

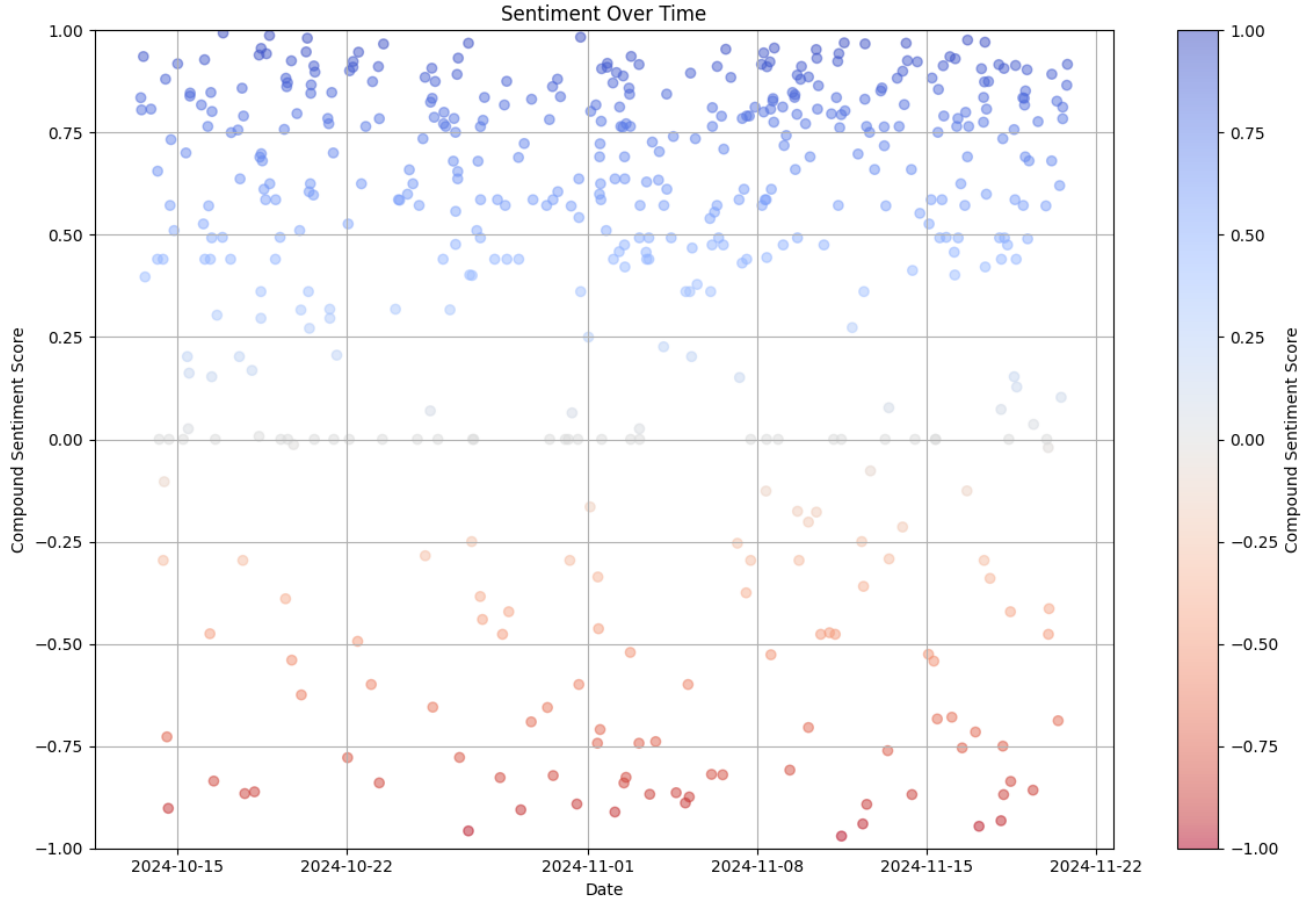
Uber - App Review Analysis Report

Range: 2023-11-01 to 2024-11-22

Total Reviews Processed: 500

Date Generated: 2024-11-22 17:36:13

Average Sentiment Score: 0.3893



Top Favourite Features

Feature	Description	Frequency	Example Review
Feature 1: Friendly and Courteous Drivers	Users frequently mention the friendliness and courtesy of the drivers, which enhances their overall experience.	109	Lovely driver, on time at pick up, good service way to get about.
Feature 2: Prompt and On-time Service	Many users appreciate the punctuality of the service, with drivers often arriving on time or even early.	73	Arrived early very pleasant and helpful drove beautifully.

Feature 3: Clean and Comfortable Cars	The cleanliness and comfort of the cars are frequently highlighted as positives by users.	58	Very lovely chatting to you, thank you. Very safe driving, very polite and professional would use again.
Feature 4: Ease of Use of App	Users find the Uber app easy to use for booking rides, tracking drivers, and managing payments.	37	First time using Uber and I was highly impressed by the ease of it and the accuracy! Thank you so much!
Feature 5: Convenient and Efficient Service	The convenience and efficiency of Uber as a transportation option are frequently praised by users.	32	Super convenient service at a reasonable price which you know is fixed before you set off ****.
Feature 6: Safe and Secure Rides	Safety is a significant factor for users, with many expressing feeling secure during their rides.	29	Taxi was on time and the driver was very professional and polite xx as a woman on her own I felt very comfortable and safe.
Feature 7: Helpful and Accommodating Drivers	Drivers often go out of their way to assist passengers, whether with luggage or accommodating special requests.	27	The driver was brilliant even tho the road was closed he got us here on time even arrived early to pick us up.
Feature 8: Professionalism of Drivers	The professionalism of drivers, including their driving skills and demeanor, is often mentioned positively.	23	Mohammed very kindly looked after my 88 year old mum. He took her home from a wedding venue, walked her up her drive and waited until she was safely inside before leaving.
Feature 9: Reasonable Pricing	Users appreciate the pricing of Uber rides, often comparing them favorably to local taxi services.	22	First time getting an Uber £20 cheaper than my local technical company in Chester.
Feature 10: Interesting and Engaging Conversations	Many users enjoy engaging in conversations with drivers, which adds to their travel experience.	20	Very friendly, accommodating driver, who even helped to load our luggage. Great tunes too!

Top Common Issues

Issue	Description	Frequency	Example Review
Issue 1: Unfair cancellation charges	Customers are being charged cancellation fees even when the cancellations are not their fault, such as when drivers cancel or do not show up.	15	My ride exact carg is 133tk. Uber app show extra carg such as 140tk.The Bike ride was no fault. The Uber app not working properly.
Issue 2: Delayed ride confirmation and driver cancellations	Users report significant delays in ride confirmations and frequent driver cancellations, leading to increased wait times and sometimes no service at all.	12	I tried to book an Uber to get to work on time, but it was finding a driver for about 15 to 20 minutes. after that, I cancelled requested another one two times again. but I still had the same problem.
Issue 3: Overcharging or price discrepancies	Users experience unexpected or excessive charges that are higher than initially quoted, often without a clear explanation.	10	They quoted me for a journey £26.94 and actually charged my account £47.52. That's almost double the price, SO DISGRACEFUL!!! THIEVES
Issue 4: Customer service issues	Customers report difficulties in contacting Uber customer service, receiving bot responses, and getting issues resolved.	9	No human contact when it comes to customer service. Talking to a bot that can't handle the simplest of problems.
Issue 5: App performance and updates	The app is reported as buggy, unreliable, and prone to crashes. Additionally, mandatory updates are inconvenient for users on older devices.	8	Crashing, unreliable app. Tried to book an Uber today for my hospital appointment. Asking for payment in advance which I done 3 times then want to update my address and card details.

Issue 6: Scams or dishonest driver behavior	Users report incidents of drivers engaging in scams, such as pretending to pick up riders or demanding additional cash payments.	7	Driver decided to drive off without me, uber seemed to report that I was on the trip, I wasn't. I contacted the driver, he apologised, said he didn't know what happened, came back and got me.
Issue 7: Poor handling of driver no-shows	Riders report being left stranded due to drivers not showing up and then being charged for the cancellation.	6	Uber driver couldn't find us when we were waiting outside a venue, he cancelled and charged us when it wasn't our fault.
Issue 8: Invalid or misleading promotions	Users encounter issues with promotions and discount codes not working as intended or being misleading.	5	When trying to order dinner with an introductory discount, the message "the promotion could not be applied to your order" was displayed.
Issue 9: Dynamic pricing concerns	Customers feel exploited by Uber's dynamic pricing model, especially during peak times, leading to much higher fares.	4	Price fluctuations are actually pathetic, there needs to be some sort of cap on the increase during busy times as fares can be increased by up to £10-£20 pounds for short journeys.
Issue 10: Unauthorized payments and account issues	Users report unauthorized charges and difficulty in resolving these issues through Uber's customer support.	3	Unauthorised payments taken by Uber for 4 months. Every time I cancelled they charged me again and told me to log back into there.

Top User Suggestions From Reviews

Suggestion	Example Review
Reduce waiting times and driver cancellations.	Since Uber implemented the option to pay more for a driver to pick you up sooner the app has made booking normal trips a nightmare. Almost every time I've tried booking with a wait time of 7 mins it ends up being 15 mins with drivers cancelling.
Improve customer service and issue resolution.	I've had multiple disappointing experiences with Uber Eats. Despite contacting six support agents, no one helped. I sent an email to resolve this issue, I still haven't had a reply.

Provide clearer pricing and prevent unexpected charges.	I booked my trip 78£ and confirmed by me this price after I finish my trip you charged more than first price 110£. Uber didn't refund for the case I submitted this not is fair really.
Enhance app reliability and reduce technical issues.	The app seems be tempermental won't let you cancel the job.
Address issues with drivers not showing up or canceling rides.	Display loads of nearby drivers. Takes ages for one to accept. Long waiting times, which get longer, and eventually cancelled.
Address fraudulent driver behavior.	There are Uber drivers in Portugal running a scam where they will book a ride with you and not show up expecting you to cancel it.
Improve support for app compatibility with older devices.	App not working, cannot book anything as apparently need iOS 16.2 which my phone doesn't and can't have.
Provide better driver location accuracy.	I have been difficulty with drivers locating my pickup point. In most they cancel my trip before I locate.
Add option to book rides for someone else easily.	I am STILL unable to book an Uber for someone else, there is still no option to allow me to do this.
Improve refund and compensation process.	I ordered food using Uber eats, paid £25 and never got the food. Asked support and they claimed it was delivered.

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