

Tommy's Taxi, Inc.
167 Franklin Street
Framingham, MA 01702
508-872-3500

Founded in 1946 by John "Tommy" Thompson, Tommy's Taxi has operated continuously since then, serving the communities of MetroWest. With its distinctive yellow and red vehicles, Tommy's Taxi provides ***on-demand taxi service*** throughout the region, 21 hours a day, 365 days a year.

Tommy's Taxi, Inc. is a member of The Transportation Alliance (a taxi/livery international trade association), and was awarded the Small Fleet Operator of the Year Award in 2005, and the Paratransit Operator of the Year Award in 2012. Tommy's Taxi's President Jo-Anne Thompson has been an active member of The Transportation Alliance for over 20 years, serving on its Board of Directors and chairing various sub-committees over the years.

Tommy's Taxi is also a member of Associated Industries of Massachusetts, the National Federation of Small Businesses, and the MetroWest Visitors Bureau. Jo-Anne Thompson serves on the board of the MetroWest Economic Resource Center at Framingham State University. She also is an elected Trustee of the Framingham Public Library.

Personnel

Office staff at Tommy's Taxi, Inc. consists of a full-time office manager, and four part-time clerks who do cashiering, special account billing, Accounts Receivable and Payroll. In addition, the company President, Jo-Anne Thompson is a full-time employee with regular management duties, including recruitment and hiring, financial management, and business development.

Dispatch personnel includes two full-time and four part-time dispatchers, and two full-time and two part-time Customer Service reps (call takers).

Tommy's Taxi vehicle maintenance staff consists of two full-time and one part-time mechanic. Our lead mechanic is an ASE-certified master mechanic with 40 years of automotive experience.

Drivers

Tommy's Taxi currently employs 40 drivers (20 full-time, 20 part-time). Many of our drivers have worked at Tommy's Taxi for over ten years (one just "retired" to a part-time driving schedule after 33 years with Tommy's Taxi). Drivers are all employees (not independent contractors) and our drivers work a set schedule, which allows us to meet our customer's needs

reliably, without long wait times due to short-staffing. Our full-time drivers are eligible for health and dental insurance, paid vacations, paid sick time, short-term disability and life insurance and a Simple IRA retirement Savings Plan (with a 3% company match).

Driver applicants go through a rigorous screening, which includes a review of their current RMV report and reference checks. All hiring, including reference checks, is done by the company President Jo-Anne Thompson. Driver applicants must be at least 23 years of age and present a driving record without significant infractions (at-fault accidents, multiple speeding, failure to yield, etc.). In addition, their references must be positive, and must be from previous employers.

Drivers also must be licensed annually by the Framingham Police Department, which includes a CORI and SORI check and a review of their RMV driving record. Tommy's Taxi also conducts an annual CORI check.

Drivers are drug tested for at-fault accidents and for reasonable suspicion. A large number of our drivers who provide trips under our MA MassHealth contract are also fingerprinted and pre-employment drug-screened. Tommy's Taxi has a zero-tolerance policy for drug and alcohol use.

Newly hired drivers spend one to two days with a senior driver trainer, learning how to use the two-way radio, the electronic meter/credit card processing equipment, and how to do the paperwork associated with the job – the daily Vehicle Circle Check, customer charge account slips, filling out the daily "waybill" (trip log).

Drivers also receive training in Defensive Driving through the National Safety Council, as well as training in Sensitivity to Consumers, HIPPA, and Child Safety Seats. Drivers must present a "fit-for-duty" medical release, and drivers over the age of 70 (we have three) must have a DOT physical every two years. Training is conducted annually, and may vary by driver depending upon the specific contracts that the driver is qualified to work on.

Vehicles

Tommy's taxi operates a fleet of 26 vehicles (11 minivans and 15 sedan). Vehicles are maintained by our own staff of two full-time and one part-time mechanic, on our premises. This allows us to respond quickly to any vehicle breakdown or maintenance issue.

We operate a fully equipped automotive repair facility, with on-site fueling. Preventive Maintenance (PMs) is performed every 3,500 miles (generally that translates into every 3 weeks). Most repairs are done on-site in our garage by our staff, with the exception of body work/painting, and transmission repairs. These are sent out to local auto shops.

Every Tommy's Taxi vehicle contains the following safety equipment: fire extinguisher, First Aid kit, chock block, safety reflective triangles, seatbelt cutter and HazMat bag. Every vehicle

communicates to the dispatcher (base) by two-way radio. We also have GPS in every vehicle so dispatchers can track a vehicle's current location.

Our customers include area corporations, medical facilities, dialysis centers, Framingham State University, local schools, homecare agencies, MassHealth and Medicaid – as well as numerous private individuals and business travelers. We also provide transportation for several Non-Emergency Medical Transportation (NEMT) brokers, providing senior medical and social trips, workers compensation medical trips, and daily transportation to and from local senior day care facilities. Because our services are demand-response, we offer flexibility in scheduling transportation to appointments (and return trips, which are often at the mercy of the doctor's schedule).

Benefits

As a provider of on-demand transportation services, Tommy's Taxi can respond to same-day requests, as well as last-minute time changes and emergencies. While our preference is always to have notification of trips in advance (one day), we offer flexibility and quick response time when needed. Our company's motto is "Driven by Excellence" and we take pride in our ability to deliver reliable, safe and on-time service to our customers.

Hours of Operation

Sunday through Thursday 5 AM to 1 AM

Friday & Saturday 5 AM to 2 AM

Open 365 days a year, including all holidays