City of Madison Seeks Public Input for Accessible Taxi Service

In 2013, Union Cab provided a total of roughly 10,000 accessible taxi trips; an increase of 125% from 2012. This increase shows a rising trend in the desire for on demand accessible taxi services.

Nearly 10 years ago, the City of Madison created an accessible taxi ordinance. Since that time, accessible taxi service has become extremely popular. Due to possible changes to the way cab service is provided, the Commission on People with Disabilities would like to hear about your experiences with accessible taxis, as well as your suggestions for the future development of this service.

Over the next two months, City staff and Commissioners will be holding a series of listening sessions. These sessions will be an opportunity to let the City know what you think of accessible taxi service. This input is part of an effort to identify whether or not there is a need for the expansion of these services.

1. Are you aware of accessible taxi cab service in Madison? If so, have you used it?
2. What is your experience with Madison’s accessible taxi service?
3. Do you feel this program adequately meets your needs and the needs of the community?
4. What improvements or changes would you like to see in accessible taxi services?

If you are unable to attend a listening session or would prefer to send the Commission your responses to these questions or any related experience, please email them to kmccarthy@cityofmadison.com.

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