

2017–2019 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
June 14, 2017
Central Library Rm. 302
201 W Mifflin St, Madison, WI 53703 what time?

QUESTIONS FOR METERED, ZONED AND SPECIALIZED TAXICABS

1. Discuss your **vehicle maintenance program**, including safety inspections. **Drivers and Green Cab employee's (attendants) check cabs out daily. Daily detections and notations are made to the fleet manager, who coordinates all scheduling with the shop. Green Cab has 2 mechanics who inspect cabs every 500 miles. In addition, cabs are in the service bay every 5000 miles for oil changes. Every 25-30000 miles for tire changes.** Did you have any maintenance-related accidents in 2015 and 2016? 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 keep logs of their shifts. Regular breaks are electronically viewed via our software on maps. In addition, our scheduling will not allow for drivers to work past a 12 hour 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? **would provide them with the driver schedule, and driver sign in sheet**
What procedures do you have in place to assure that your current drivers are aware of the 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, Driver Coordinator or Fleet Manager. Complaints about drivers are logged and stored indefinitely. Regular (2 or more in a week) or a consistent pattern that is ensuing on a driver's record, will lead to a discussion, meeting and possible termination of the drivers Independent Contract. Depending on the severity of the complaint.**

Please summarize the number of complaints you received in 2015 and 2016 including, but not limited to, the following categories: overcharging, late pick-up, illegal split loading, driver conduct and refusal of service.

14 late, 8 customer service, 8 driving, 4 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 charges by the software, a bank transaction (if credit card), or in-camera video.**

4. What actions have you taken to improve **driver and passenger safety**? **Annuals Seminar held by our insurance co. & Orientation Class in house by our certified trainers. ongoing reminders to our drivers for example: April is distracted driver month: Today our drivers board is displaying that message with statistics, and bicyclist reminders etc... Happy to share the loop.** Are there other actions that could be initiated by taxicab companies or the City?

If so, please give us the details. **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. Green Cab and Allied Insurance host our annual agency “Your Safety First” seminar. Here drivers view safety tips and material from our insurance company and sign the safety pledge. on driving safe.** Have you had any crashes in 2015 and 2016 where the drivers were found to be impaired by drugs or alcohol? **No**

Are there other actions that could be initiated by taxicab companies or the City? **Green Cab conducts an extensive orientation class for new Independent drivers. Part of this orientation includes, familiarizing oneself on the vehicle and basic road safety like no texting and driving. The city could review the background checks of the other TNC ‘s and ensure they are held to the same requirements. Or move it to a automated background process for all.**

6. Have any of your **rates** changed during 2015 and 2016? **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? **Lower than the meter cab company’s. Badger Cab is the same as Green Cab. Hard to tell with the TNC’s. One day the same, the next they are lower, but on high demand days they can be 10-20X higher**

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.** Describe the action you would take if a dispatcher or driver refused service. **Refusing service would result in contract termination. Termination of employment for the employee, termination of contract for the driver.**
8. Please review your 2015 and 2016 financial figures (**include 2016 data with your response to these questions**) and correct any numbers that may not have been finalized. If they were all correct, please state no changes necessary.
9. FOR METER AND ZONE 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? **We would review and discuss the current paratransit services that are currently providing services throughout Madison . Based on the outcome of those discussions, a plan to, or not to adopt an accessible “ taxicab” vehicle would be implemented or not.**

ADDITIONAL QUESTION FOR 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?. **Remove all regulations that are not consistent with the state, so taxicab companies can compete with the TNC's.**

Please send your written responses to me by May 1, 2017:

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