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# MEMORANDUM

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**DATE:** July 9, 2009  
**TO:** City Council Members  
**FROM:** Russell Weeks  
**RE:** Update on Proposed Ordinance Amending Chapter 5.72, Salt Lake City Code, Pertaining to Taxicabs, to Provide for Transition from Regulatory to Contract Based System for Providing Taxicab Services  
**CC:** Cindy Gust-Jenson, David Everitt, Ed Rutan, Frank Gray, Maureen Riley, Karen Hale, Mary De La Mare-Schaeffer, Robert Farrington, Orion Goff, Randy Berg, Jennifer Bruno, Laura Kirwan, Dave Korzep, Brent Kovac, Larry Bowers, Ray Mundy

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This memorandum is an update on the progress toward City Council consideration of to a proposed ordinance amending Chapter 5.72, Salt Lake City Code to provide for a transition from regulating Salt Lake City taxicab companies through certificates of public convenience and necessity to a to contract-based system for providing taxicab services.

The City Council held a public hearing on the ordinance March 24. During the work session preceding the hearing, Council Members directed staff to have the City's Transportation Advisory Board review the issue before the Council formally considered the proposed ordinance. In June the Transportation Advisory Board adopted several motions pertaining to the proposed ordinance. Please see Attachment No. 1.) In the meantime, the City also received results of a citywide telephone survey that contained some questions about taxicab and shuttle service. (Please see Attachment No. 2.) In addition, the City's Accessibility Services Advisory Council adopted a motion pertaining to the proposed ordinance. (Please see Attachment No. 3.)

The fact-finding portion of the City Council's work session will included brief remarks by City Council and Administration staff; representatives of the three taxicab companies that hold certificates of public convenience and necessity; representatives of other ground transportation businesses; members of the Accessibility Services Advisory Council; and City Council consultant Ray Mundy, Ph.D.

A second session tentatively will be held August 11 to accommodate invited speakers whose schedules conflicted with the July 14 meeting.

## **DISCUSSION/BACKGROUND**

### **MOST RECENT DEVELOPMENTS**

City Council staff and representatives of Mayor Ralph Becker's Administration met with the Transportation Advisory Board in May and June to present information about the proposed amendments to Chapter 5.72. The Board adopted the following motions:

- **Motion:** Jim Jenkin moved that the Board recommend to the City Council that since the current ordinance is transitional and inhibits capital investment by the taxi companies for improvements in their operations and establishes a practical monopoly that they replace ordinance No. 87 of 2005.
- **Motion:** Keith Jensen moved that the Board recommend to the City Council that they evaluate both chapters 5.71 and 5.72 simultaneously, before issuing an RFP under Chapter 5.72.
- **Motion:** Jonathan Springmeyer moved that the Board approve motion No.2 as listed in the memorandum to City Council from Russell Weeks dated March 18, 2009 which states in part that motion No. 2 would end City Council consideration of alternate methods of regulating taxi cab companies in favor of certificates of convenience and necessity and include increased accessible vehicle service.
- **Motion:** Keith Jensen moved the Board recommend that if the City Council does move forward with an RFP (request for proposals) process that it not reduce the number of taxi cabs in service for a period to include two six month review cycles.

The following motion died for lack of a second.

**Motion:** Jim Jenkin moved that the board recommend to the City Council that it institute an RFP proposal for taxi services in SLC.

It should be noted that earlier this year The Downtown Alliance Parking and Transportation Committee recommended and The Downtown Alliance Board of Directors adopted a motion supporting a contract-based approach to the City's delivery of taxi transportation services. The Downtown Alliance recommendations came after presentations by City staff and taxicab company representatives in late 2008. (Please see Attachment No. 4.)

### **CITYWIDE RESIDENT SURVEY**

The Citywide resident survey conducted by Dan Jones & Associates contained the following questions pertaining to taxicab service:

- Are you aware of the difference between a metered taxicab and a shuttle service?
- Have you or any immediate family members used a taxi or shuttle service in the last two years?
- What is the main reason you do not use a taxicab?
- How would you rate your overall satisfaction with the experience?
- What do you or did you use the service for?
- Do you recall the company you use or used?
- If you were to use a taxi service, how important would the following be to you on a scale of 1, not important at all, to 7, very important?

The survey indicated that about 70 percent of the residents surveyed knew the difference between a metered taxicab and a shuttle service. The survey also indicated that about 52 percent of the people questioned had taken a taxicab or a shuttle service within the last two years in Salt Lake City and in other cities. Forty-nine percent of that number indicated they

had been “very satisfied” with the experience. Another 42 percent indicated they had been “somewhat satisfied.”

Of the residents surveyed who used either taxicabs or shuttles, 61 percent used the service for trips to and from Salt Lake City International Airport. Another 25 percent indicated that they used the service for other, unspecified reasons. Eleven percent used either taxicabs or shuttles for routine errands; 9 percent used the service for work-related travel around town; 8 percent used the service for emergencies; and 4 percent used the service as their main source of transportation.

Of the residents surveyed, 61 percent of them said they used one of the three taxicab companies that hold certificates of public convenience and necessity; 24 percent did not recall which company provided the service; 10 percent said they used a shuttle company; and 4 percent indicated they used another company besides taxicabs or shuttles.

Among everyone surveyed the following qualities in taxicab service were rated in descending order as either important or very important: driver competence (86 percent); driver timeliness (84 percent); driver professionalism (77 percent); appearance of cab (53 percent); and driver appearance (41 percent.)

In comparison, an electronic survey jointly supported by The Downtown Alliance and the City Council indicates that 56.4 percent of 749 people who responded to the electronic survey used taxicabs at least once in awhile. Of that percentage, roughly 38 percent used taxicabs for trips to and from Salt Lake City International Airport, and 20 percent used the service for emergencies. Fifty-three percent of taxicab users indicated no preference for the company they used. In response to the question: Please rate the following aspects of taxicab service, about 61 percent indicated that driver timeliness either was good or excellent; about 59 percent indicated that driver competence either was good or excellent; 50 percent indicated that driver professionalism either was good or excellent; about 38 percent indicated that driver appearance either was good or excellent; and about 42 percent indicated that the appearance of taxicabs they had used either was good or excellent. (Please see Attachment No. 5.)

### **ACCESSIBILITY SERVICES ADVISORY COUNCIL**

On May 26, 2009, the City’s Accessibility Services Advisory Council adopted the following motion:

ASAC encourages Mayor Becker and all City Council Members to see upcoming ordinance changes and any administrative policy changes in the City’s treatment of taxicabs as opportunities to improve the degree to which Salt Lake City requires taxicab equipment and services to be accessible to people with disabilities. Title III of the federal American’s with Disabilities Act (ADA, 1990) prohibits discrimination “on the basis of disability in the full and equal enjoyment of specified public transportation service provided by an entity that is primarily engaged in the business of transporting people and whose operations affect commerce.”

### **OPTIONS**

The City Council still appears to have three options pertaining to amending Chapter 5.72:

- Adopt the proposed ordinance.
- Do not adopt the proposed ordinance and maintain the current regulatory system. (This option would require repealing ordinances adopted earlier.)
- Do not adopt the proposed ordinance and declare an intent to deregulate the ground transportation industry in Salt Lake City. (This option would require that the current regulatory system remain in place until adoption of an ordinance repealing it.)

### **PROPOSED ORDINANCE**

To review, the centerpiece of the proposed ordinance is a revised section of *City Code* Section 5.72.130.

The title of the section is amended to read: *Phasing Out of Certificates of Public Convenience and Necessity*.

Paragraph A contains the following sentence: “The city hereby adopts a contract based system for provision of taxicab services. Only taxi providers selected pursuant to a competitive Request for Proposals (“RFP”) process and who have entered into a contract with the city may operate taxi services for hire upon Salt Lake City streets, as defined in Section 5.72.130(C).”

The sentence replaces a paragraph that reads: *“No person shall operate or permit a taxicab owned or controlled by such person to be operated as a vehicle for hire upon the streets of Salt Lake City without first having obtained a certificate of public convenience and necessity from the city ...”*

The proposed ordinance also changes the language of Section 5.72.130 referenced in Motion No. 2 that would require “existing certificates of public convenience and necessity” to expire 180 days from the effective date of the proposed ordinance, if the City Council adopts it. The proposed ordinance also would allow the City to extend the expiration date of the certificates an additional 180 days. The amended language allows the current taxicab companies to continue to operate if the City is delayed beyond the time the proposed ordinance contemplates implementing a contract-based system. If that happens, the proposed ordinance allows the City to implement a contract-based system while the current system remains in operation.

Other key points of the proposed ordinance include:

- A revised formula for determining mileage rates in taxicab meters. The Administration would review mileage rates every six months. The City Council requested that the Administration review a proposed formula when the Council adopted a motion to increase taxicab mileage rates in August 2008. If the City Council adopts the proposed ordinance, the formula – not future City Council action – would determine mileage rate increases or decreases. The proposed ordinance also calls for the annual review of flag-drop rates.
- Requiring taxicab drivers to have equipment to process credit and debit cards as payment for fares.

JUL 01 2009

TIMOTHY P. HARPST, P.E.  
TRANSPORTATION DIRECTOR

**SALT LAKE CITY CORPORATION**  
DEPARTMENT OF COMMUNITY AND ECONOMIC DEVELOPMENT  
DIVISION OF TRANSPORTATION

RALPH BECKER  
MAYOR

June 29, 2009

Mr. Carlton Christensen, Chair  
Salt Lake City Council  
451 South State Street, Room 304  
P.O. Box 145476  
Salt Lake City, Utah 84114-5476

Re: Transportation Advisory Board recommendation on the Proposed Taxi Cab  
Regulation Changes

Dear Mr. Christensen:

The Transportation Advisory Board (TAB) was asked by the City Council to provide a recommendation regarding the issue of the proposed taxi cab regulation changes. This letter is written to inform you of action taken by the TAB on this issue. The Board heard information and addressed the issue of the proposed taxi cab regulation changes at their April, May, and June meetings. At the June 8 meeting, the TAB made a number of motions regarding recommendations to the City Council on this issue.

Below I have included the motions made and acted on by the Board. I have enclosed a copy of the draft minutes from the June 8, 2009 TAB meeting, which includes the motions made by the Board. You may wish to read the draft minutes which set the context for the motions that were made. Although the minutes and motions are technically in draft form until they are acted upon at the August TAB meeting, we do not expect them to change.

**Motion:** Jim Jenkin moved that the Board recommend to the City Council that since the current ordinance is transitional and inhibits capital investment by the taxi companies for improvements in their operations and establishes a practical monopoly that they replace ordinance No. 87 of 2005. Keith Jensen seconded the motion.  
The motion passed.

**Motion:** Jim Jenkin moved that the Board recommend to the City Council that the Airport be allowed to issue their own RFP for transportation services. Jonathan Springmeyer seconded the motion.  
The motion did not pass.

**Motion:** Jim Jenkin moved that the board recommend to the City Council that they institute an RFP proposal for taxi services in SLC. Motion failed for lack of a second.

349 SOUTH 200 EAST, SUITE 450  
P.O. BOX 145502, SALT LAKE CITY, UTAH 84114-5502  
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WWW.SLCGOV.COM

**Motion:** Keith Jensen moved that the Board recommend to the City Council that they evaluate both chapters 5.7.1 and 5.7.2 simultaneously, before issuing an RFP under 5.7.2. Joel Ban seconded that motion.

The motion passed.

**Motion:** Jonathan Springmeyer moved that the Board approve motion No.2 as listed in the memorandum to City Council from Russell Weeks dated March 18, 2009 which states in part that motion No. 2 would end City Council consideration of alternate methods of regulating taxi cab companies in favor of certificates of convenience and necessity.

Brian Doughty seconded the motion. Jim Jenkin asked that the author consider amending the motion to include increased accessible vehicle service. Jonathan Springmeyer accepted the amendment to his motion.

**Amended Motion:** Jonathan Springmeyer moved that the Board approve motion No.2 as listed in the memorandum to City Council from Russell Weeks dated March 18, 2009 which states in part that motion No. 2 would end City Council consideration of alternate methods of regulating taxi cab companies in favor of certificates of convenience and necessity and include increased accessible vehicle service. Brian Doughty seconded the motion.

The motion passed.

**Motion:** Keith Jensen moved the Board recommend that if the City Council does move forward with an RFP process that they do not reduce the number of taxi cabs in service for a period to include two six month review cycles.

Steve Sturzenegger seconded the motion.

The motion passed.

**Motion:** Milton Braselton moved to inform the City Council regarding the gravity of this entire issue. Motion failed due to lack of a second.

Sincerely,



Kevin J. Young, P.E.  
Transportation Planning Engineer

cc: Frank Gray  
Mary De La Mare-Schaefer  
Laura Kirwan  
Brent Kovac  
Russell Weeks  
John Holt  
Tim Harpst  
file

## SALT LAKE CITY

### TRANSPORTATION ADVISORY BOARD

#### Minutes of the June 8, 2009 Meeting

Present from the Transportation Advisory Board were Joel Ban, Milton Braselton, Brian Doughty, Jim Jenkin, Tim Harpst, Keith Jensen, Sherry Repscher, Jonathan Springmeyer, Steve Sturzenegger, and Xuesong Zhou.

Also present were Kevin Young, Nick Britton, Laura Kirwan, Russell Weeks, Brent Kovac, John Holt, James Curtis, Larry Bowers, Todd Gubler, Don Barron, Dave Jackson, Sam Raafati, and Paul Koepp.

The meeting was called to order at 4:01 p.m. by Chairman Keith Jensen. Keith asked for approval of the minutes of the May 4, 2009 meeting.

**Motion:** Steve Sturzenegger moved to approve the minutes of the May 4, 2009 meeting. Jim Jenkin seconded the motion. The motion passed unanimously.

Nick Britton, a Principal Planner from the Salt Lake City Planning Division, was introduced to speak about the Euclid Small Area Plan. Nick referred to two posted maps and explained the boundaries of the Euclid area. He explained that a transit oriented goal is to have more pedestrian focus with better crossings and pedestrian lighting. Nick explained that the City wants this area to connect to the City Creek trail and the Jordan River so pedestrians and bicyclists can access any part of the city through the current and proposed trails; encourage new businesses and pedestrian traffic on the main area street (900 West); work around the railroad that divides the neighborhood into two halves and get rid of vacant buildings; and figure out the best way to maintain the current homes while giving the area an opportunity for redevelopment. Nick answered questions regarding how this plan would coincide with the North Temple light rail project and the City Creek corridor.

The next agenda item presented by Keith Jensen was the proposed taxi cab regulation changes issue. Keith said the board has previously heard presentations from various stake holders and has had multiple discussions and much material to read. Introductions of those in the audience were made. Russell Weeks gave a brief explanation of his understanding of an RFP system and why he feels it would be beneficial for the City to go to this system. Russell said the City found the current system to be contentious, archaic, and difficult to enforce. Russell went over a comparison table of the two different systems with the Board. Milton Braselton asked who in the City would review the new RFP system. Russell said it would be a new city ad hoc panel. Russell said that the methodology used to determine the proposed number of taxi cabs is based on Dr. Mundy's initial recommendations, but can be

increased or decreased rather quickly depending on need. Brent Kovac clarified that currently one certificate represents one taxi cab company.

Keith Jensen asked if approving the RFP system would require taxi cab companies to lay people off. John Holt responded to that question by indicating that yes many people would lose their jobs. John said that it would also put many taxi cab companies out of business and that the people who own and operate their own companies would not only be out of business, but would then be unable to liquidate their current equipment. John also indicated that there is nothing scientific about the number of cabs that the RFP system suggests and points out that their data is 10 years old. Don Barron said he's not sure how many people would actually lose their jobs. Don said that some taxi cabs have one driver and some have two drivers so 50 taxi cabs could represent as many as 100 drivers. Don said none of his drivers are sitting around waiting for customers. He further pointed out that they have had numerous customer comment cards indicating that their customers are happy with their cab quality and service. These cards are handed out to cab customers who then mail them directly to Brent Kovac.

Keith Jensen stated that he would like to go on record to say that he is opposed to the reduction in taxi cab services, but that does not mean that he is against the RFP program, if it was adjusted, but he is opposed to using 1999 information as a basis for decisions. Jonathan Springmeyer said he has not read how the undocumented taxi cab driver scenario will be resolved in either system. Russell Weeks responded by saying he believes the number of undocumented taxi cabs is greatly exaggerated. Russell said a license is needed to get onto the airport grounds in the first place. Brent Kovac said he has an investigator out in the field frequently and they are doing their best to enforce the ordinances. Brent said they caught numerous people over prom weekend but overall there are very few illegal operators and all of them had a city business license. Russell again said undocumented taxi cabs are not as prevalent as is suggested and most of them are legitimate businesses that have permission to pick up and drop off at the airport. John Holt pointed out that there are companies that do have city business licenses but are not following the law. John said these companies are operating a service that they shouldn't be or are operating vehicles they shouldn't be. While these companies may technically be licensed, they are overstepping their bounds. Brent Kovac said the City wants to ensure the industry is treated in an equal manner and the city wants to bring all transportation providers together so eventually there is a level playing field. Don Barron said that the taxi cab companies aren't just operating in Salt Lake City but in many other counties. Don said if you take away their vehicles you will be taking away business from the entire area and then other transportation companies will fill in because people will just go elsewhere. Don thinks they are being short sighted because the City doesn't realize the areas that the taxi cab companies actually cover.

Todd Gubler, representing Little America and Grand America Hotels, said they are probably the two biggest users of taxi cab services other than the airport. He said they have been impacted greatly by the taxi cab issue. He hopes the City Council can limit private transportation because he said currently there is a feeding frenzy of transportation providers. He usually has eight to nine taxi cabs lined up at his hotel each



morning and has had them sitting there for as long as 8 hours. He stated that only during the outdoor retailers can they not get taxi cabs because the driver's want the airport runs rather than the downtown runs. He doesn't care who moves his guests, but he wants them moved and currently contracts with four private transportation companies and the three taxi cab companies. He indicated the City should go to the RFP system and make sure that there is clean, consistent transportation provided. Milton Braselton asked why he's hearing conflicting information from the taxi cabs and the hotels regarding a "feeding frenzy" versus "all of our cars are full". Don Barron said that most of his drivers have been with him for five years or more. He said he doesn't think they would stay with them if they weren't making money. He said the only drivers that complain are the ones who take many days off. In his 25 years of driving taxi cabs he doesn't remember ever having lost money.

Keith Jensen said he would like a brief summary from the SLC International Airport since they have the majority of the taxi cab business and Milton Braselton said he would like to know what the future prediction of the airport taxi cab use is. Larry Bowers said there used to be problems with the number of taxi cabs staging at the airport. He said things have gotten better and operate quite well since they went to a system where they limited the number of cabs to 25 vehicles, proportional to the current number of certificates per cab company. The airport is never short of taxi cabs with this system and it is running very well despite the taxi cab companies saying that they could never operate this way. Larry said the airport industry is growing and there is also a strong need for other types of transportation. One thing that the SLC International Airport does not have that they have requested is a shared ride van service. All other airports have other transportation alternatives that the SLC Airport does not yet offer. Larry would like a shared ride van service set up on an RFP contract with the SLC Airport. The airport would love to contract their own transportation right now, however the Mayor and City Council are looking at the betterment of transportation service for the entire city.

Jim Jenkin asked if the airport were taken out of the equation would it be easier for the free market to balance service within SLC. Russell Weeks said that so far the City Council and Ray Mundy's study have looked at the City as a single study area. Within this study the long standing traffic generators are the airport, the downtown area and the University of Utah. Jonathan Springmeyer asked how many of the waiting taxi cabs are within SLC boundaries at any given time. Don Barron stated that it changes at any given time but most are probably within SLC. Don said in 2008 Yellow Cab had 278,833 taxi cabs dispatched, with 156,742 of those taxis going to or from the airport, but he doesn't know if those taxis were picking up or dropping off. He said that these figures are quite accurate since the airport charges them \$.85 for every cab that goes through their gate.

Jim Jenkin asked whether an RFP system would be a financial benefit to SLC. Russell Weeks answered that no it would not because the City would not be charging a fee to the companies that are selected. He said it would be like it is now and what accrues would be coming out of the general fund so there would be no fundamental changes. Russell Weeks said that the City believes that given the independent contractor status

of drivers, an RFP system is an opportunity to find out which companies are interested in managing independent contractors better than they might be now. He said they also believe that there are other technologies out there that are more up to date that lead to better management and dispatch of drivers. The third thing is that this is possibly an opportunity to open up a market that has remained in many ways a closed market for 47 years. Russell said that under the current system if someone wants to start a taxi cab company they have to seek a certificate of public necessity and need then the city holds a hearing where the existing holders can give evidence as to why the company seeking a certificate should not have one. He said it might also make it possible for current companies to expand their fleets. Bryan Doughty said it seems like it would be easier for someone to enter into the market now versus if the city changes the system. He can't see how it's a benefit. Russell said anyone can apply today but no one has received a certificate since about 1962. Russell said that existing companies have successfully defended their niche of the market from someone else entering and that has led in great part to other companies taking away that niche around the edges. He said when the City Council allowed limousine companies to enter the transportation market, it was at the opposition of the taxi cab companies.

John Holt said the RFP system places management responsibility on the cab companies based on the assumption that there is some sort of problem with the drivers, which there isn't. He asked why move to a franchise system to fix a problem that doesn't exist. There are always going to be issues with taxi cabs, but SLC ranks higher than any other jurisdiction that Mr. Mundy studied. John said an RFP system would require investment into new technology but no one will want to do that for only up to 6 years. No one wants to spend a lot of money on new technology when they could lose the bid and there is no guarantee that they'll be around. John said the RFP system will not guarantee that the market will be open. He said it's very expensive to start a new cab company and just because no one has entered the taxi cab market doesn't mean that they haven't tried. Don Barron pointed out that it literally takes 3-5 years to build a customer base. He said during that 3-5 year period a new taxi cab company is in for a rough ride as SLC is not a typical "cab" town.

Xuesong Zhou asked if there would be enough service for visitors if you put a small limit on the number of cabs at the airport. Russell Weeks said the Airport Director could change the number of taxi cabs allowed at the airport at any given time. Larry Bowers said the airport limits the number of taxi cabs to 25 staged at any one time and the companies must replenish the vehicles as they are dispatched. Milton Braselton asked how much the ground transportation vehicles are charged to go up to the terminals and where does the money go. Larry said they charge all transportation companies dropping off or picking up at the airport. The amount charged is determined by the type of vehicle and number of passengers. The money collected is used for maintaining areas of the airport used by the transportation companies. Milton asked if they see undocumented taxi cab drivers or private transportation dropping off and/or picking up without a technology tag and if they have 24 hour enforcement. Larry said transportation providers can't get through to the commercial drop-off area without a technology tag but

the airport enforcement also checks for companies using other areas and have caught many throughout the years. The airport does have 24 hour enforcement.

Sherry Repscher asked how the City is going to ensure they are addressing usability and accessibility by people with disabilities more effectively with the RFP system than under the current system. Brent Kovac said that under the current system taxi cab companies are required to have one ADA vehicle themselves or through contract, but under the RFP system they're going to make a recommendation of one fully compliant ADA vehicle per 25 allocated vehicles in the fleet not contracted out. Don Barron said they don't ever do that much ADA business and that many vans might make only one trip per month. He said they contract through Gold Cross and that they are very good, located close to the airport and all of their vans have the meters and a wheelchair lift. Todd Gubler said he would love to see more accessible vehicles. He said they currently go through handy van and definitely see a need for it.

Jim Jenkin says he continues to hear that there are issues around the airport that necessitate the airport setting limits on the number of cabs that can wait there and the hotel industry says in busy times there is a problem getting people to take non airport fairs. Jim said he sees a real dichotomy between airport and city service. Brian Doughty asks whether the taxi cab drivers can refuse fairs based on destination. Don Barron said if a driver refuses a fair for any reason they are laid off for one week on the first offense and for a second offence they are fired. Todd Gubler said that drivers refusing a fare happens all the time, especially during outdoor retailers. Jim Curtis said he would like a convergence of regulations for transportation providers so everyone is treated the same but doesn't see how you can do that with an RFP system for cabs and another ordinance for everyone else.

**Motion:** Jim Jenkin moved that the Board recommend to the City Council that since the current ordinance is transitional and inhibits capital investment by the taxi companies for improvements in their operations and establishes a practical monopoly that they replace ordinance No. 87 of 2005. Keith Jensen seconded the motion.

Roll call vote: Joel Ban-yes, Jonathan Springmeyer-no, Steve Sturzenegger-yes, Keith Jensen-yes, Milton Braselton-no, Brian Doughty-yes, Jim Jenkin-yes, Xuesong Zhou-yes, Sherry Repscher-yes.

The motion passed.

Tim Harpst gave four points he picked up on during the Board's discussion, which are 1) a decision by the City Council should be made soon; 2) there needs to be a mechanism to allow adequate regulation to make sure everything works well; 3) there should be clear regulation that shows the differences between taxi cabs and the other ground transportation providers; and 4) there is a desire to ensure there is an ability to enforce the regulations, whatever they turn out to be.

There was a discussion among board members regarding the current system versus a new RFP system. Russell weeks read ordinance No. 87 of 2005 to clarify some issues.

**Motion:** Jim Jenkin moved that the Board recommend to the City Council that the Airport be allowed to issue their own RFP for transportation services. Jonathan Springmeyer seconded the motion.

Roll call vote: Joel Ban-no, Jonathan Springmeyer-yes, Steve Sturzenegger-no, Milton Braselton-no, Keith Jensen-no, Brian Doughty-no, Jim Jenkin-yes, Xuesong Zhou-no, Sherry Repscher-yes

The motion did not pass.

**Motion:** Jim Jenkin moved that the board recommend to the City Council that they institute an RFP proposal for taxi services in SLC. Motion failed for lack of a second.

Joel Ban asked what Ground Transportation is doing to enforce undocumented taxi cabs. Brent Kovac said they are working right now on an interim revision to city code which should happen in the next number of months and they are also doing a re-write that deals with the rest of ground transportation. Joel asked why they aren't doing all of this at once so it can be looked at comprehensively. Russell Weeks said the goal is to have revisions to ground transportation ordinances take effect at the same time as an RFP system. Joel said it's kind of hard to evaluate an RFP system before other ground transportation regulations have been developed. He feels it would be better for the City Council to look at these other issues at the same time.

**Motion:** Keith Jensen moved that the Board recommend to the City Council that they evaluate both chapters 5.7.1 and 5.7.2 simultaneously, before issuing an RFP under 5.7.2. Joel Ban seconded that motion.

Roll call vote: Joel Ban-yes, Jonathan Springmeyer-yes, Steve Sturzenegger-yes, Milton Braselton-yes, Keith Jensen-yes, Brian Doughty-yes, Jim Jenkin-no, Xuesong Zhou-yes, Sherry Repscher-yes

The motion passed.

**Motion:** Jonathan Springmeyer moved that the Board approve motion No.2 as listed in the memorandum to City Council from Russell Weeks dated March 18, 2009 which states in part that motion No. 2 would end City Council consideration of alternate methods of regulating taxi cab companies in favor of certificates of convenience and necessity.

Brian Doughty seconded the motion.

Jim Jenkin asked that the author consider amending the motion to include increased accessible vehicle service. Jonathan Springmeyer accepted the amendment to his motion.

**Amended Motion:** Jonathan Springmeyer moved that the Board approve motion No.2 as listed in the memorandum to City Council from Russell Weeks dated March 18, 2009 which states in part that motion No. 2 would end City Council consideration of alternate methods of regulating taxi cab companies in favor of certificates of convenience and necessity and include increased accessible vehicle service. Brian Doughty seconded the motion.

Roll call vote: Joel Ban-yes, Jonathan Springmeyer-yes, Steve Sturzenegger-yes, Milton Braselton-yes, Keith Jensen-yes, Brian Doughty-yes, Jim Jenkin-yes, Xuesong Zhou-yes, Sherry Repscher-yes  
The motion passed.

**Motion:** Keith Jensen moved the Board recommend that if the City Council does move forward with an RFP process that they do not reduce the number of taxi cabs in service for a period to include two six-month review cycles.

Steve Sturzenegger seconded the motion.

Roll call vote: Joel Ban-yes, Jonathan Springmeyer-yes, Steve Sturzenegger-yes, Milton Braselton-yes, Keith Jensen-yes, Brian Doughty-yes, Jim Jenkin-no, Xuesong Zhou-yes, Sherry Repscher-yes

The motion passed. (It is noted that Jim Jenkin wanted a shorter review period.)

Milton Braselton said during the time he's sat in on meetings of this Board or been a member of the Board he believes this is the most time consuming and difficult issue to come to the Board. He would like to let the City Council know how long and how tough it has been to thrash this out to send them a recommendation.

**Motion:** Milton Braselton moved to inform the City Council regarding the gravity of this entire issue. Motion failed due to lack of a second.

Keith Jensen indicated that this information can be noted in the minutes. Keith thanked all those involved in this issue for their comments, time, and effort.

The Board decided not to meet in July. The next meeting of the Board was set for Monday, August 3, 2009. Tim proposed that rather than setting an agenda now for the August meeting, a tentative agenda would be sent out to the Board in a month or so. The Board agreed to defer setting the August agenda.

Under general updates and other business, Tim informed the Board regarding an upcoming North Temple public workshop on June 18 and a 900 South Trail open house on June 11 to which they are invited to participate. The Board was also given an update on the 1300 East traffic management project.

With no further business, the meeting was adjourned at 7:09 p.m.

# Dan Jones Survey

55. Are you aware of Salt Lake City's sustainability efforts, which are intended to protect and improve the environment?

	<u>Yes, aware</u>	<u>No, not aware</u>	<u>Don't know (vol)</u>
1994	--	--	--
1996	--	--	--
1998	--	--	--
2001	--	--	--
2003	32%	67%	0%
2005	34%	65%	1%
2007	50%	48%	2%
2009	43%	54%	2%

## TRANSPORTATION SECTION

56. How often do you ride the bus, carpool, bike, or walk to work?

	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Occasionally</u>	<u>Never</u>	<u>Don't know (vol)</u>
1994	14%	7%	2%	20%	56%	1%
1996	14%	8%	4%	21%	50%	4%
1998	11%	10%	3%	18%	53%	4%
2001	13%	8%	3%	21%	51%	4%
2003	12%	11%	7%	29%	40%	1%
2005	10%	11%	3%	27%	47%	2%
2007	15%	13%	5%	20%	43%	4%
2009	19%	13%	4%	17%	43%	4%

57. Do you favor or oppose more bike lanes in Salt Lake City?

	<u>Strongly favor</u>	<u>Somewhat favor</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know (vol)</u>
1994	--	--	--	--	--
1996	--	--	--	--	--
1998	--	--	--	--	--
2001	48%	28%	8%	11%	6%
2003	48%	34%	7%	6%	5%
2005	47%	30%	8%	9%	5%
2007	52%	28%	7%	7%	5%
2009	46%	29%	12%	10%	2%

## TAXICAB SECTION

58. Are you aware of the difference between a metered taxicab and a shuttle service?

Yes	69%
No	29%
Don't know [DO NOT READ]	1%

59. Have you or any immediate family members used a taxi or shuttle service in the past two years?

Yes, in Salt Lake City (SKIP TO Q. 62)	40%
Yes, in another city or country (SKIP TO Q. 71)	6%
Yes, both (vol) (SKIP TO Q. 62)	12%
No	42%
Don't know [DO NOT READ]	<1%

60. What is the main reason you do not use a taxicab? (UNAIDED) (SKIP TO Q. 71)

61. How would you rate your overall satisfaction with the experience? (n=366)

Very satisfied	49%
Somewhat satisfied	42%
Not very satisfied	5%
Not at all satisfied	2%
Don't know [DO NOT READ]	2%

Which of the following do you (or did you) use the service for? ("Yes" responses; respondents were able to select all that apply, so the total does not equal 100%; n=366)

62. Routine errands	11%
63. Main source of transportation	4%
64. Emergencies	8%
65. Trips to and from the airport	61%
66. Work-related travel around town	9%
67. Any other? [SPECIFY]	25%
68. Don't know/ don't remember	4%

69. Do you recall which company you use(d)? [ROTATE] (n=341)

Ute Cab Company	14%
Yellow Cab	35%
City Cab	12%
A shuttle company	10%
Another company	4%
Don't know/ don't remember (DO NOT READ)	24%

If you were to use a taxi service, how important would the following be to you, on a scale of 1/ not at all important to 7/ very important? (ASKED OF ALL RESPONDENTS)

	Not at all important					Very important		Don't know (vol)	Mean score
	1	2	3	4	5	6	7		
70. Timeliness	2%	1%	1%	2%	9%	21%	63%	2%	6.37
71. Driver competence	1%	1%	1%	2%	8%	17%	69%	1%	6.48
72. Driver professionalism	1%	1%	1%	4%	16%	26%	51%	1%	6.17
73. Driver appearance	5%	3%	5%	14%	31%	19%	22%	1%	5.07
74. Appearance of cab	2%	2%	4%	9%	29%	28%	25%	1%	5.48

### **ACTIVITIES AND EVENTS SECTION**

Within the past 12 months, approximately how many times have you done the following in Salt Lake City?

	Never	Once	2-5 times	6-12 times	12+ times	Don't know (vol)
75. Participated in a community arts or cultural event						
1994	31%	12%	36%	12%	9%	0%
1996	47%	13%	30%	7%	3%	0%
1998	47%	15%	29%	5%	4%	1%
2001	20%	9%	41%	19%	12%	<1%
2003	18%	13%	41%	19%	9%	0%
2005	23%	11%	42%	13%	10%	<1%
2007	21%	15%	38%	16%	9%	1%
2009	21%	11%	43%	15%	10%	<1%

**Question 60: What is the main reason you do not use a taxicab? (Unaided)**

As I have my own car, and my mom is 90 years old, and I can't get her in a taxi.

Because a car is available.

Because I can take the bus and it's cheaper. Taxis cost too much.

Because I can't afford it.

Because I don't need one to get me anywhere. I live in an area where I can walk. When I need to go further out of town for things, then I drive.

Because I don't need to.

Because I drive a car myself.

Because I drive a car.

Because I have my own car, or I walk.

Because I have my own car/ vehicle. (5)

Because I haven't had to.

Because I like my car.

Because I travel short distances, and I can drive.

Because I walk everywhere.

Because I was a driver for a shuttle service. I find shuttle driving to be safer. Cab drivers are dangerous on the roads.

Because I'm close to mass transit.

Because I'm pretty sure they're expensive, and I don't need to. I'd rather just ask for a ride.

Because I've got a husband.

Because it's expensive.

Because my work requires me to travel anywhere from South Santaquin to Logan in a timely manner.

Because of where and when I work. I don't go to bars, so I don't need to take one home when I drink.

Because we have a car.

Because we have cars. (2)

Buses and public transportation in Salt Lake are excellent.

Convenience and cost.

Convenience.

Cost and I have two vehicles.

Cost and inconvenience.

Cost. (7)

Cost. We've got our own transportation.

Costs too much.

Don't have a reason.

Don't need it. (5)

Don't want to.

Everybody has an automobile.



**Question 60:           What is the main reason you do not use a taxicab? (Unaided)**

Everything is more available when I take my car or a bus.

Everything is so close.

Expense, and it is not convenient for me.

Expense. (7)

Expensive, and I have my own car.

Expensive.

Got a car, and no reason.

Have my/ our own car. (2)

Have other means of transportation.

Have our own two cars.

Haven't had the need.

I am in a wheelchair.

I can drive my own car, or take public transportation to most places.

I can usually get a ride.

I can't afford it.

I didn't need one.

I do not go anywhere.

I do use it, but not often. If my car is not running, then maybe, or when going to the airport.

I don't go anywhere.

I don't have anywhere to go. I don't need the service.

I don't need it. We have a Toyota Prius. My wife and I need just one car, and we use it to go to work.

I don't need one. I have my own transportation.

I don't need to. (7)

I don't need to. I have vehicles.

I don't think they are that safe.

I drive my own car. (2)

I drive or get rides to and from the airport. I don't drink, so I don't have a need.

I drive the car.

I drive.

I feel unsafe with the drivers.

I have (my own) a car/ vehicle. (41)

I have a car and a bike.

I have a car, and I'm not going to pay them the money to take me somewhere.

I have a car, bike, and I walk.

I have a car, or I ride the bus.

I have a car. I live close enough to walk to work.

**Question 60: What is the main reason you do not use a taxicab? (Unaided)**

I have a truck and car already.

I have an automobile, and if I do not use my automobile, I use the bus.

I have had no need.

I have my own automobile. I can drive wherever I want to go.

I have my own car, and I drive.

I have my own car, and it is too expensive to use a taxi.

I have my own car, and live close to work.

I have my own car. I have family who lives here. I have no use for taxis.

I have my own transportation. (4)

I have no use for it. I don't go places that much.

I have other alternatives.

I have personal transportation.

I have public transportation to get me where I need to go.

I have someone to pick me up.

I have transportation.

I haven't needed to.

I just don't need one.

I just don't. (2)

I like driving myself.

I live close to everything.

I live in the inner city.

I live only a few miles from work, and I usually take Trax downtown.

I never go anywhere that requires one.

I prefer the bus.

I prefer to drive.

I ride my bike. I can also walk everywhere.

I think the only time I would use it is for the airport. I live so close to people, I could get a ride. The airport is just not that far.

I use a city bus instead.

I use my car or bike.

I use my own car.

I usually don't go any place that I can't drive.

I usually drive my car.

I was a taxi driver for years in Boston, and I feel I am getting ripped off. They make too much money here.

I work for the government, and I use a government vehicle to work.

I would rather drive.

I'm a student, and I ride the bus for free. I take my bike everywhere else.

**Question 60: What is the main reason you do not use a taxicab? (Unaided)**

I'm driving.

I'm retired, and I drive my own car.

I've got a car. I've got a Segway. I've got two different kinds of wheelchairs and a van with a ramp.

I've got a couple of cars.

I've got four vehicles.

I've got my own car.

I've never needed to.

Inconvenient, cost.

Inconvenient.

It cost more than taking my car.

It costs too much.

It is easier for me to drive my own car. I only go to school and work for the majority of the time.

It seems like public transportation. Our vehicles are all we need.

It's less expensive to drive ourselves.

It's more cost effective for me to drive.

It's more expensive than a bus.

It's more expensive than driving somewhere.

It's not necessary.

Just time. Waiting for the taxi---it's much easier driving myself or riding my bike.

Money, convenience.

Money.

Mostly I drive, carpool, or have someone take me.

My daughter will not let me go out by myself.

My own transportation.

My wife has a day care, and she rides the kids around. And the prices, as well.

No comment.

No need for it. I take my car.

No need. (12)

No need. It's expensive.

No need. We have other transportation.

No reason to.

Our own car.

Personal transportation.

Private transportation is available.

Probably the price.

Someone takes us.

**Question 60: What is the main reason you do not use a taxicab? (Unaided)**

The availability of personal transportation and the bus.

The car is cheaper.

The convenience of the car.

The cost probably.

The only time we would only need a taxi is to go to the airport, and we can usually get a family member to take us.

There are not many of them, and walking or driving is easier.

They cost too much.

They do not service my neighborhood very well.

They're expensive.

They're too expensive, and I have a car.

Too expensive. (3)

Ultimate means of transportation.

We all have cars. (3)

We all have our own vehicles.

We are retired, and have a car.

We arranged our own transportation.

We both have a car.

We don't go anywhere. We have our own vehicle.

We don't have a need. We use Trax or something else to get around.

We don't have anywhere to go that we would need a taxi.

We don't need it. (3)

We drive our car. (2)

We drive wherever we go. We drive our own car, or we have a family member drive us.

We drive. (4)

We have a car/ cars. (6)

We have enough family here to pick us up and shuttle us around if we need.

We have family to help us get around.

We have our own automobile, and it takes us where we want to go.

We have our own car(s)/ vehicle. (13)

We have our own personal transportation! The expense is prohibitive on that, mostly.

We have our own transportation (5)

We have our own transportation, and we have family members.

We have three cars, and don't need to use one.

We just never had an occasion to.

We live a block from the Trax station.

We live here.

**Question 60:           What is the main reason you do not use a taxicab? (Unaided)**

We simply use our private car.

We use our own car. (2)

We're not situated where we need any kind of transportation but our own. If we needed public transportation, we would take the bus or Trax instead of a taxi.

We've got our own transportation.

When I used to go out of town to the airport, I used to take one for the convenience of not parking a car, but I have not traveled recently.

Wherever we need to go, we just drive ourselves.

**Question 67: Which of the following do you (or did you) use the service for? (Other – specify)**

Appointments.  
Breakdown in the car.  
Broken-down car.  
Children drank too much at a bar, and had to get home.  
Coming home from the bar.  
Concerts.  
Designated driver. (3)  
Doctor appointments, grocery shopping.  
Drinking.  
Educational purposes.  
Entertainment. (3)  
For getting to the doctor, or in an emergency when the bus does not work.  
Get around town.  
Getting from city to city and town to town.  
Getting home from the bar. (7)  
Go home from downtown.  
Going out drinking.  
Going out for drinks.  
Going out for entertainment and having a taxi drive.  
Going out for the evening.  
Going to and from bars.  
Going to bars.  
Going to downtown events. When we go to bars or to art festivals, etc.  
Going to school.  
Grocery shopping.  
I came home from the bar one night.  
I did not want to drink and drive.  
I went to the hospital.  
If I'm drinking.  
If we went out to drink with friends.  
It was a big event at Red Butte, and they were shuttling from parking to the location.  
It was actually---just needed a ride home from a friend's house.  
It was work, recreation.  
Just getting to another person's house.  
Just to and from bars, or someplace you shouldn't drive.  
Just trips.

**Question 67: Which of the following do you (or did you) use the service for? (Other – specify)**

Leave the bar.

Mostly going out. Nightlife.

My aunt uses it for errands.

My car broke down. I had to get to work.

My daughter coming home from a date.

My mom came in. She had to use a taxi to go to the hospital.

Needed a ride home from the bar.

No comment.

Recreation, like from a bar, so we don't have to worry about someone driving.

Recreation.

Ride home from the bar.

Shuttle to St. George.

So I do not have to drink and drive.

Social events.

Social transportation.

Staying at the Grand America.

Taking a cab home from a club.

To and from bars. (2)

To avoid DUI.

To get from one place to another.

To get home from a bar. (2)

To get home from work.

To get to a city event.

To get to Idaho. To get to another part of town in a hurry.

To go to school.

To go to the club.

To go to the hospital by the U.

To go to work.

To pick up my car from the shop.

To the doctor, and occasionally home from the store.

Too drunk to drive my own car.

Too drunk to drive.

Took my car in for repair and used the shuttle service.

Transport of handicapped person.

Travel around town.

Travel around town.

**Question 67:**        **Which of the following do you (or did you) use the service for? (Other – specify)**

Trips around town.

Trips---night out, in the evening.

University shuttle for school.

Used as a designated driver.

When I had more than I could carry.

When I have to drop off my car to have work done on it.

Work.





RECEIVED JUN 05 2009

RALPH BECKER  
MAYOR

## SALT LAKE CITY CORPORATION

OFFICE OF THE MAYOR

### COMMUNICATION TO THE CITY COUNCIL

David Everitt, Chief of Staff

Date Sent to Council: 06/05/2009

**TO:** Salt Lake City Council  
Carlton Christensen, Chair

**DATE:** June 5, 2009

**FROM:** David Everitt, Chief of Staff

**SUBJECT:** ASAC Recommendation re: Accessibility Requirements for Taxi Cabs

**STAFF CONTACT:** Michael Stott, ADA Coordinator, 801-535-7976

#### BACKGROUND/DISCUSSION:

On May 26, 2009, the Accessibility Services Advisory Council (ASAC), an advisory council to the mayor on disability and accessibility issues in Salt Lake City government, voted and unanimously approved to communicate the following regarding taxi cabs:

ASAC encourages Mayor Becker and all City Council Members to see upcoming ordinance changes and any administrative policy changes in the City's treatment of taxi cabs as opportunities to improve the degree to which Salt Lake City requires taxi cab equipment and services to be accessible to people with disabilities. Title III of the federal American's with Disabilities Act (ADA, 1990) prohibits discrimination "on the basis of disability in the full and equal enjoyment of specified public transportation services provided by an entity that is primarily engaged in the business of transporting people and whose operations affect commerce" (42 U.S.C. § 12184a).

FEB 12 2009



SALT LAKE CITY  
**Downtown  
Alliance**  
AN AFFILIATE OF THE SALT LAKE CHAMBER

February 9, 2009

Carlton Christensen, Chair  
Salt Lake City Council  
451 South State Street  
Salt Lake City, Utah 84114

Dear Councilman Christensen,

The Downtown Alliance Parking and Transportation Committee has been working since October to develop recommendations to the Salt Lake City Council regarding the proposed changes to Ordinance 5.72.130 *Certificates of Public Convenience and Necessity*.

The Downtown Alliance Board of Trustees urges the Salt Lake City Council to consider the following recommendations:

- Adopt the proposed changes to the ordinances to allow for a phasing out of Certificates of Public Convenience and Necessity and move towards a competitive RFP process.
- Convert current Certificates of Public Convenience and Necessity to contracts. This will insure continuity of taxi service as the City moves ahead with the RFP process.
- Draft the RFP so that, within legal restraints, an advantage is given to those companies currently holding Certificates of Public Convenience and Necessity when responding to the RFP.
- Address the entire scope of ground transportation services particularly a means of delineating between taxicab providers and other ground transportation providers that will serve to distinguish the two services in the mind and eye of the public. This should be done in conjunction with the Salt Lake City Departments of Ground Transportation and Business Licensing.
- Take necessary steps to improve the availability and service of ground transportation in the City.

The Downtown Alliance Board of Trustees thanks the Salt Lake City Council and City staff for their diligent efforts to address the issue of taxicab service in Salt Lake City and looks forward to continually improving service.

Sincerely,

Bruce Bingham, Chair  
Board of Trustees  
Downtown Alliance

Kent Gibson, Chair  
Parking & Transportation  
Downtown Alliance

Jason Mathis  
Executive Director  
Downtown Alliance

cc: Shawna Kirwin  
Brent Kovac  
Russell Weeks  
Don Winder







## 1. I am (please choose one)

	Response Percent	Response Count
A Salt Lake City Resident	61.0%	455
A Salt Lake County Resident	26.5%	198
An out of county visitor to Salt Lake	10.5%	78
An out of state visitor to Salt Lake	2.0%	15
<b>answered question</b>		<b>746</b>
<b>skipped question</b>		<b>3</b>





## 2. Are you aware of the difference between a metered taxicab and a shuttle service?

	Response Percent	Response Count
Yes	75.8%	564
No	24.2%	180
<b>answered question</b>		<b>744</b>
<b>skipped question</b>		<b>5</b>





### 3. Why do you use taxicab service?

		Response Percent	Response Count
Routine errands		6.2%	45
Main source of transportation		1.4%	10
Emergencies		20.4%	149
Trips to and from the airport		38.4%	280
Work related travel around town		7.1%	52
I don't use taxi service (please skip to question 8)		43.6%	318
			<b>answered question</b>
			<b>730</b>
			<b>skipped question</b>
			<b>19</b>

### 4. If you do use taxicab service, which taxi company do you use?

		Response Percent	Response Count
Ute Cab Company		41.2%	170
Yellow Cab Company		66.1%	273
City Cab Company		42.1%	174
Another transportation service		7.3%	30
			<b>answered question</b>
			<b>413</b>
			<b>skipped question</b>
			<b>336</b>

5. If you use taxicab service, which taxicab company do you prefer?

		Response Percent	Response Count
Ute Cab Company		12.9%	54
Yellow Cab Company		20.0%	84
City Cab Company		14.3%	60
No preference		52.7%	221
Other (please specify)			16
<b>answered question</b>			<b>419</b>
<b>skipped question</b>			<b>330</b>

6. If you prefer one of the taxi cab companies over another, why?

	Response Count
	175
<b>answered question</b>	<b>175</b>
<b>skipped question</b>	<b>574</b>

7. Please rate the following aspects fo taxicab service.

	Excellent	Good	Average	Below Average	Poor	Rating Average	Response Count
Timeliness	18.2% (75)	<b>43.3% (178)</b>	26.0% (107)	9.7% (40)	2.7% (11)	3.65	411
Driver competence	15.8% (65)	<b>42.8% (176)</b>	35.8% (147)	4.1% (17)	1.5% (6)	3.67	411
Driver professionalism	15.3% (63)	34.9% (144)	<b>38.5% (159)</b>	9.7% (40)	1.7% (7)	3.52	413
Driver appearance	9.0% (37)	29.8% (123)	<b>46.5% (192)</b>	12.3% (51)	2.4% (10)	3.31	413
Appearance of cab	8.5% (35)	33.4% (137)	<b>41.7% (171)</b>	13.7% (56)	2.7% (11)	3.31	410
<i>answered question</i>							<b>415</b>
<i>skipped question</i>							<b>334</b>

8. If you don't use taxicabs, what is your main reason for not using them?

	Response Count
	390
<i>answered question</i>	<b>390</b>
<i>skipped question</i>	<b>359</b>

# Downtown Alliance Question No 6

Comment Text	Response Date
1. No reason	Wed, 3/11/09 5:09 PM
2. yellow has creepy drivers. I was a cab so I dont drive after drinking.	Wed, 3/11/09 3:37 PM
3. Trusted name nationwide	Tue, 3/10/09 11:02 AM
4. Most of the Yellow Cab drivers do not speak English as a primary language. City Cab was not getting me to work in a timely manner. Ute Cab has gone out of their way at times to get me to work and other activities in a timely manner.	Tue, 3/10/09 7:17 AM
5. more local city ,quick service, old school	Fri, 3/6/09 9:54 AM
6. Ute Cab is consistently prompt and courteous.	Wed, 3/4/09 5:51 PM
7. I HATE yellow cab, they NEVER show up on time. EVER!! Ute is by far the best, they show up when they say they will. Not say 15 min. and then show up in 2 or 3. Or say 5 min. and show up 20 min. later, that's yellow cab for you. City cab is average.	Tue, 3/3/09 1:49 PM
8. I am actually commenting on question #3. I mostly use Taxi service for going out downtown when I will be drinking alcohol, about 2-3 times per year. I use the airport service maybe once per year.	Mon, 3/2/09 5:21 PM
9. I don't like the Ute logo.	Mon, 3/2/09 11:27 AM
10. Accomodation to guide dog, response time in dispatch, communication with driver, honesty of driver	Sat, 2/28/09 11:29 AM
11. City Cab seems to have cleaner cards, faster response times.	Sat, 2/28/09 10:40 AM
12. I don't use them often. When I have called all of the available companies, there is always a 2 hour wait.	Sat, 2/28/09 8:55 AM
13. Because I have their number memorized	Fri, 2/27/09 8:09 PM
14. All cabs are good to take, but I prefer Ute. I can count on them to be there when I need them. I get prompt service and I am also acquainted with many of the drivers. I have had a good experience with them.	Fri, 2/27/09 4:10 PM
15. When one is onery, I switch to another one, until they too are rude.	Thu, 2/26/09 6:23 PM
16. City Cab seems to alway answer the phone.	Thu, 2/26/09 9:50 AM
17. timely, friendly	Wed, 2/25/09 11:08 PM
18. I went to the U of U and I'm a sucker for anything with the name Ute.	Wed, 2/25/09 11:36 AM
19. i don't care for any of them	Wed, 2/25/09 10:54 AM
20. The only one I've used	Wed, 2/25/09 10:08 AM
21. Know alot of people who have driven for city cab.	Tue, 2/24/09 6:54 PM
22. no its just what number I can remember.	Tue, 2/24/09 5:40 PM
23. usely show up.	Tue, 2/24/09 5:35 PM
24. Never had a problem with them.	Tue, 2/24/09 5:07 PM
25. Seem to have polite drivers, aren't scarey, don't drive like bats outta hell.	Tue, 2/24/09 3:53 PM
26. I prefer Ute taxi cab because of their discount rates (although it seems like it really doesn't save me money)	Tue, 2/24/09 1:27 PM
27. We recently switched from Yellow to Ute because Yellow was to unreliable for our business needs.	Tue, 2/24/09 12:32 PM

28. Yellow Cab have always been courteous and great customer service!!! Tue, 2/24/09 12:22 PM
29. Quick service, price seems a bit lower Tue, 2/24/09 11:11 AM
30. I work for a hotel, and they had had a marketer that came to us and suggested their service and billing option. They have been timely and fairly good service. Yellow Cab I would give the opinion has the poorest service/drivers. City Cab does a decent job but at times do not answer the phone. Tue, 2/24/09 9:54 AM
31. Drivers are generally friendlier and response time is normally better (slightly--see #8). Tue, 2/24/09 9:44 AM
32. no reason Tue, 2/24/09 9:37 AM
33. They now finally know where to pick me up without any delays. Tue, 2/24/09 8:59 AM
34. usually more available and you don't have to wait as long Tue, 2/24/09 8:36 AM
35. JUst comfortable with driver Tue, 2/24/09 7:32 AM
36. drivers are great, service is quick Tue, 2/24/09 5:18 AM
37. dependability Tue, 2/24/09 12:57 AM
38. The dispatchers are more available and friendlier--and the drivers seem more content. Mon, 2/23/09 11:52 PM
39. Ute seems more affordable; but Yellow seems a bit cleaner. It seems pricey that I must pay \$15.00 to get to airport, with meter running through all the screenings at airport; and I live at 10th north near Redwood; it shouldn't cost that much. Mon, 2/23/09 10:40 PM
40. City Cab seems to be faster at coming to pick you up, the drivers are more friendly and the cabs seem cleaner. Mon, 2/23/09 9:57 PM
41. cleaner taxis Mon, 2/23/09 9:40 PM
42. No Preference--just whatever comes to mind, in the phone book, at the airport, etc. Mon, 2/23/09 9:25 PM
43. They usually arrive quicker. Mon, 2/23/09 9:12 PM
44. The drivers are nice to everyone, not just someone from the same ethnic group. Mon, 2/23/09 9:07 PM
45. Availability Mon, 2/23/09 8:58 PM
46. Polite drivers Mon, 2/23/09 8:47 PM
47. I think I've only ever used Yellow cab. They're reliable. Mon, 2/23/09 8:37 PM
48. No real reason. Mon, 2/23/09 8:25 PM
49. Reliable and a staple to SL. Mon, 2/23/09 8:25 PM
50. never used another one Mon, 2/23/09 8:22 PM
51. just like city cab Mon, 2/23/09 8:01 PM
52. efficient, polite. Mon, 2/23/09 7:40 PM
53. Lower rates Mon, 2/23/09 7:11 PM
54. no preference Mon, 2/23/09 7:03 PM
55. availability Mon, 2/23/09 6:55 PM
56. where I travel..it's cheaper then other sevicees Mon, 2/23/09 6:50 PM
57. Fast service, and cab drivers are polite. Mon, 2/23/09 6:45 PM
58. I have a few cab driver's direct numbers that I call, and they work for yellow cab. Mon, 2/23/09 6:26 PM



59. Experience with the drivers. Mon, 2/23/09 6:15 PM
60. it is what I am familiar with Mon, 2/23/09 5:58 PM
61. The only cab I've ever used was Yellow, but they were horrible. Dispatcher refused to tell cab driver I was in a wheelchair. Mon, 2/23/09 5:56 PM
62. I have no preference, especially since I use them rarely. Mon, 2/23/09 5:47 PM
63. Better response times. Mon, 2/23/09 5:41 PM
64. Better cabs. Better service. Will transport service dogs without questions or hesitation. Mon, 2/23/09 5:40 PM
65. N/A Mon, 2/23/09 5:39 PM
66. ..no opinion! Mon, 2/23/09 4:46 PM
67. Responsiveness. Mon, 2/23/09 4:42 PM
68. They offer better service. Comparing to City cab c. Mon, 2/23/09 4:33 PM
69. It is the phone number I remember Mon, 2/23/09 4:00 PM
70. Attorneys in my family represent Ute cab. Mon, 2/23/09 3:52 PM
71. Friends work there. Mon, 2/23/09 3:51 PM
72. no preference Mon, 2/23/09 3:41 PM
73. Old habit. Mon, 2/23/09 3:31 PM
74. I just picked the first cab I saw at the airport. Mon, 2/23/09 3:25 PM
75. No reason Mon, 2/23/09 3:24 PM
76. Ute cabs seem to arrive quicker than the rest. Mon, 2/23/09 3:16 PM
77. No, just always use Yellow Cab. Mon, 2/23/09 3:06 PM
78. Yellow Cab is primarily out at the airport. Drivers for both companies have been very nice. Actually, no real preference one way or the other. Mon, 2/23/09 2:54 PM
79. I haven't ever taken a cab in Salt Lake, but I call them all the time for out of town visitors to our office to get back to the airport. I use Yellow Cab the most because that is the number I have memorized, and they know where to do the pickup for our building around all of the downtown construction. Our visitors have found it odd that there is no way for them to hail a cab themselves. Mon, 2/23/09 2:43 PM
80. Name is easy to remember. They seem to be the most visible. I have used them in the past and was pleased with the service. Mon, 2/23/09 2:40 PM
81. i just want a clean, safe ride that is dependable and won't break the bank! Mon, 2/23/09 2:24 PM
82. I generally use a private car service -- I've phoned for taxis in the past that are either very late or don't show at all -- the one exception is coming home from the airport where availability is timely though service and vehicle condition vary tremendously -- the most amazing point is that the cost for a private car vs. a taxi is not much different and I don't have to watch the route or meter with the private car as the price is set in advance Mon, 2/23/09 2:21 PM
83. they know my name when I call. I have also had one bad experience where a Yellow Cab wasn't there when they were supposed to be. Mon, 2/23/09 2:20 PM
84. JUST KNOW SOME DRIVERS Mon, 2/23/09 2:20 PM
85. used for number of years have my info on file Mon, 2/23/09 2:17 PM
86. Clean and prompt service, especially on busy weekends. Flat rate. Mon, 2/23/09 2:14 PM
87. History Mon, 2/23/09 2:06 PM
88. It is the only one I have used. Their number is easy to remember Mon, 2/23/09 2:06 PM

89. responsive Mon, 2/23/09 1:59 PM
90. Seems to be faster and better newer vehicles Mon, 2/23/09 1:49 PM
91. They seem to pick you up faster. Mon, 2/23/09 1:47 PM
92. Quicker availability and better service. Mon, 2/23/09 1:47 PM
93. I think City Cab is less expensive, of those itemized, when I use the cab for night and Sunday transportation; but during the day, I can use my bicycle, and take it on UTA/Trax quite easily, for a much more nominal fee. Mon, 2/23/09 1:46 PM
94. City Cab has provided prompt freindly service above competitors. Mon, 2/23/09 1:41 PM
95. Preference comes only from remembering the name of a taxi company in SLC and usually that is Ute Cab (close to Utah). Mon, 2/23/09 1:40 PM
96. I drove for City Cab for about a year. Prompt, clean cars, familiar faces... Mon, 2/23/09 1:40 PM
97. City Cab kept me waiting once when I was going to the airport, Ute cab had a smoking driver (this was many years ago, though). Mon, 2/23/09 1:32 PM
98. Friendly driver, reliable pickup at Emmigration Court Apts. Mon, 2/23/09 1:30 PM
99. This sounds like a case of too much government sticking their noses where they don't belong. Mon, 2/23/09 1:24 PM
100. Yellow will let you make time appointment, city does not and I have usualy found Ute sort of rude and a little shifty(not all the time, it depends on driver Mon, 2/23/09 1:24 PM
101. Cleaner , newer cars Mon, 2/23/09 1:22 PM
102. timely service, show up when you call them. Mon, 2/23/09 1:19 PM
103. Yellow cab seems to have more cabs available, although both yellow and city have no-showed on me before in the suburbs. Mon, 2/23/09 1:18 PM
104. Have had good service with them. Mon, 2/23/09 1:10 PM
105. It is really 6's, if there is any sort of holiday, or it's a popular event happening, you can't get a cab. Most services don't have the ability to accomodate high numbers at one time. Yellow Cab and City Cab are both fairly rude on the phone and have left me waiting for over 2 hours on different occasions. Mon, 2/23/09 1:07 PM
106. They all seems to be the same, some are cleaner than others and better air conditioning but I can't remember which one. Last summer I took taxis twice and both times the car was very hot and the drivers refused to use the air because of fuel consumption so I quit using them. I have used many taxis in different cities and usually find them better than ours. Mon, 2/23/09 1:05 PM
107. City is usually more responsive on the telephone and cabs come at designated timeframe. Mon, 2/23/09 1:04 PM
108. the most important thing is to get where you are going on time Mon, 2/23/09 1:03 PM
109. MORE TAXIS IN DOWNTOWN IE: EASIER AND FASTER TO GET A RIDE Mon, 2/23/09 1:03 PM
110. I assume that Ute is locally owned, though I've never actually researched it. Mon, 2/23/09 1:03 PM
111. Ute or Yellow over City because their drivers are usually more professional and City has vehicles in worse shape Mon, 2/23/09 1:02 PM
112. City Cab is rude when you call if you aren't going very far. If you hurt your foot, you hurt your foot, can't walk even if it's 6 blocks. So I will never use them again. Mon, 2/23/09 1:01 PM
113. servcie Mon, 2/23/09 12:58 PM

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| 114. use very infrequent.   | Mon, 2/23/09 12:57 PM |
| 115. Ute used to treat me well but dispatcher hung up on me one day when it was busy. Have not called them again.   | Mon, 2/23/09 12:55 PM |
| 116. city cab seems cleaner   | Mon, 2/23/09 12:54 PM |
| 117. I find their service to be prompt and reasonably priced.   | Mon, 2/23/09 12:53 PM |
| 118. City Cab has a better response time and better service in the downtown area than the others.   | Mon, 2/23/09 12:53 PM |
| 119. usually more friendly, quicker service   | Mon, 2/23/09 12:52 PM |
| 120. bad experience with Ute  | Mon, 2/23/09 12:51 PM |
| 121. No real preference, which ever cab company has a driver available within a reasonable amount of time is what I use. Finding cabs late at night after the bars close is often difficult if not impossible. There is a definite need for more immediately available cabs.  | Mon, 2/23/09 12:49 PM |
| 122. No real reason   | Mon, 2/23/09 12:45 PM |
| 123. Usually has to do with timeliness & overall cost   | Mon, 2/23/09 12:45 PM |
| 124. I prefer Yellow or City over Ute because Ute does not feel as 'safe'   | Mon, 2/23/09 12:43 PM |
| 125. City cab cars are cleaner and the drivers are much more professional and clean.  | Mon, 2/23/09 12:43 PM |
| 126. Good experiences with their drivers in the past. Others seems to smoke or have too much personal stuff in their cars.  | Mon, 2/23/09 12:42 PM |
| 127. Valley shuttle gives you a flat rate.  | Mon, 2/23/09 12:38 PM |
| 128. It is the one I recognize the most on the street.  | Mon, 2/23/09 12:36 PM |
| 129. city always seems cheaper and gets there faster  | Mon, 2/23/09 12:31 PM |
| 130. Habit  | Mon, 2/23/09 12:31 PM |
| 131. Timeliness of pickup. Reliability.   | Mon, 2/23/09 12:29 PM |
| 132. NA   | Mon, 2/23/09 12:28 PM |
| 133. faster response, friendlier drivers  | Mon, 2/23/09 12:23 PM |
| 134. Faster and easier to get a hold of.  | Mon, 2/23/09 12:22 PM |
| 135. I just have rarely used Ute, no particular reason  | Mon, 2/23/09 12:22 PM |
| 136. City Cab has privately-owned cars that are better maintained and offer more professional service than standard cabs. My experiences with UTE cab have been horrible- poorly maintained cabs with overflowing ashtrays. I have also had poorly maintained City Cabs which is why I prefer their privately-owned vehicles. | Mon, 2/23/09 12:21 PM |
| 137. i like the name better.  | Mon, 2/23/09 12:20 PM |
| 138. Ute because that's what most people used when I was at college. It just stuck with me.   | Mon, 2/23/09 12:18 PM |
| 139. Yellow Cab's number is easier to remember.   | Mon, 2/23/09 12:18 PM |
| 140. Service is bad at all of them, but slightly better at Ute.   | Mon, 2/23/09 12:17 PM |
| 141. The phone number is easy to remember and better service.   | Mon, 2/23/09 12:17 PM |
| 142. habit  | Mon, 2/23/09 12:17 PM |
| 143. N/A  | Mon, 2/23/09 12:16 PM |
| 144. No reason other than the name is well known. I've had good service when I call. I use whomever is available when I leave the airport.  | Mon, 2/23/09 12:13 PM |

145. Yellow cab drivers impersonal and inconsiderate at times	Mon, 2/23/09 12:12 PM
146. N/A	Mon, 2/23/09 12:12 PM
147. Timeliness	Mon, 2/23/09 12:11 PM
148. I usually schedule all of them because all have proven to be unreliable at showing up at times.	Mon, 2/23/09 12:11 PM
149. Speed.	Mon, 2/23/09 12:10 PM
150. Ute does not have very good customer service	Mon, 2/23/09 12:06 PM
151. No smoking in cab	Mon, 2/23/09 12:01 PM
152. Professionalism of drivers. Also use taxis for going out to dinner or a club.	Mon, 2/23/09 11:58 AM
153. Clean cabs. Nice drivers.	Mon, 2/23/09 11:57 AM
154. Ute is more reliable	Mon, 2/23/09 11:57 AM
155. reliable service and support of the Arts	Mon, 2/23/09 11:54 AM
156. From airport, I take whichever cab is available. From home, Yellow Cab is always on time.	Sat, 2/21/09 11:07 AM
157. I needed a cab in an extreme emergency and the driver was incredibly kind.	Fri, 2/20/09 4:35 PM
158. Ute cab can find my pickup location. I only take to airport.	Fri, 2/20/09 3:34 PM
159. Better drivers and cabs. Some cabs are really stinky or in poor condition. Are there standards for cabs?	Fri, 2/20/09 3:23 PM
160. Yellow Cab was the first company I tried in SLC, and it was a positive experience. Why change to a difference company if you're happy?	Wed, 2/18/09 3:35 PM
161. Generally, reliable, prompt and easy phone number to remember.	Tue, 2/17/09 7:04 PM
162. Nice CLEAN cars, professional drivers and AMAZING customer service at a very competitive price	Tue, 2/17/09 2:18 PM
163. City seems more reliable and prompt.	Tue, 2/17/09 1:33 PM
164. More dependable and friendly	Tue, 2/17/09 9:59 AM
165. No one of the Cab Companies are a great choice	Mon, 2/16/09 3:56 PM
166. Little newer cars	Fri, 2/13/09 4:22 PM
167. Ute Cab has been easy to schedule and puntual for trips to the airport	Fri, 2/13/09 11:29 AM
168. Yellow Cab just happens to be the one in my phone. I haven't tried the others, but they have been very reliable. I know if they say they will pick me up at 4:30 am or in 15 min. they will do it. The drivers are friendly and straight forward. I use taxis a lot in other cities and I have found SLC's taxi service to be just as good or better, even though I can't just step outside and hail a cab. I would use them for downtown errands if that were the case. So, if I could wish for anything, it would be roaming cabs downtown.	Tue, 2/10/09 9:43 AM
169. Always had good service with Ute.	Mon, 2/9/09 12:14 PM
170. I've gotten to know a specific driver.	Mon, 2/9/09 11:00 AM
171. I like the color yellow	Fri, 2/6/09 5:57 PM
172. Good service.	Fri, 2/6/09 5:48 PM
173. I drove for Yellow cab in college so I know them. Ute was the other one and it was not a good place to work back then. City is a good one to use. I would rate Yellow and City as 1 - 2 or tied	Fri, 2/6/09 5:08 PM
174. I know some drivers for Ute.	Fri, 2/6/09 4:43 PM

Comment Text	Response Date
1. I have a car.	Tue, 3/17/09 10:26 AM
2. I would use them to get home after a night at the clubs, however there seems to always be at least one designated driver in our group. When the occasion does arise it will be nice to simply hail a cab outside the club to reach my destination.	Mon, 3/16/09 3:52 PM
3. I have my own transportation	Wed, 3/11/09 11:51 AM
4. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
5. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
6. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
7. Don't need them, have vehicle.	Wed, 3/11/09 11:12 AM
8. whenever other means or not available , i prefer mass transit,remember when everyone was questioning whether or not we should get the traxxx	Fri, 3/6/09 9:54 AM
9. THERE ARE NONE! I wish there were.	Thu, 3/5/09 1:05 AM
10. have car, and close to transit.	Tue, 3/3/09 12:55 PM
11. I do not feel safe in a taxi - I am a female and would never enter a taxi alone. Most smell and look dirty - drivers are scary and unfriendly and not fluent in English.... I would rather rent my own car.	Mon, 3/2/09 7:16 PM
12. Price	Mon, 3/2/09 11:27 AM
13. I either drive my own car or will take Trax/bus	Sun, 3/1/09 6:28 PM
14. use uta	Sun, 3/1/09 5:12 PM
15. I have a car and family will usually take and pick me up from the airport.	Sun, 3/1/09 12:24 PM
16. Price	Sun, 3/1/09 10:05 AM
17. no need	Sat, 2/28/09 9:18 AM
18. Because when I have called there is always a 2 hour delay. And I have been calling so I don't have to drive after drinking.	Sat, 2/28/09 8:55 AM
19. I don't need to. I just drive my car.	Fri, 2/27/09 10:56 PM
20. I have used UTA for things or my own car. I know my wife has used Taxi's for work to and from airports (Out-of-town)	Fri, 2/27/09 4:14 PM
21. I have to drive to get to SLC so I have my car	Fri, 2/27/09 1:10 PM
22. I have a car.	Fri, 2/27/09 11:05 AM
23. I can never find one when I need it - I do use them when I travel to Washington, etc.	Fri, 2/27/09 10:57 AM
24. I use TRAX and the bus or walk	Thu, 2/26/09 7:34 PM
25. Cabs are old and dirty, the price is too high, the wait time is usually longer than they say it will be, and oftentimes the driver doesnt know where they're going.	Thu, 2/26/09 6:23 PM
26. Too expensive - I drive or carpool or get a ride from firends or family.	Thu, 2/26/09 11:36 AM
27. I have tranportation.	Wed, 2/25/09 11:04 PM
28. I own a car, so don't need taxi service.	Wed, 2/25/09 5:04 PM
29. Own my own transportation or use the public transportation system in town.	Wed, 2/25/09 2:44 PM
30. expense	Wed, 2/25/09 1:29 PM

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| 31. I have two vehicles. I have; however, used taxicabs a few times for emergencies, i.e. not wanting to ride with a driver, to emergency room, etc.   | Wed, 2/25/09 11:55 AM |
| 32. I only occasionally use taxi cabs. The last time was to get home from the airport in February. I wish that I had taken note of the cab company, or the name of the driver. From the time we entered the cab to the time we arrived at my home in Rose Park (via a very long intertwined route of highways, rather than the direct route) the cab driver complained about having to wait in line for 3 hours at the airport ... and then end up with a fair to Rose Park. He stated that now he would have to wait in line again for his next fare. The complaining was non-stop. He told us that for our \$17.00 fare he had to work 7 hours, and said "You figure it out, how much do I make an hour?" It was very uncomfortable.   | Wed, 2/25/09 11:03 AM |
| 33. I do not use them as if my car is out of service I use Trax.   | Wed, 2/25/09 10:45 AM |
| 34. have own transportation  | Wed, 2/25/09 10:11 AM |
| 35. too expensive  | Wed, 2/25/09 9:12 AM  |
| 36. They are not easily accessible. I don't want to have to call for one every time I need one. I would love to take one to the bar and be able to get one outside the bar without needing to call and request one. Having them at the bars at 1:30am would promote people to use them more rather than driving drunk. Also, I don't even know how much they cost. I'm sure it is rather costly for me to take one to and from the bars, airport, etc. Salt Lake City in general is a city where you need to have your own vehicle to get around if you want to do so in a timely manner. I learned while I was still in high school that public transportation in this city is a joke. I have had a car since I was 16 and will continue to do so. I wish someone would make this city more friendly to taxi cab use as well as buses and trax. | Wed, 2/25/09 1:55 AM  |
| 37. Own my own car, not to mention the cost.   | Wed, 2/25/09 12:53 AM |
| 38. I have a car.  | Wed, 2/25/09 12:53 AM |
| 39. I have a car, or I can take the bus or Trax if I need to get someplace I don't want to drive my car.   | Tue, 2/24/09 11:59 PM |
| 40. too expensive  | Tue, 2/24/09 9:51 PM  |
| 41. too expensive  | Tue, 2/24/09 5:35 PM  |
| 42. Own car and find trax can get me to where I need to go. Cheaper too.   | Tue, 2/24/09 4:59 PM  |
| 43. local person that drives   | Tue, 2/24/09 4:44 PM  |
| 44. I don't feel like in Utah they are very accessible and if I were better informed about the companies and services, I would be more likely to use them. Lack of information basically.  | Tue, 2/24/09 3:43 PM  |
| 45. I drive a car or am driven by family or friends.   | Tue, 2/24/09 3:25 PM  |
| 46. I have my own vehicle.   | Tue, 2/24/09 3:12 PM  |
| 47. I use car, Trax, or bus  | Tue, 2/24/09 2:12 PM  |
| 48. Not conveniently available.  | Tue, 2/24/09 2:11 PM  |
| 49. I do have a car and friends to drive me if I need a ride somewhere. Also the bus system is getting better throughout the valley.   | Tue, 2/24/09 1:58 PM  |
| 50. I use my car to drive into downtown or use TRAX and then walk.   | Tue, 2/24/09 1:31 PM  |
| 51. I have rarely experienced the need to use a cab. It has only happened once from the airport to my house.   | Tue, 2/24/09 1:18 PM  |

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| 52. I use my car or public transportation. I am not rich nor do i have a death wish!  | Tue, 2/24/09 1:05 PM  |
| 53. I have a car. I have in the past used a taxicab for business associates to travel to the airport.   | Tue, 2/24/09 12:44 PM |
| 54. I use my own car for all my needs   | Tue, 2/24/09 12:35 PM |
| 55. We use the taxis primarily for transporting out of state clients to and from the airport. It is essential that the service be timely and the drivers reflect the city in a good light.  | Tue, 2/24/09 12:32 PM |
| 56. Have own transportation.  | Tue, 2/24/09 11:20 AM |
| 57. I have a car.   | Tue, 2/24/09 11:04 AM |
| 58. I prefer public transportation or a rental car or personal vehicle.   | Tue, 2/24/09 10:46 AM |
| 59. lack of need -- I live in Davis County and drive or take TRAX around Salt Lake City when we come in for movies, dinner, errands, library, etc.  | Tue, 2/24/09 10:41 AM |
| 60. Have never had a reason to not drive myself.  | Tue, 2/24/09 10:32 AM |
| 61. Expense.  | Tue, 2/24/09 10:21 AM |
| 62. I drive my personal car to work and have parking provided to me.  | Tue, 2/24/09 10:08 AM |
| 63. Expense.  | Tue, 2/24/09 9:59 AM  |
| 64. Not knowing the costs involved. Normally drive my own car to SLC.   | Tue, 2/24/09 9:48 AM  |
| 65. This may not directly relate to this question but as an out of town visitor who comes to SLC twice each month on business, I wanted to comment that it is very difficult to get a cab to go back to the airport from downtown in the afternoon--nearly always. It regularly takes a half hour to get one--makes it difficult when you are running late. SLC is one of the worst cites for cabs that I travel to--just wanted someone to know. | Tue, 2/24/09 9:44 AM  |
| 66. Have my own car or take Trax  | Tue, 2/24/09 9:38 AM  |
| 67. expense   | Tue, 2/24/09 9:37 AM  |
| 68. Too expensive, rather take the bus, drive, ride a bike or walk  | Tue, 2/24/09 9:37 AM  |
| 69. i own a vehicle, but would take whatever one is called if out on the town. I have taken yellow cabs before, but when taken one, it was not the cleanest, but that might have been a one time thing. generally they and the cabbies are nice   | Tue, 2/24/09 9:37 AM  |
| 70. I have a car... and I have friends/family that give me rides when I don't want to drive my car.   | Tue, 2/24/09 8:34 AM  |
| 71. Too expensive and trying to hail one down in Salt Lake is impossible as there are very few around. Don't want to bother going into a business, asking them for the yellow pages, looking for the taxi company number, and calling.  | Tue, 2/24/09 8:26 AM  |
| 72. I only use them if I have been drinking dont drink and drive  | Tue, 2/24/09 8:20 AM  |
| 73. Cost  | Tue, 2/24/09 6:25 AM  |
| 74. Too expensive, too slow in arriving, not enough cabs around town  | Tue, 2/24/09 12:46 AM |
| 75. either use trax or drive  | Tue, 2/24/09 12:41 AM |
| 76. I have a car  | Tue, 2/24/09 12:38 AM |
| 77. I live in a very convenient area to downtown, the airport etc...  | Tue, 2/24/09 12:24 AM |
| 78. I drive and use bus to go to work.  | Tue, 2/24/09 12:11 AM |

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| 79. I have to drive into SLC from Tooele anyway so I usually have my own car for transportation. I do however take advantage of Trax and busses quite frequently.  | Tue, 2/24/09 12:02 AM |
| 80. Never needed one   | Mon, 2/23/09 11:40 PM |
| 81. My use of cabs would be spur of the moment, such as flagging a cab from the sidewalk, not calling ahead and waiting for one to show up.  | Mon, 2/23/09 11:23 PM |
| 82. I always have some one to take me where i need to be if i cant use my car.   | Mon, 2/23/09 11:05 PM |
| 83. They are too expensive to use.   | Mon, 2/23/09 10:57 PM |
| 84. I always have someone to take me if I cannot drive   | Mon, 2/23/09 10:49 PM |
| 85. money  | Mon, 2/23/09 10:44 PM |
| 86. I only use them if I absolutely HAVE to (and if you don't make a reservation for a shuttle prior to arriving in the city, then you have to use a cab to get downtown... a terrible model). The cab service in SLC is *terrible*. The cabs are dirty and usually smell of smoke, the cab drivers are unprofessional and not friendly. I much prefer to use a car service (top preference) or a shuttle service (secondary). | Mon, 2/23/09 10:42 PM |
| 87. I use TRAX for trips to town and otherwise I use my car as efficiently as possible.  | Mon, 2/23/09 10:33 PM |
| 88. They are not readily available. I have to preplan.   | Mon, 2/23/09 10:26 PM |
| 89. Don't need them. Am close to the airport, which is the only time I would need a taxi in my own city.   | Mon, 2/23/09 10:23 PM |
| 90. have my own car  | Mon, 2/23/09 9:55 PM  |
| 91. Last I checked, a taxi wouldn't take a fare from SLC to Bountiful, where I live.   | Mon, 2/23/09 9:51 PM  |
| 92. Convenience. Feel no need for using Taxicab service.   | Mon, 2/23/09 9:50 PM  |
| 93. I use taxicabs when I don't have an alternative. I've been told several times that a taxi would pick me up in 20 minutes (I was at an easily found doctor's office in downtown Salt Lake City) and gave up after no taxi showed in 50 minutes. I called several times during the wait and was told that the taxi is on the way.  | Mon, 2/23/09 9:49 PM  |
| 94. I don't use them as much as I would like to because sometimes the drivers are not even friendly and when you are to them, they give you dirty looks. If they don't like us, for some reason, they should refuse the fair and let someone nicer have it.  | Mon, 2/23/09 9:07 PM  |
| 95. Own car.   | Mon, 2/23/09 9:05 PM  |
| 96. I have a car.  | Mon, 2/23/09 9:05 PM  |
| 97. I have a car. I don't drink alcohol very often. They're too expensive. And friends give me a ride to the airport.  | Mon, 2/23/09 9:03 PM  |
| 98. I wish I didn't "have" to take a taxi from the airport when on trips, and would be great if I could just choose to take a shuttle and a reservation was not needed in advance.   | Mon, 2/23/09 8:50 PM  |
| 99. Will use them if I have need   | Mon, 2/23/09 8:38 PM  |
| 100. They are way too expensive. Compare them to other cities and taxi's in SLC are unaffordable. I would take them to and from bars instead of driving. Bars would make more money, cabs would make more money, and it would be a better city. Trust me. Reduce taxi cab fares.   | Mon, 2/23/09 8:31 PM  |
| 101. I mostly use them to get home safely after attending the bar  | Mon, 2/23/09 8:23 PM  |



102. I have a car. Mon, 2/23/09 8:23 PM
103. The safety of using a taxi cab service worries me. The environment of taxi cabs just aren't pleasant and the cost of them are just way too expensive, especially for what you get! Mon, 2/23/09 8:16 PM
104. I honestly don't know how they work (how do you pay?, what is the fee?, how do I order/hail a cab?) so I've just never used one. Generally speaking, I can get where I need to go using Trax, the bus service or my own personal car. Mon, 2/23/09 8:10 PM
105. Flag drop fee is unreasonable, as is the "minimum charge airport fee" - \$23.00 is wildly excessive to drive from SLC for 5 short minutes on I-80. Mon, 2/23/09 8:03 PM
106. have car or take Trax Mon, 2/23/09 8:03 PM
107. We have 2 cars. Mostly use them if we go out and are drinking Mon, 2/23/09 8:01 PM
108. I have my own car. I usually take a cab from the airport and use whatever cab is in line. Mon, 2/23/09 7:55 PM
109. The dispatchers are horrible. Not enough sometimes downtown on Friday and Saturday nights. I see a lot of the drivers with pagers picking up friends instead of the dispatch. Mon, 2/23/09 7:55 PM
110. I guess I've just never really had the need. Sorry. Mon, 2/23/09 7:23 PM
111. free ride. sometimes cost prohibitive Mon, 2/23/09 7:08 PM
112. You have to call ahead. You can't hail a cab on the street (or so I'm told). Seems like a rather silly law to me. Mon, 2/23/09 6:59 PM
113. They are not readily available where I live. Mon, 2/23/09 6:57 PM
114. Haven't needed them much and don't know how to get them when I do need them...used to seeing them at the curbside in big cities Mon, 2/23/09 6:46 PM
115. Expensive, I would rather use Trax or drive myself Mon, 2/23/09 6:33 PM
116. They are not readily available. Mon, 2/23/09 6:28 PM
117. I use my own vehicle for all local transportation. I live in Kearns and work in South Salt Lake. Mon, 2/23/09 6:23 PM
118. i have a car Mon, 2/23/09 6:18 PM
119. I think it is ridiculous that in Salt Lake you can't hail a cab. I would be more likely to get a cab home or to a restaurant if I could simply hail a cab rather than calling to order one. It makes no sense. Mon, 2/23/09 6:14 PM
120. expense Mon, 2/23/09 6:13 PM
121. i use UTA more than cabs. It is better for the environment. I try not to take cabs unless absolutely needed Mon, 2/23/09 5:58 PM
122. have personal transportation Mon, 2/23/09 5:54 PM
123. They're expensive and I have my own car. Mon, 2/23/09 5:51 PM
124. private transportation Mon, 2/23/09 5:49 PM
125. I don't know what they charge. I used Express Shuttle to go to and from the airport over the Holidays for the first time because there were 7 of us and we would have had to leave two cars at Diamond Parking for ten days and the shuttle service saved us some money and because of a snow storm it worked out to our advantage. Otherwise, we always use our Subarus. We take taxi cabs when we travel in other states and countries. Mon, 2/23/09 5:44 PM
126. There aren't enough in the city, walking is easier Mon, 2/23/09 5:43 PM

127. Have my own car Mon, 2/23/09 5:39 PM
128. too few of them Mon, 2/23/09 5:36 PM
129. If I can, I would rather use my own car or carpool or use public transportation. Also, I can't really justify the cost of using taxicabs. Mon, 2/23/09 5:24 PM
130. I have my own transportation. Mon, 2/23/09 5:19 PM
131. i have my own car and work in park city so a taxi wouldn't be economical Mon, 2/23/09 5:11 PM
132. I either drive or take Trax downtown. Mon, 2/23/09 5:09 PM
133. don't need them normally- usually used to return home from the airport Mon, 2/23/09 5:06 PM
134. I have a car now, but when I didn't have a car I didn't use taxis because they are too expensive. Mon, 2/23/09 5:03 PM
135. For question #3...we use taxicabs when we go out for the evening to avoid the hassle of parking & the possibility of driving after having an alcoholic beverage. This is a common reason people use cabs & should have been included in your survey Mon, 2/23/09 4:55 PM
136. expensive Mon, 2/23/09 4:49 PM
137. ...we attempt to used the one(1) car that we own, TRAX and UTA buses PLUS, y.t. tries to use my mountain(& road) bicycle for most transportation(s). ..thank you! for this opportunity to comment. Mon, 2/23/09 4:46 PM
138. don't need to Mon, 2/23/09 4:34 PM
139. I own a car. If I travel to downtown SLC, I love to use Trax. Mon, 2/23/09 4:33 PM
140. Too expensive. If i'm not going to carpool I might as well take public transportation or just drive myself. Mon, 2/23/09 4:23 PM
141. I don't like the fact that I have to call for a taxi. It's more convenient if I can just flag one down. If not, I've already made other transporation arrangement. Mon, 2/23/09 4:20 PM
142. I do not have a need to use the service. Mon, 2/23/09 4:19 PM
143. I can walk, take TRAX or drive to wherever I want to go. Mon, 2/23/09 4:14 PM
144. I have a car Mon, 2/23/09 4:05 PM
145. No need. I have my own car. And it's way too expensive to use a taxi! Mon, 2/23/09 4:02 PM
146. I have a car...and on occasion, use TRAX to go downtown. Mon, 2/23/09 4:01 PM
147. I would use them more if they had a larger and more consistent presence downtown Mon, 2/23/09 4:00 PM
148. No need. I use my car for most things, I don't drink, and I arrange for family to give me a ride to the airport. If I'm going downtown and don't want to deal with parking, I use UTA. Mon, 2/23/09 3:54 PM
149. Inconvenience -- have to call ahead and wait for them to arrive, unlike other large cities. Mon, 2/23/09 3:51 PM
150. No need in my current capacity. Mon, 2/23/09 3:51 PM
151. The cost is exoberant. I live 5 miles from the airport. I can park at the airport for 8 days before the cost of a cab is less than the parking fees. Mon, 2/23/09 3:50 PM
152. I have my own car that I take everywhere. If I am out of town I usually have flown in so might use a taxi service there...but prefer the cheaper shuttle from the airport to my hotel...and look for hotels that have a free shuttle. Mon, 2/23/09 3:43 PM

153. Too expensive when I can take a shuffle, bus or traxs for less.	Mon, 2/23/09 3:42 PM
154. Have my own car	Mon, 2/23/09 3:41 PM
155. It is cheaper for me to use Express Shuttle when traveling to and from the airport. If you had zones at specific prices that don't cost an arm and a leg I probably would use taxicabs. The other reason for not using taxicabs is the Trax and bus system is so convenient.	Mon, 2/23/09 3:28 PM
156. I had to take one from the airport to my home in Sugarhouse when my plane was delayed and the shuttle I was going to take was no longer operating. It cost me \$40 which was way too expensive for a 15 minute ride.	Mon, 2/23/09 3:25 PM
157. I'm grateful to know that we have taxi cabs if we need them. And I DO believe there is a need. However, I try to plan ahead when I am in need of public transportation because taxi's are so pricey.	Mon, 2/23/09 3:21 PM
158. Note: I left question#3 blank because none of these are the reasons I take a cabs. Like many others, I take a cab home from bars after I have been drinking.	Mon, 2/23/09 3:16 PM
159. not convenient and too costly compared to driving self. only use taxi services when drinking and no driver is sober.	Mon, 2/23/09 3:14 PM
160. I use my personal vehicle or public transportation.	Mon, 2/23/09 3:11 PM
161. own or rent a car	Mon, 2/23/09 3:10 PM
162. They are expensive.	Mon, 2/23/09 3:06 PM
163. cost and convenience--I have a car.	Mon, 2/23/09 2:56 PM
164. I take the bus to get to places and run errands	Mon, 2/23/09 2:56 PM
165. I own a car, and live close to downtown, where it's easy to walk everywhere I need to go.	Mon, 2/23/09 2:53 PM
166. I live here so I drive, use Trax, the bus or have family or friends drive me.	Mon, 2/23/09 2:52 PM
167. I've either driven downtown or taken the train or coordinated a designated driver so I don't have to call a cab after a few drinks.	Mon, 2/23/09 2:47 PM
168. expense; wanting to be in control of exactly the time I leave	Mon, 2/23/09 2:46 PM
169. use public transport	Mon, 2/23/09 2:45 PM
170. Public transportation and my car are sufficient.	Mon, 2/23/09 2:45 PM
171. The three times that I have called a cab for a friend or business associate in the last 15 years, the taxi has never showed up. It just isn't a service that I think of when I'm considering transportation. Public transport is doing so many things right, I usually refer to people to trax or the bus.	Mon, 2/23/09 2:45 PM
172. There really aren't any in and around SLC -- hard to use them when they're not readily available or dependable.	Mon, 2/23/09 2:44 PM
173. I usually use public transportation. Once every two weeks I drive so as to be able to take care of some personal errands.	Mon, 2/23/09 2:44 PM
174. I try not to use them much due to cost. So only for emergent reasons.	Mon, 2/23/09 2:43 PM
175. No need. I have a reserved parking spot at my office downtown when I come for events and I don't drink.	Mon, 2/23/09 2:43 PM
176. I drive, or have enough family here to help out if it's ever needed.	Mon, 2/23/09 2:41 PM
177. Cost	Mon, 2/23/09 2:39 PM
178. too expensive.	Mon, 2/23/09 2:36 PM

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| 179. I have a car so I don't use a taxi. However, I have occasional out-of-town guests who I recommend take taxis when I can't pick them up to the airport.  | Mon, 2/23/09 2:36 PM |
| 180. I have my own car and I also have a UTA pass. The one thing I might use a taxi for would be to the airport, but it is just too expensive from my house.                                       | Mon, 2/23/09 2:35 PM |
| 181. PREFER THE FREEDOM OF DRIVING MY OWN CAR  | Mon, 2/23/09 2:34 PM |
| 182. Drivers look scary.   | Mon, 2/23/09 2:32 PM |
| 183. too difficult to get one  | Mon, 2/23/09 2:32 PM |
| 184. I drive my car and ride my bike.  | Mon, 2/23/09 2:32 PM |
| 185. They are expensive and I find UTA public transit to be more cost effective and convenient for my needs.   | Mon, 2/23/09 2:31 PM |
| 186. I have my own vehicle. Taxi's are expensive.  | Mon, 2/23/09 2:30 PM |
| 187. They are expensive and I usually have a car when I visit SLC.   | Mon, 2/23/09 2:27 PM |
| 188. The cost, they seem expensive   | Mon, 2/23/09 2:27 PM |
| 189. Expense   | Mon, 2/23/09 2:26 PM |
| 190. they are expensive and have you wait for ages when calling them from a cell phone, although they promis to come within 5 minutes.   | Mon, 2/23/09 2:26 PM |
| 191. I don't need to I have a car. Never even consider a taxi service.   | Mon, 2/23/09 2:18 PM |
| 192. I drive my own car, or take Trax and walk to my destination.  | Mon, 2/23/09 2:18 PM |
| 193. i use my own car.   | Mon, 2/23/09 2:16 PM |
| 194. I think they are expensive and I don't see them very frequently when I am in a situation where I would need one   | Mon, 2/23/09 2:14 PM |
| 195. Too expensive.  | Mon, 2/23/09 2:13 PM |
| 196. timing,expense,fear   | Mon, 2/23/09 2:10 PM |
| 197. I live in the city & have an annual bus/rail pass.I have no reason to use SLC taxi service, although I have nothing against them and am happy they are here.                                  | Mon, 2/23/09 2:09 PM |
| 198. I have a car. If I need a ride to the airport, I call a shuttle company   | Mon, 2/23/09 2:06 PM |
| 199. Expense. Any new cab should be required to be CNG or Electric or at a minimum a Hybyrd  | Mon, 2/23/09 2:06 PM |
| 200. Never have needed a taxi in Salt Lake.  | Mon, 2/23/09 2:03 PM |
| 201. The cab fair is too expensive.  | Mon, 2/23/09 1:55 PM |
| 202. Have my own transportation. In cases that it would be useful, such as trips to the airport, it can be too expensive.  | Mon, 2/23/09 1:53 PM |
| 203. I have a car, so if I can drive myself and save the money of paying for a cab, I do. The only time that I *would* use one is if I went out to a bar and didn't have someone to drive me home. | Mon, 2/23/09 1:52 PM |
| 204. We have our own means of transportation (cars), but once in a while, we use "Trax".   | Mon, 2/23/09 1:50 PM |
| 205. Cannot hail one downtown. always need to call   | Mon, 2/23/09 1:48 PM |
| 206. There dont seem to be many and I assume it would cost a lot to get from our house to town/airport   | Mon, 2/23/09 1:47 PM |
| 207. I live in Centerville and there is no taxi service in my area.  | Mon, 2/23/09 1:46 PM |
| 208. 1. If my car is running, I don't use cabs in the winter. 2. I can use my  | Mon, 2/23/09 1:46 PM |

bicycle if necessary, for short trips in the good months, to run errands, etc.

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| 209. Own a vehicle.  | Mon, 2/23/09 1:46 PM |
| 210. No need. Use my own car.  | Mon, 2/23/09 1:45 PM |
| 211. I prefer to take Trax and the buses before a taxi mainly for the price.   | Mon, 2/23/09 1:45 PM |
| 212. I drive or bike to where I need to go.  | Mon, 2/23/09 1:45 PM |
| 213. I have a car and cabs are expensive   | Mon, 2/23/09 1:44 PM |
| 214. You really needed another category under why one uses -- I picked emergency but it really isn't -- it is simply when I want to go to clubs and don't want to drive. Unfortunately, they are very expensive for that.  | Mon, 2/23/09 1:43 PM |
| 215. Have own transportation   | Mon, 2/23/09 1:42 PM |
| 216. I have a car  | Mon, 2/23/09 1:41 PM |
| 217. to and from the airport   | Mon, 2/23/09 1:40 PM |
| 218. I don't like the fact that I have to arrange to use cab service ahead of time. Hailing a cab is much more convenient, for both residents and visitors to SLC.   | Mon, 2/23/09 1:40 PM |
| 219. I have a car and I use TRAX.  | Mon, 2/23/09 1:38 PM |
| 220. I have my own vehicle.  | Mon, 2/23/09 1:35 PM |
| 221. Cost and convenience.   | Mon, 2/23/09 1:34 PM |
| 222. I live in Utah, so if I'm in Salt Lake City, I usually drive myself there.  | Mon, 2/23/09 1:33 PM |
| 223. I would like to be able to hail a cab downtown.   | Mon, 2/23/09 1:32 PM |
| 224. Do not need them for my work.   | Mon, 2/23/09 1:31 PM |
| 225. I have my own car.  | Mon, 2/23/09 1:31 PM |
| 226. I use my car or TRAX  | Mon, 2/23/09 1:30 PM |
| 227. Too expensive, not easy to get (have to call)   | Mon, 2/23/09 1:30 PM |
| 228. I have a car, I have a bike, I use TRAX periodically, and I use the bus periodically, or I walk, or share rides with others   | Mon, 2/23/09 1:29 PM |
| 229. Have not had a need to. Only go downtown 2-4 times a year.  | Mon, 2/23/09 1:29 PM |
| 230. I have my own car.  | Mon, 2/23/09 1:28 PM |
| 231. I either drive, carpool, or use Trax to get around SLC.   | Mon, 2/23/09 1:27 PM |
| 232. I have my own car and its cheaper and easier that way.  | Mon, 2/23/09 1:27 PM |
| 233. I have a car and available parking at my destinations. However, I did use cabs when I was younger and a night clubber. Additionally, we call cabs for our customers. If the customer does not indicate a preference, we call City Cab first, then Yellow Cab, then Ute. | Mon, 2/23/09 1:27 PM |
| 234. I have my own transportation  | Mon, 2/23/09 1:26 PM |
| 235. It's a pain to use cabs in Salt Lake City.  | Mon, 2/23/09 1:26 PM |
| 236. I HAVE A CAR  | Mon, 2/23/09 1:26 PM |
| 237. Because I use either the Trax train or vehicle that I own.  | Mon, 2/23/09 1:26 PM |
| 238. expense   | Mon, 2/23/09 1:25 PM |
| 239. Inconvenience - if they could be hailed on the street downtown I would be more apt to use them - as is you have to call and wait - unlike every other city.   | Mon, 2/23/09 1:25 PM |

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| 240. I use taxi cabs occasionally, and have NEVER made note of a condition that required government intervention (with the exception of vehicle safety and meter calibration).  | Mon, 2/23/09 1:24 PM |
| 241. I have a car.  | Mon, 2/23/09 1:24 PM |
| 242. I have my own car.   | Mon, 2/23/09 1:24 PM |
| 243. I have a car here in SLC, but when I've lived in cities where I didn't have a car I still didn't use taxis much. They're too expensive, and I only used them as a last resort.   | Mon, 2/23/09 1:23 PM |
| 244. I live downtown and don't require their services.  | Mon, 2/23/09 1:23 PM |
| 245. They are almost impossible to get on Saturday night after midnight   | Mon, 2/23/09 1:23 PM |
| 246. Cost, TRAX goes where I want   | Mon, 2/23/09 1:22 PM |
| 247. No need to use a taxicab.  | Mon, 2/23/09 1:22 PM |
| 248. I don't use them because we have such a great transit system here. Especially being able to take the Trax around town and the public library.  | Mon, 2/23/09 1:20 PM |
| 249. Seems too expensive and time consuming.  | Mon, 2/23/09 1:20 PM |
| 250. I work in service industry and we call clients cabs but overall taxi service in salt lake is NOT convenient enough, you can't really hail a cab, you have to call ahead...only used for emergencies or when you have to plan ahead...not useful for daily use... | Mon, 2/23/09 1:19 PM |

- | <b>Comment Text</b>  | <b>Response Date</b> |
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| 251. The cab companies do a fair job of servicing the airport and the downtown area. Outside of downtown, service is unreliable and inconsistent (especially compared to other major cities).  | Mon, 2/23/09 1:18 PM |
| 252. Drive my own car.   | Mon, 2/23/09 1:18 PM |
| 253. Too expensive.  | Mon, 2/23/09 1:14 PM |
| 254. my own car  | Mon, 2/23/09 1:14 PM |
| 255. I either drive into SLC or use Trax   | Mon, 2/23/09 1:13 PM |
| 256. I use my own car. But in the past have found the wait time too long.  | Mon, 2/23/09 1:11 PM |
| 257. Going to the airport, we use a private car service that is reliable and predictable as to appearance, competence, etc. From the airport, it's more convenient to get a cab, but the range of vehicle appearance and maintenance and driver qualities vary greatly.    | Mon, 2/23/09 1:10 PM |
| 258. use personal transportation   | Mon, 2/23/09 1:09 PM |
| 259. TRAX is more convenient for me.   | Mon, 2/23/09 1:08 PM |
| 260. cost and convenience  | Mon, 2/23/09 1:07 PM |
| 261. Required to have a car for work.  | Mon, 2/23/09 1:07 PM |
| 262. I have a car, free trax if I need it. Taxis are too expensive.  | Mon, 2/23/09 1:07 PM |
| 263. I would prefer not to use them. If there is an airport hotel shuttle I take that. Also I would prefer taking the light rail but it doesn't go to the airport (I use the rail in DC and in Portland). Generally with cabs, I always wonder if I am getting ripped off. | Mon, 2/23/09 1:06 PM |
| 264. Cost, I have a bus pass and a car, I don't need to use a taxi.  | Mon, 2/23/09 1:05 PM |



















265. Live in Davis Cnty. Your survey does not ask about people living out of the county. There are a number of issues with cabs. They need to have a system similar to New York where cabs can be hailed from the street. The existing system is terrible. They are also missing an opportunity with Front Runner where cabs could take people from the west side to the airport or to the east side. We do not reflect a vibrant city with our transit systems, public or private. Mon, 2/23/09 1:05 PM
266. Generally use mass transit and don't want to pay the extra expense. Mon, 2/23/09 1:05 PM
267. Only use them when unable to drive home after a night out and they really arent available easily downtown. its faster to walk to the avenues then get a cab! Mon, 2/23/09 1:04 PM
268. Trax and the Bus iare easy and often faster in downtown transportation Mon, 2/23/09 1:02 PM
269. I ride the bus. Mon, 2/23/09 1:01 PM
270. I use public transportation or my own car. Taxis are expensive. Mon, 2/23/09 1:01 PM
271. I only use when I must. My own car, traxx or a pal is preffered. Mon, 2/23/09 1:01 PM
272. I have a car. Mon, 2/23/09 1:00 PM
273. I walk or use the Free Fare Zone on TRAX otherwise, I drive to where I need to be when I am not directly in the downtown area. Mon, 2/23/09 12:59 PM
274. Public transportation is efficient for anything I need to do that I cannot bike to or drive to or get a friend to drive me to (like the airport). Mon, 2/23/09 12:58 PM
275. I drive my own car or ride the bus. Mon, 2/23/09 12:57 PM
276. I usually drive in to SLC in my own car or take the FRont Runner. I can then take the Light Rail to the locations I need to go. No taxi for me. Mon, 2/23/09 12:57 PM
277. I have my own transportation/car. Mon, 2/23/09 12:57 PM
278. So far, I have used my own car; however, as I sell it this summer, I will need to use the taxicabs for airport trips.. Mon, 2/23/09 12:57 PM
279. No need with the exception of emergencies. Mon, 2/23/09 12:56 PM
280. Ease of finding one & cost Mon, 2/23/09 12:55 PM
281. Drive my own vehicle Mon, 2/23/09 12:55 PM
282. They aren't easily available and I have no idea what the rates are. Mon, 2/23/09 12:54 PM
283. use the bus Mon, 2/23/09 12:54 PM
284. Their driving is dangerous. They run red lights & cut other drivers off. I wouldn't want my family in their vehicle for these reasons. Mon, 2/23/09 12:54 PM
285. I have to drive my own car into work each day. No public transportation from Summit County. Mon, 2/23/09 12:54 PM
286. Expensive. I have a car and driving and parking my car myself is more corvenient and less costly than using taxicab service. Mon, 2/23/09 12:54 PM
287. too expensive Mon, 2/23/09 12:53 PM
288. Costly - I live in Cottonwood Heights. Mon, 2/23/09 12:53 PM
289. For most occasions they are too expensive for someone who owns their own car. If I lived in New York and didn't have parking, it would be reasonable to spend the money normally going to a Mon, 2/23/09 12:53 PM

- car and parking on public transit of this nature.
290. because when I want to use a taxi I want to be able to flag it down on a street corner - I'm not interested in making a phone call and waiting for a cab to be dispatched. Mon, 2/23/09 12:51 PM
  291. I use UTA, or I drive. Mon, 2/23/09 12:50 PM
  292. I have a car. I can usually get a ride to the airport (the only reason I'd use one). But I do ride a shuttle service from SLC to St. George. Mon, 2/23/09 12:49 PM
  293. Where are they? Mon, 2/23/09 12:49 PM
  294. The only time that cabs are easy to get is at the airport. I would absolutley use cabs more often if they were easier to get. Mon, 2/23/09 12:49 PM
  295. I either ride my bike or drive, depending on my two jobs schedule. Mon, 2/23/09 12:48 PM
  296. I live locally. I'll drive or take TRAX as needed. I'd consider taking a cab for occasional airport transportation if it were less costly than parking at a long-term parking lot. Mon, 2/23/09 12:46 PM
  297. Cost Mon, 2/23/09 12:45 PM
  298. I have a car so the only time I would need to use a taxi would be for emergency or to and from the airport. Up to this point I have been able to rely on family or bus/trax for those situations. Mon, 2/23/09 12:44 PM
  299. don't need it Mon, 2/23/09 12:44 PM
  300. I have a vehicle Mon, 2/23/09 12:43 PM
  301. I never think about needed one because I have my own vehicle. I also have a parking pass in my work building that is located down town. Mon, 2/23/09 12:40 PM
  302. I wish they were more accessible. I think ppl are in great need of more public transportation that makes sense. Mon, 2/23/09 12:38 PM
  303. They cost to much, and I don't trust the meters. Mon, 2/23/09 12:38 PM
  304. Taxis are expensive. Generally, I use my own car for getting around or occasionally use public transit. Mon, 2/23/09 12:38 PM
  305. Bus and trax service in downtown area is free and convenient. Mon, 2/23/09 12:36 PM
  306. Cost - I live in the county, not the city Mon, 2/23/09 12:36 PM
  307. Much more expensive than alternative transportation. Mon, 2/23/09 12:34 PM
  308. Cost, I ride the bus and when I need to go to the airport I prefer the set fare provided by the airport shuttle. Mon, 2/23/09 12:33 PM
  309. They park and sit, in big clumps of gross ugly cars and noisy drivers at the airport and on the curb near hotels like the Marriott Downtown or the convention center... It's not like a proper city like NYC where you can just hail a cab or get one at a specified station. We need a place for these guys that does not disrupt valuable parking downtown but is accessible to users. Also, these guys need to clean up their act a bit. Fewer cabs on the street is a good start, as well as tightening where they can park. Mon, 2/23/09 12:33 PM
  310. You should be able to Flag down a cab in Salt Lake. I understand calling a cab but it is highly inconvenient when you need to get somewhere fast. Mon, 2/23/09 12:32 PM
  311. Too expensive--can't afford it. Mon, 2/23/09 12:32 PM
  312. I don't like cabs and I am within walking distance of most of Mon, 2/23/09 12:31 PM



downtown

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|--|-----------------------|
| 313. assume they are expensive   | Mon, 2/23/09 12:30 PM |
| 314. I drive my own car  | Mon, 2/23/09 12:30 PM |
| 315. Cost  | Mon, 2/23/09 12:30 PM |
| 316. I drive my car.   | Mon, 2/23/09 12:30 PM |
| 317. They are inconvenient to use when downtown, they are not readily available as you cannot flag them down and must call.  | Mon, 2/23/09 12:29 PM |
| 318. I always drive and park downtown.   | Mon, 2/23/09 12:28 PM |
| 319. NA  | Mon, 2/23/09 12:28 PM |
| 320. I understand that they are expensive.   | Mon, 2/23/09 12:25 PM |
| 321. I live downtown, close to most everything. The only reason I use cabs is if I'm drinking at the bar. Drinking and driving is bad, mmmmkay.  | Mon, 2/23/09 12:25 PM |
| 322. I live in the city.   | Mon, 2/23/09 12:25 PM |
| 323. you can't hail them on the street   | Mon, 2/23/09 12:25 PM |
| 324. too expensive and bus and trax go where i need to go and too long of wait   | Mon, 2/23/09 12:24 PM |
| 325. I do use them but the reason I use them was not above. I use them when I need a sober ride home!  | Mon, 2/23/09 12:22 PM |
| 326. personal car  | Mon, 2/23/09 12:20 PM |
| 327. too dammed expensive  | Mon, 2/23/09 12:19 PM |
| 328. Cabs aren't convenient in this City. You have to call, you can't wave a cab down. It drives me nuts because I have to plan on using a cab and call in. Sometimes it takes 20 minutes to wait for a cab. I wish cabs would drive around and you could wave them down any place in the city. Sometimes, I miss the bus and need to get home, either way I must wait for the next bus passing in 20 minutes or call a cab company and wait 20 minutes. | Mon, 2/23/09 12:17 PM |
| 329. We are a company based here in Salt Lake with no need for local transportation beyond occaisional frontrunner and Trax.   | Mon, 2/23/09 12:17 PM |
| 330. Usually don't need to. The bus system works fairly well. I can get rides from friends when the buses aren't running:  | Mon, 2/23/09 12:17 PM |
| 331. I have access to a personal vehicle when public transportation is not convenient.   | Mon, 2/23/09 12:16 PM |
| 332. Personal Automobile is more convenient  | Mon, 2/23/09 12:16 PM |
| 333. Typically dirty vehicles that are in need of repair. Drivers who don't speak English and are in my opinion not good ambassadors for the city.   | Mon, 2/23/09 12:14 PM |
| 334. I have to say that some of the "unknown" cab companies I have taken from the airport are very dirty. All taxi cab companies must take credit cards!   | Mon, 2/23/09 12:13 PM |
| 335. N/A   | Mon, 2/23/09 12:12 PM |
| 336. I book cabs for visitors to our office to get to the airport for a flight.  | Mon, 2/23/09 12:11 PM |
| 337. I drive to work each day and will use my car or Trax if I need to go out during the day.  | Mon, 2/23/09 12:11 PM |

	338. Generally I drive my personal vehicle downtown or take TRAX.	Mon, 2/23/09 12:11 PM
	339. Don't have a need for them.	Mon, 2/23/09 12:11 PM
	340. I would use them more if it was cheaper. Perhaps if there were joint offers set up between local businesses and cab companies that would make target rides cheaper.. Im thinking of mainly with the bars and clubs of SLC	Mon, 2/23/09 12:10 PM
 Find	341. I drive my own car.	Mon, 2/23/09 12:09 PM
 Find	342. I drive to different location everyday and need a car.	Mon, 2/23/09 12:09 PM
 Find	343. Unsure how much they cost/how they work.	Mon, 2/23/09 12:08 PM
 Find	344. I own a car.	Mon, 2/23/09 12:07 PM
 Find	345. Don't trust drivers; unkept drivers; unkept vehicles;	Mon, 2/23/09 12:06 PM
 Find	346. I would use them more when intoxicated if they were cheaper!	Mon, 2/23/09 12:06 PM
 Find	347. <i>Every once in a great while, I may use a taxi from the airport to home. But I have not had a need for them otherwise. I would love to have light rail to and from the airport to save airport parking costs. Taxi cost is higher than airport parking costs, so it doesn't make sense, with my travel habits to use them for airport trips.</i>	Mon, 2/23/09 12:05 PM
 Find	348. Additional comment: The taxi cab "starter" at the airport is a JOKE! Poorly dressed, sitting on ratty broken down office chairs, no customer service skills, no urgency or care. VERY POOR FIRST IMPRESSION of SLC!	Mon, 2/23/09 12:05 PM
 Find	349. I don't want to call for service and they are not readily available curbside.	Mon, 2/23/09 12:04 PM
 Find	350. <i>I am a downtown business owner and drive my car in from South Jordan everyday. My perception has always been that SLC doesn't have great cab services like I enjoyed when I lived in the East. If I thought they did, I'd be more inclined to come in on Trax and then use cabs for business appointments during the day.</i>	Mon, 2/23/09 12:04 PM
 Find	351. I rarely go downtown & find the use of cabs for longer distance cost prohibitive and I have my own transportation in the form of a car or bike.	Mon, 2/23/09 12:04 PM
 Find	352. I drive into downtown with my own vehicle.	Mon, 2/23/09 12:04 PM
 Find	353. The cost , politeness, cleanliness of the drivers.	Mon, 2/23/09 12:03 PM
 Find	354. I have a car -- and people who can take me to the airport. I live downtown so most everywhere I need to go is close.	Mon, 2/23/09 12:01 PM
 Find	355. They drive like maniacs all over the city. I have been cut off more times than I can count, they run red lights, and they seem like dangerous drivers.	Mon, 2/23/09 12:01 PM
 Find	356. My work and home are close enough together that I can drive myself or take the train.	Mon, 2/23/09 12:00 PM
 Find	357. I live close to downtown, I take the TRAX or bus, or I drive my car. If we go to the airport we use a park and ride lot.	Mon, 2/23/09 11:58 AM
 Find	358. availability	Mon, 2/23/09 11:53 AM



359. I have a car

Mon, 2/23/09 9:41 AM



360. I try to get a ride to the airport. On the occasion that I do use a taxi service, it is usually when I have had a few drinks and do not have a DD. I do not like to see Taxis idling while wait for a customer to show up. I see a line of Taxis idling at the airport and it disturbs me to see the lack of environmental awareness. I like to use shuttles because I know how much the fare will cost before I get into the van. With the mass number of lights we have in SLC, the cabs make good money waiting for a light to turn from red to green.

Sun, 2/22/09 9:24 PM

361. Have my own vehicle

Sat, 2/21/09 5:30 PM

362. If it is not a planned trip, it's too inconvenient. It would be nice to be able to hail a cab on the street in the downtown area like other major cities.

Sat, 2/21/09 11:07 AM

363. expense

Sat, 2/21/09 12:16 AM

364. I have my own car.

Fri, 2/20/09 3:36 PM

365. I own my own auto and use that mostly.

Fri, 2/20/09 3:34 PM

366. not save, expensive

Fri, 2/20/09 3:31 PM

367. Too costly compared to many alternatives. As a resident there is almost never a reason to use a cab locally.

Fri, 2/20/09 12:05 PM

368. lack of service, and wait time

Thu, 2/19/09 4:55 PM

369. cost, convenience, and dependability

Thu, 2/19/09 3:24 PM

370. I have a car and usually can find a friend to drive me to the airport and a shuttle to drive me home from my car dealer.

Thu, 2/19/09 9:49 AM

371. I use Private Transportation over taxicabs because the taxi's companies for teh most part have terrible drivers who look likes slobs, don't speak English and are rude and do not know the city...Also they take wierd routes to drive up the charges so it is usually just as resonable to take a private car.

Tue, 2/17/09 2:18 PM

372. The options listed above don't represent my use of taxicabs. My use of taxicabs would increase if they were more accessible and present in the community. I would prefer more taxicab coverage/presence, especially in populated districts like downtown or even sugarhouse.

Tue, 2/17/09 1:33 PM

373. i cannot hail a cab on the street like in other cities

Tue, 2/17/09 11:40 AM

374. Few available after bars and restaurants close, long waits, inconvenient. I'd appreciate more available service after hours, particularly with the ability to have cabs waiting near bars and clubs to make the option more appealing.

Tue, 2/17/09 10:46 AM

375. I drive or use suttlles

Tue, 2/17/09 8:54 AM

376. Not convenient. Usually take a car or arrange for personal transportation.

Mon, 2/16/09 4:10 PM

377. I either drive/scooter, use a bus, bicycle or walk.

Mon, 2/9/09 11:50 AM

378. Can't ever find one.

Mon, 2/9/09 11:35 AM

379. They're too expensive and the public transportation system is superior in quality compared to other cities.

Mon, 2/9/09 11:12 AM

380. I usually get a ride from someone, Cab cost seems to be expensive

Mon, 2/9/09 10:32 AM

- |   |                      |
|---|----------------------|
| 381. Own car transportation.  | Sat, 2/7/09 9:44 PM  |
| 382. Expensive!   | Sat, 2/7/09 4:23 PM  |
| 383. I don't ever need to use them-I have my own car that I use to get around the city.   | Sat, 2/7/09 3:51 PM  |
| 384. There are no taxi cabs on the street in Salt Lake City--why?<br>Should each company be allowed to have a few cabs driving the streets looking for customers? | Sat, 2/7/09 10:59 AM |
| 385. Don't need that type of service  | Sat, 2/7/09 5:32 AM  |
| 386. Too expensive  | Fri, 2/6/09 11:15 PM |
| 387. I drive, I have family and friends to drive me on  | Fri, 2/6/09 11:09 PM |
| 388. I have a car and I walk and take an airport shuttle when I leave town.   | Fri, 2/6/09 8:41 PM  |
| 389. I don't have a need for one. I drive my own car.   | Fri, 2/6/09 5:29 PM  |
| 390. Money. It is expensive to use one and I don't have the money.<br>Get better mass transit!  | Fri, 2/6/09 5:08 PM  |