

West Sacramento On-Demand

[West Sacramento On-Demand](#) was launched in May 2018 in partnership with Via, with the goal to use TransitTech to expand access to flexible, convenient public transportation, and to reduce reliance on private cars. Anyone in the service zone can book a shared ride to any other destination within the city limits at a moment's notice through the Via app or by calling in a ride request. Via's intelligent algorithms match riders headed in the same direction and each rider is directed to a nearby "virtual bus stop" within walking distance from their location. This dynamic routing model allows for quick, efficient shared trips without fixed routes or schedules. Riders who request wheelchair-accessible rides are picked up and dropped off directly at their origin and destination points.

A few key highlights include:

Over half a million trips completed by August
2022

Via's data scientists estimate the service has
reduced emissions by 22% when compared
with previously available transit modes

~3.9k Unique Riders in 2022
1,200+ avg. monthly active riders

4.9 Ride Rating in 2022
96% of ride ratings are 5 stars

~172k Trips in 2022

~2.9k New Accounts in 2022

The West Sacramento On-Demand service has received exceptional public feedback since launch and has been profiled in the press for its accomplishments, including in [Mass Transit](#) magazine and [Western City](#), a publication of the League of California Cities.

This innovative service brings convenience and a safe, reliable user experience to previously underserved or transit-dependent residents.

-Western City

To download the Via app and start using the service, you can use the following links for [Android devices](#) and [Apple devices](#). For more information, please visit <https://city.ridewithvia.com/west-sacramento>.

Questions & Answers:

1. The Via service is operated through a contract with NoMad Transit LLC.

A. How many vehicles are currently in the Via Fleet?

The West Sacramento On-Demand service is provided using branded, hybrid minivan vehicles, including wheelchair accessible vehicles (WAVs) and vehicles equipped with bicycle racks. The service operates with a fleet of at least 11 vehicles and currently includes up to 16 vehicles so that there is adequate supply if vehicles need to be taken off the road for maintenance or other uses.

B. How many of these are in operation at any one time?

The number of vehicles on the road at any given time may vary given the demand patterns, with the goal of keeping wait times under thirty minutes.

C. How many of these are able to transport wheelchair clients?

Via is committed to accessibility and helps monitor the service to ensure that there is an appropriate number of WAVs to meet demand. Currently, 5 of the vehicles used in the service are fully accessible to wheelchair users.

D. How many of the vehicles with wheelchair capacity are in use at any one time?

The service seeks to maximize the number of wheelchair accessible vehicles on the road at any given time and the precise number may fluctuate based on factors that include vehicle maintenance needs.

2. Drivers

A. Are the Via drivers salaried employees of NoMad LLC and paid an hourly wage for time or are they a subcontractor or paid a commission?

Drivers in the West Sacramento On-Demand service are independent contractors who earn at competitive hourly rates and contract with Nomad Transit, a transportation network company and subsidiary of Via.

B. Only Via labeled vehicles are used for this service as I understand. Are these provided to the drivers at no cost or are they required to rent or lease?

Drivers lease the vehicles that are authorized for use in the service.

C. Do the drivers hold any specific commercial driving license?

Drivers must be eligible transportation network company drivers and must comply with all applicable licensing and qualification requirements.

D. What is the liability coverage and is it paid by NoMad or the driver?

Nomad Transit ensures that all vehicles in the service are covered by insurance that meets all regulatory and contractual requirements.

3. The FAQ page states the riders will need to walk to a pickup location that is usually 100-200 feet but not more than 500 feet (approx. 1/10 mile).

A. How is this metric monitored and is it being met?

The maximum walking distance amount is determined by the City of West Sacramento in consultation with Via and has been programmed into Via's software configurations for this service.

B. If after scheduling a ride with an agreed pickup location (within the walking limitations given above), can the pickup site be changed (by the driver) requiring a longer walking distance?

Drivers are asked to adhere to the pick-up or drop-off location identified in the app at all times unless the location is unsafe, there is road construction, or it is necessary to avoid road hazards.

If the rider wishes to change their pick-up or drop-off location after requesting a trip, they are welcome to contact Support at (916) 318-5101 and Support will try their best to accommodate their situation. In the

event that a change would delay another passenger in the car or awaiting pick up, we may not be able to accommodate a request. That said, if a rider has not yet gotten on board, the best option is to just cancel the ride and re-book with the new destination.

If the requested pick-up location is not a good place to stop for whatever reason, it is recommended that the rider use the rider-call-driver function within the app to reach the driver and coordinate directly. Support can also assist in facilitating the pickup.

4. The FAQ page states that the wait time is no longer than 30 minutes.

A. How is this metric monitored and is it being met?

Goals for wait times in the service are determined by the City of West Sacramento in consultation with Via. In 2022, the average wait time was 13 minutes.

B. If after scheduling and waiting, can the ride be canceled (by the driver) requiring the rider to wait up to an additional 30 minutes?

If a ride is canceled for any reason, the request is reassigned to the next best ride option to minimize any additional wait time.

5. Service area

A. Are the vans equally distributed for service throughout the entire city?

Vehicle distribution and routing throughout the service zone is facilitated through software that seeks to efficiently match the vehicle supply with rider demand.

B. Is any priority given for rides to those that are seniors or disabled whose transportation alternatives are limited (ie unable to walk longer distance, ride bike, or drive)?

The West Sacramento On-Demand service promotes transit accessibility for riders who do not have access to other forms of transportation. The service is designed to be affordable, with fees of \$3.50/per ride and discounted rates of \$1.75 per ride for seniors or individuals with eligible disabilities. Additionally, riders who rely on this service can purchase a weekly pass for \$15.00/week, which unlocks up to four rides per day.

For riders with disabilities or who have mobility constraints, the service provides WAVs. As noted above, the service seeks to maximize the number of WAVs on the road at a given time to serve requests by riders who use wheelchairs. The City of West Sacramento is also able to offer promo codes at their discretion that allow individuals who are unable to walk to a nearby corner to receive service directly to their origin or destination addresses.