Author name: Name suppressed

Your submission for this review:
I find that defining 26km/h as the threshold for "waiting time" is generous. It's also too vague. While I can appreciate that it's not efficient for a taxi to be stuck in traffic, in order to be predictable for a customer, prices should be overwhelmingly determined by distance. A taxi in traffic forms part of the problem of congestion and shouldn't be benefitted from it. Further, it's ill-defined how it is calculated when the speed is less than 26km/h. Is it calculated as seconds where the speed is 26km/h or less? As minutes where the average is less than 26km/h? Over five-minute intervals? Over the whole trip? The longer the averaging duration, the more likely that "Waiting time" can be charged for the whole trip. Ultimately, though, this should be determined from the customer's perspective. Rideshare apps calculate a fixed price up front and and only infrequently wary from it. As a would-be taxi consumer, I should be able to make a similar calculation.