



### Ride Experience

Ride Rating (out of 5)  
Average **4.79** | Median **5**

Ride Distance  
Average **4.01 miles** | Median **3.40 miles**

Pickup Walk Distance  
Average **72.61 meters** | Median **53.00 meters**

Dropoff Walk Distance  
Average **58.97 meters** | Median **40.0 meters**

Time from request to scheduled pickup (ETA)  
Average **19.83 minutes** | Median **20.93 minutes**

### Weekly Overview

**3,671** Passengers (avg. 524/day)

**266** New Riders

**4.7** Utilization Avg.

**44.9%** Aggregation\*

**83.1%** Met Demand\*\*

\*Aggregation = % of shared rides

\*\*Met Demand = % of valid ride requests provided a proposal; a 100 percent met demand rate indicates a 0 percent seat unavailable rate and vice versa.

### Transit Connections

#### Kimball Junction Transit Center

259 Pickups (7.0%)  
302 Drop-offs (8.2%)  
Total Connecting: 561 (15.2%)

#### Canyons Village Transit Hub

102 Pickups (2.8%)  
264 Drop-offs (7.2%)  
Total Passengers: 366 (10%)

### Day-by-Day KPIs, 12/10 to 12/16

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETA	Peak Avg. Hourly ETA*
Fri. 12/10	1,587	122.4	17.9%	538	21.8 min.	27.0 min (8am)
Sat. 12/11	1,450	108.5	14.6%	567	20.2 min.	26.5 min (8am)
Sun. 12/12	1,361	109.2	18.4%	487	19.3 min.	26.4 min (10am)
Mon. 12/13	1,317	111.4	14.4%	518	18.9 min.	26.7 min (7pm)
Tues. 12/14	1,440	109.7	17.7%	500	20.7 min.	27.7 min (10pm)
Wed. 12/15	1,414	104	18.0%	536	20.0 min.	27.9 min (4pm)
Thurs. 12/16	1,555	116.9	17.0%	525	21.9 min.	29.4 min (8am)

\* Peak Avg. Hourly ETA represents the highest average ETA for a particular hour on that day.

### YTD Overview

**74,699**  
Passengers

**22,508**  
Net Driver Hours

**11,297**  
App Accounts