



High Valley  
TRANSIT

# High Valley Transit

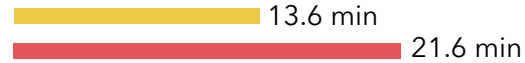
Weekly Data Reporting, Micro & Valley Ride: 7/9/21 - 7/15/21

## Pickup Lag Time

When a rider requests a Micro ride on-demand (via the app), they are given a scheduled pickup time. The pickup lag time is the difference between the time a ride was requested and the scheduled pickup time. Ideally, this number should be **15** minutes or less.

Pickup Lag for **Completed** vs. **Canceled** Rides

50<sup>th</sup> percentile



75<sup>th</sup> percentile



## YTD Overview

**13,010**  
Passengers

**5,859**  
Net Driver Hours

**4,609**  
App Accounts

## Weekly Overview

**2,659** Passengers (avg. 380/day)

**191** New Riders

**34.6%** 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 **7am**, with 5.6 passengers/driver hour, whereas the highest avg. driver hours were 4pm (8.1) and 5pm (8.4). Utilization was lowest at 12m (0.9) and 5am (1.6).



**HVT** **50** Rides  
**Valley Ride** **13** Unique Riders

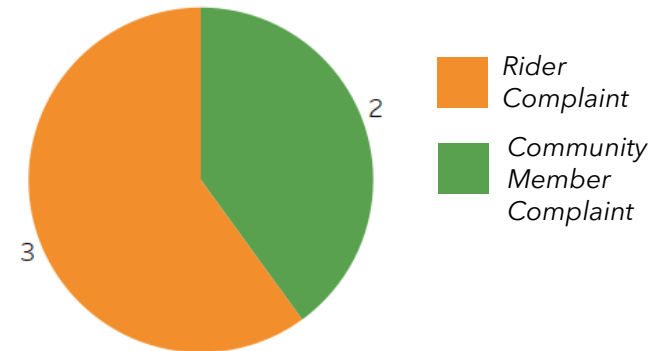
*Compliments:* A rider's parent complimented the service, especially Savannah and her Ops team, on going above and beyond while scheduling rides. Another rider's parent thanks the Ops team for fixing a routing issue and enhancing the rider's commute to work.

## Top Destinations

1. Walmart on Landmark Dr (**80/4%**)
2. Outlets Park City (**68/3%**)
3. Silverado Lodge (**57/3%**)
4. Canyons Village Transit Hub (**56/3%**)
5. Kimball Junction Transit Center (**50/2%**)

## Rider Complaints

Total Complaints: 5  
Complaints Resolved: 1 (20%)



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