Building innovative mobility for the future

8th Annual Northern Virginia Transportation Roundtable

March 22, 2023
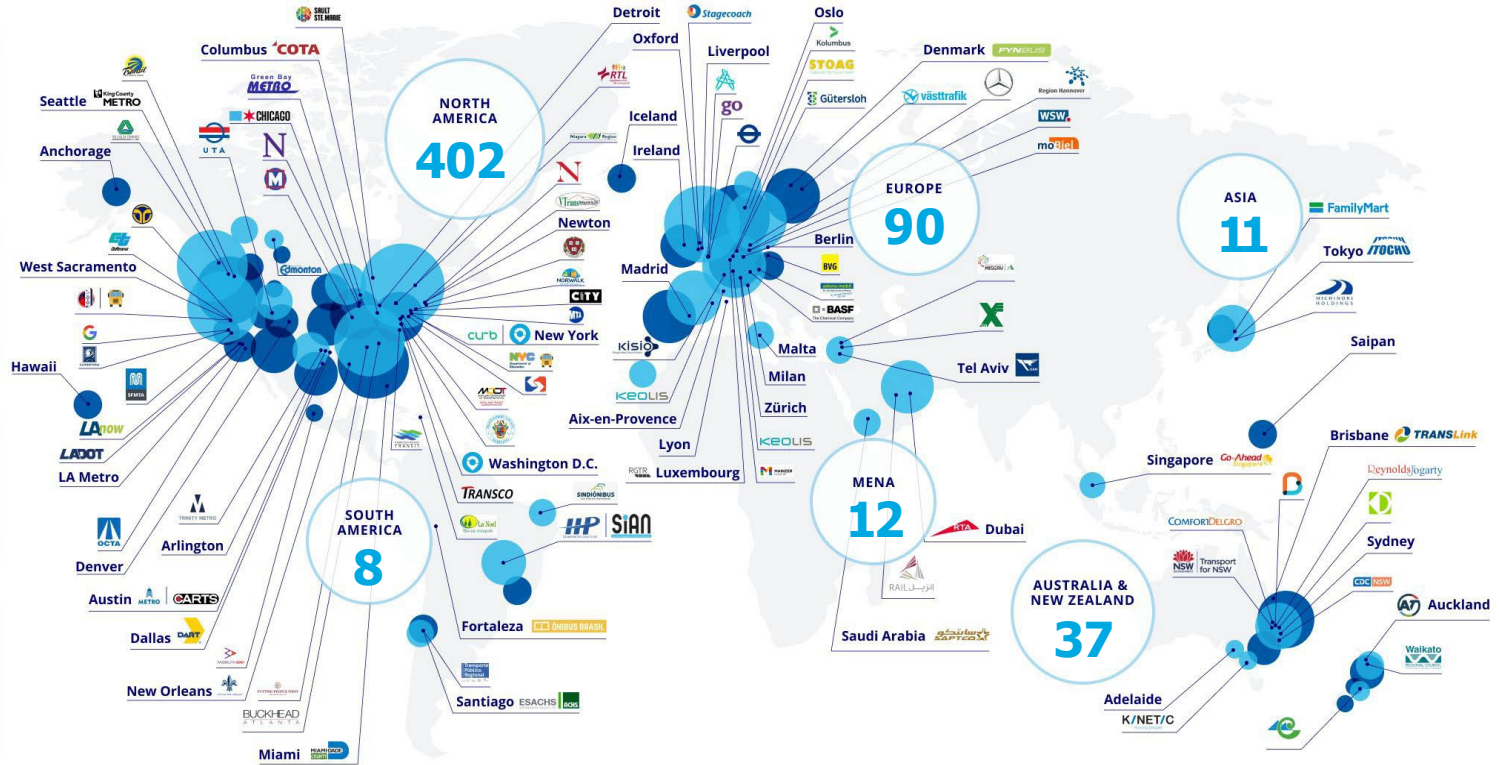
Via is the world's leading provider of advanced public mobility solutions

600+
Partnerships

40
Countries

500+
Engineers

100M
Trips

NORTH AMERICA **402**

EUROPE **90**

ASIA **11**

MENA **12**

SOUTH AMERICA **8**

AUSTRALIA & NEW ZEALAND **37**

Via provides fully-integrated solutions for every aspect of public mobility.

Microtransit

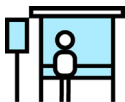Highly dynamic, flexible, demand-responsive transportation.

Paratransit & NEMT

Efficient and modernized ADA-compliant and medical services.

Transportation Planning

Services and software to envision stronger networks and streets.

Fixed-route Public Transit

A tech-enabled, integrated approach to fixed route management.

School Buses

Student transportation with a focus on efficiency, safety and visibility.

Campus Shuttles

Customized transportation to fit employer and university needs.

How Via's technology works: Smart Rides with Virtual Stops to Solve Existing Transit Inefficiencies

1 **Fill gaps** where the fixed-route network is limited.

2 **Complement** fixed-route with first and last-mile solutions.

3 **Reduce the need** for Single Occupancy Vehicles

4 **Increase mobility** for seniors or disabled riders.

reduce need for SOVs

fill gaps

increase mobility

complement fixed route
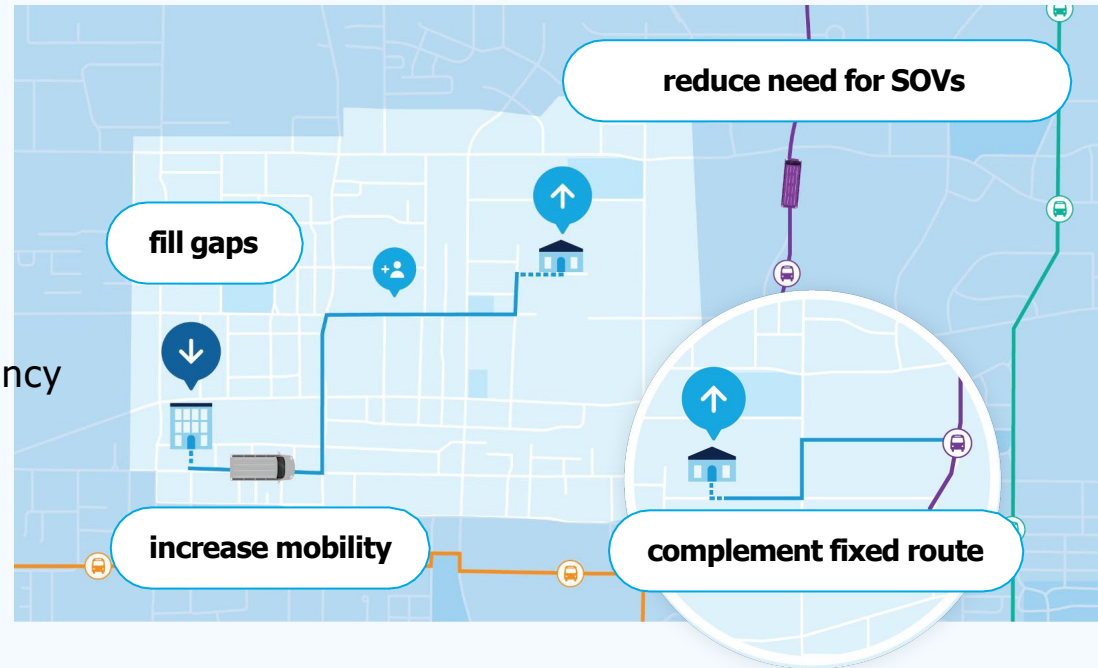
Accessibility and equity built in to technology and operations.

Accessible Rider App

Rider app meets
WCAG 2.1 AA and
ADA requirements

Web & Phone Booking

Phone booking & self service
web tools for riders who do not
have a smartphone

Multilingual Rider App

Rider app (and customer support)
can be offered in the native
language of key rider groups

Multiple Payment Options

Prepaid debit cards, vouchers,
and cash payment options
for unbanked users

Wheelchair Accessible Vehicles

Accessible rides and curb to curb
service automatically dispatched
to riders who need them

Rider Choice

Providing riders all available
options to travel to and from their
origin and destination
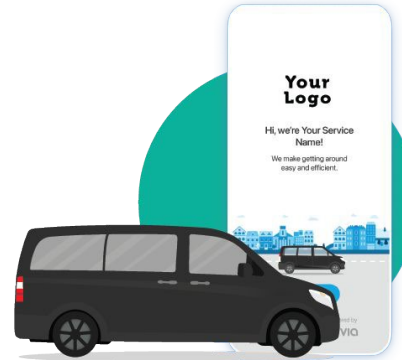
The Via solution partnership models:

SaaS

Software-as-a-Service

Licensing Via's microtransit software to transit agencies and operators who prefer to use their own vehicles and drivers.

Turnkey

Software + Operations

Turnkey solution operated by Via on behalf of our partners that includes technology, drivers, vehicles, and service management.

Via powers high-growth and high-efficiency services across Virginia

Gloucester / Wise, VA

11 & 16 sq mi zones
4 vehicle fleet (including WAVs)
50 trips per day (both services)

- Launched in Richmond County and Wise County in June 2021
- Replaced flex routes with fully on-demand microtransit services in each location
- Riders will be able to book through the app or by phone and have enhanced access to commercial areas

Roanoke County, VA

250 sq mi zone
4 vehicle fleet (including WAVs)
50 trips per day

- Non-ADA paratransit service providing pre-booked rides for eligible seniors and people with disabilities in Roanoke County
- Several payment methods (ride credit, cash, ticket alternative) and booking options (phone and app booking) to give riders flexibility
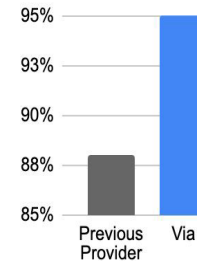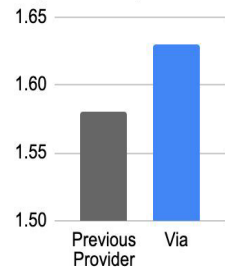
Hampton Roads, VA

350 sq mi zone
90+ vehicle fleet
1,500 trips per day

- Replaced legacy vendors (Trapeze, MV Transit) and reduced cost per ride significantly
- Manage a fully-integrated service: technology, operations, dispatch, and call center

On-Time Performance
95%
93%
90%
88%
85%
Previous Provider — Via

Avg Productivity
1.65
1.60
1.55
1.50
Previous Provider — Via

City of Birmingham, Alabama

79%
Increased access to jobs and hospital within 30 min

85%
Increased access to schools within 30 minutes

54%
of riders report using the service to access essential errands

Problem
Community historically underserved by public transit, which has severely limited economic mobility and access to critical resources

Solution

- Launched a dynamically routed, on-demand service in December 2019
- Provided affordable and equitable transportation to essential needs like groceries and healthcare during the COVID-19 pandemic
- Offers accessible transportation for 17% of riders who present physical or mental impairments.
- Bookings available through app or by phone.

Geography
Suburban

Use case
Commuting, accessibility

Fleet
7 vehicles including WAVs

> It is something that is extremely convenient and affordable and helps bridge a gap for folks"
>
> **— Darril O'Quinn, City Councilor**