



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 **30.9 feet** | Median **17.0 feet**

Dropoff Walk Distance

Average **32.9 feet** | Median **19.0 feet**

Time from request to scheduled pickup

Average **16.4 minutes** | Median **15.5 minutes**

YTD Overview

20,817
Passengers

8,056.1
Net Driver Hours

5,915
App Accounts

Weekly Overview

2,556 Passengers (avg. 365/day)

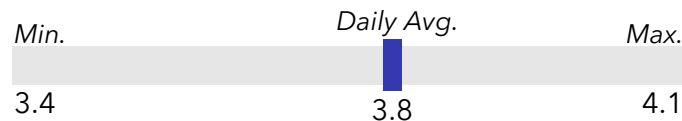
142 New Riders

35% 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.



Wednesday, August 4th, and Thursday, August 5th recorded the highest utilizations of 4.0 and 4.1, respectively. Net driver hours ranged from 86.9 on August 1st to 109.6 on August 2nd.



HVT
Valley Ride

60 Rides

18 Unique Riders

No notes for Valley Ride this week! To learn more about HVT's complementary, ADA paratransit program and enroll, visit highvalleytransit.org/valley-ride.

Top Destinations

1. Canyons Village Transit Hub (**120/5%**)
2. Kimball Junction Transit Center (**111/4%**)
3. Walmart on Landmark Dr (**57/2%**)
4. Utah Olympic Park (**41/2%**)
5. Westgate Park City Resort & Spa (**38/1%**)

Pickup Lag Times

Pickup lag is the time between requested pickup and scheduled pickup, with a goal of 30 minutes or less. The chart divides this into buckets and represents the % of total passengers this week whose pickup lag time fell in that bucket.

