

UBER SURVEY: VERBATIM COMMENTS



NOTE: Survey usable response rate = 48%. Forced choice response satisfaction for very/extremely satisfied included: (1) ease of scheduling (88%), driver (91%), compliance with safety regulations (94%), punctuality (90%), overall satisfaction (88%).

100% of usable responses also include verbatim comments; of these, 57% are positive (see above Word Cloud). Negative comments include need for more drivers; one-third negative comments referred to copay and/or cap on rides.