



High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 7/23/21 - 7/29/21

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 **32.1 feet** | Median **19.0 feet**

Dropoff Walk Distance

Average **33.5 feet** | Median **20.0 feet**

Time from request to scheduled pickup

Average **16.0 minutes** | Median **14.7 minutes**

YTD Overview

18,261
Passengers

7,377.1
Net Driver Hours

5,519
App Accounts

Weekly Overview

2,714 Passengers (avg. 388/day)

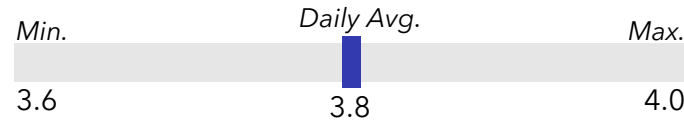
165 New Riders

36.7% 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.



This week had a small range of utilization (0.4, the difference between the maximum and minimum). Low ranges means the service is consistently recording relatively high utilizations, as opposed to swings day-by-day.



HVT
Valley Ride

78 Rides

18 Unique Riders

Complaint: One rider was picked up a bit later than their expected time-frame. The rider also got incorrect messages about a ride scheduled for the following day that they had not scheduled. Complaint is in-process and rider will speak to Caroline.

Top Destinations

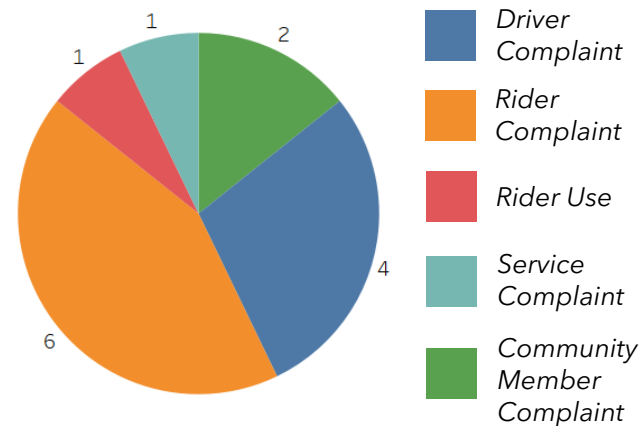
1. Kimball Junction Transit Center (**92/4%**)
2. 7-Eleven on Canyons Resort Dr (**65/3%**)
3. Powder Wood Condos (**63/3%**)
4. Canyons Village Transit Hub (**59/3%**)
5. Walmart on Landmark Dr (**55/3%**)

Micro Rider Feedback (July)

** No new Micro feedback this week; the graphic provides a summary of all July feedback thus far**

Total Complaints: 14

Complaints Resolved: 12 (85%)



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