



Via's On-Demand Pilot

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Mobility for Life

Via's On-Demand Pilot: Fulfilling Our Mission

- High cost of providing paratransit trips
- Current funding challenges
- We're operating at capacity while the need for our services is exploding
- The populations we serve want on-demand services



Goals for the On-Demand Pilot

- Significantly reduce the cost of a paratransit trip
- Double the number of paratransit trips using the current fleet
- Provide on-demand services
- Include the public on shared, on-demand trips to subsidize trip costs for older adults and people with disabilities



The Challenges of Providing Human Services Transportation Across the Country

1. Paratransit services are expensive, mostly because current operations are inefficient.
2. They're expensive even when human services providers are using industry-standard routing and scheduling software platforms.
3. As cancellations and no-shows occur, the current software requires a great deal of human intervention.
4. *How can we make paratransit services more efficient?*
By increasing the average number of rides per hour.



The Pilot Project and Funding Challenges

1. STEP ONE: Take an optimization engine that turned a fixed-route service into an on-demand service and increased efficiency by 30% and ridership by 300%.
2. STEP TWO: Build out that optimization engine so that it can be used to provide on-demand paratransit services.
3. STEP THREE: Open the pilot to the public for last-and-first mile service.

FUNDING CHALLENGE: Nonprofits often don't have R&D funds.

SOLUTION: Employ a *cross-sector collaboration* to harness research-driven innovations in the private sector to economic, environmental, and social impact goals.

