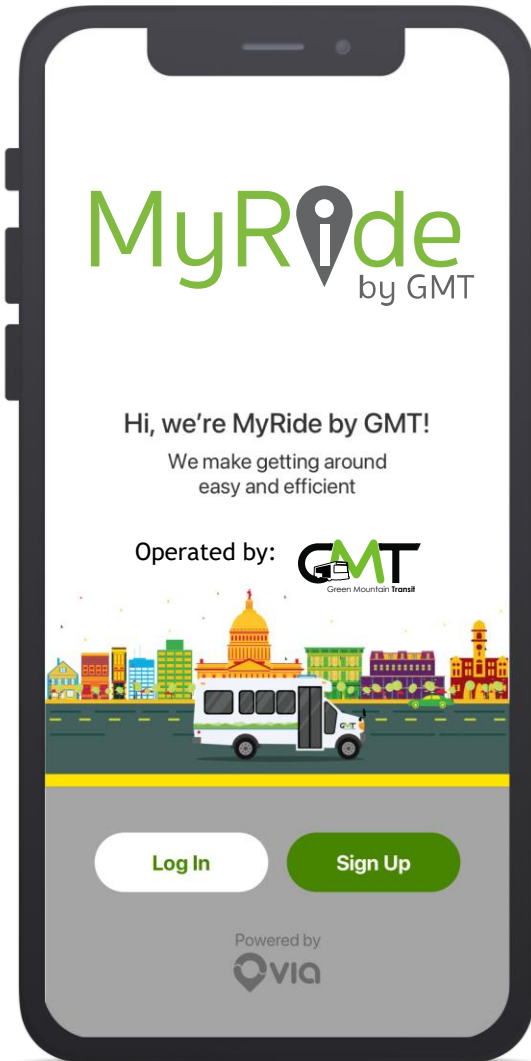


MyRide

by GMT



MyRide by GMT



MyRide by GMT is a new flexible-route, flexible-schedule service in Montpelier. Operated by GMT, MyRide features technology-enabled vehicles that provide curb-to-curb service, when and where you need it.

Hours of Operation:

Monday – Friday: 7:00AM – 6:00PM

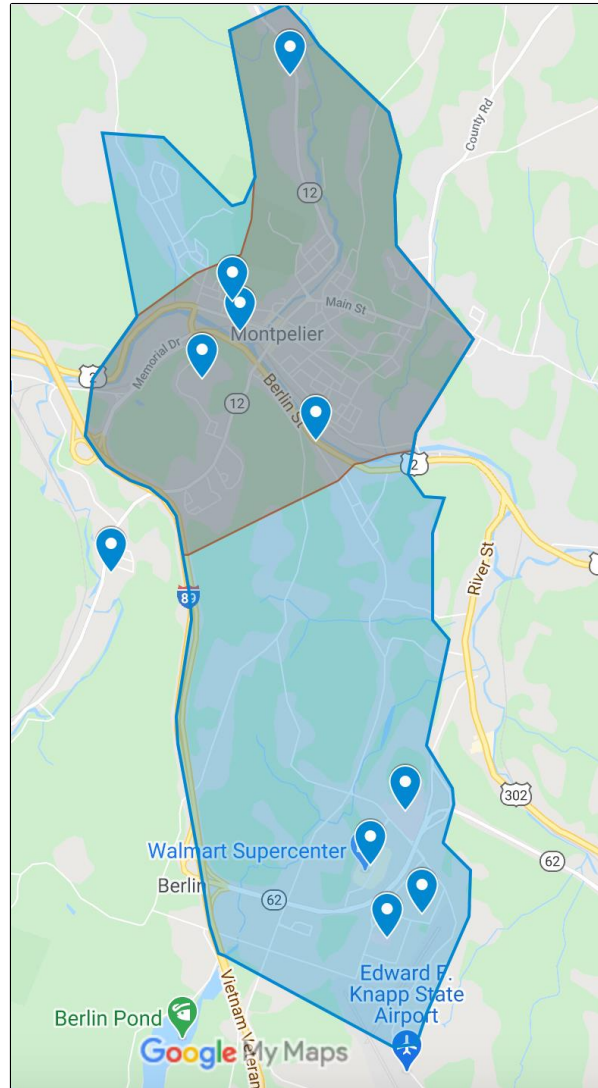
Saturdays: 8:00AM – 6:00PM

Service Began: January 4, 2021

This service replaced three fixed route services:

- Capitol Shuttle
- Montpelier Circulator
- Montpelier Hospital Hill

MyRide by GMT Service Area



Month 1: January 2021

- ▶ 1,436 rides (slightly below November and December 2020 ridership)
- ▶ 210 active riders
- ▶ 513 total accounts created
- ▶ 324 people have requested a ride at least once
 - ▶ 23% of riders have used the service over 5 times
 - ▶ 41.3% have used it between 2-5 times
- ▶ The average trip time is within 8.8 minutes of the riders requested trip time. This is a really important data point because it shows a convenience factor. While this is no longer "fixed" service, being able to have a trip window generated within 8.8 minutes of when you requested is pretty convenient (in my opinion).
- ▶ Average ride distance was 3.3 miles

Month 1 (cont.)

- ▶ The average walking distance to the requested pick-up location is 20.1 ft.
- ▶ **Keeping in mind that this service is set to Medicaid rules, passengers who book in advance are given a 15-30 minute pick-up window at the time of their request, which narrows the night before and is locked into place 60 minutes prior to pick-up.** The pick-up time could fluctuate, but would never be outside the 30 minute window given at booking.
- ▶ Same day bookings are fit into the ride plan around the pre-booked trips.
- ▶ The average trip time is 10.1 minutes
- ▶ A handful of riders have rated their service, and we are averaging 4.6 out of 5 stars.



← → To Download the App

Questions/Comments?

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