

## QUESTIONS FOR METERED, ZONED AND SPECIALIZED TAXICABS

1. Discuss your **vehicle maintenance program**, including safety inspections.  
Did you have any maintenance-related accidents in 2013 and 2014? If so please relate the details.

### A: VEHICLE MAINTENANCE PROTOCOL

- **PRE AND POST TRIP VEHICLE INSPECTION**  
All vehicles are checked daily by maintenance staff for proper oil and fluid levels, tire wear and pressure, and operability of all lights and turn signals. Vehicles are inspected by drivers pre-shift for cleanliness and proper operation of communication equipment.
- **MAINTENANCE SCHEDULE / POLICIES**  
All vehicles are given a minor tune up every 4,500 miles. Minor tune up includes oil and filter change, complete lube and undercarriage inspection including front and rear brakes, steering, exhaust and fuel delivery systems.  
A major tune-up is performed on each vehicle every 25,000 miles which includes inspection and service of fuel delivery system, all hoses and belts, wheel bearings, universal joints.
- **CLEANING POLICIES** Vehicles are cleaned inside and out on a daily basis by in house maintenance staff.
- There were no maintenance related accidents in 2013 or 2014.

2. How do you ensure your **drivers are taking adequate rest periods** and are adhering to the hours of service requirements as defined in the Madison General Ordinances?  
How would you handle a complaint from a driver that claimed you were not allowing adequate rest periods? How would you verify to the MDOT how long a driver had been on duty during a specific shift? What procedures do you have in place to assure that your current drivers are aware of these driving restrictions?

### A: DRIVER REST PERIODS

- Contractual policy requires that drivers may drive a maximum 12 hours in a 24 hour period.
- Drivers CHOOSE which shifts they want to work, and are allowed to do so as long as they comply with contractual guidelines. As such, the question of a driver complaint of not being allowed adequate rest is not applicable.
- Drivers are required to log in and out of the Badger Cab dispatch system using a unique log in code, in order to be in service. Dispatch system records log in and log out times, along with all call data.
- Drivers are required to sign the contractual agreement under which covenants, conditions and limitations of the arrangement are disclosed. Further, while Drivers choose the shifts that they wish to work, the shift must be within the framework of available shifts, which are 8, 10 or 12 hour shifts. Longer shifts do not exist.

3. What are your procedures for handling **customer complaints**, including complaints concerning the driving habits of one of your drivers? Please summarize the number of complaints you received in 2013 and 2014 including, but not limited to, the following categories: overcharging, late pick-up, illegal split loading, driver conduct and refusal of service.  
How would you verify to the MDOT what a customer was charged for a specific ride?

### A: CUSTOMER COMPLAINTS

- Customer feedback and /or complaints are all researched. Voice data recordings are available for all communication between dispatchers and drivers, as well as in and outbound telephone communication. Any complaint/feedback is regarded as an opportunity to improve service, and appropriate resolution is made.
- 24 Complaints in 2013, 16 related to driving, 6 related to driver conduct. No complaints relative to fares/charging, illegal split loading or refusal of service.
- 25 Complaints in 2014, 17 related to driving, 8 related to driver conduct. No complaints relative to fares/charging, illegal split loading or refusal of service.
- Charges for rides are recorded in our dispatch manifest system, and documentation of any ride could be provided upon request.

4. What actions have you taken to improve **driver and passenger safety**?  
Are there other actions that could be initiated by taxicab companies or the City?

Have you had any crashes in 2013 and 2014 where the drivers were found to be impaired by drugs or alcohol? If so, please give us the details.

#### A: DRIVER / PASSENGER SAFETY

- Began an initiative in 2014 to have selected drivers CPR certified. Now have CPR certified drivers available most shifts.
- There have been no accidents in 2013 or 2014 where drivers were found to be impaired.

6. Have any of your **rates** changed during 2013 and 2014? If so describe the change(s). What does the change mean to your average rider? How do your rates compare to your competitors in the City of Madison and in other cities for the same type of service?

#### A: RATE CHANGES

- Base rate was changed on 08/14/2013, from \$3.00 to \$3.50.
- Base rate was changed on 11/26/2014, from \$3.50 to \$4.00.
- Rates were changed to accommodate rising fuel and more importantly, insurance costs.
- Rate changes of course mean higher costs to riders. Increases have been minor, however in an effort to minimize negative impact on passengers.
- Badger Cab remains lowest cost for like service in Madison, and significantly less than Meter cab service.

7. **Refusal of service** is prohibited in MGO 11.06 (7)(e) with certain minor exceptions. Describe your company's plan to abide by the section. Describe the action you would take if a dispatcher or driver refused service.

#### A: REFUSAL OF SERVICE

- Badger Cab has not had circumstances where service was refused, outside of the parameters outlined in MGO 11.06(7)(e). All drivers are trained in the application of where service refusal is warranted, per ordinance.
- IF there were refusal of service based upon any reasons other than those outlined in MGO 11.06 (7)(e), appropriate reparations would be made with the individual passengers involved, and appropriate training and /or disciplinary action taken with Badger cab staff and drivers.

8. Please review your 2013 and 2014 financial figures and correct any numbers that may not have been finalized. If they were all correct, please state no changes necessary.

#### A: 2013 AND 2014 FINANCIAL FIGURES

- All figures are correct as stated.

9. FOR METER AND SHARED-RIDE SERVICES ONLY: Union Cab is the only cab company offering accessible taxicab service. If Union, should reduce or eliminate this service how would your company provide this service to disabled passengers?

#### A: ACCESSIBLE SERVICE

- Badger Cab is only equipped to service ambulatory passengers at this time.

### ADDITIONAL QUESTIONS FOR INDIVIDUAL CARRIERS

10. FOR METER AND SHARED-RIDE SERVICES ONLY: Considering the changes to the transportation industry in the City and State, would you suggest any changes to City ordinances related to Taxicab regulation. Please discuss how TNC services affect your company in the short and long terms?

#### A: TNC SERVICES / AFFECT

- The TNC services that presently operate outside of the governance of City Ordinances in the short term, have caused measurable decreases in ridership, mainly for night shifts, resulting in drivers making measurably less income. Longer term affects remain unknown, but clearly it will be incumbent upon Badger Cab to affect such changes that will protect the income of drivers, while maintaining the integrity of service levels and financial stability.