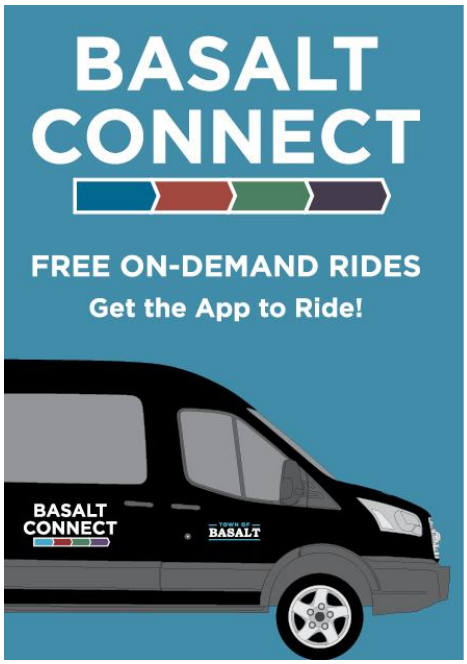
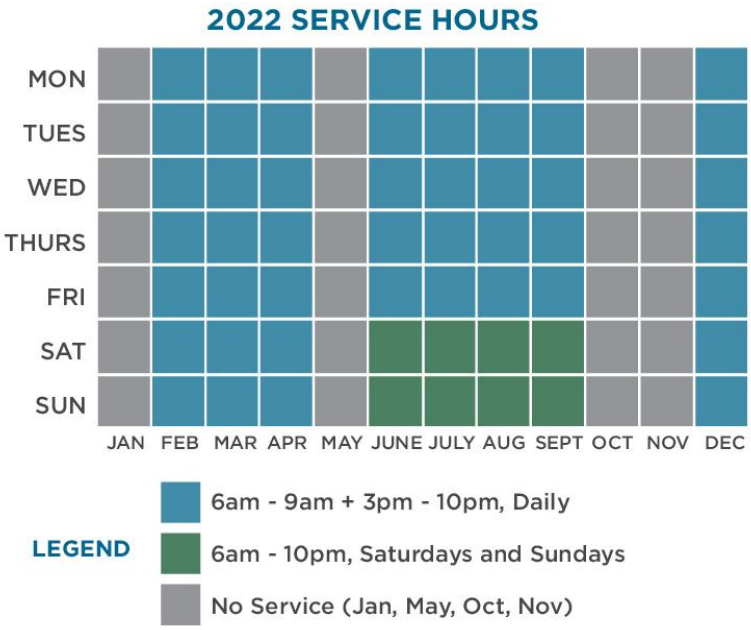
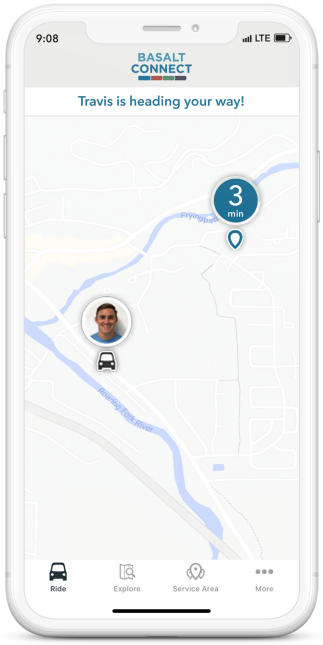
BASALT CONNECT

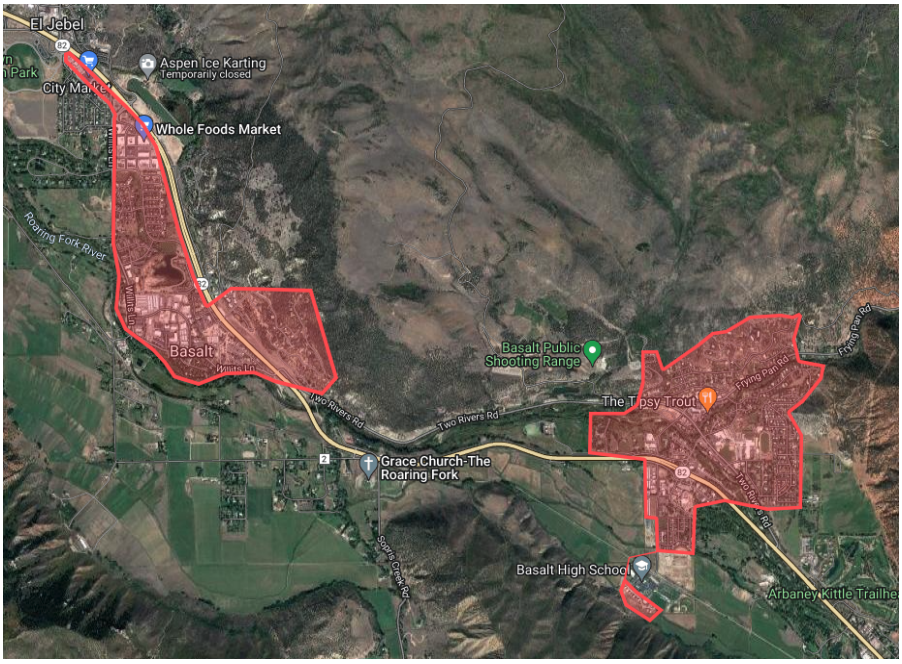
Overview







Rider app



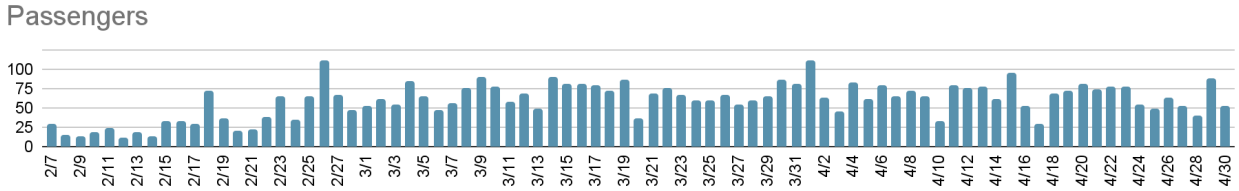
Service Area (rides available within or between zones shown in red)

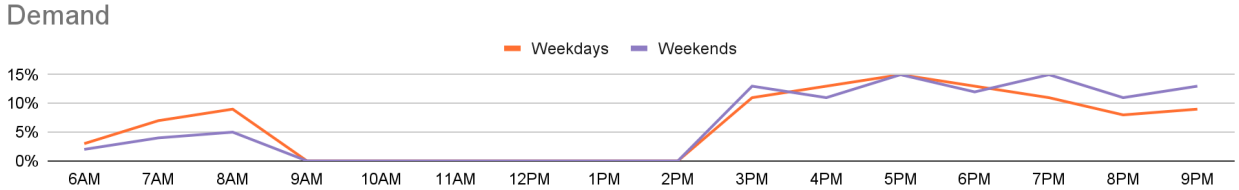
BASALT CONNECT

Winter Service February 7 - April 30

Total Passengers: 4,947
Average Wait: 7 minutes

Average Rating: 4.96 out of 5
Passengers to/from RFTA stops: 1,039



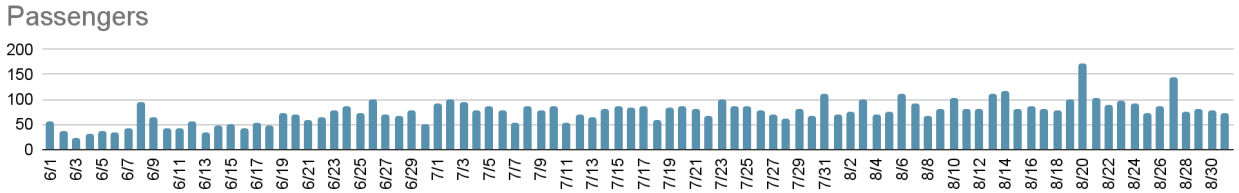


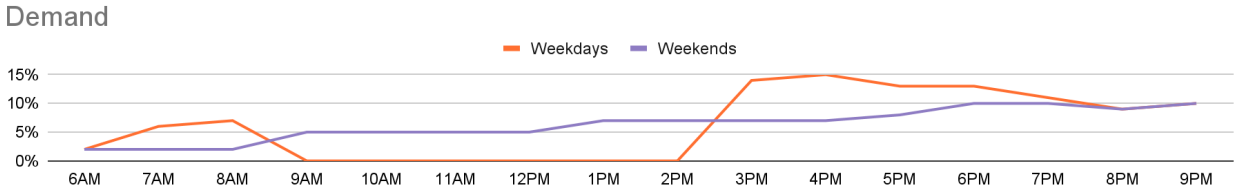
*Daily service hours: 6am - 9am + 3pm - 10pm

Summer Service June 1 - August 30

Total Passengers: 7,001
Average Wait: 7 minutes

Average Rating: 4.95 out of 5
Passengers to/from RFTA stops: 1,026

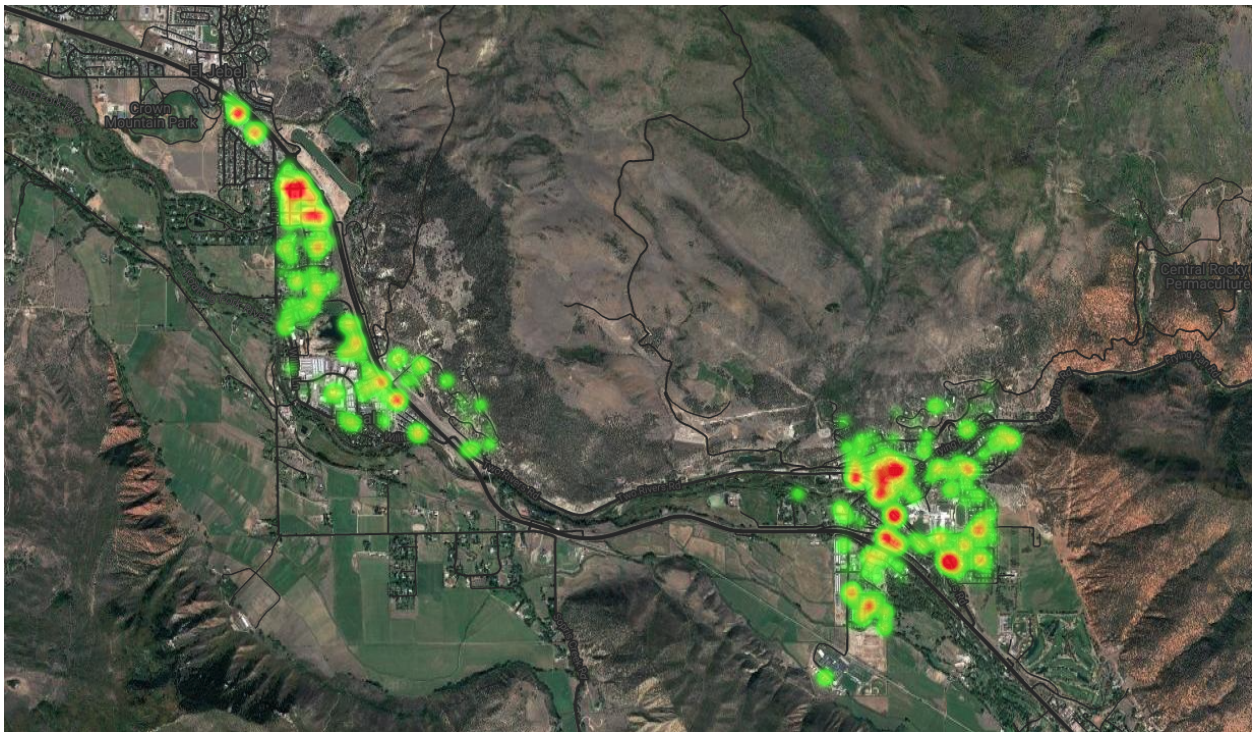




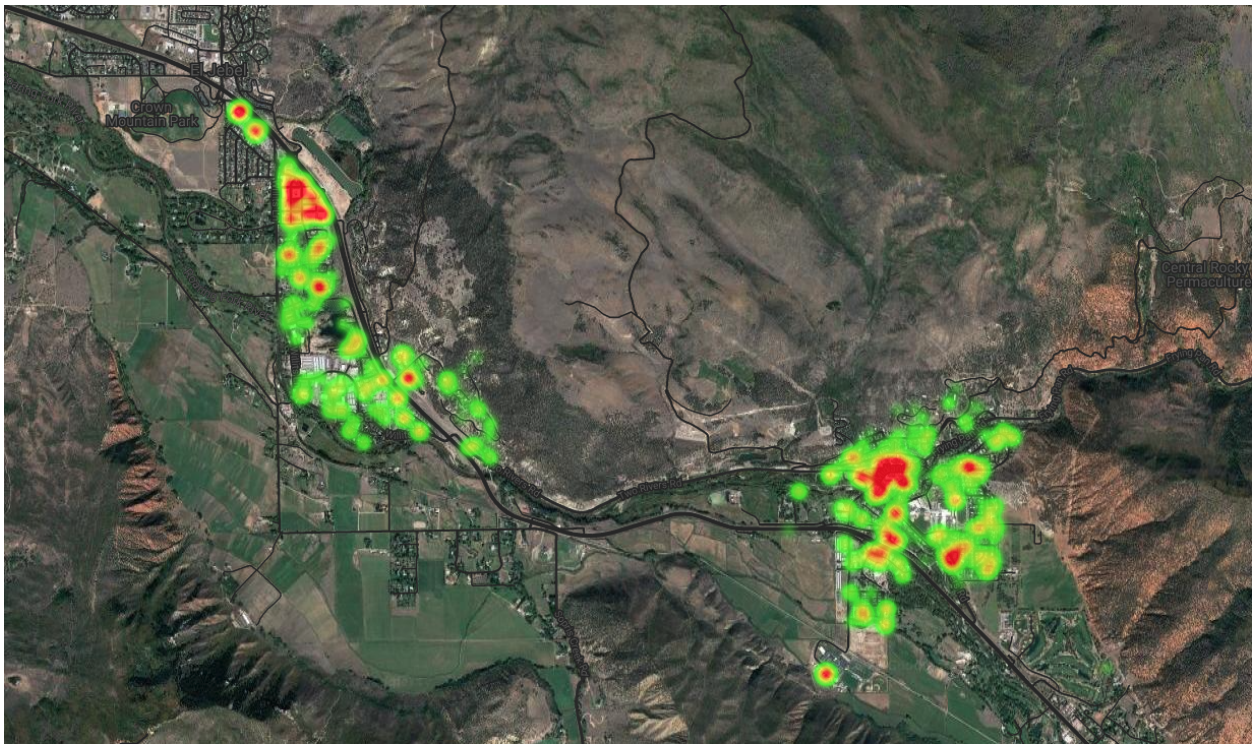
*Mon - Fri service hours: 6am - 9am + 3pm - 10pm
*Sat - Sun service hours: 6am - 10pm

BASALT CONNECT

Winter Pickups



Summer Pickups



Rider Feedback

Submitted through the rider app

Wonderful addition to our community. Superb driver! Thank you very much!

Again, made my commute so manageable. Please keep this service forever. I've lived in Basalt almost 4 years now and this changes the game

An awesome asset to our community! Thank you very much!

Collin was awesome! We love Basalt Connect! Please keep it going! Very happy Willits rider!

It was seamless . First time we used, will definitely use again. Jesse was great!

Another excellent helpful, courtesies ride from Patrick. Drivers like him make me want to use Basalt Connect as often as I can. In fact only grocery shop after 3 so I can ride Basalt Connect

Great service, please do not take away during "off season ". Want this year round!

August 2022

(month to date / all time)

Rides : 1,879 / 8,068
Passengers (unlinked passenger trips): 2,824 / 11,948
Vehicle revenue hours: 568 / 3,275
Total vehicle hours: 655 / 3,713
Vehicle revenue miles: 7,602 / 35,979
Total vehicle miles: 8,021 / 37,833
Passenger miles: 8,131 / 32,373
Unique rider accounts (month to date / all time): 370 / 819
Passengers per revenue hour: 5.0 / 3.6
Percent of rides shared: 27% / 20%
Average wait time: 8 minutes / 7 minutes
Average ride time: 8 minutes / 8 minutes
Average experience rating: 4.96 out of 5 / 4.95 out of 5
Wheelchair rides: 0 / 0
No shows: 29 / 74

BASALT CONNECT

Year 2 Budget January 1, 2023 - December 31, 2023

Service Hours

- Winter (January, February, March, December)
    - 7am - 10am + 3pm - 10pm, Daily
- Summer (June, July, August, September)
    - 7am - 10am + 3pm - 10pm, Monday - Friday
    - 7am - 10pm, Saturday - Sunday

2023 Budget

- $384,794

What Changed

- 6am - 7am hour is very slow with only about 2% of total ridership
- Change weekday morning for winter and summer to 7am - 10am
- Change weekend hours for summer to 7am - 10pm

Year 2 Budget - All Day Service, Yearound January 1, 2023 - December 31, 2023

Service Hours

- All Seasons
    - 7am - 10pm, Daily

2023 Estimated Budget

- $630,000

What Changed

- Provide service 7am - 10pm, 365 days a year
- Increase fleet to 3 vans (year round service will require a spare vehicle)