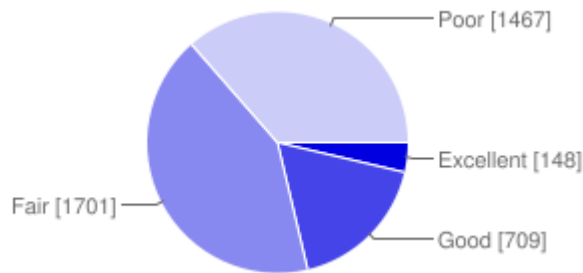


4025 [responses](#)

Summary [See complete responses](#)

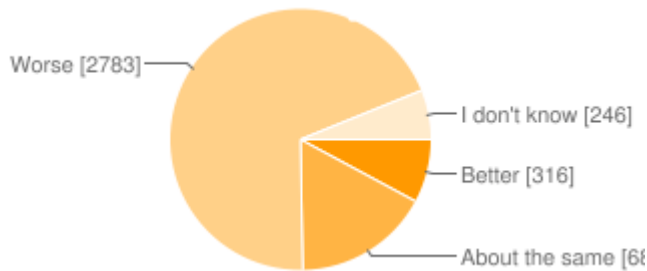
Overview

What is your opinion of taxi service in the District?



Opinion	Count	Percentage
Excellent	148	4%
Good	709	18%
Fair	1701	42%
Poor	1467	36%

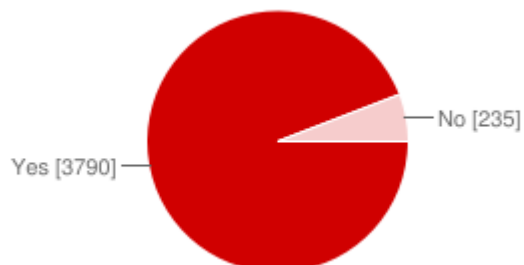
How does taxi service in the District compare to taxi service in other American cities?



Comparison	Count	Percentage
Better	316	8%
About the same	680	17%
Worse	2783	69%
I don't know	246	6%

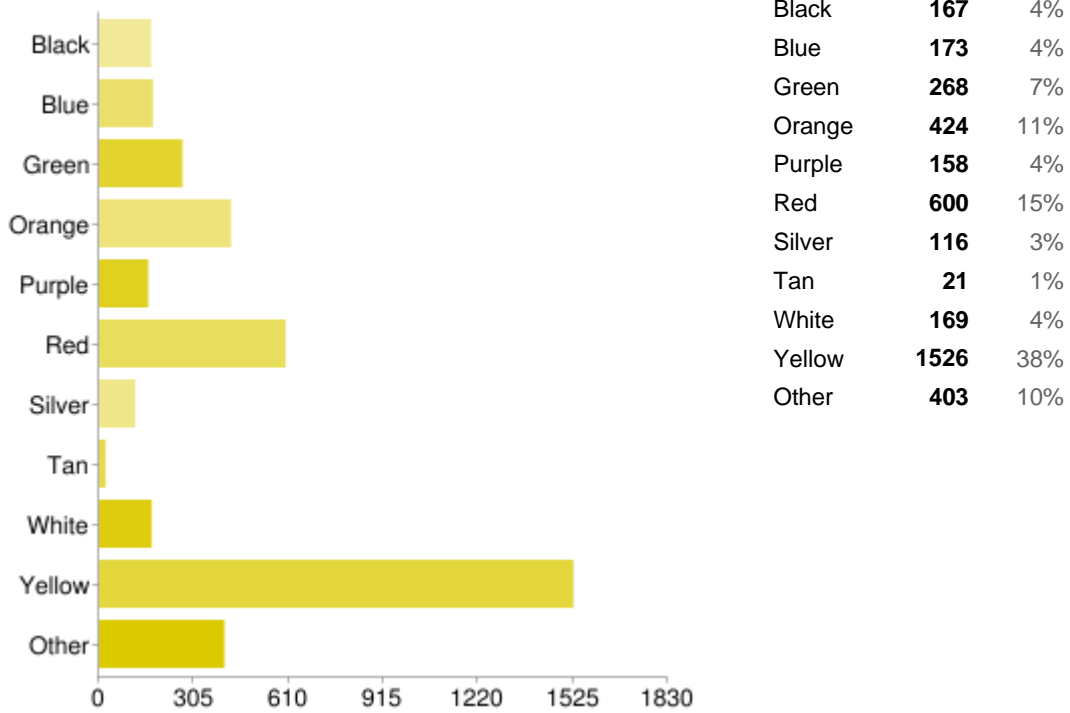
Service Improvements

Do you support legislation to improve taxi service in the District?

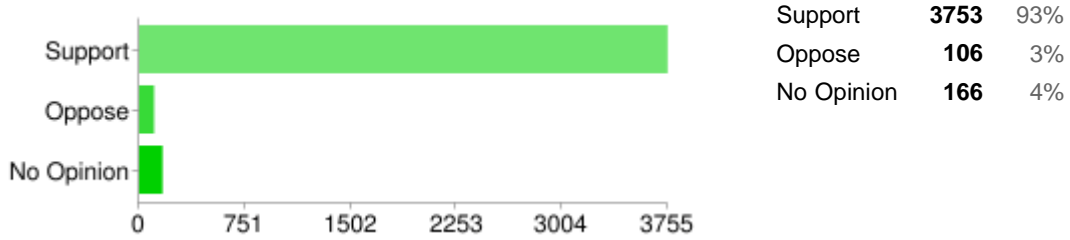


Response	Count	Percentage
Yes	3790	94%
No	235	6%

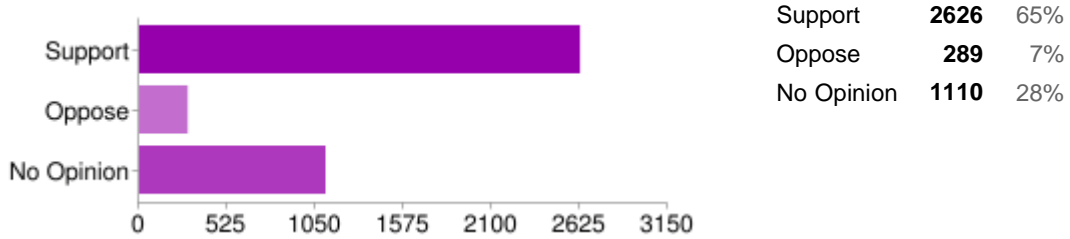
If the District establishes a uniform color scheme for taxis, what color should it be?



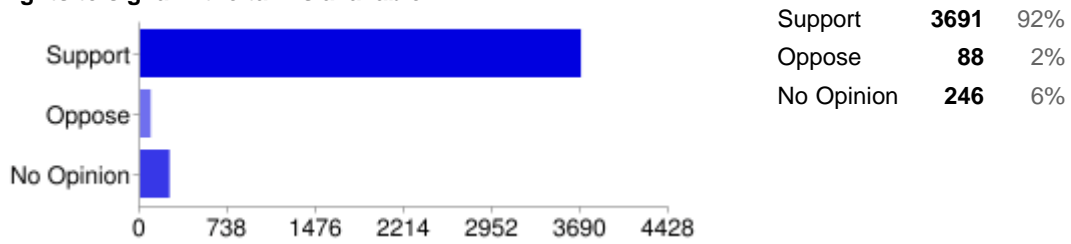
Specifically, what taxi service improvements do you support? - Requiring all taxis to accept credit cards



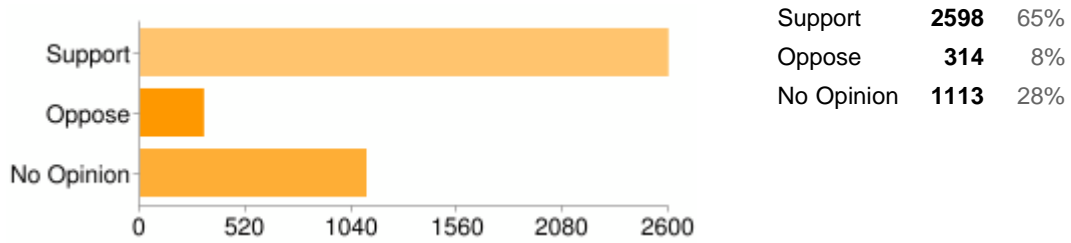
Specifically, what taxi service improvements do you support? - Installing GPS units in all taxis



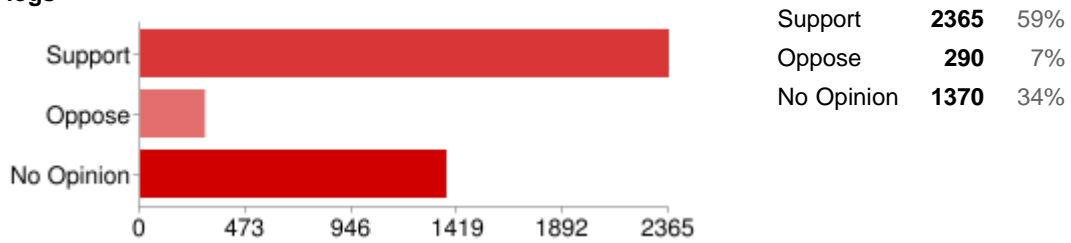
Specifically, what taxi service improvements do you support? - Installing uniform cruising lights to signal if the taxi is available



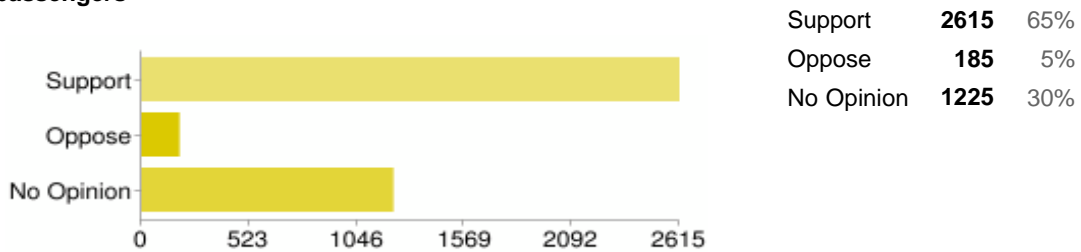
Specifically, what taxi service improvements do you support? - Establishing a uniform color scheme for all taxis



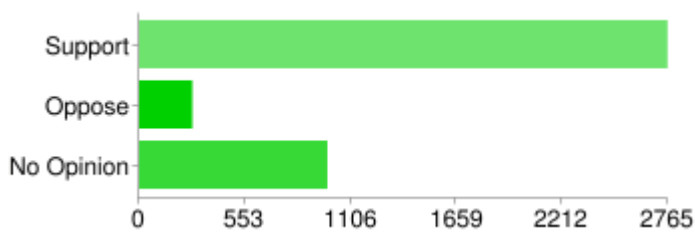
Specifically, what taxi service improvements do you support? - Making all taxi driver trip logs



Specifically, what taxi service improvements do you support? - Installing emergency alert buttons for drivers and passengers

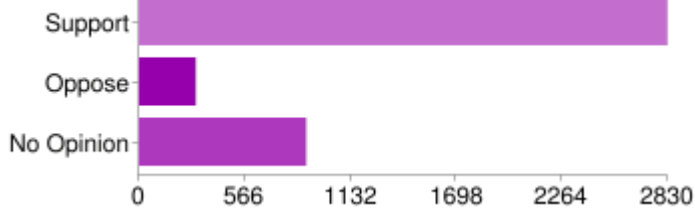


Specifically, what taxi service improvements do you support? - Increasing taxi driver training requirements



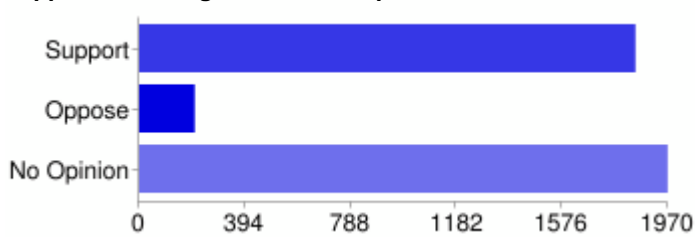
Support	2763	69%
Oppose	278	7%
No Opinion	984	24%

Specifically, what taxi service improvements do you support? - Increasing the number of random taxi inspections



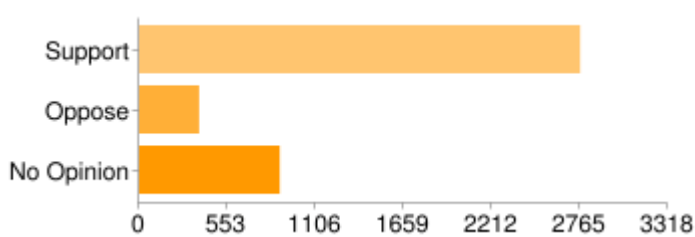
Support	2828	70%
Oppose	303	8%
No Opinion	894	22%

Specifically, what taxi service improvements do you support? - Adding more handicap-accessible taxis



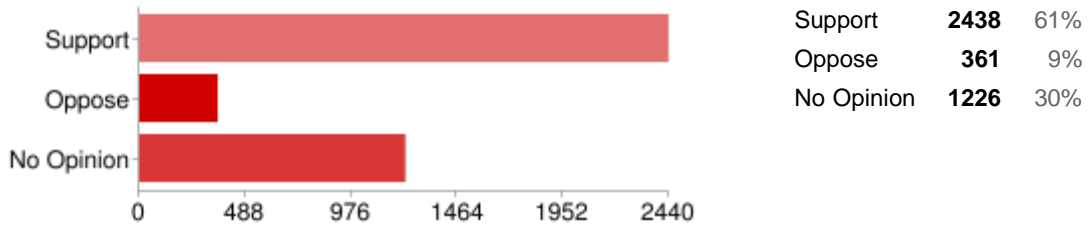
Support	1849	46%
Oppose	207	5%
No Opinion	1969	49%

Specifically, what taxi service improvements do you support? - Providing incentives for hybrid and "green" taxis

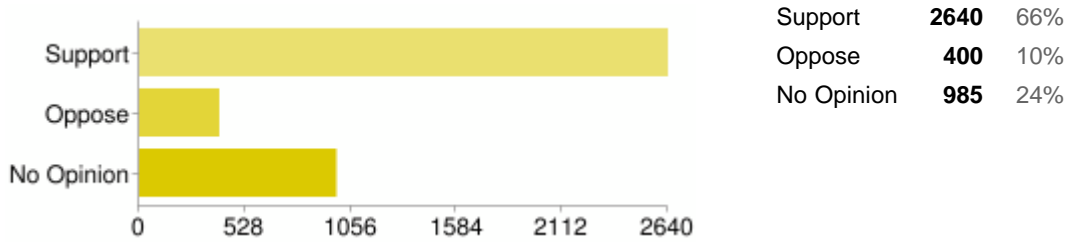


Support	2767	69%
Oppose	376	9%
No Opinion	882	22%

Specifically, what taxi service improvements do you support? - Expanding taxi service to underserved areas

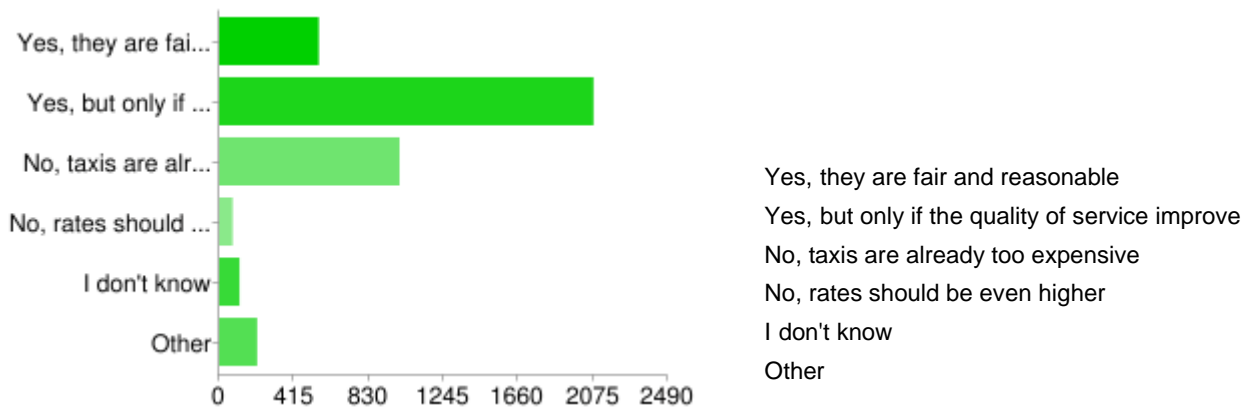


Specifically, what taxi service improvements do you support? - Removing old taxis from service



Fare Changes

The Taxicab Commission has proposed increasing the distance rate from \$1.50 to \$2.16 per mile. It has also proposed increasing the wait-time rate from \$0.25 to \$0.42 per minute. However, the Commission would eliminate extra surcharges, such as the additional-passenger fee, baggage fee, and \$1.00 fuel surcharge. Do you support the Commission's proposed changes?



Additional Comments

Do you have any other comments for Councilmember Cheh or the Committee on the Environment, Public Works, and Transportation, which will be considering this legislation to improve taxi service in the District?

*Excerpts:

“These taxis need to stop refusing service to Wards 7 and 8”.

“My biggest issue with Taxi driver is racial profiling, often times I have to get another person to hail a cab for me if I am out after a certain hour.”

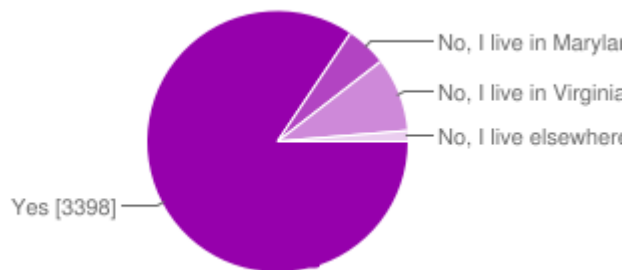
“We as customers should not be required to pay a new surcharge to pay for taxi industry improvements.”

“Advertising revenue from touch screen credit card readers and rooftop tents should be more than sufficient to pay for upgrades and provide additional revenue streams for cab drivers in the long run”.

” Prohibit taxis from talking on phone while driving”

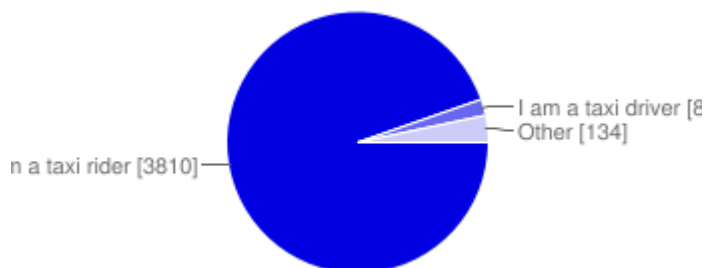
Demographic Questions

Are you a District resident?



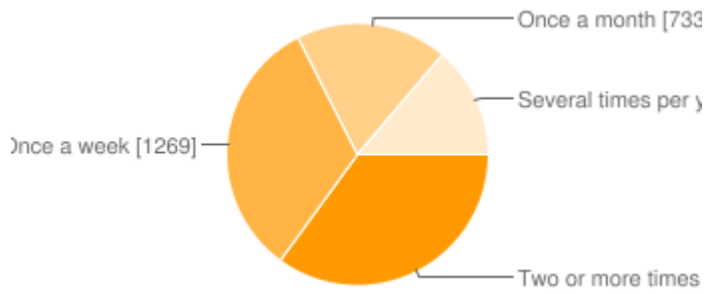
Yes	3398	84%
No, I live in Maryland	204	5%
No, I live in Virginia	369	9%
No, I live elsewhere	54	1%

Please tell us how you are connected to the taxi industry:



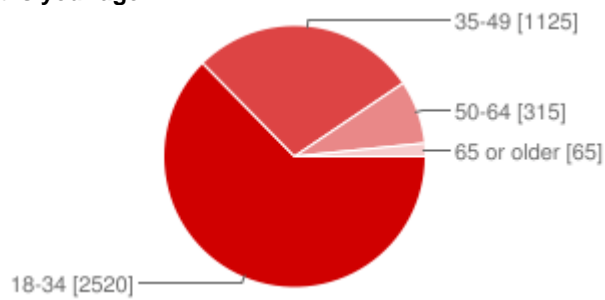
I am a taxi rider	3810	95%
I am a taxi driver	81	2%
Other	134	3%

If you are a taxi rider, how frequently do you take a taxi in the District:



Two or more times per week	1369	34%
Once a week	1269	32%
Once a month	733	18%
Several times per year	538	13%

What is your age?



18-34	2520	63%
35-49	1125	28%
50-64	315	8%
65 or older	65	2%