

Change Order: On Demand Technologies Service Order No. 2, Amendment No.2 – Southern Salt Lake County Service Contract Increase (River North Transit, LLC / “Via”)

Recommended Action (by acclamation)

Motion to approve the On Demand Technologies change order No. 2 – amendment No. 2, for Southern Salt Lake County service contract increase with River North Transit, LLC / “Via”, as presented





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Southern Salt Lake County

- **On Demand Highlights**
- **Service Zone Updates**
- **2022 Contract Amendment**

Southern Salt Lake County Highlights



Provides coverage-based transit access to **>240K** people



Attracted **2,078** new On Demand users between Jan-Aug



New record daily high ridership set in Sep: **716** completed rides

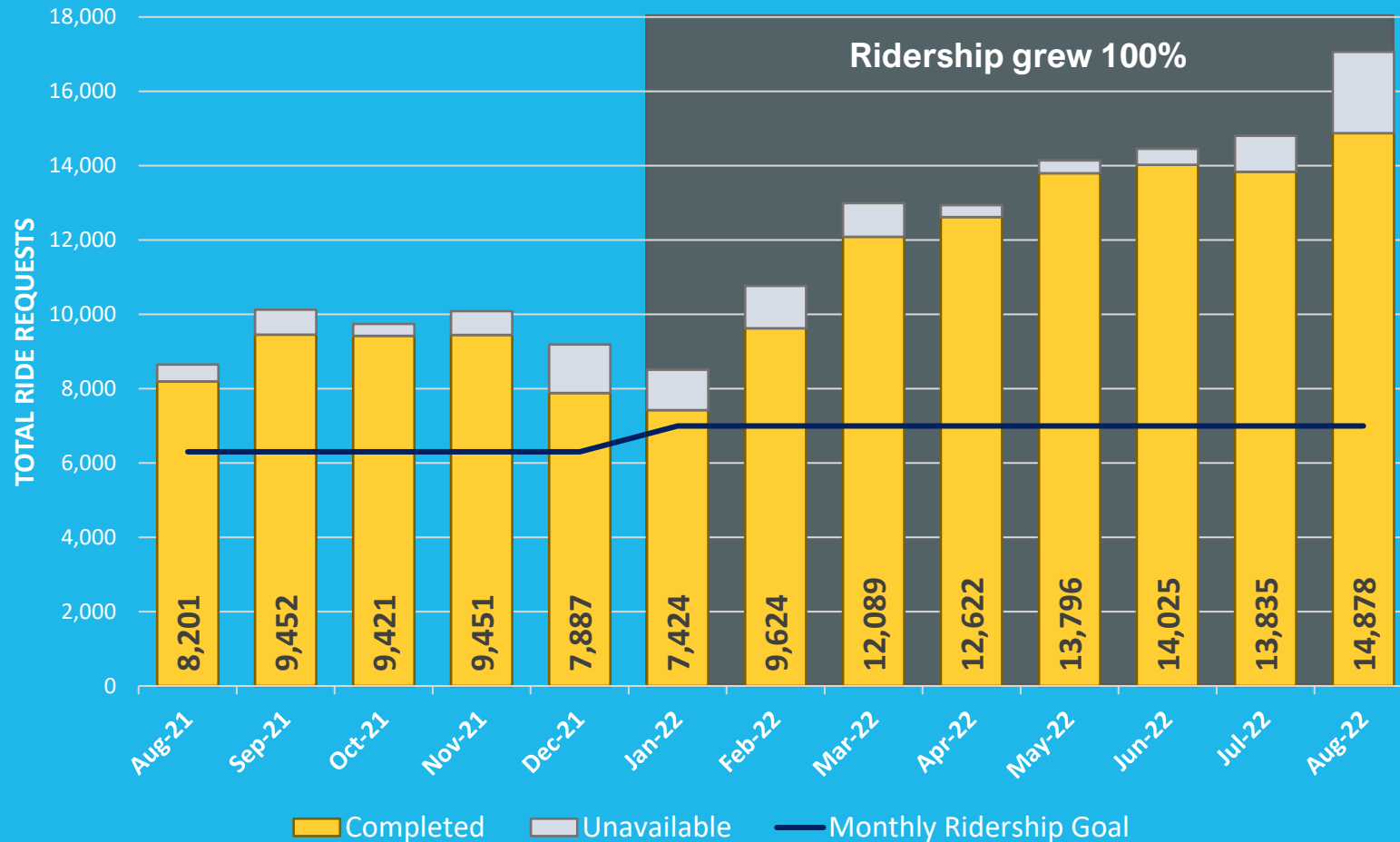


Average **35%** first/last mile trips between Jan-Aug



Met the Cost per Rider KPI goal in Aug: **\$19.09**

Southern SL County Monthly Ridership

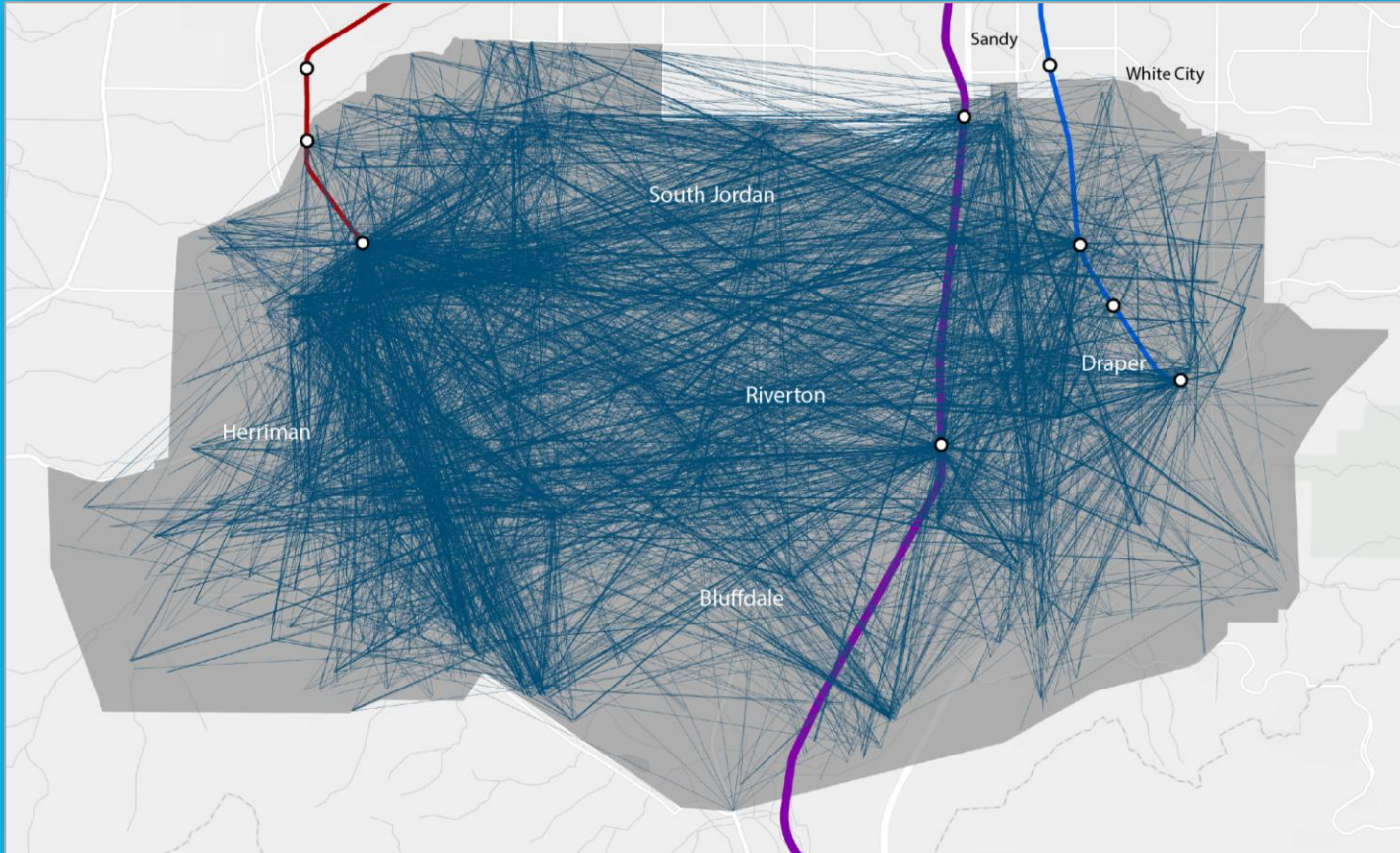


2022 Zone Growth

Monthly ridership grew by 100% from January through August – far higher than expected

Trip demand is expected to increase month over month through the end of the year

Service Performance for August



Performance Metrics

- Total Ridership: 14,878
- Avg. WKD Rides: 577
- Total Unique Riders: 1,325
- FMLM Connections: 32%
- Aggregated Rides: 35%
- Avg. Wait time: 21.5 min
- Cost per Rider: \$19.09

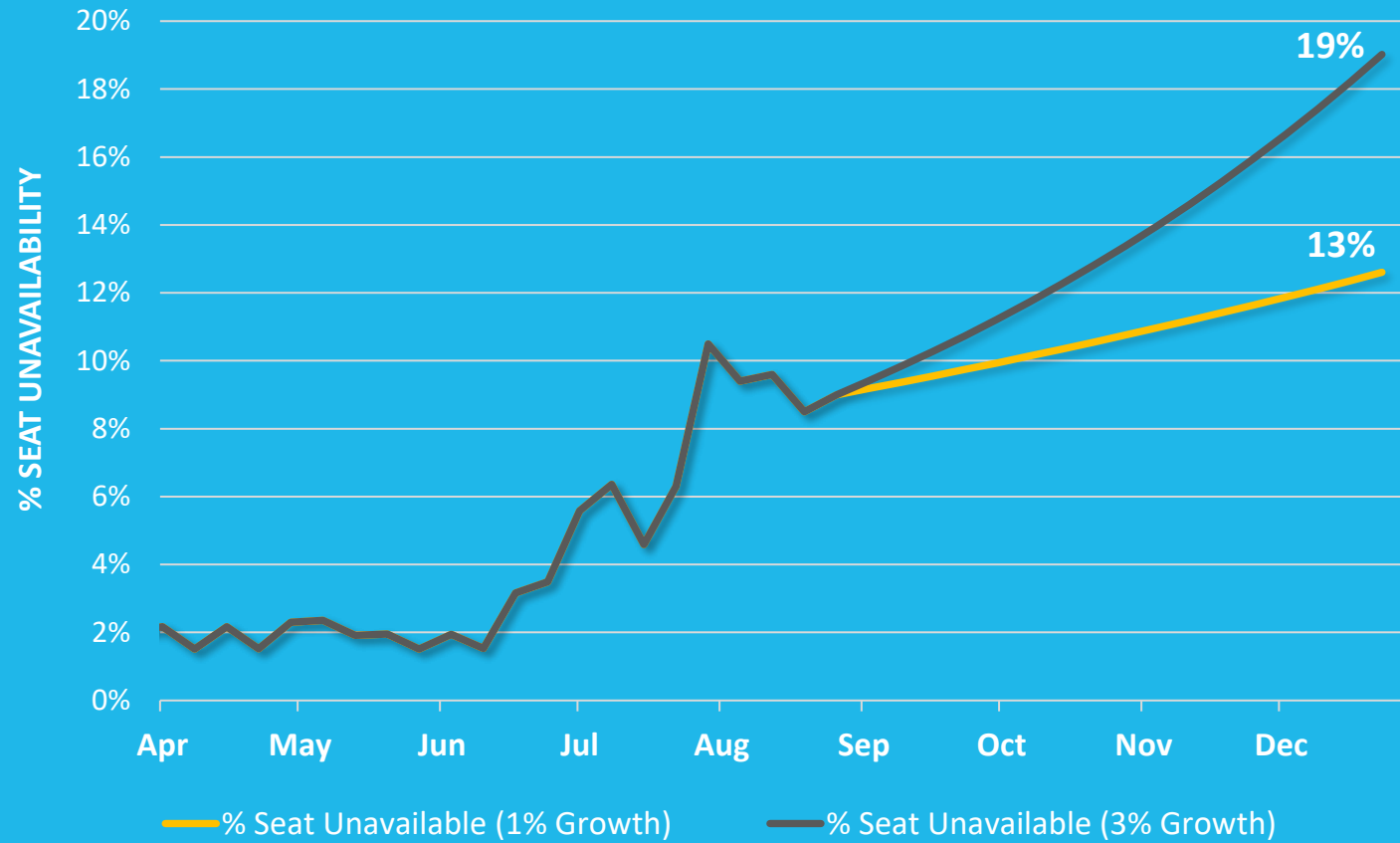
Increased Rider Demand Service Changes

Implemented Service Changes

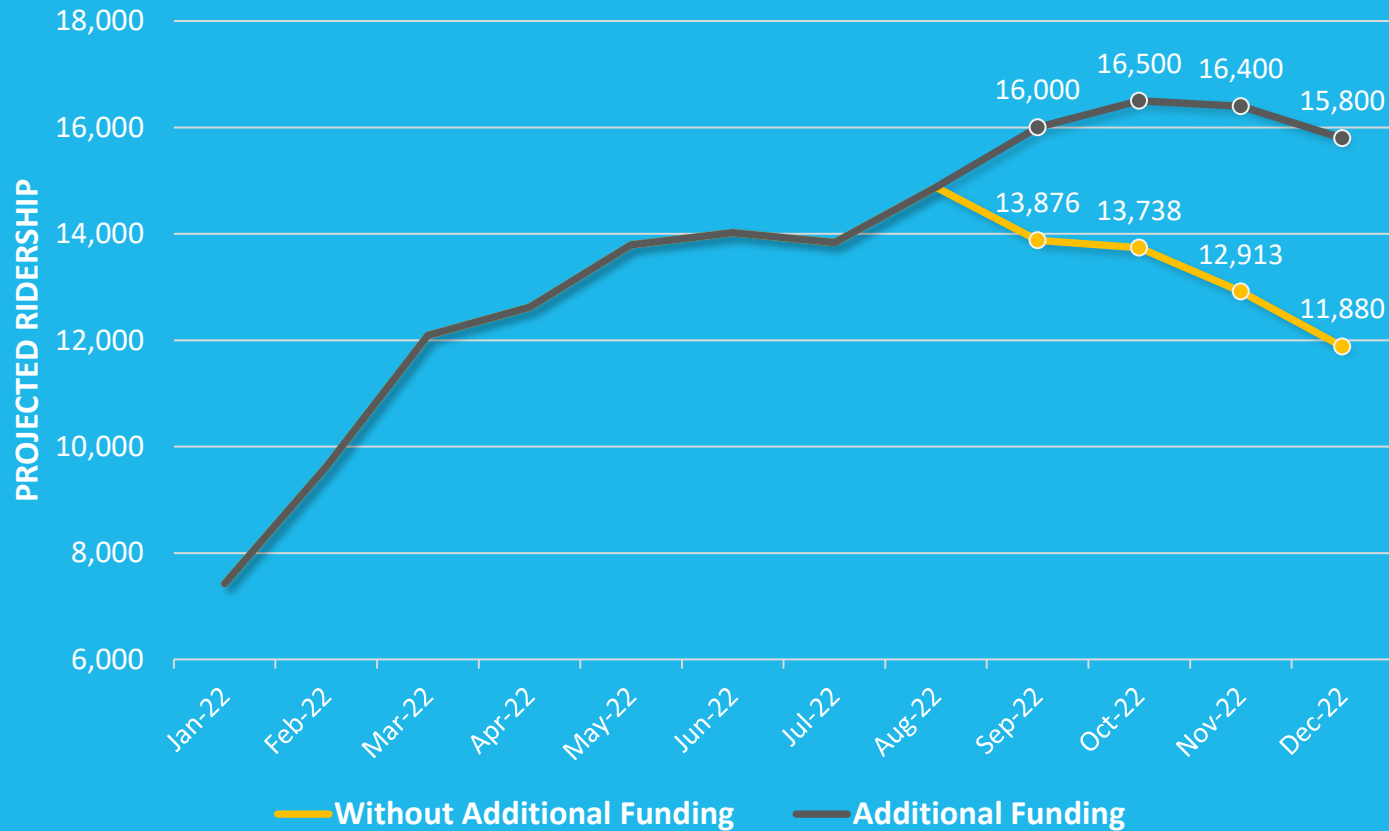
- Increased fleet to 10 side-loading WAVs
 - 50% of fleet is accessible
- Increased pickup ETA to 35 min
- Tightened scheduling with demand patterns
 - Increased driver hours during peak demand
 - Decreased driver hours during low demand
- Improved customer aggregation



Seat Unavailability % Projections



Ridership Projections Based on Budget Availability



Original 2022 NTE	\$3,054,967
2022 Contingency	\$140,000
Additional Increase	\$455,033
2022 NTE Increase	\$595,033
Proposed 2022 NTE	\$3,650,000

Adds 7,500 driver hours Sep-Dec



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