

Key Service Stats

32,800 rides+

Since Launch

4.0 Utilization

Or rides / Passenger Hour in 2023

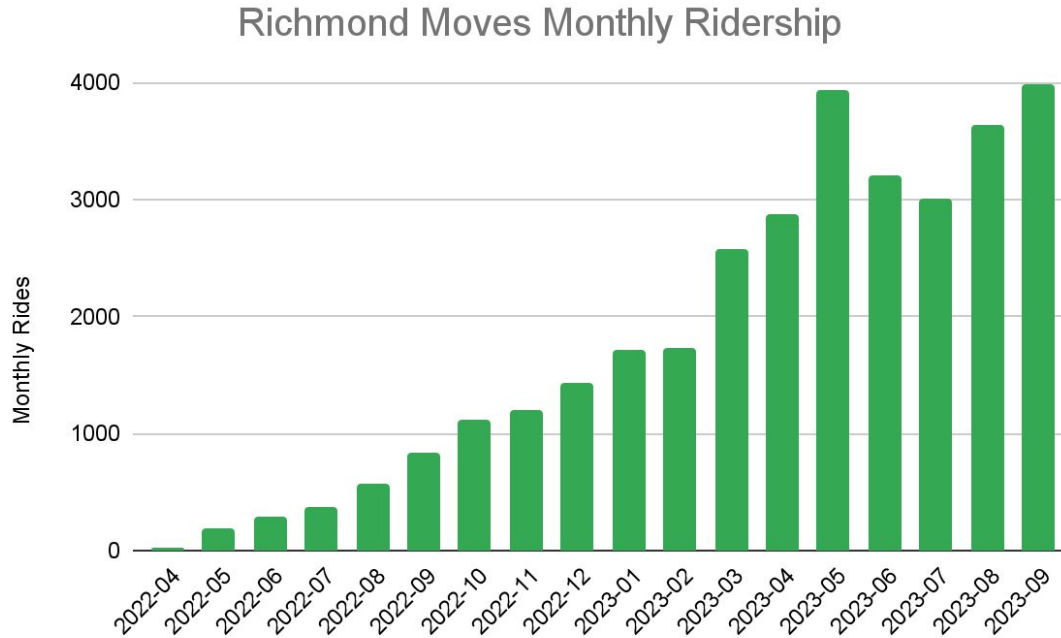
4.8

Average Ride Rating (out of 5)

\$15.10

Cost per Ride in in September 2023

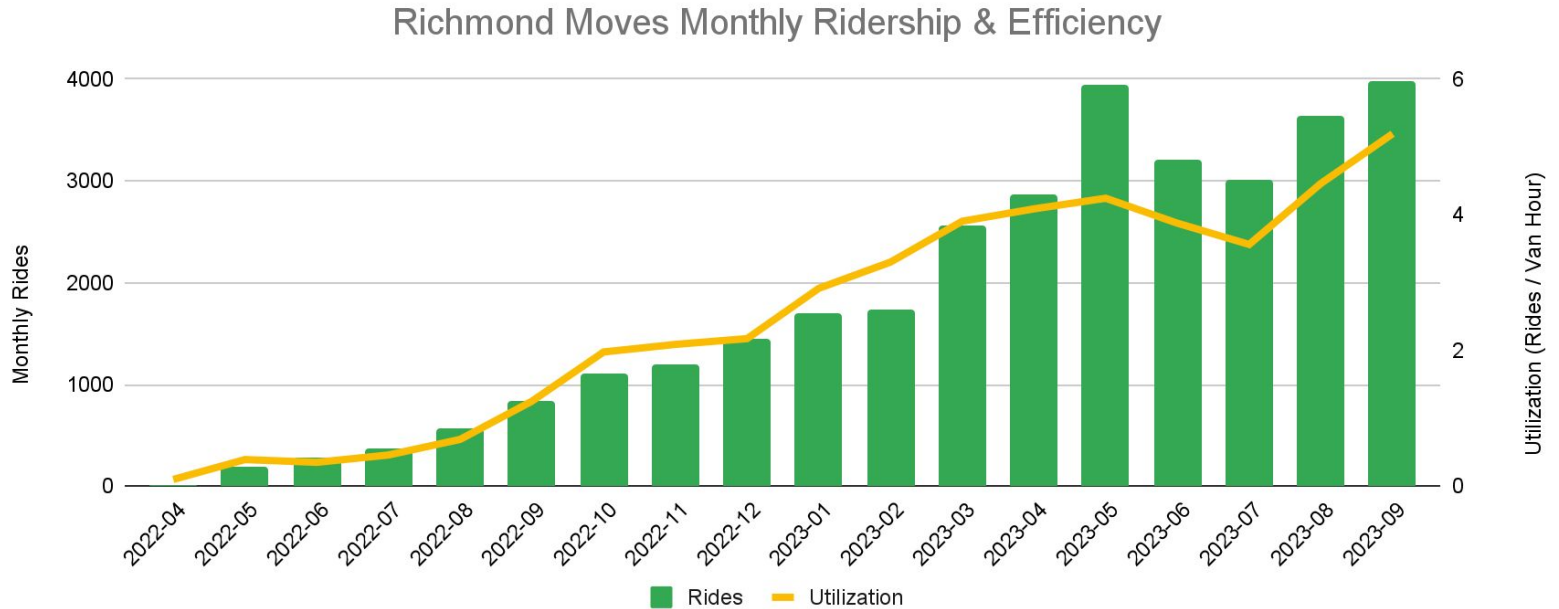
The Richmond moves program has grown quickly over 2023, with over 32,000 rides provided since the service launched



Riders return to continue using the service

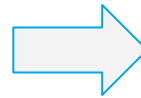
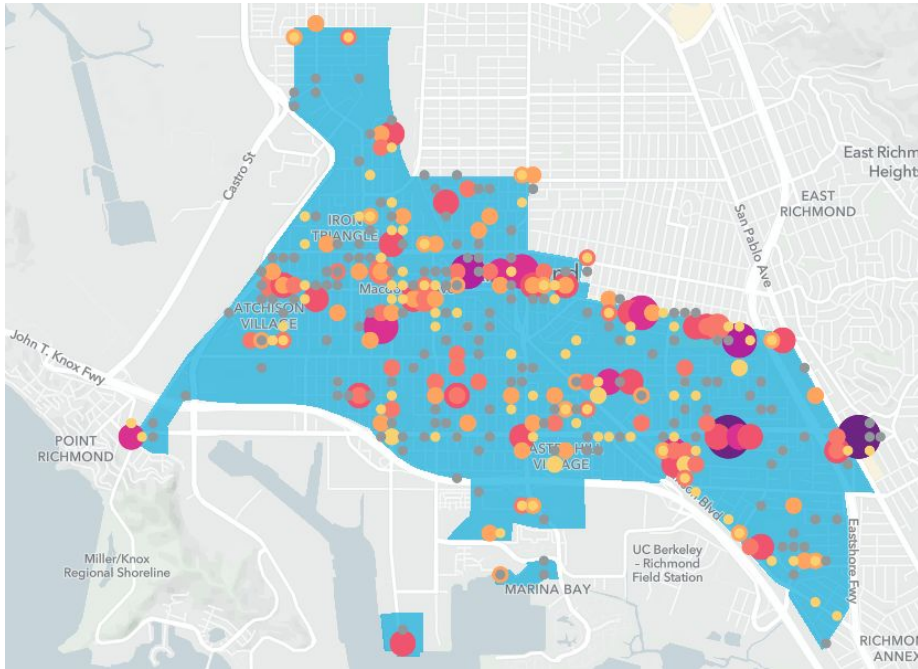
- 1,580 riders have taken at least 1 ride
- 1,235 riders have taken at least 2 rides
- 813 riders have taken at least 5 rides

As ridership has grown, the service operated much more efficiently



Richmond Moves

Richmond Moves ridership is well distributed throughout the zone, with transit connections and student ridership as key use cases

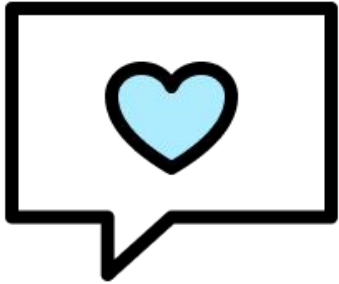


Key use cases for Richmond moves have included connections to transit centers and student transit

The service has performed very well over the course of 2023, providing many rides efficiently and with a high quality of service

Month	Met Demand (%)	Average ETA (min.)	Avg. Monthly Passengers	Utilization
Goal	90%	20 min	3,250	3.5
Max	N/A	25 min	4,000	N/A
Min	85%	N/A	2,500	3.0
Q1 2023	92.8%	14.2	1,964	3.4
Q2 2023	92.8%	18	3,344	4.1
Q3 2023	91.5%	20.5	3,543	4.4

Riders have expressed their appreciation for the Richmond Moves service



**Avg ride rating:
4.8 (out of 5)**

**93% of riders give 5 stars (933 / 1,009
rider ratings YTD 2023)*

- ♥ **Very nice and I enjoyed the ride :) thanks**
- ♥ **Richmond should have implemented this program many many moons ago.**
- ♥ **Nice and easy ride!**
- ♥ **Ray is such a lifesaver!**
- ♥ **So friendly, so convenient and the best ride I've had**
- ♥ **I have a lot of groceries, and she went out of her way to accommodate me**