



Getaround app

You will find in this dashboard below info about the "delay before rebooking"

Total car reservations

21310

Percentage of mobile checkin

79.8%

Proportion of connect checkin

20.2%

Proportion of rebooked cars

8.6%

Statistics about delay and time delta between two rentals

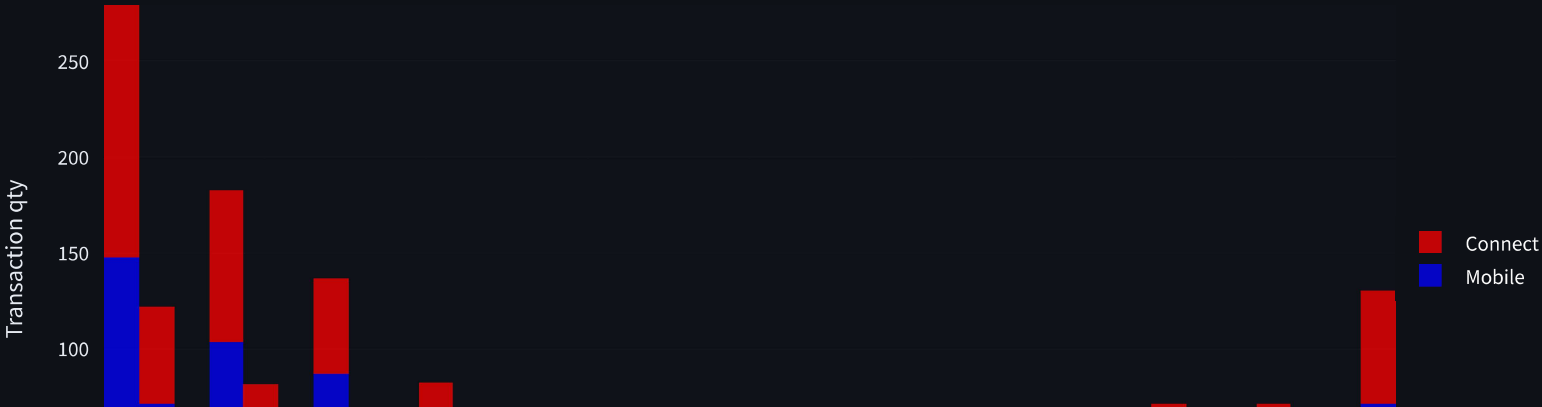
Percentage of late drivers

44.1%

Percentage of late mobile drivers

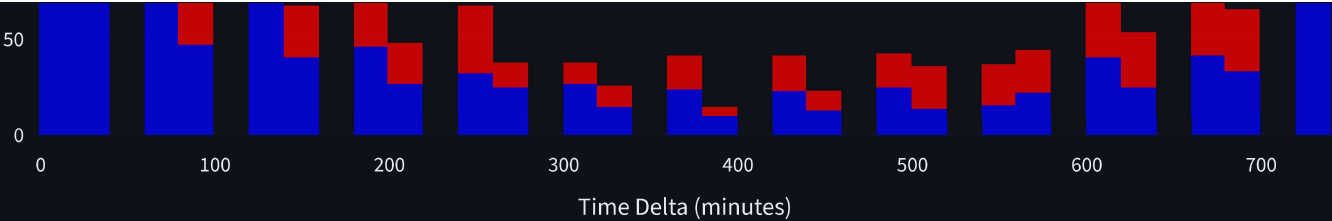
46.7%

Distribution of Time Delta vs next rental (scope)



Percentage of late connect drivers

33.9%



Almost 50% of rentals are brought back late. It is hard to know at what point the owner has knowledge and agrees with the delay.

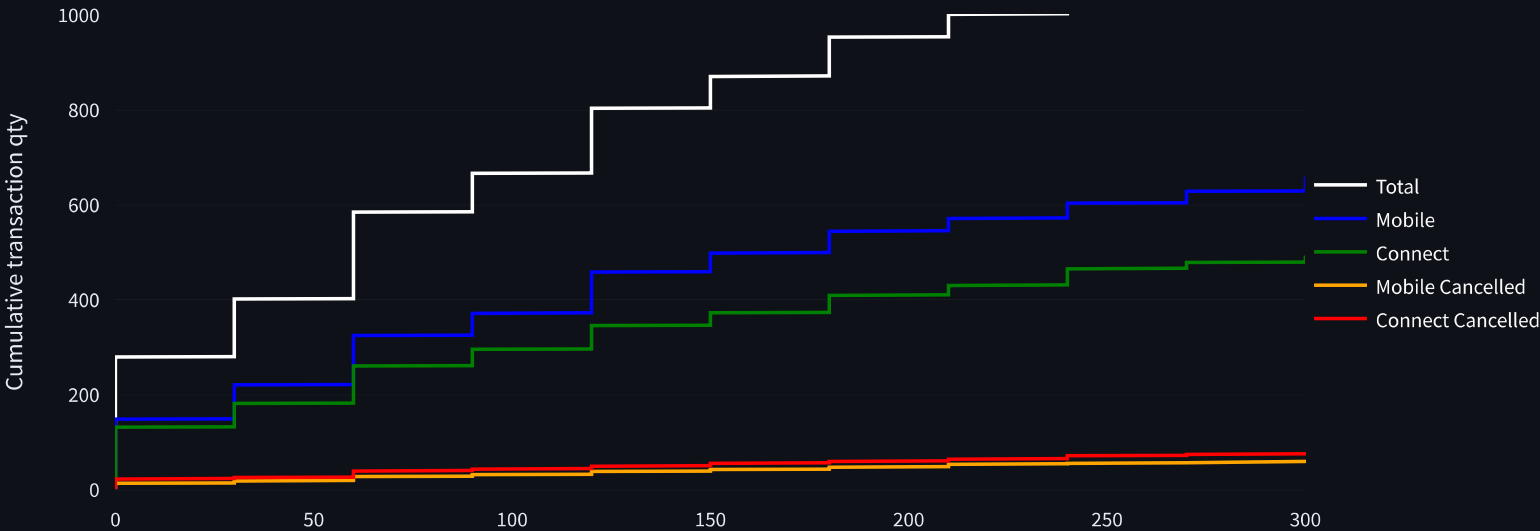
We can notice on another hand that the time delta between two rentals is often less than 2 hours, which is critical in case of delay from the previous renter.

What is the impact of delay on rentals and cancellations?

Rentals brought after next rental beggining

14.7%

Cumulative amount of transactions with a given Time Delta Between Rentals (300min max)



Percentage of canceled rentals due to delay

12.4%

We can see that in the case where the owner have a second reservation for its car, around 15% of the cars are deposited later than the time where next rental begins. When it happens, the next renter cancels its reservation very often. There is not a big difference between the type of connection for this phenomenon.

Analysis

The issue seems serious, even if the proportion of rebooked cars is low, when it is the case more than 10% of cancels due to delay is something to improve.

The problem is that almost a third of rebooked cars have less than 2hrs delta between the two rentals. It is a risk to lose these transactions because of a potential gain that represents approx 10% of the transaction volume.

We cannot evaluate the financial impact for the owners with our dataset, but we could maybe try a different approach :

- Warning the next renter when he chooses a time to pick up the car too close from the return
- Penalising renters that allow low delta times between rentals