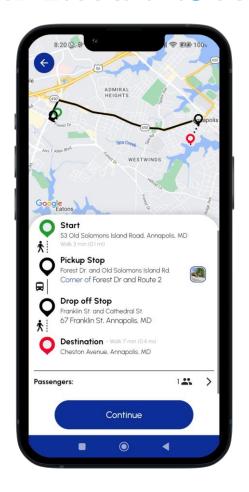
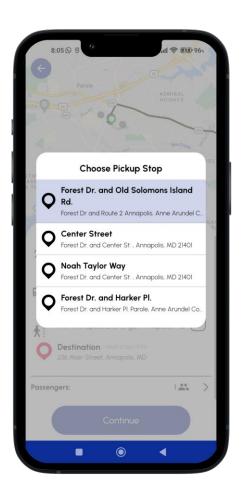


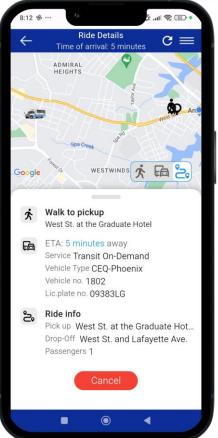
### **RIDER APP IS A KEY TO SUCCESS:**









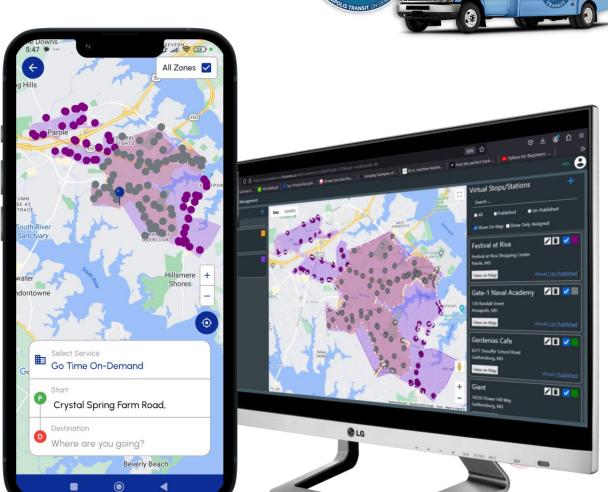


**ABOUT 50% OF RIDERS USE CALL CENTER FOR RESERVATION** 



### THE ANNAPOLIS PILOT PROGRAM:

- Program Start Date: July 15<sup>th</sup> 2024
- Key Focus Areas:
  - Seamless Real-time Reservation and tracking of trips using Smart Phone app.
  - Call Center is also available to take reservations
  - Optimized vehicle routing using IT Curves' smart algorithm
  - Enhanced rider experience with curb side pickup and virtual stops
  - Continuous improvement driven by customer feedback







#### • Orange Zone:

- Covers Most of the City
- 75 Virtual Stops
- Service Time: 5:30 19:00, M-F
- 1 or 2 vehicles daily

#### • Purple Zone:

- Covers even large area than Orange
- 133 Virtual Stops
- Service Time:

19:00 to 22:30 M-S

7:00 to 20:00 Sunday

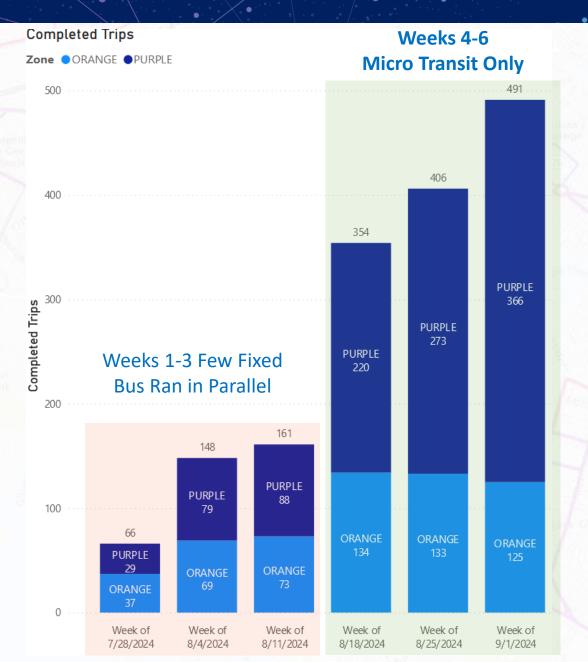
• 2 to 3 vehicles daily



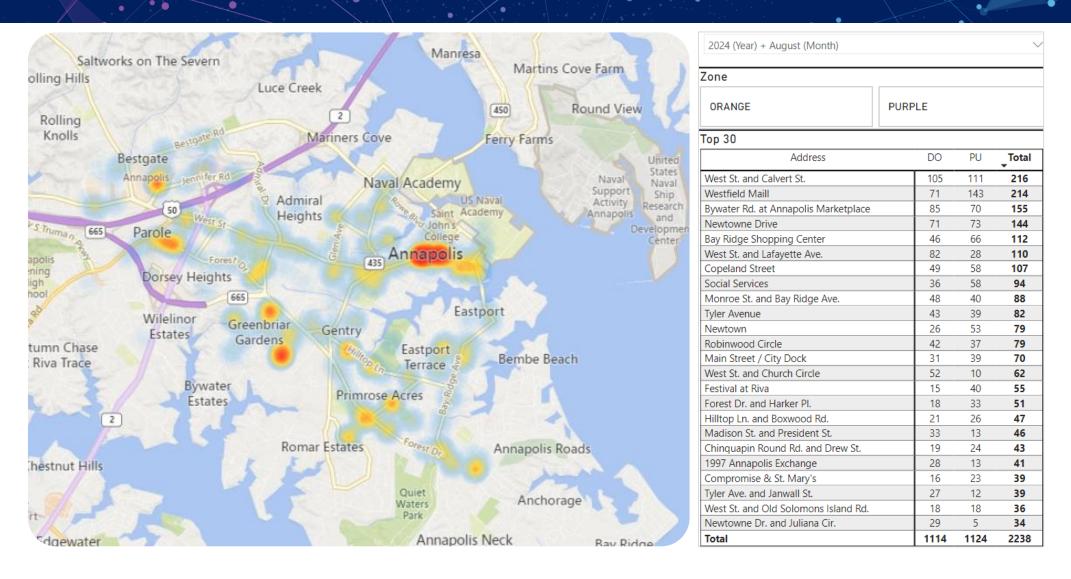




# Annapolis Pilot — Microtransit Adoption Rate

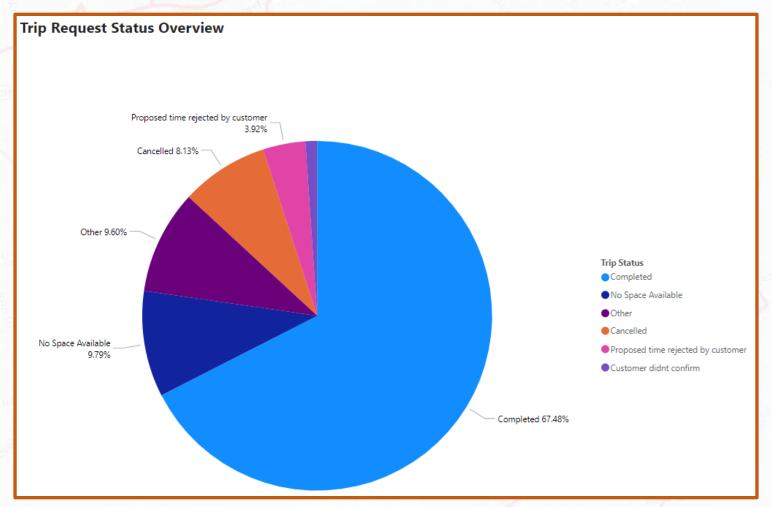


## Item 2 - Annapolis Example - A Success Story



AVG Trip Per Vehicle Hours: Orange 2.29, Purple 3.92

# Item 2 – Micro Transit Shift –Annapolis Example



Everyday we study the reservation data & enhance operations and want to achieved ~90% successfully scheduled trips.



