



# Hop-On

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# Business application description

## 1.1 Introduction

Today we see that congestion on the roads and road accident due to drunk driving are increasing enormously. According to New York Times the number of road accidents in the United States have increased by 14% from 2015 to 2017 and hundreds of million dollars have been spent on campaigns to remind the people of the dangers of drunk driving, failing to use seat belts and texting while driving.

One major factor responsible for the congestion is the increasing number of vehicles on the road. Introducing the concept of real time ride sharing will reduce this congestion and the accidents happening as well as curb emission of gases that cause global warming. Hence, more and more companies are looking to implement their own versions of a real time ride sharing system. Hop-On is a real time ridesharing service that provides on demand car transportation. Headquartered in Los Angeles, California, operating in the United States. To use our application the passengers must download the application, sign up, enter a valid phone number, and enter a valid form of payment (either a credit card, or link to an e-wallet account). Passengers can then request a ride from a nearby driver. Once confirmed, the app shows the driver and car details to the passenger. Similarly, the drivers must get registered with us. With our application we create a win-win situation for both the drivers and the passengers. The passengers get a ride to their destination instantly without the hassle of driving or parking and the drivers earn money by filling up empty seats of their car.

## 1.2 Objective

The objectives of Hop-On are listed as under:

1. **Provide Cheap and Convenient Transportation:** Create an application which enables the passenger to book rides instantly and let them share rides in real time to save money.
2. **Reduce Traffic Congestion:** Our application aims to reduce the traffic on roads during peak hours by introducing safe and efficient ride-sharing.
3. **Help Drivers earn Money:** Provide drivers with means to earn money while sharing rides with the passengers on their convenience.
4. **Reduce the Number of Road Accidents:** Provide people with cheap commute alternatives to reduce drunk driving on roads and ensure safety by hiring drivers only after a thorough background check.

## 1.3 Design Description

Each ride ID uniquely identifies a passenger. Thus, in a pool every passenger will still have unique ride ID. We haven't implemented the concept of master ride ID.

A user can be both, passenger and driver.

An incident can be lodged in two ways:

1. the passenger can lodge the complaint directly through the app which will add it to the database
2. the passenger can call the passenger support and the support representative will thereafter enter the incident details into the database

The case of refund is handled using two database tables: payment and ride.

After refunding the amount, the total cost of the ride changes to zero and additional comments get inserted into the payment table indicating that the amount for that ride was refunded.

The passenger/driver support who adds the driver/passenger into the blacklist wont necessarily be the one to remove them from the list.

#### 1.4 Scope

Currently, we are operating only in California. We are offering the passengers LUXURY, XL, X and POOL options for a Ride. We have car types like SUV, Sedan, Hatchback and Minivan which we map respectively based on make and model to the Ride Types. We have two modes of payment currently i.e. Card and PayPal. By Q1 2019, we expect to increase our customer base in the entire United States. As of now, we have a lot of demand for luxury rides. We have estimated to gain increased demands in Pool and X services in the coming 6 months through customer acquisition in California. As we increase in size, we will add new payment modes like Apple Pay and we will be creating a credit system for the customers to use. Each customer will get bonus credits for registering on our application. Also, he can earn credits by inviting friends to register.

## User Types or Entities

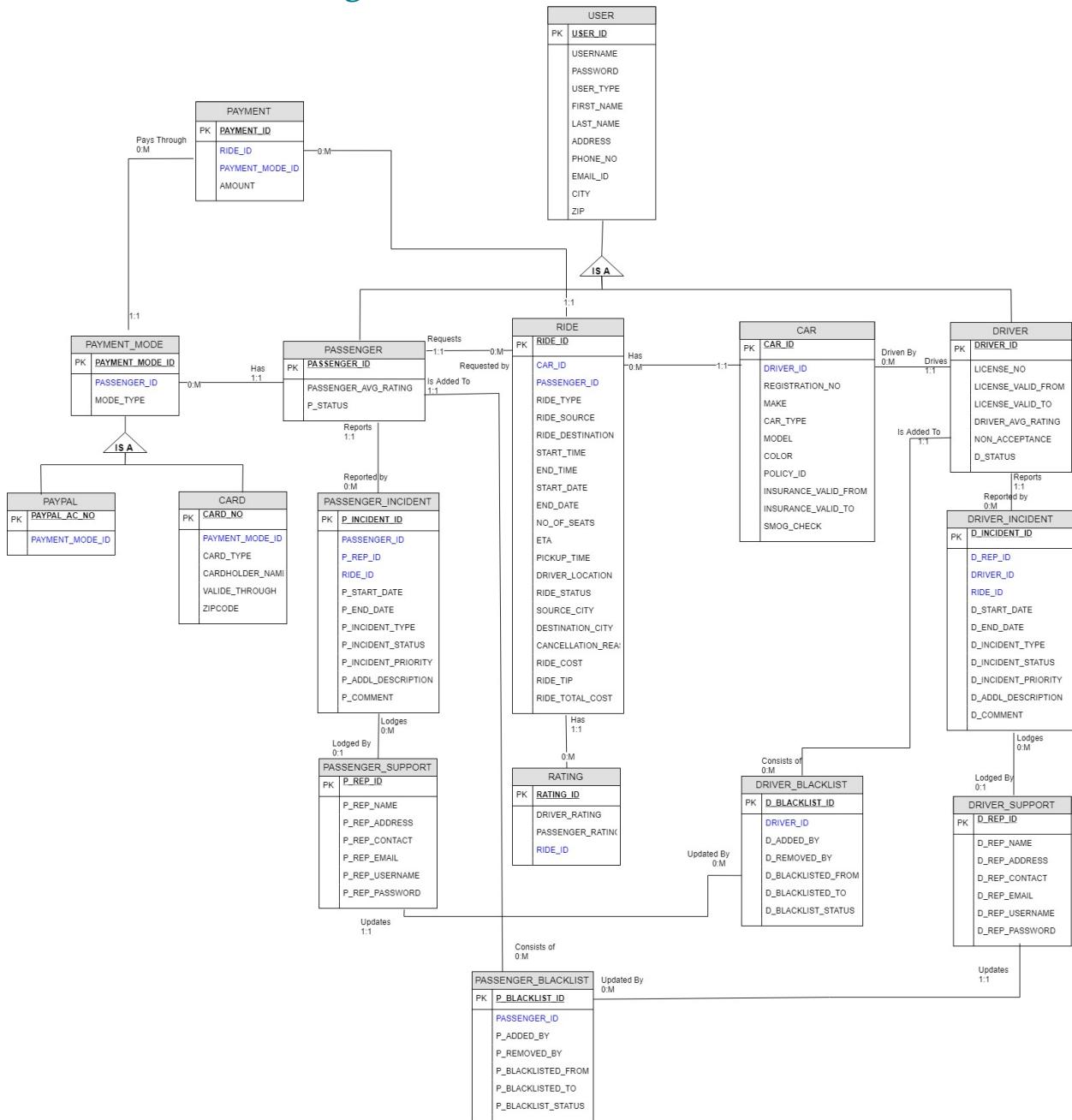
Below users or entities would play a pivotal role in our Ridesharing Application:

1. **Passenger**- A person who requests a ride to go from a certain location to another.
2. **Driver**- A driver is a person hired by Hop-On to drive their car around a specific area to provide rides for passengers who book them.
3. **Customer Support Executive**- A person who assists the passengers with all the complaints and issues.
4. **Driver Support Executive** - A person who assists the drivers with all the complaints and issues.
5. **Application Administrator** - A person who analyses the data and trends of the business and provides insights to improve the business value.

## Tables

1. Passenger
2. Driver
3. Car
4. Ride
5. Rating
6. Payment Mode
7. PayPal
8. Card
9. Payment
10. Passenger Support
11. Driver Support
12. Passenger Incident
13. Driver Incident
14. Passenger Blacklist
15. Driver Blacklist

## Logical Schema – UML Model



## Use Cases

Below are the use-cases for database users-

1. Passenger
  - a. Register/Login to the application.
  - b. Request a ride.
  - c. Cancel the booked ride.
  - d. View ride history.
  - e. Rate and tip the Driver.
2. Passenger Support Executive
  - a. Raise an incident lodged by Passengers. (accident, lost & found, sexual harassments)
  - b. Look-up an incident using Passenger username or ID, Incident ID.
  - c. Update the driver as 'blacklisted' based on passenger complaints.
  - d. Retrieve passenger ride information in case of refund requests.
3. Driver
  - a. Register/Login to the application.
  - b. Accept a requested ride.
  - c. Cancel an accepted ride.
  - d. Switch to 'Non-accepting mode'.
  - e. Rate Passenger and view the cost of the ride.
  - f. Transfer earnings directly to bank account.
4. Driver Support Executive
  - a. Raise an incident lodged by Driver.
  - b. Look-up an incident using Driver username or ID, Incident ID.
  - c. Update the passenger as 'blacklisted' based on driver complaints.
  - d. Retrieve the driver's insurance information using Driver ID.
  - e. Retrieve the driver's vehicle information using Driver ID.
5. Application Admin
  - a. Analyze high demand areas/ cities.
  - b. Find high demand on ride type.
  - c. Find the total number of rides completed daily, monthly and yearly.
  - d. Analyze overall revenue growth yearly.
  - e. Analyze the revenue generated by city.

## Physical Schema – Database Dictionary

### 1. PASSENGER

NAME	TYPE	CONSTRAINT	DESCRIPTION
PASSENGER_ID	INT	<b>PRIMARY KEY</b>	
FIRST_NAME	VARCHAR(50)	NOT NULL	
LAST_NAME	VARCHAR(50)		
PASSENGER_ADDRESS	VARCHAR(100)		
CITY	VARCHAR(50)		
ZIP	BIGINT		
PHONE_NO	INT	NOT NULL, UNIQUE	
EMAIL_ID	VARCHAR(50)	NOT NULL, UNIQUE	
USERNAME	VARCHAR(20)	NOT NULL, UNIQUE	
PASSWORD	VARCHAR(45)	NOT NULL	
PASSENGER_AVG_RATING	FLOAT		
P_STATUS	ENUM	NOT NULL	

P\_STATUS → {ACTIVE, INACTIVE}

**2. DRIVER**

NAME	TYPE	CONSTRAINT	DESCRIPTION
DRIVER_ID	INT	<b>PRIMARY KEY</b>	
FIRST_NAME	VARCHAR(50)	NOT NULL	
LAST_NAME	VARCHAR(50)		
PHONE_NO	INT	NOT NULL, UNIQUE	
DRIVER_ADDRESS	VARCHAR(100)		
CITY	VARCHAR(50)		
ZIP	BIGINT		
EMAIL_ID	VARCHAR(50)	NOT NULL, UNIQUE	
USERNAME	VARCHAR(20)	NOT NULL, UNIQUE	
D_PASSWORD	VARCHAR(50)	NOT NULL	
LISCENCE_NO	INT	NOT NULL	
LISCENCE_VALID_FROM	DATE	NOT NULL	
LISCENCE_VALID_TO	DATE	NOT NULL	

DRIVER_AVG_RATING	FLOAT		
NON_ACCEPTANCE	ENUM	NOT NULL	
D_STATUS	ENUM	NOT NULL	

NON\_ACCEPTANCE → {ON, OFF}

D\_STATUS → {ACTIVE, INACTIVE}

### 3. CAR

NAME	TYPE	CONSTRAINT	DESCRIPTION
CAR_ID	INT	<b>PRIMARY KEY</b>	
DRIVER_ID	INT	<b>FOREIGN KEY</b>	
REGISTRATION_NO	VARCHAR(50)	NOT NULL, UNIQUE	
MAKE	VARCHAR(50)	NOT NULL	
CAR_TYPE	ENUM	NOT NULL	
MODEL	VARCHAR(50)		
COLOR	VARCHAR(20)		
POLICY_ID	VARCHAR(100)	NOT NULL	
INSURANCE_VALID_FROM	DATE		

INSURANCE_VALID_TO	DATE	NOT NULL	
SMOG_CHECK	ENUM		

CAR\_TYPE {SUV, SEDAN, HATCHBACK, MINIVAN}

SMOG\_CHECK {Y, N}

#### 4. RIDE

NAME	TYPE	CONSTRAINT	DESCRIPTION
RIDE_ID	INT	<b>PRIMARY KEY</b>	
PASSENGER_ID	INT	<b>FOREIGN KEY</b>	
CAR_ID	INT	<b>FOREIGN KEY</b>	
RIDE_TYPE	ENUM	NOT NULL	
RIDE_STATUS	ENUM	NOT NULL	
RIDE_SOURCE	VARCHAR(100)	NOT NULL	
RIDE_DESTINATION	VARCHAR(100)	NOT NULL	
SOURCE_CITY	VARCHAR(50)	NOT NULL	
DESTINATION_CITY	VARCHAR(50)	NOT NULL	

START_DATE	DATE	NOT NULL	
END_DATE	DATE	NOT NULL	
START_TIME	TIME		
END_TIME	TIME		
NO_OF_SEATS	INT		SEATS OFFERED IN THE CAR
ETA	TIME		ESTIMATED TIME OF ARRIVAL
PICKUP_TIME	TIME		TIME FOR THE DRIVER TO REACH AT PICKUP LOCATION
DRIVER_LOCATION	VARCHAR(100)		CURRENT LOCATION OF THE DRIVER WHEN RIDE IS REQUESTED
CANCELLATION_REASON	ENUM		
RIDE_COST	FLOAT	NOT NULL	
RIDE_TIP	FLOAT		
RIDE_TOTAL_COST	FLOAT	NOT NULL	

RIDE\_TYPE: {LUXURY, XL, X, POOL}

RIDE\_STATUS: {REQUESTED, CURRENT, COMPLETED, CANCELLED}

CANCELLATION\_REASON: {Driver too far, Changed your mind, Driver asked me to cancel, Passenger did not show up, Driver ETA too short}

#### **5. RATING**

NAME	TYPE	CONSTRAINT	DESCRIPTION
RATING_ID	INT	<b>PRIMARY KEY</b>	
RIDE_ID	INT	<b>FOREIGN KEY</b>	
DRIVER_RATING	FLOAT		
PASSENGER_RATING	FLOAT		

#### **6. PAYMENT MODE**

NAME	TYPE	CONSTRAINT	DESCRIPTION
PAYMENT_MODE_ID	INT	<b>PRIMARY KEY</b>	
PASSENGER_ID	INT	<b>FOREIGN KEY</b>	
MODE_TYPE	ENUM	NOT NULL	

MODE\_TYPE→{CARD, PAYPAL}

#### **7. PAYPAL**

NAME	TYPE	CONSTRAINT	DESCRIPTION
PAYPAL_ACCOUNT_NO	INT	<b>PRIMARY KEY</b>	

PAYMENT_MODE_ID	INT	<b>FOREIGN KEY</b>	
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#### 8. CARD

NAME	TYPE	CONSTRAINT	DESCRIPTION
CARD_NO	NVARCHAR(25)	<b>PRIMARY KEY</b>	
PAYMENT_MODE_ID	INT	<b>FOREIGN KEY</b>	
CARD_TYPE	ENUM	NOT NULL	
CARDHOLDER_NAME	VARCHAR(50)	NOT NULL	
VALID_THROUGH	DATE	NOT NULL	
ZIP	INT(5)	NOT NULL	

CARD TYPE → {CREDIT, DEBIT}

#### 9. PAYMENT

NAME	TYPE	CONSTRAINT	DESCRIPTION
PAYMENT_ID	INT	<b>PRIMARY KEY</b>	
RIDE_ID	INT	<b>FOREIGN KEY</b>	
PAYMENT_MODE_ID	INT	<b>FOREIGN_KEY</b>	

AMOUNT	FLOAT	NOT NULL	
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#### 10. PASSENGER INCIDENT

NAME	TYPE	CONSTRAINT	DESCRIPTION
P INCIDENT_ID	INT	<b>PRIMARY KEY</b>	
P_START_DATE	DATE		
P_END_DATE	DATE		
PASSENGER_ID	INT	<b>FOREIGN KEY</b>	
P REP_ID	INT	<b>FOREIGN KEY</b>	
RIDE_ID	INT	<b>FOREIGN KEY</b>	
P INCIDENT_TYPE	ENUM	NOT NULL	
P INCIDENT_PRIORITY	ENUM	NOT NULL	
P ADDL_DESCIPTION	VARCHAR(200)		
P INCIDENT_STATUS	ENUM	NOT NULL	
P COMMENT	VARCHAR(200)		

P INCIDENT\_TYPE: {LOST AND FOUND, ACCIDENT, UNETHICAL BEHAVIOUR, REFUND ISSUES, OTHER ISSUES}

P INCIDENT STATUS: {NEW, OPEN, CLOSED, REOPEN}

P INCIDENT PRIORITY: {HIGH, MEDIUM, LOW}

ii. DRIVER INCIDENT

NAME	TYPE	CONSTRAINT	DESCRIPTION
D INCIDENT ID	INT	PRIMARY KEY	
D START DATE	DATE		
D END DATE	DATE		
DRIVER ID	INT	FOREIGN KEY	
D REP IP	INT	FOREIGN KEY	
RIDE ID	INT	FOREIGN KEY	
D INCIDENT TYPE	ENUM	NOT NULL	
D INCIDENT PRIORITY	ENUM	NOT NULL	
D ADDL DESCRIPTION	VARCHAR(200)		
D INCIDENT STATUS	ENUM	NOT NULL	
D COMMENT	VARCHAR(200)		

D INCIDENT TYPE : { LOST AND FOUND, ACCIDENT, UNETHICAL BEHAVIOUR, OTHER ISSUES }

D INCIDENT STATUS : {NEW, OPEN, CLOSED, REOPEN}

D INCIDENT\_PRIORITY: {HIGH, MEDIUM, LOW}

**12. PASSENGER SUPPORT**

NAME	TYPE	CONSTRAINT	DESCRIPTION
P REP ID	INT	<b>PRIMARY KEY</b>	
P REP NAME	VARCHAR(50)	NOT NULL	
P REP ADDRESS	VARCHAR(100)		
P REP CONTACT	BIGINT, UNIQUE	NOT NULL	
P REP EMAIL	VARCHAR(50), UNIQUE	NOT NULL	
P REP USERNAME	VARCHAR(20), UNIQUE	NOT NULL	
P REP PASSWORD		NOT NULL	

**13. DRIVER SUPPORT**

NAME	TYPE	CONSTRAINT	DESCRIPTION
D REP ID	INT	<b>PRIMARY KEY</b>	
D REP NAME	VARCHAR(50)	NOT NULL	
D REP ADDRESS	VARCHAR(100)		
D REP CONTACT	BIGINT, UNIQUE	NOT NULL	

D REP EMAIL	VARCHAR(50), UNIQUE	NOT NULL	
D REP USERNAME	VARCHAR(20), UNIQUE	NOT NULL	
D REP PASSWORD		NOT NULL	

#### 14. PASSENGER BLACKLIST

NAME	TYPE	CONSTRAINT	DESCRIPTION
P_BLACKLIST_ID	INT	<b>PRIMARY KEY</b>	
PASSENGER_ID	INT	<b>FOREIGN KEY</b>	
P_ADDED_BY	INT	<b>FOREIGN KEY</b>	D REP ID WHO ADDS PASSENGER IN BLACKLIST
P_REMOVED_BY	INT	<b>FOREIGN KEY</b>	D REP ID WHO REMOVES PASSENGER IN BLACKLIST
P_BLACKLISTED_FROM	DATE		
P_BLACKLISTED_TO	DATE		
P_BLACKLIST_STATUS	ENUM		

P\_BLACKLIST\_STATUS → {SUSPENDED, BLOCKED, UNBLOCKED}

## **15. DRIVER\_BLACKLIST**

NAME	TYPE	CONSTRAINT	DESCRIPTION
D_BLACKLIST_ID	INT	<b>PRIMARY KEY</b>	
DRIVER_ID	INT	<b>FOREIGN KEY</b>	
D_ADDED_BY	INT	<b>FOREIGN KEY</b>	P REP ID WHO ADDS DRIVER IN BLACKLIST
D_REMOVED_BY	INT	<b>FOREIGN KEY</b>	P REP ID WHO REMOVES DRIVER IN BLACKLIST
D_BLACKLISTED_FROM	DATE		
D_BLACKLISTED_TO	DATE		
D_BLACKLIST_STATUS	ENUM		

D\_BLACKLIST\_STATUS → {SUSPENDED, BLOCKED, UNBLOCKED}

## Queries

### Passenger:

PASSENGER_ID	FIRST_NAME	LAST_NAME	PASSENGER_ADDRESS	CITY	ZIP	PHONE_NO	EMAIL_ID	USERNAME	P_PASSWORD	PASSENGER_AVG_RATING	P_STATUS
12	Ranveer	Singh	2147, Timberleaf Apt. 220	Santa Clara	95050	4242127868	rsingh@gmail.com	rsingh	Rsingh	3.4	ACTIVE
13	Shahid	Kapoor	2147, Domicilio Apt. 320	Santa Clara	95050	4442127868	skapoor@gmail.com	skapoor	SKapoor	3.8	ACTIVE
14	Shahrukh	Khan	1235, Iyla Ave, Apt. 15	Sunnyvale	94086	2134009876	skhan1@gmail.com	skhan1	Skhan1	3.5	ACTIVE
15	Salman	Khan	1226, Henderson Ave, Apt. 4	Sunnyvale	94087	2134567865	skhan2@gmail.com	skhan2	Skhan2	4	ACTIVE
16	Anushka	Sharma	1649 Cunningham Court	San Jose	95127	4242127868	asharma@gmail.com	asharma	asharma	3.5	ACTIVE
17	Ranbir	Kapoor	2770 Barrington Court	Mountain View	94041	2132127868	rkapoor@gmail.com	rkapoor	Rkapoor	2.5	ACTIVE
18	Sonam	Kapoor	1286 Valley Drive	Menlo Park	94025	2134127868	skapoor1@gmail.com	skapoor1	skapoor1	1.9	ACTIVE
19	Priyanka	Chopra	4541 Jim Rosa Lane	San Francisco	94108	4441127868	pchopra@gmail.com	pchopra	pchopra	3.9	ACTIVE
20	Matt	Bommer	20 Mapple Ave	San Pedro	90731	5101234567	mb@gmail.com	mattbommar	mattbommar	4	ACTIVE
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

### DRIVER:

DRIVER_ID	FIRST_NAME	LAST_NAME	PHONE_NO	DRIVER_ADDRESS	CITY	ZIP	EMAIL_ID	USERNAME	D_PASSWORD	NON_ACCEPTANCE	D_STATUS	LICENSE_NO	LICENSE_VALID_FROM	LICENSE_VALID_TO	DRIVER_AVG_RATING
100	John	Snow	8101234567	1227 Bernado Ave Apt.11	Sunnyvale	94087	js@gmail.com	johnsnow	jsnow	OFF	ACTIVE	5078465	2017-06-27	2021-06-26	4.93
101	Johny	Depp	8101254567	234 N Frances St.	Sunnyvale	94086	jd@gmail.com	johnydepp	jdepp	OFF	ACTIVE	5073465	2017-05-26	2021-05-25	4.5
102	Matt	Bommar	5101234567	20 Mapple Ave	San Pedro	90731	mb@gmail.com	mattbommar	mattbommar	OFF	ACTIVE	5083465	2016-05-18	2020-05-15	1.82
103	Chris	Hemsworth	5131234567	7 W. Adams Lane	San Jose	95116	ch@gmail.com	chrishemsworth	chemsworth	OFF	ACTIVE	4073465	2016-04-26	2019-04-25	2
104	Ashton	Kutcher	8101234567	7246 W. Windsor Dr	Carmichael	95608	ak@gmail.com	asharkutcher	asharkutcher	OFF	ACTIVE	4173465	2015-01-08	2019-01-07	4.8
105	Chase	Crawford	8101234567	601 Sherwood Ave	San Bernardino	92403	ccf@gmail.com	chase	ccraw	OFF	ACTIVE	3073435	2016-05-14	2020-05-13	3.2
106	Brad	Pitt	8101224567	1 East Bayberry St.	Hanford	93230	bp@gmail.com	bradpit	bradpit	OFF	ACTIVE	7073465	2014-02-19	2019-02-18	4.8
107	Ryan	Gosling	8101234566	241 Indian Spring St.	Los Altos	94668	rg@gmail.com	ryangosling	rgosling	OFF	ACTIVE	1073465	2017-05-02	2021-05-01	4.3
108	Angelina	Jolie	5105234566	1120 N St.	Sacramento	94273	aj@gmail.com	angelinajolie	ajolie	OFF	ACTIVE	1273465	2016-08-26	2020-08-07	3.9
109	Kate	Winflet	5105134566	111 Grand Ave Apt.20	Oakland	94623	kw@gmail.com	katewinlet	katewin	OFF	ACTIVE	5074465	2016-09-11	2020-09-10	4.87
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

### CAR:

CAR_ID	DRIVER_ID	REGISTRATION_NO	MAKE	CAR_TYPE	MODEL	COLOR	POLICY_ID	INSURANCE_VALID_FROM	INSURANCE_VALID_TO	SMOG_CHECK
1	100	US 9887	Toyota	HATCHBACK	Prius	White	77777	1997-06-06	2020-06-06	Y
2	101	NA 9111	Chevrolet	SEDAN		Blue	6666	2001-07-07	2019-07-07	Y
3	101	CK 1425	Honda	SEDAN	Accord	White	5555	1999-11-11	2021-11-11	Y
4	102	7RUP388	Lexus	SEDAN		Black	88888	2002-08-16	2020-08-16	Y
5	103	7XDA587	Suzuki	HATCHBACK	5s	Red	99999	2005-01-06	2022-01-06	Y
6	104	7UYR927	Toyota	HATCHBACK	Camry	Red	22222	2006-06-06	2025-06-06	Y
7	105	28793X1	Nissan	SEDAN	Sentra	Black	11111	2001-01-23	2022-01-23	Y
8	106	7PQNM609	Nissan	SEDAN	Altima	Gray	44444	1999-03-03	2020-03-03	N
9	107	6VRY312	Hyundai	SEDAN	Elantra	Gray	33333	1997-06-06	2020-06-06	N
10	108	7MYA828	Honda	SEDAN	Civic	White	176372	2001-04-26	2020-04-26	Y
11	109	6JJJ519	Mercedes	SEDAN	E class	White	75872	2001-09-09	2020-09-09	Y
12	108	88666R1	Mazda	MINIVAN	Mazda5	White	25767	2002-06-04	2020-06-04	Y
13	105	7LUG232	Hyundai	SEDAN	Sonata	White	987633	2001-12-25	2024-12-25	Y
14	103	6BXZ703	Honda	SUV	CR-V	White	100673	2003-12-16	2025-12-16	N
15	106	8BXZT13	Ford	SUV	Escape	Red	888666	2002-11-15	2024-11-15	Y
16	107	7XXX777	Chevrolet	SUV	Equinox	Blue	611731	2005-08-10	2025-08-10	Y
17	101	8ZZZ119	BMW	SEDAN	3 series		776655	2002-08-08	2022-08-08	Y
18	100	8JXZ599	Audi	SEDAN	A3		889911	2005-02-15	2020-02-15	Y
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

### RIDE:

RIDE_ID	PASSENGER_ID	CAR_ID	RIDE_TYPE	RIDE_STATUS	RIDE_SOURCE	RIDE_DESTINATION	SOURCE_CITY	DESTINATION_CITY	START_DATE	END_DATE
1000	12	1	POOL	REQUESTED	2147, Timberleaf Apt. 220, Santa Clara	500 El Camino Real, Santa Clara	Santa Clara	Santa Clara	2018-02-15	2018-02-15
1001	13	1	X	CURRENT	3972 Beech Street, Oakland	500 El Camino Real, Santa Clara	Oakland	Santa Clara	2018-02-17	2018-02-17
1002	15	5	POOL	COMPLETED	1226, Henderson Ave, Apt. 4, Sunnyvale	831 Libby Street, Los Altos	Sunnyvale	Los Altos	2017-10-11	2017-10-11
1003	16	1	POOL	CURRENT	457 W California, Sunnyvale	303, Market St., Santa Clara	Sunnyvale	Santa Clara	2018-02-15	2018-02-15
1004	18	14	XL	COMPLETED	1286 Valley Drive, Menlo Park	500 El Camino Real, Santa Clara	Santa Clara	Santa Clara	2018-01-12	2018-01-12
1005	17	11	LUXURY	CANCELLED	32 E California, Los Altos	377 Santana Row, San Jose	Los Altos	San Jose	2018-01-03	2018-01-03
1006	16	10	X	REQUESTED	649 Cunningham Court, San Jose	555 Market Street, San Francisco	San Jose	San Francisco	2018-02-09	2018-02-06
1007	19	17	LUXURY	COMPLETED	123 California St., Palo Alto	377 Downtown Palo Alto	Palo Alto	Palo Alto	2018-03-01	2018-03-01
1008	16	10	X	COMPLETED	2770 Barrington Court, San Jose	California Street 82, San Francisco	San Jose	San Francisco	2018-01-28	2018-01-28
1009	17	4	X	REQUESTED	Market St., Redwood City	45 Downtown San Jose	Redwood City	San Jose	2018-01-17	2018-01-17
1010	14	2	POOL	REQUESTED	2147, Timberleaf Apt. 220, Santa Clara	500 El Camino Real, Santa Clara	Santa Clara	Santa Clara	2017-07-15	2017-07-15
1011	13	5	X	CURRENT	3972 Beech Street, Oakland	500 El Camino Real, Santa Clara	Oakland	Santa Clara	2017-07-12	2017-07-12
1012	18	8	POOL	COMPLETED	1226, Henderson Ave, Apt. 4, Sunnyvale	831 Libby Street, Los Altos	Sunnyvale	Los Altos	2017-08-11	2017-08-11
1013	13	2	POOL	CURRENT	457 W California, Sunnyvale	303, Market St., Santa Clara	Sunnyvale	Santa Clara	2017-07-15	2017-07-15
1014	18	15	XL	COMPLETED	1286 Valley Drive, Menlo Park	500 El Camino Real, Santa Clara	Santa Clara	Santa Clara	2017-08-12	2017-08-12
1015	17	18	LUXURY	CANCELLED	32 E California, Los Altos	377 Santana Row, San Jose	Los Altos	San Jose	2017-09-03	2017-09-03
1016	16	12	X	REQUESTED	649 Cunningham Court, San Jose	555 Market Street, San Francisco	San Jose	San Francisco	2017-09-06	2017-09-06
1017	19	11	LUXURY	COMPLETED	123 California St., Palo Alto	377 Downtown Palo Alto	Palo Alto	Palo Alto	2017-08-20	2017-08-20
1018	17	9	X	COMPLETED	2770 Barrington Court, San Jose	California Street 82, San Francisco	San Jose	San Francisco	2017-08-28	2017-08-28
1019	13	6	X	REQUESTED	Market St., Redwood City	45 Downtown San Jose	Redwood City	San Jose	2017-09-10	2017-09-10
1020	12	2	POOL	REQUESTED	2147, Timberleaf Apt. 220, Santa Clara	500 El Camino Real, Santa Clara	Santa Clara	Santa Clara	2017-11-17	2017-11-17
1021	13	1	X	CURRENT	3972 Beech Street, Oakland	500 El Camino Real, Santa Clara	Oakland	Santa Clara	2017-10-07	2017-10-07
1022	18	5	POOL	COMPLETED	1226, Henderson Ave, Apt. 4, Sunnyvale	831 Libby Street, Los Altos Hills	Sunnyvale	Los Altos Hills	2017-10-01	2017-10-01
1023	16	2	POOL	CURRENT	457 W California, Sunnyvale	303, Market St., Santa Clara	Sunnyvale	Santa Clara	2017-12-10	2017-12-10
1024	15	16	XL	COMPLETED	1286 Valley Drive, Menlo Park	500 El Camino Real, Santa Clara	Santa Clara	Santa Clara	2017-11-17	2017-11-17
1025	20	11	LUXURY	CANCELLED	32 E California, Los Altos	377 Santana Row, San Jose	Los Altos	San Jose	2017-10-19	2017-10-19
1026	18	10	X	REQUESTED	649 Cunningham Court, San Jose	555 Market Street, San Francisco	San Jose	San Francisco	2017-12-01	2017-12-01
1027	19	11	LUXURY	COMPLETED	123 California St., Palo Alto	377 Downtown Palo Alto	Palo Alto	Palo Alto	2017-06-27	2017-06-27
1028	16	10	X	COMPLETED	2770 Barrington Court, San Jose	California Street 82, San Francisco	San Jose	San Francisco	2017-06-27	2017-06-27
1029	17	4	X	COMPLETED	Market St., Redwood City	45 Downtown San Jose	Redwood City	San Jose	2017-06-16	2017-06-16
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL
NO_OF_SEATS	ETA	PICKUP_TIME	DRIVER_LOCATION		CANCELLATION_REASON	RIDE_COST	RIDE_TIP	RIDE_TOTAL_COST		
2	13:15:00	00:05:00	2025 Newhall St., Santa Clara		NULL	2.82	NULL	2.82		
NULL	13:00:00	00:10:00	105 Market St., Oakland		NULL	30	NULL	30		
1	10:35:20	00:03:00	1407, Henderson Ave, Sunnyvale		NULL	9.86	0	9.86		
1	13:20:00	00:08:00	N Frances St., Sunnyvale		NULL	9.52	NULL	9.52		
NULL	15:45:02	00:02:00	2025 Newhall St., Santa Clara		NULL	20.26	1	21.26		
NULL	19:45:00	00:10:00	E Frances St., Los Altos	Driver too far	0	NULL	0	0		
NULL	19:10:02	00:05:00	641 Cunningham Court, San Jose		NULL	50.02	0	50.02		
NULL	20:35:00	00:05:00	E California St., Palo Alto		NULL	8.23	2	10.23		
NULL	19:10:02	00:01:00	2770 Barrington Court, San Jose		NULL	50.02	0	50.02		
NULL	19:15:00	00:10:00	2025 Newhall St., Redwood City		NULL	35.82	NULL	35.82		
2	13:15:00	00:05:00	2025 Newhall St., Santa Clara		NULL	2.82	NULL	2.82		
NULL	13:00:00	00:10:00	105 Market St., Oakland		NULL	30	NULL	30		
1	10:35:20	00:03:00	1407, Henderson Ave, Sunnyvale		NULL	9.86	0	9.86		
1	13:20:00	00:08:00	N Frances St., Sunnyvale		NULL	9.52	NULL	9.52		
NULL	15:45:02	00:02:00	2025 Newhall St., Santa Clara		NULL	20.26	1	21.26		
NULL	19:45:00	00:10:00	E Frances St., Los Altos	Changed your mind	0	NULL	0	0		
NULL	19:10:02	00:05:00	641 Cunningham Court, San Jose		NULL	50.02	0	50.02		
NULL	20:35:00	00:05:00	E California St., Palo Alto		NULL	8.23	2	10.23		
NULL	19:10:02	00:01:00	2770 Barrington Court, San Jose		NULL	50.02	0	50.02		
NULL	19:15:00	00:10:00	2025 Newhall St., Redwood City		NULL	35.82	NULL	35.82		
2	13:15:00	00:05:00	2025 Newhall St., Santa Clara		NULL	2.82	NULL	2.82		
NULL	13:00:00	00:10:00	105 Market St., Oakland		NULL	31.23	NULL	30		
1	10:35:20	00:03:00	1407, Henderson Ave, Sunnyvale		NULL	5.46	0	5.46		
1	13:20:00	00:08:00	N Frances St., Sunnyvale		NULL	7.52	NULL	7.52		
NULL	15:45:02	00:02:00	2025 Newhall St., Santa Clara		NULL	21.22	1	22.22		
NULL	17:45:00	00:10:00	E Frances St., Los Altos	Driver asked me to cancel	0	NULL	0	0		
NULL	17:10:02	00:07:00	641 Cunningham Court, San Jose		NULL	55.02	0	55.02		
NULL	20:35:00	00:01:00	E California St., Palo Alto		NULL	10.23	0	10.23		
NULL	19:10:02	00:01:00	2770 Barrington Court, San Jose		NULL	50.02	0	50.02		
NULL	19:15:00	00:10:00	2025 Newhall St., Redwood City		NULL	32.82	NULL	32.82		
NULL	NULL	NULL	NULL		NULL	NULL	NULL	NULL		

## DRIVER SUPPORT:

D REP ID	D REP NAME	D REP ADDRESS	D REP CONTACT	D REP EMAIL	D REP USERNAME	D REP PASSWORD
12001	Shawn Mandela	4593 Harrison Street, San Francisco, CA 94107	4444441234	smandela@gmail.com	SMandela	smandela
12002	Aliyah Portale	596 Archwood Avenue, Mountain View, CA 82939	4444444567	aportale@gmail.com	APortale	aportale
12003	Thomas Peterson	679 Windy Ridge Road, Fremont, IN 46737	4242135678	tpeterson@gmail.com	TPeterson	tpeterson
12004	Joshua Sin	3808 Burnside Avenue, Cedar City, UT 84720	4423234286	jsin@gmail.com	JSin	jsin12
12005	Jose Porter	1216 Angie Drive, Pomona, CA 91766	4441234444	jporter@gmail.com	JPorter	jporter
12006	Dave Miller	3467 Wolf Pen Road, San Mateo, CA 94403	3124448765	dmliller@scu.com	DMiller	dmliller
12007	Susan Porter	1244 Ashcraft Court, California, CA 02110	4449874444	sporter@gmail.com	SPorter	sporter
12008	Josh Maskarenas	4517 Ford Street, Sunnyvale, CA 94086	2123434786	jmaskarenas@gmail.com	JMaskarenas	jmask123
12009	Luis Phillip	2394 Meadow Lane, San Jose, CA 95113	4144142222	lphillip@gmail.com	LPhillip	lphillip
NULL	NULL	NULL	NULL	NULL	NULL	NULL

## PASSENGER SUPPORT:

P REP ID	P REP NAME	P REP ADDRESS	P REP CONTACT	P REP EMAIL	P REP USERNAME	P REP PASSWORD
► 11001	James Smith	7068 Middle River Drive San Jose, CA 96112	6156276789	jamessmith@gmail.com	jsmith	orange123
11002	Maria Garcia	8931 Center Drive Torrance, CA 90505	7682435678	mariagracia@hotmail.com	mgracia	twooneone
11003	David Smith	40 Hilldale Lane San Antonio, TX 78213	9178276678	dsmith@yahoo.com	dsmith	hoppingon
11004	Mariam Rodriguez	9 Windfall Road Eugene, OR 97402	6172890009	mariamr@gmail.com	mrodriguez	apples890
11005	Richard Johnson	416 Temple Street Glen Allen, VA 23059	8279887877	richjohn@gmail.com	rjohnson	workhard
11006	John Davis	33 Inverness Road West Orange, NJ 07052	2867367883	jdavis@gmail.com	jdavis	jdavis123
11007	Andrew Taylor	800 West Linda Lane Crown Point, IN 46307	4125195777	andrewt@gmail.com	ataylor	ataylor456
11008	Phoebe Moore	8656 Wayne Court Kansas City, MO 64151	6504764973	phmoore@gmail.com	pmoore	tree345
11009	Jessica Thompson	965 Glenholme Street Dalton, GA 30721	6750997298	jthompson@hotmail.com	jthompson	thomps123
<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>

## PASSENGER INCIDENT:

P INCIDENT ID	P START DATE	P END DATE	P INCIDENT TYPE	P INCIDENT PRIORITY	P ADDL DESCRIPTION	P INCIDENT STATUS	PASSENGER ID	RIDE ID	P REP ID	P COMMENT
► 210001	2017-10-19	<b>HULL</b>	OTHER ISSUES	MEDIUM	Driver did not come to the pickup location and a...	OPEN	20	1025	11003	<b>HULL</b>
210002	2018-03-01	2018-03-02	REFUND ISSUES	LOW	Driver took a longer route.	CLOSED	19	1007	11008	<b>HULL</b>
210003	2018-02-11	<b>HULL</b>	LOST AND FOUND	HIGH	I left my bag in the car.	OPEN	15	1002	11005	<b>HULL</b>
210004	2017-08-11	<b>HULL</b>	UNETHICAL BEHAVIOUR	HIGH	Driver misbehaved with me.	NEW	18	1012	<b>HULL</b>	<b>HULL</b>
<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>

## DRIVER INCIDENT:

D INCIDENT ID	D START DATE	D END DATE	D INCIDENT TYPE	D INCIDENT PRIORITY	D ADDL DESCRIPTION	D INCIDENT STATUS	DRIVER ID	RIDE ID	D REP ID	D COMMENT
► 310001	2018-08-28	<b>HULL</b>	LOST AND FOUND	HIGH	Found a wallet in the car.	NEW	107	1018	<b>HULL</b>	<b>HULL</b>
310002	2017-11-17	<b>HULL</b>	UNETHICAL BEHAVIOUR	HIGH	Passenger was very rude and abusing unneces...	OPEN	106	1024	12007	<b>HULL</b>
310003	2017-07-12	2017-07-12	OTHER ISSUES	LOW	Application is not working properly.	CLOSED	103	1011	12009	<b>HULL</b>
<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>

## PASSENGER BLACKLIST:

P BLACKLIST ID	PASSENGER ID	ADDED BY	REMOVED BY	P BLACKLISTED FROM	P BLACKLISTED TO	P BLACKLISTED STATUS
► 6000	15	12009	<b>HULL</b>	2017-11-21	<b>HULL</b>	BLOCKED
<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>

## DRIVER BLACKLIST:

D BLACKLIST ID	DRIVER ID	D ADDED BY	D REMOVED BY	D BLACKLISTED FROM	D BLACKLISTED TO	D BLACKLISTED STATUS
► 3000	106	11009	<b>HULL</b>	2017-08-16	<b>HULL</b>	SUSPENDED
<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>

## PAYMENT:

PAYMENT ID	RIDE ID	PAYMENT MODE ID	AMOUNT
► 400	1002	505	4.93
401	1002	506	4.93
402	1004	509	21.26
403	1007	510	7
404	1007	511	3.23
405	1008	507	50.02
406	1012	509	9.86
407	1017	510	10.23
408	1014	509	21.26
409	1018	508	50.02
410	1022	509	5.46
411	1024	505	22.22
412	1027	510	10.23
413	1028	507	50.02
414	1029	508	32.82
<b>HULL</b>	<b>HULL</b>	<b>HULL</b>	<b>HULL</b>

**PAYMENT MODE:**

PAYMENT_MODE_ID	PASSENGER_ID	MODE_TYPE
501	12	CARD
502	12	PAYPAL
503	13	CARD
504	14	CARD
505	15	CARD
506	15	PAYPAL
507	16	CARD
508	17	PAYPAL
509	18	CARD
510	19	CARD
511	19	PAYPAL
NULL	NULL	NULL

**PAYPAL:**

PAYPAL_ACCOUNT_NO	PAYMENT_MODE_ID
400020285652	502
145423808966	506
239907229519	508
239907229329	511
NULL	NULL

**CARD:**

CARD_NO	CARD_TYPE	CARDHOLDER_NAME	VALID_THROUGH	ZIP	PAYMENT_MODE_ID
370076670321449	CREDIT	Ranveer Singh	2022-01-13	95112	501
370254341135387	CREDIT	Shahrukh Khan	2019-09-12	95127	504
370694771636570	DEBIT	Shahid Kapoor	2021-07-12	95050	503
4024007148396921	CREDIT	Salman Khan	2022-09-12	94126	505
4485803716433001	DEBIT	Anushka Sharma	2023-06-22	95050	507
4485803716433002	DEBIT	Sonam Kapoor	2018-12-09	96120	509
4485803716433067	CREDIT	Priyanka Chopra	2022-01-17	94809	510
NULL	NULL	NULL	NULL	NULL	NULL

**RATING:**

RATING_ID	DRIVER_RATING	PASSENGER_RATING	RIDE_ID
200	4.98	4.5	1001
201	5	2.32	1002
202	5	1.32	1003
203	5	4.5	1004
204	5	2	1005
205	5	4.8	1006
206	5	3.2	1007
207	5	4.8	1008
NULL	NULL	NULL	NULL

## **Passenger:**

### **1. PASSENGER REGISTERS ON THE APP (USING CONDITIONAL INSERT)**

```
INSERT INTO PASSENGER(PASSENGER_ID, FIRST_NAME, LAST_NAME,
PASSENGER_ADDRESS, ZIPCODE, PHONE_NO, EMAIL, USERNAME, P_PASSWORD,
P_STATUS) VALUES (21, 'Kareena', 'Kapoor', '1176, Palo Alto Ave', 'Palo Alto', 94301, 6508972546, kkppr@gmail.com, kkpprbebo, KKPPRbebokhan, 4.78, 'ACTIVE');
```

```
SELECT * FROM PASSENGER WHERE PASSENGER_ID = 21;
```

PASSENGER_ID	FIRST_NAME	LAST_NAME	PASSENGER_ADDRESS	CITY	ZIP	PHONE_NO	EMAIL_ID	USERNAME	P_PASSWORD	PASSENGER_AVG_RATING	P_STATUS
21	Kareena	Kapoor	1176, Palo Alto Ave	Palo Alto	94301	6508972546	kkppr@gmail.com	kkpprbebo	KKPPRbebokhan	4.78	ACTIVE

### **2. PASSENGER REQUESTS A RIDE**

```
INSERT INTO RIDE(RIDE_ID,PASSENGER_ID ,CAR_ID,RIDE_TYPE ,RIDE_STATUS
,RIDE_SOURCE,RIDE_DESTINATION ,SOURCE_CITY,
DESTINATION_CITY ,START_DATE ,END_DATE ,START_TIME
,END_TIME,NO_OF_SEATS ,ETA,PICKUP_TIME ,
DRIVER_LOCATION ,CANCELLATION_REASON ,RIDE_COST ,RIDE_TIP
,RIDE_TOTAL_COST)
VALUES(1030 ,21 ,002 , 'POOL' , 'REQUESTED' , '1176, Palo Alto Ave, Palo Alto' , '500 El
Camino Real, Santa Clara' , 'Palo Alto' , 'Santa Clara' , '2018-03-01' , '2018-03-01' , NULL , NULL ,
1 , '20:15:00' , '00:03:00' , '1170 Palo Alto Works, Palo Alto' , NULL ,7.09,NULL,7.09);
```

```
SELECT * FROM RIDE WHERE RIDE_ID = 1030
```

RIDE_ID	PASSENGER_ID	CAR_ID	RIDE_TYPE	RIDE_STATUS	RIDE_SOURCE	RIDE_DESTINATION	SOURCE_CITY	DESTINATION_CITY	START_DATE	END_DATE
1030	21	2	POOL	REQUESTED	1176, Palo Alto Ave,Palo Alto	500 El Camino Real,Santa Clara	Palo Alto	Santa Clara	2018-03-01	2018-03-01
START_TIME	END_TIME	NO_OF_SEATS	ETA	PICKUP_TIME	DRIVER_LOCATION	CANCELLATION_REASON	RIDE_COST	RIDE_TIP	RIDE_TOTAL_COST	
NULL	NULL	1	20:15:00	00:03:00	1170 Palo Alto Works, Palo Alto	NULL	7.09	NULL	7.09	

### **3. PASSENGER REMOVES HIS ACCOUNT FROM THE APP**

```
UPDATE PASSENGER SET P_STATUS = 'INACTIVE'
WHERE PASSENGER_ID = 21;
```

```
SELECT * FROM PASSENGER WHERE PASSENGER_ID = 21;
```

PASSENGER_ID	FIRST_NAME	LAST_NAME	PASSENGER_ADDRESS	CITY	ZIP	PHONE_NO	EMAIL_ID	USERNAME	P_PASSWORD	PASSENGER_AVG_RATING	P_STATUS
21	Kareena	Kapoor	1176, Palo Alto Ave	Palo Alto	94301	6508972546	kkppr@gmail.com	kkpprbebo	KKPPRbebokhan	4.78	INACTIVE

**4. AFTER LODGING A COMPLAINT, PASSENGER WANTS TO CHECK HIS INCIDENT AGAIN FOR A PARTICULAR RIDE.**

```
SELECT R.RIDE_ID, R.RIDE_SOURCE, R.RIDE_DESTINATION,
R.START_DATE,R.START_TIME, R.END_DATE, R.END_TIME, R.RIDE_TOTAL_COST,
I.P_INCIDENT_ID, I.P_INCIDENT_STATUS, I.P_INCIDENT_TYPE
FROM PASSENGER INCIDENT I, RIDE R
WHERE I.RIDE_ID = R.RIDE_ID
AND I.PASSENGER_ID = 15 AND P_INCIDENT_ID = 210003;
```

(Specifying the incident id because one passenger may have lodged many complaints)

RIDE_ID	RIDE_SOURCE	RIDE_DESTINATION	START_DATE	START_TIME	END_DATE	END_TIME	RIDE_TOTAL_COST	P_INCIDENT_ID	P_INCIDENT_STATUS	P_INCIDENT_TYPE
1002	1226, Henderson Ave, Apt. 4,Sunnyvale	831 Libby Street, Los Altos	2017-10-11	10:15:15	2017-10-11	10:35:03	9.86	210003	OPEN	LOST AND FOUND

**5. AFTER REQUESTING A RIDE , PASSENGER CHECKS THE LOCATION OF THE DRIVER AND THE TIME DRIVER WILL TAKE TO REACH TO THE PICK-UP SPOT.**

```
SELECT PICKUP_TIME, DRIVER_LOCATION
FROM RIDE
WHERE RIDE_ID = 1009;
```

PICKUP_TIME	DRIVER_LOCATION
00:10:00	2025 Newhall St.,Redwood City

**6. A PASSENGER WANTS TO ADD A PAYMENT MODE FOR HIS ACCOUNT**

```
START TRANSACTION;
INSERT INTO PAYMENT_MODE(PAYMENT_MODE_ID, PASSENGER_ID, MODE_TYPE)
VALUES (512,16,'PAYPAL');
INSERT INTO PAYPAL(PAYMENT_MODE_ID, PASSENGER_ID, MODE_TYPE)
VALUES('145423808976', 512);
COMMIT;
SELECT * FROM PAYMENT_MODE;
```

PAYMENT_MODE_ID	PASSENGER_ID	MODE_TYPE
501	12	CARD
502	12	PAYPAL
► 503	13	CARD
504	14	CARD
505	15	CARD
506	15	PAYPAL
507	16	CARD
508	17	PAYPAL
509	18	CARD
510	19	CARD
511	19	PAYPAL
512	16	PAYPAL

SELECT \* FROM PAYPAL;

PAYPAL_ACCOUNT_NO	PAYMENT_MODE_ID
► 400020285652	502
145423808966	506
239907229519	508
239907229329	511
145423808976	512
NULL	NULL

## Driver:

### 1. Check Ride History

SELECT R.RIDE\_ID,C.DRIVER\_ID,C.CAR\_ID,R.RIDE\_TYPE,R.RIDE\_STATUS,R.RIDE\_SOURCE,R.RIDE\_DESTINATION,R.RIDE\_TOTAL\_COST,R.START\_DATE,R.START\_TIME,C.CAR\_TYPE,C.MAKE,C.REGISTRATION\_NO FROM RIDE R  
JOIN CAR C ON C.CAR\_ID = R.CAR\_ID WHERE C.DRIVER\_ID = 109;

RIDE_ID	DRIVER_ID	CAR_ID	RIDE_TYPE	RIDE_STATUS	RIDE_SOURCE	RIDE_DESTINATION	RIDE_TOTAL_COST	START_DATE	START_TIME	CAR_TYPE	MAKE	REGISTRATION_NO
► 1005	109	11	LUXURY	CANCELLED	32 E California, Los Altos	377 Santana Row, San Jose	0	2018-01-03	19:15:00	SEDAN	Mercedes	6JJJ519
1017	109	11	LUXURY	COMPLETED	123 California St. Palo Alto	377 Downtown Palo Alto	10.23	2017-08-20	20:30:00	SEDAN	Mercedes	6JJJ519
1025	109	11	LUXURY	CANCELLED	32 E California, Los Altos	377 Santana Row, San Jose	0	2017-10-19	17:15:00	SEDAN	Mercedes	6JJJ519
1027	109	11	LUXURY	COMPLETED	123 California St. Palo Alto	377 Downtown Palo Alto	10.23	2017-06-27	20:30:00	SEDAN	Mercedes	6JJJ519

### 2. Switch to non-accepting mode

#### Before Update:

DRIVER_ID	FIRST_NAME	LAST_NAME	PHONE_NO	DRIVER_ADDRESS	CITY	ZIP	EMAIL_ID	USERNAME	D_PASSWORD	NON_ACCEPTANCE	D_STATUS	LICENSE_NO	LICENSE_VALID_FROM	LICENSE_VALID_TO	DRIVER_AVG_RA
► 105	Chase	Crawford	8101234557	601 Sherwood Ave	San Bernardino	92404	och@gmail.com	chase	ccraw	OFF	ACTIVE	3073435	2016-05-14	2020-05-13	3.2

UPDATE DRIVER

SET NON\_ACCEPTANCE = 'ON'  
WHERE DRIVER\_ID = 105;

SELECT \* FROM DRIVER WHERE DRIVER\_ID = 105;

DRIVER_ID	FIRST_NAME	LAST_NAME	PHONE_NO	DRIVER_ADDRESS	CITY	ZIP	EMAIL_ID	USERNAME	D_PASSWORD	NON_ACCEPTANCE	D_STATUS	LICENSE_NO	LICENSE_VALID_FROM	LICENSE_VALID_TO	DRIVER_AVG_RATING
105	Chase	Crawford	8101234567	601 Sherwood Ave	San Bernardino	92404	ccch@gmail.com	chase	ccraw	ON	ACTIVE	3073435	2016-05-14	2020-05-13	3.2

3. **Check his/her average rating**

```
SELECT DRIVER_AVG_RATING FROM DRIVER WHERE DRIVER_ID = 109;
```

DRIVER_AVG_RATING
► 4.87

4. **Register an incident to incident table**

```
INSERT INTO DRIVER INCIDENT (D_INCIDENT_ID,D_START_DATE,D_END_DATE,
D_INCIDENT_TYPE,D_INCIDENT_PRIORITY,
D_ADDL_DESCRIPTION, D_INCIDENT_STATUS, DRIVER_ID, RIDE_ID,
D REP_ID,D_COMMENT)
VALUES(310004,'2017-08-12',NULL, 'LOST AND FOUND','HIGH', 'Passenger left a
wallet in the car.', 'NEW', '106','1014', NULL,NULL);
```

```
SELECT * FROM DRIVER INCIDENT;
```

D_INCIDENT_ID	D_START_DATE	D_END_DATE	D_INCIDENT_TYPE	D_INCIDENT_PRIORITY	D_ADDL_DESCRIPTION	D_INCIDENT_STATUS	DRIVER_ID	RIDE_ID	D REP_ID	D COMMENT
310001	2018-08-28	NULL	LOST AND FOUND	HIGH	Found a wallet in the car.	NEW	107	1018	NULL	NULL
310002	2017-11-17	NULL	UNETHICAL BEHAVIOUR	HIGH	Passenger was very rude and abusing unnece...	OPEN	106	1024	12007	NULL
310003	2017-07-12	2017-07-12	OTHER ISSUES	LOW	Application is not working properly.	CLOSED	103	1011	12009	NULL
310004	2017-08-12	NULL	LOST AND FOUND	HIGH	Passenger left a wallet in the car.	NEW	106	1014	NULL	NULL

5. **Check his earnings for the day**

```
SELECT SUM(RIDE_COST*0.60 + RIDE_TIP) AS 'EARNINGS PER DAY' FROM RIDE R
JOIN CAR C ON C.CAR_ID = R.CAR_ID WHERE C.DRIVER_ID = 109;
```

EARNINGS PER DAY
► 13.075999450683593

**Passenger Support:**

1. **See all the incidents lodged by a passenger**

```
SELECT *
FROM PASSENGER INCIDENT
WHERE PASSENGER_ID = 20;
```

P INCIDENT_ID	P START_DATE	P END_DATE	P INCIDENT_TYPE	P INCIDENT_PRIORITY	P ADDL_DESCRIPTION	P INCIDENT_STATUS	PASSENGER_ID	RIDE_ID	P REP_ID	P COMMENT
210001	2017-10-19	NULL	OTHER ISSUES	MEDIUM	Driver did not come to the pickup location and a...	OPEN	20	1025	11003	NULL

2. **Can change the status of an incident lodged**

```
UPDATE PASSENGER INCIDENT
SET P INCIDENT STATUS = 'CLOSED'
WHERE P INCIDENT_ID = 210001;
```

SELECT \* FROM PASSENGER INCIDENT;

P INCIDENT_ID	P START_DATE	P END_DATE	P INCIDENT_TYPE	P INCIDENT_PRIORITY	P ADDL_DESCRIPTION	P INCIDENT_STATUS	PASSENGER_ID	RIDE_ID	P REP_ID	P COMMENT
210001	2017-10-19	NULL	OTHER ISSUES	MEDIUM	Driver did not come to the pickup location and a...	CLOSED	20	1025	11003	NULL
210002	2018-03-01	2018-03-02	REFUND ISSUES	LOW	Driver took a longer route.	CLOSED	19	1007	11008	NULL
210003	2018-02-11	NULL	LOST AND FOUND	HIGH	I left my bag in the car.	OPEN	15	1002	11005	NULL
210004	2017-08-11	NULL	UNETHICAL BEHAVIOUR	HIGH	Driver misbehaved with me.	NEW	18	1012	NULL	NULL
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

### 3. Add/remove a driver from Blacklist

#### ADD-

```
INSERT INTO DRIVER_BLACKLIST(D_BLACKLIST_ID, DRIVER_ID, D_ADDED_BY,
D_REMOVED_BY, D_BLACKLISTED_FROM, D_BLACKLISTED_TO,
D_BLACKLISTED_STATUS) VALUES (3001, 104, 11001, NULL, '2018-03-01', NULL,
'BLOCKED');
```

SELECT \* FROM DRIVER\_BLACKLIST;

D_BLACKLIST_ID	DRIVER_ID	D_ADDED_BY	D_REMOVED_BY	D_BLACKLISTED_FROM	D_BLACKLISTED_TO	D_BLACKLISTED_STATUS
► 3000	106	11009	NULL	2017-08-16	NULL	SUSPENDED
3001	104	11001	NULL	2018-03-01	NULL	BLOCKED
NULL	NULL	NULL	NULL	NULL	NULL	NULL

#### REMOVE -

```
UPDATE DRIVER_BLACKLIST
SET D_BLACKLISTED_STATUS = 'UNBLOCKED', D_REMOVED_BY = 11001,
D_BLACKLISTED_TO = '2018-03-15'
WHERE DRIVER_ID = 104 AND D_BLACKLISTED_STATUS = 'SUSPENDED' OR
D_BLACKLISTED_STATUS= 'BLOCKED';
```

SELECT \* FROM DRIVER\_BLACKLIST;

D_BLACKLIST_ID	DRIVER_ID	D_ADDED_BY	D_REMOVED_BY	D_BLACKLISTED_FROM	D_BLACKLISTED_TO	D_BLACKLISTED_STATUS
► 3000	106	11009	NULL	2017-08-16	NULL	SUSPENDED
3001	104	11001	11001	2018-03-01	2018-03-15	UNBLOCKED
NULL	NULL	NULL	NULL	NULL	NULL	NULL

### 4. Refund Ride Cost back to the Passenger in case of Refund Issues:

#### A refund issue initiated by the Passenger:

P INCIDENT\_ID: 210002

SELECT \* FROM PASSENGER INCIDENT WHERE P INCIDENT\_ID = 210002

P INCIDENT_ID	P START_DATE	P END_DATE	P INCIDENT_TYPE	P INCIDENT_PRIORITY	P ADDL_DESCRIPTION	P INCIDENT_STATUS	PASSENGER_ID	RIDE_ID	P REP_ID	P COMMENT
► 210002	2018-03-01	2018-03-02	REFUND ISSUES	LOW	Driver took a longer route.	CLOSED	19	1007	11008	NULL
210002	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

START TRANSACTION;

UPDATE PASSENGER INCIDENT SET P COMMENT= 'REFUNDED \$10.23 TO THE PASSENGER',

P INCIDENT\_STATUS = 'CLOSED'

WHERE P INCIDENT\_ID = 210002;

UPDATE PAYMENT SET AMOUNT = 0.00 WHERE RIDE\_ID = 1007;

COMMIT;

SELECT \* FROM PASSENGER INCIDENT WHERE P INCIDENT\_ID = 210002

P INCIDENT_ID	P START_DATE	P END_DATE	P INCIDENT_TYPE	P INCIDENT_PRIORITY	P ADDL_DESCRIPTION	P INCIDENT_STATUS	PASSENGER_ID	RIDE_ID	P REP_ID	P COMMENT
210002	2018-03-01	2018-03-02	REFUND ISSUES	LOW	Driver took a longer route.	CLOSED	19	1007	11008	REFUNDED \$10.23 TO THE PASSENGER

SELECT \* FROM PAYMENT WHERE RIDE\_ID = 1007;

PAYMENT_ID	RIDE_ID	PAYMENT_MODE_ID	AMOUNT
403	1007	510	0
404	1007	511	0
NULL	NULL	NULL	NULL

## Driver Support:

### 1. Add a passenger to Blacklist

INSERT INTO PASSENGER\_BLACKLIST (P\_BLACKLIST\_ID, PASSENGER\_ID, P\_ADDED\_BY, P\_REMOVED\_BY, P\_BLACKLISTED\_FROM, P\_BLACKLISTED\_TO, P\_BLACKLISTED\_STATUS)  
VALUES (6000, 15, 12009, NULL, '2017-11-21', NULL, 'BLOCKED')  
FROM PASSENGER\_BLACKLIST B1  
WHERE NOT EXISTS (SELECT \* FROM PASSENGER\_BLACKLIST B2 WHERE B1.P\_BLACKLIST\_ID = B2.P\_BLACKLIST\_ID);

SELECT \* FROM PASSENGER\_BLACKLIST;

P_BLACKLIST_ID	PASSENGER_ID	P_ADDED_BY	P_REMOVED_BY	P_BLACKLISTED_FROM	P_BLACKLISTED_TO	P_BLACKLISTED_STATUS
6000	15	12009	NULL	2017-11-21	NULL	BLOCKED

### 2. Raise an incident.

INSERT INTO DRIVER\_INCIDENT (D INCIDENT\_ID, D START\_DATE, D END\_DATE, D INCIDENT\_TYPE, D INCIDENT\_PRIORITY, D ADDL\_DESCRIPTION, D INCIDENT\_STATUS, DRIVER\_ID, RIDE\_ID, D REP\_ID, D COMMENT)  
VALUES (310002, '2017-11-17', NULL, 'UNETHICAL BEHAVIOUR', 'HIGH', 'Passenger was very rude and abusing unnecessarily.', 'OPEN', '106', '1024', 12007, NULL);

SELECT \* FROM DRIVER INCIDENT WHERE D INCIDENT\_ID = 310002;

D INCIDENT_ID	D START_DATE	D END_DATE	D INCIDENT_TYPE	D INCIDENT_PRIORITY	D ADDL_DESCRIPTION	D INCIDENT_STATUS	DRIVER_ID	RIDE_ID	D REP_ID	D COMMENT
310002	2017-11-17	NULL	UNETHICAL BEHAVIOUR	HIGH	Passenger was very rude and abusing unnecessarily.	OPEN	106	1024	12007	NULL

### 3. Reopen a closed Incident

UPDATE DRIVER INCIDENT  
SET D INCIDENT\_STATUS = 'REOPEN'

WHERE D INCIDENT\_ID = 310003;

SELECT \* FROM DRIVER INCIDENT WHERE D INCIDENT\_ID = 310003;

D INCIDENT_ID	D START_DATE	D END_DATE	D INCIDENT_TYPE	D INCIDENT_PRIORITY	D ADDL_DESCRIPTION	D INCIDENT_STATUS	DRIVER_ID	RIDE_ID	D REP_ID	D COMMENT
310003	2017-07-12	2017-07-12	OTHER ISSUES	LOW	Application is not working properly.	REOPEN	103	1011	12009	NULL

#### 4. See all the rides of a driver.

SELECT R.RIDE\_ID, R.PASSENGER\_ID, C.DRIVER\_ID, C.CAR\_ID, R.RIDE\_TYPE,  
R.RIDE\_STATUS, R.RIDE\_SOURCE, R.RIDE\_DESTINATION, R.RIDE\_TOTAL\_COST,  
R.START\_DATE, R.START\_TIME  
FROM RIDE R,CAR C  
WHERE R.CAR\_ID=C.CAR\_ID AND C.DRIVER\_ID =101 ;

RIDE_ID	PASSENGER_ID	DRIVER_ID	CAR_ID	RIDE_TYPE	RIDE_STATUS	RIDE_SOURCE	RIDE_DESTINATION	RIDE_TOTAL_COST	START_DATE	START_TIME
1010	14	101	2	POOL	REQUESTED	2147, Timberleaf Apt. 220, Santa Clara	500 El Camino Real, Santa Clara	2.82	2017-07-15	NULL
1013	13	101	2	POOL	CURRENT	457 W California, Sunnyvale	303, Market St., Santa Clara	9.52	2017-07-15	12:45:00
1020	12	101	2	POOL	REQUESTED	2147, Timberleaf Apt. 220, Santa Clara	500 El Camino Real, Santa Clara	2.82	2017-11-17	NULL
1023	16	101	2	POOL	CURRENT	457 W California, Sunnyvale	303, Market St., Santa Clara	7.52	2017-12-10	12:40:00
1007	19	101	17	LUXURY	COMPLETED	123 California St. Palo Alto	377 Downtown Palo Alto	10.23	2018-03-01	20:30:00

## Indexes

CREATE UNIQUE INDEX RIDE ON RIDE(RIDE\_ID);

CREATE UNIQUE INDEX PASSENGER ON PASSENGER(PASSENGER\_ID);

CREATE UNIQUE INDEX DRIVER ON DRIVER(DRIVER\_ID);

## Views

### View 1

```
CREATE VIEW PAYMENT_INFO AS
SELECT DISTINCT P.PASSENGER_ID,P.FIRST_NAME,P.LAST_NAME,
PA.AMOUNT,R.START_DATE,R.RIDE_STATUS
FROM RIDE R, PAYMENT PA, PASSENGER P
WHERE PA.RIDE_ID= R.RIDE_ID AND P.PASSENGER_ID = R.PASSENGER_ID AND
R.RIDE_STATUS = 'COMPLETED';
```

```
SELECT * FROM PAYMENT_INFO;
```

PASSENGER_ID	FIRST_NAME	LAST_NAME	AMOUNT	START_DATE	RIDE_STATUS
15	Salman	Khan	4.93	2017-10-11	COMPLETED
18	Sonam	Kapoor	21.26	2018-01-12	COMPLETED
19	Priyanka	Chopra	0	2018-03-01	COMPLETED
16	Anushka	Sharma	50.02	2018-01-28	COMPLETED
18	Sonam	Kapoor	9.86	2017-08-11	COMPLETED
18	Sonam	Kapoor	21.26	2017-08-12	COMPLETED
19	Priyanka	Chopra	10.23	2017-08-20	COMPLETED
17	Ranbir	Kapoor	50.02	2017-08-28	COMPLETED
18	Sonam	Kapoor	5.46	2017-10-01	COMPLETED
15	Salman	Khan	22.22	2017-11-17	COMPLETED
19	Priyanka	Chopra	10.23	2017-06-27	COMPLETED
16	Anushka	Sharma	50.02	2017-06-27	COMPLETED
17	Ranbir	Kapoor	32.82	2017-06-16	COMPLETED

Find the passenger who has paid more than \$10 for a ride

```
SELECT *
FROM PAYMENT_INFO
WHERE AMOUNT>10.00;
```

PASSENGER_ID	FIRST_NAME	LAST_NAME	AMOUNT	START_DATE	RIDE_STATUS
18	Sonam	Kapoor	21.26	2018-01-12	COMPLETED
16	Anushka	Sharma	50.02	2018-01-28	COMPLETED
18	Sonam	Kapoor	21.26	2017-08-12	COMPLETED
19	Priyanka	Chopra	10.23	2017-08-20	COMPLETED
17	Ranbir	Kapoor	50.02	2017-08-28	COMPLETED
15	Salman	Khan	22.22	2017-11-17	COMPLETED
19	Priyanka	Chopra	10.23	2017-06-27	COMPLETED
16	Anushka	Sharma	50.02	2017-06-27	COMPLETED
17	Ranbir	Kapoor	32.82	2017-06-16	COMPLETED

**Find the total amount collected by the passengers in the year 2017?**

```
SELECT SUM(AMOUNT) AS 'TOTAL AMOUNT'  
FROM PAYMENT_INFO  
WHERE START_DATE > 2016-12-31 & START_DATE < 2018-01-01;
```

TOTAL AMOUNT
► 288.3299994468689

**VIEW 2:**

```
CREATE VIEW RIDE_INFO AS  
SELECT R.RIDE_ID,R.PASSENGER_ID,C.CAR_ID,C.DRIVER_ID,R.RIDE_TYPE,R.RIDE_STATUS,  
R.START_DATE, R.END_DATE  
FROM RIDE R,CAR C  
WHERE C.CAR_ID = R.CAR_ID;  
  
SELECT * FROM RIDE_INFO;
```

RIDE_ID	PASSENGER_ID	CAR_ID	DRIVER_ID	RIDE_TYPE	RIDE_STATUS	START_DATE	END_DATE
► 1000	12	1	100	POOL	REQUESTED	2018-02-15	2018-02-15
1001	13	1	100	X	CURRENT	2018-02-17	2018-02-17
1002	15	5	103	POOL	COMPLETED	2018-02-11	2018-02-11
1003	16	1	100	POOL	CURRENT	2018-02-15	2018-02-15
1004	18	14	103	XL	COMPLETED	2018-01-12	2018-01-12
1005	17	11	109	LUXURY	CANCELLED	2018-01-03	2018-01-03
1006	16	10	108	X	REQUESTED	2018-02-06	2018-02-06
1007	19	17	101	LUXURY	COMPLETED	2018-03-01	2018-03-01
1008	16	10	108	X	COMPLETED	2018-01-28	2018-01-28
1009	17	4	102	X	REQUESTED	2018-01-17	2018-01-17
1010	14	2	101	POOL	REQUESTED	2017-07-15	2017-07-15
1011	13	5	103	X	CURRENT	2017-07-12	2017-07-12
1012	18	8	106	POOL	COMPLETED	2017-08-11	2017-08-11
1013	13	2	101	POOL	CURRENT	2017-07-15	2017-07-15
1014	18	15	106	XL	COMPLETED	2017-08-12	2017-08-12
1015	17	18	100	LUXURY	CANCELLED	2017-09-03	2017-09-03
1016	16	12	108	X	REQUESTED	2017-09-06	2017-09-06
1017	19	11	109	LUXURY	COMPLETED	2017-08-20	2017-08-20
1018	17	9	107	X	COMPLETED	2017-08-28	2017-08-28
1019	13	6	104	X	REQUESTED	2017-09-10	2017-09-10
1020	12	2	101	POOL	REQUESTED	2017-11-17	2017-11-17
1021	13	1	100	X	CURRENT	2017-10-07	2017-10-07
1022	18	5	103	POOL	COMPLETED	2017-10-01	2017-10-01
1023	16	2	101	POOL	CURRENT	2017-12-10	2017-12-10
1024	15	16	107	XL	COMPLETED	2017-11-17	2017-11-17
1025	20	11	109	LUXURY	CANCELLED	2017-10-19	2017-10-19
1026	18	10	108	X	REQUESTED	2017-12-01	2017-12-01
1027	19	11	109	LUXURY	COMPLETED	2017-06-27	2017-06-27
1028	16	10	108	X	COMPLETED	2017-06-27	2017-06-27
1029	17	4	102	X	COMPLETED	2017-06-16	2017-06-16

**Find rides associated with DRIVER\_ID =101**

```
SELECT *
FROM RIDE_INFO
WHERE DRIVER_ID =101;
```

RIDE_ID	PASSENGER_ID	CAR_ID	DRIVER_ID	RIDE_TYPE	RIDE_STATUS	START_DATE	END_DATE
► 1010	14	2	101	POOL	REQUESTED	2017-07-15	2017-07-15
1013	13	2	101	POOL	CURRENT	2017-07-15	2017-07-15
1020	12	2	101	POOL	REQUESTED	2017-11-17	2017-11-17
1023	16	2	101	POOL	CURRENT	2017-12-10	2017-12-10
1007	19	17	101	LUXURY	COMPLETED	2018-03-01	2018-03-01

**Find rides where car id is greater than 6**

```
SELECT *
FROM RIDE_INFO
WHERE CAR_ID > 6;
```

RIDE_ID	PASSENGER_ID	CAR_ID	DRIVER_ID	RIDE_TYPE	RIDE_STATUS	START_DATE	END_DATE
► 1012	18	8	106	POOL	COMPLETED	2017-08-11	2017-08-11
1018	17	9	107	X	COMPLETED	2017-08-28	2017-08-28
1006	16	10	108	X	REQUESTED	2018-02-06	2018-02-06
1008	16	10	108	X	COMPLETED	2018-01-28	2018-01-28
1026	18	10	108	X	REQUESTED	2017-12-01	2017-12-01
1028	16	10	108	X	COMPLETED	2017-06-27	2017-06-27
1005	17	11	109	LUXURY	CANCELLED	2018-01-03	2018-01-03
1017	19	11	109	LUXURY	COMPLETED	2017-08-20	2017-08-20
1025	20	11	109	LUXURY	CANCELLED	2017-10-19	2017-10-19
1027	19	11	109	LUXURY	COMPLETED	2017-06-27	2017-06-27
1016	16	12	108	X	REQUESTED	2017-09-06	2017-09-06
1004	18	14	103	XL	COMPLETED	2018-01-12	2018-01-12
1014	18	15	106	XL	COMPLETED	2017-08-12	2017-08-12
1024	15	16	107	XL	COMPLETED	2017-11-17	2017-11-17
1007	19	17	101	LUXURY	COMPLETED	2018-03-01	2018-03-01
1015	17	18	100	LUXURY	CANCELLED	2017-09-03	2017-09-03

**VIEW 3:**

```
CREATE VIEW DRIVER_INFO AS
SELECT D.DRIVER_ID, D.FIRST_NAME, D.LAST_NAME, C.CAR_ID,C.CAR_TYPE,
D.LICENSE_NO,D.NON_ACCEPTANCE
FROM DRIVER D, CAR C
WHERE C.DRIVER_ID = D.DRIVER_ID;
```

```
SELECT * FROM DRIVER_INFO;
```

DRIVER_ID	FIRST_NAME	LAST_NAME	CAR_ID	CAR_TYPE	LICENSE_NO	NON_ACCEPTANCE
100	John	Snow	1	HATCHBACK	5078465	OFF
100	John	Snow	18	SEDAN	5078465	OFF
101	Johnny	Depp	2	SEDAN	5073465	OFF
101	Johnny	Depp	3	SEDAN	5073465	OFF
101	Johnny	Depp	17	SEDAN	5073465	OFF
102	Matt	Bommer	4	SEDAN	5063465	OFF
103	Chris	Hemsworth	5	HATCHBACK	4073465	OFF
103	Chris	Hemsworth	14	SUV	4073465	OFF
104	Ashton	Kutcher	6	HATCHBACK	4173465	OFF
105	Chase	Crawford	7	SEDAN	3073435	OFF
105	Chase	Crawford	13	SEDAN	3073435	OFF
106	Brad	Pitt	8	SEDAN	7073465	OFF
106	Brad	Pitt	15	SUV	7073465	OFF
107	Ryan	Gosling	9	SEDAN	1073465	OFF
107	Ryan	Gosling	16	SUV	1073465	OFF
108	Angelina	Jolie	10	SEDAN	1273465	OFF
108	Angelina	Jolie	12	MINIVAN	1273465	OFF
109	Kate	Winslet	11	SEDAN	5074465	OFF

**Find the details of drivers who have more than 1 sedan**

```
SELECT DRIVER_ID,FIRST_NAME, LAST_NAME  
FROM DRIVER_INFO  
WHERE CAR_TYPE ='SEDAN'  
GROUP BY DRIVER_ID  
HAVING COUNT(CAR_TYPE ) >1;
```

DRIVER_ID	FIRST_NAME	LAST_NAME
101	Johny	Depp
105	Chase	Crawford

**Find the details of driver have more than 1 car registered.**

```
SELECT DRIVER_ID,FIRST_NAME, LAST_NAME  
FROM DRIVER_INFO  
GROUP BY DRIVER_ID  
HAVING COUNT(CAR_TYPE ) >1;
```

	DRIVER_ID	FIRST_NAME	LAST_NAME
▶	100	John	Snow
	101	Johny	Depp
	103	Chris	Hemsworth
	105	Chase	Crawford
	106	Brad	Pitt
	107	Ryan	Gosling
	108	Angelina	Jolie

## Metrics

- Analyze the total revenue by city.

```
SELECT SOURCE_CITY AS 'CITY',
CONVERT(SUM(RIDE_TOTAL_COST),DECIMAL(7,2)) AS 'TOTAL REVENUE' FROM
RIDE GROUP BY SOURCE_CITY;
```

	CITY	TOTAL REVENUE
▶	Los Altos	0.00
	Oakland	90.00
	Palo Alto	30.69
	Redwood City	104.46
	San Jose	305.12
	Santa Clara	73.20
	Sunnyvale	51.74

- Find total number of rides completed daily, monthly, yearly.

(DAILY)

```
SELECT COUNT(RIDE_ID) AS 'No. of Rides Completed', START_DATE
FROM RIDE
WHERE RIDE_STATUS = 'COMPLETED'
GROUP BY START_DATE;
```

```

581
582 •      SELECT COUNT(RIDE_ID) AS 'No. of Rides Completed', START_DATE
583     FROM RIDE
584     WHERE RIDE_STATUS = 'COMPLETED'
585     GROUP BY START_DATE;
586

```

Result Grid | Filter Rows: Search | Export:

No. of Rides Completed	START_DATE
1	2017-06-16
2	2017-06-27
1	2017-08-11
1	2017-08-12
1	2017-08-20
1	2017-08-28
1	2017-10-01
1	2017-10-11
1	2017-11-17
1	2018-01-12
1	2018-01-28
1	2018-03-01

(MONTHLY)

```

SELECT COUNT(RIDE_ID) AS 'No. of Rides Completed', MONTH(START_DATE) AS
'Month'
FROM RIDE
WHERE RIDE_STATUS = 'COMPLETED' AND YEAR(START_DATE) = 2017
GROUP BY MONTH(START_DATE);

```

No. of Rides Completed	Month
3	6
4	8
2	10
1	11

(YEARLY)

```

SELECT COUNT(RIDE_ID) AS 'No. of Rides Completed', YEAR(START_DATE) AS 'Year'
FROM RIDE
WHERE RIDE_STATUS = 'COMPLETED'
GROUP BY YEAR(START_DATE);

```

No. of Rides Completed	Year
10	2017
3	2018

### 3. Find overall revenue for 2017-18

```

SELECT SUM(RIDE_TOTAL_COST) AS 'Total Revenue'
FROM RIDE
WHERE RIDE_STATUS = 'COMPLETED';

```

Total Revenue
303.48999881744385

4. **Analyze the number of incidents reported by passengers and drivers.**

```
SELECT COUNT(P INCIDENT_ID) FROM PASSENGER INCIDENT;
```

```
SELECT COUNT(D INCIDENT_ID) FROM DRIVER INCIDENT;
```

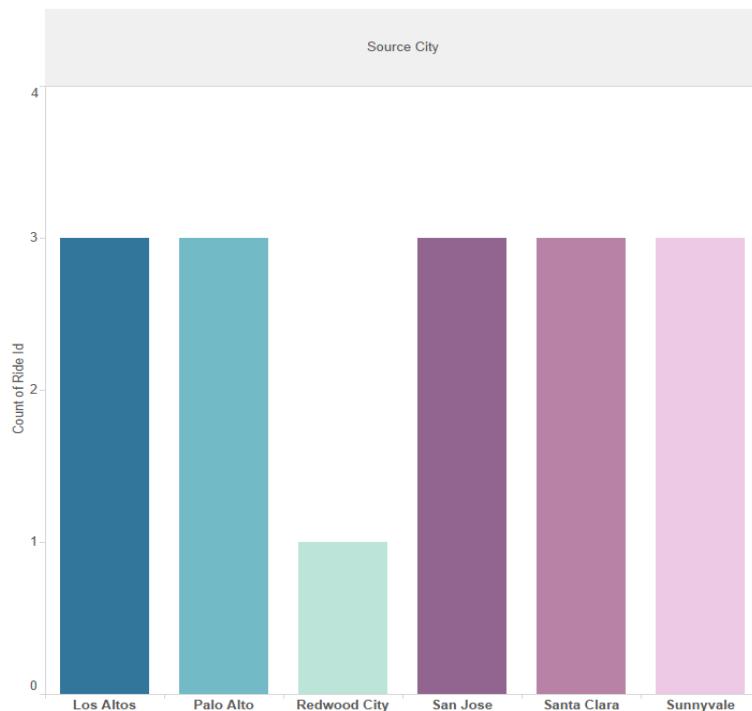
TOTAL PASSENGER INCIDENTS
4

TOTAL DRIVER INCIDENTS
3

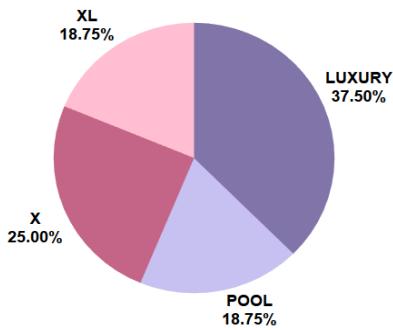
**Visualizations:**

1. **Analyze high demand areas/ cities**

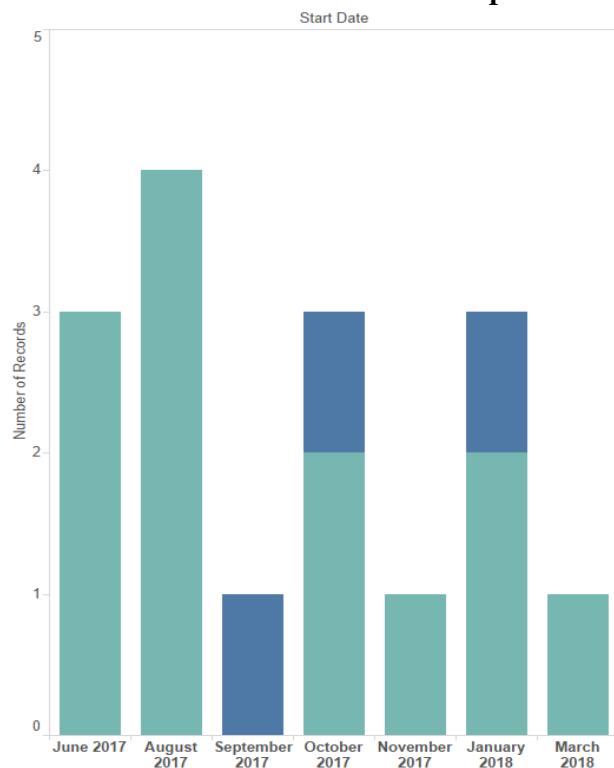
Rides Vs Cities



2. **Find high demand on ride type**



**3. Find the total number of rides completed monthly**



**4. Analyze overall revenue growth yearly**

