

## **RESOLUTION NO.**

**WHEREAS**, people with disabilities comprise a growing percentage of the local customer base for taxicab service; and

**WHEREAS**, the Americans with Disabilities Act mandates that people with disabilities have equal access to transportation; and

**WHEREAS**, Title 13 of the City Code dictates that 6-6.5% of each franchise holder's taxicab fleet consist of modified vehicles which include equipment for loading and unloading passengers using wheelchairs and safety devices to hold wheelchairs while the vehicle is in motion; and

**WHEREAS**, these modified vehicles are operated with special franchise permits which are not subject to owner-operator requirements or formula caps, and franchise holders who operate under special franchise permits are required to provide training for drivers, dispatchers, and telephone agents with respect to modified ground transportation service vehicles; and

**WHEREAS**, the 2010 report "Assessing the Full Cost of Implementing an Accessible Taxicab Program" by Dr. Ray Mundy recommends a different type of program for accessible taxicabs to function effectively, particularly one where the taxicab franchise owner hires the drivers and therefore has greater control over driver trips than an owner-operator system usually affords; and

**WHEREAS**, accessible taxicab service in Austin remains inconsistent and poorly reported, with riders who request accessible taxicabs waiting much longer than those who do not require accessible taxicabs, and are sometimes not able to get a taxicab at all; and

**WHEREAS**, the 2011 Austin Taxicab/Pedicab/ELSV Study by Dr. Ray Mundy found that Austin's current taxicab fleet is not able to meet the peak demand effectively and proposes that the city create peak demand permits that are available only during peak times; and

**WHEREAS**, the City of Austin is dedicated to achieving the same wait times for those requesting accessible taxicab service as those who request regular taxicab service and also strives to reduce wait times for all users during peak times; **NOW, THEREFORE**,

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

The City Manager is directed to create performance measures to enable the city to compare, for each special permit holder, the average wait times for those requesting accessible service versus the average wait times for those requesting regular taxicab service. These performance measures should be recorded on a per-cab basis and should include, but not be limited to:

- A. wait times for all accessible rides;
- B. wait times for regular rides during both peak and off-peak times;
- C. total number of trips that include a wheelchair, requested;
- D. total number of trips that include a wheelchair, provided; and
- E. total number of accessible/peak permit taxicabs in service at any given time.

After a one-year transition period, if a franchise holder does not meet the standard described above for two consecutive quarters, that franchise holder is subject to the revocation of special permits under Code Sections 13-

2-330 (*Amendment; Revocation*), 13-2-403 (*Use of Special Permits*), and 13-2-408 (*Additional Recordkeeping and Reporting*) for any vehicles that do not meet the standards set by the Department. Upon this revocation, and by subsequent Council action, the special franchise permit may become a regular franchise permit, borrowed against the next annual allocation of permits for that franchise.

**BE IT FURTHER RESOLVED:**

The City Manager is directed to work with stakeholders and the Urban Transportation Commission to develop recommendations for a day-lease program for special franchise permits to meet the city's need for accessible and peak demand taxicab service.

The City Manager should also explore requirements for green vehicles in the day-lease program and use of centralized dispatch for accessible taxicab trips.

These performance measures should be in place by September 1, 2012 and the recommendations should be delivered to Council by January 1, 2013.

**ADOPTED:** \_\_\_\_\_, 2012

**ATTEST:** \_\_\_\_\_  
Shirley A. Gentry  
City Clerk