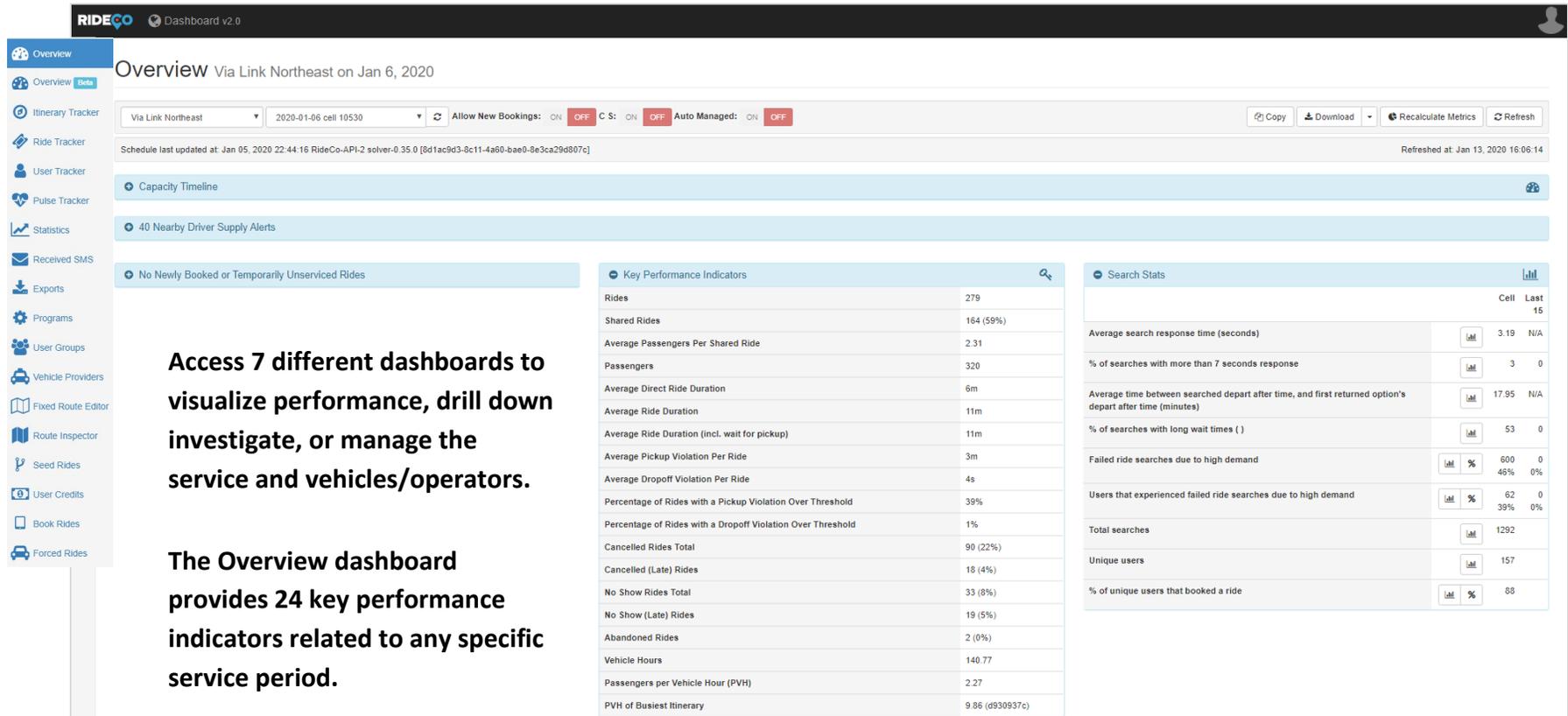


Appendix E – Our Dashboards

The RideCo software platform provides seven dashboards to visualize rider, operator, and performance KPIs, aggregated across a period, with the ability to drill down to individual trips/operators/incidents. The following dashboard screen caps illustrate some of these capabilities.



Access 7 different dashboards to visualize performance, drill down investigate, or manage the service and vehicles/operators.

The Overview dashboard provides 24 key performance indicators related to any specific service period.

Overview Via Link Northeast on Jan 6, 2020

Via Link Northeast | 2020-01-06 cell 10530 | Allow New Bookings: ON OFF | C S: ON OFF | Auto Managed: ON OFF

Schedule last updated at: Jan 05, 2020 22:44:16 RideCo-API-2 solver-0.35.0 [8d1ac9d3-8c11-4a60-bae0-8e3ca29d807c] Refreshed at: Jan 13, 2020 16:06:14

40 Nearby Driver Supply Alerts

No Newly Booked or Temporarily Unserviced Rides

Key Performance Indicators	
Rides	279
Shared Rides	164 (59%)
Average Passengers Per Shared Ride	2.31
Passengers	320
Average Direct Ride Duration	6m
Average Ride Duration	11m
Average Ride Duration (incl. wait for pickup)	11m
Average Pickup Violation Per Ride	3m
Average Dropoff Violation Per Ride	4s
Percentage of Rides with a Pickup Violation Over Threshold	39%
Percentage of Rides with a Dropoff Violation Over Threshold	1%
Cancelled Rides Total	90 (22%)
Cancelled (Late) Rides	18 (4%)
No Show Rides Total	33 (8%)
No Show (Late) Rides	19 (5%)
Abandoned Rides	2 (0%)
Vehicle Hours	140.77
Passengers per Vehicle Hour (PVH)	2.27
PVH of Busiest Itinerary	9.86 (d930937c)

Search Stats	
Average search response time (seconds)	3.19 N/A
% of searches with more than 7 seconds response	3 0
Average time between searched depart after time, and first returned option's depart after time (minutes)	17.95 N/A
% of searches with long wait times ()	53 0
Failed ride searches due to high demand	600 0 45% 0%
Users that experienced failed ride searches due to high demand	62 0 39% 0%
Total searches	1292
Unique users	157
% of unique users that booked a ride	88

The Overview dashboard as illustrated above provides a summary of the following KPIs, and more:

Ridership	Overall ridership	Shared rides rate	Average passenger/shared ride
Ride Duration	Average direct ride duration	In-vehicle ride duration	Wait time / headway
Timing	On time performance	% of rides with a pickup time violation	% of rides with a drop-off time violation
Utilization	Vehicle hours	Passenger boardings per vehicle hour	Number of ride requests
Booking	% of ride requests that results in booking	% of ride requests that were denied	
Users	Number of unique users	% of unique users to book a ride	% of requests assigned a ride option > than tar

RIDECo Dashboard v2.0

Ride Tracker

Via Link Northeast | 2020-01-06 cell 10530 | Show Map: ON OFF | Automatic Refresh: ON OFF | Options

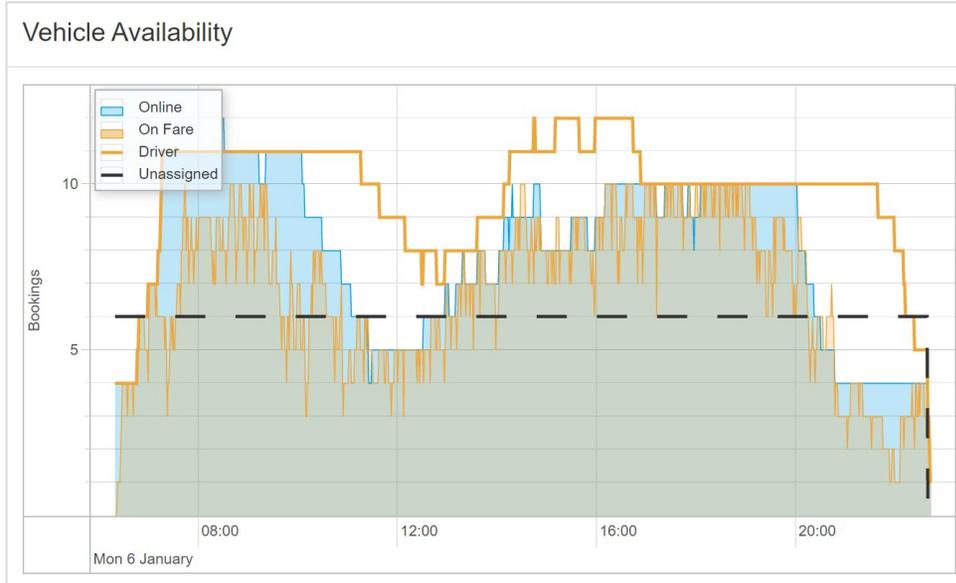
Schedule last updated at: Jan 06, 2020 22:45:58 RideCo-API-2 solver-0.35.0 [67b34d45-4f32-4fb2-aed7-f9f79eb8cc0d] | Refreshed at: Jan 13, 2020 16:19:50

Customer	Recent Rides	Driver	Status	N	A	C	R	D	Depart After	Pickup	Arrive Before	Dropoff	Origin	Destination	Time Violation	Distance	Direct Time	Actual Transit Time	Price	Ride ID	Transaction ID	Payment Method	Payment Method Type	Booking ID	Shared Fares	
Howard Duncan	38	Isabel Sandoval	Completed ★★★★★	✓	-	-	-	-	06:30 AM	06:30 AM	06:55 AM	06:35 AM	H-E-B @ Thousand Oaks	Leonhardt Rd & Casa Alto St	1	1	(20m)	2 km	5m	4m	\$1.30	722d30a1	VIA Link - Cash Discount Fare	Offline	b85a07a61	0
Felisa	4	Elena C.	Cancelled	✓	✓	-	-	-	06:30 AM	~06:34 AM	06:54 AM	~06:41 AM	Nacogdoches Rd & Wordworth St	Thousand Oaks & between Park Crossing and Wetmore Rd NWB	1	1	~(12m)	3 km	4m		\$1.30	8635541e1	VIA Link - Cash Discount Fare	Offline	02a300cb1	N/A
Albert Murias	35	Kem Deterski	Completed ★★★★★	✓	✓	-	-	-	06:35 AM	06:39 AM	07:01 AM	06:46 AM	O'Connor Rd & Santa Gertrudis St NWB	Naco Pass Transit Center	1	1	(14m)	5 km	5m	7m	\$1.30	e5218e421	VIA Link - Cash Discount Fare	Offline	3929b8381	1
Justin Winmuth	37	Kem Deterski	Completed ★★★★★	✓	✓	-	-	-	06:35 AM	06:35 AM	07:01 AM	06:46 AM	Spring Mist & Spring Night	Naco Pass Transit Center	1	1	(14m)	5 km	6m	11m	\$1.30	04a2f0651	VIA Link - Cash Discount Fare	Offline	3929b8381	1

The Ride tracker dashboard enables individual ride level investigation with over 20 metrics regarding each booked or completed ride.

User Information	<ul style="list-style-type: none"> • Customer name 	<ul style="list-style-type: none"> • Usage frequency 	<ul style="list-style-type: none"> • Origin / Destination
Trip Details	<ul style="list-style-type: none"> • Direct trip duration • Actual trip duration • Ride Status 	<ul style="list-style-type: none"> • Number of seats • Type of seat • Name and ID of operator 	<ul style="list-style-type: none"> • Ride type • Payment method • Booking ID
Communication	<ul style="list-style-type: none"> • Notifications sent to rider (vehicle en-route, arrived) 	<ul style="list-style-type: none"> • # of times passenger calls operator 	<ul style="list-style-type: none"> • # of times operator calls passenger
Schedule	<ul style="list-style-type: none"> • Promised pickup and drop-off times 	<ul style="list-style-type: none"> • Actual pickup and drop-off times 	<ul style="list-style-type: none"> • # of minutes, early or late for promised pickup or drop-off
Feedback	<ul style="list-style-type: none"> • Rating (out of 5) 	<ul style="list-style-type: none"> • Comment left by passenger 	
Tracking	<ul style="list-style-type: none"> • Map visualization of actual trip 		

Ride Tracker can be viewed in real-time at current activity, or to view historical information



The Vehicle Statistics dashboard shows aggregate graphs on how many operators were signed-in and available for service, how many were on-fare (passenger in vehicle), and if there was a shortage compared to scheduled vehicle supply.

Itinerary Tracker

Via Link Northeast | 2020-01-06 cell 10530 | Show Map: ON OFF | Automatic Refresh: ON OFF | Options

Schedule last updated at: Jan 06, 2020 22:45:58 RideCo-API-2 solver-0.35.0 [67b34d45-4f32-4fb2-aed749f79eb8cc0d] | Refreshed at: Jan 13, 2020 16:10:39

Booking ID	Vehicle	Driver	Next Available	Next Step	Slack	Start Time	End Time	Steps	Duration	Total Online	Total Offline	Dropoff Violation	Fare Total	Car KM	Van KM	GPS Errors
74792e56	Van (5)	Driver 1	0		(0s)	Jan 06 05:17 PM	Jan 06 06:23 PM	13	1h 6m	1h 6m	0s	6m	\$5.00	24	48	40
8dbed089	Van (5)	Driver 1	0		(0s)	Jan 06 04:17 PM	Jan 06 05:17 PM	10	60m	60m	0s	0s	\$7.50	21	33	28
d42116af	Van (5)	Driver 2	0		(0s)	Jan 06 05:13 PM	Jan 06 06:05 PM	12	53m	44m	8m	13m	\$5.00	13	31	27
7ed998b7	Van (5)	Driver 3	0		(0s)	Jan 06 08:55 AM	Jan 06 09:56 AM	11	1h 1m	1h	0s	0s	\$7.50	21	56	39
51a1aa96	Van (5)	Driver 3	0		(0s)	Jan 06 05:45 PM	Jan 06 06:45 PM	10	1h	54m	6m	4m	\$2.50	17	46	33
a2ae5359	Van (5)	Driver 4	0		(0s)	Jan 06 06:29 PM	Jan 06 07:39 PM	12	1h 11m	1h 11m	0s	0s	\$5.00	32	36	32
6c7bac58	Van (5)	Driver 5	0		(0s)	Jan 06 04:26 PM	Jan 06 05:34 PM	13	1h 8m	1h 8m	0s	3m	\$7.50	25	42	34
6d9e1d92	Van (5)	Driver 1	0		(0s)	Jan 06 03:33 PM	Jan 06 04:17 PM	8	44m	44m	0s	0s	\$7.50	16	19	12
a7175e59	Van (5)	Driver 3	0		(0s)	Jan 06 03:30 PM	Jan 06 04:58 PM	13	1h 28m	1h 28m	0s	0s	\$7.50	30	32	31
912e60c3	Van (5)	Driver 1	0		(0s)	Jan 06 06:23 PM	Jan 06 07:17 PM	9	54m	54m	0s	2m	\$7.50	19	26	17

The Itinerary Tracker dashboard shows 11 metrics for each vehicle/operator's performance over a specified service period

The Itinerary Tracker dashboard as illustrated above provides the following operator level metrics, and more.

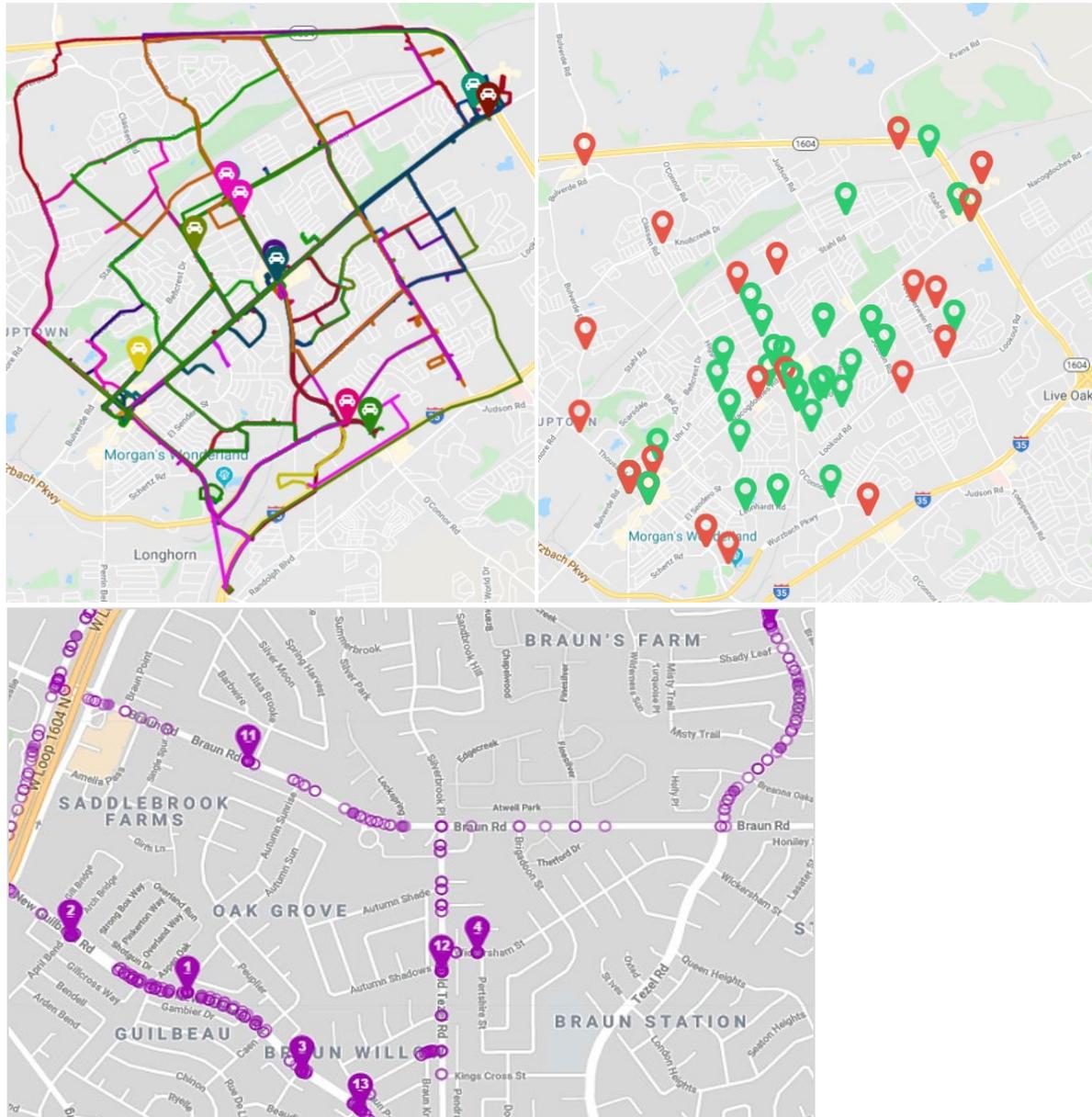
Operator Information	<ul style="list-style-type: none"> Service start time # of passengers transported 	<ul style="list-style-type: none"> Hours of active service # of KMs driven 	<ul style="list-style-type: none"> Hours offline (on-break) Total amount of lateness
Timestamped Activity	<ul style="list-style-type: none"> Ride assignment Customer pickup 	<ul style="list-style-type: none"> Ride acceptance Customer drop-off 	<ul style="list-style-type: none"> Arrival
Tracking	<ul style="list-style-type: none"> Map visualization of the operator's routes 		

The Itinerary tracker allows detailed monitoring of vehicle locations and operator activity by time.

The screenshot displays the RIDECO Dashboard v2.0 interface. At the top, it shows the RIDECO logo and 'Dashboard v2.0'. The main area is a map of San Antonio, Texas, with several colored routes (purple, green, blue, orange) overlaid on it. A sidebar on the left contains various navigation icons. A settings menu is open on the right, listing options like 'Auto Resize Map', 'Scroll to Zoom', 'Show Step Result Markers', 'Show Vehicle Markers', 'Show Vehicle Route', 'Show Predicted System Route', and 'Show Driver Locations'. Below the map is a table with columns for Booking ID, ETA, Location, Actions, Status, Locked, Started, Arrived, Completed, Slack, GPS, Total Online, Total Offline, Dropoff Violation, Fare Total, and GPS Errors. The table lists three bookings and their corresponding itinerary steps.

Booking ID	ETA	Location	Actions	Status	Locked	Started	Arrived	Completed	Slack	GPS
a1570ccc	11:16 AM	Artisan at Judson Park	1 Pickup (1): VIALINKSA ~(+0)	No Show	11:09 AM	11:09 AM	11:13 AM	11:16 AM	8m 12s	↓ (143.6 m)
9a27b6a7	11:21 AM	Fox Run Elementary School	1 Pickup (1): Justin Wilmurth (-19)	Completed	11:17 AM	11:17 AM	11:21 AM	11:21 AM	4m 59s	↓ (230.6 m)
ea2d12cc	11:26 AM	Spring Mist & Spring Night	0 Dropoff (1): Justin Wilmurth (-19)	Completed	11:21 AM	11:21 AM	11:26 AM	11:26 AM	4m 20s	✓ (69.6 m)

Itinerary Tracker can be viewed in real-time at current activity, or to view historical information.



The Itinerary Tracker dashboard displays a operator's driven routes on a map, as well as timestamps of all activity and interactions. Vehicle's GPS location history with timestamps are available for operator viewing.