**API Programming Script- Output  
  
Using gpt-4o-mini**

--- Analysis for User 1 ---

Driver Name: Bob, Location: New York

User Feedback: Customer care doesn't exist, Drivers are not available in my location when I try to book. They cancel the ride.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 2 ---

Driver Name: Bob, Location: New York

User Feedback: Your location services are horrible please fix it (no customer care), Bob(driver) was rude. Ride was uncomfortable.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 3 ---

Driver Name: Bob, Location: New York

User Feedback: Quote you one price and charge you another (higher) price, for trips booked in advance. Driver was arrogant, took an unknown route.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 4 ---

Driver Name: Bob, Location: New York

User Feedback: Today one horrible experience I faced ...I booked one Uber go for one operation patient drop off...but after 20mins waiting driver named Bob forced me to cancel my ride...I requested him several times telling the condition of my operation patient...he tells rudely "you do whatever you want, I will not go" and forced me to cancel the trip.what type of nonsense behavior is this? I never expect such type of rude behavior from Uber drivers.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 5 ---

Driver Name: David, Location: Illinois

User Feedback: The safest way to travel. Correct billing, nice driver and comfortable ride.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 6 ---

Driver Name: Bob, Location: New York

User Feedback: Horrible, bunch of thieves. The fare you see when booking versus the fare you pay is completely different. The drivers make unrequested stops, drive slow, and extend the trip themselves, then the fare increases. I hate using Uber. They are very skelm. The drivers stop to top up on their fuel, and you are charged for the additional time he spent doing that. When I report it with evidence, I am told the trip is not eligible for a discount, and the fare is correct. Pissed off!!!!!

Customer Support- Negative

Cancellation- Negative

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 7 ---

Driver Name: David, Location: Illinois

User Feedback: Never using uber again in Europe, thry charged me twice for trips I didn't take, it is not safe to add your credit card, be aware

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 8 ---

Driver Name: David, Location: Illinois

User Feedback: Quote you one price and charge you another (higher) price, for trips booked in advance

Customer Support- Neutral

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 9 ---

Driver Name: David, Location: Illinois

User Feedback: Excellent service and faster. Zero cancellations man! Love it.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 10 ---

Driver Name: Bob, Location: New York

User Feedback: I hopped into what was supposed to be a simple $6 ride and got smacked with a $15 charge! I even paid using an Uber gift card, thinking all was fine. Sure, no cancellations or route hiccups, but where’s the billing transparency, Uber? The ride home was back to $6, unbelievable Guys!

Customer Support- N/A

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- Negative

--- Analysis for User 11 ---

Driver Name: Bruce, Location: Seattle

User Feedback: I found a driver quickly and the route was fine, but the car’s condition left a lot to be desired. It really affected my comfort. Billing was straightforward, and I didn’t need support, but there’s definitely room for improvement.

Customer Support- Neutral

Cancellation- Neutral

Ride Comfort- Negative

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 12 ---

Driver Name: Sergio, Location: Colorado

User Feedback: it's great for emergency. Relaible service, good driver and clean ride

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 13 ---

Driver Name: Bob, Location: New York

User Feedback: The drivers are mostly profeasional.However, I have gorten the occasional crazy driver. Who will steal from you by cancelling the ride or charging you for rides u did not take.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- Neutral

Trip Efficiency- Neutral

Billing- Negative

--- Analysis for User 14 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Very pleasant and prompt. Kept me up to date on pickup time. Made the experience enjoyable.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 15 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Bruce was FANTASTIC!!! Car was clean and arrived on time didn’t cancel on me.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 16 ---

Driver Name: Bob, Location: New York

User Feedback: horrible service especially ripping off the poor drivers. The car seat was uncomfortable, driver said he is not paid adequately to maintain the car.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 17 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Had billing issue, customer care resolved it, driver was polite and good.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 18 ---

Driver Name: Adam, Location: Chicago

User Feedback: Pay your drivers more and stop ripping your customers off!!! There are no transperency in the billing

Customer Support- Negative

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 19 ---

Driver Name: Bruce, Location: Seattle

User Feedback: I've never had a bad ride! Nice driver, nice car and reached on time.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 20 ---

Driver Name: Bob, Location: New York

User Feedback: Very nice fare and driver super, no hidden charges, accurate billing.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 21 ---

Driver Name: David, Location: Illinois

User Feedback: The driver is amazing, and the car was very comfortable.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 22 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Wastes ur time showing 'finding driver' and fails finally. Very irritating and time wasting, Customer service non-reliable, shows false billing charges even when the ride is not booked.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 23 ---

Driver Name: Adam, Location: Chicago

User Feedback: While the driver arrived promptly and the car was generally comfortable, the billing charges were inaccurate, overshadowing the ride. The route was efficient, but customer support was not immediately helpful in resolving my concerns. Overall, greater clarity on billing charges is needed.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Negative

--- Analysis for User 24 ---

Driver Name: Adam, Location: Chicago

User Feedback: Edit: Still 1 star, would give 0 if I could, same issues persist. Drivers make you wait, arrive to the pickup point and then cancel, even when you message them where you're headed to the moment they take the trip. Uber One is actually a waste, as it makes drivers cancel more often. Terrible customer service by the way.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 25 ---

Driver Name: Sergio, Location: Colorado

User Feedback: A very good service app. Good Driver, comfortable ride, accurate billing.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 26 ---

Driver Name: Adam, Location: Chicago

User Feedback: Worst service. , i booked car for an emergency but car not mooved from current place from 20 min. , i called him but didnt pick my call & it happen for twice time for same ride & i am facing this issue every time . driver called you & ask where you want to go then after he cancle or he request for cancle this ride. Drivers are completly shameless. Poor service . I request to uber please close this app

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 27 ---

Driver Name: Adam, Location: Chicago

User Feedback: It works, magic, love it. Nice driver, took accurate route

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 28 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Super handy if you don’t have a car! Drivers show up fast, vehicles are comfy, routes are on point, billing is clear, and support helps when needed. No big complaints!

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 29 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Always in time and good driver's customer service and care.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 30 ---

Driver Name: Sergio, Location: Colorado

User Feedback: No issues with cancellation or driver availability, and the route was on point. The driver was super nice, the car smelled amazing, and billing was transparent.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 31 ---

Driver Name: Adam, Location: Chicago

User Feedback: I’m livid. The car was filthy, the driver was rude, and I squirmed the whole ride. Support did nothing when I complained, so I’m finished with Uber, never again.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 32 ---

Driver Name: Adam, Location: Chicago

User Feedback: Very unreliable when you have to go to work because drivers constantly cancel on you, I've had 3 drivers cancel my ride when I had to be to work and it resulted in me being extremely late.

Customer Support- N/A

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 33 ---

Driver Name: Sergio, Location: Colorado

User Feedback: So dependable. Always on time and courteous drivers. Decent prices with extremely clean and comfortable vehicles.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 34 ---

Driver Name: Sergio, Location: Colorado

User Feedback: All cars have been clean. And drivers have been pleasant.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 35 ---

Driver Name: Sergio, Location: Colorado

User Feedback: It is a good service, but the app needs some updates. It never shows real time, infact sometimes it doesn't even run time. It doesn't show that the driver is vacant or has a customer. More you will open the app It will increase more charges.ðŸ˜”

Customer Support- Neutral

Cancellation- Neutral

Ride Comfort- Positive

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 36 ---

Driver Name: Bob, Location: New York

User Feedback: Driver showed up on time, ride was okayish, and the route taken was horrible. But if anything goes wrong, don’t expect support to help. Seriously, try Lyft or another app instead.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Neutral

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 37 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Time management and good nature. Comfortable ride, took correct route.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 38 ---

Driver Name: Sergio, Location: Colorado

User Feedback: UBER BLOWS LYFT OUT THE WATER! A lyft ride that was costing me $23 cost me ONLY $14.65 on Uber. Uber is cheaper and smoother, and overall BETTER. LOVE IT.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 39 ---

Driver Name: Sergio, Location: Colorado

User Feedback: It really good, no cancellations and got a discount, super customer care.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 40 ---

Driver Name: Bob, Location: New York

User Feedback: The driver didn't arrive at pick up , didnot pick up call and cancelled the ride . And now I have been asked to pay for the rider. What type of behaviour is this ??

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 41 ---

Driver Name: Bruce, Location: Seattle

User Feedback: No issues with cancellation or driver availability, and the route was accurate. The car’s condition was okay, but seats could be more comfortable. I didn’t need support, and billing seemed straightforward.

Customer Support- Neutral

Cancellation- Positive

Ride Comfort- Neutral

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 42 ---

Driver Name: Sergio, Location: Colorado

User Feedback: It's always good to know someone is out to give you a ride for the lowest cost.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 43 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Arrived very fast compared to some other competitors in the market

Customer Support- N/A

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 44 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Convenient and affordable. No cancellations, comfortable ride love it.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 45 ---

Driver Name: Bob, Location: New York

User Feedback: I don't know what happen with the uber tonight first they drop me in a wrong location after returning the driver ask more money than uber show me after contacting customer helpline he shouted at me and leave lastly when I book another uber driver came and ask me the location and how much money show in my uber after seeing the amount he said compare to the location the amount is less if you gonna pay me more money I will come or else cancel he said he left me and cancel himself and uber charge me

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 46 ---

Driver Name: Adam, Location: Chicago

User Feedback: Driver was on time, route was spot-on, and the car was comfy, but the fare felt high without discounts. No issues with driver availability or support, but some coupons would help.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Negative

--- Analysis for User 47 ---

Driver Name: Bob, Location: New York

User Feedback: The teen account is useless. Neither I nor my parents could turn it off. Above all of that, it keeps telling me that teen trips are not available in your current location. If there were 0 stars, surely I would have chosen it

Customer Support- Negative

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 48 ---

Driver Name: Bob, Location: New York

User Feedback: driver took cash in place of digital payment, drivers cheating customers, uber is a careless company not replay ng my chat.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 49 ---

Driver Name: David, Location: Illinois

User Feedback: Rides are more punctual. No cancellation, No false charges.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Neutral

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 50 ---

Driver Name: David, Location: Illinois

User Feedback: Comfortable and offers the best ride in the shortest possible time. Affordable rate, Driver arrived early.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 51 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Thank goodness the driver didn’t cancel, such a relief after past cancellations! He was super polite, and the route was spot-on, but those back seats were practically torture. At least billing was straightforward, and I didn’t need support this time.

Customer Support- Neutral

Cancellation- Positive

Ride Comfort- Negative

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 52 ---

Driver Name: Bob, Location: New York

User Feedback: This company thrives on ripping off customers, I cancel rides instantly and still get charged as well as being more expensive than local cab services

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 53 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Good driver had a nice time, ride was comfortable

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 54 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Superb driver, reached early and trip was comfortable.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 55 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Too good customer service, resolved my penalty charges, driver was nice as well.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 56 ---

Driver Name: Bob, Location: New York

User Feedback: Prices have become absolutely ridiculous. Charging almost 50 bucks for a 15 minute ride when it's not even snowing or raining? Severe Billing Issues. My driver was rude as well.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 57 ---

Driver Name: Bob, Location: New York

User Feedback: Absolutely tired of ghost charges, they take every opportunity to charge your card without you knowing it, it has happened multiple times and it's just not worth it with the current fares. The driver was super rude.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 58 ---

Driver Name: Bruce, Location: Seattle

User Feedback: No trouble with cancellation or driver availability, the ride was super comfy. The driver was hilarious, the route was spot-on, and billing was transparent. Didn’t need support, so no issues.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 59 ---

Driver Name: Bob, Location: New York

User Feedback: Drivers kept canceling after accepting, so I waited 45 minutes at the New York subway station. When Bob finally showed up, he screamed at me, overshadowing any chance of a comfortable ride or accurate route. No support help, so I’m done with Uber. Billing wasn’t even relevant, never got an actual ride.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 60 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Excellent driver, accurate billing, very comfortable ride.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

=== ANALYSIS RESULTS DATAFRAME ===

Driver Name Location User Feedback Rating Analysis

0 Bob New York Customer care doesn't exist, Drivers are not a... 1 User Feedback: Customer care doesn't exist, Dr...

1 Bob New York Your location services are horrible please fix... 1 User Feedback: Your location services are horr...

2 Bob New York Quote you one price and charge you another (hi... 1 User Feedback: Quote you one price and charge ...

3 Bob New York Today one horrible experience I faced ...I boo... 1 User Feedback: Today one horrible experience I...

4 David Illinois The safest way to travel. Correct billing, nic... 5 User Feedback: The safest way to travel. Corre...

5 Bob New York Horrible, bunch of thieves. The fare you see w... 1 User Feedback: Horrible, bunch of thieves. The...

6 David Illinois Never using uber again in Europe, thry charged... 3 User Feedback: Never using uber again in Europ...

7 David Illinois Quote you one price and charge you another (hi... 3 User Feedback: Quote you one price and charge ...

8 David Illinois Excellent service and faster. Zero cancellatio... 5 User Feedback: Excellent service and faster. Z...

9 Bob New York I hopped into what was supposed to be a simple... 1 User Feedback: I hopped into what was supposed...

10 Bruce Seattle I found a driver quickly and the route was fin... 3 User Feedback: I found a driver quickly and th...

11 Sergio Colorado it's great for emergency. Relaible service, go... 5 User Feedback: it's great for emergency. Relai...

12 Bob New York The drivers are mostly profeasional.However, I... 1 User Feedback: The drivers are mostly profeasi...

13 Sergio Colorado Very pleasant and prompt. Kept me up to date o... 5 User Feedback: Very pleasant and prompt. Kept ...

14 Bruce Seattle Bruce was FANTASTIC!!! Car was clean and arriv... 5 User Feedback: Bruce was FANTASTIC!!! Car was ...

15 Bob New York horrible service especially ripping off the po... 1 User Feedback: horrible service especially rip...

16 Bruce Seattle Had billing issue, customer care resolved it, ... 4 User Feedback: Had billing issue, customer car...

17 Adam Chicago Pay your drivers more and stop ripping your cu... 1 User Feedback: Pay your drivers more and stop ...

18 Bruce Seattle I've never had a bad ride! Nice driver, nice c... 5 User Feedback: I've never had a bad ride! Nice...

19 Bob New York Very nice fare and driver super, no hidden cha... 5 User Feedback: Very nice fare and driver super...

20 David Illinois The driver is amazing, and the car was very co... 5 User Feedback: The driver is amazing, and the ...

21 Sergio Colorado Wastes ur time showing 'finding driver' and fa... 2 User Feedback: Wastes ur time showing 'finding...

22 Adam Chicago While the driver arrived promptly and the car ... 1 User Feedback: While the driver arrived prompt...

23 Adam Chicago Edit: Still 1 star, would give 0 if I could, s... 1 User Feedback: Edit: Still 1 star, would give ...

24 Sergio Colorado A very good service app. Good Driver, comforta... 4 User Feedback: A very good service app. Good D...

25 Adam Chicago Worst service. , i booked car for an emergency... 1 User Feedback: Worst service. , i booked car f...

26 Adam Chicago It works, magic, love it. Nice driver, took ac... 5 User Feedback: It works, magic, love it. Nice ...

27 Sergio Colorado Super handy if you don’t have a car! Drivers s... 5 User Feedback: Super handy if you don’t have a...

28 Sergio Colorado Always in time and good driver's customer serv... 5 User Feedback: Always in time and good driver'...

29 Sergio Colorado No issues with cancellation or driver availabi... 5 User Feedback: No issues with cancellation or ...

30 Adam Chicago I’m livid. The car was filthy, the driver was ... 1 User Feedback: I’m livid. The car was filthy, ...

31 Adam Chicago Very unreliable when you have to go to work be... 1 User Feedback: Very unreliable when you have t...

32 Sergio Colorado So dependable. Always on time and courteous dr... 5 User Feedback: So dependable. Always on time a...

33 Sergio Colorado All cars have been clean. And drivers have bee... 5 User Feedback: All cars have been clean. And d...

34 Sergio Colorado It is a good service, but the app needs some u... 4 User Feedback: It is a good service, but the a...

35 Bob New York Driver showed up on time, ride was okayish, an... 1 User Feedback: Driver showed up on time, ride ...

36 Sergio Colorado Time management and good nature.Comfortable ri... 5 User Feedback: Time management and good nature...

37 Sergio Colorado UBER BLOWS LYFT OUT THE WATER! A lyft ride tha... 5 User Feedback: UBER BLOWS LYFT OUT THE WATER! ...

38 Sergio Colorado It really good, no cancellations and got a dis... 5 User Feedback: It really good, no cancellation...

39 Bob New York The driver didn't arrive at pick up , didnot p... 1 User Feedback: The driver didn't arrive at pic...

40 Bruce Seattle No issues with cancellation or driver availabi... 3 User Feedback: No issues with cancellation or ...

41 Sergio Colorado It's always good to know someone is out to giv... 5 User Feedback: It's always good to know someon...

42 Sergio Colorado Arrived very fast compared to some other compe... 5 User Feedback: Arrived very fast compared to s...

43 Sergio Colorado Convenient and affordable. No cancellations, c... 5 User Feedback: Convenient and affordable. No c...

44 Bob New York I don't know what happen with the uber tonight... 2 User Feedback: I don't know what happen with t...

45 Adam Chicago Driver was on time, route was spot-on, and the... 4 User Feedback: Driver was on time, route was s...

46 Bob New York The teen account is useless. Neither I nor my ... 1 User Feedback: The teen account is useless. Ne...

47 Bob New York driver took cash in place of digital payment, ... 1 User Feedback: driver took cash in place of di...

48 David Illinois Rides are more punctual. No cancellation, No f... 4 User Feedback: Rides are more punctual. No can...

49 David Illinois Comfortable and offers the best ride in the sh... 4 User Feedback: Comfortable and offers the best...

50 Bruce Seattle Thank goodness the driver didn’t cancel, such ... 3 User Feedback: Thank goodness the driver didn’...

51 Bob New York This company thrives on ripping off customers,... 1 User Feedback: This company thrives on ripping...

52 Bruce Seattle Good driver had a nice time, ride was comfortable 5 User Feedback: Good driver had a nice time, ri...

53 Bruce Seattle Superb driver, reached early and trip was comf... 5 User Feedback: Superb driver, reached early an...

54 Bruce Seattle Too good customer service, resolved my penalty... 5 User Feedback: Too good customer service, reso...

55 Bob New York Prices have become absolutely ridiculous. Char... 2 User Feedback: Prices have become absolutely r...

56 Bob New York Absolutely tired of ghost charges, they take e... 1 User Feedback: Absolutely tired of ghost charg...

57 Bruce Seattle No trouble with cancellation or driver availab... 5 User Feedback: No trouble with cancellation or...

58 Bob New York Drivers kept canceling after accepting, so I w... 1 User Feedback: Drivers kept canceling after ac...

59 Bruce Seattle Excellent driver, accurate billing, very comf... 5 User Feedback: Excellent driver, accurate bill...

=== DRIVER SUMMARY (Aggregated) ===

Driver Name User Feedback Analysis Rating

0 Adam Pay your drivers more and stop ripping your cu... User Feedback: Pay your drivers more and stop ... 1.875000

1 Bob Customer care doesn't exist, Drivers are not a... User Feedback: Customer care doesn't exist, Dr... 1.333333

2 Bruce I found a driver quickly and the route was fin... User Feedback: I found a driver quickly and th... 4.363636

3 David The safest way to travel. Correct billing, nic... User Feedback: The safest way to travel. Corre... 4.142857

4 Sergio it's great for emergency. Relaible service, go... User Feedback: it's great for emergency. Relai... 4.687500

=== Final Summary for Driver: Adam ===

(Average Rating: 1.88)

Driver Adam, constantly performing poor, one of the repetitive callouts is negative customer support and frequent cancellations.

Suggestion: Improve driver training and support responsiveness, and enhance transparency in billing to address customer concerns.

=== Final Summary for Driver: Bob ===

(Average Rating: 1.33)

Driver Bob, constantly performing \*\*poor\*\*, one of the repetitive callouts is \*\*rude behavior towards customers and issues with cancellations\*\*.

Suggestion: \*\*Enhance customer service training for drivers and improve communication protocols to ensure timely and respectful interactions with passengers.\*\*

=== Final Summary for Driver: Bruce ===

(Average Rating: 4.36)

Driver Bruce, constantly performing good, one of the repetitive callouts is the car's condition, which has been noted as needing improvement.

Suggestion: Enhance the maintenance and cleanliness standards of the vehicles to ensure a more comfortable ride experience for passengers.

=== Final Summary for Driver: David ===

(Average Rating: 4.14)

Driver David, constantly performing good, one of the repetitive callouts is the positive feedback regarding ride comfort and punctuality.

Suggestion: Continue to maintain high standards in customer support and billing transparency to further enhance the overall experience for riders.

(Average Rating: 4.69)

(Average Rating: 4.69)

Driver Sergio, constantly performing good, one of the repetitive callouts is reliable service and clean rides.

Suggestion: Consider addressing the app's functionality issues to enhance user experience and reduce complaints related to trip efficiency and billing.

=== FINAL SUMMARIES DATAFRAME ===

Driver Name Location(s) Average Rating Summary

0 Adam Chicago 1.875000 Driver Adam, constantly performing poor, one o...

1 Bob New York 1.333333 Driver Bob, constantly performing \*\*poor\*\*, on...

2 Bruce Seattle 4.363636 Driver Bruce, constantly performing good, one ...

3 David Illinois 4.142857 Driver David, constantly performing good, one ...

4 Sergio Colorado 4.687500 Driver Sergio, constantly performing good, one...

**GPT 4o model output**  
  
--- Analysis for User 1 ---

Driver Name: Bob, Location: New York

User Feedback: Customer care doesn't exist, Drivers are not available in my location when I try to book. They cancel the ride.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 2 ---

Driver Name: Bob, Location: New York

User Feedback: Your location services are horrible please fix it (no customer care), Bob(driver) was rude. Ride was uncomfortable.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 3 ---

Driver Name: Bob, Location: New York

User Feedback: Quote you one price and charge you another (higher) price, for trips booked in advance. Driver was arrogant, took an unknown route.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Neutral

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 4 ---

Driver Name: Bob, Location: New York

User Feedback: Today one horrible experience I faced ...I booked one Uber go for one operation patient drop off...but after 20mins waiting driver named Bob forced me to cancel my ride...I requested him several times telling the condition of my operation patient...he tells rudely "you do whatever you want, I will not go" and forced me to cancel the trip.what type of nonsense behavior is this? I never expect such type of rude behavior from Uber drivers.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 5 ---

Driver Name: David, Location: Illinois

User Feedback: The safest way to travel. Correct billing, nice driver and comfortable ride.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 6 ---

Driver Name: Bob, Location: New York

User Feedback: Horrible, bunch of thieves. The fare you see when booking versus the fare you pay is completely different. The drivers make unrequested stops, drive slow, and extend the trip themselves, then the fare increases. I hate using Uber. They are very skelm. The drivers stop to top up on their fuel, and you are charged for the additional time he spent doing that. When I report it with evidence, I am told the trip is not eligible for a discount, and the fare is correct. Pissed off!!!!!

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 7 ---

Driver Name: David, Location: Illinois

User Feedback: Never using uber again in Europe, thry charged me twice for trips I didn't take, it is not safe to add your credit card, be aware

Customer Support- Negative

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 8 ---

Driver Name: David, Location: Illinois

User Feedback: Quote you one price and charge you another (higher) price, for trips booked in advance

Customer Support- N/A

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 9 ---

Driver Name: David, Location: Illinois

User Feedback: Excellent service and faster. Zero cancellations man! Love it.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 10 ---

Driver Name: Bob, Location: New York

User Feedback: I hopped into what was supposed to be a simple $6 ride and got smacked with a $15 charge! I even paid using an Uber gift card, thinking all was fine. Sure, no cancellations or route hiccups, but where’s the billing transparency, Uber? The ride home was back to $6, unbelievable Guys!

Customer Support- N/A

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- Negative

--- Analysis for User 11 ---

Driver Name: Bruce, Location: Seattle

User Feedback: I found a driver quickly and the route was fine, but the car’s condition left a lot to be desired. It really affected my comfort. Billing was straightforward, and I didn’t need support, but there’s definitely room for improvement.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Negative

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 12 ---

Driver Name: Sergio, Location: Colorado

User Feedback: it's great for emergency. Relaible service, good driver and clean ride

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 13 ---

Driver Name: Bob, Location: New York

User Feedback: The drivers are mostly profeasional.However, I have gorten the occasional crazy driver. Who will steal from you by cancelling the ride or charging you for rides u did not take.

Customer Support- Neutral

Cancellation- Negative

Ride Comfort- Neutral

Trip Efficiency- Neutral

Billing- Negative

--- Analysis for User 14 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Very pleasant and prompt. Kept me up to date on pickup time. Made the experience enjoyable.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 15 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Bruce was FANTASTIC!!! Car was clean and arrived on time didn’t cancel on me.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 16 ---

Driver Name: Bob, Location: New York

User Feedback: horrible service especially ripping off the poor drivers. The car seat was uncomfortable, driver said he is not paid adequately to maintain the car.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 17 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Had billing issue, customer care resolved it, driver was polite and good.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 18 ---

Driver Name: Adam, Location: Chicago

User Feedback: Pay your drivers more and stop ripping your customers off!!! There are no transperency in the billing

Customer Support- N/A

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 19 ---

Driver Name: Bruce, Location: Seattle

User Feedback: I've never had a bad ride! Nice driver, nice car and reached on time.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 20 ---

Driver Name: Bob, Location: New York

User Feedback: Very nice fare and driver super, no hidden charges, accurate billing.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 21 ---

Driver Name: David, Location: Illinois

User Feedback: The driver is amazing, and the car was very comfortable.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 22 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Wastes ur time showing 'finding driver' and fails finally. Very irritating and time wasting, Customer service non-reliable, shows false billing charges even when the ride is not booked.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 23 ---

Driver Name: Adam, Location: Chicago

User Feedback: While the driver arrived promptly and the car was generally comfortable, the billing charges were inaccurate, overshadowing the ride. The route was efficient, but customer support was not immediately helpful in resolving my concerns. Overall, greater clarity on billing charges is needed.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Negative

--- Analysis for User 24 ---

Driver Name: Adam, Location: Chicago

User Feedback: Edit: Still 1 star, would give 0 if I could, same issues persist. Drivers make you wait, arrive to the pickup point and then cancel, even when you message them where you're headed to the moment they take the trip. Uber One is actually a waste, as it makes drivers cancel more often. Terrible customer service by the way.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 25 ---

Driver Name: Sergio, Location: Colorado

User Feedback: A very good service app. Good Driver, comfortable ride, accurate billing.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 26 ---

Driver Name: Adam, Location: Chicago

User Feedback: Worst service. , i booked car for an emergency but car not mooved from current place from 20 min. , i called him but didnt pick my call & it happen for twice time for same ride & i am facing this issue every time . driver called you & ask where you want to go then after he cancle or he request for cancle this ride. Drivers are completly shameless. Poor service . I request to uber please close this app

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 27 ---

Driver Name: Adam, Location: Chicago

User Feedback: It works, magic, love it. Nice driver, took accurate route

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 28 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Super handy if you don’t have a car! Drivers show up fast, vehicles are comfy, routes are on point, billing is clear, and support helps when needed. No big complaints!

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 29 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Always in time and good driver's customer service and care.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 30 ---

Driver Name: Sergio, Location: Colorado

User Feedback: No issues with cancellation or driver availability, and the route was on point. The driver was super nice, the car smelled amazing, and billing was transparent.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 31 ---

Driver Name: Adam, Location: Chicago

User Feedback: I’m livid. The car was filthy, the driver was rude, and I squirmed the whole ride. Support did nothing when I complained, so I’m finished with Uber, never again.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Negative

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 32 ---

Driver Name: Adam, Location: Chicago

User Feedback: Very unreliable when you have to go to work because drivers constantly cancel on you, I've had 3 drivers cancel my ride when I had to be to work and it resulted in me being extremely late.

Customer Support- N/A

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 33 ---

Driver Name: Sergio, Location: Colorado

User Feedback: So dependable. Always on time and courteous drivers. Decent prices with extremely clean and comfortable vehicles.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 34 ---

Driver Name: Sergio, Location: Colorado

User Feedback: All cars have been clean. And drivers have been pleasant.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 35 ---

Driver Name: Sergio, Location: Colorado

User Feedback: It is a good service, but the app needs some updates. It never shows real time, infact sometimes it doesn't even run time. It doesn't show that the driver is vacant or has a customer. More you will open the app It will increase more charges.ðŸ˜”

Customer Support- N/A

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 36 ---

Driver Name: Bob, Location: New York

User Feedback: Driver showed up on time, ride was okayish, and the route taken was horrible. But if anything goes wrong, don’t expect support to help. Seriously, try Lyft or another app instead.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- Neutral

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 37 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Time management and good nature.Comfortable ride, took correct route.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 38 ---

Driver Name: Sergio, Location: Colorado

User Feedback: UBER BLOWS LYFT OUT THE WATER! A lyft ride that was costing me $23 cost me ONLY $14.65 on Uber. Uber is cheaper and smoother, and overall BETTER. LOVE IT.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 39 ---

Driver Name: Sergio, Location: Colorado

User Feedback: It really good, no cancellations and got a discount, super customer care.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 40 ---

Driver Name: Bob, Location: New York

User Feedback: The driver didn't arrive at pick up , didnot pick up call and cancelled the ride . And now I have been asked to pay for the rider. What type of behaviour is this ??

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 41 ---

Driver Name: Bruce, Location: Seattle

User Feedback: No issues with cancellation or driver availability, and the route was accurate. The car’s condition was okay, but seats could be more comfortable. I didn’t need support, and billing seemed straightforward.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Neutral

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 42 ---

Driver Name: Sergio, Location: Colorado

User Feedback: It's always good to know someone is out to give you a ride for the lowest cost.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 43 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Arrived very fast compared to some other competitors in the market

Customer Support- N/A

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 44 ---

Driver Name: Sergio, Location: Colorado

User Feedback: Convenient and affordable. No cancellations, comfortable ride love it.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 45 ---

Driver Name: Bob, Location: New York

User Feedback: I don't know what happen with the uber tonight first they drop me in a wrong location after returning the driver ask more money than uber show me after contacting customer helpline he shouted at me and leave lastly when I book another uber driver came and ask me the location and how much money show in my uber after seeing the amount he said compare to the location the amount is less if you gonna pay me more money I will come or else cancel he said he left me and cancel himself and uber charge me

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- Negative

Billing- Negative

--- Analysis for User 46 ---

Driver Name: Adam, Location: Chicago

User Feedback: Driver was on time, route was spot-on, and the car was comfy, but the fare felt high without discounts. No issues with driver availability or support, but some coupons would help.

Customer Support- Positive

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Negative

--- Analysis for User 47 ---

Driver Name: Bob, Location: New York

User Feedback: The teen account is useless. Neither I nor my parents could turn it off. Above all of that, it keeps telling me that teen trips are not available in your current location. If there were 0 stars, surely I would have chosen it

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 48 ---

Driver Name: Bob, Location: New York

User Feedback: driver took cash in place of digital payment, drivers cheating customers, uber is a careless company not replay ng my chat.

Customer Support- Negative

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 49 ---

Driver Name: David, Location: Illinois

User Feedback: Rides are more punctual. No cancellation, No false charges.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- N/A

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 50 ---

Driver Name: David, Location: Illinois

User Feedback: Comfortable and offers the best ride in the shortest possible time. Affordable rate, Driver arrived early.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 51 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Thank goodness the driver didn’t cancel, such a relief after past cancellations! He was super polite, and the route was spot-on, but those back seats were practically torture. At least billing was straightforward, and I didn’t need support this time.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Negative

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 52 ---

Driver Name: Bob, Location: New York

User Feedback: This company thrives on ripping off customers, I cancel rides instantly and still get charged as well as being more expensive than local cab services

Customer Support- Negative

Cancellation- Negative

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 53 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Good driver had a nice time, ride was comfortable

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- N/A

--- Analysis for User 54 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Superb driver, reached early and trip was comfortable.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- N/A

--- Analysis for User 55 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Too good customer service, resolved my penalty charges, driver was nice as well.

Customer Support- Positive

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

--- Analysis for User 56 ---

Driver Name: Bob, Location: New York

User Feedback: Prices have become absolutely ridiculous. Charging almost 50 bucks for a 15 minute ride when it's not even snowing or raining? Severe Billing Issues. My driver was rude as well.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 57 ---

Driver Name: Bob, Location: New York

User Feedback: Absolutely tired of ghost charges, they take every opportunity to charge your card without you knowing it, it has happened multiple times and it's just not worth it with the current fares. The driver was super rude.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- N/A

Trip Efficiency- N/A

Billing- Negative

--- Analysis for User 58 ---

Driver Name: Bruce, Location: Seattle

User Feedback: No trouble with cancellation or driver availability, the ride was super comfy. The driver was hilarious, the route was spot-on, and billing was transparent. Didn’t need support, so no issues.

Customer Support- N/A

Cancellation- Positive

Ride Comfort- Positive

Trip Efficiency- Positive

Billing- Positive

--- Analysis for User 59 ---

Driver Name: Bob, Location: New York

User Feedback: Drivers kept canceling after accepting, so I waited 45 minutes at the New York subway station. When Bob finally showed up, he screamed at me, overshadowing any chance of a comfortable ride or accurate route. No support help, so I’m done with Uber. Billing wasn’t even relevant, never got an actual ride.

Customer Support- Negative

Cancellation- Negative

Ride Comfort- Negative

Trip Efficiency- Negative

Billing- N/A

--- Analysis for User 60 ---

Driver Name: Bruce, Location: Seattle

User Feedback: Excellent driver, accurate billing, very comfortable ride.

Customer Support- N/A

Cancellation- N/A

Ride Comfort- Positive

Trip Efficiency- N/A

Billing- Positive

=== ANALYSIS RESULTS DATAFRAME ===

Driver Name Location User Feedback Rating Analysis

0 Bob New York Customer care doesn't exist, Drivers are not a... 1 User Feedback: Customer care doesn't exist, Dr...

1 Bob New York Your location services are horrible please fix... 1 User Feedback: Your location services are horr...

2 Bob New York Quote you one price and charge you another (hi... 1 User Feedback: Quote you one price and charge ...

3 Bob New York Today one horrible experience I faced ...I boo... 1 User Feedback: Today one horrible experience I...

4 David Illinois The safest way to travel. Correct billing, nic... 5 User Feedback: The safest way to travel. Corre...

5 Bob New York Horrible, bunch of thieves. The fare you see w... 1 User Feedback: Horrible, bunch of thieves. The...

6 David Illinois Never using uber again in Europe, thry charged... 3 User Feedback: Never using uber again in Europ...

7 David Illinois Quote you one price and charge you another (hi... 3 User Feedback: Quote you one price and charge ...

8 David Illinois Excellent service and faster. Zero cancellatio... 5 User Feedback: Excellent service and faster. Z...

9 Bob New York I hopped into what was supposed to be a simple... 1 User Feedback: I hopped into what was supposed...

10 Bruce Seattle I found a driver quickly and the route was fin... 3 User Feedback: I found a driver quickly and th...

11 Sergio Colorado it's great for emergency. Relaible service, go... 5 User Feedback: it's great for emergency. Relai...

12 Bob New York The drivers are mostly profeasional.However, I... 1 User Feedback: The drivers are mostly profeasi...

13 Sergio Colorado Very pleasant and prompt. Kept me up to date o... 5 User Feedback: Very pleasant and prompt. Kept ...

14 Bruce Seattle Bruce was FANTASTIC!!! Car was clean and arriv... 5 User Feedback: Bruce was FANTASTIC!!! Car was ...

15 Bob New York horrible service especially ripping off the po... 1 User Feedback: horrible service especially rip...

16 Bruce Seattle Had billing issue, customer care resolved it, ... 4 User Feedback: Had billing issue, customer car...

17 Adam Chicago Pay your drivers more and stop ripping your cu... 1 User Feedback: Pay your drivers more and stop ...

18 Bruce Seattle I've never had a bad ride! Nice driver, nice c... 5 User Feedback: I've never had a bad ride! Nice...

19 Bob New York Very nice fare and driver super, no hidden cha... 5 User Feedback: Very nice fare and driver super...

20 David Illinois The driver is amazing, and the car was very co... 5 User Feedback: The driver is amazing, and the ...

21 Sergio Colorado Wastes ur time showing 'finding driver' and fa... 2 User Feedback: Wastes ur time showing 'finding...

22 Adam Chicago While the driver arrived promptly and the car ... 1 User Feedback: While the driver arrived prompt...

23 Adam Chicago Edit: Still 1 star, would give 0 if I could, s... 1 User Feedback: Edit: Still 1 star, would give ...

24 Sergio Colorado A very good service app. Good Driver, comforta... 4 User Feedback: A very good service app. Good D...

25 Adam Chicago Worst service. , i booked car for an emergency... 1 User Feedback: Worst service. , i booked car f...

26 Adam Chicago It works, magic, love it. Nice driver, took ac... 5 User Feedback: It works, magic, love it. Nice ...

27 Sergio Colorado Super handy if you don’t have a car! Drivers s... 5 User Feedback: Super handy if you don’t have a...

28 Sergio Colorado Always in time and good driver's customer serv... 5 User Feedback: Always in time and good driver'...

29 Sergio Colorado No issues with cancellation or driver availabi... 5 User Feedback: No issues with cancellation or ...

30 Adam Chicago I’m livid. The car was filthy, the driver was ... 1 User Feedback: I’m livid. The car was filthy, ...

31 Adam Chicago Very unreliable when you have to go to work be... 1 User Feedback: Very unreliable when you have t...

32 Sergio Colorado So dependable. Always on time and courteous dr... 5 User Feedback: So dependable. Always on time a...

33 Sergio Colorado All cars have been clean. And drivers have bee... 5 User Feedback: All cars have been clean. And d...

34 Sergio Colorado It is a good service, but the app needs some u... 4 User Feedback: It is a good service, but the a...

35 Bob New York Driver showed up on time, ride was okayish, an... 1 User Feedback: Driver showed up on time, ride ...

36 Sergio Colorado Time management and good nature.Comfortable ri... 5 User Feedback: Time management and good nature...

37 Sergio Colorado UBER BLOWS LYFT OUT THE WATER! A lyft ride tha... 5 User Feedback: UBER BLOWS LYFT OUT THE WATER! ...

38 Sergio Colorado It really good, no cancellations and got a dis... 5 User Feedback: It really good, no cancellation...

39 Bob New York The driver didn't arrive at pick up , didnot p... 1 User Feedback: The driver didn't arrive at pic...

40 Bruce Seattle No issues with cancellation or driver availabi... 3 User Feedback: No issues with cancellation or ...

41 Sergio Colorado It's always good to know someone is out to giv... 5 User Feedback: It's always good to know someon...

42 Sergio Colorado Arrived very fast compared to some other compe... 5 User Feedback: Arrived very fast compared to s...

43 Sergio Colorado Convenient and affordable. No cancellations, c... 5 User Feedback: Convenient and affordable. No c...

44 Bob New York I don't know what happen with the uber tonight... 2 User Feedback: I don't know what happen with t...

45 Adam Chicago Driver was on time, route was spot-on, and the... 4 User Feedback: Driver was on time, route was s...

46 Bob New York The teen account is useless. Neither I nor my ... 1 User Feedback: The teen account is useless. Ne...

47 Bob New York driver took cash in place of digital payment, ... 1 User Feedback: driver took cash in place of di...

48 David Illinois Rides are more punctual. No cancellation, No f... 4 User Feedback: Rides are more punctual. No can...

49 David Illinois Comfortable and offers the best ride in the sh... 4 User Feedback: Comfortable and offers the best...

50 Bruce Seattle Thank goodness the driver didn’t cancel, such ... 3 User Feedback: Thank goodness the driver didn’...

51 Bob New York This company thrives on ripping off customers,... 1 User Feedback: This company thrives on ripping...

52 Bruce Seattle Good driver had a nice time, ride was comfortable 5 User Feedback: Good driver had a nice time, ri...

53 Bruce Seattle Superb driver, reached early and trip was comf... 5 User Feedback: Superb driver, reached early an...

54 Bruce Seattle Too good customer service, resolved my penalty... 5 User Feedback: Too good customer service, reso...

55 Bob New York Prices have become absolutely ridiculous. Char... 2 User Feedback: Prices have become absolutely r...

56 Bob New York Absolutely tired of ghost charges, they take e... 1 User Feedback: Absolutely tired of ghost charg...

57 Bruce Seattle No trouble with cancellation or driver availab... 5 User Feedback: No trouble with cancellation or...

58 Bob New York Drivers kept canceling after accepting, so I w... 1 User Feedback: Drivers kept canceling after ac...

59 Bruce Seattle Excellent driver, accurate billing, very comf... 5 User Feedback: Excellent driver, accurate bill...

=== DRIVER SUMMARY (Aggregated) ===

Driver Name User Feedback Analysis Rating

0 Adam Pay your drivers more and stop ripping your cu... User Feedback: Pay your drivers more and stop ... 1.875000

1 Bob Customer care doesn't exist, Drivers are not a... User Feedback: Customer care doesn't exist, Dr... 1.333333

2 Bruce I found a driver quickly and the route was fin... User Feedback: I found a driver quickly and th... 4.363636

3 David The safest way to travel. Correct billing, nic... User Feedback: The safest way to travel. Corre... 4.142857

4 Sergio it's great for emergency. Relaible service, go... User Feedback: it's great for emergency. Relai... 4.687500

=== Final Summary for Driver: Adam ===

(Average Rating: 1.88)

Driver Adam, constantly performing poor, one of the repetitive callouts is billing issues and frequent ride cancellations.

Suggestion: Improve billing transparency and address the high cancellation rate to enhance customer satisfaction.

=== Final Summary for Driver: Bob ===

(Average Rating: 1.33)

Driver Bob, constantly performing poor, one of the repetitive callouts is rude behavior and poor customer support. Suggestion: Improve customer service skills and ensure better communication and professionalism with passengers.

=== Final Summary for Driver: Bruce ===

(Average Rating: 4.36)

Driver Bruce, constantly performing good, one of the repetitive callouts is the positive experience with cancellation and trip efficiency. Suggestion: Improve the car's condition and seat comfort to enhance overall ride comfort.

=== Final Summary for Driver: David ===

(Average Rating: 4.14)

Driver David, constantly performing good, one of the repetitive callouts is excellent ride comfort and punctuality. Suggestion: Continue maintaining high standards in ride comfort and punctuality, and ensure consistent billing practices to enhance customer satisfaction.

=== Final Summary for Driver: Sergio ===

(Average Rating: 4.69)

Driver Sergio, constantly performing good, one of the repetitive callouts is reliable and comfortable service. Suggestion: Continue maintaining high standards in customer service and ride comfort, and address occasional app-related issues to enhance user experience.

=== FINAL SUMMARIES DATAFRAME ===

Driver Name Location(s) Average Rating Summary

0 Adam Chicago 1.875000 Driver Adam, constantly performing poor, one o...

1 Bob New York 1.333333 Driver Bob, constantly performing poor, one of...

2 Bruce Seattle 4.363636 Driver Bruce, constantly performing good, one ...

3 David Illinois 4.142857 Driver David, constantly performing good, one ...

4 Sergio Colorado 4.687500 Driver Sergio, constantly performing good, one...