

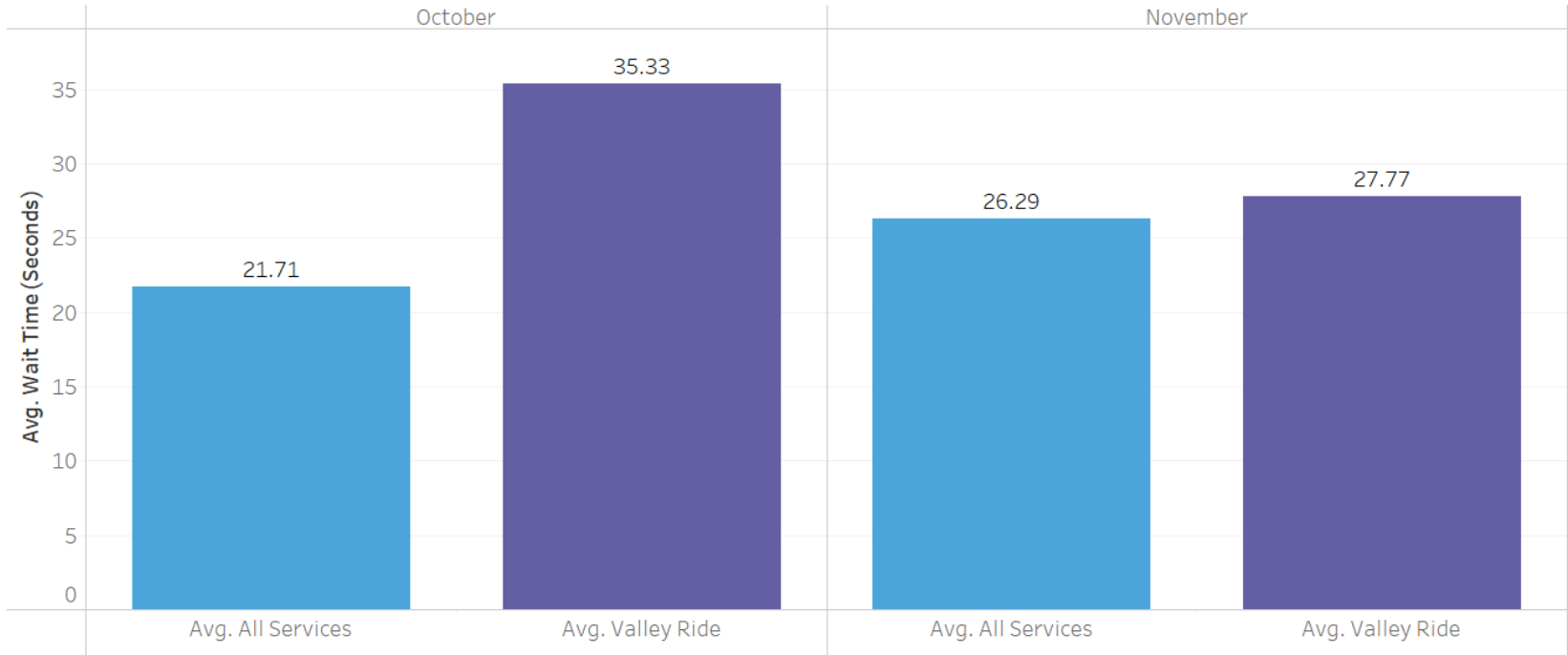


High Valley
TRANSIT

High Valley Transit Call Wait Time Update

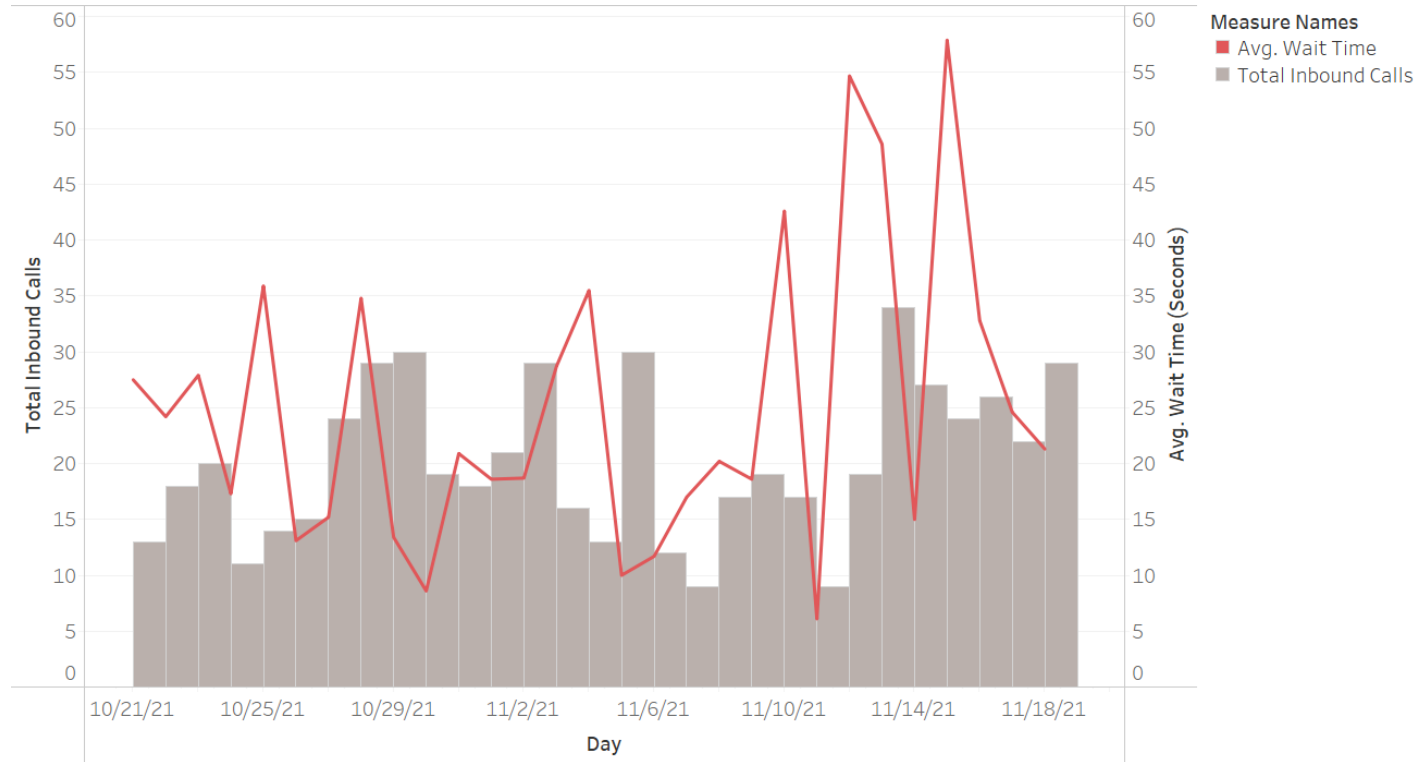
10/21/21 to 11/18/21

Our average wait time is less than 36 seconds both overall and for Valley Ride calls.

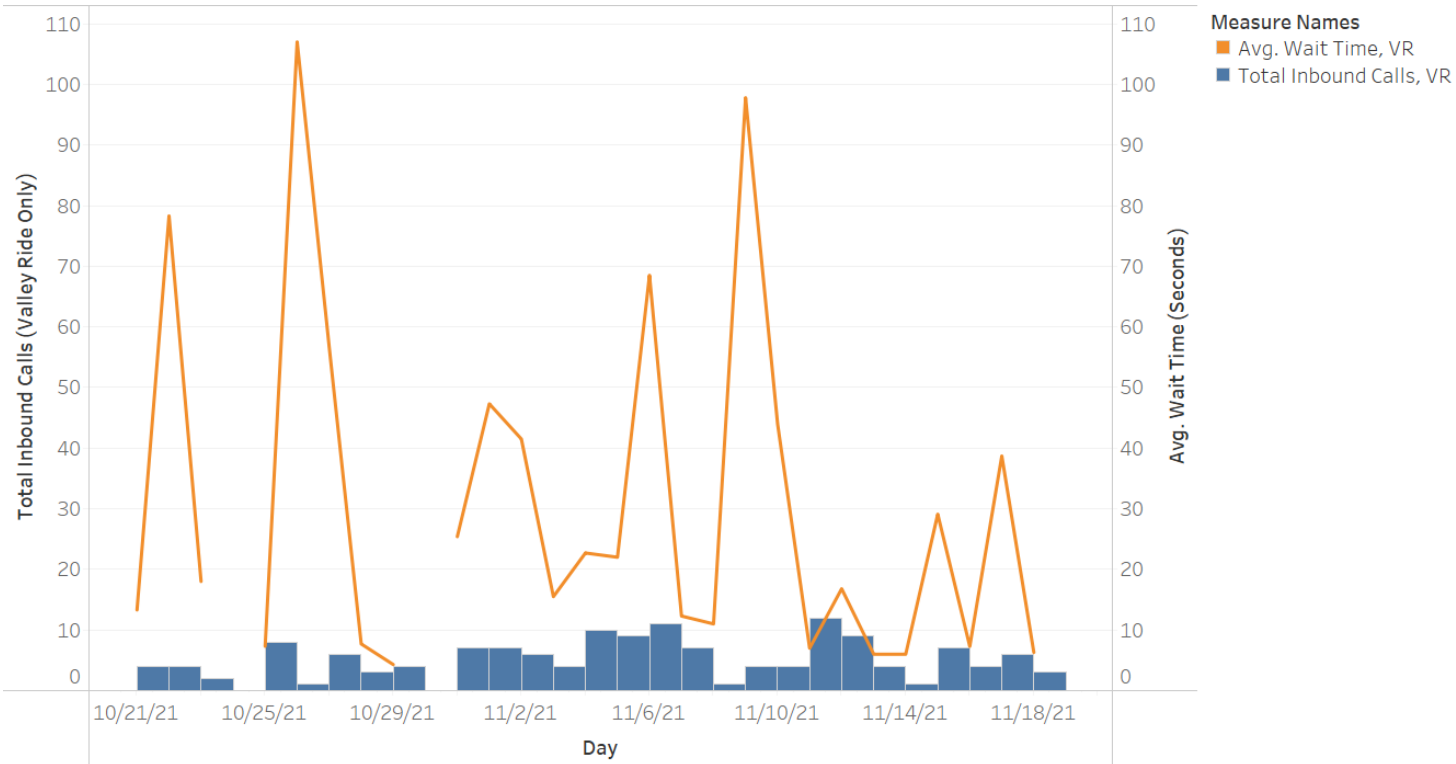


Avg. wait time for inbound calls, in seconds. October includes Oct. 21 to Oct. 31st, November includes Nov. 1 to Nov. 18.

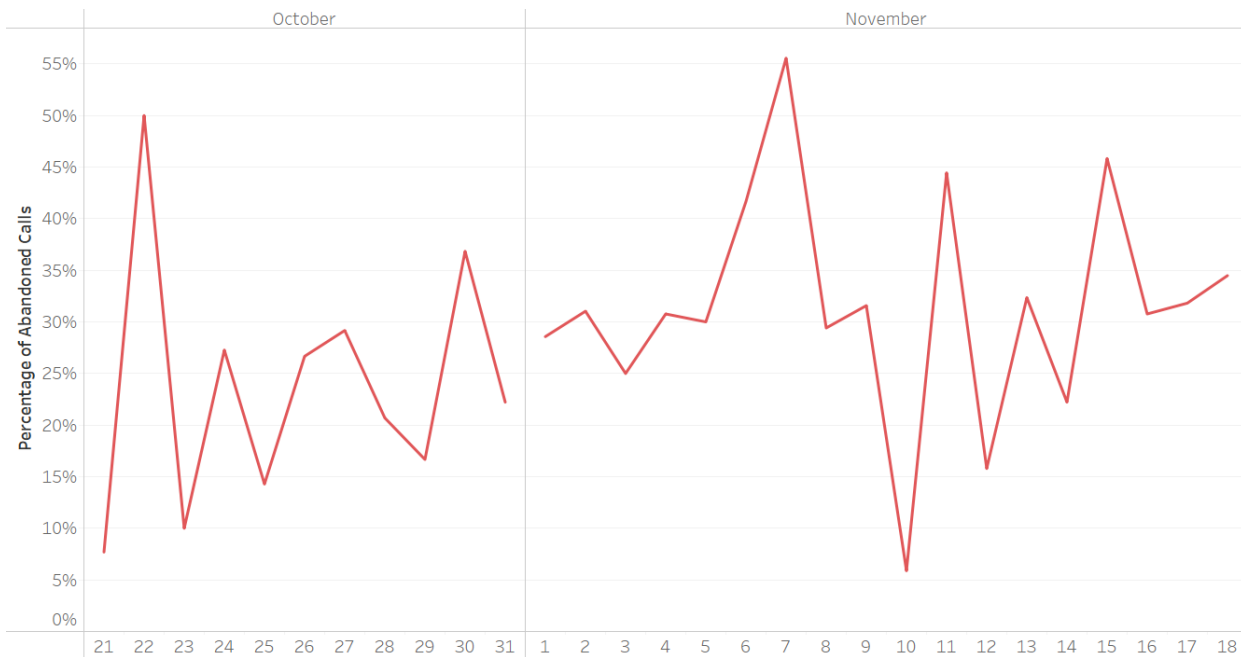
For all calls, our average daily wait time was never over 1 minute, and we averaged about 19 calls per day.



For Valley Ride only, our average daily wait time varied between <10 seconds and almost 2 minutes. We averaged 5 calls per day.



Abandoned calls happen when the caller hangs up before the call is answered. Our percentage of abandoned calls on a daily ranged from ~5% to >55%.



Reference Statistics for 10/21/21 to 11/18/21

All Calls

- Average Total Daily Inbound Calls: 19.5
- Average Daily Calls Abandoned (of Total Inbound): 5.5 (~28%)
- Average Daily Missed Calls: 0.33
- Average Wait Time: 24.6 seconds
- Longest Wait Time: 605 seconds/ 10 minutes, 5 seconds

Valley Ride (ADA Paratransit) Calls Only

- Average Total Daily Inbound Calls: 5.1
- Average Daily Calls Abandoned (of Total Inbound): 1.4 (~27%)
- Average Daily Missed Calls: 0.07
- Average Wait Time: 30.3 seconds
- Longest Wait Time: 327 seconds/ 5 minutes, 27 seconds