



Chandler Flex

Offering affordable and accessible on-demand rides for
the community

May 21, 2025



Agenda

1. Introductions
2. Recap of the last few months
3. Ideas for Success
4. Hear from you

Introductions



Ana Santos
General Manager



Dorothy Mitchell
Partner Success Principal



George Wilson
Field Manager



Joe Martin
Partner Success Director



Daniele Bourne
Territory Lead AZ



Nicolas Marin
Partner Success Manager

Via Update

Via is the world's leading provider of advanced public mobility solutions

800+

Partners

40

Countries

165M

Rides Served



We partner with dozens of cities and transit agencies across the Southwest



- More than **90** major public transit agencies, cities, universities, and corporate partners
- **8.5 M+** rides delivered, with an average ride rating of 4.8/5
- 5, soon to be 6, **microtransit & paratransit** deployments in Arizona
- **Remix** is used to plan service changes in 3 other AZ cities
- Partnerships with state-level agencies, including Caltrans, CALSTART, and California Air Resources Board

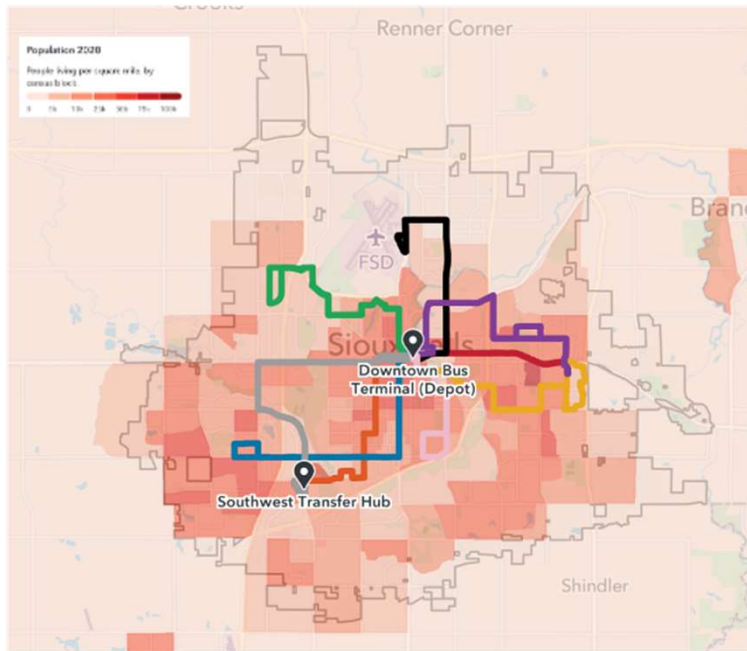
Upcoming launches:



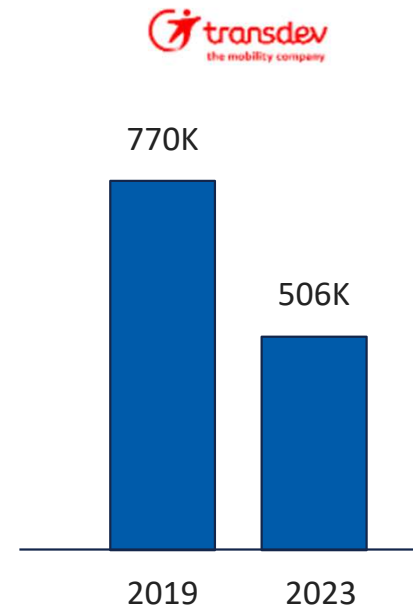
SANDAG



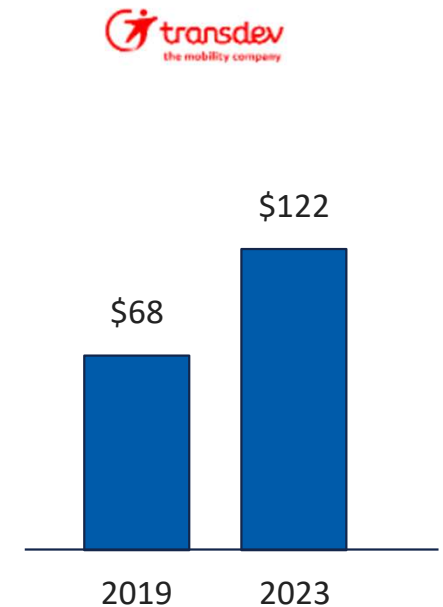
Via specializes in taking over transit networks and delivering transformative outcomes



Declining Ridership

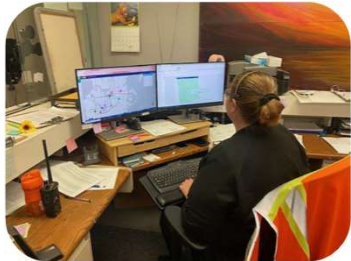
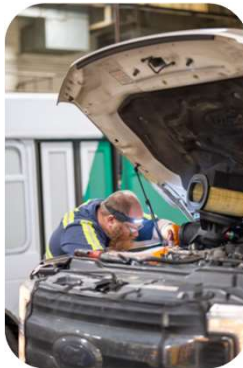


Increasing Costs

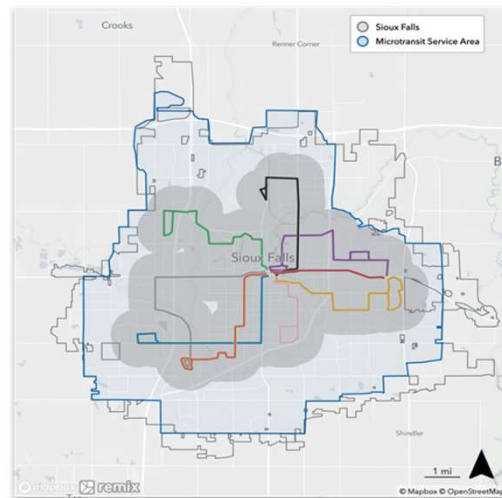


In Sioux Falls, Via assumed operations, redesigned the network, and introduced integrated transit capabilities

Fleet, Maintenance & Safety, Dispatch & Ops



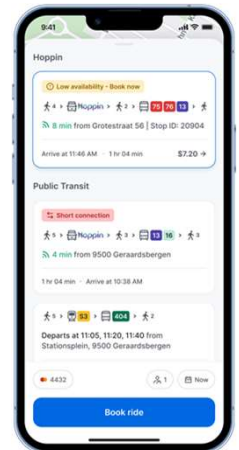
Full Network Redesign



Marketing & Community Engagement



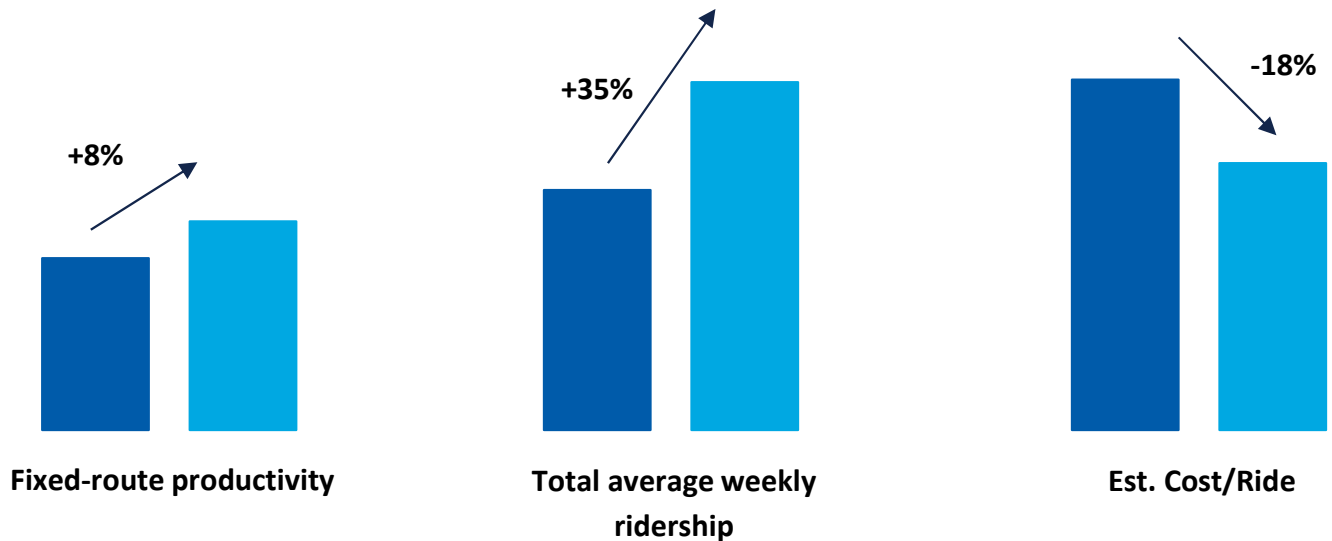
Integrated Transit Technology



Redesign of the transit system is driving meaningful impact across the community



"[Via] has been a home run partnership for our community,"
Sioux Falls Mayor TenHaken



Sept 2023



Sept 2024



Recap of the last few months

Agenda

1. Introductions
2. Recap of the last few months
 - a. Recent efforts
 - b. Service Overview
 - c. Impacts of supply adjustments
 - d. Expansions
 - e. Non-school ridership
3. Ideas for Success
4. Hear from you

Chandler's microtransit service reaches milestone with over 100,000 rides

LOCAL GOVERNMENT

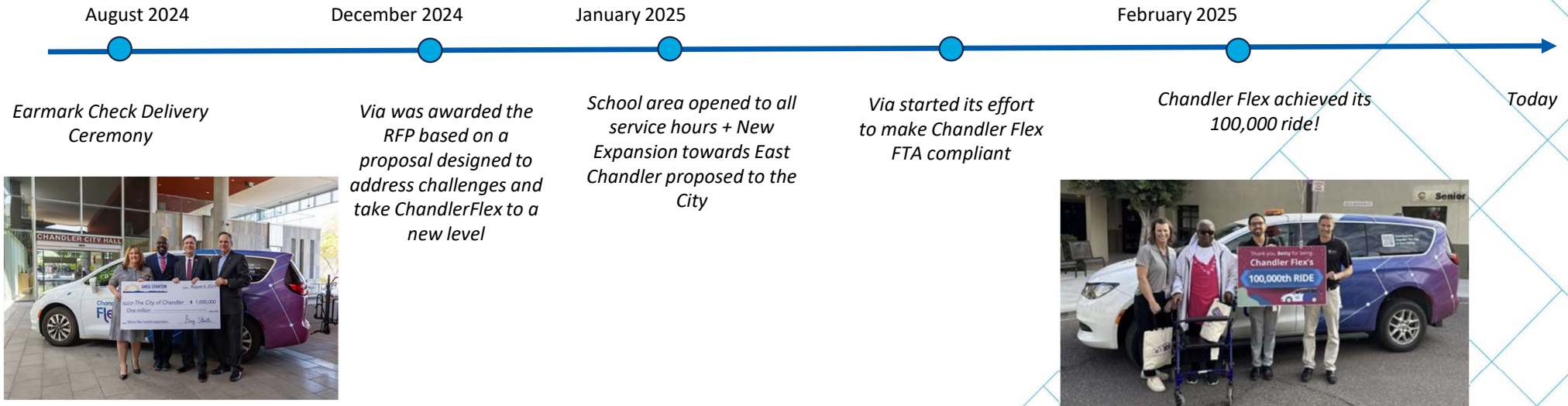
*Extracted from SE Valley Times, Feb 12. 2025

"To celebrate, city staff surprised Betty Neal, the 100,000th ride recipient, with balloons and some Chandler swag when she arrived at the Chandler Senior Center on Monday morning. Betty is a regular Chandler Flex rider that appreciates her expanded mobility and the friendliness of drivers, "I love it! They bring me [to the Senior Center]. They're so sweet." "

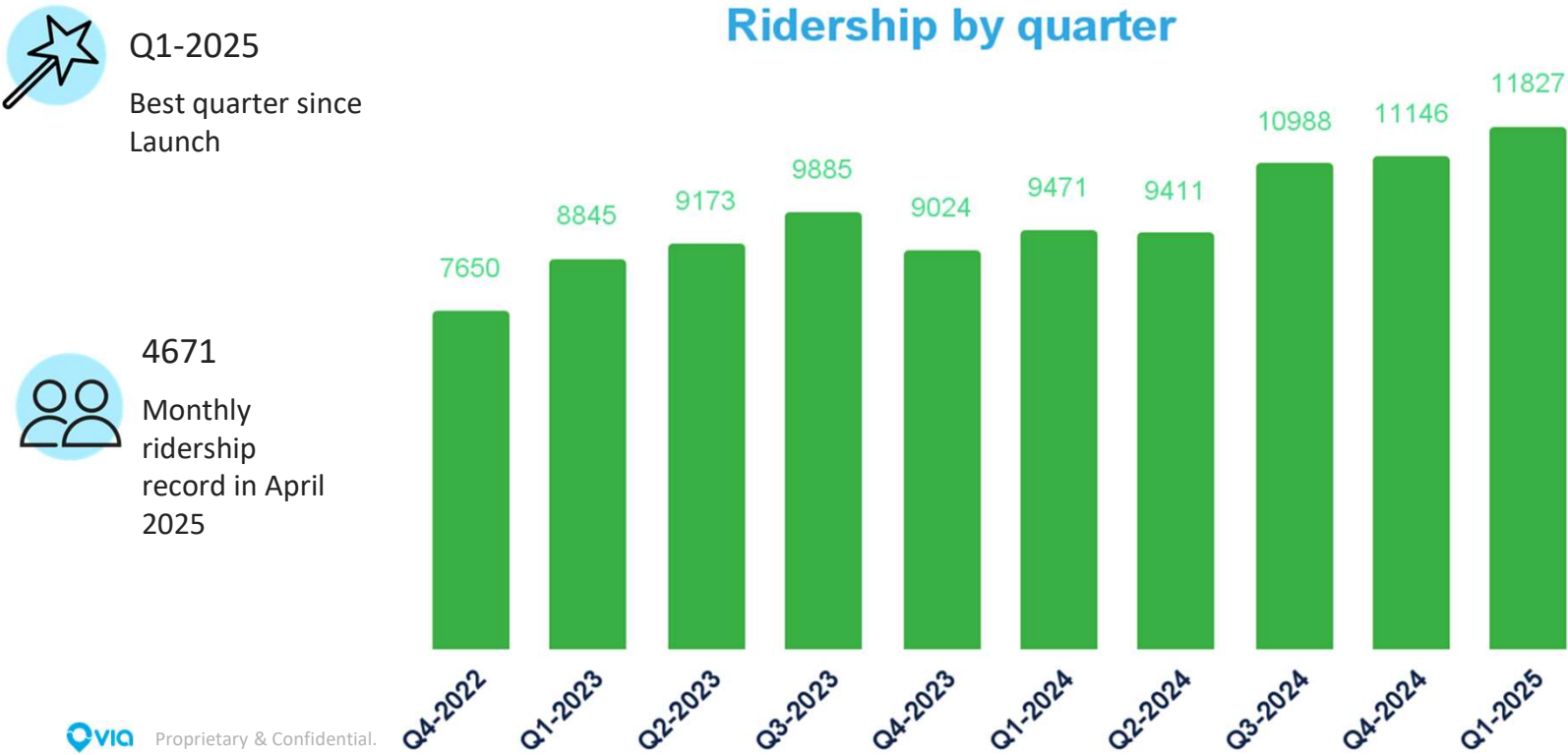


Recap of Recent Efforts

Via has been excited to grow and evolve Chandler Flex over the past year



Chandler Flex ridership has grown over time, and specifically over the last quarter



+24%

Q1-2024 compared to Q1-2025

4.9

All-time average ride rating

Service highlights and achievements

Chandler Flex is having a great impact on the community, and riders love the service!

4.9

average ride rating

95%

of riders would be **Very or Somewhat Disappointed** if they couldn't use this service

63%

of riders **do not have access to a personal car**

Chandler Flex has a **rigorous driver process** that includes **hours of behind the wheel and classroom training**.



"Your drivers are always so courteous and pleasant and positive, they get me to where I need to go in a timely manner"

"[Flex is] the easiest and cheapest way for me to get to my destinations"

"Excellent driver. Always friendly and accommodating. Drivers like this are why I really enjoy using Flex over everything else"

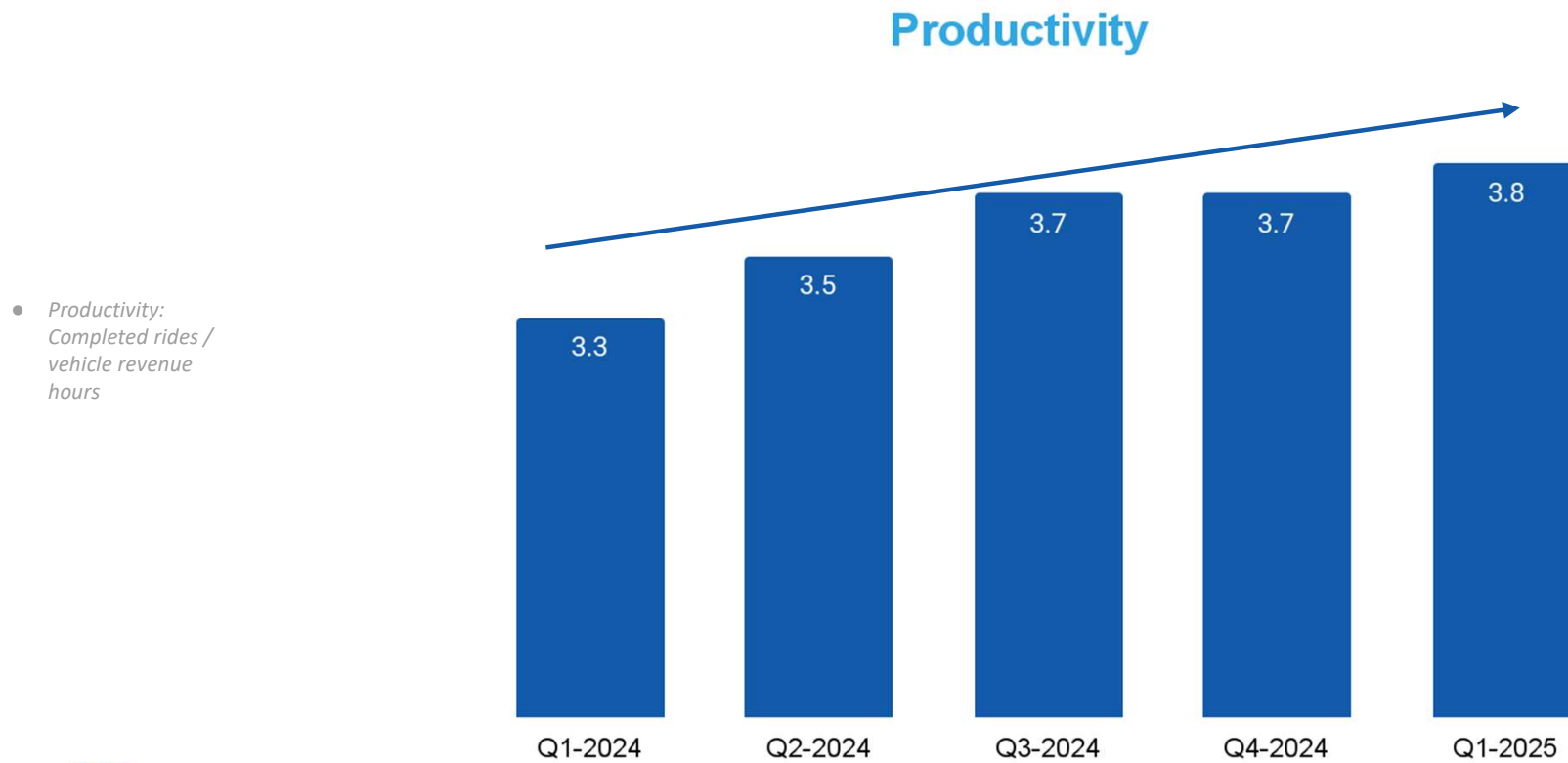
Recent efforts

Via and Chandler have been working together to identify strategies to grow demand and increase efficiency...

Measure	Purpose	Progress
Expand service zone (adding new high-traffic POIs)	Increase demand	• 1 expansion launched in July 2024 • 1 expansion analysis completed
Remove AM and PM booking limitation for school trips	Improve demand patterns	• Completed
Open the “school-only” zone to all riders	Improve demand patterns	• Completed

Service Overview

...and these strategies have driven clear results



Recent growth has been enabled by supply plan adjustments

3.4 → 3.7

Productivity in H1 to H2
2024

- Supply adjustments have helped to **respond better to demand peaks** and **increasing efficiency**, despite significant **increases in demand**
- This chart shows an example taken from a normal school day in Chandler where **demand was efficiently addressed with smart supply management**

Hourly Supply vs Demand (04-02-2025)



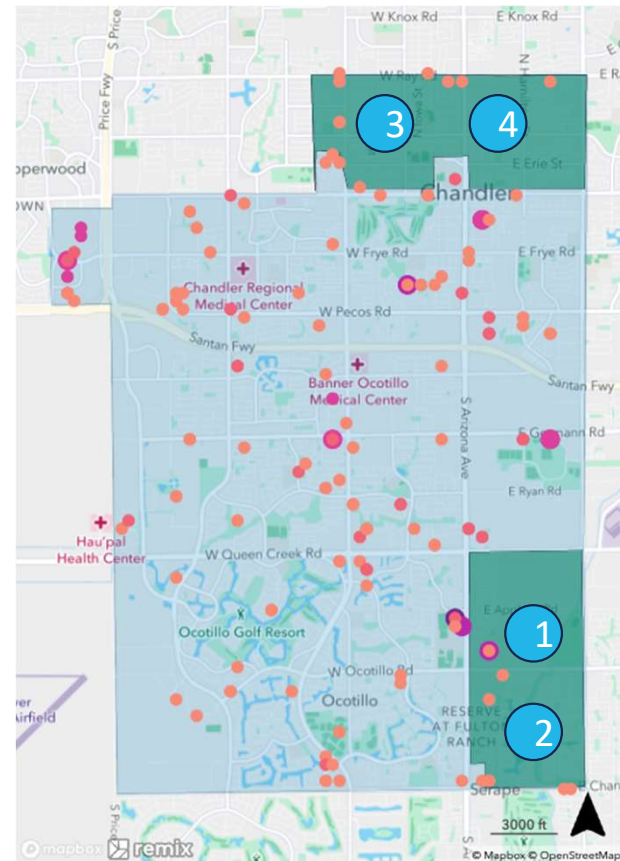
The July 2024 expansion introduced more non-student use cases and increased demand

+25%

Growth in ridership comparing
Q2-2024 to Q1-2025 (after
expansion)

9.1%

% of demand from the newly
expanded zones



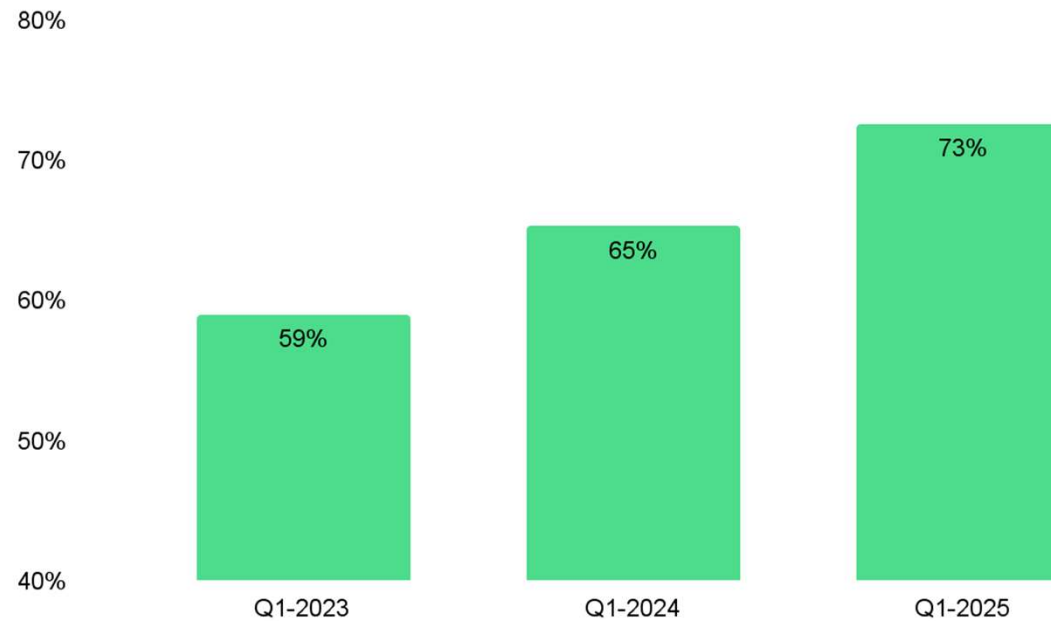
New use cases:

- 1 Shopping (Target)
Entertainment
- 2 (Cinema)
Leisure & Church
- 3 Food
- 4

Non-Student Ridership

Non-student ridership has grown steadily over time

Non-student demand in Q1



+9.2%

Average quarterly
growth compared to
same period last year

*Number of monthly bookings excluding rides with discounts for students

Process of becoming FTA Compliant

With the city receiving federal funding, Via is implementing processes to be fully FTA Compliant by July 1, 2025

Milestone*	Required for FTA Compliance?	Delivery
Define Title VI process	Yes	Completed
Transition to new call center	No	Completed
Access to real-time data	No	Completed
Access to NTD reporting	Yes	Completed
Fingerprint clearance	No	7/1
Implement cash as payment method	Yes	7/1
New vehicles	No	6/10
Implement new driver training/hiring process	Yes	6/27-7/1
Hire-onsite operations manager	No	6/2

*This table contains only a sample list of milestones for full FTA Compliance or our new contract

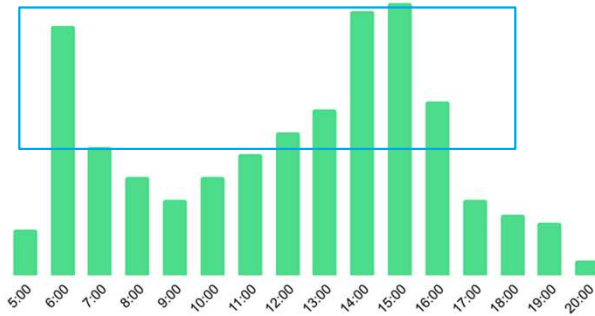
Ideas for success

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 - b. Zone expansion
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Via is also working to implement overflow services to meet peak demand

Currently demand peaks are managed through fleet supply management



We could send overflow during peaks to other mobility providers to make sure no request is left without a ride proposal

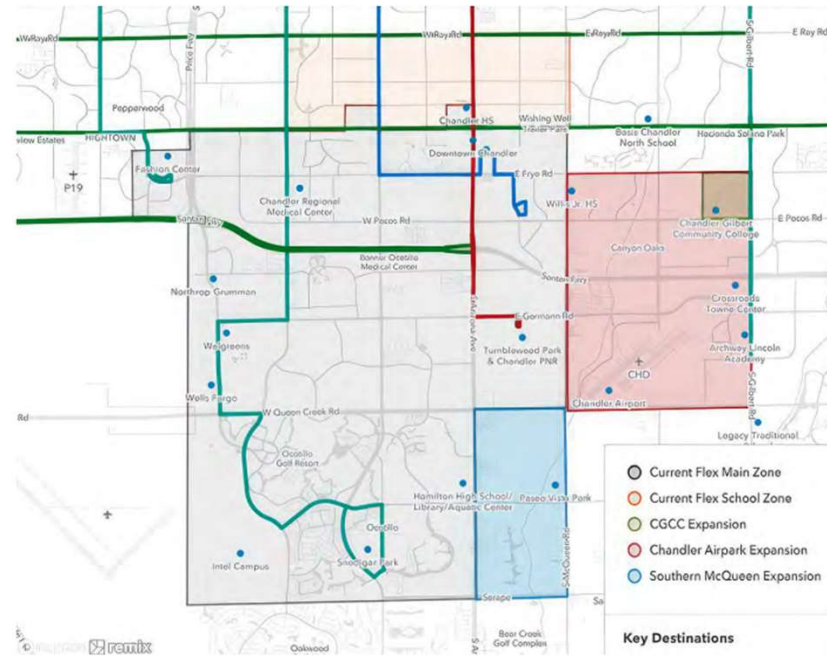


In the future, we will manage overflow with autonomous vehicles



Further Expansion

Chandler Airpark Flexible Transit Study showed expansion options to the East to drive ridership and find new use cases

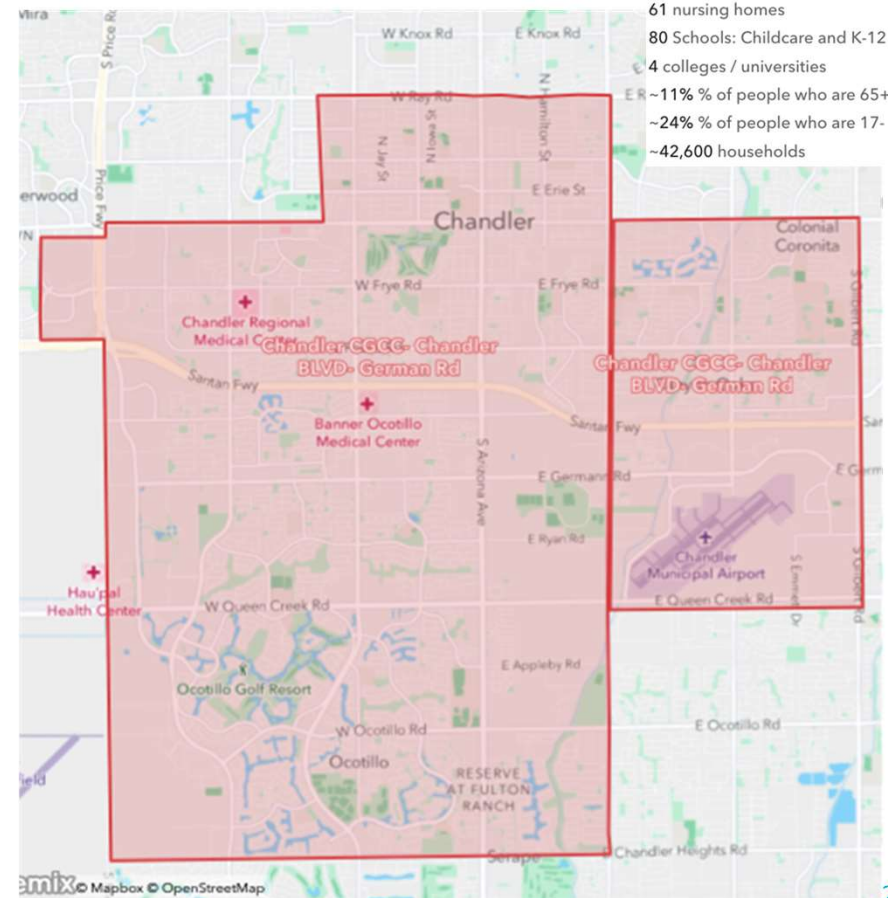


Expansions

The City of Chandler is considering an expansion proposal made by Via

- **Current area + Area within Chandler Blvd - Gilbert Rd - German Rd (4.2 sq miles)**
 - 16800 population
 - 7,400 jobs
 - 5,000 CGCC students
- **POI**
 - 25 Educational/Care POI
 - 15 nursing homes
 - 8 schools (childcare-K12)
 - 2 colleges
 - Entertainment (Theatre)
 - Walmart
 - Airport Center

~109,300 population (Census 2020)
 ~109,900 population
 ~65,800 jobs (work)
 ~10% % of people in poverty
 4 hospitals
 61 nursing homes
 80 Schools: Childcare and K-12
 4 colleges / universities
 ER ~11% % of people who are 65+
 ~24% % of people who are 17-
 ~42,600 households



Agenda

1. Introductions
2. KPI Review
3. Ideas for Success
4. Hear from you

Hear from you

Thank you!