

Arlington, VA



Arlington Taxicab Study

With a highly reputable local taxi industry, Arlington County retained Nelson\Nygaard to assess its taxi ordinance for improvement, particularly with respect to its entry system.

Nelson\Nygaard's assessment focused on:

- The usefulness of the current PC&N and market entry processes
- The accuracy of trip data; including differentiation among telephone requests, taxi cab stand service, and hailed service, as well as tracking the service provided by accessible taxicabs
- The lack of performance standards
- The extent to which customer's use of taxis can be improved
- Taxicab driver welfare
- The integration of environmentally friendly taxicabs into PC&N process

Recommendations were developed for all of the above areas. Arlington County subsequently retained Nelson\Nygaard to facilitate the efforts of a local taxi work group to fine-tune these recommendations, and to produce a "white paper" on taxi regulation versus deregulation and the "optimal" structure for oversight.



Project Duration: 2007–2009

Total Budget:

Initial Report: \$20,000

Facilitation: \$4,000

White Paper: \$25,000

For more information:

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