



The City of Beverly Hills regulates taxi companies, vehicles, and drivers delivering services to residents and visitors for trips originating within the City limits through a Taxi Franchise System. The City's Taxi Franchise System began on April 1, 2015 which included the execution of (5) Taxicab Franchise Agreements. Three of the five franchises are providing taxi service in the City: Beverly Hills Taxi Coop, Inc. (BH Cab), Independent Taxi Owners Assoc. (ITOA), and United Independent Taxi.

In evaluating the first year of the Taxi Franchise your feedback as a customer is requested. Please complete this survey and return by mail to the City of Beverly Hills, Public Works Services, 345 N. Foothill Rd. Beverly Hills, CA 90210; by fax (310)278-1838, by email grow@beverlyhills.org, or by phone to Genevieve Row (310) 285-2478 before March 1, 2016.

1. What company did you use on your latest ride? (Please Checkmark)

- Beverly Hills Cab (blue body) Independent (white body) United Independent (green)

2. If you called for a taxicab, please rate the telephone service you received from the cab company
(1 = poor, 5 – excellent)

Get through without busy signals	1	2	3	4	5
Hold time for telephone operator	1	2	3	4	5
Courtesy / helpfulness of the telephone operator	1	2	3	4	5
Taxicab dispatched to proper location	1	2	3	4	5

3. Please rate your experience (1 = poor, 5 – excellent)

Cleanliness of the vehicle	1	2	3	4	5
Safety and mechanical condition of the vehicle	1	2	3	4	5
Courtesy of the driver	1	2	3	4	5
Driver's knowledge of the area	1	2	3	4	5
Safe driving	1	2	3	4	5

4. Regarding your fare, would you say...? (Please Checkmark)

- The driver charged you the correct fare, based on the meter
 The driver charged you a flat rate that seemed fair to you
 You think the driver may have overcharged you
 You are sure the driver overcharged you

5. Approximately how many times a year do you use a taxi service originating in Beverly Hills?
(Please Checkmark)

- One or fewer times per year
 2 to 10 times per year
 11 to 20 time per year
 More than 20 times per year

6. In the last year, please rank your overall experience/opinion of taxicab services in Beverly Hills
(1 = poor, 5 - excellent).

Telephone service	1	2	3	4	5
Dependability and reasonable response times	1	2	3	4	5
Cleanliness of vehicles	1	2	3	4	5
Safety and mechanical condition of the vehicles	1	2	3	4	5
Courtesy of the drivers	1	2	3	4	5
Drivers' knowledge of the area	1	2	3	4	5
Safe driving	1	2	3	4	5

7. How would you rate the taxi service currently as compared to prior years, before the Taxi Franchise?
(Please Checkmark)?

- Better Worse No change/the same