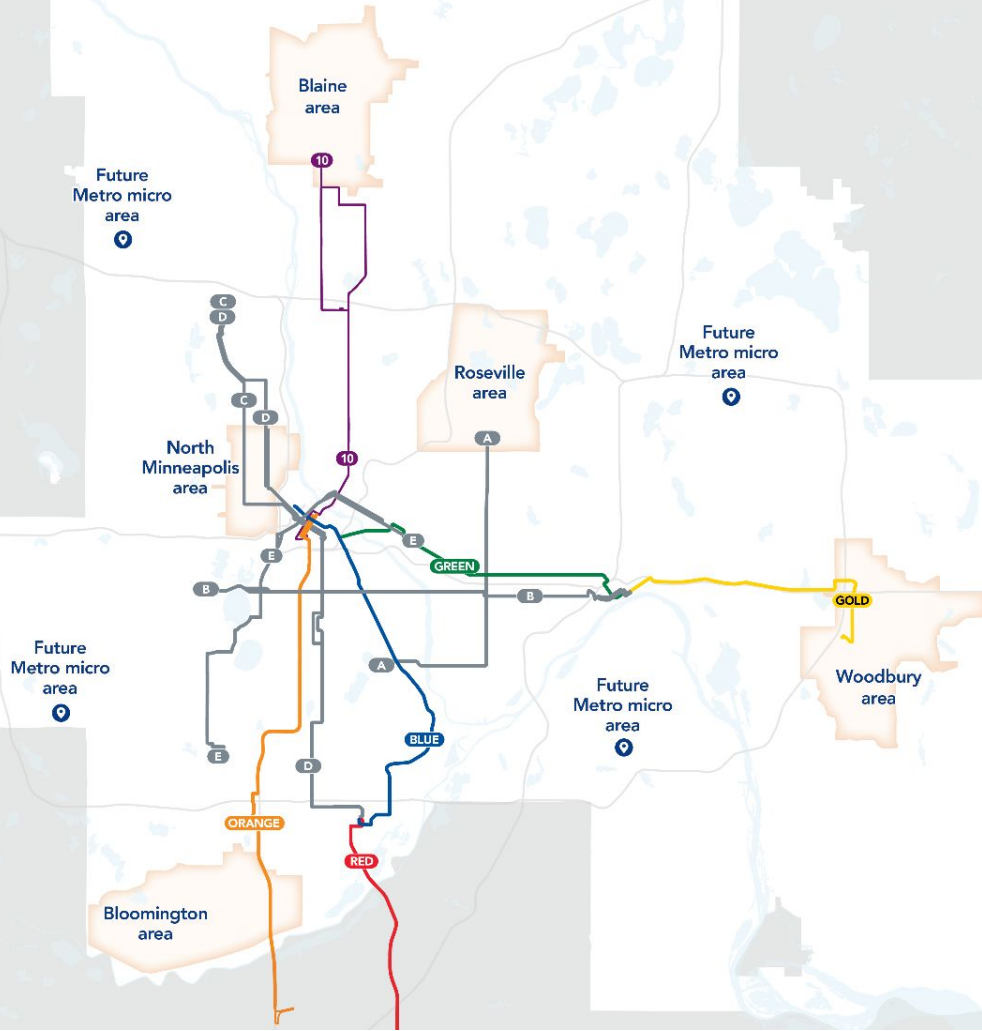
Origin



The map displays a blue route starting in Downtown Vancouver and ending in Riley Park. The route passes through Chinatown, Strathcona, and Mount Pleasant. Key streets shown include Powell St, E Hastings St, Terminal Ave, and Kingsway. Landmarks like Rogers Arena and Queen Elizabeth Park are also visible.



Service Area Map



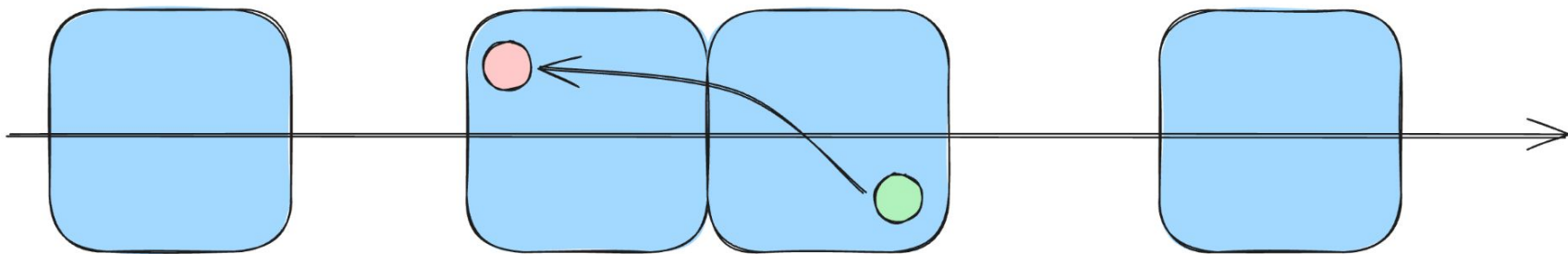
The HOP & Zone to Zone Challenges



Nick Milum

Senior Product Manager, Spare





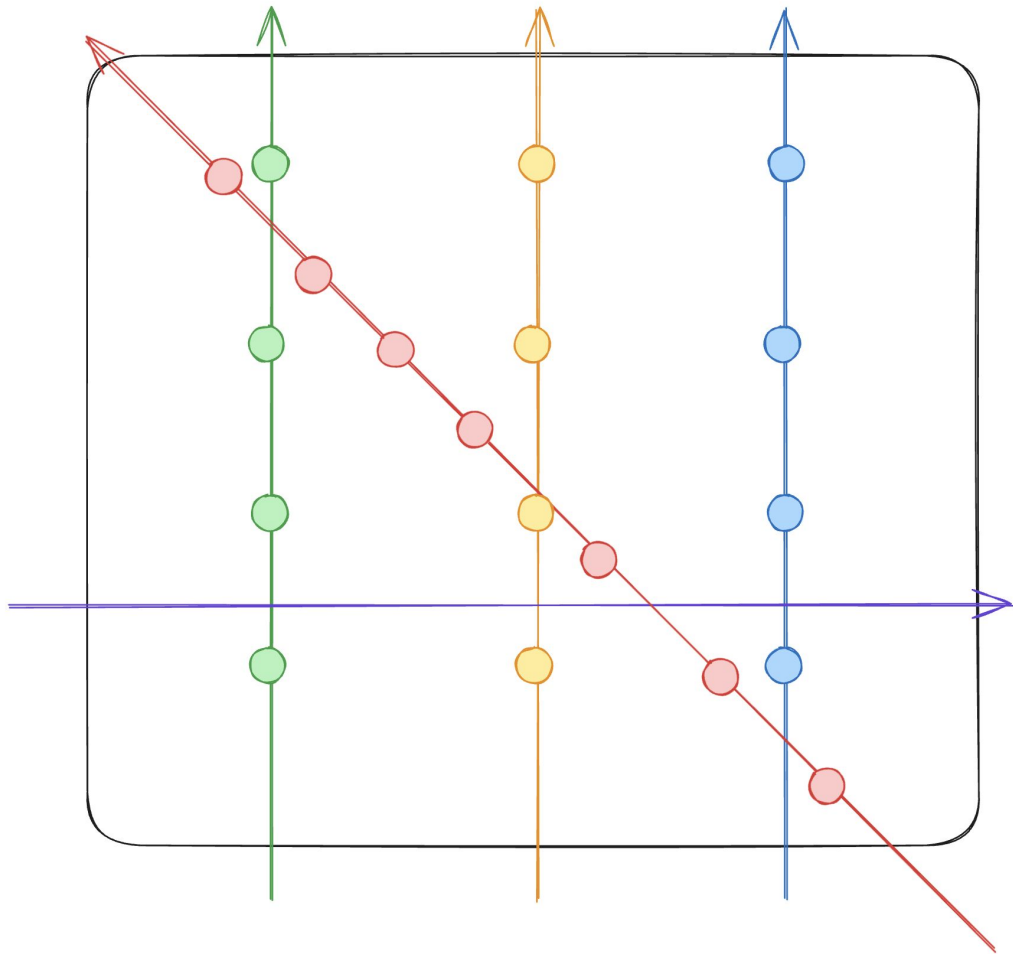
Winnipeg and the intersection of Paratransit and Fixed Route



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The Results



Nick Milum

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 **Metro micro**
metrotransit.org/micro
A service of the Metropolitan Council

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9:28

Swipe up for more

39 min trip
Arrival at 10:30 AM

Metro micro - Roseville > 0 > 65 > 7

[Book Your Trip](#)

9:29

Swipe up for more

44 min trip
Arrival at 10:22 AM

2 > 3 > 10

[Book Your Trip](#)

9:30

Swipe up for more

27 min trip
Arrival at 5:44 PM

2 > 264 > 1 > Metro micro - Roseville

[Book Your Trip](#)

9:31

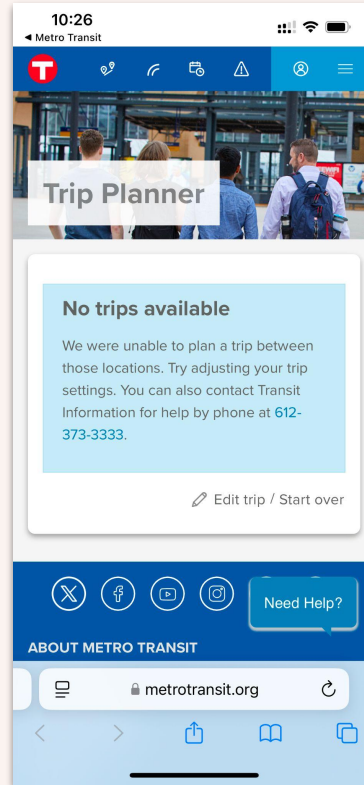
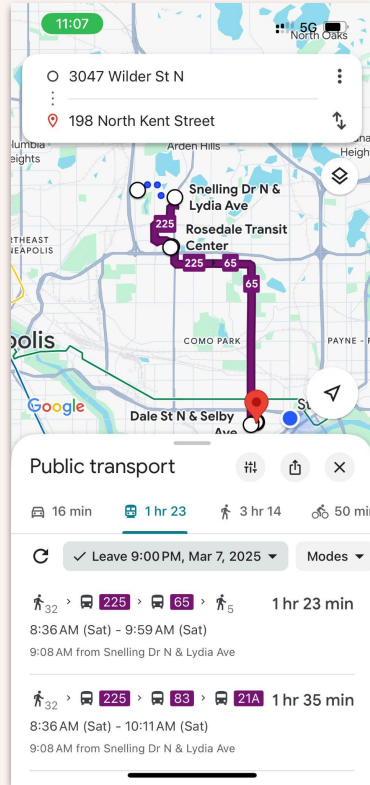
Swipe up for more

49 min trip
Arrival at 5:57 PM

Metro micro - Roseville > 1 > 65 > 5

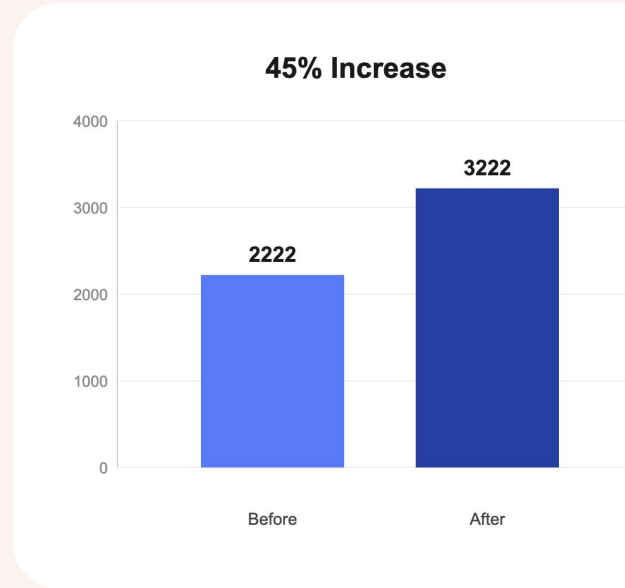
[Book Your Trip](#)







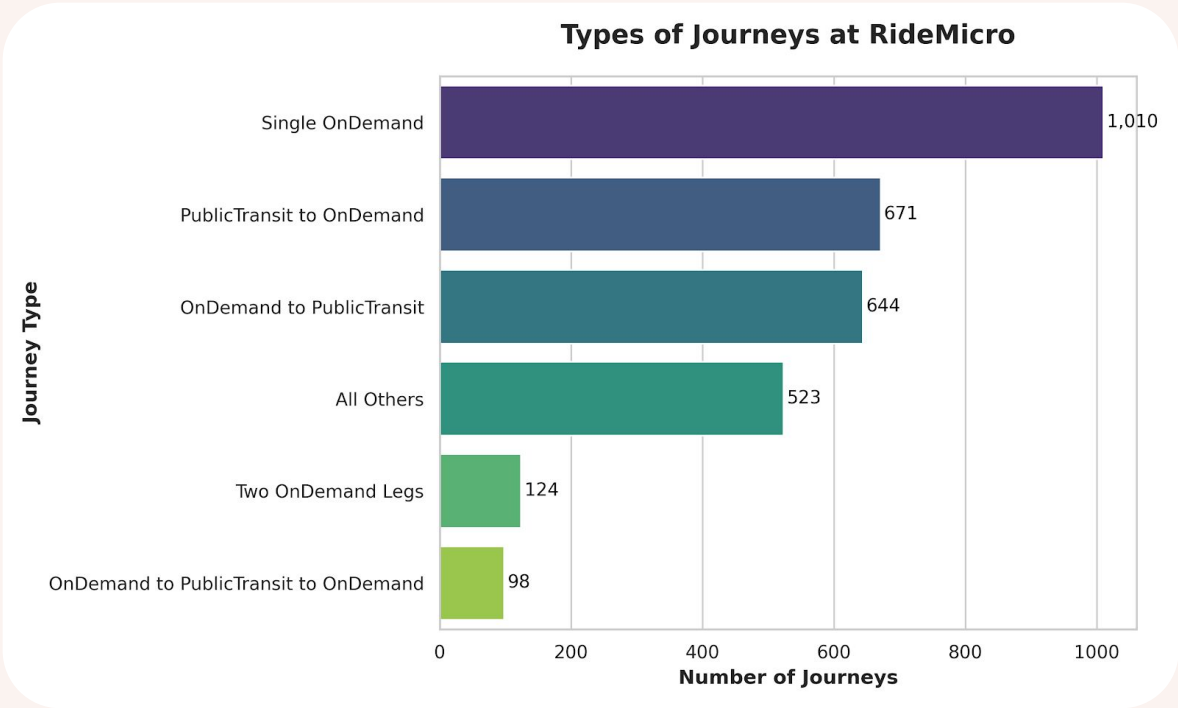
RideMICRO at Wave Transit (Cape Fear)



2.5x Multimodal bookings increases over 6 months



Trip Breakdown by Type



What's Next?



Nick Milum

Senior Product Manager, Spare

Trip Planning Settings

[Reset to defaults](#)

Changes take up to 15 minutes to apply.

Walk speed (m/s)



Max walking speed on flat ground. Actual trips are usually slower due to crossings, intersections, and hills. Default: 1.33 m/s

Walk reluctance



How much trips should avoid walking. Higher values will try to replace walking as much as possible, even if the overall trip is longer. Default: 2

Maximum transfers



The most transfers a single trip can include. Default: 12

Transfer Buffer (minutes)



Extra buffer time added to transfers to make sure riders can make their connection. Default: 2 minutes

Trip Planner Config

[Reset to defaults](#)

Changes take up to 24 hours to apply.

Wait reluctance



How much trips should avoid waiting at a stop. Higher values prefer trips with less wait time. Default: 1

Transfer penalty



Additional generalized-cost minutes charged per transfer to make transfer-heavy trips less preferred. Default: 0 min

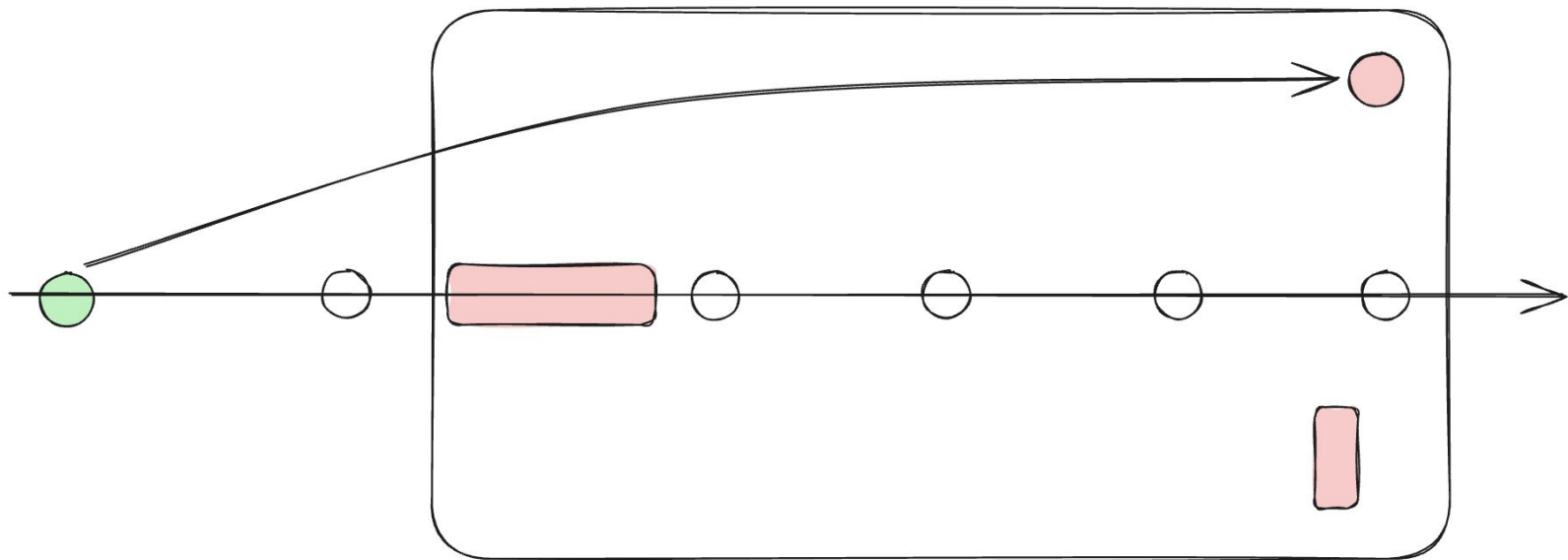
On-demand leg preference

Advanced Mode



Balanced (default)

$\text{timePenalty: } 10m + 1.3 t \cdot \text{costFactor: } 1.3$



Key Lessons Learned



Ben Picone

Transit Planner, Metro Transit



Nick Milum

Senior Product Manager, Spare

- 1. Use pilots as a tool to learn, then scale**
- 2. Microtransit as a supporting tool for fixed route, not competition or isolated**
- 3. Don't just set it and forget it**

Questions?



Ben Picone

Transit Planner, Metro Transit



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Up Next →

2:00-3:15 pm

Track #1 - Optimizing Your Spare Platform

Room: Jasmine/Palm

Operational Best Practices, Part 2: Managing the Day of Service for Dispatchers

Track #2: Building Your Spare Ecosystem

Room: Sabal/Sawgrass

Please Hold... Or Maybe Not: PSTA's AI Voice Journey

Come Find Me →

Tuesday at 2:45 - 4:00 PM

Room: Sabal/Sawgrass

Office Hours with Spare Product Managers

