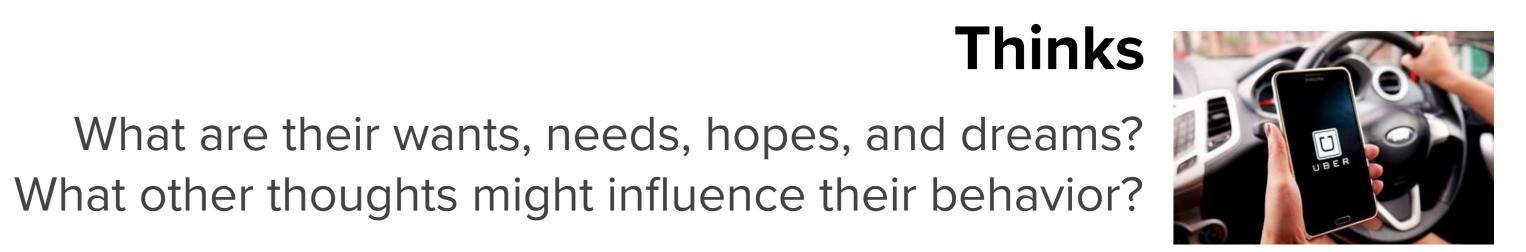


Says

What have we heard them say? What can we imagine them saying? What are their wants, needs, hopes, and dreams?



Many riders have also noticed increased wait times for rides

Uber and Lyft rides are more expensive than ever because of a driver shortage

Its great to travel from one place to another especially long distances.

groceries and other items, then we match them with independent delivery service providers

Please contact us within 48 hours to get the best possible support experience

We also connect consumers and restaurants, grocers and other merchants so they can buy and sell meals

If you compare Uber prices with other local options Uber will be cheap and safe.

The cost of a ride from a ridesharing app like Uber or Lyft increased 92% between January 2018 and July 2021, according to Rakuten Intelligence

Booking a cab via Ola or Uber is sometimes cheaper in comparison to taking a regular taxi

However, the fares shown in these ridehailing apps is not always the same

> If the order you received included incorrect items or was missing items, let us know here.

The Bay Area in California takes first place, with drivers earning on average \$23.

When a nearby driver accepts your request, the app displays an estimated time of arrival for the driver heading to your pickup location.

. If you have a preferred route, it's helpful to talk through the directions together.

When you arrive

destination and

exit the vehicle,

Uber allows you

to pay your fare in

cash. This option

must be selected

before you

request a ride.

your trip ends

at your

SONY KUMARI.R

ILLUMINATING **INSIGHTS FROM UBER**

paper shows that customer satisfaction is 4.3 out of 5 from

service quality

dimension

Rating system from Uber declares that customer satisfaction is 4.6 out of 5

Statistically this is a significant gap that needs to be filled to reach a closer gap to the expected service.

Immediately after a trip ends, the app will ask you to rate your driver from 1 to 5

Stars

months have been hearing/seeing so many stories about individuals on ride apps trying to kidnap the riders,

over the last few

If you feel really

Even then, i just get so so stressed, but I sometimes need uber to get place

anxious, send their license plate number and make and model of the car to someone you know.

The app also

provides info about

the driver with whom

you will ride,

including first name,

vehicle type, and

license plate number

Does

What behavior have we observed? What can we imagine them doing?



What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

