



Meeting Date: January 20, 2026
Consent Agenda: Change Request - VIA Software Change Order – Microtransit Service

BACKGROUND:

On December 20, 2022, the Board of Directors authorized the CEO to contract with Via Mobility, LLC for the purchase of scheduling software and services to support Paratransit. The scope included Paratransit service and expanded to include a new Microtransit service offering. A Change Request is required to incorporate additional funding to cover the rapid growth in service.

HIGHLIGHTS:

The Change Request applies to the purchase order for the contract services provided through Via Mobility, LLC's software services. The total cost for the procured software services is amended to reflect the same terms with a \$274,425 increase to accommodate additional service changes.

- The proposed service increase involves a thorough assessment of the organization's current operations. With the growth of the Microtransit service, additional funding is provided to cover the remainder of the contract term, given the expected growth.
- The total cost for this change is a not-to-exceed amount of \$274,425 for Microtransit. This amount is budgeted as part of the overall ADA-compliant Software-as-a-Service (SaaS) solution: a comprehensive technology system that will enable GRTC to offer a cost-effective, reliable, and accessible paratransit service, aligning with the agency's mission to provide safe, friendly, and reliable public transit.
- This change request is funded with federal, state, and local grant funds.

Grant #	Federal (28%)	State (68%)	Local (4%)
VA2023008 000-111-01-868	\$76,839	\$186,609	\$10,977

RECOMMENDATION:

The Board of Directors authorizes the CEO to sign an amended contract with Via Mobility LLC for the change order to paratransit scheduling software and services, with a not-to-exceed price of \$274,425.

Ellen Robertson, Secretary
GRTC Board of Directors

Date