

## **Hoboken Taxi Terminal Re-Engineering**

The Hoboken Department of Taxi and Limousine Licensing controls the only legal taxi operating system of public transportation, the Hoboken Taxi System. The system also services areas of Hoboken that are not accessible by any other means of public transportation. It is necessary that this system be highly responsive with little, if any delays in service. In a city where having a car is problematic, it is vital that each person be able to access their homes by public transportation.

The current process forces customers to wait in a queue near Hoboken terminal for an average of three minutes. While this may appear to be an insignificant amount of time, delays in urgent times and inclement conditions cause riders to become disgruntled and file complaints with the city of Hoboken.

Recognizing a need to rectify the problem of excess wait times in the terminal, Team Bumblebee worked with the Hoboken Department of Taxi and Limousine Licensing to develop new configurations and operating procedures for the taxi system of Hoboken.