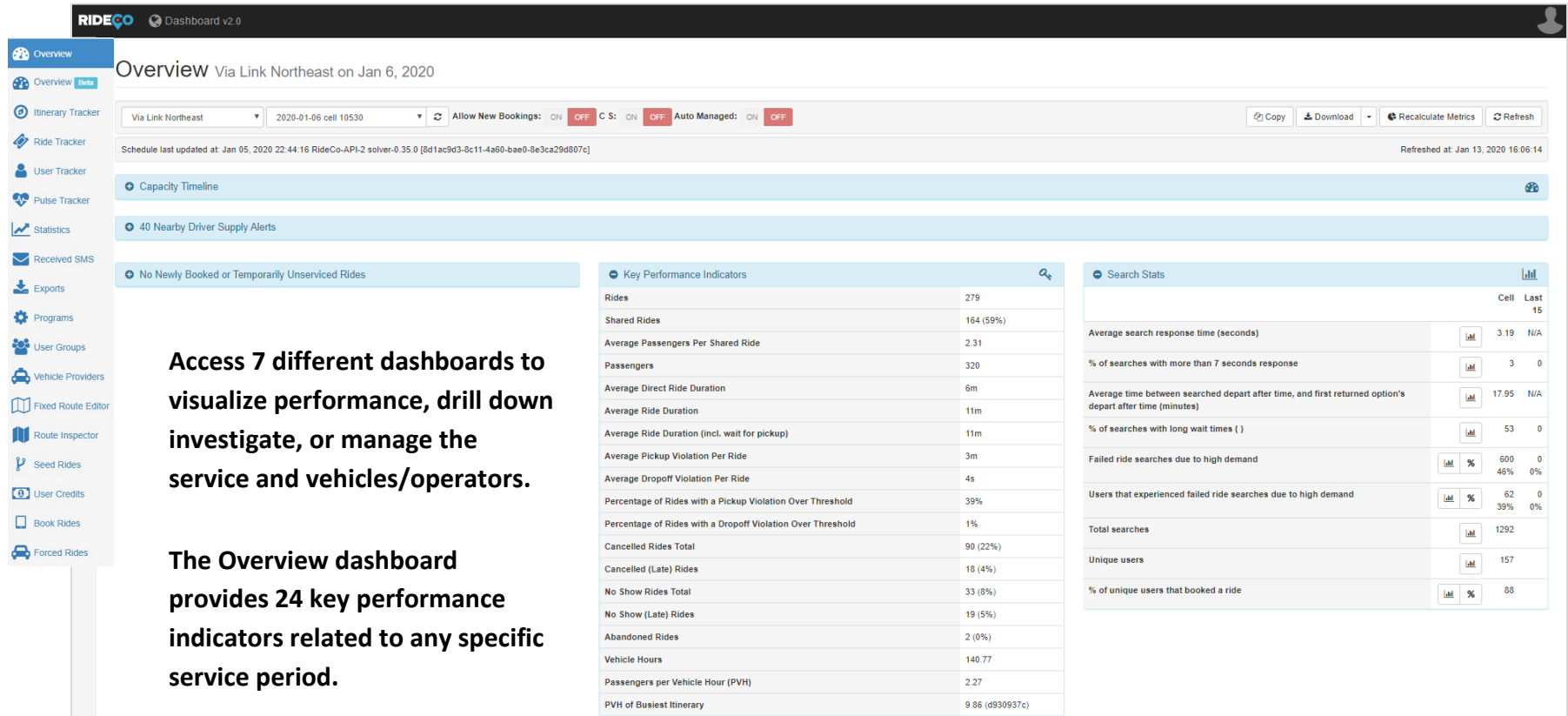


## Appendix E – Our Dashboards

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 to 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

Itinerary Tracker: 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

Capacity Timeline

40 Nearby Driver Supply Alerts

No Newly Booked or Temporarily Unserved Rides

**Key Performance Indicators**

| Metric  | Value           |
|---|-----------------|
| 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**

| Metric   | Cell      | Last   |
|--|-----------|--------|
| 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 (46%) | 0 (0%) |
| Users that experienced failed ride searches due to high demand   | 62 (39%)  | 0 (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:

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

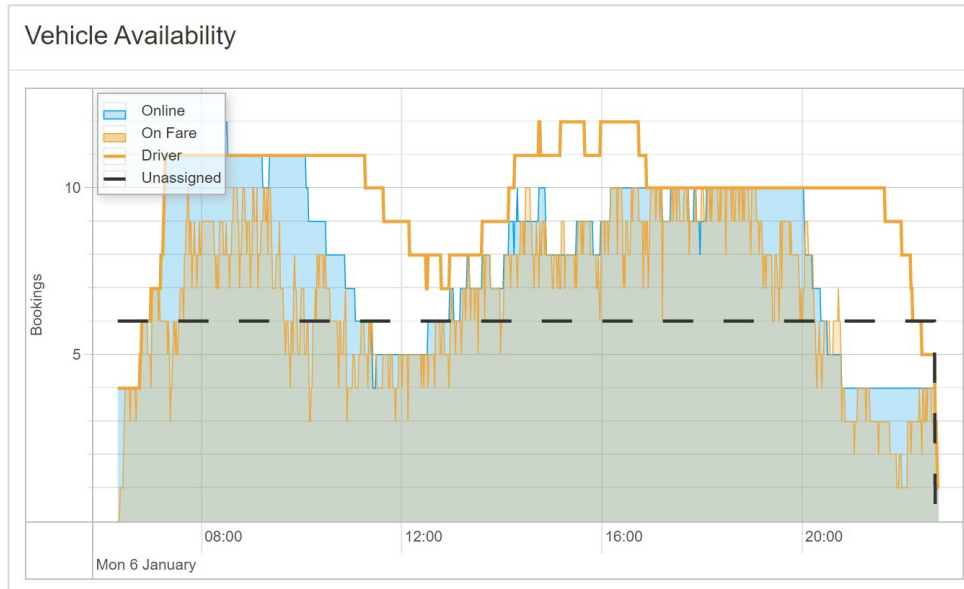
Schedule last updated at: Jan 06, 2020 22:45:58 RideCo-API-2 solver-0.35.0 [67b34d45-4f32-4fb2-aed7-f9f79eb8c0d] Refreshed at: Jan 13, 2020 16:19:50

| 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            |
| Felicia        | 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 Murales | 35           | Kem Siderski    | 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 Siderski    | 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  | 04a2fd651      | 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.**

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

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-aed7-f9f79eb8cc0d] Refreshed at: Jan 13, 2020 16:10:39

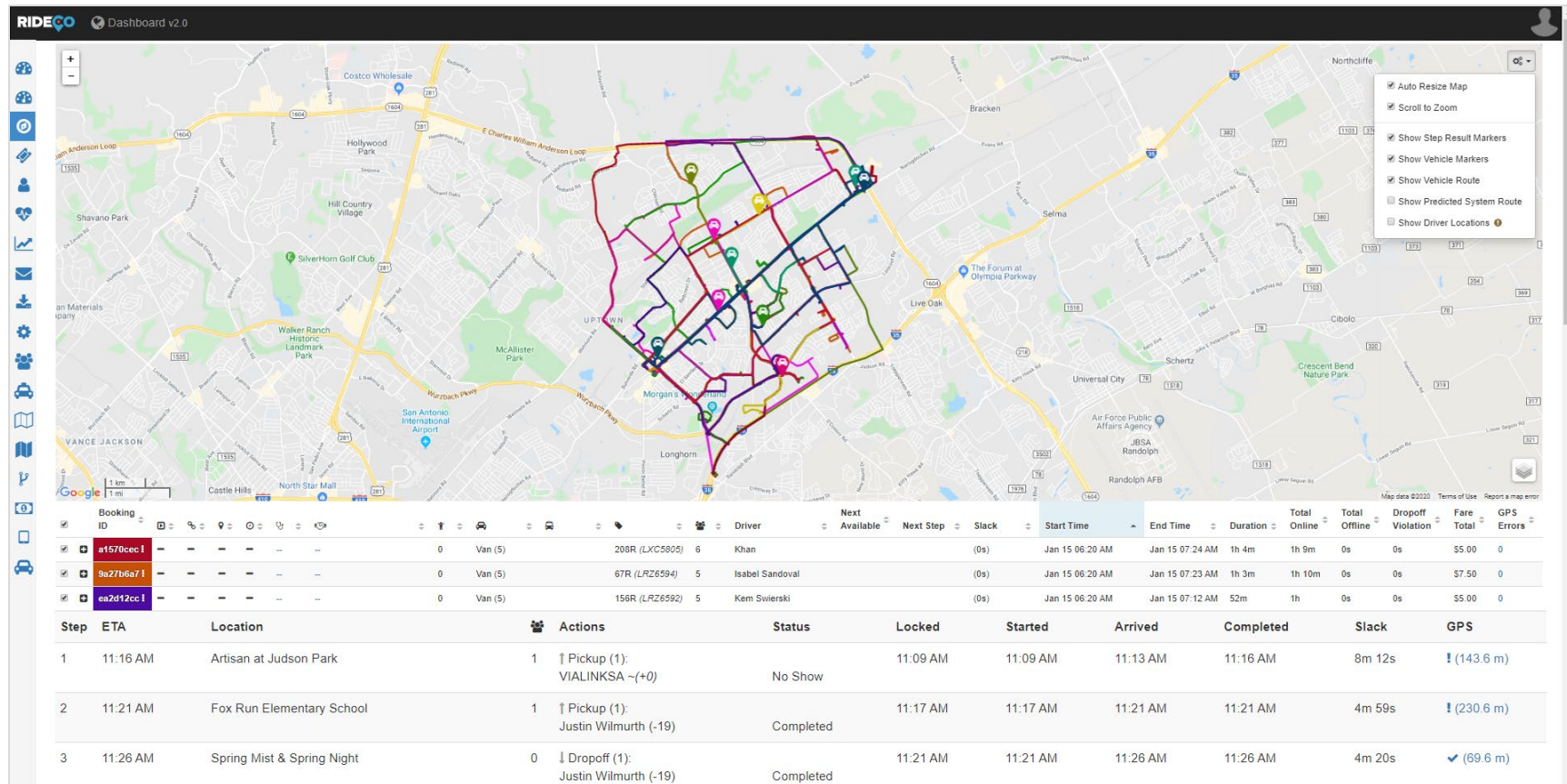
| Booking ID | Driver   | Next Available | Next Step | Slack | Start Time      | End Time        | Steps | Duration | Total Online | Total Offline | Dropoff Violation | Fare Total | KM | KM | KM | GPS Errors |
|------------|----------|----------------|-----------|-------|-----------------|-----------------|-------|----------|--------------|---------------|-------------------|------------|----|----|----|------------|
| 74792e56   | Driver 1 |                |           | (0s)  | Jan 06 05:17 PM | Jan 06 06:23 PM | 13    | 1h 6m    | 1h 6m        | 0s            | 6m                | \$5.00     | 24 | 48 | 40 | 0          |
| 8dbcd089   | Driver 1 |                |           | (0s)  | Jan 06 04:17 PM | Jan 06 05:17 PM | 10    | 60m      | 60m          | 0s            | 0s                | \$7.50     | 21 | 33 | 28 | 0          |
| d42116af   | Driver 2 |                |           | (0s)  | Jan 06 05:13 PM | Jan 06 06:05 PM | 12    | 53m      | 44m          | 8m            | 13m               | \$5.00     | 13 | 31 | 27 | 0          |
| 7ed998b7   | Driver 3 |                |           | (0s)  | Jan 06 08:55 AM | Jan 06 09:56 AM | 11    | 1h 1m    | 1h           | 0s            | 0s                | \$7.50     | 21 | 56 | 39 | 0          |
| 51a1aa96   | Driver 3 |                |           | (0s)  | Jan 06 05:45 PM | Jan 06 06:45 PM | 10    | 1h       | 54m          | 6m            | 4m                | \$2.50     | 17 | 46 | 33 | 0          |
| a2ae5359   | Driver 4 |                |           | (0s)  | Jan 06 06:29 PM | Jan 06 07:39 PM | 12    | 1h 11m   | 1h 11m       | 0s            | 0s                | \$5.00     | 32 | 36 | 32 | 0          |
| 6c7bac58   | Driver 5 |                |           | (0s)  | Jan 06 04:26 PM | Jan 06 05:34 PM | 13    | 1h 8m    | 1h 8m        | 0s            | 3m                | \$7.50     | 25 | 42 | 34 | 0          |
| 6d9e1d92   | Driver 1 |                |           | (0s)  | Jan 06 03:33 PM | Jan 06 04:17 PM | 8     | 44m      | 44m          | 0s            | 0s                | \$7.50     | 16 | 19 | 12 | 0          |
| a7175e59   | Driver 3 |                |           | (0s)  | Jan 06 03:30 PM | Jan 06 04:58 PM | 13    | 1h 28m   | 1h 28m       | 0s            | 0s                | \$7.50     | 30 | 32 | 31 | 0          |
| 912e60c3   | Driver 1 |                |           | (0s)  | Jan 06 06:23 PM | Jan 06 07:17 PM | 9     | 54m      | 54m          | 0s            | 2m                | \$7.50     | 19 | 26 | 17 | 0          |

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.

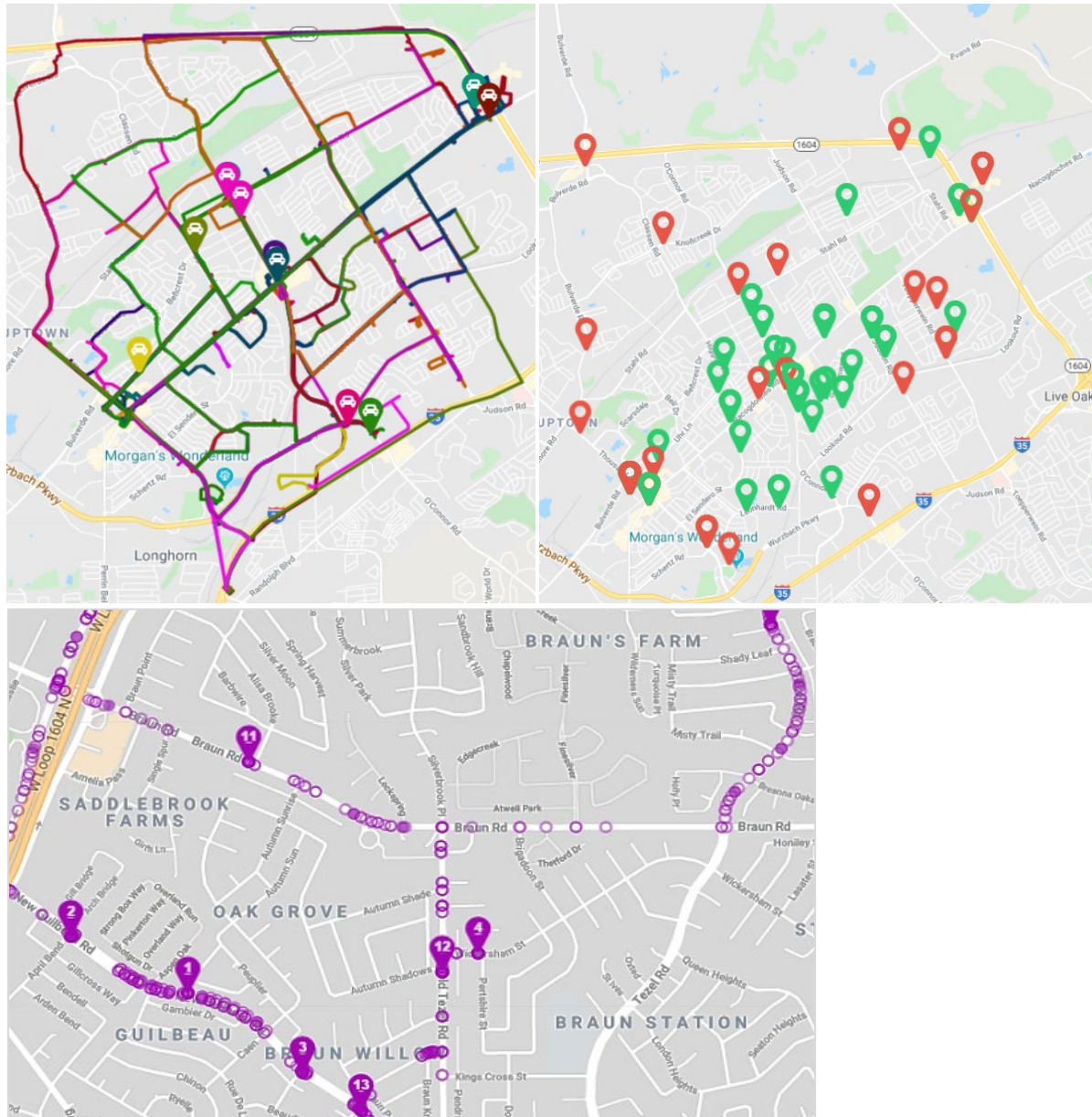
|                             |   |  |  |
|-----------------------------|---|--|--|
| <b>Operator Information</b> | <ul style="list-style-type: none"> <li>Service start time</li> <li># of passengers transported</li> </ul> | <ul style="list-style-type: none"> <li>Hours of active service</li> <li># of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

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



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.