



Traffic Engineering and Parking Divisions

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Traffic Engineering Study of Accessible Taxicab Service

Background: The City of Madison Traffic Engineer Division is required by City Ordinance to study the continued **need and efficacy** in achieving accessible taxicab service. Under this ordinance, taxicab companies are required to directly provide accessible taxicab service 24 hours a day, 7 days a week (24/7), or enter into an agreement with a company that will provide such a service. Currently, Union Cab provides accessible service for all taxicab companies in the City.

To better understand the need and efficacy of accessible 24/7 service and city ordinance we are gathering the opinions of its customers (individuals and organizations) via a questionnaire.

Please complete the following questionnaire and give to Union Cab employee or, if you prefer, send it to:

Mail	Fax	Scan and E-mail	Verbally-telephone
Keith Pollock City of Madison Traffic Engineering P.O. Box 2986 Madison, WI 53701-2986	267-1158	kpollack@cityofmadison.com	266-6537

Taxicab Accessibility Questionnaire

Name of Individual or Organization? _____

I. NEED

- 1) Does you or your organization use the 24/7 service (circle one)? Yes or No

- 2) How often do you use the 24/7 accessible service in an average month (one-way rides = 1 round trip = 2 rides) (circle one)?
 - A. 1 to 3 rides
 - B. 3 to 5 rides
 - C. 5 to 7 rides
 - D. More than 7 ride

- 3) What other method of transportation would you use if 24/7 service was not provided in the city of Madison (circle one)?
 - A. Private Vehicle
 - B. None
 - C. Regular Taxicab
 - D. Other _____

- 4) Has the 24/7 accessible service allowed customers the freedom to go to friends' houses, movies, restaurants, public meetings and other venues? (circle one)
- A. I agree strongly
 - B. I agree
 - C. Neutral
 - D. I disagree

- 5) Do you feel there is a continuing need for 24/7 accessible taxicab service. (provide comment)

II. Efficacy

- 1) How would you rate the promptness of Union Cab's 24/7 service? (i.e. Do they come at the time they say they will?)
- A. Excellent
 - B. Good
 - C. Neutral
 - D. Poor

- 2) Is an accessible taxicab available at the time when you need one? (circle one)
- A. With in 1 hour
 - B. With in 2 hours
 - C. With in 3 hours
 - D. Beyond 4 hours

- 3) Drivers are helpful and polite. (Circle most appropriate)
- A. Always
 - B. Mostly
 - C. Occasionally
 - D. Never

- 4) The 24/7 accessible service is provided in an efficient manner. (Circle most appropriate)
- A. Strongly agree
 - B. Agree
 - C. Neutral
 - D. Disagree

- 5) Any comment regarding quality of the service provided
