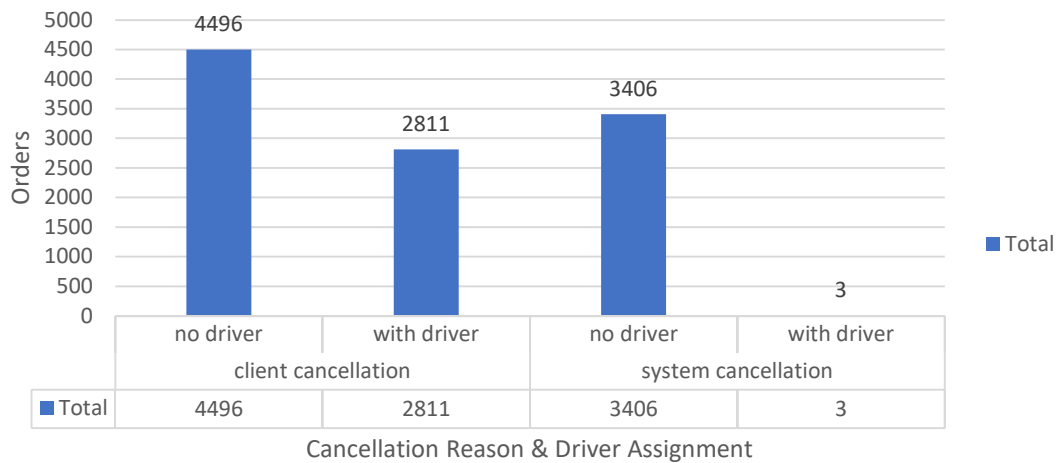


Insights from Failed Orders

Cancellation Reason & D Orders

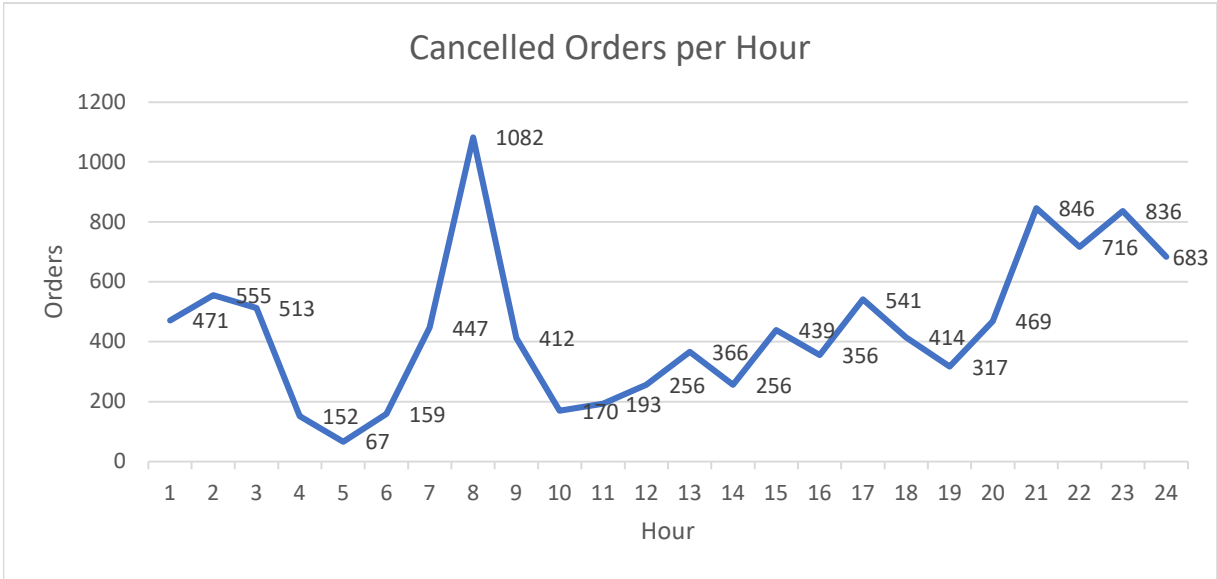
client cancellation	
no driver	4496
with driver	2811
system cancellation	
no driver	3406
with driver	3

Cancellations per Reason & Driver Assignment



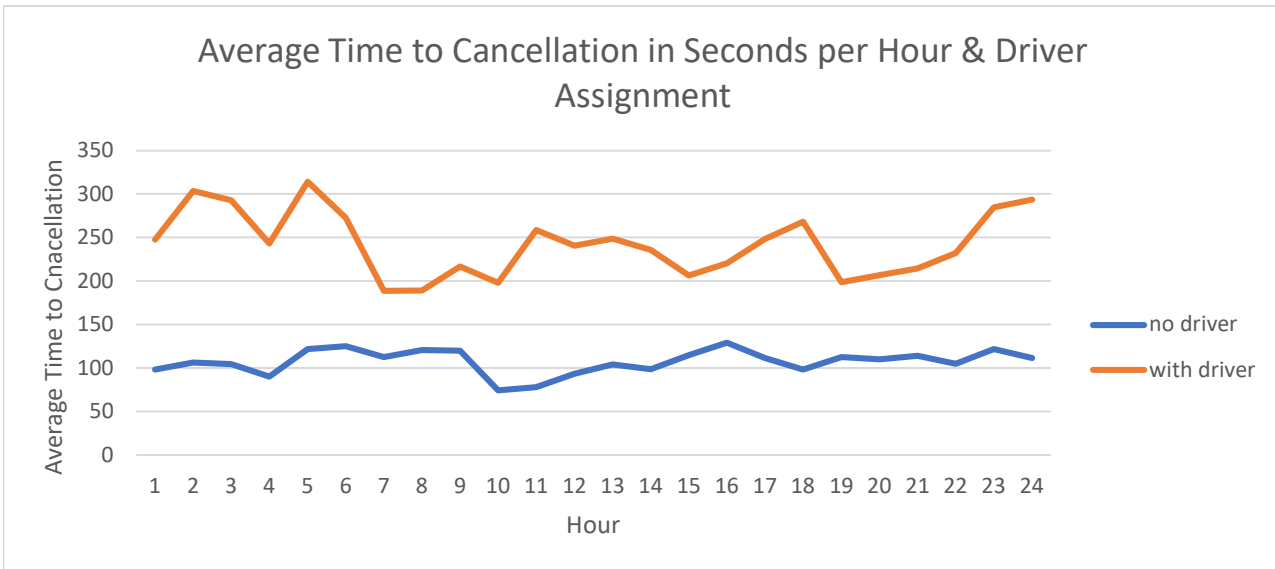
Hour	Orders
1	471
2	555
3	513
4	152
5	67
6	159
7	447
8	1082
9	412
10	170
11	193
12	256
13	366
14	256
15	439
16	356
17	541

18	414
19	317
20	469
21	846
22	716
23	836
24	683



Average Time to Cancell Driver Assignment			
Hour	no driver		with driver
1		98	248
2		106	303
3		104	293
4		90	243
5		122	314
6		125	273
7		113	189
8		121	189
9		120	216
10		75	198
11		78	258
12		93	241
13		104	249
14		98	236
15		115	206
16		129	220
17		112	248
18		98	268
19		113	199
20		110	207

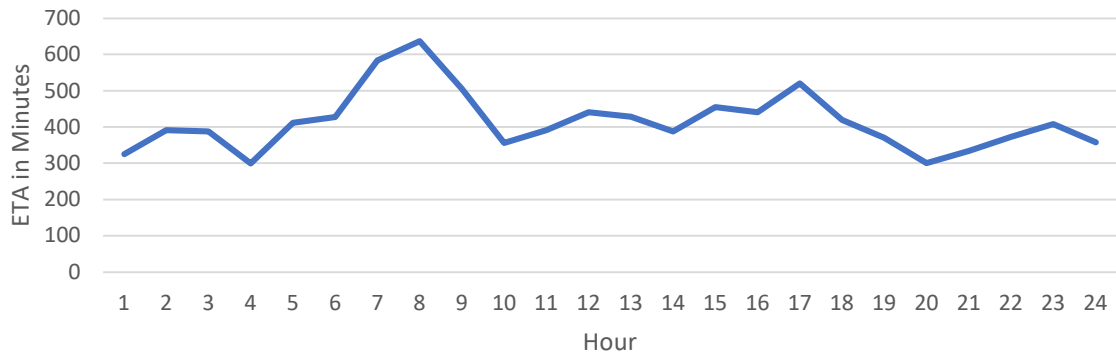
21	114	214
22	105	232
23	122	285
24	112	294



Hour	Average ETA in Minutes
1	325
2	391
3	388
4	300
5	411
6	427
7	583
8	637
9	505
10	356
11	391
12	441
13	428
14	388
15	455
16	441
17	520
18	419
19	370
20	300
21	334
22	373
23	408
24	358

Average ETA in Minutes

Average ETA in Minutes per Hour



Hour