



High Valley
TRANSIT

High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 7/16/21 - 7/22/21

Rider Experience

We have three metrics that allow us to examine the rider experience quantitatively: the rider's pickup walk distance, drop-off walk distance, and, for On-Demand rides, the time lag between a ride request and the scheduled pickup.

Pickup Walk Distance

Average **31.4 feet** | Median **18.0 feet**

Dropoff Walk Distance

Average **32.4 feet** | Median **20.0 feet**

Time from request to scheduled pickup

Average **15.9 minutes** | Median **14.4 minutes**

YTD Overview

15,547

Passengers

6,669.1

Net Driver Hours

1,609

Active Riders

Weekly Overview

2,530 Passengers (avg. 361/day)

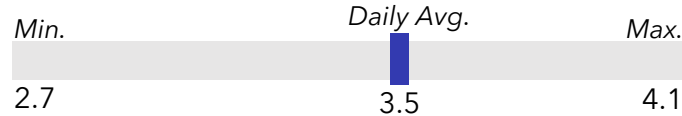
176 New Riders

34.2% Aggregation*

*Aggregation = % of shared rides

Utilization

Utilization is the average number of passengers per net driver hour worked. A higher utilization means drivers serve more passengers during each hour of their shifts and have less downtime.



The week had **713.2** net driver hours, peaking on July 22 (Thurs.) with 122.9. The 22nd also had the lowest utilization, 2.7. Correspondingly, the fewest hours and highest utilization was on July 18th (Sun.), with 69.4 hours and 4.1 utilization.



HVT
Valley Ride

89 Rides

18 Unique Riders

Weekly Overview: Valley Ride served 39 more riders than the previous week, a **78%** increase. The average ride was **5.7** miles and lasted **13.91** minutes. Roughly 85% of rides were Prebookings, and the remainder were On-Demand requests.

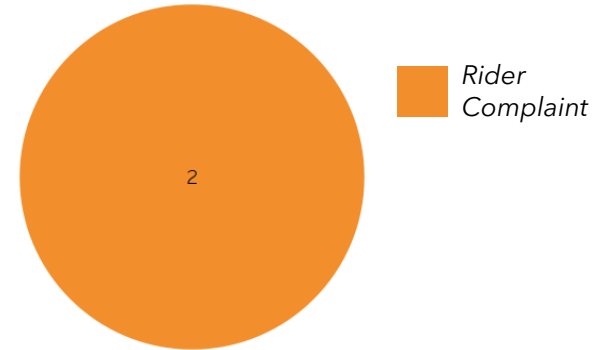
Top Destinations

1. Kimball Junction Transit Center (**74/3%**)
2. Smith's on Uinta Way (**43/2%**)
3. Canyons Village Transit Center (**38/2%**)
4. Utah Olympic Park (**32/1%**)
5. Walmart on Landmark Dr (**28/1%**)

Micro Rider Feedback

Total Complaints: 2

Complaints Resolved: 0 (0%)



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