DOORDASH

Hello everyone,

Lat year one our customers Casey waited for 55 minutes for food he ordered from a place situated 2 miles away. By the time food reached it was warm. With many orders to deliver and other bottlenecks such as traffic our dasher reached late. For food that was ready in 15 mins and could have been delivered in 10 mins we took extra 30 minutes for the order to be delivered. People living in cities expect immediate or schedule delivery of their food. And with increasing orders we have to increase delivery staff as well, thus leading to high operating cost and increase in delivery time. One of the ways to reduce operating cost is to embrace technology and innovate in terms to reduce delivery times as well.
Autonomous technology is one of the emerging technologies for delivery of food, ecommerce and retail companies. Using delivery robots instead of human personal we can save huge operating cost in terms of their wages and can also save in last mile delivery costs.

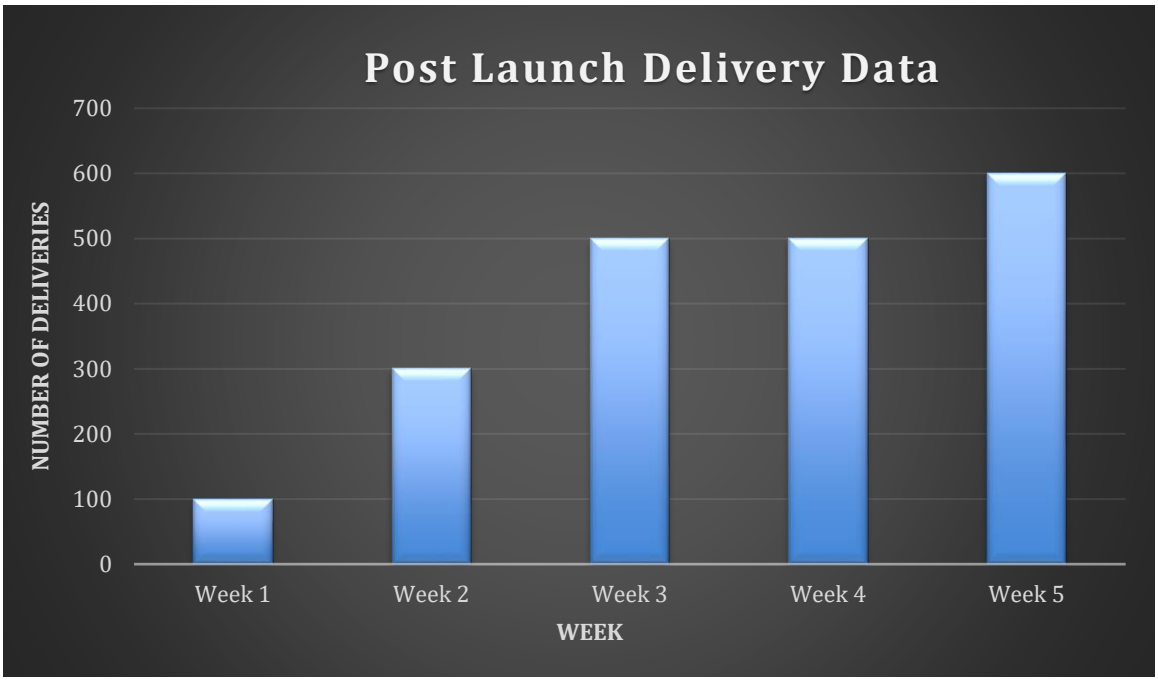
We automated our food delivery system using self-driving robots for trips that are less than 2 miles. The robot has the ability to pick up orders in 2 miles and give fastest option available The robot picks up the food from restaurant and then navigate itself through sidewalks to reach customer.
The operational app we created helps in making sure the orders reach fast and without any obstructions. It helps in keeping robot maintained and safe. It will help in addressing the delays in delivery. It will have function to talk to pedestrian in case of any obstruction.
In case of any real time obstruction the robot will be rerouted. The robot can also avoid obstructions and navigate itself through obstacles. The robot can also be controlled remotely.

This will help decrease the waiting time for customers and help in having customers and restauranters a seamless experience by making the food deliveries faster and reliable.

With the program launched and operation tool in function the results have been positive.
Data: The deliveries has been increasing every week.

Week:	Number of deliveries
week 1	100
week 2	300
week 3	500

week 4 500
week 5 600



We are going to add more features based on our customer feedback. Next on the product map will be enhancing the teleoperating function by creating high-resolution maps for autonomous driving using crowdsourced imagery and computer vision to merge and process the images.
Data processing and localization will also be an important theme in future of product road map where localization will help in processing accuracy of GPS measurement and where the external items in environment as pedestrian cars are located thus helping robot to navigate more properly.

Thank you to all the teams, Product, Engineering, Design, Customer Support, Sales and Marketing. This launch would not have been possible without the hard work of all the members of our teams.

Tanmay Murugkar,
On behalf of Product, Engineering, Design, Customer Support, Sales and Marketing team.