



Get to know *Improved Speed Predictions for Pre-Booked Rides*

What's new?

We're excited to introduce a behind-the-scenes update to our speed predictions model—an improvement that enables more accurate scheduling for pre-booked rides.

This update is the result of focused research into how our predictions of driving speeds perform in real-world operations. The outcome? An updated model where predicted speeds better reflect what really happens on the road—so you get higher-quality schedules and enjoy fewer last-minute changes for your dispatch team.

This is a meaningful step forward. More accurate speed predictions help the system plan pre-booked rides with greater confidence and help you reduce last-minute manual scheduling updates.

How it works:

With the upgraded model in place, you will notice:

- **Fewer rides running late right before they're scheduled**
Because planning is based on more realistic travel times, fewer rides should slip late at the last moment.
- **More realistic planning assumptions (and schedules)**
In many cases, predicted speeds may appear slightly slower than before. This doesn't indicate a change in service performance—it reflects a more accurate forecast of driving conditions.

Keep in mind.

As predictions become more realistic, you may observe:

- **An increase in unassigned pre-booked rides**
An increase in unassigned rides reflects tighter and more accurate driving speed constraints, and provides a clearer picture of what your service can reliably deliver. Dispatch teams may need to assign more rides up front, but they'll spend less time reacting to last-minute delays.

- **Recurring rides that require window adjustments**

Some of your existing booking windows were built on the previous predictions. With the new predictions, a small number of recurring rides may be flagged as “late” (or early). Please have your team update these windows if they are flagged!.

Overall, this upgrade improves how the system plans ahead. It prioritizes accuracy over optimism, leading to more predictable execution, fewer last-minute changes, and a planning experience that better matches real service conditions.

Next Steps

We'll start rolling out this feature within the next few weeks. Our goal is to build software that meets your needs, so please share your feedback on this feature. We'd love to hear your thoughts!