

On-Demand Transportation Services

Fort Pierce Redevelopment Agency
Request for Proposal | No. 2024-019

February 7, 2024



Submitted by River North Transit, LLC
(A wholly owned subsidiary of Via Transportation, Inc.)

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CITY OF FORT PIERCE CHECKLIST

This checklist is provided to assist each Proposer in the preparation of their bid response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline, it is the responsibility of each Proposer to read and comply with the Request for Qualifications in its entirety.

Check “Yes” or “No” to each of the following:

	YES	NO
Is Request for Qualifications cover page (page 1) completed, signed and attached?	✓	
Include proof of proper insurance as stated in bid documents.	✓	
Are all of the Required forms complete and included?	✓	
Is each Addendum (when issued) signed and included?	✓	
Have you checked your proposal for proper organization, tabs are correct?	✓	
Are you in compliance with the page limitations?	✓	
Hard Copy Submissions. Confirmation of one (1) original and one (1) copy on USB Drive.		✓
Did you submit your proposal electronically?	✓	
Have you made sure your corporate address matches your Sunbiz information ?	✓	
Are you registered on Demandstar to received addendums	✓	
Have all areas of the RFQ forms and related documents been signed off by and authorized agent of the company and / or witnessed / notarized where applicable?	✓	

PLEASE SIGN AND RETURN WITH BID

DocuSigned by:

C7052970C024421...

DELIVER TO:
 City of Fort Pierce, Purchasing Division
 Room 101
 100 North U.S. #1
 Fort Pierce, FL 34950



**REQUEST FOR PROPOSALS
 and
 PROPOSER ACKNOWLEDGMENT**

MAIL TO:
 City of Fort Pierce Purchasing Division,
 Room 101
 P.O. Box 1480
 Fort Pierce, FL 34954-1480

Bid Writer: Gelencia Carter, 772-467- 3102 RFP No: 2024-019

Pre-Proposal Conference Date: RFP Title: ON-DEMAND
 N/A TRANSPORTATION SERVICES

Mandatory Pre-Proposal Location: RFP Opening Location:
 N/A City of Ft. Pierce Purchasing Division
Room 101
100 North U.S. #1, 1st Floor
Ft. Pierce, Florida 34950

RFP Due Date & Time: If you need any reasonable accommodation for any type
 3:00 PM, WEDNESDAY, FEBRUARY 7, 2024 of disability in order to participate in this procurement,
please contact this department as soon as possible.

Proposer Name: *I hereby certify that this bid is made without prior*
 River North Transit LLC *understanding, agreement, or connection with any*
 ----- *corporation, firm, or person submitting a bid for*
the same materials, supplies or equipment, and is
 Mailing Address: *in all respects fair and without collusion or fraud. I*
 114 5th Avenue, FL 17 *agree to abide by all conditions of this bid and*
 ----- *certify that I am authorized to sign this bid for the*
 ----- *bidder.*
 ----- DocuSigned by:
 X *Alex Lavoie*
07052976C024421...
Authorized Signature (Manual)

City, State, Zip Code: New York, NY 10011 Typed or Printed Name:
Alex Lavoie

Type of Entity (Select one): Title: Manager
 Corporation
 Partnership _____
 Proprietorship _____

Incorporated in the State of: _____ Year: _____ Delivery in N/A days, ARO

Phone Number: (888) 501-7511 Ext. 4 Payment Terms: Net 30 Days

Fax Number: N/A FEIN or SS Number: 611772337

E-Mail Address: courtney.halgren@ridewithvia.com Local Business: __Y__ N MWBE: __Y__ N

Bid Security is attached, when required, in the amount If returning as a "No Bid" state reason:
 of \$ N/A
 F.O.B. DESTINATION

THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID

Tab 1: Letter of Submittal



River North Transit, LLC
 (a wholly owned subsidiary of Via Transportation, Inc.)
 114 5th Avenue, Floor 17
 New York, NY 10011

Subject: On-Demand Transportation Services

To: Fort Pierce Redevelopment Agency (FPRA)

Attn: Sara Delgado, Redevelopment Assistant and Gelencia Carter, Purchasing Manager

Dear Ms. Delgado and Ms. Carter,

We are excited to present our proposal for the implementation, maintenance, operation, and marketing of Fort Pierce Redevelopment Agency’s on-demand transportation program.

Via is the world’s leading provider of on-demand transportation operations and software. We successfully serve more than 700 cities and agencies across the globe and operate more than 50 turnkey on-demand services in the United States using our technology. In Florida alone, our software has powered over 1.8 million rides across communities such as neighboring St. Lucie County (ART On Demand), Palm Beach (Palm Tran), and Key West (Key West Rides). Furthermore, we directly operate services in Miami-Dade (GO Connect) and Sarasota (OnDemand by Sarasota County) Counties. Our partners in Florida — and around the world — experience significant quality of service, ridership, and efficiency gains when working with Via.

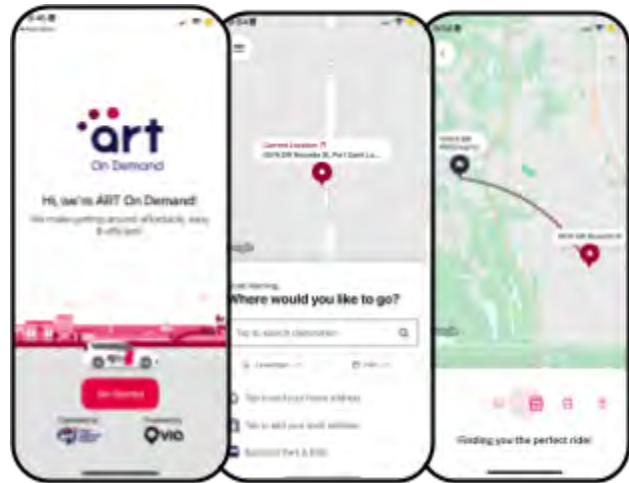


Our operations and software are designed to deliver exceptional rider experiences and unparalleled efficiency. Since Via was founded in 2012, we have consistently served more riders using fewer vehicles, with fewer miles traveled and fewer dollars spent — without sacrificing wait times or on-time performance. By increasing ridership, Via’s high-quality, innovative, efficient on-demand service will drive economic development across the Redevelopment Area and Waterfront.

We are eager to partner with the Agency and strongly believe that we are uniquely well-suited to increase ridership in Fort Pierce for several key reasons:

Best-in-Class Rider App

Via’s intuitive and customer-friendly Rider App drives rider adoption by delivering a superior customer experience to any other demand-response app on the market. Via’s Rider App features fast ride booking in 2-3 taps, effortless navigation within the app, and a simple, intuitive user design. It has been downloaded by millions of riders and consistently receives glowing reviews for its ease of use.



Images of Via’s Rider App for our service in St. Lucie, FL

The app will be white-labeled to reflect the Agency’s preferred branding. Our rider app is designed with accessibility at the forefront and includes a host of features for those in need of visual, audio, cognitive, or mobility accommodations. The app is also available in multiple languages.

For individuals without smartphones or internet access, or for those who simply prefer to, Via’s system allows riders to book rides by calling a customer support representative.

Algorithms that Drive Efficient, High-Quality Service

Our software platform makes smart decisions when matching passengers to vehicles and routing trips. In Via-powered services, our algorithm enables each vehicle to pick up more passengers and avoid congested areas and slower roads. As a result,



Antelope Valley Transit Authority **improved utilization (rides per vehicle hour) by 16%** immediately after replacing another provider with Via

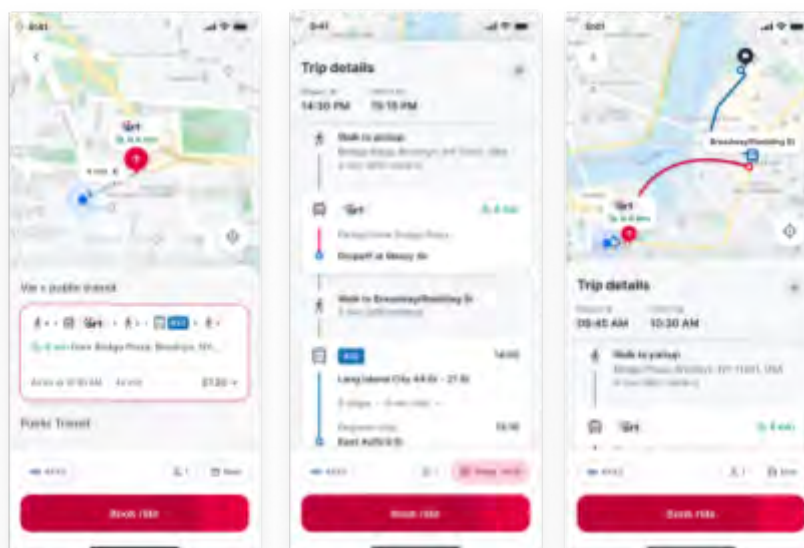
riders experience shorter trip durations and more precise time estimates — making them more likely to continue to use the service. Meanwhile, our partners benefit from high vehicle utilization rates and strong overall ridership.



After switching from their previous provider to Via in March 2022, St. Lucie County has seen **ridership double on its free on-demand service**. Today, the service delivers an average of over 2,200 rides per month, and reached an all-time record 3,000+ rides in October 2023.

Regional Connectivity

Via's solution for Fort Pierce will not only increase ridership within the FPRA boundaries, but also draw in riders from across the region. Integrations with live GTFS feeds will allow passengers to view real-time, stop-by-stop information for all available public transit options, and even plan multi-leg trips that involve a transfer from a microtransit ride to a fixed route. This Integrated Transit functionality will allow regional riders to seamlessly connect to FPRA's on-demand service from ART, GoLine, Marty, Treasure Coast Connector, and Brightline services (and vice versa). As a result, riders throughout St. Lucie County and as far afield as West Palm Beach will enjoy efficient, coordinated, and seamless mobility to, from, and within the FPRA, driving foot traffic in the downtown area. Our in-house transit consulting and service design experts will also help Fort Pierce consider how such regional connectivity factors into expansion plans for serving areas and points outside the core FPRA boundary in the near future.



Integrated Transit booking flow in Via's app for St. Lucie

Marketing to Drive Economic Development

Via's in-house Marketing team will work with the City of Fort Pierce and FPRA to design a bespoke and multi-channel marketing program that will generate excitement and awareness for the service — with a particular focus on attracting “choice” riders who will use the service to explore shopping and culinary, artistic, and cultural amenities in the Redevelopment Area and Waterfront. Via has extensive expertise in creating rider engagement, designing and launching customer surveys, managing public relations, and developing creative assets unique to our partners' preferred branding. Furthermore, we will develop and implement a community engagement strategy that will foster strong partnerships with community organizations and businesses and drive strong ridership among FPRA's target ridership and beyond. Our economic development and marketing team will collaborate with local businesses, government entities, and community stakeholders to execute plans that contribute to the overall economic well-being of the area.



A Highly Experienced, Dedicated Project Team

Emily Shapiro, Via's Director of Operations, will be the dedicated day-to-day partner of the Fort Pierce team as the service's General Manager. As she does for Via's services in Sarasota and Miami, Emily will oversee day-to-day operations and drive service performance, as well as support longer-term strategy. Emily will partner with Séverine Koen, Via's dedicated Partner Success Manager for Fort Pierce, to grow ridership, improve the overall efficiency of the service, and secure additional funding to support service expansions. As we have done for other services in the region, the Via team will also partner with Circuit, a South Florida-based operator specializing in electric-vehicle services. The service will also have strategic oversight from Alex Lavoie, Via's Chief Operations Officer.

We hope this response demonstrates our enthusiasm for partnering with the City of Fort Pierce and FPRA to drive economic development in the downtown area by growing ridership. We are willing to strictly comply with all terms and conditions set forth in the Request for Proposals. We are excited at the prospect of working with you on this exciting opportunity and welcome any future opportunities to discuss this partnership.

Sincerely,

DocuSigned by:



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Authorized Corporate
Officer:

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Chief Operating Officer
Via Transportation, Inc.
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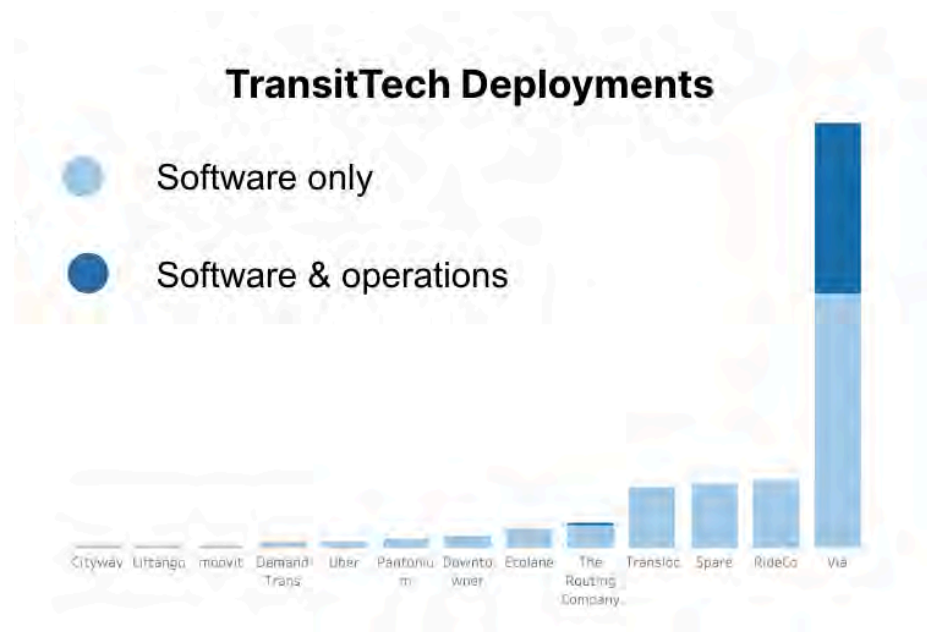
1.2 Summary of Qualifications

At Via, we build innovative software and power highly efficient operations that enable our customers to transform their transportation systems into smart, data-driven, technology-enabled networks. Our turnkey services increase ridership in our partners' communities by enhancing quality of service while driving low operating costs.

Since Via's founding in 2012, we have built a suite of software designed to allow cities and transit agencies to manage every aspect of public mobility. We offer solutions for microtransit, ADA- paratransit, senior transportation, integrated trip planning and payment systems, electric vehicle (EV) charge management, autonomous vehicle (AV) fleet management, and school bus routing. To date, **we have deployed transit solutions in partnership with over 700 cities and transit agencies in over 40 countries around the world, powering over 130 million rides.**



Furthermore, Via is the undisputed leader in on-demand operations: no other vendor has more experience powering and operating on-demand services in the U.S. As the FPRAs partner, we will leverage our deep experience as operators of our own software to provide high quality, accessible, and cost efficient service.



The City’s on-demand transportation service will be backed by the entirety of Via’s global resources, including our diverse team of subject-matter experts:

- Over **1,000 full-time employees** focused on operations, partner success, marketing, community engagement, rider growth, and service planning.
- Over **550 full-time software engineers** with deep experience in advanced algorithms, data science, digital mapping, database architecture, product management, and app development.

Marketing and Community Engagement

Via is the industry leader in marketing all types of turnkey microtransit services. Our in-house team — including marketing, creative, and community engagement experts — has driven **over 100 million rides in more than 250 services**. This experience has led us to the most effective programs to grow new services and shift riders onto Via-powered microtransit.

As the most experienced provider of on-demand transit software and turnkey services in the world, Via has extensive experience conducting community outreach and soliciting feedback from community members during the consulting and scoping phase of a project. As a result of their experience launching over 250 services, our in-house community engagement, marketing, and rider growth teams are well equipped to run comprehensive

programs to ensure that community members are ready to ride in the weeks leading up to launch.

Circuit's on-the-ground team will lend the project additional community engagement expertise. Circuit's team has participated in local events such as: Broward Complete Streets, The Hollywood Sun Shuttle's Candy Cane Parade, SunFest, Tortuga Music Festival, 4th of July events, the West Palm Beach GreenMarket, and more in other service areas, as well as the Fort Lauderdale St Patrick's Day Parade (annual), Food Deliveries in Hollywood for Feeding South Florida, and Cleaning Up Clematis in West Palm Beach. Circuit also gives regular familiarization tours.



Funding

Via has a dedicated Grants and Funding team that has **extensive experience assisting our partners in applying for competitive grants**, which fund transformative projects and sustainable services:

- Via and Jersey City have together secured over \$3 million in grant funding to add additional EVs to the Jersey City fleet and to support charging infrastructure.
- The City of Richmond and Imperial Valley Transportation Commission in California both applied for Clean Mobility Options grants with Via — each earning \$1 million dollars in state funds to support four-year electric-vehicle microtransit deployments.
- With Via's assistance, the cities of Cupertino and Santa Clara secured \$8.5 million from the Transit Intercity Rail Capital Program to support a 5-year electric-vehicle microtransit service.
- Other Via services have been funded by sources such as VTA's Measure B funds and California's LCTOP grants.

Via's Grants and Funding team aims to be a long-term partner for the FPRA and will leverage our track record working with cities and transit agencies across the world to

identify and secure additional grant funding opportunities. Our team can work directly with the FPRA to develop grant applications, pursue sponsorships from local businesses, and other initiatives to generate additional funding for the Agency. We have helped partners around the world access these fundraising channels and would be happy to provide strategic and executional support to the FPRA's service.

For example, in the United States of America, we have also helped our partners apply for — and win — the following competitive grant opportunities, including:

- **2021 Federal Transit Administration's (FTA) Enhancing Mobility Innovation Projects:** Via partnered with the City of Richmond to develop a winning proposal to the EMI program. The City of Richmond will receive funding to initiate a pilot program that will allow the city to coordinate microtransit and paratransit riders into shared journeys using a single fleet. The proposed project aims to provide microtransit and paratransit customers with lower wait times, on-time pickups, and quick, convenient trips while reducing the average cost per trip to the City of Richmond.
- **2020 Federal Transit Administration's (FTA) Accelerating Innovative Mobility (AIM) Program:** Via partnered with several public transit providers — the City of Wilson, North Carolina, the Delaware Transit Corporation, and jointly with the Colorado Department of Transportation (CDOT) and the Regional Transportation District in Denver (RTD) — to develop winning proposals to the AIM program. The City of Wilson received \$250,000 to replace its fixed-route transit service with on-demand, rural microtransit. The Delaware Transit Corporation received \$315,000 to develop software that integrates fixed-route bus service, paratransit and microtransit in Georgetown. CDOT and RTD received \$687,000 for a multi-modal trip platform to integrate RTD bus and rail with inter-city bus and microtransit travel services.

Via has also already identified numerous funding opportunities specific to Florida to pursue to ensure the long term sustainability of FPRA's service. These include:

- **Florida Transit Grants - 2024:** The Florida Department of Transportation has two discretionary grants that transportation providers can use to fund microtransit programs. Both grants have applications that open around February, are due in the spring, and awarded in the fall.

- **FDOT Service Development Program:** The Service Development Program (SDP) provides funding to new projects that use an innovative technique to expand public transit services. SDP covers 50% of the cost of a project for three years including capital, operating, and marketing costs.
- **FDOT Commission for the Transportation Disadvantaged Innovative Service Development Program:** FDOT's Commission for the Transportation Disadvantaged (CTD) runs the Innovative Service Development Program (ISD) that funds pilot projects for transit services that are more cost effective for the program and time efficient for riders. Funds can be used to modify or expand existing operations to fill a gap, reach a new market, or otherwise improve options for transportation disadvantaged. ISD covers 90% of the costs of a project, however, funds are provided as a monthly reimbursement, rather than upfront like the FDOT Service Development plan. Community Transportation Coordinators (typically transit providers or similar designees) are eligible to apply.

Operations

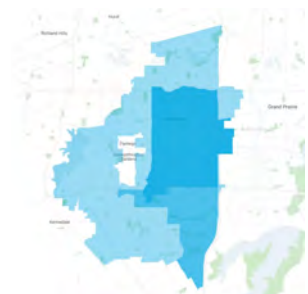
Via has managed the delivery of over 20 million rides since we launched our first turnkey microtransit service in 2017. Today, we directly operate 50 microtransit services in the U.S. and 70 worldwide, with over 1,200 vehicles on average on the roads daily. These vehicles range from conventional minivans to hybrids, electric vehicles (EVs), and autonomous vehicles.

For our proposed service in Fort Pierce, we plan to partner with Circuit, an experienced operator of fleets of EVs and neighborhood electric vehicles (NEVs). Circuit operates 40+ services across nine states, and currently has a fleet of over 210 electric vehicles.

Via in Urban Settings

Via has extensive experience operating turnkey demand response services in urban areas similar to Fort Pierce:

Since launching a demand response service pilot in the **City of Arlington, Texas** in 2017, we have grown the service by ten times to over one million total rides as of May 2022. This expansion has driven a steady decrease in per-trip costs and continues to contribute to the ongoing reduction in citywide vehicle miles



traveled. In 2021, as more riders took shared trips over single-occupancy vehicles, vehicle miles traveled in the region were reduced by over 400,000 miles. What began as a pilot covering less than one-quarter of the City’s area has grown to become a citywide service with nearly 70 vehicles, making Arlington the first American city to run solely on demand response.



In **Birmingham, Alabama**, Via’s “Birmingham On-Demand” service was started in partnership with the Community Foundation for Greater Birmingham and the City of Birmingham to better connect residents and workers to jobs and services in downtown Birmingham. Since 2019, the service has provided over 150,000 rides. In a community where 42% of riders have an annual household income below \$25k, the service has increased access to jobs and hospitals within 30 minutes by 79%. 53% of riders use the service for commuting to work or school and 54% of riders report using the service to access essential errands. Via worked to bring the Birmingham-Jefferson County Transit Authority to the partnership in 2022, facilitating a co-funded and co-branded service with expanded coverage and a complementary nighttime service to help residents access commercial and entertainment areas.

In **Miami, Florida**, Via’s MetroConnect links residents to existing transit hubs and enables access to important nearby locations, such as medical centers and universities. Shortly after launch, the City opted to expand the service zone by nearly three times after working with Via to conduct rider outreach and data analysis following an initial period of low ridership. We were able to quickly make this adjustment and update our service design to allow rides to and from anywhere in the zone, rather than just to and from transit hubs. Paired with Via’s extensive marketing efforts, this adjustment prompted ride requests to triple within one week. The service now supports a diverse array of riders, including local residents, seniors, students, and commuters. Ridership has continued to grow since the service launched in 2020. Most recently, in October 2023, we re-branded the service and rolled out service enhancements to shorten trips and service more riders than ever before.



Minority Participation and Outreach

Via is committed to achieving the City’s and the FPRA’s diversity goals. We understand and agree with the importance of ensuring opportunity for historically disadvantaged business owners.

Via conducts periodic and regular outreach to identify qualified M/WBE subcontractors in a variety of scopes of work across the country. We have found that the scopes of work we are able to subcontract for include marketing, community engagement, as well as vehicle-related services. We look forward to discussing the FPRA’s goals in further detail and developing a strategy for Fort Pierce.

1.3 References

We have provided the following references as examples of our experience and track record of success. We are happy to provide additional references as requested.

Partner	Contact Information
<p>Miami-Dade County, FL (MetroConnect) Microtransit software and operations</p> <p>System Size: 10 zones, 34 vehicles</p>	<p>Contact Name and Title: Carlos Cruz-Casas, Chief Innovation Officer Email Address: cruzc@miamidade.gov Phone Number: (786) 442-5248 Address: 111 NW 1st Street, Suite 920 Miami, Florida 33128</p>
<p>Sarasota County, FL (Breeze OnDemand) Countywide paratransit software + countywide microtransit software and operations</p> <p>System Size: 4 zones, 20-22 vehicles</p>	<p>Contact Name and Title: Jane Grogg, Director Email Address: jgrogg@scgov.net Phone Number: (941) 861-5507 Address: 1660 Ringling Blvd., Sarasota, FL 34236</p>
<p>Cupertino, CA (Silicon Valley Hopper) Microtransit software and operations</p> <p>System Size: 1 zone, 10 vehicles</p>	<p>Contact Name and Title: David Stillman, Transit Manager Email Address: davids@cupertino.org Phone Number: (408) 777-3249 Address: 10300 Torre Avenue Cupertino, CA 95014</p>

Case studies describing these programs in further detail can be found on the pages below.

GoConnect

Demand response transit for local residents, seniors, students, and commuters.



Partner:
Miami-Dade
County

Location:
Miami, FL

Service Type:
Microtransit



5x

Reduction in
passenger wait times



3x

Shorter walking
distance to transit



49%

Of riders connect to
other transit forms

Partner Challenges

Via launched “Go Connect” in Miami, Florida to help residents connect to existing transit hubs and access important nearby locations, such as medical centers and universities. Via provides a turnkey demand response solution to Miami-Dade, which includes a fleet of 6-passenger minivans (including WAVs) and a mobile app available in English, Spanish, and Creole, which also deep-links to the Miami-Dade Transit app.

Via Solution

Facing low initial ridership, Via conducted rider outreach, analyzed data and feedback, and ultimately opted to expand the service zone by nearly three times. After making this adjustment, as well as allowing rides to and from anywhere in the zone, rather than just to and from transit hubs, and engaging in significantly increased marketing efforts, ride requests tripled.



“ Opens up my world! I have been able to explore more areas in the city as a disabled wheelchair user than I was able to before. Please please keep and expand this essential service!

- GoConnect Rider

Sarasota County Transit

A commingled solution for ADA paratransit and on-demand services



Partner:
Sarasota County
Transit

Location:
Sarasota, FL

Service Type:
Commingled
mobility

↑ **10%**

Increase in On-Time
Performance

Partner Challenges

Sarasota County Transit sought new software to help improve on-time performance and decrease missed trips amidst an industry-wide driver shortage.

 **3**

Services managed in
one platform

Via Solution

Via provides SCAT with an integrated solution for ADA paratransit as well as two demand-responsive programs serving pre-booked trips for Transit Disadvantaged riders and on-demand trips for veterans across a 600+ square mile area. Trips are commingled across the ADA paratransit and Transportation Disadvantaged services, with each service having different zones and program requirements. Since switching to Via, SCAT has seen a 10% improvement in on-time performance and growth in the ADA paratransit service to over 500 rides per day.

 **500+**

Paratransit trips per
day



“ The level of convenience Via brings to our Transportation Disadvantaged riders far exceeds the previous standard. We’ve heard from many satisfied customers.”

- Seth Kling, Paratransit & Transit
Services Manager

Silicon Valley Hopper

Regional microtransit funded by a clean energy grant from the state of California



Partner:
Cities of Cupertino & Santa Clara

Location:
Bay Area, CA

Service Type:
Microtransit

 **\$8.5M**

Grant from the state awarded to expand

Partner Challenges

Increasing traffic congestion, few alternatives to single-occupancy vehicle travel, and no first-and-last-mile connection to fixed-route transit throughout the greater Silicon Valley area was leading to rising congestion and emissions.

 **76,000**

MTCO₂e estimated gHg reduction

Via Solution

After several highly successful years of on-demand service in the city of Cupertino, the cities of Cupertino and Santa Clara joined forces to apply for an \$8.5M grant from the California State Transportation Agency (CalSTA) to improve regional connection and advance the state's mission of reducing transportation emissions. In addition to expanding service to Santa Clara the zones also serve two key fixed-route transit hubs in Mountain View.

 **100%**

Electric fleet including WAVs



“ This partnership with Via is the next generation of what public transportation can be, allowing us to increase mobility while taking a step toward our larger goal of reduction congestion.”

- Steven Scharf
Mayor of Cupertino

1.4 Pricing Plan

We are very enthusiastic about the opportunity to partner with FPRA and are committed to delivering a best-in-class on-demand service at a compelling price. Below, please find Via and Circuit's pricing proposal for turnkey operation of FPRA's on-demand transportation program. We have provided pricing for two EV fleet options, which FPRA can elect based on their preferences. Note that the proposed pricing assumes service hours of Sunday through Thursday 10am-8pm, and Friday and Saturday 10am-10pm. Should FPRA wish to explore a scenario without extended service hours, we remain flexible and would be happy to provide additional pricing scenarios.

Our turnkey solution includes two fee categories:

- **Installation Fees:** One-time fees cover end-to-end service setup. This fee includes the launch and implementation costs associated with getting the service up and running including technology localization, quality assurance and system testing, WAV retrofit costs, vehicle wraps, Samsara AI Security dash cameras, and launch preparation.
- **Recurring Fees per Vehicle Hour:** After launch, our solution is priced as an all-inclusive fee per vehicle hour. This all-inclusive per-vehicle hour fee covers all operating and ongoing technology costs required to deliver an outstanding quality of service for FPRA's four-vehicle fleet, and is billed on a monthly basis based on the number of vehicle hours actually used. This flexible, pay-as-you-go cost structure includes regular reporting to keep Via accountable to meeting FPRA's ridership and budget targets and guaranteeing optimal service efficiency. We will only deploy the hours that FPRA needs to sufficiently meet demand, ensuring that the funding dollars are used in the best possible way.

Option 1: Kia Niro Sedans and Ford Transit WAVs

	Fleet Composition	Total Cost (Not-to-Exceed)	Total Cost (Not-to-Exceed), Net of Advertising Guarantee Discount	One-Time Upfront Costs	Annual Operational Costs	Hourly Rate
Year 1	(3) Kia Niro Sedans and (1) ADA Ford e-Transit WAV Van 9 PAX	\$0.86M	\$0.83M	\$25.0k	\$0.84M	\$54.34
Year 2		\$0.87M	\$0.84M	-	\$0.87M	\$56.52
Year 3		\$0.90M	\$0.88M	-	\$0.90M	\$58.78
Total Years 1-3		\$2.64M	\$2.55M	\$25.0k	\$2.61M	\$56.55

Option 2: Tesla Model Ys and Ford Transit WAVs

	Fleet Composition	Total Cost (Not-to-Exceed)	Total Cost (Not-to-Exceed), Net of Advertising Guarantee Discount	One-Time Upfront Costs	Annual Operational Costs	Hourly Rate
Year 1	(3) Tesla Model Ys and (1) ADA Ford e-Transit WAV Van 9 PAX	\$0.92M	\$0.89M	\$25.0k	\$0.89M	\$58.10
Year 2		\$0.93M	\$0.90M	-	\$0.93M	\$60.42
Year 3		\$0.97M	\$0.94M	-	\$0.97M	\$62.83
Total Years 1-3		\$2.82M	\$2.74M	\$25.0k	\$2.79M	\$60.45

Note: Both pricing options assume FPRA provides vehicle parking and charging.

We encourage FPRA to consider Option 1, as Circuit has a strong partnership with Kia dealers in the area and can leverage that support for quick repair of down or inoperable vehicles.

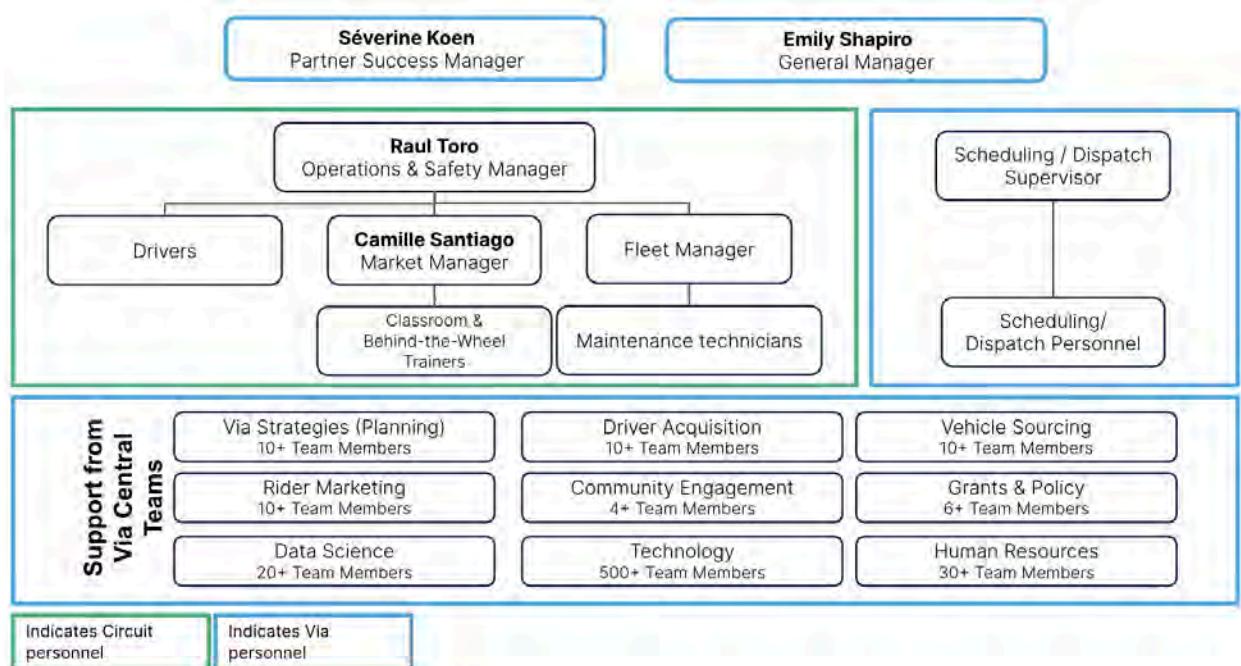
Via's fee structure is flexible, and we welcome further discussion to determine a pricing strategy in line with FPRA's goals and needs. For example, we can adjust our fee structure to charge more in upfront costs, and reduce ongoing fees to maintain the same total cost over the contract term.

We look forward to further discussing our pricing proposal with the evaluation committee should you have any questions, feedback, or clarifications.

Tab 2: Management Plan & Experience

2.a. Team Structure

Via will partner with Circuit, an experienced operator of electric vehicle fleets based in South Florida, to manage service operations in Fort Pierce. The dedicated team will be led by a Partner Success Manager and a General Manager, both from Via, and supported by a project team from Circuit. The dedicated team will be supported by a number of other highly-experienced Via and Circuit experts, including in areas such as driver marketing and sourcing, rider marketing, service planning, and technology.



- **Partner Success Manager: Séverine Koen**, the City's dedicated Partner Success Manager, will be the day-to-day partner of the City's team, orchestrating business review meetings, continuously monitoring service performance, and driving iterative improvements. Séverine will remain involved for the life of our partnership.
- **General Manager: Emily Shapiro**, Via's Director of Operations, will serve as the FPRA's General Manager. She will drive the strategic vision and manage day-to-day service performance. Emily will work closely with the FPRA and Circuit to ensure full strategic alignment, and will ensure the daily operation of the contract runs smoothly. She will work collaboratively with Circuit and Via's Operations teams, as well as centralized Via teams and the City, in designing the most appropriate and cost-effective delivery of transportation services. Emily will always be available to Fort Pierce to discuss operations and answer any questions. **Emily will be**

authorized to make operational decisions regarding Fort Pierce's service, all of which will be made in close consultation and collaboration with the City and its team.

- **Operations & Safety Manager: Raul Toro**, Circuit's Florida Area Manager, oversees all day-to-day operations of Circuit's services. Raul has been with Circuit since Summer 2023. He served in the U.S. Army for 13 years and has a BA in Business Administration and an MS in Marketing. Raul will oversee and manage the day-to-day operations of the service. Post-award, Raul will focus on driver recruitment and training (in particular, ensuring drivers are well versed in navigating the service roadways to shorten ETAs). Raul will oversee shift scheduling, driver check-in, vehicle inspections, and charging infrastructure operations. Raul will ensure optimal service efficiency and safety. He will coordinate closely with the dispatch team to ensure smooth day-to-day operations and responsiveness to customer feedback.
- **Market Manager: Camille Santiago**, Circuit's Market Manager, manages hiring, onboarding and scheduling for all South Florida operations. Camille currently oversees and schedules roughly 35 managers, supervisors and drivers in Palm Beach and Broward counties only. Camille will support Raul and the Fort Pierce Operations Team by facilitating scheduling and driver training with specific focus on onboarding the Fleet Manager and selected shift supervisors. She will help to implement the driver customer service and safety training programs to ensure Fort Pierce has the safest, most customer centric focused staff in order to deliver the best transportation service to residents and visitors.
- **Support and Dispatch Agents:** The Support and Dispatch Agents will be at the front-lines to support riders and drivers over channels such as phone, email, and SMS. They will serve as reservationists and troubleshoot any live or post-ride issues, such as lost and found.
- **Fleet Manager:** The Fleet Manager will be responsible for daily fleet readiness and the preventative maintenance program across the fleet.

In addition to the Fort Pierce operations team, Via will dedicate a project team to manage, supervise, and advise on every aspect of service design and delivery, leveraging their experience launching and optimizing other Via services around the world. This project team will include:

- **Contract:** Our in-house team of service design experts and consultants will work closely with the City to finalize project goals, KPIs, and service design as well as manage the contracting process. **Sebastian Loria** will be the City’s key point of contact throughout the contracting process, under the leadership of Via’s East Coast Partnerships Lead, **Eric Gardiner**.
- **Launch:** Our launch team will work closely with the City to project manage the full end-to-end implementation of Via’s software and the training of any relevant City personnel. **Ariel Gordon** will serve as the project’s launch manager with **Kyle Snyder** advising from Launch leadership.
- **Expert Support:** In addition to the core project team, the service will be supported by a number of value-added offerings here at Via, including Growth Marketing, Community Engagement, and Via Strategies. We will leverage the full strength of our team’s diverse expertise every step of the way to ensure success for the City’s service.

2.b. Standard Operating Procedures

Drivers

The FPRA’s transportation service will be operated by an engaged, friendly, and reliable pool of driver partners, whom Circuit will hire from the local community and surrounding areas. Via’s and Circuit’s local recruiting efforts ensure that drivers are familiar with and invested in providing quality service to the area. Driver retention is a factor that both Via and Circuit are proud of: everywhere we operate, we build happy teams who have ample opportunities for advancement. We can implement a mix of performance incentives, team bonding events, ongoing training seminars, and more to keep drivers engaged and dedicated to providing great service for the Agency’s riders.

Driver Recruitment

Circuit directly employs its operational personnel, including drivers. Circuit uses its proven personnel policies to create a hiring and safety program specific to a given service. The process includes hiring, background checks, drug tests, alcohol screenings, initial training, continued training, and performance evaluations. Circuit can quickly add drivers and vehicles to its national custom auto insurance policy. When the manager is comfortable

with a candidate and decides to extend a job offer, they will be introduced to Circuit's staff training/development tools & programs.

Circuit is committed to a local hiring preference in all markets, which ensures that staff are familiar with the location and can serve as knowledgeable ambassadors. In addition to posting job openings on popular platforms such as Indeed, Circuit works with local workforce development and job placement centers to source qualified local candidates as is needed by the service or to support future expansions. Circuit currently has multilingual drivers in South Florida, and is able to include bilingual/multilingual drivers as a local preference for hiring, if desired by the FPRA.

Driver Training

Circuit's hiring and training systems will help the FPRA achieve its safety and accessibility goals with regards to this project, while also ensuring a high quality customer experience that encourages further ridership and exploration of the community. Circuit has a training program in place for new operational staff that covers safe and efficient operation of electric vehicles, cleaning and safety processes, and customer service. Drivers receive initial in-person training, are observed on ride-alongs, receive ongoing on-the-job training, and are updated on any new operational policies or procedures. Training is conducted by local managers and supervisors. Furthermore, Circuit's corporate operations team develops and maintains operational policies and procedures, including over 180 pages of Operations Manager and Driver training guides and standard operating procedures.

Circuit's teams have consistently met requirements from transit authorities and police/sheriff's departments — in all markets, including Florida — for vehicle inspections and driver training and testing.

Circuit's training program specifically covers:

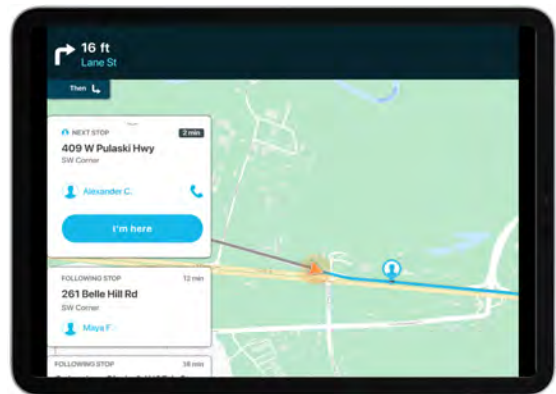
- Safe operation of an electric vehicle
- Efficient operation of an EV, maximizing battery efficiency
- Advanced cleaning procedures
- Safety guidelines and policies
- Defensive driving and vehicle handling
- PASS Passenger Assistance Safety & Sensitivity program (for all WAV drivers)
- COVID19 advanced safety and cleaning policies and procedures
- Customer service and passenger relations

- ADA regulations and operations
- Use of the Driver Mobile App
- Communications policies
- Emergency procedures and plan
- Accident reporting/procedures

Additional staffing lead time is roughly two weeks for hiring and in-car and classroom training. Circuit currently has 75+ employees in Broward County that are available to fill in any gaps or decrease lead time while we hire local staff.

Via Driver Application

Circuit's drivers will operate vehicles using Via's driver application, which has been developed to make drivers' jobs safer and easier. The app provides a single interface where a driver can access the information they need before, during, and after their shifts. This includes turn-by-turn navigation, a dynamically updated rider manifest, automated notifications, "one-click" task acknowledgments, and smart routing that ensures drivers are taking the safest and most efficient route. Real-time location data from the rider and driver apps feeds back into our algorithms, allowing for dynamic optimization of routing and trip assignments. Through the Driver App, drivers are able to communicate with riders and dispatchers, mark trips as completed, or mark riders as no-shows.



The Driver App ingests information from Via's system, which will dynamically adjust pickup / dropoff times, reschedule, or add trips based on operating delays, including road closures and traffic speeds. If an incident impacts trip times, the resulting delays on arrivals or trip times are automatically updated. If an accident occurs which results in a vehicle being taken out of service, staff can remove that vehicle from service, re-book trips on other vehicles, and the system will update schedules based on these new bookings.

Support and Dispatch Agents

Via understands that delivering an exceptional rider experience is critical to the success of a microtransit service. We pride ourselves on maintaining the highest standards of customer service and ensuring customer feedback is deeply integrated in every aspect of their operations. We have a robust set of service policies for riders and drivers to prevent any abuse of the system.

Support and Dispatch staff from our in-house call center will provide over-the-phone service to Fort Pierce riders. The call center will be staffed to cover all service hours with sufficient FTE to provide fast wait times (<2 minutes on average). If ridership grows or wait times grow, Via can add additional customer support staff within a few days. The team of trained and vetted administrators will proactively monitor any irregularities in the service, and



respond to customer inquiries by phone and text during service hours. This team will use Via's powerful web-based tools to intervene across all service functions — including booking rides, canceling rides, responding to driver and customer communications, granting trip credit, and adjusting vehicle occupancies as necessary.

Support and Dispatch Agent Training

Support and Dispatch agents participate in an intensive, three-week training course before they are approved to monitor live service. Training topics include:

- Competence in phone courtesy and empathetic communication skills
- Service overview to ensure familiarity with software tools and local context
- Over-the-phone booking for those without smartphone access
- Manual procedures for booking/modifying/canceling rides and responding to driver and rider communications by SMS or phone
- Reporting and follow-up protocol for accidents and customer complaints
- How to use the Via Operation Center (VOC) dispatch and intervention tools (described below)

Furthermore, many of Via's customer support agents are experienced in providing support for ADA-compliant paratransit services. To help provide a microtransit service that is

highly accessible to all riders, these agents receive hands-on sensitivity training and disability-specific customer service practices, including:

- Awareness of, and sensitivity to different disabilities
- Communication techniques for interacting with riders with disabilities
- Specialized best practices for serving riders who are hard of hearing
- Practices for interacting with Personal Care Attendants (PCAs)

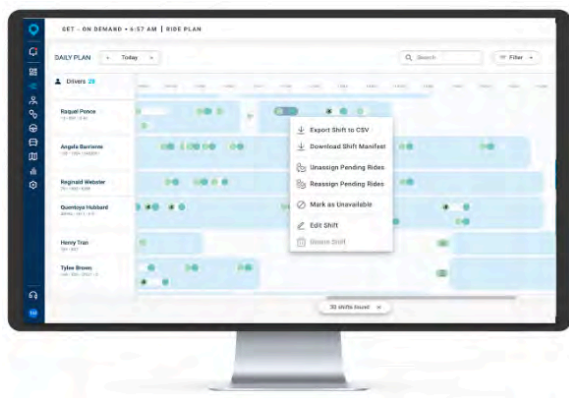
Tools for Support and Dispatch Agents: The Via Operations Center

The backend software designed to manage every aspect of the day-to-day operations of Fort Pierce’s microtransit service is called the **Via Operations Center**. The VOC also provides streamlined reporting and data access to Fort Pierce so that the City can view comprehensive data, which we describe in more detail in [3.c. Data Dashboard](#).

The VOC is powered by our industry-leading routing and ride assignment algorithms, which automatically analyze all trip requests, assign customers to the best-suited vehicle, and group passengers headed in the same direction into efficient shared rides. Our algorithms continuously optimize pickups, drop-offs, and routing while dynamically updating dispatchers, drivers, riders, and administrators with real-time information.

Within the VOC, dispatchers can monitor and control service in real-time through the **Via Hub** and the **Ride Plan**. Notifications alert dispatchers to pending issues, giving them the option to let the software automatically resolve or to manually intervene. Our software leverages real-time speed and location data to continuously optimize for on-time performance. If the software recognizes that a vehicle is running late to a pickup and there is another vehicle available to reach the pickup quicker, it will automatically reassign

the trip and notify the riders and drivers. If our dispatchers want to make a manual intervention, the tool provides a simple interface to communicate with riders and drivers, access more information about a rider or trip, and adjust trip parameters as necessary.



The VOC’s extensive suite of **Fleet and Driver Management** features also allow dispatchers to manage the end-to-end workflow of the

microtransit zone in one platform. Vehicle tracking, driver management, and shift scheduling can all be visualized within the VOC. Dispatchers can also monitor shift status, visualize shifts across dates and times, and add or edit shifts.

2.c. Timeline

Launch Plan

From implementing complex transit services with hundreds of partners globally, Via understands that exceptional project management is key to the success of any deployment. Via will take an agile approach to product development and project governance when launching service in Fort Pierce; we will rapidly iterate ideas, communicate frequently with the City, the FPRA, and key community partners, and quickly incorporate feedback. Our team will meet deliverables with agreed-upon timelines while maintaining the flexibility to course-correct as necessary.

We are prepared to launch the FPRA transportation service in 8 weeks. Below, please find details of each step, including major deliverables, and both Via and the FPRA's responsibilities. We look forward to discussing the service's launch timeline in further detail with the City.

Launch Stage	Core Activities	City of Fort Pierce Activities	Via / Circuit Activities
<i>Starting immediately upon contract signing</i>			
<p>STEP 1</p> <p>Service Planning and Design</p> <p>Weeks 1 - 4</p>	<p>Via will refine and finalize the service scope to best meet the City's goals. We will identify technical requirements and finalize any unique product needs during the Kickoff and Design Review meetings. We will also collaborate with the City of Fort Pierce to finalize the marketing strategy by integrating the City's feedback.</p>	<ul style="list-style-type: none"> • Provide service branding assets • Communicate marketing goals • Provide data to inform service simulations • Work with Via to determine zone boundaries, desired service characteristics, 	<ul style="list-style-type: none"> • Configure zone geographies, service hours, and service modes • Configure mapping and routing inputs • Confirm data-sharing plan

	<p>Stage 1 deliverables (due by the end of Week 4):</p> <ul style="list-style-type: none"> • Finalized project scope • Established service parameters • Finalized data sharing plan • Defined marketing plan 	<p>and user-defined service objectives</p>	<ul style="list-style-type: none"> • Establish marketing plan
<p>STEP 2</p> <p>Development and Service Testing</p> <p>Weeks 2 - 5</p>	<p>Via's Product Team will configure the Rider App, Driver App, and supporting dashboards. We will localize the service to the Downtown Fort Pierce zone and begin service testing. We will work closely with the City to implement desired parameters for the service testing period.</p> <p>Stage 2 milestones (due by the end of Week 5):</p> <ul style="list-style-type: none"> • Localized software suite (VOC, Rider App, Driver App) • Quality assurance and internal system testing completed 	<p>Continue to provide input on desired service characteristics (e.g., content for rider messages)</p>	<ul style="list-style-type: none"> • Confirm software installation and deployment for the initial zone • Localize back-end and front-end environment • Perform internal system tests
<p>STEP 3</p> <p>Testing, Onboarding and Training</p> <p>Weeks 4 - 8</p>	<p>Via will continue testing the service with real riders and drivers — reviewing routing, rider messaging, and other functionalities to ensure the experience aligns with the City's project vision.</p> <p>Additionally, Via and Circuit will conduct onboarding and training workshops with drivers and staff as needed.</p>	<p>Attend relevant onboarding and training workshops</p>	<ul style="list-style-type: none"> • Conduct final onboarding and training workshops • Conduct internal field tests (for platform functionalities, self-service web portal, mobile application, call center web

	<p>Stage 3 deliverables (due by the end of Week 8, prior to launch):</p> <ul style="list-style-type: none"> • Pre-launch driver onboarding completed • Rider and Driver Apps available for download • All requested training workshops for City staff conducted • All drivers onboarded and approved for live service 		<p>portal for trip requests; in-vehicle tablets; service monitoring functions; data collection and reporting functions) with live riders and drivers in the service area</p> <ul style="list-style-type: none"> • Perform a final field test of the system to test its readiness • Prepare for service go-live
<p>STEP 4</p> <p>Fleet Preparation and Marketing Execution</p> <p>Weeks 5 - 8</p>	<p>Via and Circuit will finalize the fleet management plan. We will carry out all activities within the pre-launch marketing and promotions plan. We will also provide rider education for existing and potential riders.</p> <p>Stage 4 deliverables (due by the end of Week 8, prior to launch):</p> <ul style="list-style-type: none"> • Fleet ready for live service • Live field testing completed • All pre-launch marketing completed • Training workshops for riders ready 	<ul style="list-style-type: none"> • Sign off on fleet management plan • Attend key marketing events (e.g., go-live kickoff event) • Work with Via to assess operations, performance, and customer response of the soft launch 	<ul style="list-style-type: none"> • Inspect and approve all vehicles • Implement marketing and promotions plan (e.g., press releases) • Soft launch live on-demand operations for selected beta test customers • Conduct education workshops for riders

<p>STEP 5</p> <p>Service Launch and Optimization</p> <p>Week 8 - Ongoing</p>	<p>In the weeks immediately before and after service launch, Via's Project Team will be on the ground in Fort Pierce to ensure a timely and successful launch.</p> <p>Post-launch, Via will work to continuously improve the service in response to performance assessment and feedback.</p> <p>Stage 5 milestones (deliverables provided on an ongoing basis):</p> <ul style="list-style-type: none"> • Service go-live • Feedback gathered from initial users • Post-launch marketing and promotions plan initiated • Ongoing optimization of day-to-day operations 	<ul style="list-style-type: none"> • Review Via-provided data reports • Provide feedback on service performance • Work with Via to adjust user-defined service objective parameters, operations practices, platform functions, and other considerations relevant to soft launch results • Attend key marketing events 	<ul style="list-style-type: none"> • Share service data and benchmark performance against KPIs provided by the partner • Make iterative improvements based on feedback from riders, drivers, and the City • Implement post-launch marketing strategy to attract new riders and update marketing plan according to customer feedback
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2.d. Marketing Strategy

Our prior experience driving ridership growth, combined with the insights of our rider growth and marketing team, will drive maximum rider engagement for the Fort Pierce service. Via helps our partners grow demand through:

- **Growth and marketing strategy.** Via recommends using a mix of channels and continuously reviewing and optimizing the growth plan based on those channels that prove to be most effective. Channels can include



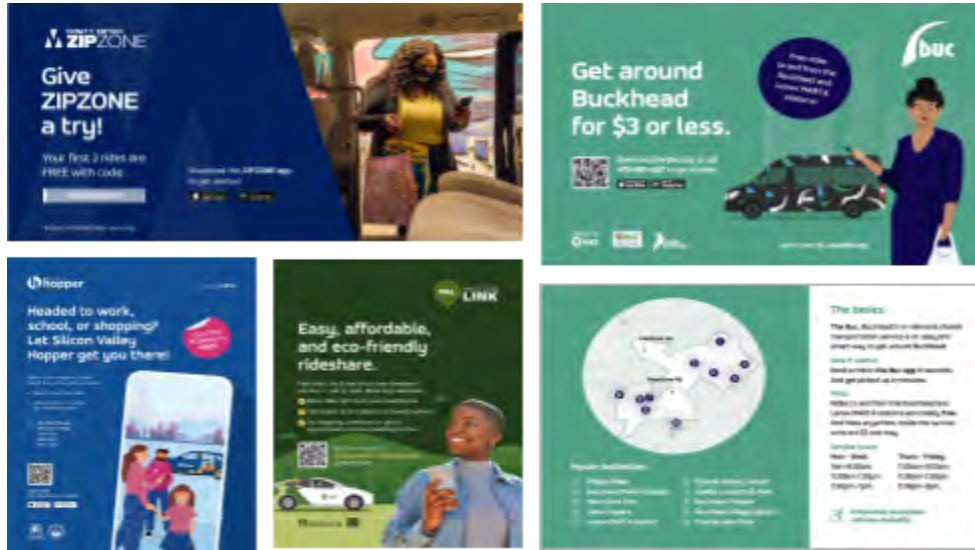
digital marketing, print collateral placed in local businesses, out-of-home advertising, community engagement and partnerships, street marketing, and more. Using advanced in-app tools such as promo codes, referral campaigns, and direct rider communications — **all of which are built directly into the Via Platform** — will drive better rider acquisition results.

- **Rider engagement.** To improve rider retention and expand the use of the Agency's proposed service, we recommend targeted promotions, personalized communications, and configuring a range of subscription offerings based on identified use cases. For Fort Pierce, this could mean partnerships with local



businesses or geo-targeted campaigns. We will partner with the FPRA to continuously analyze ridership trends, both quantitatively and qualitatively. **Via's in-house Data Science team has extensive experience assisting partners in data collection efforts, including surveys, on-board feedback, and in-app push questions.** We will be happy to leverage this expertise to evaluate the Agency's desired project outcomes on an ongoing basis and improve the proposed service over time.

Via will be fully responsible for marketing the FPRA's microtransit service, with on-the-ground support from Circuit for the deployment of all forms of bespoke marketing materials and methods. We pursue an online and offline marketing strategy designed to build awareness, educate new riders, and help them become frequent riders. The channels and messages are customized to the use case, but we tend to focus on web pages, social media, print materials that can be handed out, and in-app lifecycle communications. Please see below for an example of rider engagement materials:



Advertising Opportunities

Via works with transit agencies and municipalities around the world to design and implement advertising solutions that are tailored to their unique goals. Via Media Solutions (VMS) is a proprietary, fully modular service that will seamlessly integrate with the FPRA's microtransit service. **VMS is a standard part of our turnkey offering to create a source of revenue, providing a wide range of innovative offerings at no cost to the City** to enable the following opportunities:

- **Generate a source of revenue.** Via works to strike a balance between generating revenue and delivering a high-quality user experience. Advertising offers the potential for the FPRA to earn revenue through its fare-free microtransit service, which can be used to improve financial sustainability or expand existing services. The FPRA will incur no cost associated with these advertising services, which include buying, installing and maintaining hardware; installing and updating advertising software; selling inventory to advertisers; and reporting. Via also assists with creating content guidelines to mediate the types of messages that can and cannot be displayed and advises on the operational feasibility of each solution. Via will partner with advertising vendors and will manage all operations in exchange for a revenue share of 30% on the advertising revenue it collects.
- **Unlock a new (and free) communication channel** to engage with riders and the broader Fort Pierce/St. Lucie County community. Digital media channels such as in-vehicle screens can provide valuable information to riders including trip

information, public service announcements, medical or health-related information, city-wide or regional social campaigns, local business spotlights, and local event information.

- **Promote local businesses.** Via is committed to providing innovative solutions that meet local communities' needs. As such, we have scoped our microtransit solution to promote this media inventory with the City's local businesses and organizations as an added means of attracting riders to the downtown area
- **Provide a differentiated ride experience** through a mix of information and localized content that can make transit trips engaging and useful for riders during their trips. According to a rider survey in Arlington (where the fleet is equipped with in-vehicle tablets and rooftop screens), none of the riders who responded found that the media "negatively impacted their ride experience," whereas almost half found that the media provided "useful information about their community".

Below are descriptions of our media and advertising solutions.

In-vehicle screens: Screens embedded into vehicle headrests that display a mix of local infotainment, ads, and content from the FPRA (e.g., public service announcements, medical trivia, community campaigns).



Rooftop screens: High-quality LCD or LED external screens that dynamically adjust content based on various real-time factors, such as time of day, weather, or vehicle location. These screens can also display messages to raise awareness and promote the service to passersby.

Partial wraps: Display ad campaigns on the fleet's exterior. These advertising wraps will be designed so that they do not conflict with existing fleet branding. This static medium, somewhat similar to traditional bus placements, is used to display periodic campaigns or long-term sponsors.





In-app sponsors: Innovative ways to display sponsors and FPRA communications within the Rider App without damaging the user experience. These include: Launch page sponsor, sponsored pins, and notifications.

2.e. Customer Service

Customer Service

Via has an in-house team of **Call Center/Customer Service Representatives** who will be trained on the microtransit service and will be able to provide 24/7 multilingual support for ride booking, answer questions, receive and process feedback, and provide guidance. These trained and vetted administrators will proactively monitor any irregularities in the service and respond to customer inquiries by phone and text during service hours. This team, whose members have honed their skills providing customer support to Via customers in similar deployments across the globe, will use our powerful web-based tools to intervene across all service functions — including booking rides, canceling rides, responding to driver and customer communications, granting trip credit, and adjusting vehicle occupancies as necessary.

In the Rider App, riders are able to request additional assistance, ask questions, make complaints, or receive general support in real-time and after their trip. A rider who requires immediate support can simply reply to the SMS messages they received as part of Via's standard rider notifications to inform them of their van's arrival.

The rider's message will immediately appear in the dispatcher's live view, giving dispatchers the opportunity to resolve any issues using a set of configurable, pre-written responses or custom messages. Phone support in English and Spanish will be available for Fort Pierce riders during service hours.

After every trip, riders will have the option to rate their experience and provide feedback directly in the app. Precise feedback will provide insight into rider preferences, not only enabling dispatchers to respond to particular issues but also suggesting how the service model itself could be improved. Custom rider surveys can be deployed to understand specific and recurring rider concerns and gather qualitative data. Via will work with the

FPRA to extract valuable insights and actionable ideas from customer feedback in order to determine opportunities for improvement.

Investigation of Customer Complaints and Incidents

Via's Support and Operations Teams monitor, track, and take corrective actions on driver-related issues around the clock. Issues may be flagged by external parties (eg. riders, community members, partners) through the following channels:

Channel	Medium	Feedback format
Rider app	Post-ride rating	Rating on a 1-5 scale (with opportunity to provide additional detail)
Rider app	Post-ride survey	Free form
Rider support contact	Email	Free form
Rider support contact	Phone call	Free form
Partner support contact	Support Ticket	Free form

Upon receipt of feedback, Via agents evaluate and classify the feedback based on severity. Via tracks all driver incidents, including those involving customer service, vehicle status, dangerous driving, system knowledge, and fraud. We handle all complaints involving passengers immediately, and all others will be addressed in order. For complaints involving drivers, Via will thoroughly review and take appropriate action up to and including permanent disaffiliation from the system. We also look forward to working with the FPRA to establish a process to allow the City to request the removal of a driver whose conduct is unacceptable.

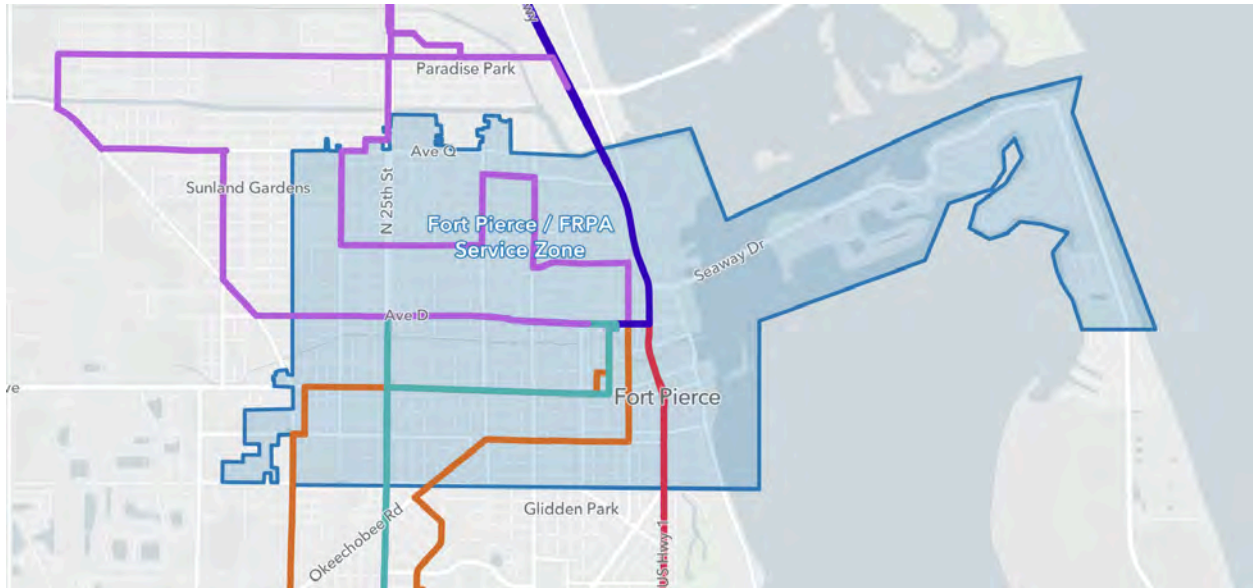
During all service hours, Via's local operations team and dispatchers proactively monitor driver performance to ensure the provision of timely, safe, and accurate service. At all times, dispatchers have a comprehensive overview of all driver locations. While Via's technology is highly automated and designed to minimize the amount of manual intervention needed to provide outstanding service, our tools give dispatchers the ability to intervene as necessary.

In addition to reviewing externally reported complaints, Via regularly reviews key internal metrics, which will be available to the County for the duration of the contract term.

Tab 3: Technical Proposal

Overview

Via will operate a curb-to-curb, on-demand service in the Redevelopment Area using four electric vehicles, including one electric wheelchair-accessible vehicle:

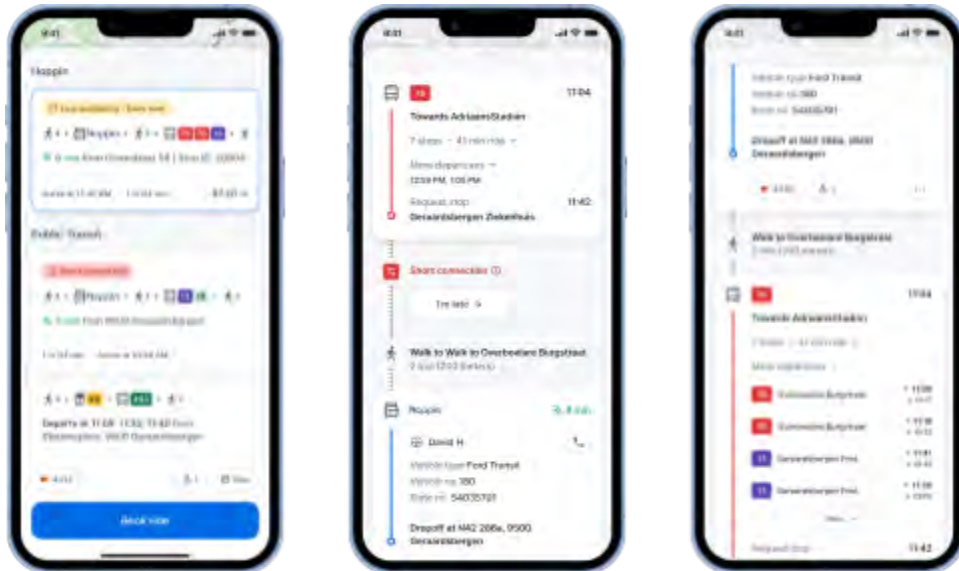


Service will be powered by our software suite, which is made up of three core components — the **Via Operations Center (VOC)**, the **Rider App**, and the **Driver App** — that speak to each other in real-time to create efficient and functional transit networks. As described previously, the **VOC** is a highly automated centralized software administrative platform that will manage scheduling, dispatch, and routing for Fort Pierce, including adjusting for real-time disruptions and changes. Our **Driver App**'s real-time turn-by-turn navigation, intelligent guidance, and hands-free display help drivers perform their tasks more efficiently and eliminate excess communication throughout the day. Our best-in-class **Rider App**, described further in section [3.d. Mobile App](#), will drive service utilization by facilitating seamless ride booking through intuitive self-serve tools.

Our proposed service will not only provide best-in-class on-demand transportation within the Redevelopment Area, but also facilitate easy transfers to other fixed-route lines that serve riders in surrounding communities — including ART, GoLine, Marty, Treasure Coast Connector, and Brightline services.

Our **multimodal trip planning** functionality will allow riders to compare multiple modes or travel options (e.g. fixed-route transit versus microtransit) before booking a trip. Riders

can view stop-by-stop information for each fixed-route, powered by integrated GTFS feeds. Furthermore, riders will be able to plan a multi-leg trip that involves a transfer from a microtransit ride to a fixed-route. Riders can view stop-by-stop information for the fixed-routes, as well as indicate if they are running late and need to rebook one of their journey's legs.



Integrated transit capabilities enable direct visibility into the entire network

These in-app booking flows will streamline trips to and from the proposed service zone from surrounding neighborhoods, which will in turn increase foot traffic within the Redevelopment Area and drive economic development.

3.a. Vehicles

To procure vehicles for this service, Via plans to partner with Circuit Transit LLC, an experienced national operator specializing in electric vehicles and based in South Florida. For Fort Pierce's service, Circuit is able to accommodate all vehicle requirements as indicated within the RFP. As required by the RFP, all vehicles in the Circuit fleet are electric and meet the Federal Motor Vehicle Safety Standard (FMVSS).

Circuit proposes to operate the service with a fleet of three (3) EV sedans and one (1) Ford E-Transit EV van. For the sedans, Circuit has the ability to offer two options, depending on the preferences of Fort Pierce. Pricing for each is detailed in [Tab 1: 1.4 Pricing Plan](#).

Kia Niro EV: The Kia Niro EV vehicle has capacity for 4 passengers plus a driver with spacious seating. The vehicle measures 172-inches long, 71-inches wide, and 61-inches high, providing ample room for passengers as well as bags, beach gear, or other luggage.



Tesla Model Y: Tesla Model Y all-electric SUVs have a range of up to 300 miles on a single charge and are consistently rated as one of the safest vehicles in operation.



For the EV WAV requirement, Circuit proposes using a **Ford electric passenger van**. Circuit has used a number of electric passenger van options in other markets. There are OEM options as well as conversion technology options. Circuit has directly used Lightning Systems and Maxwell converted electric passenger vans. They are ideal for roads with speed limits above 35 mph, programs requiring higher capacity, suburban trips, and can be outfitted for ADA accessibility.



Circuit specializes in managing fleets especially well-suited to Fort Pierce's service zone. Circuit vehicles are often noted and commented on by riders, local businesses, and partners for their fun and aesthetically pleasing presence throughout the community. Vehicles will adhere to all vehicle licensing, inspection, and maintenance requirements as set forth by the State of Florida and any federal, state, county or local applicable laws for licensed transportation services.

Due to Circuit's long-term presence in South Florida, the team already has vehicles on-hand to leverage for Fort Pierce's service. As the service grows, or if additional vehicles are needed for events, Circuit will be able to quickly deliver vehicles to meet the service needs. With more than 75 Circuit-owned vehicles in South Florida alone, the team is readily able to supply additional electric vehicles on short notice on an as-needed

basis. Leveraging a collection of spare vehicles available in Circuit's Fort Lauderdale service, a new vehicle can be brought to Fort Pierce within 4 hours.

Easily Identifiable Vehicle Branding

All vehicles will be wrapped with service-specific branding, which we will develop in tandem with the City and the FPRA. Our objective is for the branding to build on, and integrate with, the City of Fort Pierce and FPRA existing brand so that it is familiar, recognizable, and suitable for multilingual users. Please find illustrative vehicle branding for the service below; we look forward to working with the City to design and refine vehicle branding so that all vehicles are easily identifiable by customers and keep with the City's approved branding.



Vehicle Charging Infrastructure

Managing EV services requires a complex interaction between hardware (vehicles and charging stations), software (shift planning, routing, and charge cycle management) and people (passengers, drivers, fleet teams, and shift supervisors). Via's solution includes proprietary technology for planning and optimizing each of these components, and our team of transit planners, data scientists, and operational experts is able to work with the FPRA to plan, implement, and optimize its electrification strategy for the service.

To support the fully-electric fleet in Fort Pierce, Via and Circuit will leverage the currently installed infrastructure, and supplement with our own chargers at the parking garage as needed. Furthermore, we have conducted a thorough analysis of charging infrastructure proximate to the service zone and identified nearby fast chargers in White City and off I-95 for supplemental intraday charging as needed.

Vehicle Cleaning and Maintenance

Vehicle cleanliness and maintenance are a priority for all Via deployments, as they have a considerable impact on customer satisfaction and safety. We will develop specifications and checklists to ensure that vehicles are cleaned regularly to both Via's and Fort Pierce's standards, ensuring that vehicle surfaces, interiors, and exteriors are kept in a pristine and safe condition, free of trash, debris, and odors at all times.

Circuit's mobile maintenance technicians are also able to quickly respond to all vehicle needs. In the event a vehicle needs emergency maintenance, our on-staff technicians can typically be in the market within 20 minutes. These technicians are also skilled at adapting vehicles for microtransit service and performing preventative maintenance specifically designed for this use case. Vehicles are regularly maintained using rigorous checklists created in conjunction with the vehicle manufacturer. Typically, vehicles are inspected every 4,000-5,000 miles and the condition of filters, brakes, etc. are tracked and replaced accordingly. Additionally, data is shared about vehicle performance in order to forecast future maintenance needs.

Each vehicle within Circuit's fleet has a unique ID. Circuit's operations team will track vehicle characteristics and status through fleet management software, and communicate vehicle statuses to Via's team, Circuit's Regional Management, and other corporate team members through shared documents and project management software. Vehicle characteristics and statuses tracked include:

- Driver vehicle check forms
- Current and pending advertising campaign information if any
- Maintenance records
- Assigned operating location or special event
- Mileage
- General information such as color, make, model, year, features

Drivers check vehicles before and after each shift and fill out a vehicle check form. They perform cleaning duties before, during, and after their shift. Any issues are noted and reported to local managers, who coordinate cleaning and repairs. Drivers will check for problems with seats and floor coverings — any damage, sharp edges, or other issues — as a part of their pre-shift inspection routines. Circuit has trained and certified maintenance and custodial staff in each operating region, and would leverage existing resources in South Florida to complete scheduled and as-needed vehicle cleaning tasks.

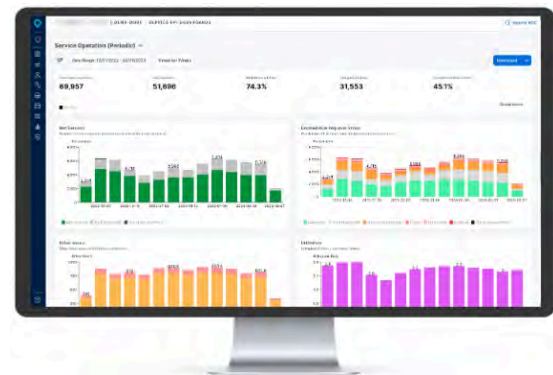
3.b. Hours of Operation

Via will expand the current microtransit service operating model to provide service seven days a week. We can commit to providing, at minimum, service between the hours of 10:00 AM and 8:00 PM, Sunday through Thursday and 10:00 AM and 10:00 PM Friday and Saturday. However, we would be delighted to work with the FPRA to establish alternate service hours pending community feedback and demand levels. At all times, our supply planning tool will monitor demand and plan driver shifts accordingly to ensure that the appropriate number of vehicles are active at any given moment.

3.c. Data Dashboard

Via will provide the FPRA an advanced analytic suite that generates real-time insights into the service’s performance. High quality and easily accessible reporting is critical to inform the deployment’s optimization and long-term planning. Reports are able to be queried and filtered for specific insights or treated as ongoing dashboards.

- **Service KPI Reports** will allow the FPRA to assess service patterns and track key performance indicators (KPIs). These reports form the basis of regular check-ins with Via’s Project Team, providing clear data to measure service performance and identify the areas that work well and areas that require additional attention.



- The **Data Generator** consolidates all service data into filterable and exportable tables. Authorized administrators can review and download data into various formats and tables for granular review or analysis in third-party reporting tools. Via can work with the FPRA to ensure that our systems provide metrics on data that is important to the City and Agency.
- **Regulatory Reports** are tailored to present the precise service data in the exact format requested by city, state, and/or federal regulatory agencies including NTD and FTA reporting.

As requested by the FPRA, Via will provide monthly reports that include:

	FPRA Requirement	Included in Via Reporting?
a	Total boardings per month	✓
b	Average weekday boardings	✓
e	Number of completed rides	✓
f	Average journey time	✓
g	Average distance per ride	✓
h	Average utilization (passengers per vehicle hour)	✓
i	Ridership	✓
j	Vehicle miles driven	✓
k	Vehicle hours driven	✓
l	Cancellation rate	✓
m	Average wait time	✓
n	Average percentage of on-time pick up requests	✓
o	Average percentage of requested rides completed	✓
p	Top pick-up and drop-off locations	✓

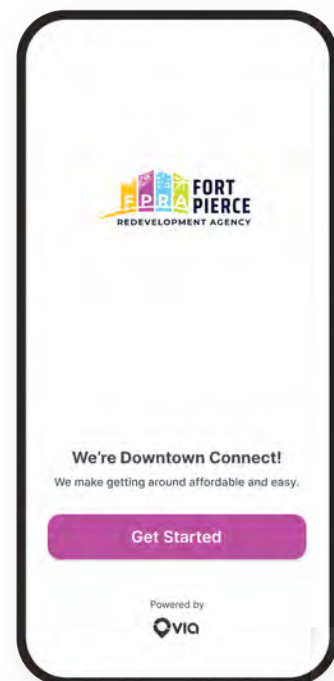
3.d. Mobile App

Through deploying hundreds of on-demand services worldwide, we have found that an intuitive, user-friendly Rider App is critical to continuous rider growth. Poor app performance — whether due to a poor User Interface (UI) or an unreliable booking process — dissuades riders from sticking with a service, or even booking their very first trip. Via’s high-quality mobile app, which includes ADA-compliant accessibility features such as screen reading capabilities and high contrast capabilities, will transform the rider experience in Fort Pierce.

Via will configure a white-labeled Rider App dedicated to the Fort Pierce service (see image at right for a preliminary design). This smartphone application will be compliant with WCAG 2.1 AA standards and available for free download in both the iOS and Android stores. The branding and design of our white-labeled app are completely configurable, and will be specifically customized for riders in Fort Pierce (whereas many of our competitors use one general app for all of their services, causing confusion for riders in understanding where and when they can use their desired service). We look forward to finalizing all aspects of branding and design with the City and the FPRA.

The Rider App will provide residents of Fort Pierce with an all-in-one platform for booking, tracking, and canceling rides, filing complaints, and contacting support in real-time for questions, additional assistance, or general support. It is available in many languages, including Spanish. **Via’s Rider App has been downloaded over a million times, consistently receives glowing reviews, and is the only mobile booking app that has consistently demonstrated an exceptional user experience — leading to rider growth for public transit providers in Florida and around the world.**

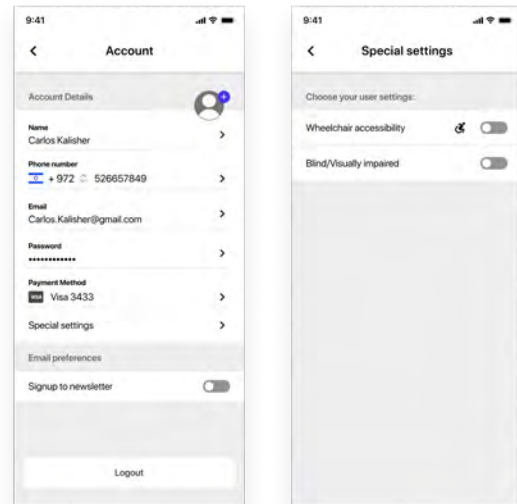
For riders without smartphones or internet access, or for those who simply prefer additional assistance over the phone, Via’s system allows riders to book rides by calling a customer support representative at the designated call center during the service’s operating hours. Live support is available in English and Spanish.



On the following pages, we describe the process of requesting, booking, and reviewing a ride.

Rider Registration

A new rider creates an account in Via's dedicated app for the FPRA by entering an email address, phone number, and password, followed by optional information about preferred vehicle types and accessibility needs. Riders can also call a customer support representative to create an account over the phone. Upon account creation, our system will automatically populate a Rider Profile where administrators can review customer account details.



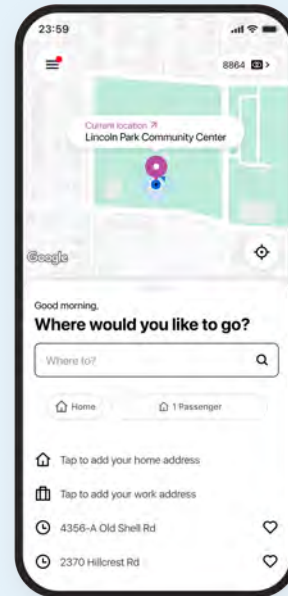
Booking Rides

Pick-up and Drop-off Location Selection

Upon creating an account and opening the app, riders will clearly see the geofenced zone(s) in which service is offered and will be invited to set a pick-up location. Moving the pick-up pin beyond a valid service zone grays out the map and displays an "Out of Zone" message, so riders always know where their microtransit service is available. Riders can easily indicate if they are traveling with multiple passengers.

Riders can enter their pick-up and drop-off location information in a variety of ways:

1. **Riders can type actual addresses** into the search bar select from the search results.
2. **Riders can scroll across the map**, zoom in on particular locations, and drop a pin.
3. **Riders can choose from a dynamically updated “Recents” list** containing recently-used locations and saved, customizable “Favorites” that appear below the search bar.
4. **Riders can tap on a Point of Interest (POI)** on the map, such as business hubs, medical destinations, major transfer points, and major destinations of travel, or bring up a list of POIs from which to select.

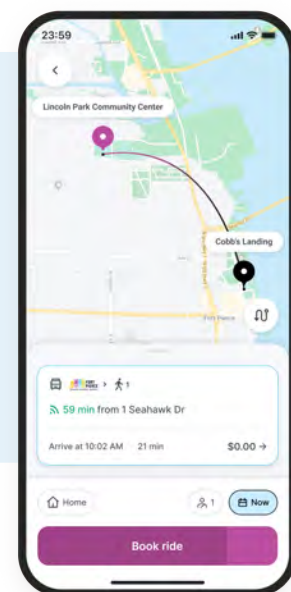


On-Demand Trip Proposal

Once a rider has selected their pick-up and drop-off locations, the Via algorithm matches the requested ride with available seats across the fleet, assigning the rider to a vehicle for a convenient personal trip that also optimizes for efficiency across the entire service. This guarantees reliable service, such as a high rate of on-time performance and customer satisfaction.

The rider may receive multiple trip proposals, each containing the following information:

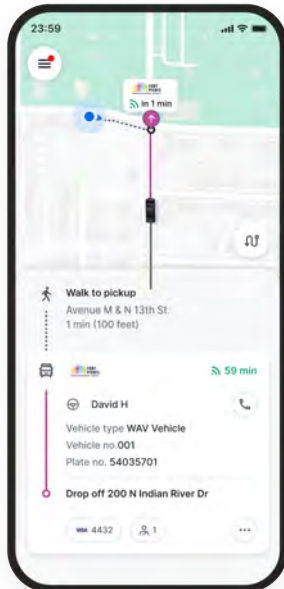
1. The vehicle's estimated time of arrival (ETA) at the pick-up location
2. The pick-up and drop-off addresses
3. The estimated drop-off time



Once presented with potential rides, the customer has 30 seconds to select an option and tap the “Book This Ride” button

to confirm their ride. We have found this length of time provides an ideal balance between providing enough time for the rider to make a decision and ensuring the trip options will not become stale. When the time expires, the rider is given the option to renew the search.

Rider Communications: Tracking the Ride



Once the ride is booked, riders are able to track their vehicle in real time on the map within the Rider App prior to their pickup.

Additionally, riders are provided:

- Walking directions to their pick-up location at a common spot
- Vehicle information, including license plate, driver name, driver photo, and vehicle ID number
- Estimated pick-up time
- Estimated time of arrival

To keep riders updated throughout their trip journey, Via's system sends automated notifications for several events, including:

- When their assigned vehicle is two minutes away (exact timing is configurable)
- When their assigned vehicle has arrived
- Service delays, such as when a vehicle is running late due to traffic or other road conditions
- Service changes and cancellations, such as when a customer has been reassigned to a new vehicle

Rider Support and Feedback

Riders are able to request additional assistance, ask questions, make complaints, or receive general support in real-time and after their trip. A rider who requires immediate support can simply reply to any of the SMS updates about the status of their ride. Dispatchers will receive the message and respond to the rider in real time to resolve any issues. Phone support is also available.

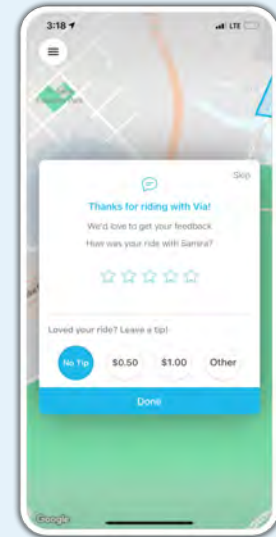
For assistance after a trip, riders can reply to the same SMS messages or they can email service administrators. After every trip, riders will have the option to assign a star rating

to their experience and choose from a menu of configurable, pre-selected descriptions correlated to the star rating (or manually input additional detail):

Five Stars: Riders are asked “What did you like the most?” and can choose from the following options: “Great Driver”, “Quick Pick-up”, “Comfy Car”, and “Smooth Routing”.

Four Stars: Riders are asked “What could be better?” and can choose from the following options: “Driver’s Conduct”, “Quicker Pick-up”, “Pick-up Location”, “Drop-off Location”, and “Routing”.

One, Two, or Three Stars: Riders are asked “What was the major issue?” and can choose from the following options: “Wrong ETA”, “Driver’s Conduct”, “Walking Distance”, “Routing”, “Car Quality”, and “Other Riders”.



Proprietary and Confidential Information

River North Transit, LLC's ("Via") response and all supporting documentation, including associated exhibits and appendices, contain confidential information exempt from disclosure under Florida Statutes, Title X, Chapter 119 (the "Florida Public Records Law"). The confidential materials include, but are not limited to, information relating to the pricing of Via's services, unique business methodologies, entity officer and member details, market positioning, third party reference letters, and sensitive information on key performance indicators. This information is exempt from disclosure under several provisions, including but not limited to, Florida Statutes § 815.045 (as the public and private harm in disclosing trade secrets significantly outweighs any public benefit derived from disclosure and the public's ability to scrutinize and monitor agency action is not diminished by nondisclosure of trade secrets). Accordingly, we request that your office maintain the confidentiality of Via's response and provide Via with timely notice of any third party's request for these materials prior to production by contacting compliance@ridewithvia.com.

Appendix 1: Proof of Insurance



ADDITIONAL REMARKS SCHEDULE

AGENCY MARSH USA, LLC		NAMED INSURED River North Transit LLC 114 5th Avenue, FL 16 & 17 New York, NY 10011	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Excess SIR applies per policy terms & conditions.

Workers Compensation - Independent Contractors
 Carrier: Crum & Forster Specialty Insurance Company
 Policy: US1846823/US08982
 Effective Dates: 10/01/2023-10/01/2024
 Limit: Employers Liability Each Accident: \$1,000,000
 Employers Liability Disease-Policy Limit: \$1,000,000
 Employers Liability Disease-Each Employee: \$1,000,000

With Respect to Auto Liability
 Period 1 - Symbol 11 - Limits - Bodily injury (per person) Limit \$50,000, Bodily Injury (per accident) Limit \$100,000, Property Damage Limit \$30,000

Appendix 2: Required Forms

The following forms are included in this section:

- Drug Free Workplace Certification
- Non-Collusive Form
- Public Entity Crimes
- Scrutinized Companies Certification
- References
- W-9 Taxpayer Identification Number
- Addendum No. 1



DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that
River North Transit LLC does:
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employees community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

DocuSigned by:
Alex Lavoie
C7652978C824421...
Proposer's Signature

Date



NON-COLLUSION AFFIDAVIT FOR PRIME BIDDER

STATE OF New York


COUNTY OF New York

Alex Lavoie, being first duly sworn, deposes
and says:

That he is Manager
(a partner or officer of the firm, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the City of Fort Pierce, of the County of St. Lucie, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

River North Transit LLC
(Firm Name)

By: 

Title: Manager

Subscribed and sworn to before me this 31st
day of January, 2024.


Notary Public

My Commission expires: (Seal)

SONJA WELCH
NOTARY PUBLIC, STATE OF NEW YORK
NO. 01WE0017262
QUALIFIED IN KINGS COUNTY
MY COMMISSION EXPIRES 11/30/2027

11/30/2027



PUBLIC ENTITY CRIMES AFFIDAVIT
SWORN STATEMENT UNDER SECTION 287.133(3)(a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted by _____ City of Fort Pierce _____
(Print name of the public entity).
by Alex Lavoie, Manager _____
(Print individual's name and title)
for River North Transit LLC _____

whose business address is 114 5th Avenue, FL 17, New York, NY 10011

(If applicable) its Federal Employer Identification Number (FEIN) is 611772337

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: On the attached sheet). Required as per the IRS Form W-9.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in paragraph 287.133(1)(a), Florida Statutes, means:
- a. A predecessor or successor of a person convicted of a public entity crime: or
 - b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(c), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(Please indicate which statement applies.)**

Neither the entity submitted this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearing and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. **(Attach a copy of the final order)**

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR CATEGORY TWO OR ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.



(Signature)

1/31/2024

(Date)

STATE OF New York

COUNTY OF New York

PERSONALLY APPEARED BEFORE ME, the undersigned authority Alex Lavoie
(Name of individual signing)

Who, after first being sworn by me, affixed his/her signature in the space provided above on this
day 31st of January, 2024.

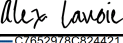

(NOTARY PUBLIC)

My Commission Expires: 11/30/2027

SONJA WELCH
NOTARY PUBLIC, STATE OF NEW YORK
NO. 01WE0017262
QUALIFIED IN KINGS COUNTY
MY COMMISSION EXPIRES 11/30/2027



CERTIFICATION REGARDING SCRUTINIZED COMPANIES LISTS

Respondent Name:	River North Transit LLC				
Respondent's Authorized Representative Name and Title:	Alex Lavoie, Manager				
DocuSigned by:	 C7652978C824421...				
Address:	114 5th Avenue, FL 17				
City:	New York	State:	New York	Zip:	10011
Phone Number:	(888) 501-7511	Respondent FEIN:	611772337		
Email Address:	courtney.halgren@ridewithvia.com				

Section 287.135, Florida Statutes prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of any amount if, at the time of contracting or renewal, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel. Section 287.135, Florida Statutes, also prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of \$1,000,000 or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector Lists which were created pursuant to s. 215.473, Florida Statutes.

Certification:

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List. I further certify that the company is not engaged in a boycott of Israel. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.



REFERENCES

RFP NO. 2024-007 ON DEMAND TRANSPORTATION SERVICES

Contact Person & Title	Carlos Cruz-Casas, Chief Innovation Officer
Email Address	cruzc@miamidade.gov
Phone No.	(786) 442-5248
Company Name	Miami-Dade County, FL (MetroConnect)
Mailing Address	111 NW 1st Street, Suite 920
City, State, Zip	Miami, Florida 33128
Type of commercial work contracted	Microtransit software and operations
Contact Person & Title	Jane Grogg, Director
Email Address	jgrogg@scgov.net
Phone No.	(941) 861-5507
Company Name	Sarasota County, FL (Breeze OnDemand)
Mailing Address	1660 Ringling Blvd.
City, State, Zip	Sarasota, FL 34236
Type of commercial work contracted	Countywide paratransit software, countywide microtransit software and operations
Contact Person & Title	David Stillman, Transit Manager
Email Address	davids@cupertino.org
Phone No.	(408) 777-3249
Company Name	Cupertino, CA (Silicon Valley Hopper)
Mailing Address	10300 Torre Avenue
City, State, Zip	Cupertino, CA 95014
Type of commercial work contracted	Microtransit software and operations

February 1, 2024



CITY FORT PIERCE

ON-DEMAND TRANSPORTATION SERVICES (REBID

BID NO. 2024-019

ADDENDUM NO. 1

The purpose of this addendum is to respond to questions submitted by potential proposer for clarification of the bid specifications:

1. **QUESTION:** Will the City allow responders to use virtual signatures for online submissions rather than manual as outlined in section 3?

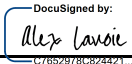
ANSWER: Yes

2. **QUESTION:** I was just going over the Re-bid documents are you all looking to add more carts or possibly Teslas/ Scooters?

ANSWER: Not at this time.

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature:  _____
Manual

Signature: Alex Lavoie _____
Typed or Printed

Company Name: River North Transit LLC _____

Address: 114 5th Avenue, FL 17, New York, NY 10011 _____

Date: _____

/lh