Why Ride with Us?

Pricing really doesn't differ between taxi companies, as the City of Minneapolis establishes the metered rate. Generally all communities and taxi services use the Minneapolis rate. While pricing is about the same for all taxis, there are great differences in service from one taxi company to another.

Below are 20 reasons why we feel you should ride with us.

1. Reliable & Timely Service

Fleet size is the defining characteristic for reliable & timely taxi service. We are over twice the size of our closest competitor. While smaller fleets may adequately cover pockets of town, no other taxi company in the Twin Cities has the mass (fleet size) to efficiently cover orders throughout the community.

2. Fleet-wide Insurance Policy

All our cars are covered by a <u>fleet-wide insurance policy</u> with limits high above the standard set by the State. Other taxi companies have drivers secure their own auto insurance, leaving passengers at great risk if the driver is under-insured, or not insured at all at the time of an accident.

3. Well-Maintained Vehicles

Because the average taxi puts on over 40,000 miles per year, regular service is essential for safe and reliable transportation. All our vehicles are serviced every 3,500 miles and receive thorough annual inspections from our in-house ASE-certified mechanics.

4. Accident Prevention Programs

We are the only taxi service in town to employ a full-time (National Safety Council Certified) Safety Manager, who's sole responsibly is driver training and accident prevention. Prior to contracting with our organization, our drivers are required to complete a defensive driving course taught by our own full-time certified instructor

All our vehicles are also stickered with 1-800-AM-I-SAFE stickers that allow us to actively monitor the driving habits of our drivers. Training curriculums are designed around this information, and drivers are actively rewarded and disciplined for their driving performance.

5. Large Call Center

We have a fully trained and staffed, state-of-the-art call center. At least 4 and as many as 15 operators are available at any given time. Hold times are minimal, and all calls are recorded and time-stamped for review at a later date if necessary. We also offer on-line ordering (e-cabcall) and an automated service (cabcall) for bars and hotels.

6. Ring-on-Approach

We are the only taxi service to offer "Ring-on-Approach". With *Ring-on-Approach*, there's no need to sit in front of your window, watching for you're your taxi to arrive, as an automated call (activated by our driver) will alert you when your taxi is (about) 5-minutes away.

7. Prompt Grievance Resolution

Your voice is always heard at our company! While nearly every ride we provide is performed to satisfaction, issues do come up from time to time. Share your experience with us by calling 763-592-6482. Each grievance is followed up on by a member of our management team.

8. Child Car Seat Availability

We are the only fleet in the area to have cars equipped with child seats. Our child car seats are reversible (front and rear facing) and hold children from 9-45 pounds. Simply request a vehicle with a car seat at the time you place your order. We encourage you to allow an extra 10-20 minute window for your car to arrive.

9. Driver Requirements

No other taxi service in the area has as stringent requirements for becoming a driver as we do. We only contract with drivers that meet the following requirements:

- Speak English Clearly (Pass an English proficiency test)
- Must be at least 25-years of age
- Have at least 1-year's experience driving a taxi
- Have a current MN driver's license
- Must pass a driving test with a Taxi Services Inc. Safety Manager
- Less than two moving violations on Motor Vehicle Record in the past 5 years
- No alcohol convictions (DUI/DWI) or implied consent markers in the past 10 years
- Receive a criminal background check
- Sign a waiver agreeing to random drug testing

10. Driver Training

Prior to working with our organization, all drivers attend a 16-hour classroom-style training class. Subjects covered in the curriculum include Defensive Driving certification, rules & regulations, customer service techniques, map reading, and an area landmark awareness test. Based on performance, drivers are also required to attend additional in-house training classes to enhance their skills as warranted.

11. Experience

Our company has over 75 years experience in the taxi business in the area. Our management team has over 120 years experience in the transportation industry. Our average driver has worked with our organization for 6 years. Simply put, no other taxi company in the area matches our experience on any level.

12. RIDECARDS

RIDECARDS are taxi gift certificates that are accepted by all of our drivers. RIDECARDS can be purchased in amounts of \$5, \$10, and \$20 or can be a specific amount based on particular trip. RIDECARDS work great for individuals or business that make a common trip as it simplifies the process of paying for your transaction.

13. Online Booking

Our on-line booking program (e-cabcall) is exclusive to our company. Book a taxi online for an immediate or advanced reservation just as easily as placing your order over the phone. Our online booking tool is wonderfully dynamic and allows you to save common trips as "favorites". With a "favorite", you can make future reservations for the same trip with just a couple of keystrokes.

14. Fuel Efficient Vehicles

Our company far exceeds City guidelines for fuel efficient vehicles. Soon we will even have vehicles powered by electricity available upon request.

15. Airport Pick ups

No other taxi company services the entire Twin Cities Metro <u>and MSP Airport!</u> This is especially important for businesses that wish to charge their trips to AND from MSP Airport to a corporate account.

As many as 50 vehicles from our Airport Taxi fleet are stationed in a holding lot located just outside the airport and can arrive at the "Pre-Arranged Taxis" door within 3-5 minutes of a call.

16. Mall of America pick ups

Our Airport Taxi fleet is one of two exclusive taxi companies allowed to pickup from the Mall of America. Meet your taxi just outside the North Entrance (nearest to Underwater World).

17. Minivans and sedans

We have more minivans than all other taxi companies in the Twin Cities combined! Minivans make up the majority of our fleet because they allow for a more comfortable ride for our valued customers. Up to six can ride for the price of one! We also have many sedans available to service you. If you have a vehicle-type preference, simply make your request at the time you place your order.

18. Technology

All our vehicles are all equipped with the country's most sophisticated GPS-dispatch system which distributes orders to the closest available car to a pickup address. Our computerized system allows dispatchers to identify the whereabouts of a car at any time. All cars are also equipped with emergency response buttons and recording capabilities.

19. Specialized Services

In addition to providing common carrier door-to-door service, we also provide many specialized services including wheelchair transportation, type III (school) transportation, non-emergency medical transportation, package delivery, corporate account service, MSP Airport Special Call pickups, and event support.

20. Lost and found Department

Call our Lost & Found department directly at 763-592-6481 for help locating you lost or missing item. We will make every effort to locate your cab to retrieve your belongings.