

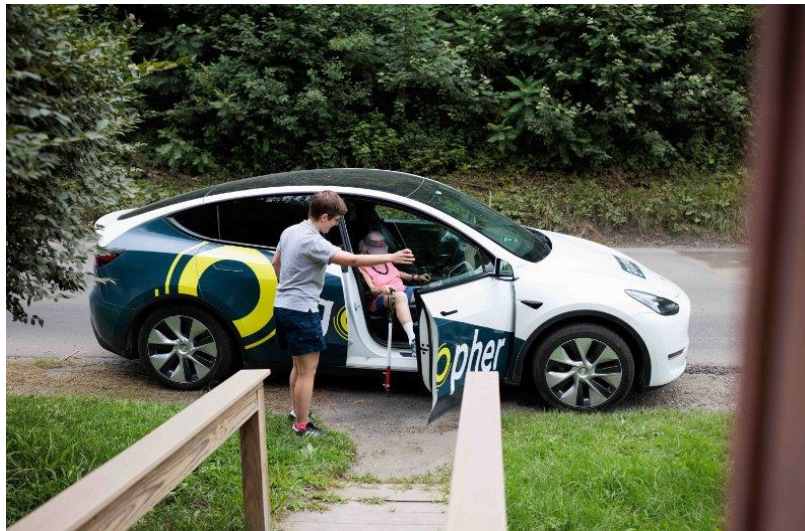


**community
rides
vermont**

A NEW NONPROFIT DEVELOPED
BY
CAPSTONE COMMUNITY ACTION

who
we are

Community Rides Vermont



gopher

Our Mission:

Meeting Vermonter's everyday needs through convenient, shared mobility, in a zero emissions fleet.

Our Vision:

People going where they need, when they want, at an affordable price, while reducing pollution and building community.

Quality of life is impacted by limited transportation options.



“The bus only runs from 10:30 to 2:30, so that doesn't give you a lot of hours Monday through Friday... so I can't go to church, I can't go to a movie, I can't go to dinner or a community dinner... I can't go any place. My whole life is basically just going to the doctor and going food shopping. I feel like my life is very limited because of the limited amount of transportation there is in Vermont.”

Female resident of Randolph, VT

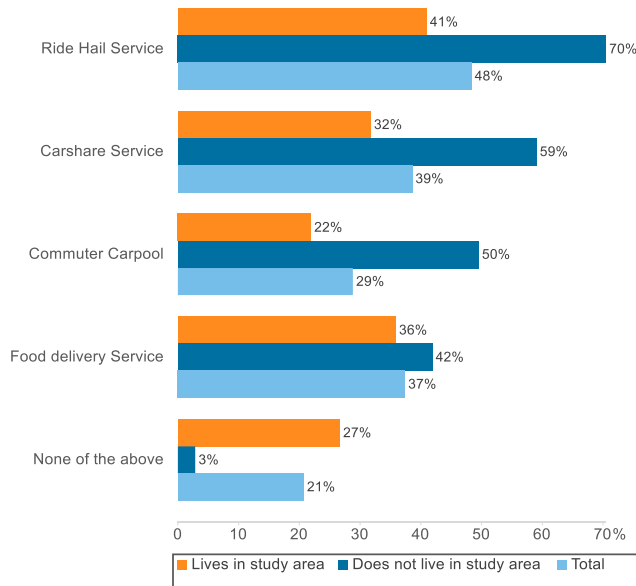
From June to July 2021, we administered a survey to better document and understand the community's transportation needs.

About one-third of respondents indicate some unmet transportation need.

20% of respondents stated current transportation options do not consistently meet their work commute needs and/or their medical needs and/or personal/social needs.

If the following services were affordable, accessible and easy to use, which services do you expect you would use?

Ride Hail Service is most desired





A new transportation solution tailored to meet individual needs

Community Rides Vermont's provides on-demand rides using electric vehicles to address unmet transportation needs in Central Vermont. We were granted pilot funds from VTrans for a new program called Mobility For All that serves people who have limited or no access to transportation.

We are actively working to expand the types of rides beyond medical and food trips to the more quality of life impacting, social, recreational and employment-oriented trips.

Rural Rideshare Exists!

See other examples of rural ridesharing options that are filling in the need in their communities

- [JAUNT](#) – regional on-demand transportation service in central Virginia. 90 vehicles providing rides to work, healthcare, recreational activities and more!
- [PICK transportation](#) – on-demand evenings and weekend transportation in rural Oklahoma
- [RIDE](#) – on-demand transportation in rural Montana
- [METGo!](#) - rural, on-demand transportation option in western Virginia
- [GOPHER](#) – that's us at Community Rides Vermont!

These services have played a key role in transporting residents who otherwise would have limited or no access to important everyday needs.

service highlights

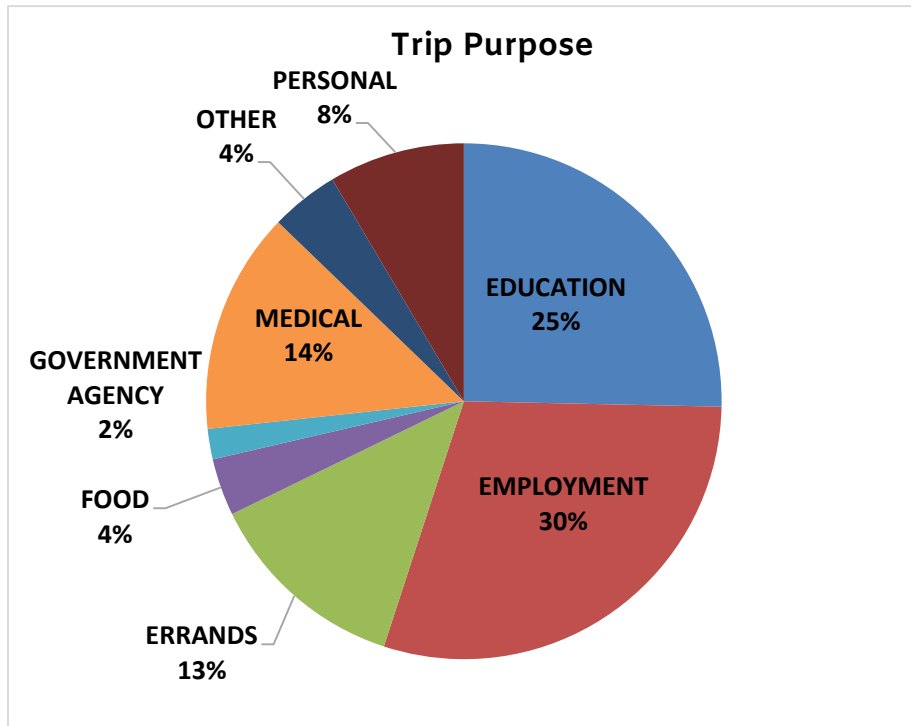


Gopher Service launched May 2023

- Phase 1- Provide additional capacity to existing GMT programs: Medicaid, Elderly and Disabled, Recovery and Job Access, Monday – Friday service – **achieved 2023**
- Phase 2 – Start ‘Mobility For All’ pilot, service 7 days a week – **started September 2024**
- Phase 3 – Roll out market rate ‘taxi-like’ services, start on-call schedule to accommodate late night rides – **in process Dec. 2024: providing taxi rides to the general public. Not yet providing on-call late night rides**

accomplishments

- # Trips 2023: 2,070
 - # Trips 2024: 7,040
- As of the end of 2024, Gopher has driven **148,276 emission free miles**





testimonials

"Gopher is outstanding! The drivers are respectful. Being able to combine rides has been really helpful. I live out in the country so combining rides when I get picked up from work and then running an errand on my way home has been super helpful."

-Susan F., Plainfield

the solution

We're bridging public and private sectors to solve public transportation needs.

Community Rides Vermont is a new service at the intersection of nonprofit, contractual, and private pay ride hail. Merging resources across sectors with emerging technologies to solve the transportation needs of rural Vermonters.



service goals

Model a new form of public transit, through on-demand rides, 7-days a week including evening service.

Sharing rides between passengers who need a subsidy, and those who can pay market rate.

Offer the ability to book rides with a mobile app or by phone.



**Fast, easy,
reliable**



**Subsidies for
low-income riders**



**Car seats in
vehicles**



**Zero
emissions**



**Ability to make
multiple stops**



**Paid, trained
drivers**

VTrans has supported the Central Vermont with funding to support mobility management services through CRVT.

Mobility management

- encourages innovation and flexibility to reach the “right fit” solution for customers
- plans for sustainability
- strives for easy information and referral to assist customers in learning about and using services
- continually incorporates customer feedback as services are evaluated and adjusted

- Since 2/7/25 Gopher has provided 66 referrals to GMT for their services: 54 into programs and 12 for bus routes.
- These were community members who didn't have knowledge about GMT demand response services or how to use the bus.
- The Mobility Managers have a script “The Hierarchy of Rides” that the “system” provides, and they find the right service that they qualify for and meets their needs.
- We gauge our performance in meeting needs by not having people call us back after we have set them up with the GMT call center but we always finish the call with them asking them to call us back if GMT cannot do the trip.

- Ride sharing occurs when we put two or more customers in the same vehicle for their individual trips, thereby reducing program costs for granting agencies.
- We will be initiating ride sharing individual market rate services in the coming weeks which would reduce the market rate for individuals thereby making these services more affordable for community members who don't qualify for subsidized service.
- This is an exciting development as we integrate these trips into our subsidized services, expanding more affordable mobility to our community.





Thank you!

Questions?