|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **1** | **2** | **3** | **4** | **5** |
| 1)Taxi booking procedure is easier than other modes |  |  |  |  |  |
| 2)The mobile taxi booking apps can be used at any time without any interruptions |  |  |  |  |  |
| 3)The drivers are well equipped than other taxi service providers  (Mobile phones and required internet connections) |  |  |  |  |  |
| 4)Comfortable is comparably good with other transport services (AC availability, Seat comfort, Radio/TV availability) |  |  |  |  |  |
| 5)The drivers do not refuse to come at the last moment |  |  |  |  |  |
| 6)The drivers are well dressed and appealing |  |  |  |  |  |
| 7)Apps are very easy to understand |  |  |  |  |  |
| 8)Drivers are able to inspire trust and confidence to ensure that their passengers travel to the destination on time safely |  |  |  |  |  |
| 9)Drivers are helpful |  |  |  |  |  |
| 10)Provides prompt & quick service from booking till final destination |  |  |  |  |  |
| 11)The drivers are knowledgeable than other taxi drivers |  |  |  |  |  |
| 12)The drivers are polite and responsive |  |  |  |  |  |
| 13)Vehicles are clean and in good condition to travel |  |  |  |  |  |
| 14)Rides doesn’t harm the image of the passenger |  |  |  |  |  |
| 15)Fair estimation |  |  |  |  |  |
| 16)Customer Feedback |  |  |  |  |  |
| 17)Flexibility |  |  |  |  |  |
| 18)Courteous |  |  |  |  |  |
| 19)Help the disable |  |  |  |  |  |
| 20)Apps do not take personal Information |  |  |  |  |  |
| 21)Payments are very secure |  |  |  |  |  |
| 22)Reputation of the company |  |  |  |  |  |
| 23)Past Ratings and Reviews of the company |  |  |  |  |  |
| 24)Past Ratings and Reviews of the driver |  |  |  |  |  |
| 25)Check the availability of offers or coupons |  |  |  |  |  |
| 26)Type of the vehicles available in the app |  |  |  |  |  |
| 27)Accuracy of the map |  |  |  |  |  |
| 28)Functions of the app such as pre booking |  |  |  |  |  |
| 29)Space taken to install the app |  |  |  |  |  |