



High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 8/6/21 to 8/12/21

Weekly Overview

2,582 Passengers (avg. 369/day)

142 New Riders

34% Aggregation*

3.8 Average Utilization**

*Aggregation = % of shared rides

** Utilization = avg. passengers / net driver hour

YTD Overview

23,999
Passengers

8,669.8
Net Driver Hours

6,313
App Accounts

Spotlight: Time from Request to Scheduled Pickup

When a rider requests a ride in-app and receives a Micro proposal, the time listed until their van arrives is the time from request to scheduled pickup (listed as "Pickup Lag" for short).

Pickup lag times increase during rapid increases in the number of passengers - particularly around 7am and 11-1pm. During passenger peak, pickup lag times still exceed 15 minutes.

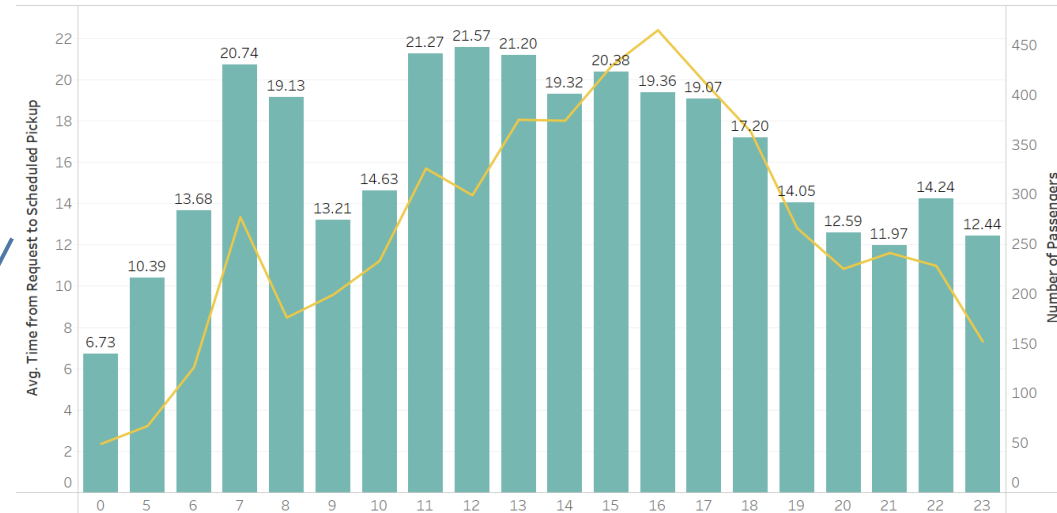


Fig. 1: Pickup Lag & Number of Passengers by Hour

Riders who cancel or no-show have higher average pickup lag times than those who completed their rides. The average time for completed rides tends 2-4 minutes lower than canceled rides.

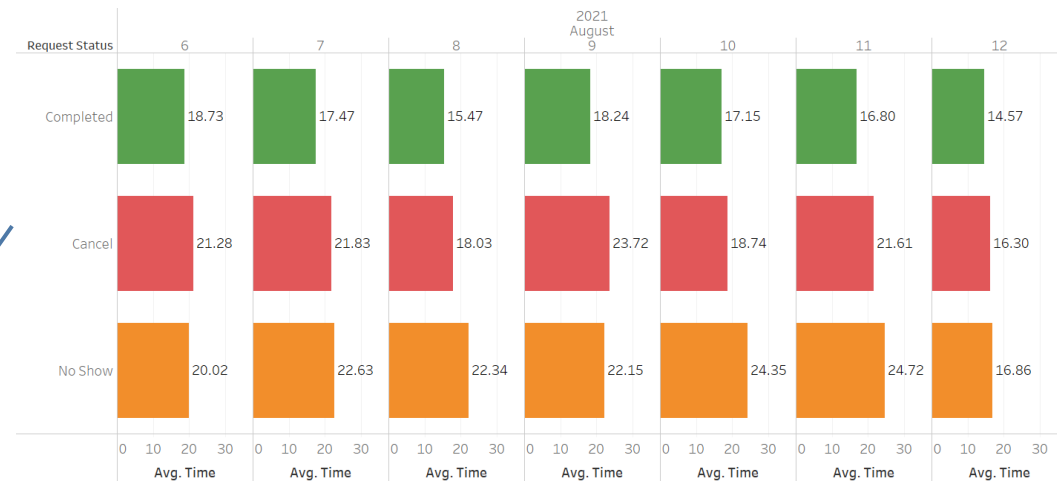


Fig. 2: Pickup Lag by Request Status & by Day, Aug. 6-12