West Palm Move

Pre-launch Commissioner Briefing

August 2026

Agenda

1. West Palm Move Vision
2. Year 1 Design
3. Rider Experience
4. Next Steps

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



Trusted by America's most transit-forward municipalities:

CITY OF PALO ALTO · CITY OF CUPERTINO · ARLINGTON TRANSPORTATION · CITY OF SUGAR LAND TEXAS · ARLINGTON THE AMERICAN DREAM CITY · JERSEY CITY · WILSON NORTH CAROLINA · MIAMI-DADE COUNTY · CHANDLER arizona · BUCKHEAD Community Improvement District · HUDSON YARDS NEW YORK

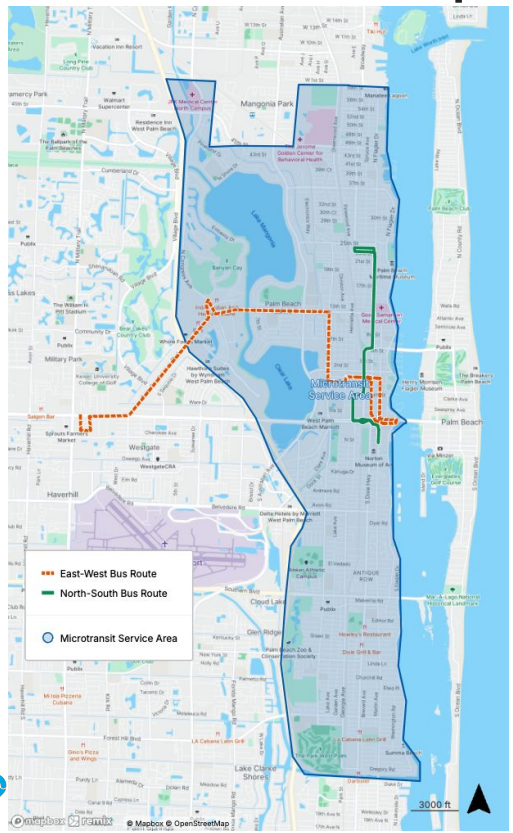
West Palm Move addresses key goals for the WPB community

WEST PALM Move

Making it simple and seamless to get around West Palm Beach

- **Manage congestion,** keep downtown moving as the city grows
- **Improve access,** make it easier to reach downtown destinations without driving everywhere
- **Reduce parking demand,** maximize existing parking instead of continually building more
- **Provide a high-quality mobility option,** give residents and visitors a service they choose because its convenient and reliable

The new transit offers integrated trip planning, with frequent fixed-route and expansive microtransit coverage



10-minute

fixed-route frequency

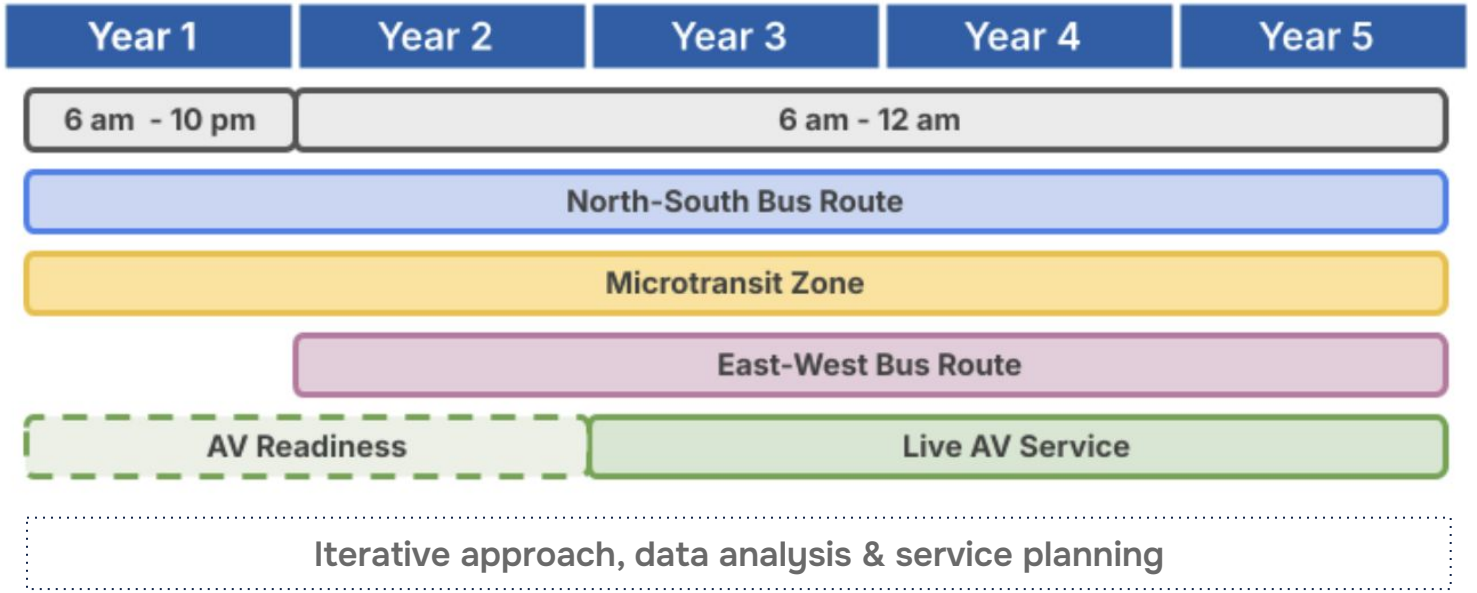
<15-minute

microtransit average wait time

fully integrated trip planning:

1. universal mobility anywhere in the zone
2. prioritizes fixed-route over microtransit to maximize efficiency
3. connects microtransit trips to the fixed-route when possible
4. live fixed-route tracking to see all upcoming departures
5. autonomous vehicle integration in year 3

The service will evolve over time, bringing in extended hours, East-West Route and building AV capabilities



Year 1 Design

Fixed route and microtransit service work together to address downtown congestion and provide whole community coverage

Fixed Route:

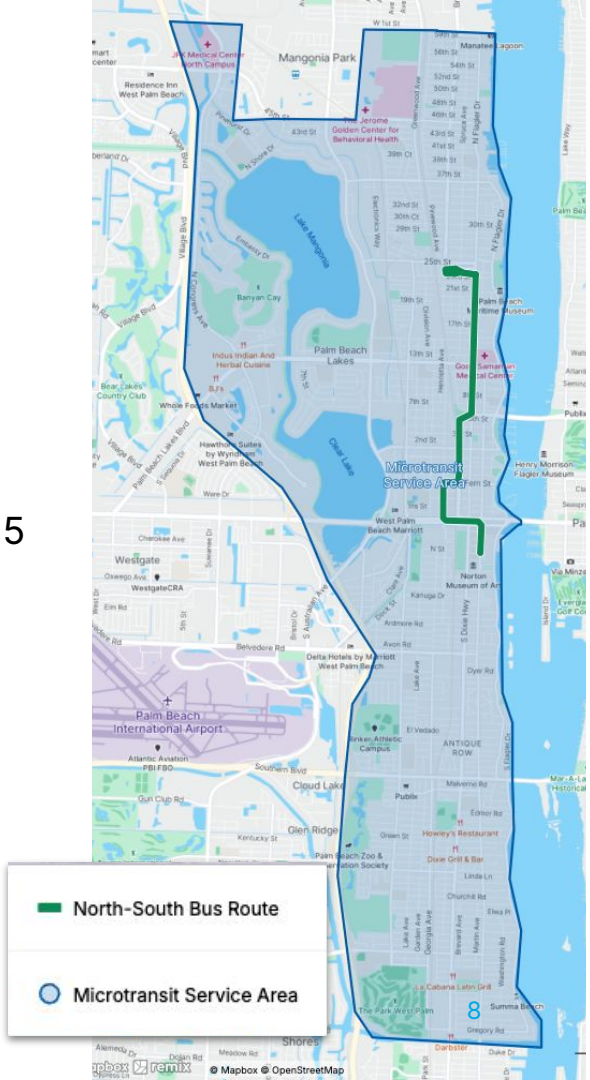
- High frequency - every 10 minutes
- Travels North <> South from Norton Museum to Northwood Village

Mon-Fri: 6AM - 9PM
Sat: 8AM - 9PM
Sun: 8AM - 8PM

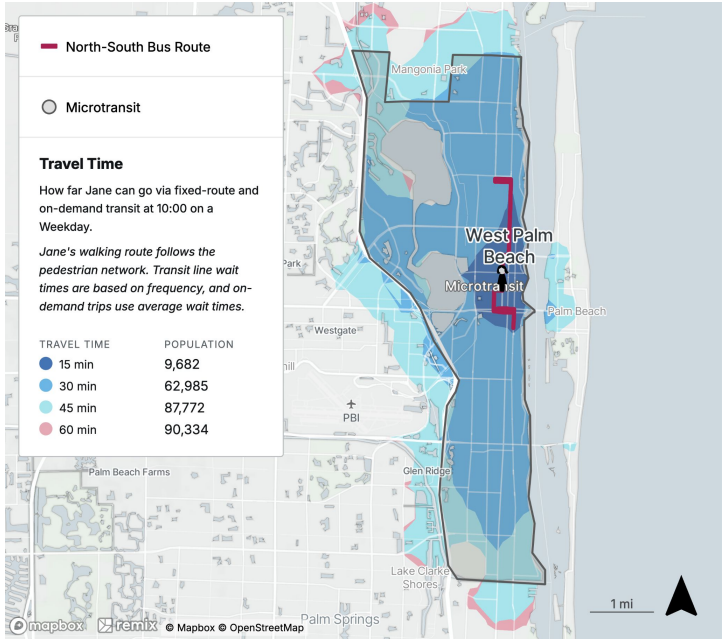
Microtransit:

- On-demand service with <15 min average wait
- Covers 15 sq mi of the City of West Palm Beach

Mon-Sun: 6AM - 10PM



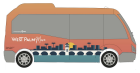
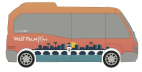
The integrated system provides high quality, reliable and convenient transportation to get around the City



Access to/from Downtown in <30 min

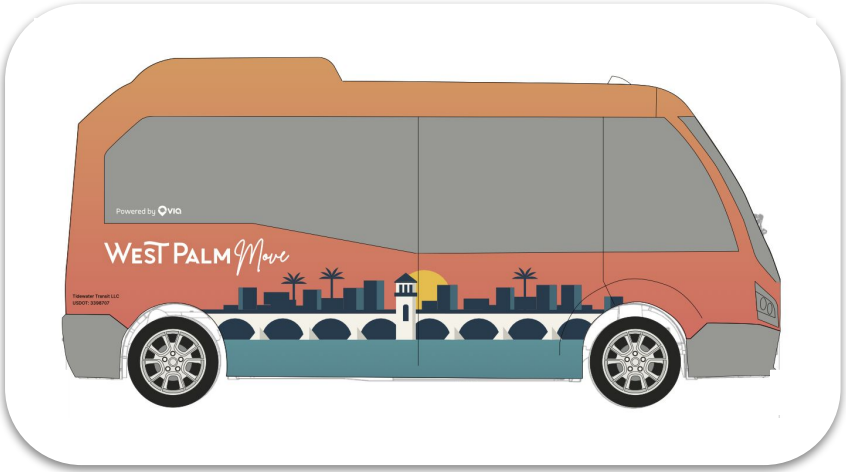
System Capacity	**~1.6M rides**
Network Population	**72,000**
Network Jobs	**59,000**

Rider Journeys: sample use-cases

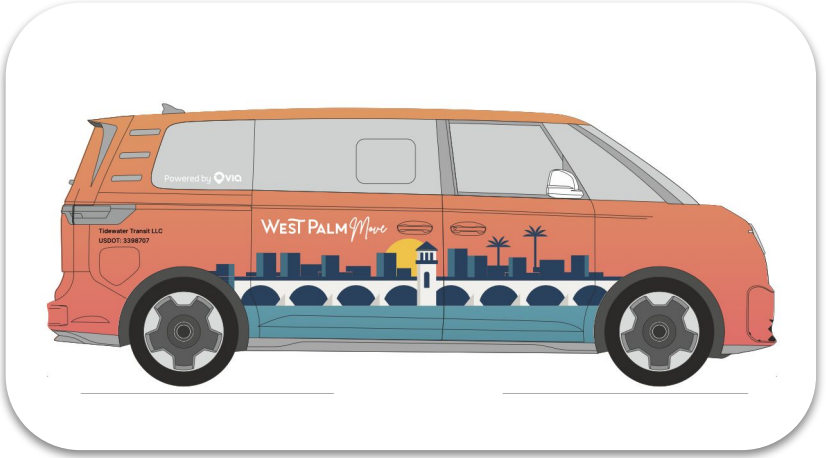
Rider	Use Case	Origin	Destination	Mode	WPM cost and time	Alternatives cost and time
Senior 	Goes downtown midday to meet friends for shopping and a walk. Prefers not to drive due to vision limitations.	Southside (Forest Hill Blv)	Downtown (City Place)	Micro 	**Micro ride ($2, 28 min):** • Wait 8 min • Ride 20 min • Door to door service	**Drive own car ($6, 20 min):** • Drive 15 min • Park 3 min, ($6/2hs) • Walk 2 min **Uber ($17-30, 22 min):** • Wait for car 7 min • Drive 15 min
Office Worker 	Drives to work at City Place Tower and parks car. Travels to Northwood Village for a lunch meeting but doesn't want the hassle of parking at lunch and re-parking at the office.	Office (City Place Tower)	Northwood Village	FR only 	**FR ride ($1, 20 min):** • Walk/Wait 5 min • Ride 12 min • Walk 2 min	**Drive own car ($1, 15 min):** • Walk 2 min • Drive 8 min • Park 3 min ($1/2hr) • Walk 2 min **Uber ($11-20, 15 min):** • Wait 5min • Ride 8 min
Family of four 	A family of four starts their morning at Brian Chappell Park with friends then heads to the Norton Museum in the afternoon to beat the heat.	Brian Chappell Park	Norton Museum of Art	Intermodal  	**Micro + FR ($8, 34 min):** • Walk/Wait for Micro 5 min • Ride Micro 4 min • Walk/Wait for bus 5 min • Ride bus 20 min	**Drive own car ($6, 20 min):** • Walk to car 2 min • Drive 16 min • Park 4 min ($6/2 hr) **Uber ($17-30, 20-25 min):** • Wait, 5-10 min • Ride 16 min
High School Intern 	Travels from Forest Hill High School to Palm Beach Zoo for after school internship. Doesn't drive yet, so rideshare (or parents driving) is their other option..	Forest Hill Community High School	Palm Beach Zoo	Micro 	**Micro ride ($2, 15 min):** • Wait 5 min • Ride 10 min, including dropoff for another rider • Walk 2 min	**Uber ($11-20, 10 min):** • Wait 5 min • Ride 5 min

Rider Experience

Served with a 100% EV fleet and with wheelchair accessible vehicles available



E-Jests (fixed-route)



ID-Buzz (microtransit)

Microtransit can also be served by E-Transit for WAV

E-Jests and ID-Buzz have comfortable, modern interiors



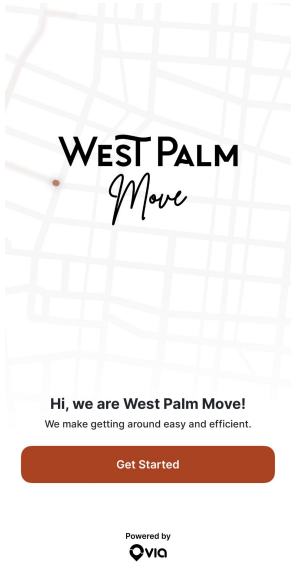
E-Jests (fixed-route)



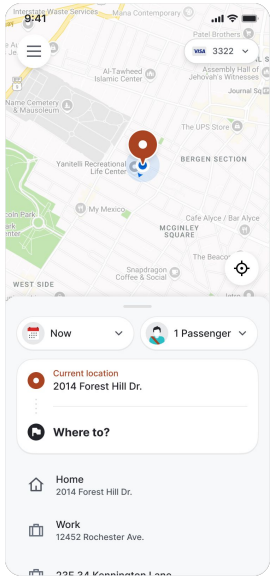
ID-Buzz (microtransit)

Rider Experience

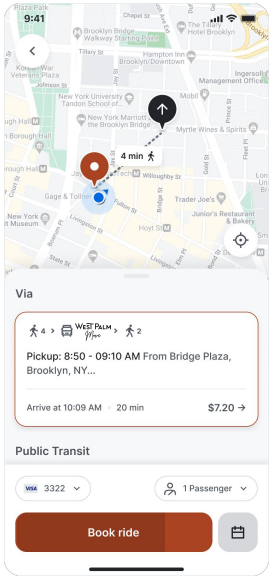
Riders automatically experience full journey planning inside the app



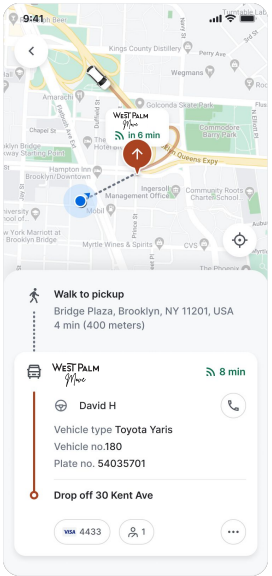
Launch screen



Book a ride

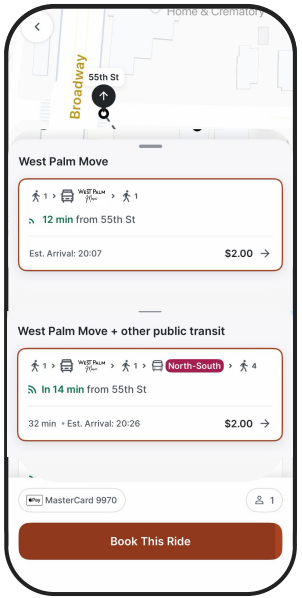


View ride options

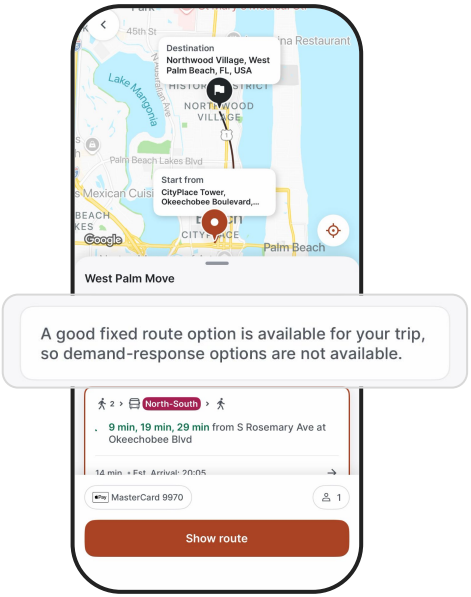


Wait for ride

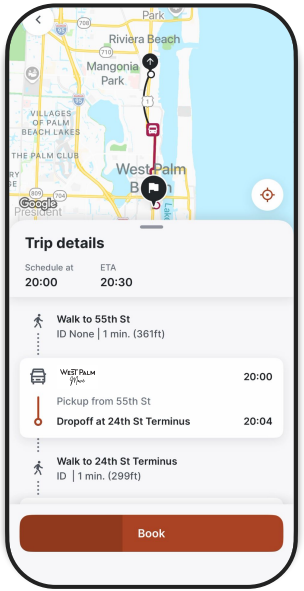
Proposals will direct riders to the best mode for their trip



Proposals
Riders can receive different options for trips



Best Available Option
Trips will prioritize the fixed route when possible

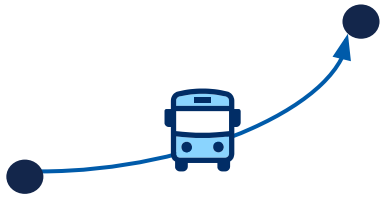


Bus and Microtransit
These are multi-leg trips, connecting microtransit and fixed route

Fixed route and on demand work together to provide a single, seamless network. Riders pay $1-$2 for their journey.

~60%

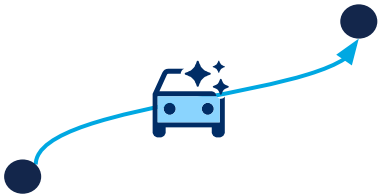
1) Direct Bus



$1 fare collected when rider boards the bus *(tap to pay)*

~30%

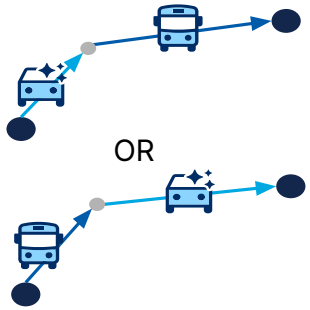
2) Direct Microtransit



$2 fare collected in-app at time of micro ride

~10%

3) Bus & Microtransit



Integrated fare: $2 total collected in-app *(visual validation in FR)*

Payment Methods: credit/debit cards (card, chip, tap) and digital wallets (Apple Pay, Google Pay)

Working Together.

Working Together.

Timeline for Launch

May - June

Kickoff

Define Service Objectives

- Define service goals, rider experience, and system settings and inputs
- Create service name, logo, and branding elements
- Set parameters for drivers, vehicles, local operations

June - August

Implementation

Build West Palm Move

- Program service design settings into system
- Create rider mobile application
- Create marketing approach and materials
- Infleet vehicles, recruit and train drivers

August - September

Finalization & Launch

Service Goes Live

- Execute marketing plan
- Soft launch fixed route, then microtransit
- Monitor and continually optimize service
- Prepare for service growth (second fixed route line, expanded service hours, etc.)

Community Engagement in Your District

We engage stakeholders and the public to deeply understand the unique needs of every community we serve.

Engagement Opportunities:

1. Commissioner Ride-Along Series
2. District-Specific Advocacy & Registration
3. "Tech-Ease" Senior Workshops
4. Youth Event Engagement





Thank you.