

TAXI USER SURVEY

1. How often do you use the current taxi service?

- Less than once a month
 2-3 times every week
 Once a month
 Daily
 Once a week

2. When do you normally use taxis?

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Both	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Rate the current taxi booking system? (1-10) _____

4. What improvements could you suggest to improve the current system?

5. Which of the following do you have access to?

- SMS
 Telephone
 WAP
 Internet

6. Which way would you prefer get a taxi?

- SMS booking
 Internet booking
 WAP booking
 Wait at a rank
 Telephone booking
 Other – please specify _____

7. Is your taxi usually

- Pre-booked or
 Immediately booked

8. How do you prefer to pay for your taxi?

- Cash
 EFT
 Credit
 Cheque
 Online company account
 (proposed)