



# unioncab.coop

## A WORKER COOPERATIVE

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## Accessible Vehicle Specifications

We get our accessible taxis from a company (New Freedom) which customizes minivans to conform to ADA standards. This means that not everyone in the Madison area will be able to use their current wheel chair to access the vehicle. In order to assist you, we have provided the specifications of the vehicle below. Due to the already prohibitive cost of these vehicles (and the limitations of minivans), we will not be able to special order vehicles with broader dimensions.

Ramp Width	29.5 inches
Ramp Length	56 inches (No-Kneel, Manual Bi-fold)
Entrance Height	56 inches
Interior Height	56 inches
Floor Width	30.5 inches (at narrowest point)
W/C Restraints	4 points (retractable, recoil)
Weight Allowance	600 lbs (passenger and wheelchair combined)



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## Accessible Service Definitions

**Demand Service**—Union Cab will dispatch a cab to your pick-up location after you call us and provide the necessary information to validate and process your order. In general, we expect to pick passengers up within 15 minutes of their order; however, this time may be delayed by special events, general demand, staffing shortages, weather conditions and road conditions. Union Cab staff can provide a general estimate, but it should not be considered a guarantee. Union Cab charges standard meter rates for this service.

**Time Call Service**—Union Cab will dispatch a cab to your pick-up location at the time that you say you will be ready. Time Calls should be called in at least one-hour in advance in order to give us a fair shot at meeting your request. In general, we attempt to be at the pick-up location within 5 minutes of the requested time; however, this time may be delayed by special events, general demand, staffing shortages, weather conditions and road conditions. If you have an appointment, please allow enough time for normal travel and unexpected delays. Union Cab staff can help you pick an appropriate time, but it should not be considered a guarantee since the office staff doesn't always know what conditions will be when the call is due (this is especially true if setting up the ride several hours or days in advance). Time Calls generally get dispatched prior to demand calls, but in a time of high volume other priorities may exist. Union Cab provides time calls as a courtesy and only charges standard metered rates.

**Will Call**—A "will call" order is a pre-authorized demand service ride. It is generally used for account rides involving a third-party payment. The party paying for the ride authorizes payment and the order is held until the passenger calls in to activate it. Once activated, the order becomes either a demand service or time call service order.

**Charter Service**—Union Cab will have a vehicle specific to your needs (either sedan, minivan or accessible) at your pick-up location at the time that you specify. In general, we will arrive 5-10 minutes prior to the appointed time. Chartered rides must be set up at least 24 hours in advance and approved either manager or supervisor approval. Due to service demands, we cannot always provide chartered service even at the higher rate. We charge an hourly rate instead of the meter with a one-hour minimum regardless of the time used or distance traveled.



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## Accessible Expectations

### Passengers should expect:

1. A taxi driver that is knowledgeable of major destinations takes you safely to your destination by the most efficient route.
2. A taxicab that in safe working order with operating heating and air conditioning.
3. A taxi driver who practices good hygiene, is polite and respectful and does not smoke in the cab.
4. To be charged an accurate fare for the distance and time of your trip including approved surcharges
5. To offer complaints or suggestions to the City of Madison at 608-266-4761 or to Union Cab at 608-242-2000
6. To a taxi that arrives at the pickup point within a reasonable amount of time after an order has been placed (unless warned of extraordinary delays by our dispatch office).
7. To receive a receipt upon request
8. To pay for the trip using cash, Union Cab coupons, or major credit/debit card.
9. For persons with disabilities, to ride in a wheelchair accessible taxi as available and/or be accompanied by a service animal.

### Drivers should expect:

1. Passengers that do not distract or otherwise prevent the taxi driver from focusing on driving the cab:
  - a. Do not touch the driver.
  - b. Do not touch or attempt to operate taxi equipment (radios, computers, horns).
  - c. Children should be in appropriate safety devices. Safety-belts should be worn by everyone. Parents and guardians are expected to provide the appropriate safety device other than a seat belt.
2. Passengers that refrain from eating or drinking inside a taxicab
  - a. Passengers are expected to clean up after themselves
  - b. The City allows drivers to charge up to \$50.00 for cleaning
3. Passengers that practice good hygiene, don't smoke in the cab and are polite and respectful towards the driver.



4. Passengers to pay the fare posted on the meter and any applicable surcharge upon reaching the destination. In the event of a dispute, the passenger should take the taxi driver's name, cab number and report your dispute to either the management of Union Cab or the City of Madison.
5. Passengers to understand that the person or organization paying for the trip decides on stops and detours.
6. Passengers to be ready within 5 minutes of the taxi driver's arrival.
7. Passengers to have a destination.
8. Passengers to understand that Union Cab is a "curb-to-curb" service. Passengers may request special assistance, but there is no guarantee that the driver will be able to honor the request. Passengers should recognize that requests for special assistance or conditions may delay the arrival of your taxicab.

**Our Insurance Coverage and The City of Madison demand the following:**

1. The driver must take the most direct route unless instructed to do otherwise by the person paying the fare.
2. Drivers and dispatchers have the right to refuse service to people who behave in a physically or verbally abusive manner.
3. Drivers may only have as many passengers as available safety belts. Regardless of a child's size, they count as one person towards capacity.
4. Smoking is prohibited in taxicabs.
5. Open intoxicants are prohibited in taxicabs.
6. Driver must obey all laws and traffic regulations.
7. Drivers must display their City of Madison Taxi Driver Permit.

