## Says

## Thinks

Accepting or declining ride requests

Navigating to the pickup and drop-off locations

Providing a safe and comfortable ride

Passenger should ready on time

Navigate through traffic efficiently to avoid waste of time

Concerns about passenger behavior or safety

Communicating with passengers, such as confirming the distination

Pickup and Drop the passengers on time

Pickup and Drop the passengers on time

Vehicle maintenance and fuel costs

Goods and own Beloying passenger safety and satisfaction

Illuminating Insights
From Uber
Expenditionary
Analysis

Drive, follow
GPS directions,
maintain the
vehicle

Logs into the Uber driver app, accepts rides, navigates, interacts with passengers

Welcome passngers with a greeting

Earings and Financial considerations

Job satisfaction and flexibility

Feels the

pressure of

ratings and

reviews

Optimistic
when busy,
stressed in
traffic, satisfied
with earnings

Ensures a safe and comfortable ride

Follow safety guidelines and local traffic rules

Successively ride by the same uber vehicle

Anxious
about traffic
and potential
delays

Excited to provide a positive experience

Frustration with rude and rough passengers

## Does

Feels