

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

February 24, 2005

TO: BOARD OF DIRECTORS  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Judylynn Gries, Administrative Services Manager  
SUBJECT: Taxi Demonstration Program Update

Summary:

In October 2003, the Riverside Transit Agency (RTA), in coordination with the Riverside County Transportation Commission (RCTC), implemented a Taxi Demonstration Program that utilizes taxicabs to assist in the delivery of special transportation services throughout western Riverside County. The program has proven instrumental in addressing the Agency's on-going commitment to meet the special transit needs of all seniors and persons with disabilities in its service area.

The following information highlights the performance of the Taxi Demonstration program from October 4, 2003, through December 31, 2004:

- 34,326 taxi trips were provided, averaging 2,288 trips a month;
- 375,696 revenue miles have accumulated in the Taxi Demonstration Program, averaging 10.9 revenue miles per trip; in comparison, RTA paratransit trips averaged 10.3 revenue miles per trip.
- Taxi trips averaged 2.7 trips per revenue hour; in comparison, RTA's paratransit vehicles average was 1.7 trips per revenue hour.
- The Board Operations Committee directed staff to utilize cost data from inception to date. Staff previously reported FY 04 cost data. Following are the program's cumulative cost data: The average cost of a trip provided by the Taxi Demonstration Program was \$28.36; in comparison, RTA's average cost for the same trips by paratransit vehicles is \$26.99.

Program Administration and Oversight:

To provide Taxi Demonstration Program administration and oversight, RCTC contracted with Diversified Paratransit Inc. (DPI), which has been responsible for specialized data collection and reporting, in addition to invoice verification.

### Program Operation

RTA currently provides passenger eligibility verification, reservation and dispatching functions for the Taxi Demonstration Program. The Agency's specialized transit users (seniors and persons with disabilities) request a trip by calling the RTA dial-a-ride call center. If it is determined that RTA's contractor cannot accommodate the request using agency-supplied vehicles, the trip is then assigned to one of the contracted taxi providers. Trips performed by the taxi operators include:

- Trips for passengers who might otherwise be bumped to create space for Americans with Disabilities (ADA) priority passengers;
- Trips that result in efficiencies for the public transit agencies; and
- Trips that provide better access for passengers (those with serious illness or need for daily treatments such as dialysis, therapy, etc.)

### Results of the Taxi Demonstration Program:

Based upon fifteen months of data, the Taxi Demonstration Program is successful both in terms of cost and increased opportunities to travel for seniors and persons with disabilities.

### FY 2005 Funding

At the December 16, 2004, RTA Board meeting, the Board of Directors approved a recommendation to request to RCTC for \$317, 227 of additional Measure "A" funding to offset a projected year-end Taxi Demonstration Program deficit, and to extend the Taxi Demonstration Program through June 30, 2005. This amount reflects the increased efficiencies and cost-savings generated by current taxi performance. At RCTC's January 24, 2005, meeting, the Commission Plans and Programs Committee approved additional Measure "A" funding, up to \$350,000, to provide resources for RTA and municipal operators wishing to participate in the program through the end of the fiscal year.

### Transition Plan

RTA will work to develop a coordination/transition plan which includes the use of alternative vehicle services (taxi) in its FY 2005/06 Short Range Transit Plan. The ultimate goals of the coordination/transition plan will be to integrate the taxi program as a new component in its existing specialized transportation program and to establish an on-going funding mechanism for program continuation. The plan would permit RTA to implement and administer contracts with the taxi operators that define specific training, safety and insurance requirements, and performance standards, in addition to implementing a contract with a consultant/broker, if needed, to assist in the facilitation of the taxi element of the specialized transit program. Integration and implementation of the alternative vehicle service (taxi) would commence July 1, 2005.

Fiscal Impact:

If approved by RCTC, RTA will receive funding sufficient for continuation of the program through the end of the current fiscal year.

Committee Recommendation:

This item was discussed at the Board Budget and Finance, Board Operations, and Board Administrative Committee meetings of February 2 and February 9, respectively. The Committee members unanimously approved recommending this item to the full Board of Director for consideration.

Recommendation:

- Receive and file.