



Ride Experience

Ride Rating (out of 5)
Average **4.92** | Median **5.0**

Ride Distance
Average **4.70 miles** | Median **4.40 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 (ETP)
Average **12.34 minutes** | Median **8.90 minutes**

Service YTD Overview

148,828

Passengers

41,172.3

Net Driver Hours

20,699

App Accounts

Weekly Overview

2,296 Passengers (avg. 328/day)

45 New Riders

2.6 Utilization Avg.

25.6% Aggregation*

97.4% 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

73 Pickups (3.2%)

78 Drop-offs (3.4%)

Total Connecting: 151 (6.6%)

Canyons Village Transit Hub

37 Pickups (1.6%)

54 Drop-offs (2.4%)

Total Passengers: 91 (4.0%)

Day-by-Day KPIs, 04/29/22 to 05/05/22

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETP*	Peak Avg. Hourly ETP**
Fri. 4/29	788	136.3	1.3%	454	12.8 min	28.2 min (5pm)
Sat. 4/30	696	148.9	1.0%	396	10.8 min	22.7 min (11pm)
Sun. 5/1	519	139.6	2.5%	324	9.6 min	14.7 min (5pm)
Mon. 5/2	475	93.8	8.4%	226	16.6 min	38.4 min (4pm)
Tues. 5/3	529	113.7	2.5%	297	14.1 min	27.3 min (6pm)
Wed. 5/4	477	125.5	1.0%	284	10.9 min	17.5 min (2pm)
Thurs. 5/5	519	138.2	3.1%	315	12.9 min	26.9 min (3pm)

*ETP = Estimated time to pickup

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