

QUESTIONS FOR METERED, ZONED AND SPECIALIZED TAXICABS

1. Discuss your **vehicle maintenance program**, including safety inspections. Did you have any maintenance-related accidents in 2018 and 2019? If so please relate the details.

Green Cab 's complete fleet was converted to 2019 Tesla Model 3's, All warranty work I done by Tesla certified technicians, who travel to Green Cab's location. The Model 3, long range battery vehicle, has an 8 year,120,000 mile warranty. .

Green Cab has 1 certified mechanic on staff, and 1 asset manager and are hiring a Fleet Attendant, all with various roles in fleet maintenance One example is tire rotation. Green Cab is currently rotating tires every 4500 Miles. Other recommended maintenance from Tesla that Green cab is performing . can be found here.

<https://www.tesla.com/support/car-maintenance>

The Tesla's vehicles, will regularly receive updates via the software. Mechanics do all updates, daily. Drivers are not allowed to perform updates on any software, and are locked from doing so.

Daily check in- procedures include a walk thru inspection by drivers and driver attendants (1 per shift).

Mechanics are responsible to check all door locks, seatbelts. The Fleet attendant oversees general outside/inside appearance for cleanliness Any vehicle unsafe determined unsafe is red-lined until repairs are made.

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?

Drivers are not allowed to work past a 12 hour shift. At check in, shifts are documented. Dispatch is notified of the drivers end of shift by the driver schedule and/or the attendant. * Note, we are in the process of developing an online driver scheduling platform and will be able to set the 12 hour limitation. .

How would you handle a complaint from a driver that claimed you were not allowing adequate rest periods? Drivers are independent contractors and can take breaks whenever they want. To do so, they log out of the break button on the software indicating they are not taking any calls. How would you verify to the MDOT how long a driver had been on duty during a specific shift? Log in and out times on the iPad, the schedule doc, and the calls they have taken. What procedures do you have in place to assure that your current drivers are aware of these driving restrictions? The independent Driver Contract

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 2019 and 2021 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?

Customers can report concerns via social media, our website, the city or by calling us directly 24/7/365. Complaints are handled by call-takers, dispatchers, If necessary, they will be Operations Manager, and then the General Manager. Please summarize the number of complaints you received in 2019 and 2021 including, but not limited to, the following categories: over charging, late pick-up, illegal split loading, 0 driver conduct and refusal of service. According to city records, we have had 17 complaints since launching in 2010.

How would you verify to the MDOT what a customer was charged for a specific ride? The city requires fares to be submitted. Our software calculates the fares upfront as we are Zone based or flat rate. Additionally, customers can ask for receipts, in the cab or electronically, with a credit card. If paying online, receipts are automatically sent out to riders.

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 2018 and 2019 where the drivers were found to be impaired by drugs or alcohol? If so, please give us the details. NO

- Encouraged the self-report process of the Madison Police Department for our drivers who are getting verbally, and physically abused by riders.
- Purchased commercial flashlights for drivers to check out.
- Reviewed, updated and highlighted safety tips to all drivers
- Started an on-line conversation for our drivers to share ideas, preventions and suggestions about safety for themselves and their riders.
- Quarterly insurance background checks of drivers driving abstracts.

Are there other actions that could be initiated by taxicab companies or the City? See above.

Have you had any crashes in 2018 and 2019 where the drivers were found to be impaired by drugs or alcohol? NO

6. Have any of your **rates** changed during 2018 and 2019? If so describe the change(s). NO
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? NO 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?
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.
[Research why, determine if they met the criteria to refuse service, take disciplinary actions for employees, and drivers based on company policy.](#)
8. Please review your 2018 and 2019 financial figures and correct any numbers that may not have been finalized. If they were all correct, please state no changes necessary. [See Request for Transfer documentation](#)
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? [Would review the business impact and make a business decision.](#)

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?

[See Previous Ordinance revisions worked on as a team with all taxicabs,](#)