

MTA

Municipal Transportation Agency

SFMTA PARATRANSIT TAXI PROGRAM

San Francisco, California



03 | 24 | 2008 |

Paratransit Advisory Planning Committee



SF Paratransit: A Brief Overview

- Muni has provided paratransit service since 1978
- Taxi has been a component of service since 1981
- Strong consumer advisory group – the Paratransit Coordinating Council (PCC)
- As a result, service is consumer-oriented, many of the service elements exceed ADA requirements.



SF Paratransit

- SFMTA (Muni) contracts with a Paratransit Broker, Veolia Transportation, to manage Paratransit services
- Broker subcontracts with van and taxi providers, monitors service quality, administers client eligibility and distributes fare media.



Taxi is part of a Network of Paratransit Services

- **SF Access:** pre-scheduled, shared ride van services (more traditional ADA service)
- **Group Van:** subscription van service for groups of individuals going to a single location, such as an adult day health care center.
- **Taxi:** demand response service provided on general public taxis, including ramp taxis for wheelchair users.



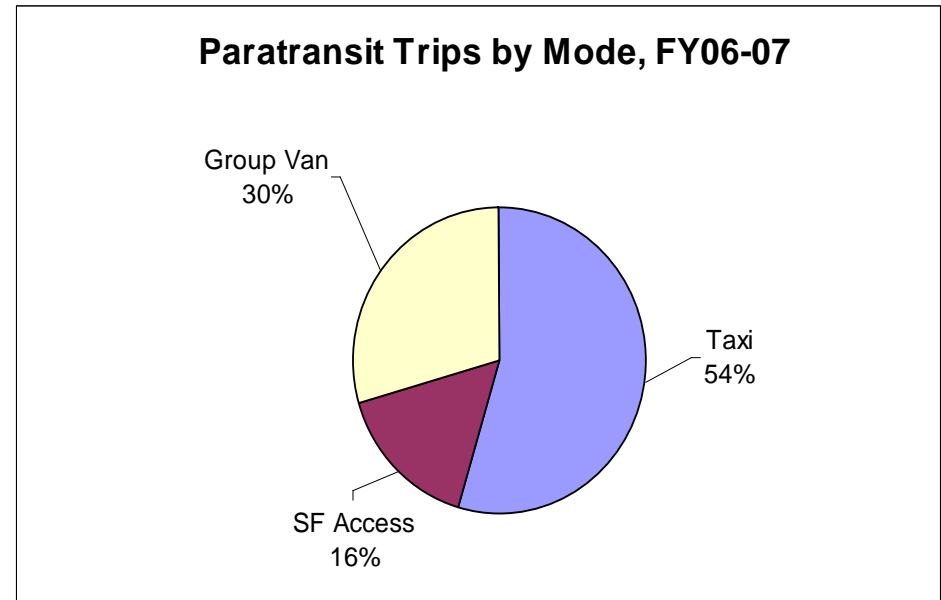
Paratransit Taxi

- 9,000 active paratransit taxi riders
- Nearly all taxi companies participate in paratransit, but 74% of service performed by two major cab companies
- Muni and the Broker partner with the Taxi industry – long time participants in paratransit and the PCC



Paratransit Trips and Mode Share, Fiscal Year 2006-07

1.2 million
paratransit trips
630,000 taxi trips
were provided in
FY06-07.





How does SF Taxi Work?

(for customer)

- ADA Eligible customer registered into the taxi program
- Broker determines monthly allotment
- Monthly allotment generally \$60 to \$150 (\$330 max)
- Customer pays \$4 per \$30 book of scrip
- Customer calls taxi company of their choice directly (or flags cab)
- Pays driver meter rate with scrip



How does SF Taxi Work?

(for driver/company)

- Taxi company takes call and dispatches sedan or ramped taxi
- Driver collects meter rate in scrip, and assures that trip report has been filled out and signed.
- Driver returns scrip and trip report to taxi company for reimbursement
- Company reimbursed by Broker twice a month



Taxi History

- Taxi service has been part of SF Paratransit since 1981
- Accessible ramp taxi service began in 1994





Taxi Regulation

- City Ordinance requires all taxis in SF to participate in paratranist program
- All SF drivers required to attend training class which has disability awareness/paratransit component
- Ramped taxi
 - 3 pick up per shift rule
 - 100 pick ups to be considered for ramp permit
- SFMTA and Broker work closely with Taxi Commission on compliance



Benefits of Taxi Service

- Low cost per trip (\$11.33 per trip)
- Benefit from the economies of scale – dispatchers, rolling stock, etc.
- Convenient service, most consumers love it, and it's same service that general public uses
- Consumer satisfaction survey indicates a very high level of satisfaction – 98% of sedan riders and 86% of ramp taxi riders are very or somewhat satisfied with the service



Ramp Taxi Program





Ramp Taxi Program

- Ramp taxi program started in 1994 as a pilot program with 6 temporary medallions
- Now 100 medallions (7% of overall fleet)
- Required to prioritize trips requested by wheelchair users
- Ramped Taxi Driver Training certification required



Ramp Taxi Innovations

- PCC Taxi/Ramped Taxi Committee
- Advocated for increases in ramped medallions
- Developed a Disability Awareness Training Curriculum
- PCC review/approval for all new ramped taxi permit applicants
- On-going review of vehicle types
- Ramped taxi responsiveness surveys, follow up



Lessons Learned

- Cost effective, low cost per trip
- Customer convenience – high satisfaction, consumer choice
- Demand can be high, so best to use as a supplement to ADA service with limits
- Balance convenience, cost, capacity and demand
- Potential for fraud – Important to monitor and/or implement electronic solutions such as Debit Card



Lessons Learned

- Need to foster a committed taxi industry and involve taxi stakeholders in development of program
- Helpful to have a strong consumer voice – PCC Ramped Taxi working group – forum for consumers, drivers, Broker and Muni staff and taxi industry



SF PARATRANSIT

