

Draft Seattle/King County Taxi Demand Survey for Medical Facilities

The Taxi Research Partners are undertaking this survey on behalf of the City of Seattle and King County as part of an effort to measure the availability and quality of Taxi, For Hire Vehicle and Limousine/Towncar service in the Seattle area.. We would appreciate you taking a few minutes to complete this survey. All responses are confidential.

We will be asking you questions about each type of service described below.

TAXI



Taxis have meters and top lights. Yellow Cab, Orange Cab, Far West Taxi, STITA, North End Taxi and Green cab are all taxis.

For- Hire Vehicle



For hire vehicles do not use meters and charge flat rates often by zip code. Eastside for Hire, Flat Rate for Hire, CNG for Hire are for-hire vehicle companies.

Limousine/Town Car/Uber



Limousines: Also known as town cars. These are unmetered, unmarked luxury vehicles.. Uber is an example.

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1. Do you book taxi, for hire vehicle or limousine/town car services for your clients?

- Yes
- No

2. Please explain why you do not book taxi, for-hire or limousine/towncar services for your clients (please click on all that apply)

- Exclusively use specialized transportation services
- Lack of staff resources/time to perform this service
- Clients prefer to book services themselves
- Lack of knowledge of available services
- Concern about potential legal liability if book service on behalf of client
- Other (please specify)

3. Do you book rides for your clients through contracts with taxi, for hire vehicle or limousine/town car providers?

- Yes
- No

4. Approximately how many rides per week do you book?

Number of rides per week

5. Do you use these contracts exclusively to arrange rides for your clients?

- Yes
- No

If no, please explain.

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6. How do you contact companies when your clients need a ride?

- By Phone
- By Internet
- By Smartphone Application
- By Submitting Daily Ride Requests to Company Dispatch

Other (please specify)

7. Which companies do you contact? Please check all that apply.

- | | | |
|---|---|---|
| <input type="checkbox"/> Yellow Cab | <input type="checkbox"/> STITA | <input type="checkbox"/> Flat Rate for Hire |
| <input type="checkbox"/> Orange Cab | <input type="checkbox"/> Green Cab | <input type="checkbox"/> Cabulance |
| <input type="checkbox"/> Far West Taxi | <input type="checkbox"/> East Side for Hire | <input type="checkbox"/> Uber |
| <input type="checkbox"/> Northend Taxi | <input type="checkbox"/> CNG for Hire | |
| <input type="checkbox"/> Other (please specify) | | |

8. Do you use different companies for different client types (e.g.: one company for wheelchair users, another for non-wheelchair users).

- Yes
- No

If yes, what factors influence your choice?

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9. What are your top three reasons for choosing one company over another? Please select no more than three reasons.

- Easier to book
- Service is more reliable
- Response time is faster
- Company provides higher quality service
- Vehicles are equipped to meet our clients' needs
- Vehicles are in better physical condition
- Vehicles are generally cleaner
- Drivers are more courteous
- Drivers are more skilled
- Drivers are aware of how to handle passengers with special needs

Other (please specify)

10. Please estimate the percentage of clients who arrive/depart your facility by hired door-to-door transportation service by type of transportation provider. (Enter a number from 0-100 in each box. Total of all boxes needs to add to 100).

Taxis	<input style="width: 60px; height: 20px;" type="text"/>
For Hire Vehicles	<input style="width: 60px; height: 20px;" type="text"/>
Limos/Town Cars	<input style="width: 60px; height: 20px;" type="text"/>
Specialty Medical Transport	<input style="width: 60px; height: 20px;" type="text"/>
Other	<input style="width: 60px; height: 20px;" type="text"/>
Unknown	<input style="width: 60px; height: 20px;" type="text"/>

11. What is the average wait time for a requested vehicle to arrive at your facility after being booked, or if pre-booked, after scheduled arrival?

	Non-Wheelchair passengers	Wheelchair passengers
0-5 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 5 and 10 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 10 and 15 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 15 and 20 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 20 and 30 minutes	<input type="checkbox"/>	<input type="checkbox"/>
More than 30 minutes	<input type="checkbox"/>	<input type="checkbox"/>

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12. What do you think is a reasonable wait time for a vehicle to arrive at your facility after being booked or if pre-booked, after scheduled arrival?

	Non-wheelchair passengers	Wheelchair passengers
0-5 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 5 and 10 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 10 and 15 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 15 and 20 minutes	<input type="checkbox"/>	<input type="checkbox"/>
Between 20 and 30 minutes	<input type="checkbox"/>	<input type="checkbox"/>
More than 30 minutes	<input type="checkbox"/>	<input type="checkbox"/>

13. Do you find response times to be significantly different during specific times of day?

- Yes
- No

If yes, please explain any differences in response time and when they occur.

14. How you would rate the quality of the service your clients currently receive from Taxi companies?

	No Opinon/Do Not Use	Poor	Fair	Good	Very Good
Ease of booking a ride	<input type="radio"/>				
Willingness to pick up passengers at your facility	<input type="radio"/>				
Ability to accommodate passengers with special needs	<input type="radio"/>				
Promptness of arrival	<input type="radio"/>				
Courtesy of drivers	<input type="radio"/>				
Driver's knowledge of area	<input type="radio"/>				
Driver's awareness and handling of passengers with special needs	<input type="radio"/>				
Appearance and cleanliness of vehicles	<input type="radio"/>				
Willingness to accept credit cards	<input type="radio"/>				
Affordability	<input type="radio"/>				
Handling of complaints	<input type="radio"/>				

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15. How would you rate the quality of service your clients currently receive from For Hire Vehicle companies?

	No Opinion/Do Not Use	Poor	Fair	Good	Very Good
Ease of booking a ride	<input type="radio"/>				
Willingness to pick up passengers at your facility	<input type="radio"/>				
Ability to accommodate passengers with special needs	<input type="radio"/>				
Promptness of arrival	<input type="radio"/>				
Courtesy of drivers	<input type="radio"/>				
Driver's knowledge of area	<input type="radio"/>				
Driver's awareness and handling of passengers with special needs	<input type="radio"/>				
Appearance and cleanliness of vehicles	<input type="radio"/>				
Willingness to accept credit cards	<input type="radio"/>				
Affordability	<input type="radio"/>				
Handling of complaints	<input type="radio"/>				

16. How would you rate the quality of the service your clients currently receive from Limousine/Town Car companies?

	No Opinion/Do Not Use	Poor	Fair	Good	Very Good
Ease of booking a ride	<input type="radio"/>				
Willingness to pick up passengers at your facility	<input type="radio"/>				
Ability to accommodate passengers with special needs	<input type="radio"/>				
Promptness of arrival	<input type="radio"/>				
Courtesy of drivers	<input type="radio"/>				
Driver's knowledge of area	<input type="radio"/>				
Driver's awareness and handling of passengers with special needs	<input type="radio"/>				
Appearance and cleanliness of vehicles	<input type="radio"/>				
Willingness to accept credit cards	<input type="radio"/>				
Affordability	<input type="radio"/>				
Handling of complaints	<input type="radio"/>				

17. What compliments or complaints do you receive from your clients about taxi, for-hire vehicle, and limousines/town car service?

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18. Do you know who to call if your clients have a problem with taxi, for hire vehicle, or limousine/town car service?

- Yes
- No

If yes, who do you call?

19. What should Seattle and King County do to make taxi, for hire vehicle and limousine/town car service better for your clients?

20. Please provide your zip code of your facility. If you have multiple facilities in King County, please list all zip codes.

Zip Code 1	<input type="text"/>
Zip Code 2	<input type="text"/>
Zip Code 3	<input type="text"/>
Zip Code 4	<input type="text"/>
Zip Code 5	<input type="text"/>

21. Please provide the name of your facility.

Thank you for participating in our survey. Your responses will be kept confidential.