

STAFF REPORT

SUBJECT: Para-Taxi Update

FROM: Kadri Klm, Paratransit Planner

DATE: January 8, 2020

Action Requested

None – information only.

Background

LAVTA’s premium same day Para-Taxi program started in 2007 as a pilot program and since has been part of the LAVTA service. Currently Para-Taxi is partially funded by an Alameda CTC gap grant. All LAVTA’s ADA paratransit patrons qualify for the Para-Taxi program. The program is reimbursement based; meaning patrons pay the full fare up front and, after submitting paperwork, receive 85% reimbursement up to \$20 maximum reimbursement per one-way ride and up to \$200 per month.

Discussion

Over the years, LAVTA has made enhancements to the Para-Taxi program. The latest enhancement added TNCs (Transport Network Companies) Uber and Lyft to the currently eligible taxi companies that patrons can utilize for their rides. This is particularly exciting because Uber provides cost-effective, same day, and wheelchair accessible service called Uber WAV (Wheelchair Accessible Vehicle), which is also available for the Para-Taxi program. User feedback has been very positive for both the Uber/Lyft inclusion as well as the same day wheelchair transportation.

The table below displays the quarterly Para-Taxi statistics for the Quarter 1 in FY 2020, covering the months of July, August and September of 2019:

Month	# of Rides	Average Total Cost	Average Cost to Agency	Average Cost to Rider
July, 2019	115	\$ 16.74	\$ 13.39	\$ 3.35
Aug, 2019	152	\$ 16.87	\$ 12.60	\$ 4.27
Sep, 2019	174	\$ 16.54	\$ 13.03	\$ 3.51
TOTAL/AVERAGE:	441	\$ 16.71	\$ 13.01	\$ 3.71

As the table demonstrates, the average total fare for the rider after reimbursement is similar to the Dial-A-Ride fare, which is \$3.75.

Next Steps

LAVTA is currently looking for ways to potentially incorporate a concierge service to the program (such as GoGo Grandparent) so that passengers who do not have smartphones could also book TNC rides. Another possible addition is a pre-paid debit card. LAVTA is also updating the program's brochure.

Recommendation

None – information only.