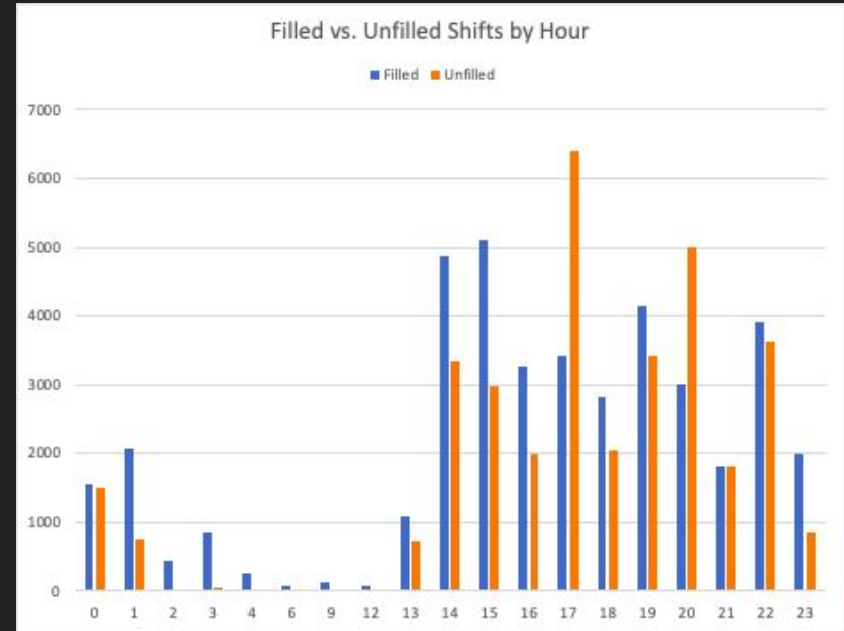
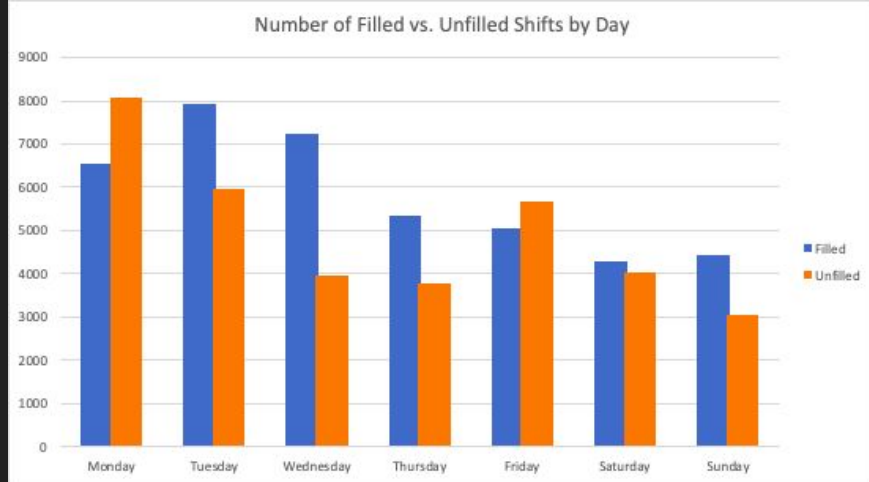


# What are Shift Fill Rates?

- Different types of shifts have different fill rates.
  - Local courier: 64.1%
  - Customer service: 46%
  - Product tester: 43.2%
- For unfilled shifts in customer service and product testers, these are primarily not being filled due to shift expiration
- For this analysis, I assigned any shift tagged as Filled, Completed or Sent as “Filled” and any shift tagged as Canceled, Declined, Expired, No Show, or Oversubscribed as “Unfilled”
- I looked at the average performance ratings for each type of shift, local couriers, product testers and customer service - each type had an average rating of about 50/100 so satisfaction is similar for all types of shifts

# What Factors Affect Shift Fill Rates?

- Day of the week affects the number of unfilled shifts.
  - 65% of shifts are filled on Wednesday
  - Only 45% are filled on Monday
- Hour of the day also affects shift fill rate
  - 5PM and 8PM are hours that have high unfilled rates at 65% and 68% respectively



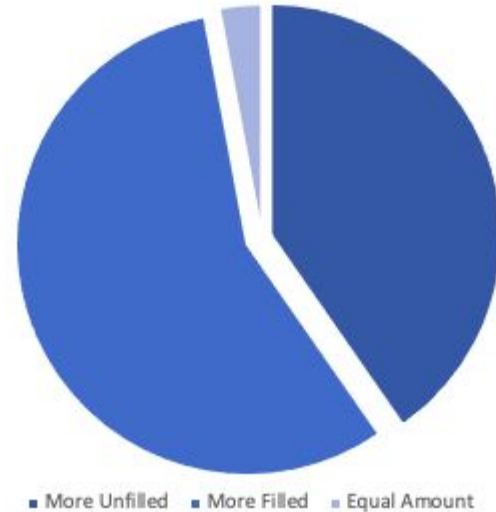
# Does a bonus affect fill rate?

- 36% of local couriers receive a bonus and 61% of product testers receive a bonus while there were no recorded bonuses for customer service work, most likely since it isn't a single service type of shift
- Product tester shifts have the highest unfilled rate - the shift bonus does not seem to affect fill rates

# Unfilled vs. Filled Shifts by Worker

- 248 workers only have unfilled shifts, and no filled shifts
- 45 workers have at least 5 unfilled shifts and only 1 filled shift
- 962 workers have more unfilled shifts than filled shifts, which is 56.7% of the total number of workers
- Many workers that fill a large number of shifts also have a large number of unfilled shifts

Number of Workers with More Filled vs. More Unfilled Shifts



# Suggestions

- Shifts that fall on days of the week that have a lower fill percentage could be incentivized or the rate paid per shift could be slightly higher
- For workers that maintain a certain percentage of filled vs. unfilled shifts there could be an incentive or bonus
- Workers that go over a certain percentage of unfilled shifts or certain number in a given period can either be prevented from booking shifts for a certain time frame (like a week) or given a lower rate for a shift
- There is an opportunity to market the service more widely to companies that require local couriers, the number of these shifts available in the system could be maximized
- There should be incentives for workers that complete a higher percentage of shifts that they leave unfilled
- Perhaps workers that complete at least one product tester shift in a certain time frame (like one per week) could receive a bonus or higher rate for the next shift they work and workers that usually complete customer service or courier shifts could be encouraged to pick up product tester positions.