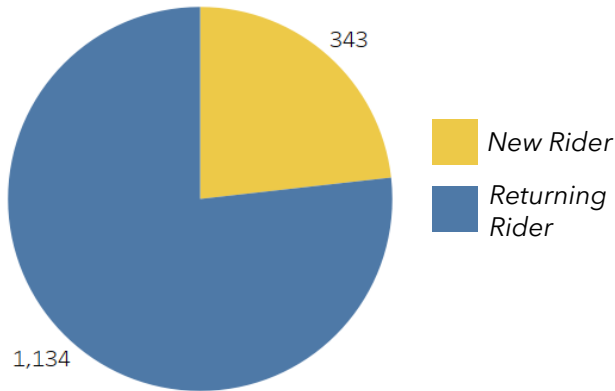


# High Valley Transit

Weekly Data Reporting: 7/2/21 - 7/8/21

## Riders by Type



## Weekly Overview

**2,868** Passengers (avg. 409/day)

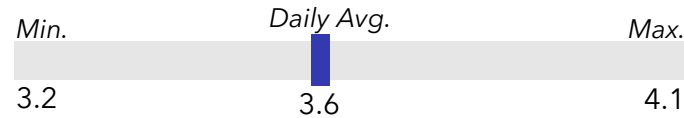
**343** New Riders

**37.6%** 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 highest single-hour avg. utilization was **2pm**, with 4.8 passengers/driver hour. Correspondingly, 2pm had the second-highest number of avg. driver hours (8.3). Utilization is lowest at 5am (0.7) and 12am (1.4).

## Top Destinations

1. Kimball Junction Transit Center (**105/5%**)
2. Outlets Park City (**79/4%**)
3. Walmart on Landmark Dr (**63/3%**)
4. Canyons Village Transit Center (**61/3%**)
5. Silverado Lodge (**57/3%**)

## YTD Overview

**10,351**

Passengers

**5,165.5**

Net Driver Hours

**4,051**

App Accounts



**HVT**  
Valley Ride

**42** Rides

**13** Unique Riders

*Complaint:* One rider was no-showed after their driver waited until the end of the pickup window and called the rider. The driver was reminded that paratransit riders cannot be no-showed without calling HVT first. Staff followed up with the rider's contact to explain and apologize.

## Rider Complaints

Total Complaints: 8

Complaints Resolved: 3 (38%)

