

Refusal Questions

1. Are you wearing a seatbelt?
 - a. Yes
 - b. No

2. Did your driver ask you your destination before you were seated in the taxi?
 - a. Yes
 - b. No

3. Do you know how to locate the medallion number on a vehicle?
 - a. Yes
 - b. No

4. How many times have you been refused taxi service in the past month?
 - a. Never
 - b. One to three times
 - c. Four to six times
 - d. More than six times

5. Have you ever reported refusal complaints to 311?
 - a. Yes
 - b. No

6. Do you know how to report a refusal complaint to 311?
 - a. Yes
 - b. No

If you have been refused service, please write down the medallion number and file a complaint by contacting 311 or visit www.nyc.gov/311

Smartphone Technology Questions

1. Are you wearing a seatbelt?
 - a. Yes
 - b. No

2. Do you use a Smartphone?
 - a. Yes
 - b. No

3. Would you like the option of using your Smartphone to locate a taxi?
 - a. Yes
 - b. No
 - c. I don't own a Smartphone

4. What is your preferred payment method?
 - a. Cash
 - b. Credit card swipe

- c. Credit card or Contactless Payment (tap and go)
 - d. Smartphone app
5. If you could pay for this taxi ride with your phone, Smartphone or tablet, would you?
- a. Yes
 - b. No
 - c. Maybe
6. Would you prefer to have your receipt:
- a. Printed
 - b. Emailed
 - c. Text Messaged

Thank you for taking our survey and remember to buckle up! Follow us on Twitter (www.twitter.com/nyc_taxi_limo) and Facebook (www.facebook.com/nyctaxilimo)

Connectivity Questions

1. Are you wearing a seatbelt?
 - a. Yes
 - b. No

2. Have you ever made a combination of these types of trips?
 - a. Ferry and taxi
 - b. Bus and taxi
 - c. Subway and taxi
 - d. Train and taxi
 - e. All of the above
 - f. None of the above

3. How often do you take a taxi to or from a subway station?
 - a. Daily
 - b. Weekly
 - c. Monthly
 - d. Rarely
 - e. Never

4. How often do you use a taxi stand?
 - a. Daily
 - b. Weekly
 - c. Only at airports/train stations
 - d. Rarely
 - e. Never

Safety Survey:

1. Are you wearing a seatbelt?
 - a. Yes
 - b. No

2. Do you ever use a taxi as your "designated driver?"
 - a. Yes
 - b. No
 - c. Doing this right now!

3. Do you feel safe in a taxi?
 - a. Always
 - b. Most of the time
 - c. Occasionally
 - d. Never

4. Will you be splitting the fare with other occupants in this cab?
 - a. Yes
 - b. No

Thank you for taking our survey and remember to buckle up! Check out the Taxicab Rider Bill of Rights for more information. (http://www.nyc.gov/html/tlc/html/passenger/taxicab_rights.shtml)

Travel Questions

1. Are you wearing a seatbelt?
 - a. Yes
 - b. No

2. Did you put any luggage or other items in the trunk?
 - a. Yes
 - b. No

3. Excluding your purse or briefcase, how many items are you carrying
 - a. None
 - b. 1
 - c. 2
 - d. 3 or more

4. Are you traveling with a child under the age of 12?
 - a. Yes
 - b. No

Borough Taxi Questions

1. Are you wearing a seatbelt?
 - a. Yes
 - b. No

2. Where do you live?
 - a. Manhattan below 110th Street
 - b. Manhattan above 110th Street or The Bronx
 - c. Brooklyn or Queens

- d. Staten Island
 - e. Outside of New York City
3. How often do you hail a car-service vehicle on the street?
- a. Always
 - b. Sometimes
 - c. Never
4. How often do you call ahead for a car-service vehicle?
- a. Always
 - b. Sometimes
 - c. Never

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Demographic Info

1. Are you wearing a seatbelt?
- a. Yes
 - b. No
2. Do you own a car?
- a. Yes
 - b. No
3. Do you have a driver's license?
- a. Yes
 - b. No
4. Are you male or female?
- a. Male
 - b. Female
 - c. Prefer not to answer
5. How old are you?
- a. 20 or younger
 - b. 21-35
 - c. 36-50
 - d. 51-70
 - e. 70+

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