

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

QUESTIONS FOR METERED, ZONED AND SPECIALIZED TAXICABS

1. Discuss your **vehicle maintenance program**, including safety inspections. Did you have any maintenance-related accidents in 2015 and 2016? If so please relate the details.

Transit Solutions, Inc had no maintenance-related accidents in 2015 or 2016. TSI understands the importance of well-maintained vehicles. Safety, passenger comfort, and longer vehicle life are greatly enhanced through a good maintenance program.

The TSI maintenance program includes daily inspections as well as routine preventative maintenance at regular vehicle mileage intervals. Each day, every driver has a checklist of routine items to verify as operational. These items include: oil and transmission fluid levels, hoses, belts, tires, brakes, lights, wipers, first aid kit, mirrors, heating/air conditioning function, communication equipment, wheelchair lift operation, and general body condition.

Every 3000 miles the vehicle is serviced. This includes oil and filter change, chassis lubrication, under hood inspection, fluid checks, brake check, tire pressure and wear check, door hinge lubrication, exterior body check and a general safety inspection.

Every 12,000 miles the following additional work is performed: pull wheels and check/replace brakes, change air filter, check ignition items for wear, lubricate wheelchair lift, and general wheelchair inspection.

Every 24,000 miles the following additional work is performed: pull wheels and check/replace brakes, check/lubricate wheel bearings, and engine tune-up.

Every 48,000 miles the following additional work is performed: transmission fluid/filter replacement, differential grease replacement, and wheel bearing inspection.

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?

TSI schedules drivers for shifts that are no longer than eight to ten hours. Since drivers are paid by the hour the dispatch department is well aware of managing hours worked and overtime as it relates to running the business. In addition, TSI does not operate on evenings or weekends. A five day work week facilitates shift scheduling well within the requirements of the Madison General Ordinances. During driver work shifts, time-off or

down-time is scheduled for breaks or lunch breaks during slower parts of the day. If a driver had a question about adequate rest periods or if MDOT requested verification of a driver's hours, a review of driver daily trip sheets, time cards, and schedules would be conducted. Time cards would indicate the number of hours a driver worked and was paid for. The trip sheets would detail work performed and support the time that was worked and paid for. The schedules would verify when the driver was scheduled to work. Company policy requires driver trip sheets for each day to be completed accurately and turned in to dispatch. This data is processed daily for the previous day to assist payroll and monitor driver hours.

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 2015 and 2016 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?

Customer complaints are directed to the General Manager for resolution. If appropriate, the complaint will be logged into a customer service file with necessary details and resolution status. A complaint is investigated by gathering all pertinent data. If the complaint concerns a driver, the driver meets with the General Manager at the end of the shift to discuss the complaint. If necessary, the driver may be immediately contacted via telephone. After the investigation, if necessary, warnings or discipline will be meted according to company policy and procedures. If requested, the resolution status will be conveyed to the person who filed the complaint. A covert road observation of the driver may be conducted regardless of the outcome. Complaints are noted in personnel files. Repeated and verified complaints may result in discharge.

2015-2016 Complaints: (9)

Overcharging:	0
Late Pick-up:	5
Illegal Split Loading:	0
Service Refusal:	0
Driver Conduct:	1
Driving:	2
Other:	1

Verification of what customers are charged for a ride is in almost every case determined by contracted amounts and our flat rate service. Driver trip sheets would assist to determine a fare based on mileage accrued for a flat rate trip. The TSI office usually establishes the amount to be collected at the time of the ride reservation. Cash fare collection for flat rate trips is not very common.

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 2015 and 2016 where the drivers were found to be impaired by drugs or alcohol? If so, please give us the details.

Transit Solutions combines classroom type training and on the road training to prepare our drivers to be safe and sensitive to passenger needs. New drivers receive up to five days of training. All drivers receive drug and alcohol abuse training, first aid/CPR, severe weather procedures, defensive driving, passenger service and safety (PASS), and wheelchair securement training. A manager will also conduct covert road observations throughout a driver's employment.

Transit Solutions, Inc. has never had any crashes where drivers have been impaired by drugs or alcohol. TSI company policy allows for post-accident drug and alcohol testing for any accident or passenger incident.

6. Have any of your **rates** changed during 2015 and 2016? 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?

No new rate changes have been implemented. TSI rates (flat rate) are similar to the other paratransit providers in the area.

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.

This question is not applicable to our service.

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.

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?

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?

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

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