

2015–2017 TAXICAB LICENSE RENEWAL QUESTIONS

The Traffic Engineering Division has the responsibility to investigate taxicab renewal applications. The questions below will help us in this investigation. The Transit and Parking Commission (TPC) may have other questions for you. Please have a company representative available to answer questions at this meeting. It will be held as follows:

Transit and Parking Commission meeting
May 13, 2015, 5:00 pm
Madison Municipal Building, Room 260
215 Martin Luther King Blvd
Madison, WI 53701

QUESTIONS FOR METERED, ZONED AND SPECIALIZED TAXICABS

1. Discuss your **vehicle maintenance program**, including safety inspections. **Green Cab staff inspects every vehicle before and after every shift, noting deficiencies and taking photographs. Green Cab mechanics thoroughly inspect vehicles every 5000 miles.** Did you have any maintenance-related accidents in 2013 and 2014? If so please relate the details. **None.**
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? **Drivers document their rest periods on their shift log sheet, which is reviewed within 24 hours of the end of the shift.**
How would you handle a complaint from a driver that claimed you were not allowing adequate rest periods? **I would present documentation that proves otherwise.** How would you verify to the MDOT how long a driver had been on duty during a specific shift? **Shift log sheet.** What procedures do you have in place to assure that your current drivers are aware of these driving restrictions? **We do not lease a cab for more than 12 hours, and we require each driver by contract to know and follow all local ordinances and regulations.**
3. What are your procedures for handling **customer complaints**, including complaints concerning the driving habits of one of your drivers? **Any and all complaints are responded to by the Customer Service Manager, Shift Supervisor, or General Manager. Complaints about drivers are logged and stored indefinitely.** 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. **Of the 17 internal complaints and 6 city complaints registered in 2013-4, 5 were regarding driver conduct, 17 regarding late pickup, 1 for overcharging.** How would you verify to the MDOT what a customer was charged for a specific ride? **Green Cab fares are calculated by our software. We can verify what was charged by watching security media and checking bank records.**
4. What actions have you taken to improve **driver and passenger safety**? **Green Cab has installed security cameras in every vehicle. Our vehicles are purchased NEW, and maintained to a high degree of safety. Green Cab conducts our own background checks before submitting permit applications to MPD.**
Are there other actions that could be initiated by taxicab companies or the City? **Follow Green Cab's example.**
Have you had any crashes in 2013 and 2014 where the drivers were found to be impaired by drugs or alcohol? **None, never.** If so, please give us the details.
6. Have any of your **rates** changed during 2013 and 2014? **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? **Our rates are the lowest in Madison, and compare favorably with rates in similar markets.**

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. **Our drivers are required by contract to never refuse service. Refusing service would result in contract termination.** Describe the action you would take if a dispatcher or driver refused service. **Termination of employment for the employee, termination of contract for the driver.**
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.
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? **Unsure.**

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? **I would suggest that the City deregulate the taxi industry so as not to subject taxi companies to an unfair regulatory burden.**

Please send your written responses to me by April 17, 2015:

**Keith Pollock
Traffic Engineering
PO Box 2986
Madison, WI 53701-2986**

FAX: (608) 267-1158

E-mail: kpolllock@cityofmadison.com