

2009–2011 TAXICAB LICENSE RENEWALS 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:

TPC meeting
Tuesday, April 14, 2009, 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. Did you have any maintenance-related accidents in 2007 and 2008? If so please relate the details.
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?
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 2007 and 2008 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?
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 2007 and 2008 where the drivers were found to be impaired by drugs or alcohol? If so, please give us the details.
6. Have any of your **rates** changed during 2007 and 2008? 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? Please summarize **complaints** you received in 2006 about high rates.
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.
8. Please review your **2007 and 2008** 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:** Would you like to make any changes regarding the City's taxicab Prepay ordinance--keeping in mind that any method of prepay would have to be applied in a "universal" way and be posted on the vehicle and

with the City Clerks office. By universal, I mean an explicit policy would be required and a prepay policy could not be required for certain locations or types of people.

ADDITIONAL QUESTIONS FOR INDIVIDUAL CARRIERS

MADISON TAXI

A review of Madison Taxi crashes in 2007 and 2008 by MDOT staff has identified 1 driver (D. Ferris) who has been involved in 2 crashes that appeared to have been his fault and 2 accidents where it appeared that he was not at fault. Is this individual still working for your company? Do you have any requirement that drivers involved in multiple accidents attend defensive driving training or other specialized training?

There was a 2008 complaint that on your cabs was acting as a shared-ride service (charged flat fare to passengers) at the Dutch Mill Park and Ride. What are you doing to make sure that your drivers are only operating as a shared-ride service at specifically designated times and only at the Dane County Regional Airport?

BADGER CAB

Please discuss the financial and operational challenges/benefits of being the only shared-ride service in Madison.

UNION CAB

Please discuss the financial and operational viability of your on-demand 24/7 accessible taxicab service.

Please send your written responses to me by March 13, 2009:

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