

MOUNTAIN ROAD SERVICE AT A GLANCE

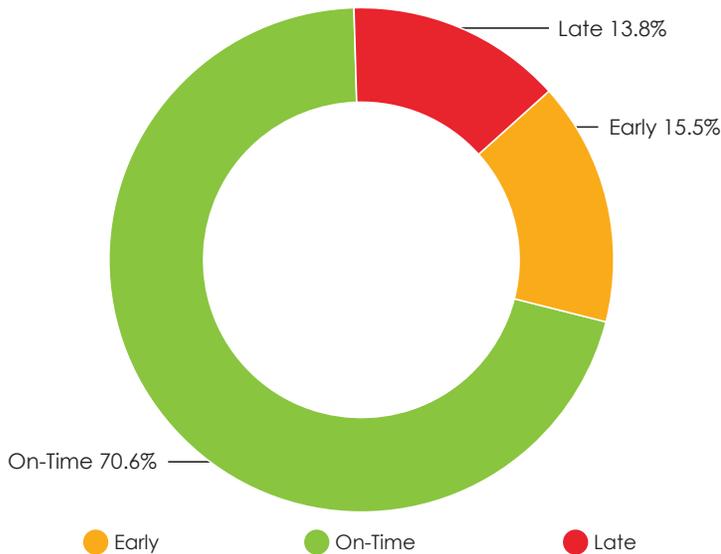
The 2021-2022 ski season wrapped up a year that started with a lot of hope for a successful winter season and certainly did not disappoint. With a heightened level of excitement this year for skiers and riders, GMT staff were ready to match that level and provide another successful season of transportation to Stowe.

Stowe Mountain Rd Service this year started on November 26, 2021 and ran till April 10, 2022 for a total of 136 operating days, in which it provided transportation to over 63,000 people.



ON-TIME PERFORMANCE A PEAK INTO THE 2021-2022 SEASON

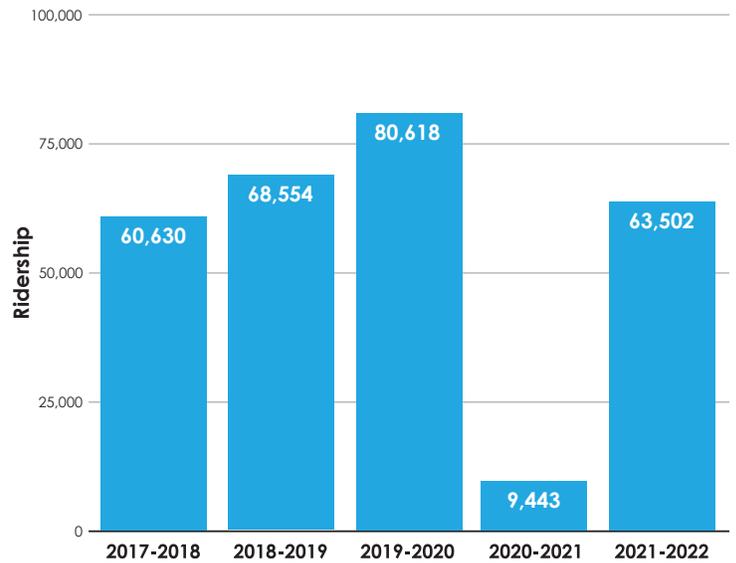
The following graphic provides on-time performance data for seasonal service in Stowe over the last ski season. A total of 23,046 timepoints were among were monitored along this route.



Early- vehicles departing the stop more than one minute early
On-Time- vehicles departing the stop less than one minute early & less than five minutes late
Late- vehicles departing the stop more than five minutes late

TOTAL RIDERSHIP A LOOK BACK AT THE LAST FIVE SEASONS

Ridership started to return this past ski season with an impressive 588% increase from the 2020-2021 season. While it was still a 21% decrease from the 2019-2020 season that was minimally affected by the pandemic.



THIS SEASON IN NUMBERS

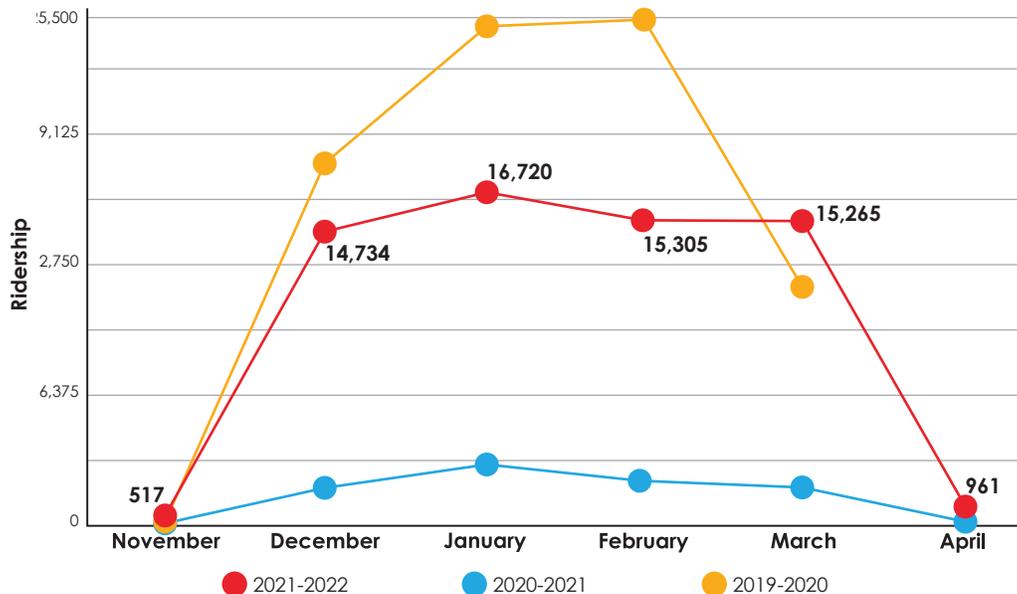
225"
TOTAL SNOWFALL

3
NEW EMPLOYEES

63,502
TRIPS TAKEN BY RIDERS

TRENDS IN MONTHLY TOTALS LOOKING BACK AT THE LAST THREE YEARS

Ridership tends to be lowest in November and highest in January. Across all months ridership was lowest in the 2020-2021 ski season, which can be attributed to the pandemic.



LOOKING BACK AT TRANSIT USAGE

Transit is a mobility app that allows passengers to track their bus in real-time. The following graphs show the break down of views and clicks over the last two ski seasons. App usage has more than recovered after the pandemic, with the number of clicks and views showing exponential growth from the previous ski season. This can be attributed to an increase in ridership over last year, as well as not printing a physical bus map and guide

2021-2022

**242,450
VIEWS**

**61,682
CLICKS**

**8,280
GO TRIPS**

2020-2021

**17,423
VIEWS**

**4,660
CLICKS**

**N/A
GO TRIPS**

2019-2020

**270,713
VIEWS**

**81,852
CLICKS**

**N/A
GO TRIPS**

Views- number of times a route is displayed on the list of nearby options

Clicks- number of times an app user taps on a particular route

GO Trips- number of riders who utilized the [GO function](#) within the app

IMPROVEMENTS

The training for seasonal service at Stowe this year was focused on the goals of safe operation of the vehicle and a positive guest experience. The personnel needs are different every season from a learning standpoint and the training program, while being standardized, must always remain flexible in its timeline and delivery in order to be effective.

The GMT Training Department is turning its focus on continued training throughout the season so as to take a more proactive approach in addressing GMT, partner, and customer concerns.