# Workbook Contents

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The Taxi Line: Penn Station

Scenario 1
Match the word with the correct definition.

07. Trip
08. Heavy
09. Traffic
10. Destination
11. Fare

- a. A place a person is going to
- b. Travel and movement from one place to another
- c. Having a large weight; hard to lift, move or carry
- d. The money someone pays to ride the taxi
- e. All of the vehicles on a road or in an area and how the vehicles are moving there
WRITE THE CORRECT WORD OR PHRASE UNDER EACH IMAGE FROM THE BOX.

<table>
<thead>
<tr>
<th>Be careful!</th>
<th>What is your destination?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxi stand</td>
<td>Seatbelt</td>
</tr>
<tr>
<td>I'm going to Brooklyn</td>
<td>Trunk</td>
</tr>
</tbody>
</table>

FILL IN THE BLANKS WITH THE CORRECT SENTENCE.

01. Trunk

02. ____________________________________________

03. ____________________________________________

04. ____________________________________________

05. ____________________________________________

06. ____________________________________________

07. You want to hail a taxi.
   Where can I get a taxi?

08. You pick up a passenger with a heavy suitcase.

09. Someone asks you for help and says thank you.

10. You want to know the price of the ride in a taxi.

11. You get in a taxi. You are in a rush and you ask the driver:
A Snowy Day:
Manhattan

Scenario 2
Who is Jonah, the passenger, traveling with?  
A) His friend Josh  
B) His mother  
C) His service animal  
D) His father  

The driver let Riley the service animal ride in the car.  
A) True, drivers must let service animals ride in the car  
B) False, no animals are allowed in the car  

How did Jonah book the ride?  
A) With a smartphone app  
B) He hailed a taxi on the street  
C) With a public telephone  
D) He called his friend  

Riley the service animal can help Jonah  
A) use his smartphone  
B) keep his balance when he is dizzy  
C) find his lost keys  
D) drive him downtown  

The passenger is traveling [north | west | south] to Tribeca, in Downtown Manhattan.  

The passenger was worried because he didn’t have [cash | a credit card | a bank account].  

The passenger paid the fare with his [bills | credit card | coins] using a [smartphone | wallet | bank].  

The passenger is traveling with [his friend | a service dog | a wheelchair] that helps him every day.  

I’m Jonah. I am a ______________ and I use my smartphone app to book rides.  

I’m Daniel and I’m a ______________. Sometimes I pick up passengers who book rides with their smartphone apps.  

This is Riley, he is a ______________. Riley helps his owner  

Jonah a lot and is very important to him. Riley loves to travel around New York with Jonah.
“Hey, what a handsome dog! Is that a _______ you have with you?”

“The app charged the _______ to my credit card.”

“Don’t worry. The payment is already done on the smartphone _______."

“And I can leave you a _______ on the app for all your help.”

WRITE THE ANSWERS TO THE QUESTIONS.

07. How does a passenger pay when booking a ride with a smartphone?

08. What are some ways that a service animal can help a person?

09. Drivers must accept service animals in their vehicles. Why is this important?

10. Why did the passenger (Jonah) leave a tip for the driver?
Taxi! Taxi!:
Queens

Scenario 3
01. The passenger hailed a ____________.
   A) boro taxi  B) black car
   C) yellow taxi  D) limousine

02. The driver ____________ for the passenger who was cold.
   A) closed the window  B) turned up the heat
   C) did nothing  D) turned up the air conditioning

03. The ____________ must pay the toll for the tunnel.
   A) passenger  B) driver

04. The GPS on the driver’s phone says the ____________ is faster.
   A) Queensboro Bridge  B) Lincoln Tunnel
   C) Brooklyn Bridge  D) Midtown Manhattan Tunnel

05. The passenger tipped the driver because the driver ____________.
   A) was a great help  B) drove very fast
   C) the driver paid the toll  D) talked too much

06. “I should ____________ a taxi.”

07. “You will have to pay the toll for the Midtown Tunnel. ____________?”

08. “Good morning. ____________ the East Village, please?”

09. “__________! You were a great help today.”
MATCH THE WORD WITH THE CORRECT PICTURE AND MEANING.

01. Hail a taxi  
   ![A covered passageway for vehicles to travel through](image1)

02. GPS  
   ![A charge or fee someone has to pay for using a certain bridge or road](image2)

03. Tunnel  
   ![To call out or signal for a taxi to stop for pickup](image3)

04. Toll  
   ![The passenger does not need the change back. The passenger is leaving the driver a tip](image4)

05. Keep the change!  
   ![Technology that can show where someone or something is, and can also give directions on how to get to a place](image5)

WRITE THE ANSWERS TO THE QUESTIONS.

06. Why did the passenger tell the driver to keep the change?  
   __________________________________________________________

07. What is something a driver can do if a passenger is cold?  
   __________________________________________________________

08. Write two examples of where a passenger has to pay a toll.  
   __________________________________________________________

09. What kind of taxi can a passenger hail in Queens to go to Manhattan?  
   __________________________________________________________
Uptown

Scenario 4
LOOK AT THE PICTURE AND FILL IN THE BLANKS WITH THE CORRECT WORD FROM THE WORD BOX.

<table>
<thead>
<tr>
<th>Bag</th>
<th>Front seat</th>
<th>Rear door</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver</td>
<td>Passenger (Ann)</td>
<td>Accessible vehicle</td>
</tr>
<tr>
<td>Friend (Kossim)</td>
<td>Wheelchair</td>
<td></td>
</tr>
</tbody>
</table>

CIRCLE THE CORRECT ANSWER.

01. The passenger...
   A) doesn’t care what road the driver takes
   B) wants the driver to take the FDR Drive
   C) wants the driver to drive by the park
   D) wants the driver to go to Staten Island

02. The driver...
   A) asks the passenger, Ann, how to help her into the vehicle
   B) asks the passenger’s friend, Kossim, to help him with the wheelchair
   C) doesn’t help with the bags
   D) tells the friend, Kossim, to sit in the back

03. Where can the friend (Kossim) sit?
   A) In the back seat only
   B) Next to the driver only
   C) Wherever he wants
   D) He has to take a different taxi

04. The passenger asked for a taxi...
   A) by hailing it on the street
   B) with a computer
   C) with a public phone
   D) by calling 311 and asking for Accessible Dispatch
**Look at the picture and fill in the blanks with the correct word from the word box.**

<table>
<thead>
<tr>
<th>Driver</th>
<th>Seat belt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger</td>
<td>Tie down straps</td>
</tr>
<tr>
<td>Rear door</td>
<td>Wheelchair</td>
</tr>
</tbody>
</table>

**Complete the conversation with the words in the box.**

1. **Ok, my name is Darien. How about I help you get into the back of the vehicle, and then ________?**
   - You and your wheelchair
   - Lower the ramp
   - Front seat
   - I can take your bag
   - Back of the vehicle

2. **No problem, I will ________ and guide you into the back of the car.**

3. **How would you like me to get ________ into the ________?**

4. **You can sit in the ________ with me where you will be more comfortable.**
Vision Zero

Scenario 5
COMPLETE THE SENTENCES WITH THE WORDS IN THE BOX.

Ex. The driver came from the neighborhood **car service base** to pick the passenger.

01. Driving _________ can lower the number of car crashes.

02. To obey a law is the same as to _________ a law.

03. If drivers obey _________, they can help reach Vision Zero’s goal.

04. Vision Zero is a plan to end _________ in New York City.

05. Vision Zero is important for _________ walking on the street and cars on the road.

06. Drivers must obey the _________ and not drive too fast.

07. The passenger wants the driver to drive fast because he is running _________.

08. The driver said he can’t drive _________ than the speed limit even if the passenger is in a rush.

WRITE THE ANSWERS TO THE QUESTIONS.

09. Can drivers speed (drive above the speed limit) if a passenger is running late? Why or why not?

__________________________

10. What does the driver mean when he says, “25 to stay alive”?

__________________________

11. Why is the City’s plan, Vision Zero, so important?

__________________________

12. Why did the passenger say he was not in a rush anymore?

__________________________
Which driver is obeying the citywide speed limit?

[Images of speedometers showing different speeds]

01. Word: Pedestrian
   Definition: A person who is walking

02. Word: Speedometer
   Definition: An instrument in a vehicle that shows how fast the vehicle is going.

03. Word: Vision Zero
   Definition: The City's plan to end pedestrian deaths in New York City.

04. Word: Speed Limit Sign
   Definition: A sign showing the speed limit, which is the fastest a vehicle can go on that road.

<table>
<thead>
<tr>
<th>Words</th>
<th>Definitions</th>
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<tr>
<td>Pedestrian</td>
<td>A person who is walking</td>
</tr>
<tr>
<td>Speedometer</td>
<td>An instrument in a vehicle that shows how fast the vehicle is going.</td>
</tr>
<tr>
<td>Vision Zero</td>
<td>The City's plan to end pedestrian deaths in New York City.</td>
</tr>
<tr>
<td>Speed Limit Sign</td>
<td>A sign showing the speed limit, which is the fastest a vehicle can go on that road.</td>
</tr>
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Dictionary: Translation of Key Words
<table>
<thead>
<tr>
<th>English</th>
<th>Español</th>
<th>中文</th>
</tr>
</thead>
<tbody>
<tr>
<td>App</td>
<td>Aplicación (app)</td>
<td>应用（或应用程序）</td>
</tr>
<tr>
<td>Dispatcher</td>
<td>Despachador</td>
<td>调度员</td>
</tr>
<tr>
<td>Driver</td>
<td>Conductor(a)</td>
<td>驾驶员</td>
</tr>
<tr>
<td>Fare</td>
<td>Tarifa</td>
<td>车费</td>
</tr>
<tr>
<td>Luggage (or suitcase)</td>
<td>Maleta, equipaje</td>
<td>行李箱（或手提箱）</td>
</tr>
<tr>
<td>Passenger</td>
<td>Pasajero</td>
<td>乘客</td>
</tr>
<tr>
<td>Pedestrian</td>
<td>Peatón</td>
<td>行人</td>
</tr>
<tr>
<td>Route</td>
<td>Ruta</td>
<td>路线</td>
</tr>
<tr>
<td>Service Animal</td>
<td>Animal de servicio</td>
<td>服务动物</td>
</tr>
<tr>
<td>русский</td>
<td>бангладеш</td>
<td>арабский</td>
</tr>
<tr>
<td>----------------------</td>
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<td>----------</td>
</tr>
<tr>
<td>Приложение</td>
<td>айп (ва айплекешн)</td>
<td>کلین (کلین)</td>
</tr>
<tr>
<td>Диспетчер</td>
<td>прерк/ prerакарі</td>
<td>ذیکر</td>
</tr>
<tr>
<td>Водитель</td>
<td>чалак</td>
<td>دیویور</td>
</tr>
<tr>
<td>Плата за проезд</td>
<td>бхаджа</td>
<td>کیا</td>
</tr>
<tr>
<td>Багаж (или Чемодан)</td>
<td>суткес (брмакарір малپтр)</td>
<td>حُقَيْبَة سَفَر (و أمْتَعَة)</td>
</tr>
<tr>
<td>Пассажир</td>
<td>ўатрі</td>
<td>مسزو</td>
</tr>
<tr>
<td>Пешеход</td>
<td>патчарі</td>
<td>ییل شم</td>
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<tr>
<td>Маршрут</td>
<td>раста</td>
<td>نوث</td>
</tr>
<tr>
<td>Служебное животное</td>
<td>парішба прабі</td>
<td>رون ایج راگ ت مونخ</td>
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<tr>
<td>English</td>
<td>Español</td>
<td>中文</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Smartphone</td>
<td>Smartphone, teléfono inteligente</td>
<td>智能手机</td>
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<tr>
<td>Speed limit</td>
<td>Límite de velocidad</td>
<td>限速</td>
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<tr>
<td>Taxi line</td>
<td>Fila de taxi</td>
<td>出租车队列</td>
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<tr>
<td>Taxi stand</td>
<td>Parada de taxi</td>
<td>出租车站点</td>
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<tr>
<td>Taximeter</td>
<td>Taxímetro</td>
<td>计价器</td>
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<tr>
<td>Tip</td>
<td>Propina</td>
<td>小费</td>
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<tr>
<td>Toll</td>
<td>Peaje</td>
<td>过路费</td>
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<tr>
<td>Traffic</td>
<td>Congestión</td>
<td>交通</td>
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<tr>
<td>русский</td>
<td>бангla</td>
<td>арабиа</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-----------------------------</td>
<td>-------------------------</td>
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<tr>
<td>Смартфон</td>
<td>Смартфон</td>
<td>اسمارت فون</td>
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<td>Ограничение скорости</td>
<td>গতির সীমা</td>
<td>ضر قطر</td>
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<td>Очередь такси</td>
<td>ট্যাক্সি লাইন</td>
<td>صف سيارات الأجرة</td>
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<td>Стоянка такси</td>
<td>ট্যাক্সি স্ট্যান্ড</td>
<td>موقف سيارات الأجرة</td>
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<td>ট্যাক্সি মিটার</td>
<td>عدد السيارة</td>
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<td>чаевые</td>
<td>বখশিশ</td>
<td>بخشيش</td>
</tr>
<tr>
<td>Оплата платных дорожных участков</td>
<td>কর</td>
<td>نول</td>
</tr>
<tr>
<td>Дорожное движение</td>
<td>যানজট</td>
<td>نيف</td>
</tr>
<tr>
<td>Инвалидная коляска</td>
<td>হ্যাইলেচেয়ার</td>
<td>كرسي متحرك</td>
</tr>
</tbody>
</table>
Answer Key
PAGE 02
01. driver
02. line
03. dispatcher
04. passenger
05. suitcase
06. taximeter
07. Trip
08. Heavy
09. Traffic
10. Destination
11. Fare

B. C. E. A. D.

PAGE 03
01. Trunk
02. Seatbelt
03. Be careful!
04. I’m going Brooklyn
05. What is your destination?
06. Taxi stand
07. Where can I get a taxi?
08. Would you like me to put your luggage in the trunk?
09. No problem!
10. How much does the trip cost?
11. How long does this trip take?

PAGE 05
01. C) His service animal
02. A) True, drivers must let service animals ride in the car
03. A) With a smartphone app
04. B) Keep his balance when he is dizzy
05. cash
06. credit card…smartphone
07. a service dog
08. I’m Jonah. I am a passenger...
09. I’m Daniel and I’m a driver...
10. This is Riley, he is a service animal...

PAGE 06
01. Here we are!
02. service animal
03. Oh no!…cash
04. fare
05. app
06. tip

PAGE 08
01. A) boro taxi
02. B) turned up the heat
03. A) passenger
04. D) Midtown Manhattan Tunnel
05. A) was a great help
06. hail
07. Is that ok
08. Can you take me to
09. Keep the change

PAGE 09
01. Hail a taxi
02. GPS
03. Tunnel
04. Toll
05. Keep the change!
C. E. A. B. D.
PAGE 11

01. B) wants the driver to take the FDR Drive
02. A) asks the passenger, Ann, how to help her into the vehicle
03. C) wherever he wants
04. D) by calling 311 and asking for Accessible Dispatch

PAGE 12

01. I can take your bag
02. you and your wheelchair, back of the vehicle
03. lower the ramp
04. front seat
PAGE 14
01. safely
02. follow
03. traffic laws
04. traffic deaths
05. pedestrians
06. speed limit
07. late
08. faster

PAGE 15
01. Pedestrian; a person who is walking
02. Speed limit sign; A sign that shows the speed limit, or the fastest a vehicle can go on that road
03. Speedometer; An instrument in a vehicle that shows how fast the vehicle is going
04. Vision Zero; The city’s plan to end pedestrian deaths in New York City
Free English Language Learning Resources
Free English Language Learning Resources:

We Speak NYC
A television show series from the Mayor’s Office of Immigrant Affairs to help immigrant New Yorkers practice English.
https://wespeaknyc.cityofnewyork.us/

NYC Department of Education – Adult and Continuing Education
Free English Classes in Manhattan, Brooklyn, the Bronx and Queens.
https://www.schools.nyc.gov/enrollment/other-ways-to-graduate/adult-education

City University of New York
Free English classes in Manhattan, Brooklyn, the Bronx, Queens and Staten Island.
http://www2.cuny.edu/academics/academic-programs/model-programs/cuny-college-transition-programs/adult-literacy/

New York Public Library
Free English Classes and drop-in Conversation Classes at libraries in the Bronx, Manhattan and Staten Island.
https://www.nypl.org/events/classes/english

Queens Public Library
Free English classes for Beginning to Intermediate Adult Learners in libraries in Queens.
queenslibrary.org/programs-activities/new-americans/learn-english

Brooklyn Public Library
Free English classes at libraries in Brooklyn.
https://www.bklynlibrary.org/adult-learning/esol
The End.