



### Ride Experience

*Ride Rating (out of 5)*  
Average **4.86** | Median **5.0**

*Ride Distance*  
Average **4.37 miles** | Median **3.90 miles**

*Pickup Walk Distance*  
Average **0.04 miles** | Median **0.03 miles**

*Dropoff Walk Distance*  
Average **0.04 miles** | Median **0.02 miles**

*Time from request to scheduled pickup (ETA)*  
Average **10.31 minutes** | Median **8.20 minutes**

### Service YTD Overview

**146,532**  
Passengers

**40,278.9**  
Net Driver Hours

**20,599**  
App Accounts

### Weekly Overview

**2,248** Passengers (*avg. 321/day*)

**46** New Riders

**2.4** Utilization Avg.

**27.4%** Aggregation\*

**98.9%** 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

*108 Pickups (3.7%)*  
*85 Drop-offs (4.4%)*  
Total Connecting: 171 (8.2%)

#### Canyons Village Transit Hub

*51 Pickups (2.4%)*  
*79 Drop-offs (6.1%)*  
Total Passengers: 177 (8.5%)

### Day-by-Day KPIs, 04/22/22 to 04/28/22

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETP*	Peak Avg. Hourly ETP**
Fri. 4/22	694	164.0	0.0%	419	9.7 min	22.9 min (5am)
Sat. 4/23	679	124.2	1.2%	371	11.9 min	20.6 min (1pm)
Sun. 4/24	459	145.2	0.2%	286	8.7 min	12.4 min (4pm)
Mon. 4/25	471	120.2	3.2%	267	11.1 min	18.6 min (11am)
Tues. 4/26	473	118.1	2.1%	276	11.4 min	18.1 min (3pm)
Wed. 4/27	537	128.7	0.9%	331	10.6 min	23.3 min (2pm)
Thurs. 4/28	468	145.6	0.4%	298	8.6 min	12.2 min (3pm)

*\*ETP = Estimated time to pickup*

*\*\*Peak Avg. Hourly ETP is the hour that had the highest average ETP for that day*