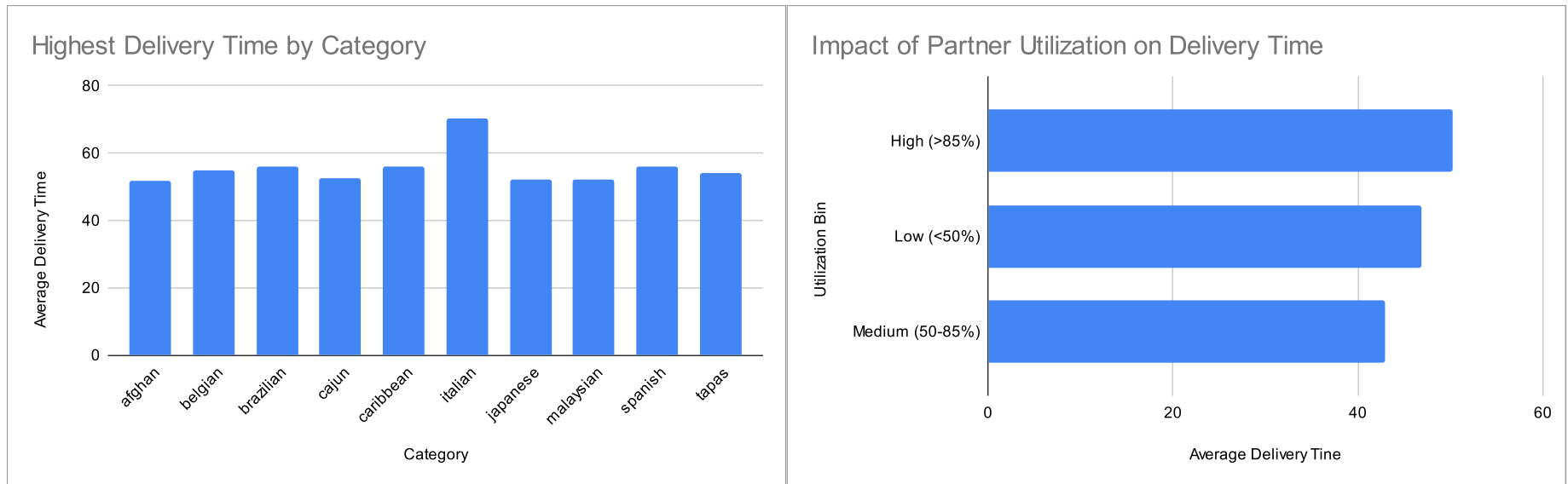


| Avg. Delivery Time (Mins) | Total Orders | Avg. Partner Utilization |
|---------------------------|--------------|--------------------------|
| 48.47 | 197,421 | 93.03% |



Analysis of the delivery data shows a direct correlation between high partner utilization and increased delivery times. When more than 85% of on-shift partners are busy with orders, the average delivery time for customers increases significantly. This issue is seen most for our highest-volume categories, such as Italian restaurants, which consistently experience the longest delivery times. This indicates that the operational bottleneck is a supply-and-demand issue, occurring during peak hours when the number of available delivery partners is insufficient to meet customer order volume.

Based on these findings, a targeted change management initiative is recommended to address partner supply during these critical periods. The proposal is to launch a pilot program testing driver incentives in our top three busiest markets. This program would be active during the 6PM to 9PM window and focuses on increasing the number of on-shift partners available for deliveries from Italian restaurants. The success of this change will be measured by tracking the direct impact on Average Delivery Time in the test markets, with the goal of improving the customer experience without negatively impacting profitability.