

HOLLYWOOD

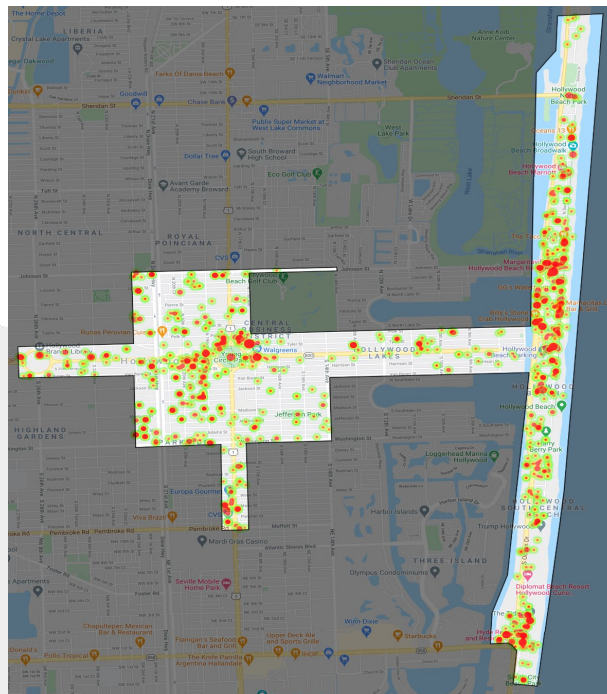
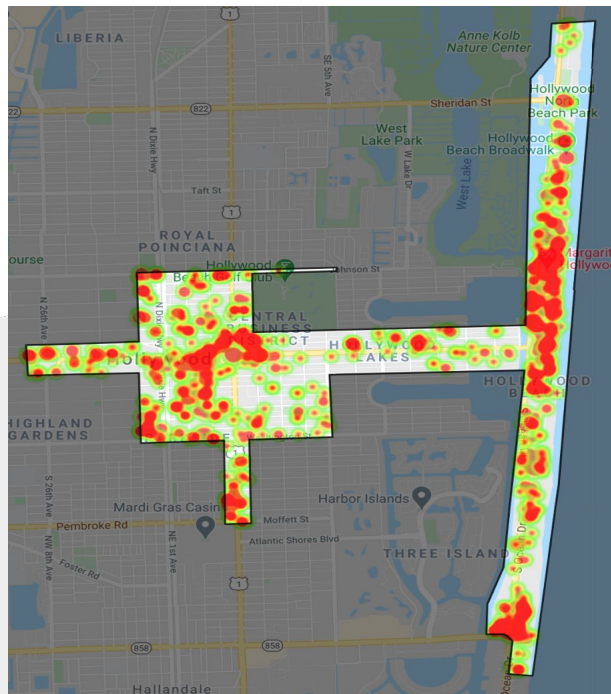
February 2021 Report



HEATMAP

Overview

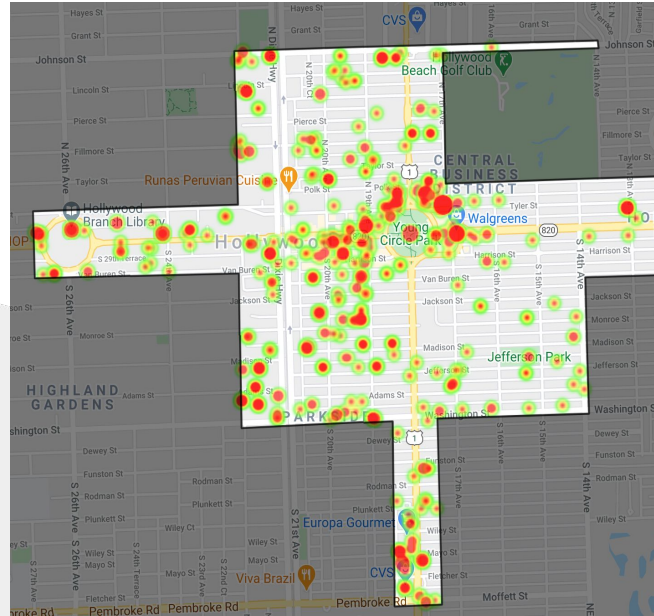
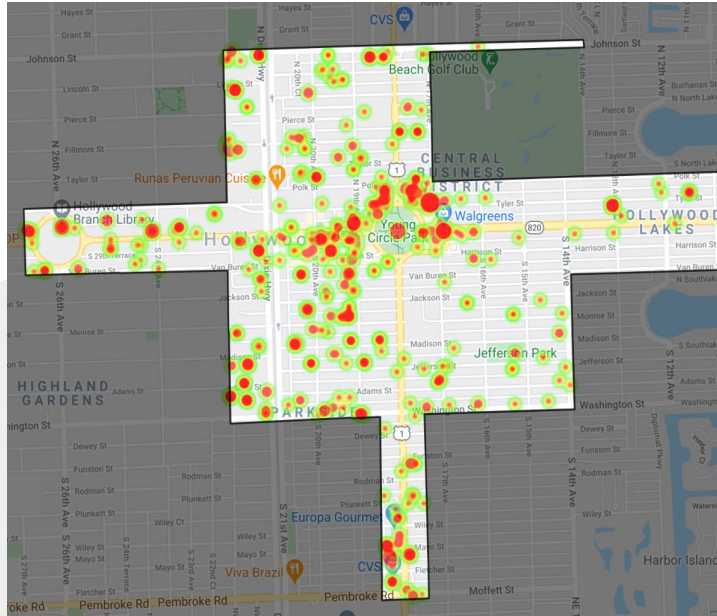
February 2021



HEATMAP

Downtown

February 2021

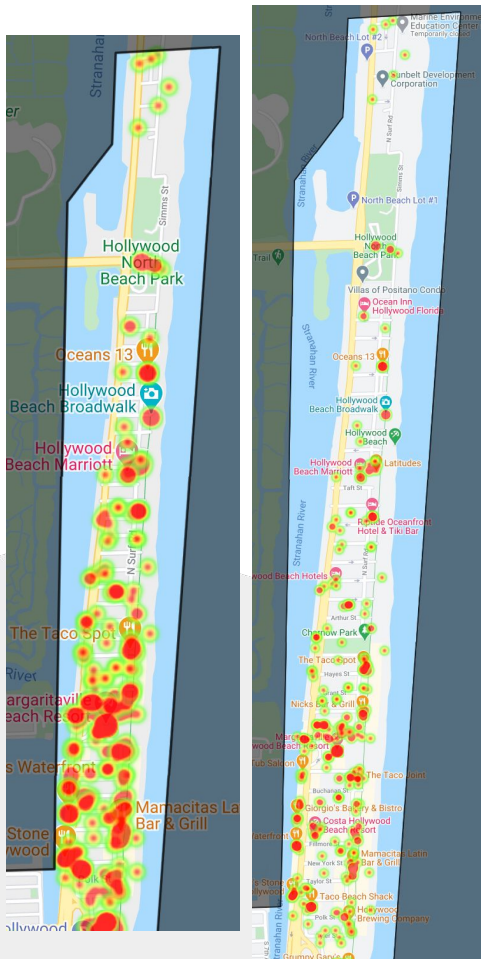


HEATMAP

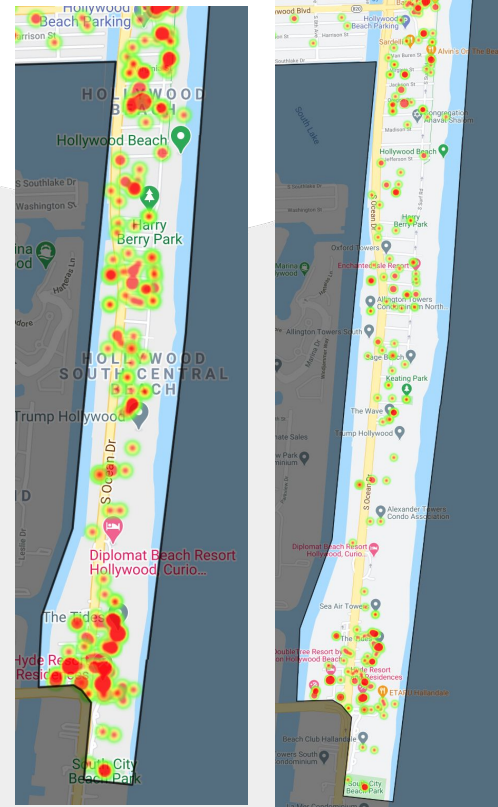
Beach

February 2021

North of Hollywood Beach Resort



South of Hollywood Beach Resort



TOTALS

February 2021

6,810 Rides
11,029 Riders



BCT Metric

February 2021 - Sun Shuttle Exceeds by 392%

34.92 PPRH*



PPRH = Passengers Per Revenue Hour Per Route

*BCT requirement to exceed 7.1 PPRH per route for Community Shuttles

PERFORMANCE

February 2021

11,636 Total Requests
6,151 Completed Rides
4,310 Cancelled*
1,175 Missed**



*Cancelled rides are requests connected to driver then canceled, includes rider cancels

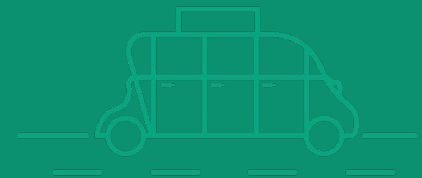
**Missed rides are requests not connected to driver due to all available drivers on other requests



APP REQUESTS

February 2021

6,151 Rides
9,612 Riders



*Pooling technology adjusted due to COVID-19 and capacity limits

Thank you for riding





FLAG DOWNS

February 2021

659 Rides
1,417 Riders



AVERAGES

February 2021

243 Daily Avg. Rides

394 Daily Avg. Riders

1.62 Riders/Ride



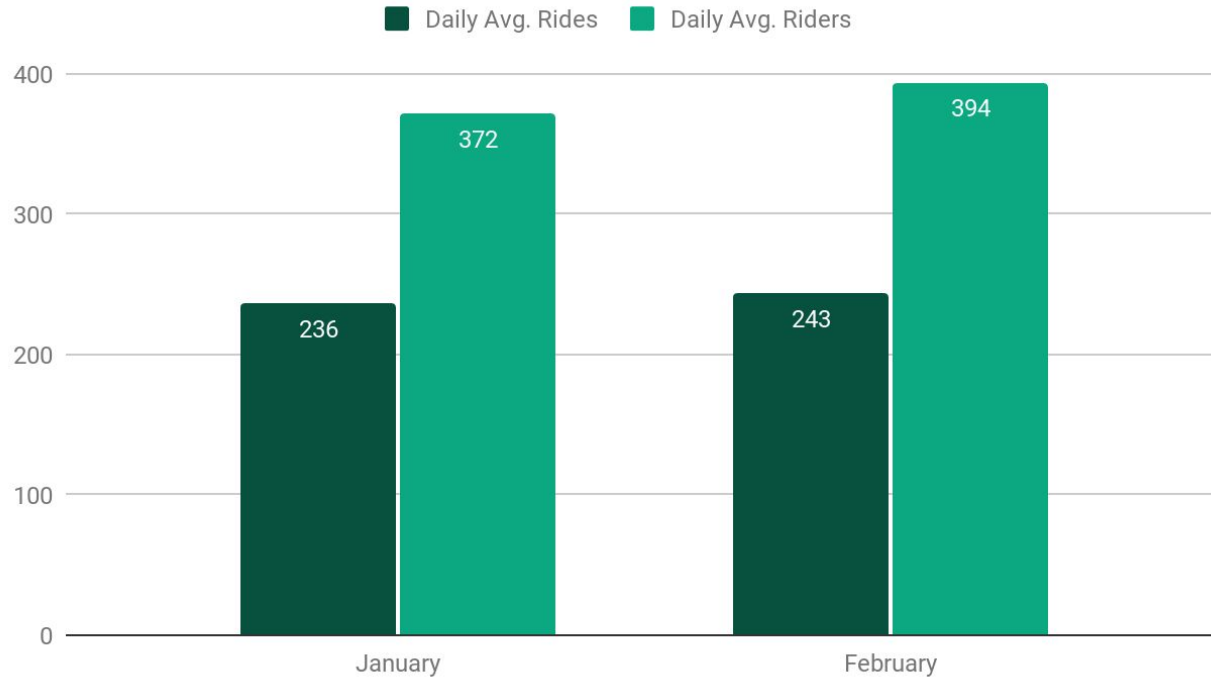
HOLLYWOOD

Total Rides vs. Total Riders February 2021



HOLLYWOOD

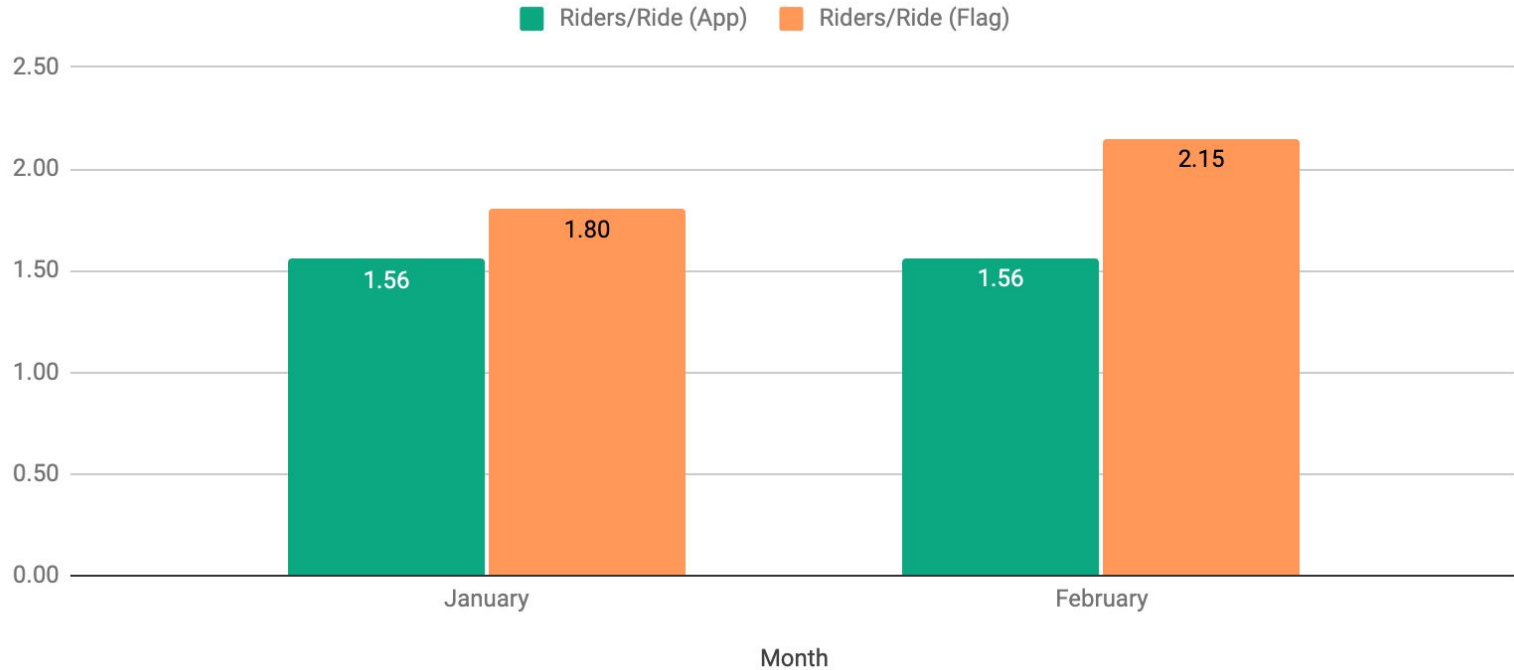
Daily Avg. Rides v. Daily Avg. Riders February 2021



HOLLYWOOD

Riders/Ride (App) v. Riders/Ride (Flag)

February 2021



AVERAGE RIDER RATING & REVIEWS

Average Rider Rating: 4.9/5



We are so happy to have this service. Thanks to our driver Philip for making the ride perfect.

Good & safe riding.

Awesome as always!!!

Our driver was friendly, safe, and efficient. Thank you!

Absolutely fantastic

our driver was awesome thanks so much

Very prompt service

thanks for the safe and friendly service.

GLOSSARY

Total Requests

Total amount of app requests made in Hollywood

Completed

Total amount of completed app requests (individual requests, not riders)

Cancelled

Total amount of rides cancelled after the ride is connected to driver (95% by rider)

Missed

Total amount of rides requested that receive “no drivers available” due to ride volume at time of request

Daily Average Rides

Average amount of rides, both app requests and flag downs, given on a daily basis

Daily Average Riders

Average amount of riders on a daily basis

Riders Per Ride

Average number of people in each request’s party (Total Riders divided by Total Rides)

Rider Rating

Rating given by the rider through the app after the ride is complete



THANK YOU!

