


# APPENDIX D

<b>Cambridge City Council</b> <b>Licensing &amp; Enforcement Team</b> <b>Environmental Services</b>	 <b>CAMBRIDGE CITY COUNCIL</b>
<u>Record of Private Hire Operator Visit &amp; Inspection</u>	
Worksheet ref: WK/ 201751074	

<b>Type of application:</b>	New <input type="checkbox"/>	First Renewal <input checked="" type="checkbox"/>	Renewal <input type="checkbox"/>
<b>Name of Applicant/s:</b>	THOMAS ELVIOGE FREDRICK JONES		<b>Date of Initial Contact:</b> 1/11/17
<b>Name of Company:</b>	USER BRITANNIA LIMITED		<b>Number of Vehicles:</b> 4

Prior to scheduling an inspection visit, the inspecting officer will conduct a telephone interview with the applicant in order to check the following:

	✓ if present	Date & Initial
<b>Applicant/s has submitted an up to date application</b> - Form can be obtained online here: <a href="https://www.cambridge.gov.uk/taxi-operator-licence">https://www.cambridge.gov.uk/taxi-operator-licence</a> - Form must be completed in full, dated and signed by applicant/s - Full 5 year address history with dates must be provided - Any convictions must be detailed	✓	7/11/17 LC
<b>Fees paid and Receipts obtained before inspection visit</b> - Fees explained (dependent on the duration and type of licence) - Copies of all receipts issued retained	✓	8/11/17 LC
<b>Applicant has an up to date Equality &amp; Diversity Monitoring Form ready for submission at the Inspection Visit</b> - Form can be obtained online here: - <a href="https://www.cambridge.gov.uk/apply-for-or-renew-a-private-hire-operator-licence">https://www.cambridge.gov.uk/apply-for-or-renew-a-private-hire-operator-licence</a> - Form is not mandatory		
<b>Basic Disclosure &amp; Barring Service Certificate has been obtained by Applicant/s and is ready for submission at the Inspection Visit</b> - In the case of any licence applicants who are not already licensed drivers with CCC - Certificate must be dated within 1 month of the Inspection Visit		
<b>Enhanced Disclosure &amp; Barring Service Certificate Verified by Officer</b> - In the case of any licence applicants who are licensed drivers with CCC, check that DBS is still current (on M3).	N/A	8/11/17 LC
<b>Certificate of Good Conduct</b> - Where applicable a copy of an original, translated if necessary, certificate of good conduct is available and validated by the Enforcement Officer - This is only applicable for individuals who have spent a period of six months or more, in the last five years, residing outside the UK	N/A	8/11/17 LC
<b>Original Documents are ready for submission at the Inspection Visit</b> - All original documents which have been provided as part of the application seen, verified and copies taken where appropriate	✓	8/11/17 LC
<b>References have been obtained by Applicant/s and are ready for submission at the Inspection Visit</b> - Only where a new application is being made or where a new applicant is applying on the licence, two references must be sought - References satisfactory and accepted for processing	N/A	
<b>Inspection Booked by Enforcement Officer</b> - Inspection booked	✓	11/11/17 LC

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<b>Operator name</b>	UBEL BRITANNIA LIMITED
<b>Address</b>	[REDACTED]
<b>Proprietor(s)</b>	THOMAS ELWOLE FREDERICK JONES
<b>Date of Inspection</b>	8/11/17
<b>Time Inspection Commenced</b>	11.30
<b>Time Inspection Ended</b>	14.10
<b>Officer(s) carrying out Inspection</b>	LUKE CATCHPOLE KAREN O'CONNOR

Is the operator licensed by any other authorities?  YES  NO  
 If so, which authorities?

Name of licensing authority	Licence number
82 (APPROX) OPERATORS LICENCES HOLD	ATTACHED AS APPENDIX TO APPLICATION FORM

<b>Operator managers and contact details:</b>	FRED JONES [REDACTED]
<b>Number of people employed by the Operator:</b>	3 FULL TIME STAFF & 1 PART TIME STAFF AT OPERATOR SITE PLUS 20 OTHER STAFF MEMBERS

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BOOKING METHODS			
	Yes	No	Details / Questions to consider
In person		✓	<p><i>Is there a waiting room available? If so, is this in a satisfactory condition?</i></p> <p><i>What other facilities are available for customers?</i></p>
Telephone		✓	<p><i>What telephone numbers are in use? Please provide details:</i></p>
E-mail		✓	<p><i>What e-mail addresses are in use? How are bookings responded to?</i></p>
Website		✓	<p><i>How are bookings responded to?</i></p> <p><i>What website is in use?</i></p> <p><i>How often is the website updated by the applicant?</i></p> <p><i>Does the website have clear information on how the operator can be contacted? Please provide details:</i></p> <p>QUESTION 6 (D) IN APPLICATION FORM INDICATES YES BUT CLAIMED THIS IS AN ERROR AND BOOKINGS CANNOT BE TAKEN VIA WEBSITE.</p>

Mobile app



**Who invites the booking? If passengers are invited to make bookings, does the app belong to the applicant? If not, it may be that the applicant is not the right person to be licensed. Please provide details:**

UBER SCITTANIA LTD MAKES THE INVITATION THROUGH THE APP.

**Who will accept the booking? If it is the driver (by pressing 'accept' on an app) the driver may need to be licensed as an operator too. The booking should go to the operator and then the driver. Please provide details:**

OPERATOR ACCEPTS THE BOOKING & PASSES ON TO DRIVER TO CONFIRM.

**Who is the contract with? Is it the app provider or driver? If the passenger is required to make a separate contract with the driver then the driver may also need to be licensed as an operator. Please provide details:**

CONTRACT IS WITH UBER SCITTANIA LIMITED

**Other general details on how the app works and how details are recorded.**

CUSTOMER OPENS THE APP - REQUESTS THE JOURNEY DETAILS - UBER SYSTEM (ON BEHALF OF ALL UBER OPERATORS) RANKS THE DRIVER TO FIND MOST SUITABLE. IF THAT IS A CCC DRIVER, CCC OPERATOR ACCEPTS BOOKING & SENDS OUT CONFIRMATION TO DRIVER WHO ACCEPTS & TAGN DETAILS SENT TO PASSENGER. RECORDS WILL BE FOUND ON CCC OPERATOR RECORDS

DRIVER ON LINE, CUSTOMER REQUEST, DRIVER SCREEN FLASHES, CONFIRM AVAILABLE, OPERATOR ACCEPTS BOOKING & SENDS TO DRIVER WHO CONFIRMS. DETAILS OF CUSTOMER TO DRIVER & DETAILS OF CUSTOMER TO DRIVER.

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**Booking record**      **Paper record**       **Seen?**      **YES**       **NO**   
**Electronic**       **Seen?**      **YES**       **NO**

<b>RECORD OF BOOKINGS</b>			
<i>Please examine a sample of bookings and provide the following details for each one:</i>			
<b>Item</b>	<b>1</b>	<b>2</b>	<b>3</b>
Date of booking	28/10/17	28/10/17	29/10/17
Time of booking	07.27	16.52	18.53
Name of passenger(s)			
Start point			
Via* *if applicable			
End point			
Date booking required	28/10/17	28/10/17	29/10/17
Time booking required	7.34	17.02	18.57
Booking method	APP	APP	APP
Fare quoted for journey	£8.86	£13.14	£6.25
Actual cost of journey	£8.06	£11.32	£7.12
Name of driver/callsign			
Vehicle registration no.			
Vehicle plate no.			
Where sub-contracted, to who?	NO.	NO.	NO
Other details of note			

PRINT OUTS ATTACHED.

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FLEET / DRIVER RECORDS	
Item	Details
Schedule of vehicles – has this changed since the time of making application?  Please provide details:	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Does the operator intend to use hackney carriage vehicles to fulfil bookings? If yes, how does the operator ensure that where Hackney Carriage Vehicles are used to fulfil jobs within Cambridge City that the Hackney Carriage Table of Fares is observed?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO MAKE HACKNEY'S ON APP BUT NEVER USE ON CCC OPERATORS LICENSE FOR CCC LICENSES DRIVERS/VEHICLES.
Number of drivers	Hackney Carriage: Private Hire: 4
Does the operator have tracking installed on vehicles?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO USE GPS ON APP BUT NOT ALL FITTED TO VEHICLES.
Does the operator hold (copies or acknowledgement of) insurance documents? Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO INSURANCE DETAILS HELD ON SYSTEM AND COPIES SHOWN AT INSPECTION
Does the operator hold (copies of or acknowledgement of) vehicle/driver licences? Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO COPY OF OULA LICENCE, VEHICLE LICENCE & DRIVER BADGE HELD ON SYSTEM
Evidence of vehicle licences seen?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Evidence of driver licences seen?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Do all three licences match? (Driver, Vehicle and Operator) Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO OPERATOR, VEHICLE LICENCE & DRIVER BADGE ALL LICENSES BY CAMBRIDGE CITY COUNCIL

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<p>How does the operator maintain separate booking records vehicles licensed by different licensing authorities? Please provide details of examples seen:</p>	<p>TABS ARE ADDED TO SEARCH SYSTEM IN COMPUTER SYSTEM - TAPPING SYSTEM ENSURES THAT BOOKING RECORDS GO TO COLLECT RECORDS FOR DIFFERENT OPERATORS, ENSURING TRIPLE LOCK.</p>
<p>How does the operator ensure that an appropriate vehicle is sent to the passenger?  <i>i.e. can passengers specify a vehicle to suit their needs e.g. wheelchair-accessible, saloon, multi-seater etc.</i></p>	<p>CHOICE ON THE APP - DIFFERENT VEHICLE OPTIONS - ONLY ONE CHOICE IN CAMBRIDGE CURRENTLY - UBER X WHICH IS A 4 SEATER. LOOKING TO COLL OUT OTHER OPTIONS - ASSIST WHICH IS FOR PEOPLE WITH DEMENTIA ETC &amp; ACCESS, WHICH IS FOR DISABLED ACCESS.</p>

### DRIVER AND STAFF TRAINING

Item	Details
<p>How are drivers advised of the legal requirements of private hire work?  e.g. illegally plying for hire, displaying their badge etc.  Please provide details of any records seen:</p>	<p>DRIVERS RECEIVE A PRESENTATION &amp; THIS INCLUDES HOW THE APP WORKS, INFO REGARDING COMPANY &amp; COVERS LEGAL REQUIREMENTS OF PRIVATE HIRE WORK - COPY OF PRESENTATION PROVIDED &amp; SEEN. SPECIFICS THAT BADGE ON DISPLAY AT ALL TIMES - PLYING FOR HIRE (CHECK) IN COMMUNITY GUIDING FOUND ON WEBSITE.</p>
<p>What checks or tests are carried out by the operator before taking a driver on?  Please provide details of any records seen:</p>	<p>CHECKS THAT DRIVER HAS CORRECT DOCUMENTATION - DRIVER BADGE, VEHICLE LICENCE, INSURANCE. ALSO THAT DRIVER WAS RECEIVED PRESENTATION &amp; MODULES AVAILABLE TO TAKE. NO DBS CHECKS ARE CARRIED OUT BY OPERATOR ON DRIVERS - CCC DO THIS BEFORE LICENSING.</p>
<p>What training is given to drivers? e.g. Knowledge Test, safeguarding, taking of assistance dogs, when to start the meter etc.  Please provide details of any records seen:</p>	<p>AS ABOVE PRESENTATION - WANT MODULES BY BARNADOS ON SAFEGUARDING THAT IS AVAILABLE FOR DRIVERS TO TAKE</p>

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<p>Schedule of ancillary staff – has this changed since the time of making application?</p> <p>Please provide details:</p>	<p><input checked="" type="checkbox"/> YES    <input type="checkbox"/> NO</p> <p>FORMAL SHEET OF ANCILLARY STAFF LIST PROVIDED AT INSPECTION TO BE ADDED TO APPLICATION FORM.</p>
<p>What checks or tests are carried out by the operator before taking a member of staff on?</p> <p>Please provide details of any records seen:</p>	<p>FULL INTERVIEW PROCESS, RIGHT TO WORK CHECKS CARRIED OUT &amp; CRIMINAL CHECK TAKEN BUT UNSURE WHETHER THIS ENTAILS A DBS CHECK - WILL LOOK INTO THIS AND PROVIDE AN ANSWER.</p>
<p>What training is given to staff members?</p> <p>Please provide details of any records seen:</p>	<p>TRAINING GIVEN ON CUSTOMER SERVICE, TECHNICAL TRAINING ON USE OF SYSTEMS, REGULATORY TRAINING FOR MORE WORKING IN COMPLIANCE.</p> <p>ANTI-CORRUPTION TRAINING.</p> <p>REGULAR PERSONAL DEVELOPMENT.</p>
<p>What disciplinary procedures are used by the operator?</p> <p>What records are kept?</p> <p>Please provide details of any records seen:</p>	<p>STAFF - PERFORMANCE MANAGEMENT EVERY 6 MONTHS &amp; CAPTURE POOR PERFORMANCE.</p> <p>DRIVERS - GO BY COMMUNITY GUIDELINES &amp; FEEDBACK RECEIVED VIA APP &amp; CUSTOMERS.</p> <p>BELOW LOW RATINGS WILL GET BELOW AVERAGE LOW RATING - DRIVER WILL BE SPEECH TO &amp; DETAILS WILL BE KEPT IN DRIVER RECORD.</p>
<p>How are complaints handled by the operator?</p> <p>What records are kept?</p> <p>Please provide details of any records seen:</p>	<p>COMPLAINTS COME THROUGH ON APP - ROUTES TO TEAM DEDICATED TO RESPOND.</p> <p>DEDICATED TEAM FOR SERIOUS INCIDENTS, ACCIDENTS - DRIVER/VEHICLE CAN BE SUSPENDED FROM APP - CONTACT DRIVER TO FIND OUT/DISCUSS ISSUES.</p> <p>ALL COMPLAINTS KEPT ON DRIVER RECORDS WILL PROVIDE COPIES FOR DRIVERS.</p> <p>CCC WOULD LIKE TO KNOW ABOUT COMPLAINTS/ACCIDENTS AS THEY HAPPEN - WILL WORK INTO PROCESS WORK FLOW.</p>



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How does the operator observe equal opportunities?	ZERO TOLERANCE POLICY ON DRIVERS THAT REFUSE JOURNYS WITH ASSISTANCE ANIMALS - IF PROVEN THE DRIVER WILL BE DE-ACTIVATED FROM ACCOUNT - REVIEW FOR ANY COMPLAINTS IN RELATION TO THIS BE PASSED TO CCC.
What records are kept?	
Please provide details of any records seen:	NO DISCRIMINATION ON BACKGROUNDS. UBER HAS GENDER PAY EQUALITY.

GENERAL	
Item	Details
Copy of Planning Permission seen?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Details of Planning Information (planning granted, when, requirements/ conditions etc)	SI PLANNING PERMISSION, NO WAITING ROOM - EXEMPTION GRANTED WITH ORIGINAL APPLICATION. PUBLIC LIABILITY INSURANCE IN PLACE - EXPIRES. 29/06/2018
What fare structure is used by the operator?  <i>Include details of any surge pricing in effect, use of a taxi fare calculator etc.</i>	FARE CARD PROVIDES WITH APPLICATION FORM - PER MINUTE, PER MILE & STARTING FARE. - DYNAMIC PRICING IN OPERATION. APP STATES POPULM + THAT MISCAL FARES COULD BE IN OPERATION.
How are fares advertised to passengers?	FARE ESTIMATE PROVIDED ON APP. ONCE JOURNAY COMPLETED, ACTUAL FARE CALCULATED + CARD CHARGED - ALL THROUGH APP. CUSTOMERS CAN QUESTION FARE CHARGES.
What measures does the operator take to ensure drivers and vehicles are not a nuisance to local residents?  <i>e.g. switching engines off, parking considerately and legally when awaiting a booking</i>	IF OPERATOR MADE AWARE, THEY WILL SPEAK TO DRIVER AND TAKE ACTION IF NECESSARY - IF CCC PROVIDE LIST OF 'HOT SPOTS' THIS INFO CAN BE USED ON APP TO STOP DRIVERS GOING THERE. IF DRIVER NOT DISPLAYING ABOVE, SECTION & ACTION TAKEN.

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<p>What checks or training does the operator undertake to facilitate this?</p> <p>Please provide details of any records seen:</p>	<p>AS PER PREVIOUS ANSWER, OPERATOR CAN AMEND APP TO PREVENT DRIVERS PICKING UP FROM EXACT AREA &amp; CAN THEREFORE SEE IF DRIVER IS IN THIS AREA FOR NO REASON</p>
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## QUESTIONS FOR FIRST RENEWALS ONLY

<p>What evidence can the operator provide to demonstrate that they have been operating for a whole year?</p>	<p>OPERATOR WILL PROVIDE PRINT OUTS OF JOBS TAKEN IN FIRST <sup>WEEK</sup> MONTH OF EVERY MONTH FROM DEC 16 TO NOV 17. TO BE PROVIDED TO CEE.</p>
<p>What complaints have been received in the first year of operation?</p> <p><i>Please provide any appropriate details</i></p>	<p>INFORMATION TO BE SENT OVER TO LICENSING.</p>
<p>What drivers have received disciplinary action in the first year of action?</p> <p><i>Please provide the names of drivers and any appropriate details</i></p>	<p>WILL BE INCLUDED IN ABOVE INFORMATION.</p>

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<b>CONDITIONS OF LICENCE</b>		
<i>Does the operator understand and believe they are complying with the following conditions on their licence?</i>		
<b>Condition</b>	<b>Understand/ Compliance?</b>	<b>Details of discussion/ questions/ advice given</b>
Records	YES, WITH IT AWARE OF NEED TO HAVE CERTIFICATE OF COMPLIANCE SYSTEM.	ADVISED THAT THIS IS A REQUIREMENT OF LICENCE - UJGC WILL ASK ALL DRIVERS TO PROVIDE 2 ADD TO SYSTEM.
Complaints	YES	COMPLAINTS ARE RECORDED & REMAIN ON DRIVER HISTORY - ALL COMPLAINTS TO BE FORWARDED TO CCC AS RECEIVED DON'T FORWARD
Change of Address	YES	AWARE OF NEED TO INFORM CCC OF ANY CHANGE OF ADDRESS
Convictions	YES	AWARE OF NEED TO INFORM CCC OF ANY CONVICTIONS RECEIVED.

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<b>SUB-CONTRACTING</b>	
Does the operator sub-contract jobs to/from other operators?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
If <u>received</u> , which operators are these received from?	
Which authority licences these operators?	
If <u>given</u> , which operators are these given to?	
Which authority licences these operators?	

<b>Schedule of Private Hire Vehicles (at time of inspection)</b>		
Please continue on a separate sheet if necessary		
Private Hire Plate Number	Vehicle Registration	Registered Keeper
AS PER APPLICATION FORM		

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Details of any other matters identified during the inspection and action required			
Issue	Action Required	By Whom	Follow Up due by
CERTIFICATE OF COMPLIANCE	NEED TO BE ADDED FOR ALL VEHICLES	UBGR	ASAP.
NOTIFYING OF COMPLAINTS	RECORD COMPLAINTS BUT NOT NOTIFY TO COUNCIL - ALL SENT OUT NOW	UBGR	
	I WILL INFORM OF ANY COMPLAINTS		
	GOING FORWARD WE TRY NOT RECEIVING		
INSURANCE EXPIRY	NOTIFYING US WHEN INSURANCE EXPIRES.	UBGR	
ANY DOCUMENT EXPIRES	" - "	UBGR	

Following an inspection of the above premises I can confirm that I have undertaken the Private Hire Operator Inspection as described above. I can confirm that the applicant/s has provided the current, original documentation and that my findings were that the inspection was:

**Satisfactory** (Nothing Outstanding / No Further Action Necessary)

**Unsatisfactory** (Outstanding Issues / Further Action Necessary)

It is therefore, in light of my findings that the Private Hire Operator Licence should be:

Granted

Not Granted

Referred to Licensing –Sub Committee for consideration

Other (fill in details below)

AS ABOVE  
ONCE RECEIVED  
WILL BE  
SATISFACTORY

**Inspecting Officer Signature**

Signed: \_\_\_\_\_

Dated: 8/11/17

Print Name: LUKE CATCHPOLE

NOTE: In US, please use either 'Login as Partner' or Bliss as the source of truth for net driver fares. 5 months ago

DETAILS X

TRIP



Completed



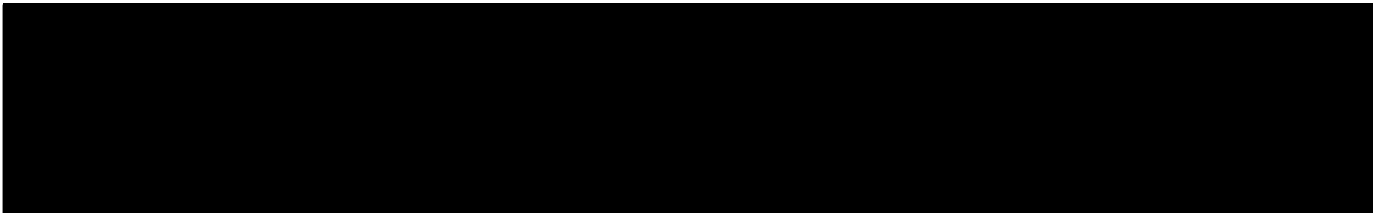
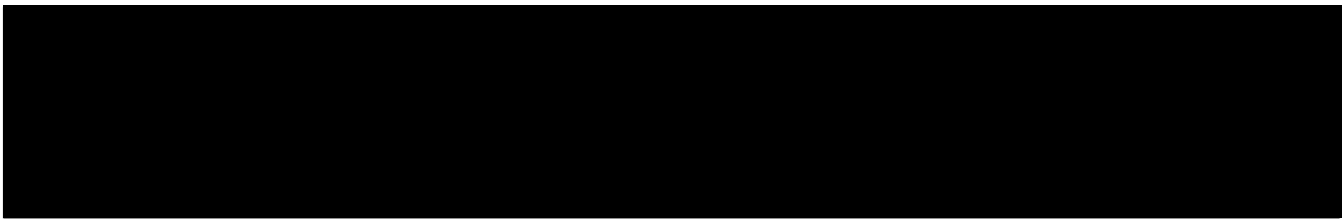
FARE  
CLIENT • £8.06  
BILLED • £8.06  
DRIVER • £8.06

ARRIVAL  
**05:21**

0050

MILES  
**3.42**

DURATION  
**08:36**



Fare Breakdown

(From receipt data)

Base fare	£2.50
Distance (Miles)	3.42 mi * £1.25 £4.27
Time	08:36 * £0.15 £1.29
<b>Primary Subtotals</b>	<b>£8.06</b>

Appease with £5.00  
Appease with £10.00  
Appeasement amount      Appease

Block future pairing

**Total Fare      £8.06**

Outstanding Balance      £0.00

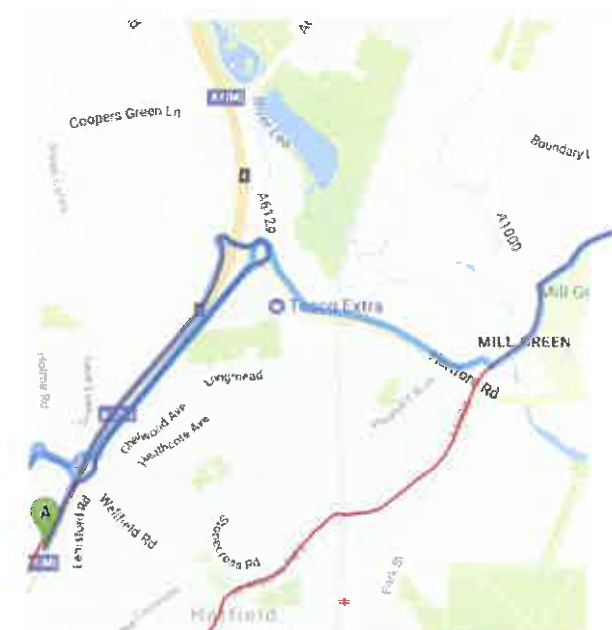
Notes

Note	Author	Date
No notes yet. Add one?		

Rider Breakdown (beta)

Base fare	£2.50
Distance (Miles)	3.42 mi * £1.25 £4.27
Time	08:36 * £0.15 £1.29
Surge x1.0	£0.00
Rounding Down	£0.00
<b>Total Fare</b>	<b>£8.06</b>

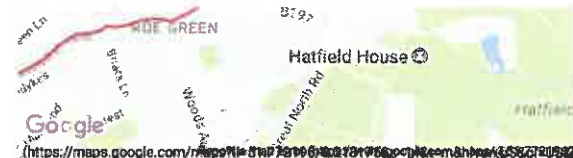
Estimated Fare



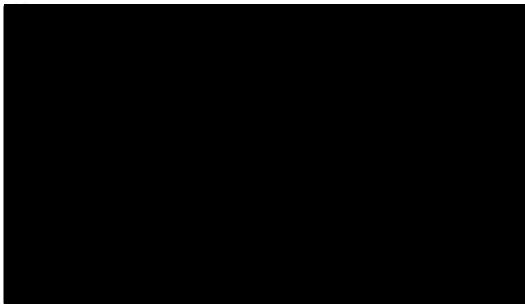
Driver Breakdown (beta)

Base fare	£2.50
Distance (Miles)	3.42 mi * £1.25 £4.27
Time	08:36 * £0.15 £1.29
Surge x1.0	£0.00
Rounding Down	£0.00
<b>Total Fare</b>	<b>£8.06</b>

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(https://maps.google.com/maps?hl=en&ll=52.237600,1.562100&gl=GB&data=!4m2!3m1!1e1!1s112b1?source=at&sa=1&oeq=1)



Reset Submit

### Pickup and Travel Times

ETA (Pickup): 5.0 km 7 mins

Total Trip: 3.76 mi 10:57 mins

### Estimated Fare Breakdown

#### Base fare

£2.50

#### Distance

£4.71

#### Time

£1.65

#### Surge x1.0

£0.00

#### Rounding Down

£0.00

#### Est Fare Total

£8.86

#### (Actual Fare)

£8.06



### Transaction History



Transaction	Reason	Uber Credits
		

### Trip Profile



States

Time

State

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Time

State

- Full trip
- Slowdowns
- Pre-ride path





NOTE: In US, please use either 'Login as Partner' or Bliss as the source of truth for net driver fares. 5 months ago



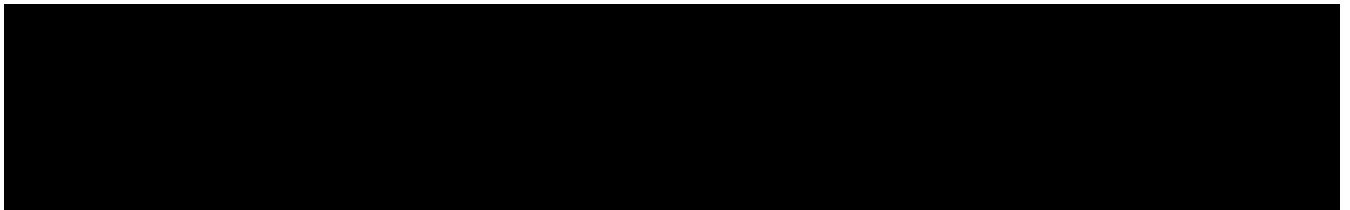
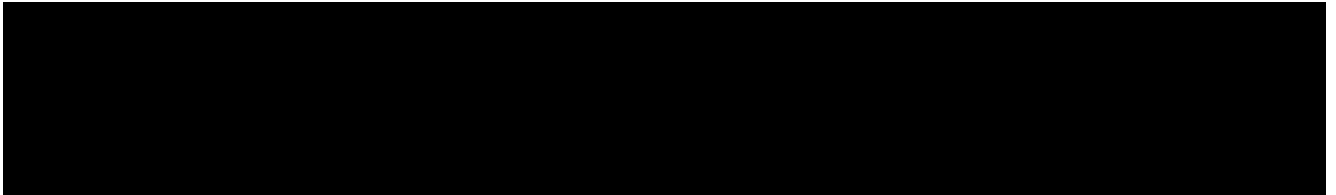
FARE  
CLIENT • £11.32  
BILLED • £11.32  
DRIVER • £11.32

ARRIVAL  
**05:48**

← 0012

MILES  
**3.70**

DURATION  
**17:47**



### Fare Breakdown

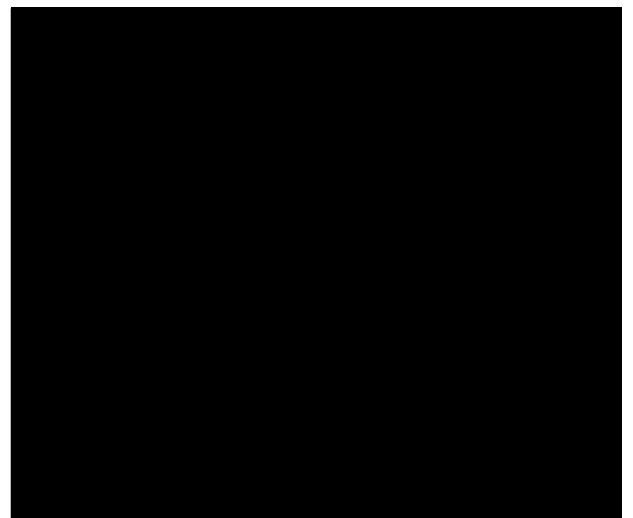
(From receipt data)

Base Fare	£2.50
Distance (Miles)	3.70 mi * £1.50 £5.56
Time	17:46 * £0.15 £2.67
<b>Primary Subtotals</b>	<b>£10.73</b>
Wait Time	£0.59
<b>Total Fare</b>	<b>£11.32</b>
Outstanding Balance	£0.00

- Appease with £5.00
- Appease with £10.00
- Appeasement amount
- Appease
- Block future pairing

### Notes

Note



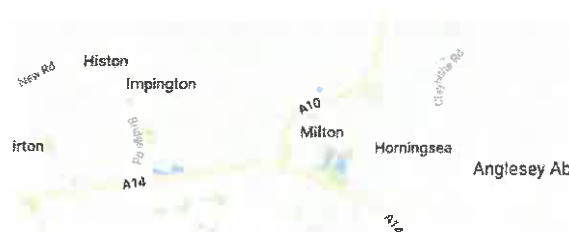
### Rider Breakdown (beta)

Base Fare	£2.50
Distance (Miles)	3.70 mi * £1.50 £5.56
Time	17:46 * £0.15 £2.67
Surge x1.0	£0.00
Wait Time	02:57 * £0.20 £0.59
Rounding Down	£0.00
<b>Total Fare</b>	<b>£11.32</b>

### Driver Breakdown (beta)

Base Fare	£2.50
Distance (Miles)	3.70 mi * £1.50 £5.56
Time	17:46 * £0.15 £2.67
Surge x1.0	£0.00
Wait Time	02:57 * £0.20 £0.59
Rounding Down	£0.00

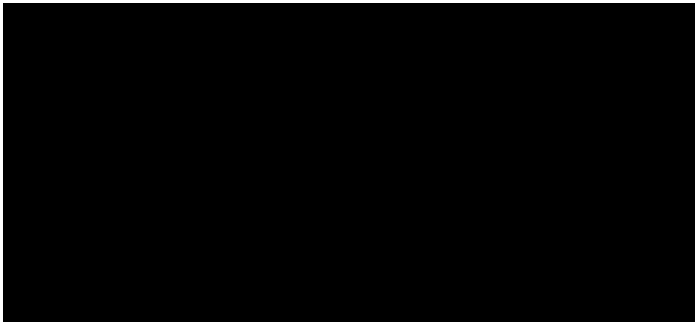
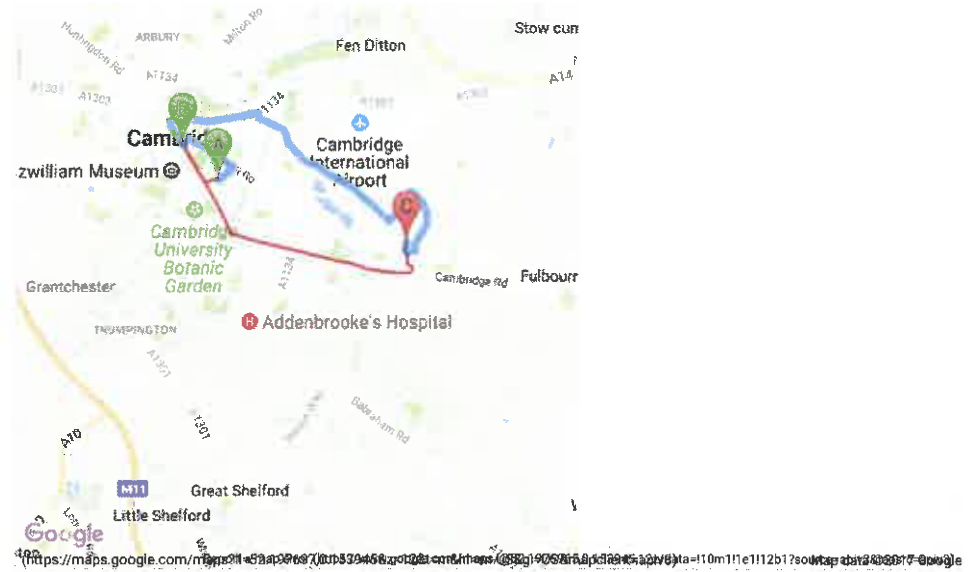
### Estimated Fare



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Total Fare

£11.32



Reset Submit

### Pickup and Travel Times

ETA (Pickup): 1.6 km 7 mins

Total Trip: 4.91 mi 21:43 mins

### Estimated Fare Breakdown

**Base fare**

£2.50

**Distance**

£7.38

**Time**

£3.26

**Surge x1.0**

£0.00

**Rounding Down**

£0.00

**Est Fare Total**

£13.14

**(Actual Fare)**

£11.32

Not eligible for inefficient route adjustment

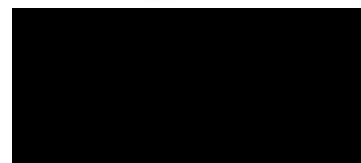
[Load more GPS points](#)

### Transaction History

Transaction

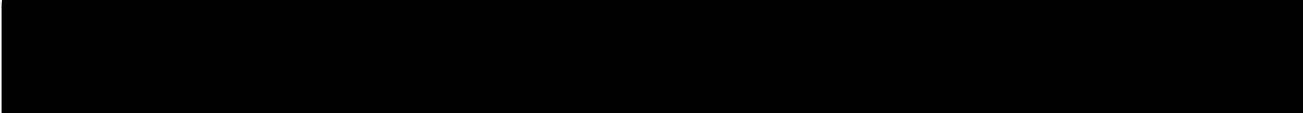
Reason

Uber Credits



### Trip Profile

TRIP

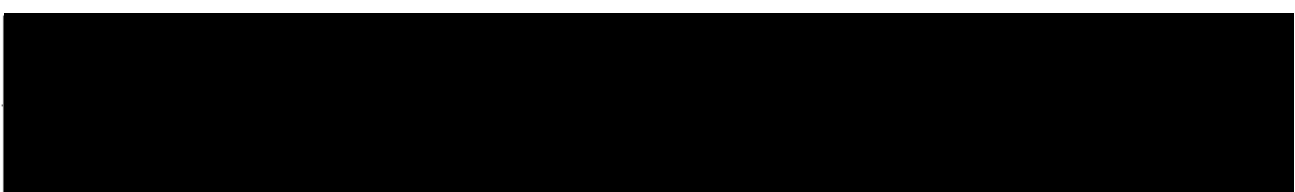
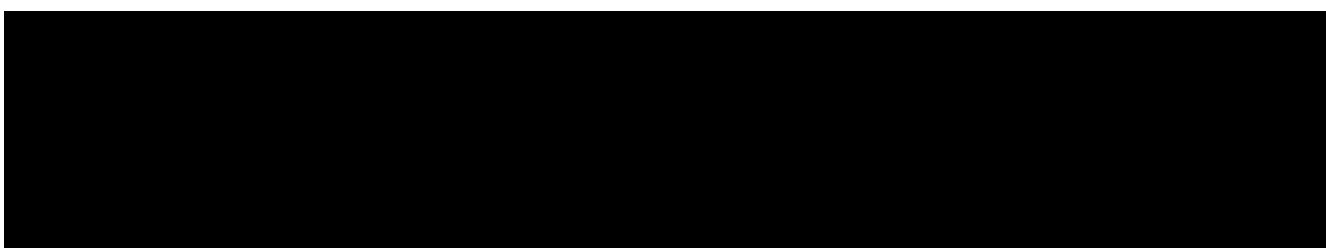


FARE  
CLIENT • £7.12  
BILLED • £7.12  
DRIVER • £7.12

ARRIVAL  
**02:57**

MILES  
**2.33**

DURATION  
**07:31**



Fare Breakdown

(From receipt data)

Base fare	£2.50
Distance (Miles)	2.33 mi * £1.50 £3.49
Time	07:31 * £0.15 £1.13
<b>Primary Subtotals</b>	<b>£7.12</b>
<b>Total Fare</b>	<b>£7.12</b>
Outstanding Balance	£0.00

✎ Appease with £5.00  
 Appease with £10.00  
 Appeasement amount Appease

Block future pairing

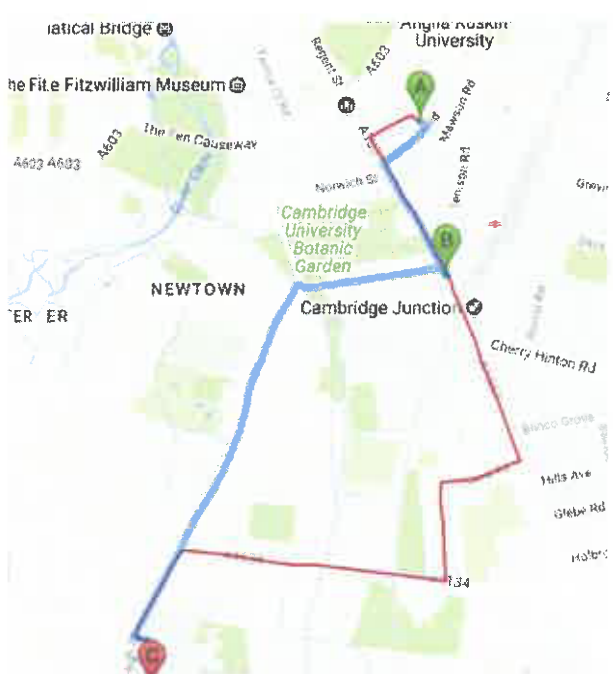
Notes

Note	Author	Date
No notes yet. Add one?		

Rider Breakdown (beta)

Base fare	£2.50
Distance (Miles)	2.33 mi * £1.50 £3.49
Time	07:31 * £0.15 £1.13
Surge x1.0	£0.00
Rounding Down	£0.00
<b>Total Fare</b>	<b>£7.12</b>

Estimated Fare



Driver Breakdown (beta)

Base fare	£2.50
Distance (Miles)	2.33 mi * £1.50 £3.49
Time	07:31 * £0.15 £1.13
Surge x1.0	£0.00
Rounding Down	£0.00
<b>Total Fare</b>	<b>£7.12</b>

# APPENDIX D

RUMRUMPINGTON Addenbrooke's Hospital

Google

(https://maps.google.com/maps?ll=52.196592001233798&gl=GB&crp=1&sa=s&v=1&yt=110m11e112b17sou&ap=1&@52.196592001233798,0.0,15t/data=!3m1!1e3!1m2!1s1.76mi/07:20mins)

Reset Submit

### Pickup and Travel Times

ETA (Pickup): 0.9 km 4 mins

Total Trip: 1.76 mi 07:20 mins

### Estimated Fare Breakdown

#### Base fare

£2.50

#### Distance

£2.65

#### Time

£1.10

#### Surge x1.0

£0.00

#### Rounding Down

£0.00

#### Est Fare Total

£6.25

#### (Actual Fare)

£7.12

#### Not eligible for inefficient route adjustment

[Load more GPS points](#)

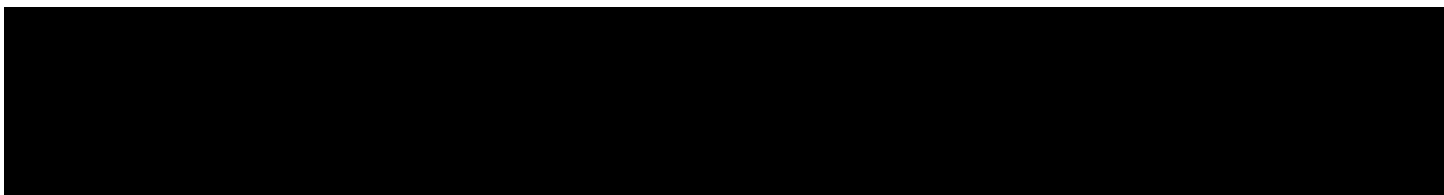
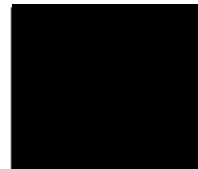
## Transaction History



Transaction

Reason

Uber Credits



States

Time

State