



High Valley
TRANSIT

High Valley Transit

Weekly Data Reporting, Micro & Valley Ride: 12/3/21 to 12/9/21

Ride Experience

Ride Rating (out of 5)
Average **4.81** | Median **5**

Ride Distance
Average **3.85 miles** | Median **3.40 miles**

Pickup Walk Distance
Average **69.51 meters** | Median **48.50 meters**

Dropoff Walk Distance
Average **57.50 meters** | Median **36.0 meters**

Time from request to scheduled pickup (ETA)
Average **14.50 minutes** | Median **12.60 minutes**

Weekly Overview

2,960 Passengers (avg. 423/day)

210 New Riders

3.8 Utilization Avg.

37.6% Aggregation*

87% 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.

AWS Server Outage

On Tuesday 12/7, an issue with Amazon Web Services (AWS) caused issues with the HVT app, leaving most riders unable to book rides. The outage was not localized to HVT and shut down or slowed down many sites, including Netflix, Amazon, and Slack. HVT's app was impacted from 8am to 2:59pm; we served 25 passengers and had 278 ride requests result in an error message. AWS remedied the error by 3PM and Micro was functioning normally the remainder of the day.

Day-by-Day KPIs, 12/3 to 12/9

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETA	Peak Avg. Hourly ETA*
Fri. 12/3	1,107	126.4	13.6%	520	10.7 min.	21.2 min (4pm)
Sat. 12/4	1,194	121.2	9.7%	554	12.5 min.	23.5 min (9am)
Sun. 12/5	800	93.1	8.9%	347	12.2 min.	18.5 min (6pm)
Mon. 12/6	806	104.2	17.0%	349	12.3 min.	23.5 min (6am)
Tues. 12/7	937	107.3	12.2%	268	13.0 min.	19.5 min (4pm)
Wed. 12/8	1,006	114.7	10.6%	465	14.5 min.	24.4 min (4pm)
Thurs. 12/9	1,279	119.1	18.1%	457	12.3 min.	26.6 min (7am)

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

YTD Overview

71,028

Passengers

21,728.2

Net Driver Hours

10,585

App Accounts