SurveyNinja

Taxi satisfaction survey

9 questions. About 1 min to answer.

How they ride

1. How often do you use a taxi?

Choose one answer.

- ○ Daily
- ○ Weekly
- ○ 2–3 times a month
- ○ Once a month
- ○ Several times per year
- ○ Never

2. Why do you most often use a taxi?

Choose one answer.

- ○ Airport or rail transfer
- ○ To and from entertainment events
- ○ To and from work
- ○ When in a hurry
- ○ Other: _____

3. At which time of day do you most often require a taxi?

Choose all that apply.

- ☐ Morning
- ☐ Afternoon
- ☐ Evening
- ☐ Night

4. How do you prefer to order a taxi?

Choose one answer.

- ○ Over the phone
- ○ In an app
- ○ Flag down on the street
- ○ Other: _____

Experience and prices

5. Have you ever had any bad experiences with a taxi?

_____

_____

_____

6. In your opinion, are taxi prices affordable?

Choose one answer.

- ○ Completely affordable
- ○ Moderately affordable
- ○ Unaffordable
- ○ Extremely expensive

Profile and recommendation

7. What's your age?

Choose one answer.

- ○ 20 or younger
- ○ 21–30
- ○ 31–40
- ○ 41–50
- ○ 51–60
- ○ Over 60

8. Would you recommend our taxi to a friend or relative?

Choose one answer.

- ○ Yes
- ○ No

9. Is there anything that you would like to see improved about our taxi?

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/taxi-customer-satisfaction-survey

Survey template from SurveyNinja: surveyninja.io