

**TAXI-DRIVER SAFETY STUDY
NEWSPAPER QUESTIONNAIRE**

1. Do you use taxis on average more than five times a year?
 Yes No

2. In your experience, are Newcastle taxi-drivers mostly (please tick appropriate boxes):

<input type="checkbox"/> helpful	<input type="checkbox"/> unhelpful
<input type="checkbox"/> friendly	<input type="checkbox"/> unfriendly
<input type="checkbox"/> on time	<input type="checkbox"/> late
<input type="checkbox"/> polite	<input type="checkbox"/> rude
<input type="checkbox"/> considerate	<input type="checkbox"/> inconsiderate
<input type="checkbox"/> tidy	<input type="checkbox"/> untidy
<input type="checkbox"/> drive satisfactorily	<input type="checkbox"/> drive unsatisfactorily
<input type="checkbox"/> other (please specify) _____	

3. In your general experience do Newcastle taxi-drivers need instructions on how to reach destinations?
 Yes No

4. In you general experience do Newcastle taxi-drivers over charge?
 Yes No Don't know

5. In you general experience have you found Newcastle taxis to be clean or unclean?
 Clean Unclean

6. Have you ever been aggressive toward a taxi driver in Newcastle?
 Yes No

7. If yes, what form did it take?

What circumstances led to the aggression?

8. Are there any further comments you would like to add concerning the performance of Newcastle taxi drivers, the hygiene of their vehicles, or how aggression (in whatever form) against them can be reduced?

