

# MAY

# Arlington RAPID



## SERVICE

First-of-its-kind AV deployment that integrates on demand shared rides, public transportation and accessibility

## LOCATION

Arlington, Texas

## PARTNERS

- The City of Arlington
- The University of Texas at Arlington (UTA)
- The rideshare app, Via Transportation

## DATE LAUNCHED

March 2021

## USE-CASE

Downtown and cross-campus mobility for students, and people with limited mobility options

## SERVICE AREA

- Central Arlington
- UTA Campus
- 1 square mile

## ROUTING MODEL

Point-to-point; dynamically routed

## BOOKING METHOD

Via app, or by phone

## AVS IN SERVICE

- 5 vehicle fleet
- 4 Lexus RX 450h hybrid-electric SUVs
- 1 fully-electric wheelchair-accessible Polaris GEM

## TARGET RIDERS

- UTA's 40,000 students
- Central Arlington's 12,000 residents
- 10,000 employees who work in Central Arlington
- People with limited mobility options

May Mobility is charting a course for the future of public transportation with a first-of-its-kind AV deployment that delivers safe, efficient, and accessible autonomous mobility through point-to-point, dynamically-pooled rides. The service integrates seamlessly into an existing public transit network in Arlington, Texas, and is known as Arlington RAPID (Rideshare Automation and Payment Integration Demonstration).

# 98%

Rider satisfaction rating

# 90%

Riders surveyed said they would ride with RAPID again

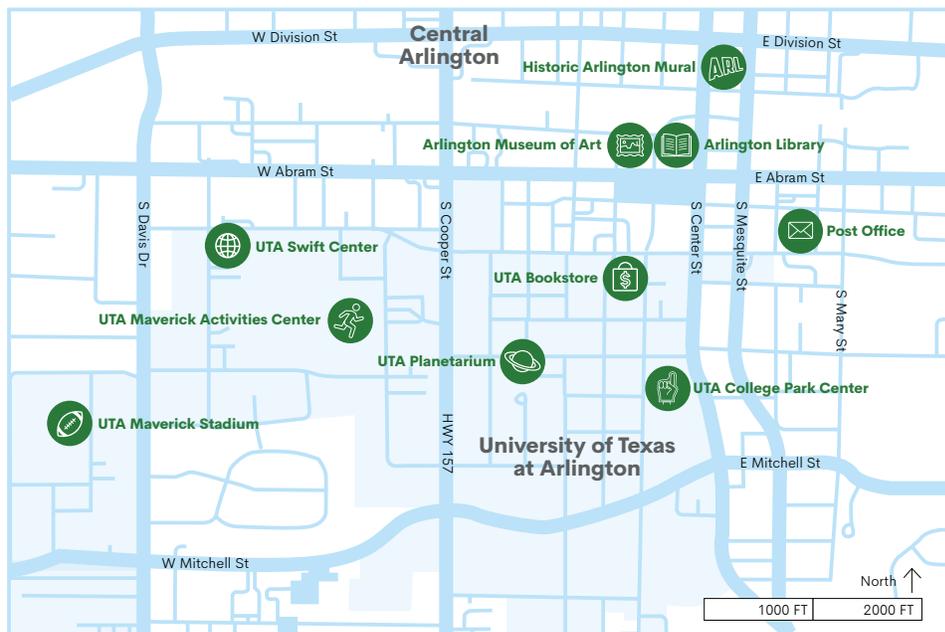
# 28,000

Rides by over 2,300 unique riders

# 0

Safety incidents

## SERVICE AREA



## VEHICLE PLATFORMS



### LEXUS RX 450h

- 3 passenger capacity
- Hybrid-electric
- 25MPH max speed



### POLARIS GEM

- 1 wheelchair passenger capacity
- Fully electric
- 25MPH max speed

## AUTONOMY

May was one of the first companies to deploy a publicly-available AV service back in 2018 and has delivered over 300,000 rides to the public—more than any other operator. May's Multi-Policy Decision-Making (MPDM) algorithm is the core of our autonomy technology, whose 'imagination' allows it to safely navigate real-life situations it has never encountered before. In Arlington, RAPID drives at full autonomy on roads with speed limits of up to 35mph. May's technology is in full control of the vehicle, but a human Automated Vehicle Operator (AVO) has the option to take control if required. RAPID has experienced zero safety incidents or crashes to date.

## ROUTING MODEL & USER EXPERIENCE

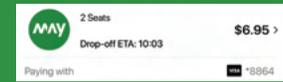
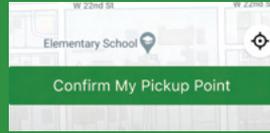
Riders hail the RAPID on-demand ride service through the Via app. RAPID runs entirely free of fixed routes or schedules, and safely adjusts its route on-the-go as trip demand and traffic dictate. May is the only major AV company to offer both dynamic and fixed routing options.

**1 Request.** Using the Via app, riders hail rides on-demand by indicating their origin, destination and the number of travelers in their party, then Via determines the best nearby vehicles to propose for their journey.

**2 Book.** When hailing a ride within the RAPID zone, the Via app presents May AVs as a booking option. Once booked, the app provides walking instructions to the pickup point—usually a nearby corner or building entrance.

**3 Ride.** The May AV navigates to this pickup point and finds a safe place to stop. The AVO confirms the rider's identity and helps them board, as needed. Then, the vehicle continues its journey, picking up or dropping off others en route to the rider's destination.

**4 Pay.** Customers pay for their ride in-app using the credit or debit card on file, or using cash, via prepaid card. Via's standard fares apply to rides taken on RAPID by the general public, and UTA students ride free.



## COVID-19 UPGRADES

May's Arlington shuttles featured May's Clean Shuttle technology, including a partition between the Autonomous Vehicle Operator and passengers and a grēnlite™ UV-C light treatment system for passenger health and safety. AVOs and passengers were required to wear a face mask while in the vehicle.



## EQUITABLE ACCESS



### Reaching Underserved Communities

RAPID provides a flexible and accessible public mobility option for an area where nearly two-fifths of households are below the poverty line, and one-fifth include a person with a disability.



### Booking Without a Smartphone

Customers without smartphones can access RAPID by telephone, including account setup, ride payment and booking, and directions to pickup locations.



### Cash Payment

RAPID can process payment via credit/debit cards or prepaid debit cards, which riders can purchase with cash at local stores.



### International Students

UTA is home to thousands of international and exchange students that do not own cars. Like all UTA students, they ride free. Overall, 11% of area households do not have access to a personal vehicle.

## RESULTS

In its first year, RAPID grew to an average daily ridership of 162 and an acceptance rate of 70% -- meaning nearly three-fourths of customers prefer an AV over a conventional vehicle. Arlington RAPID reported a 99% on-time performance and the vehicles were able to operate fully autonomously 80% of the time.

DAILY RIDERSHIP



ACCEPTANCE RATE

