

2a. Top 10 Active Drivers Awards

Introduction

Welcome to the inaugural Top 10 Drivers Awards, our first year hosting this prestigious event. The competition has been incredibly fierce, with drivers separated by infinitesimal percentage points across each of our four pillars. To ensure transparency, let us explain our methodology behind the four pillars and why they are paramount in determining our top drivers.

Methodology

Pillars of Excellence

The evaluation is based on four main pillars:

1. Operational Metrics:

Endurance Score: Weighted at 20%. This score measures the driver's ability to maintain performance over long hours.

Profitability Score: Weighted at 40%. This score assesses the financial efficiency and profitability of the driver.

Efficiency Score: Weighted at 30%. This score gauges the driver's ability to complete trips efficiently.

Safety Score: Weighted at 50%. This score evaluates the driver's adherence to safety protocols.

Weightings

The weightings reflect the priority of each operational goal, with safety being our highest priority.

Calculation

The operational score is calculated as follows:

```
operational_score = (  
    (df['driver_endurance_score'] * 20 +  
     df['driver_profitabilty_score'] * 40 +  
     df['driver_safety_adherence_score'] * 50 +
```

```
df['driving_efficiency_score'] * 30) / 100  
)
```

2. Recognition:

Recognition Score: Reflects any special achievements or awards received by the driver. This score is scaled to a maximum of 100%. If a driver has special achievements, they receive a score of 100, otherwise 0.

```
recognition_score = df['special_achievements_awarded'].apply(lambda x: 100 if x
```

3. Customer Satisfaction:

Customer Satisfaction Score: Based on customer ratings, this score is calculated as a weighted average of star ratings (from 1 to 5 stars), converted to a percentage and clipped between 0 and 100.

```
customer_satisfaction_score = (  
    (df['number_of_1_star_ratings'] * 0.2 +  
     df['number_of_2_star_ratings'] * 0.4 +  
     df['number_of_3_star_ratings'] * 0.6 +  
     df['number_of_4_star_ratings'] * 0.8 +  
     df['number_of_5_star_ratings'] * 1.0) /  
    (df['number_of_1_star_ratings'] +  
     df['number_of_2_star_ratings'] +  
     df['number_of_3_star_ratings'] +  
     df['number_of_4_star_ratings'] +  
     df['number_of_5_star_ratings'])) * 100  
)  
customer_satisfaction_score = customer_satisfaction_score.clip(lower=0, upper=1
```

4. Experience:

Experience Score: This score is based on the driver's experience group and is scaled to a maximum of 100%.

```
experience_score = df['driver_experience_group'] * 10
```

Combined Score Calculation

The final combined score is an average of the four pillar scores. This score is used to rank the drivers.

df['combined_score'] = (operational_score + recognition_score + customer_satisf

Data Table

≡ 10

▣ 20

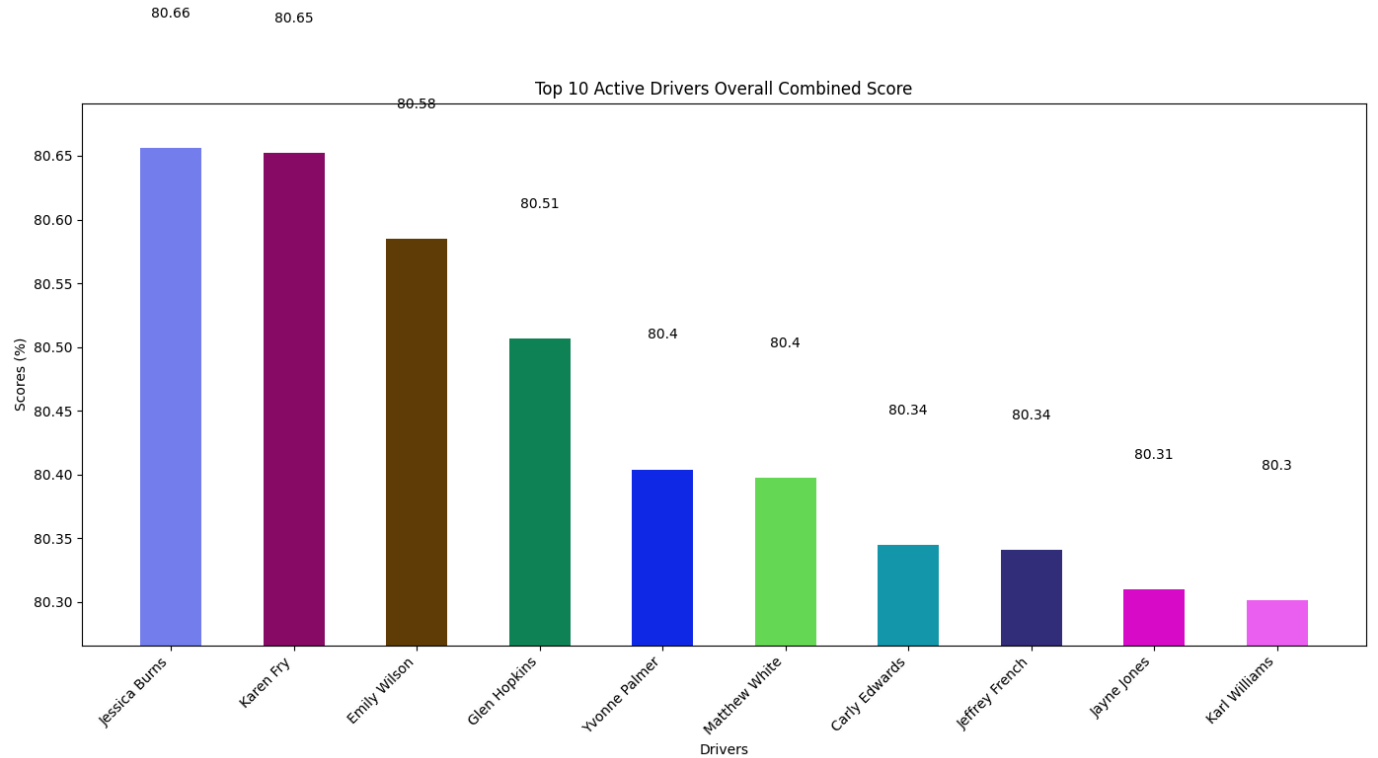
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▼ Run SQL Query

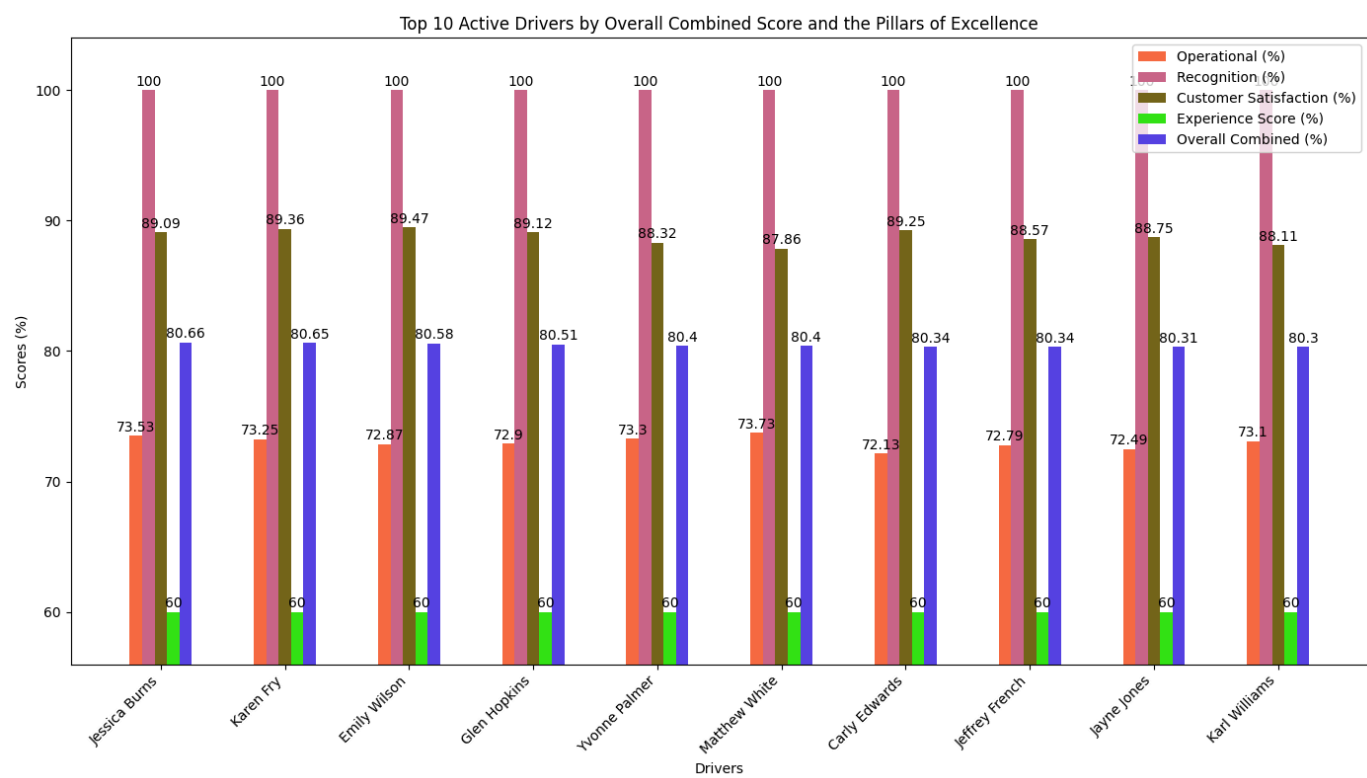
Export ▼

	A Taxi Group Name	📊 Taxi Division Rank	A Driver Full Name	📊 Vehicle Brand
1	Fletcher, Gallagher and ...	1	Jessica Burns	4
2	Bird-Wilson	1	Karen Fry	4
3	Jones-Walker	6	Emily Wilson	4
4	Smith, Bradley and Riley	8	Glen Hopkins	4
5	Morris and Sons	1	Yvonne Palmer	4
6	Perkins-Patel	6	Matthew White	4
7	Clements, Barber and Br...	1	Carly Edwards	4
8	Nicholls, Fraser and Stone	1	Jeffrey French	4
9	Andrews LLC	0	Jayne Jones	4
1...	Moss Ltd	4	Karl Williams	4

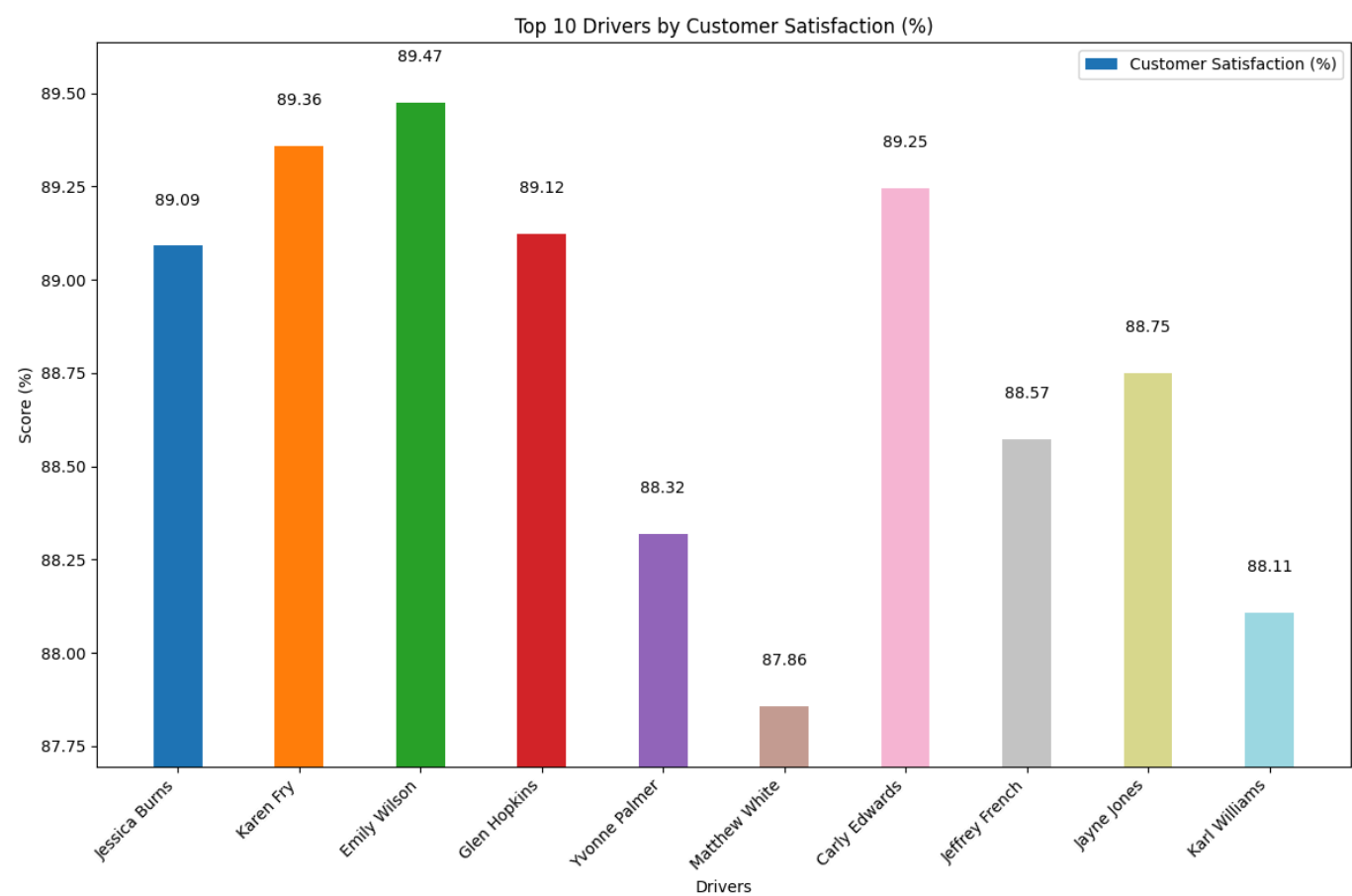
Top 10 Active Drivers Overall Combined Score



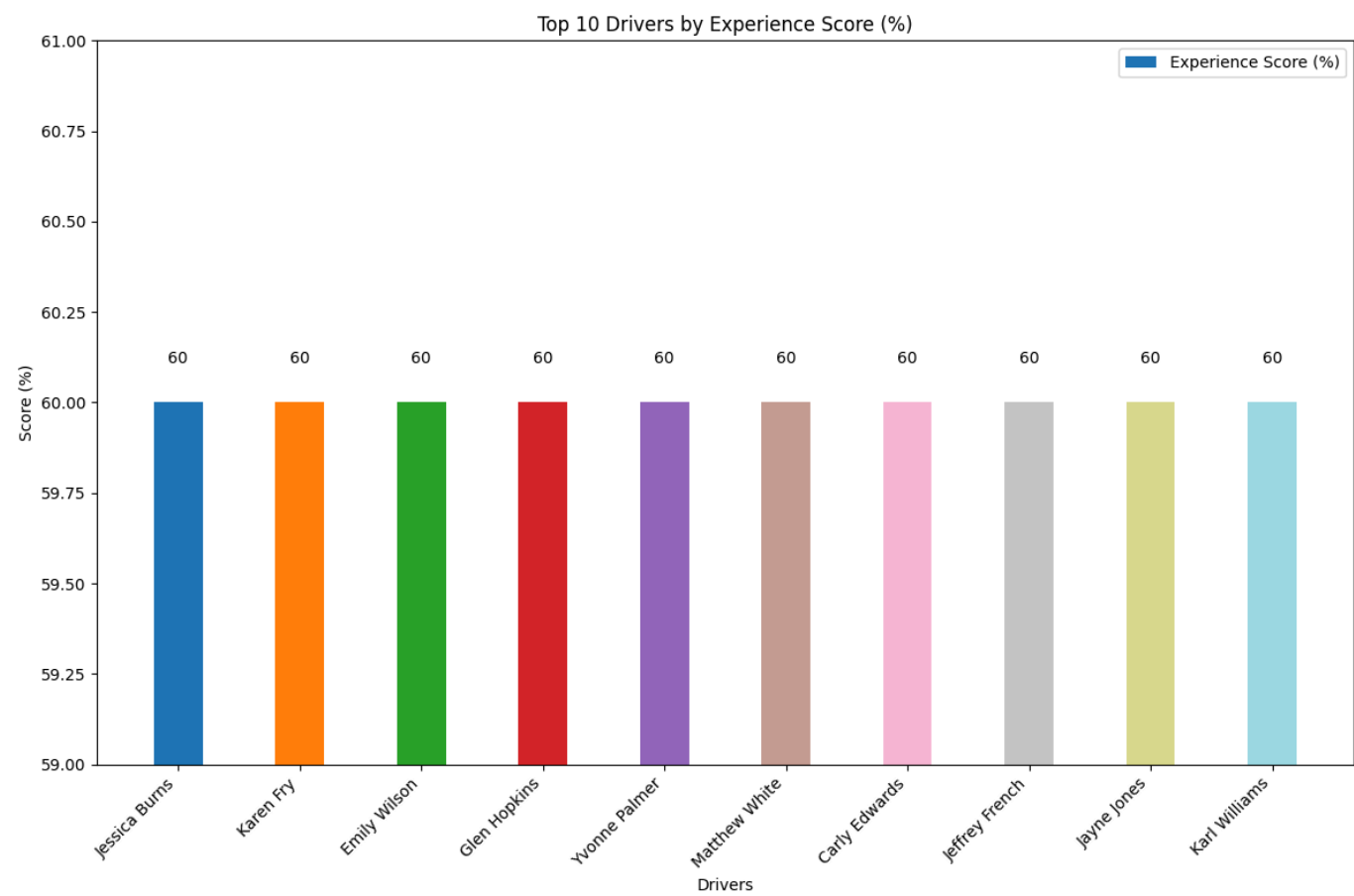
Top 10 Active Drivers by Overall Combined Score and the Pillars of Excellence



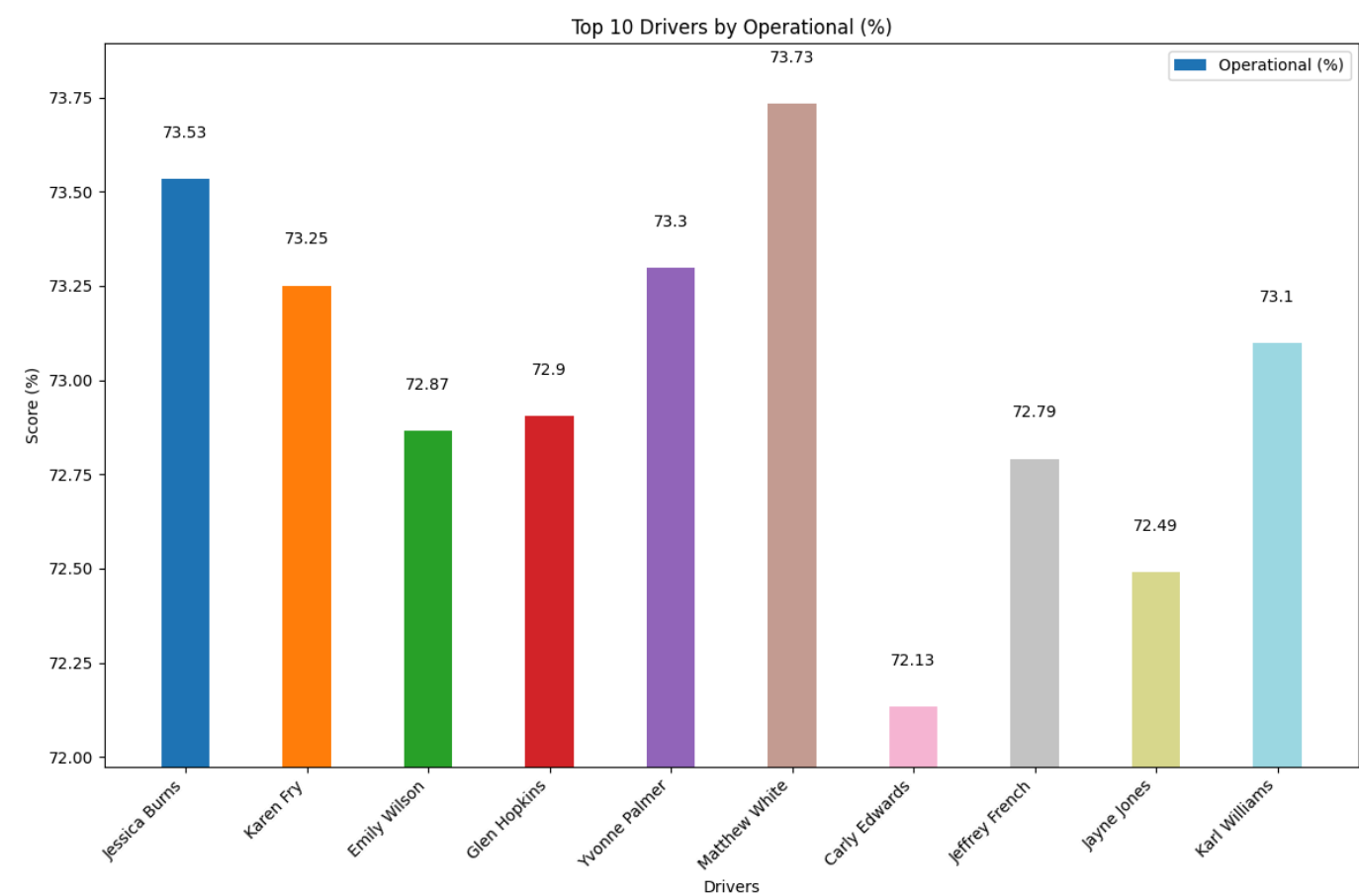
Customer Satisfaction (%)



Experience Score (%)



Operational (%)



Recognition (%)

