



# AUSTIN MOBILITY

## Taxicab Performance

5.14.13

Urban Transportation Commission



Austin Transportation Department



# STATE OF THE INDUSTRY

- Taxicab Performance

Currently, with 3 approved taxi franchises operating a total of 712 franchise taxis and 44 wheelchair accessible taxis, there have been concerns related to service. Primarily service during peak demand periods.

ATD has worked with the taxi industry stakeholders to address those concerns. These efforts have led to a number of changes within the industry including:

- Peak hour surcharge
- \$100 Clean-up Fee
- Improved dispatch technology
- More comprehensive data collection

What has been lacking most was comprehensive data. Continuing to work with the stakeholders, staff has implemented reports that are more detailed, with a focus on service.



# WHEELCHAIR ACCESSIBLE SERVICE

## Resolution 20120614-021

This resolution directed the City Manager to draft and implement performance measures directed at improving wheelchair accessible taxi service. Performance measures have been designed to allow for evaluation of service provided and response time for all taxicabs. When evaluating data provided, staff will apply the following performance measures:

- Comparable Wait Times – Response time for accessible requests will be required within seven minutes of the average response time for non-accessible requests.
- Accessible Service – Each wheelchair accessible taxi will be required to service a minimum of 3% of the total dispatched accessible trips completed by their respective franchise each month.



# TAXICAB SERVICE REPORTS

## Monthly Reporting Requirements

- Previous Requirements:
  - Total Miles
  - Paid Miles
  - Number of Passengers
  - Total Fares
  - Taxi Hours on Duty
  - Total Trips
  
- Required for total fleet

# TAXICAB SERVICE REPORTS

## Monthly Reporting Requirements

- Recommended Requirements:
  - Total Miles
  - Paid Miles
  - Number of Passengers
  - Cash Fares
  - Credit Card Fares
  - Total Fares
  - Taxi Hours on Duty
  - Total Trips

\*Current month and year-to-date
- Separate report for total fleet and wheelchair accessible taxis.



# TAXICAB SERVICE REPORTS

## Monthly Reporting Requirements

- Recommended Requirements (in 4-hour time blocks):
  - Taxis Booked In
  - Requests for Service
  - Trips Dispatched
  - Completed Trips
  - Completed Non-Dispatched Trips
  - Driver-Rejected Trips
  - No-Shows
  - Total Completed Trips (Dispatched/Non-Dispatched)
  - Percentage of Total Trips Completed (per block)
  - Average Response Times
  - Customer Call-Backs
  - Completed Trips With a Wheelchair
  - Average Response Times for Wheelchair Trips



# Franchise Reports – Trip Service

FRANCHISE PERMIT REPORT			
DATE:	3.1.13		
FRANCHISE:	Yellow Cab		
SERVICE FOR THE MONTH OF:	Feb	2013	
TOTAL FRANCHISE PERMITS:	461		
		Current Month	Year to Date
Total Miles		1,803,997	3,821,672
Paid Miles		830,918	1,637,767
Number of Passengers		260,443	510,977
Cash Fares		1,785,166	3,542,841
Credit Card Fares		1,067,632	2,053,061
Total Fares		2,852,798	5,595,901
Taxi Hours on Duty		153,744	313,606
Total Trips		180,039	356,804
Average Trips per Taxi		390.54	773.98
Average Trips per Day		13.02	25.80
Average Income per Taxi		6,188.28	12,138.61
Average Income per Hour		18.56	17.84
Average Income per Trip		15.85	15.68

# Franchise Reports – Franchise Taxi Service

FRANCHISE TAXI SERVICE REPORT							
DATE:	3.1.13						
FRANCHISE:	Yellow Cab Austin						
SERVICE FOR THE MONTH OF:	February	2013					
TOTAL FRANCHISE PERMITS:	461						
TIME BLOCKS							
	6:01AM - 10:00AM	10:01AM - 2:00PM	2:01PM - 6:00PM	6:01PM - 10:00PM	10:01PM - 2:00AM	2:01AM - 6:00AM	TOTAL
Number of Taxis Booked-In:	6,641	8,090	8,396	7,775	7,745	5,827	
Number of Requests:	21,690	26,814	28,107	35,241	46,737	22,520	181,109
Number of Trips Dispatched:	16,433	17,379	18,407	22,391	19,438	11,276	105,324
Number of Completed Trips:	14,435	15,160	15,551	18,046	14,127	8,423	85,742
Number of Completed Non-Dispatched Trips:	5,257	9,435	9,700	12,850	27,299	11,244	75,785
Number of Driver-Rejected Trips	4,811	5,879	8,144	10,046	9,313	4,368	42,561
Number of No-Shows	931	1,054	1,506	2,394	2,747	1,352	9,984
Total Completed Trips (Dispatched/Non-Dispatch)	19,692	24,595	25,251	30,896	41,426	19,667	161,527
Percentage of Total Trips Completed:	12%	15%	16%	19%	26%	12%	100%
Average Response Times:	7.00	7.00	9.00	8.00	8.00	7.00	7.67
Number of Customer Call-Backs:	736	557	896	1,043	1,320	1,053	5,605
Number of Completed Trips with a Wheelchair:	54	106	69	40	14	14	297
Average Response Time for Completed WC Trips:	19.00	16.00	19.00	26.00	15.00	15.00	18.33



# Franchise Reports – Accessible Taxi Service

## WHEELCHAIR ACCESSIBLE TAXI SERVICE REPORT

DATE: 3.1.13

FRANCHISE: Yellow Cab Austin

SERVICE FOR THE MONTH OF: February 2013

TOTAL WAT PERMITS: 28

### TIME BLOCKS

	6:01AM - 10:00AM	10:01AM - 2:00PM	2:01PM - 6:00PM	6:01PM - 10:00PM	10:01PM - 2:00AM	2:01AM - 6:00AM	TOTAL
Number of WATs Booked-In:	482	483	488	441	517	390	2,801
Number of WAT Requests:	64	117	94	59	22	26	382
Number of WAT Trips Dispatched:	64	117	94	59	22	26	382
Number of WAT Completed Trips:	54	106	69	40	14	14	297
Number of Completed Non-Dispatched WAT Trips:	0	0	0	0	0	0	0
Number of Driver-Rejected Trips	17	35	27	10	4	7	100
Number of No-Shows	2	4	4	2	0	2	14
Total WAT Trips (Dispatched/Non-Dispatch):	54	106	69	40	14	14	297
Percentage of Total WATs Trips Completed:	18%	36%	23%	13%	5%	5%	100%
Average WAT Response Times:	19.00	16.00	19.00	26.00	15.00	15.00	18.33
Number of WAT Customer Call-Backs:	7	10	9	13	5	9	53
Number of Non-WC Requests:	21,626	26,697	28,013	35,182	46,715	22,494	180,727
Number of Non-WC Trips Dispatched:	16,369	17,262	18,313	22,332	19,416	11,250	104,942
Number of Non-WC Trips Completed:	14,381	15,054	15,482	18,006	14,113	8,409	85,445
Number of Completed Non-Dispatched Trips:	5,257	9,435	9,700	12,850	27,299	11,244	75,785
Number of Driver-Rejected Trips	4,794	5,844	8,117	10,036	9,309	4,361	42,461
Number of No-Shows	929	1,050	1,502	2,392	2,747	1,350	9,970
Total Non-WC Trips (Dispatched/Non-Dispatch):	19,638	24,489	25,182	30,856	41,412	19,653	161,230
Percentage of Total Non-WC Trips Completed:	12%	15%	16%	19%	26%	12%	100%
Average Non-WC Response Times:	7.00	7.00	9.00	8.00	8.00	7.00	7.67
Number of NonWC Customer Call-Backs:	729	547	887	1030	1315	1044	5552



# Franchise Reports – Accessible Service

## WHEELCHAIR ACCESSIBLE TAXI INDIVIDUAL PERFORMANCE REPORT

DATE: April 15, 2013

FRANCHISE: Austin Cab Company

SERVICE FOR THE MONTH OF: Mar-13

TOTAL WAT PERMITS: 11

Cab #	Total Dispatched WC Trips Completed	Total WC Trips Completed (Not Dispatched)	Total Non-WC Trips Completed	% of Completed Franchise Dispatched WC Trips	Minimum Trips to Satisfy 3%
33	4	11	164	6.6%	2
78	20	2	252	32.8%	
92	3	0	112	4.9%	
113	21	7	63	34.4%	
118	7	5	16	11.5%	
123	8	6	151	13.1%	
127	22	3	202	36.1%	
128	3	0	7	4.9%	
129	10	4	60	16.4%	
130	6	3	142	9.8%	
131	6	8	156	9.8%	
					110

# WHEELCHAIR ACCESSIBLE SERVICE

## Addressing Underperformance

All “Special Franchise Permits” are only valid for 3-months. In an effort to clearly define a process to address underperformance, ATD prescribes the following:

- Once identified, a driver that has failed to satisfy performance measures will be forwarded a certified notification.
- For the following 3 months, if performance measures are not met, ATD recommends imposing a mandatory fine to the owner.
- After the 3<sup>rd</sup> fine, it is recommended the permit be revoked.

## Future Allocations

ATD recommends that all future allocations of “Special Franchise Permits”, for use on wheelchair accessible taxis, only be provided for company-owned taxis. This is due to the fact that company-owned vehicles can be more directly managed as opposed to vehicles owned by independent contractor drivers.





# MOVING FORWARD

Staff will continue to work with the franchises and the software providers in an effort to reach a solution that achieves timely and reliable data collection and reporting as we move towards establishing future baselines for acceptable service standards and performance measures.

