

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.
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 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?
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.
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?
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 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?

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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