## TAXI SURVEY: VERBATIM COMMENTS



NOTE: Survey usable response rate = 44%. Forced choice response satisfaction scores are at least 90% very/extremely satisfied and included: (1) ease of scheduling (95%), driver (90%), compliance with safety regulations (92%), punctuality (90%), overall satisfaction (95%).

100% of usable responses also include verbatim comments; of these, 80% are positive (see above Word Cloud). Negative comments include lateness, driver behavior (radio on, not smooth ride), and vehicle comfort/cleanliness. Both taxi companies received primarily positive comments, with no company receiving consistent negative responses.