Supplement Figure 1. Kaizen Health analytics page example.

- **TOTAL NUMBER OF RIDES**: 84
- **95% Inbound rides completed on time**
- **23 MIN Average ride duration**
- **$26.91 Average cost**

**COMPleted RIDES**
- Inbound Rides
- Outbound Rides

**FAIled RIDES**
- Did not confirm ride
- Could not notify
- No show
- Canceled by patient
- Canceled by driver/operator

**Rides from 4/1/21 to 5/1/21**