



R. 19-02-012

# Track 3 Workshop Presentation

Via Transportation, Inc.

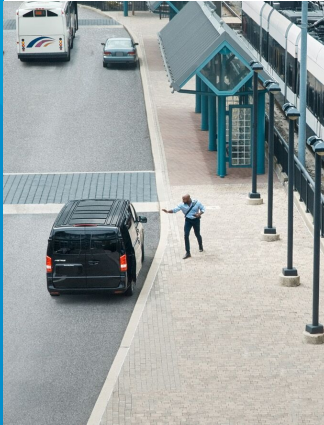
July 24, 2020

# Agenda

1. Via Background
2. The Via model vs. Conventional TNC model
3. R. 19-02-012 Track 3 issues
4. Closing

# Via partners with cities, agencies, and universities as an integrator for different transportation use cases.

## First mile/ Last mile



Complement existing public transit network and increase access to transit hubs.

## Transit Deserts



Provide high-quality service in areas underserved by public transit.

## Paratransit



Reduce operating costs and improve rider experience.

## Corporate/ universities



Provide transport for commutes and intra-campus trips while reducing park demand.

## Schools



Reduce costs with smarter routing, and improve experience for parents and students.

# Partnering with innovative cities, agencies, and operators.



## Municipalities



## Public transit agencies



## Public transit operators



## Corporations, universities, schools



## CASE STUDY



4.8

avg. rider rating (out of 5)

\$0

passenger fare

# LA Metro: Los Angeles, U.S.

## Problem:

Underserved, low-income, and ESL populations didn't have easy access to the LA Metro Rail.

## Solution:

- Designed and helped LA Metro launch a dynamically routed service to connect riders to three rail transit stations.
- Promoting the use of wheelchair accessible vehicles (WAVs) to ensure accessibility
- Making bookings available through a mobile app and by phone
- Quickly adjusted to COVID-19 by expanding zones to include medical centers, grocery stores, and pharmacies, and offering service anywhere within the zone through private rides



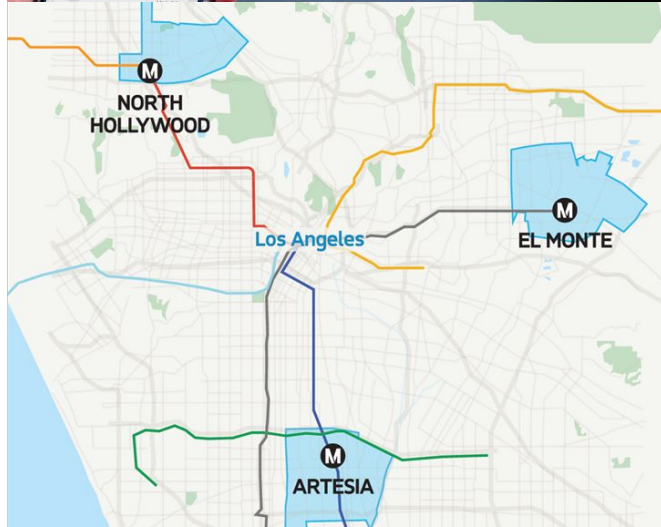
**Geography:**  
Urban



**Use case:**  
first-and-last-mile



**Vehicles:**  
21 vehicles



## Via's partnerships in CA are not conventional TNC services.

- 1. Limited set of vehicles (7-25 per county) dictated by agency/city to meet public transit demand/service goals**
  - Compared to conventional TNC: maximum supply aimed at creating shortest possible wait times
- 2. Integrate services and providers exclusively on behalf of a city or transit agency**
- 3. Subject to a public contract which requires provision of wheelchair accessible rides**

The goal of these services is not based on providing wait times that are as short as possible.

## The Commission has recognized there is a difference.

“While the Commission recognizes the potential concern with collecting Access Funds fees from a public entity’s budget, it is unclear from the record what volume of trips and amount of fees are at issue. At this point, the Commission find insufficient record support to create an exception for private TNCs funded by public entities and declines to adopt this exception. However, we may reconsider this proposal following the initial launch of the program as needed.” *Commission’s Track 1 decision, p.7.*

## Improved levels of service

Current assessment model creates unintended consequences and doesn't consider individual TNCs' non-WAV response times.

### **Cruising**

Empty vehicles driven on CA streets in the absence of a request for ride



### **Environmental**

Increase in congestion and emissions

### **Response Times**

Requires TNCs to reduce response times on a Q/Q basis

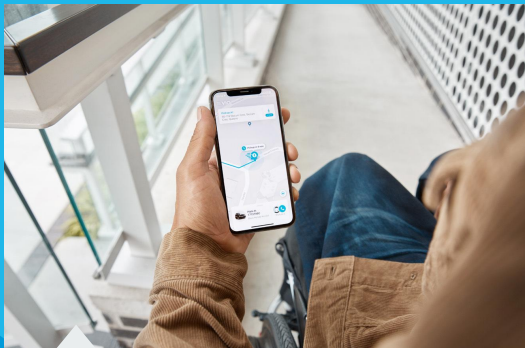


### **Delayed Impact**

Encourages gradual reductions rather than immediate improvement.



# Alternative proposals for improved levels of service



## Improved Accessibility

- Increase in proportion of WAVs to non-WAVs
- Increase in proportion of WAV-trained drivers to non-WAV drivers.



## Expansion of Service

- Growth in number of WAV riders or WAV requests
- Increase in service zone



## Advocacy

- New partnerships with disability organizations
- Increase in spending on outreach to WAV riders

# TNCs as Access Providers

## Should TNCs be permitted to apply?

PUC § 5440.5(a)(1)(C) allows for:

- Competitive distribution of funds to on-demand transportation providers
- Reinvestment in public agencies

## Cost of WAV Service

The \$0.10 per-ride fees does not offset the cost of providing WAV trips in a material way

## Additional Qualifying Criteria

- Not permitted by SB 1376
- TNC size and volume ≠ potential for proportionate impact on disability community

## Rider satisfaction

“I hope it’s the future of paratransit, honestly. I really hope that a lot of dial-a-ride services go this route. On-demand service just changes peoples’ lives. It’s hard to have an equal social opportunity when you don’t have on-demand transportation.”

- Via on-demand transit rider in California

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**Thank you.**

