

WHEELCHAIR ACCESSIBLE TAXICAB (WAT) DEMONSTRATION PROJECT 2007-2008 REPORT AND RECOMMENDATIONS

Executive Summary

During 2007-2008, the City of Seattle and King County jointly conducted a two year demonstration project with wheelchair accessible taxicabs (WAT). The project purposes, as described in the Request for Proposal (RFP), were to: (1) test the economic viability of privately-owned and operated accessible taxicabs that provide on-demand service to private-pay passengers at taximeter rates and (2) assess the need for accessible taxicabs and estimate how many may be necessary to provide responsive service.¹

The demonstration project, while being planned in 2003, was believed necessary because the structure of the taxicab industry in Seattle/King County was different than most other cities, consisting of a large number of independently owned and operated taxicabs rather than a few companies that owned all or most of their taxicabs. Also, a 2001 survey of other cities had indicated that no analysis of demand and economic impact had been done. Moreover, a 2002 joint field trip to Portland, OR found the requirement that 20% of each taxicab fleet be WAT had proven excessive given demand for this service. From the survey of other cities and meetings with local taxicab association representatives, it was known that WAT had higher equipment, insurance and other operating costs; it would be problematic for a limited number of WAT to provide service to the combined 78 Seattle and King County dispatch zones using the current zone dispatch system; and it was likely that fewer than 10% of WAT trips would be transporting passengers in wheelchairs.

Initially, in late 2006, eight temporary, non-transferable WAT licenses were awarded to a group of taxicab drivers organized as Washington Accessible Taxi that was successful in the RFP competition. Later, during June 2008, the number of WAT was expanded to sixteen due to the strong interest by Metro to enlarge the project to serve more passengers with mobility impairments and determine the impact of additional WAT on service response times. A Seattle-King County WAT Work Group was formed to issue a joint staff report on the outcomes of the demonstration project. The primary members were Craig Leisy, Manager of the Consumer Affairs Unit, representing the City of Seattle and Diana Toledo, Enforcement Coordinator for the Records and Licensing Services Division, representing King County. The demonstration project, and the use of the WSDOT grant funds, was coordinated by King County/Metro Accessible Services transportation planners Don Okazaki and Al Pelton, who regularly briefed the WAT Work Group on progress and problems with data collection, equipment, and operations.

¹ Request for Proposals. "Wheelchair Accessible Taxicab (WAT) Pilot Demonstration Project" RFP 05-147 PR (adv. 12/29/05), Sec. 6, p. 24.

This joint Seattle-King County staff report is primarily based on analysis of operating and financial information obtained from several sources including taxicab driver trip sheets, taxicab association computer dispatch records, taximeter statistics, Metro/Access overflow trip records, driver reports, and driver/licensee surveys. The project findings are that:

- (1) WAT **revenue** was comparable to revenue earned by ambulatory taxicabs because of longer trips (higher fare revenue per trip) and the provision of Metro/Access overflow trips that were paid at higher paratransit rates.
- (2) Somewhat higher WAT operating **costs** were offset by:
 - the loan of the initial eight accessible vans by Metro,
 - the availability of dual WAT licenses at no cost – a savings of dual taxicab license market value (est. \$100,000+) or the cost of leasing a taxicab (typical: \$75 per shift or \$420 per week),
 - waiving of the annual taxicab license fees for WAT (Seattle and King County fees: \$1,050), and
 - service contracts with Metro Access for overflow trips.
- (3) Private payer **demand** for wheelchair trips is approximately 4% of total trips or fewer than 2 wheelchair trips per day per WAT.
- (4) The automated zone computer **dispatch** system used by the taxicab industry keeps service response times for WAT to a minimum generally but cannot automatically dispatch wheelchair trips that fall outside the zone dispatch program design protocol (same or adjacent zone) – these trips have to be “forced” (dispatched manually).

The WAT Work Group recommends the following:

- (1) No direct operating subsidies should be provided to WAT.
- (2) Seattle/King County should continue to waive the annual taxicab license fee for WAT.
- (3) The number of new permanent City of Seattle and King County WAT licenses to be issued to replace the existing temporary, non-transferable WAT licenses should be 30 initially².
- (4) Additional City of Seattle and King County WAT licenses should be added as needed to provide comparable service response times by WAT in the city (20 minutes) and in the county (30 minutes) - includes 10 minutes for wheelchair loading and securement tasks by the driver.
- (5) The existing 16 temporary, non-transferable WAT licenses should continue to operate until the 30 replacement WATs are fully activated so there is no gap in service.
- (6) The taxicab association licensing requirements in the city taxicab code, SMC 6.310.230, should be amended to mandate that a minimum of 3% (but not less than one) of affiliated taxicabs must be dual-licensed (city + county) WAT taxicabs.
- (7) King County should add up to 20 additional county-only WAT licenses to better serve the larger geographical area as well as contracting cities.

² Computed using the process described in proposed Seattle Taxicab Rule R-6.310.500.A which was drafted pursuant to Ord. 122763 (2008) and SMC 6.310.500.A as revised. The process has been discussed in several special informational meetings by various taxicab industry stakeholder groups. A public hearing is expected to be held in June 2009 on the final draft of the proposed rule.

(8) There should be a requirement that all requests for WAT service must be manually dispatched by a taxicab association if the trip is not automatically dispatched within five (5) minutes.

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BACKGROUND

In 1996, the Seattle City Council passed Resolution No. 29476 which listed the need for wheelchair accessible taxicab service as a priority for the taxicab industry regulatory program.³

Americans with Disabilities Act (ADA) Requirements. Even though taxicabs are presently exempt from ADA requirements, the City desires that the taxicab industry provide taxicab service to disabled persons.

The City will work to identify the most appropriate means of achieving this goal, considering such options as requiring some taxicabs to be altered to provide services, and issuing permits to individuals proposing to provide taxi service to disabled persons.

This resolution accompanied Ordinance No. 118341 which established a new Chapter 6.310 in the Seattle Municipal Code providing for a more comprehensive regulatory program for the taxicab industry.⁴

Subsequently, in 1999, King County passed Ordinance No. 13441, which amended Chapter 28.94 of the King County Code to establish a goal that 10 percent of county taxicabs be wheelchair accessible by 2001.⁵

The executive shall initiate an effort to increase the availability of accessible vehicles in the local taxicab industry that do not charge rates greater than for non-accessible vehicles. The goal of such an effort must be to achieve at least ten percent accessibility in the taxicabs licensed by the county by the year 2001.

Taxicab industry regulatory program representatives from the city and county held a series of meetings during 1999 to discuss how to introduce wheelchair accessible taxicabs (WAT) in their combined taxicab fleets. Several issues were identified including: (1) the demand for WAT service was unknown, (2) the fragmentation of taxicab industry ownership and the challenge of finding a fair method for mandating WAT conversions, (3) the additional costs of purchasing and operating WAT (e.g., insurance, maintenance), (4) the need for special driver training, and (6) an expectation that driver incentives (e.g.,

³ Resolution No. 29476 adopted on October 21, 1996 by a vote of 7-0. A RESOLUTION relating to enhanced enforcement regulations for taxicabs, and expressing the City Council's desire for future legislation relating to taxi driver safety, taxi stands, metered receipts, Americans With Disabilities Act provisions for taxicabs, training and testing for taxi drivers, automatic dispatch capabilities to increase responsiveness and efficiency within the taxicab industry, and a process for issuing additional licenses.

⁴ Ordinance No. 118341 adopted on October 21, 1996 by a vote of 9-0. Relating to for-hire vehicles, **taxicabs** and for-hire drivers, adding a new chapter 6.310 to the Seattle Municipal Code to license for-hire vehicles, **taxicabs**, for-hire drivers and **taxicab** associations both for regulation and revenue, and repealing Chapters 6.208, 6.211 and 6.212 of the Seattle Municipal Code.

⁵ Ordinance No. 13441 passed on March 29, 1999 by a vote of 13-0. AN ORDINANCE relating to public transportation, modifying the paratransit service program for seniors and persons with disabilities, establishing an ADA paratransit program to meet federal requirements, establishing a King county metro community transportation program offering additional services to eligible individuals, adopting new transportation services for seniors and persons with disabilities and other individuals with special transportation needs; adding new sections to K.C.C. chapter 28.94, and repealing Ordinance 12643, Section 2, and K.C.C. 28.94.050.

reduced lease) may be needed. It was agreed that a survey of other cities was necessary to learn how other taxicab industry regulators were establishing WAT programs.⁶

A survey of twelve large U.S. cities and counties with active WAT was conducted during 2001 including: Boston, MA, Chicago, IL, Fairfax County, VA, Broward County, FL, Las Vegas, NV, Los Angeles, CA, Minneapolis, MN, Montgomery County, MD, New York, NY, Portland, OR, San Francisco, CA, and Tampa, FL. Numerous cities contacted did not have any WAT and were not included in the survey report including: Atlanta, GA, Denver, CO, Houston, TX, Kansas City, MO, Miami, FL, and San Antonio, TX. The conclusion of the survey was the following:⁷

More and more cities are establishing accessible taxicab programs in order to provide on demand service to passengers in wheelchairs. Most cities mandate that a minimum percentage or number of each taxicab fleet be accessible taxicabs. Typically, the minimum percentage is 3%-5%. If this percentage was applied to Seattle and King County taxicabs, there should be approximately 25-42 accessible taxicabs. One major difference between Seattle/King County and most other cities and counties surveyed is that there is a privately owned for-profit accessible van service industry (so-called "cabulances") here. It is estimated that there may be 80-100 cabulances in service. Most of their trips are performed under contract with Hopelink (DSHS Medicaid appointments and Metro/Access overflow) but they are also available for on-demand trips. Some of the cabulance operators have Metro scrip accounts (50% subsidy coupons). The existence of the cabulance fleet may reduce the need for accessible taxicabs.

An Accessible Taxicab Work Group was formed and held eight regular meetings during 2001-2002. The membership of the work group consisted of representatives from city and county taxicab industry regulators and representatives from other organizations were invited to make presentations including the the Port of Seattle, Washington Coalition of Citizens with Disabilities, Hopelink, DSHS, King County Developmental Disabilities Division, the taxicab industry, and the cabulance industry. The work group drafted a WAT Plan to introduce WAT into the city and county taxicab fleets. Metro sought funding in their budget to purchase up to 40 accessible vans for use by the taxicab industry. Initially, Metro was unsuccessful in obtaining funding for the demonstration project. As a result, the demonstration project in Phase I was revised so that Metro provided eight used WAT at low cost to the participants.⁸

The proposed draft plan to provide wheelchair accessible vehicles in the Seattle and King County taxicab fleets consists of two phases: (1) Phase I (2002-2003) Start Up – The City of Seattle and King County will provide temporary, non-transferrable taxicab licenses for the wheelchair accessible vehicles (SMC 6.310.500C, KCC 6.64.700C). King County/Metro will provide approximately eight (8) surplus converted vans at low cost for Phase I. These vehicles will be low floor minivans. The purpose of the multi-phase plan is to place some accessible taxicabs into service quickly while providing an opportunity to evaluate accessible vehicles in operation before full implementation. Special recordkeeping will be required to track maintenance and insurance costs, service response times, and wheelchair trips (number, length, time of day). (2) Phase II (2003-2009) Implementation – The City of Seattle and King County will revise their taxicab ordinance and rules to require that up to 10% of the taxicabs

⁶ Memorandum dated May 10, 1999 from Supervisor, Consumer Affairs Unit (Seattle) to work group participants. Notes of meeting held on May 6, 1999 after the passage of K.C. Ord. 13441.

⁷ Consumer Affairs Unit (Seattle). *Accessible Taxicab Survey: Report on Telephone Survey of 12 Large U.S. Cities and Counties* (May 4, 2001)

⁸ Accessible Taxicab Work Group. *DRAFT Wheelchair Accessible Taxicab (WAT) Plan* July 19, 2002.

be wheelchair accessible. The number of accessible taxicabs may be increased in order to provide a specified level of wheelchair accessible taxicab (WAT) service to the public based on meeting comparable response times to service requests.

Some work group members made a field trip to Portland, OR on March 6, 2002 to speak with taxicab industry representatives and government officials (City of Portland, Tri-Met) about their experience with WAT.⁹

Organization of Taxicab Industry. The city of Portland has 382 taxicabs operated by six (6) companies:

<u>Taxicab Company</u>	<u>Total Taxicabs</u>	<u>Wheelchair Vans</u>	<u>Remarks</u>
Broadway Cab	150	24	Fleet is 2/3 driver-owned, 1/3 company-owned.
Green Cab	48	9	Driver-owned taxicabs.
Portland Taxi	<20	2	
Radio Cab	136	25	Co-op. All driver-owned taxicabs.
Rose City Cab	<20	2	
Sassy Cab	<20	2	

Originally, Portland required that WAT comprise 20% of taxicab company fleets but that requirement was subsequently reduced to 10%.

The [Portland] taxicab ordinance requires that taxicab companies operate wheelchair vans (accessible taxicabs) equal to 20% of their permits. This requirement was phased in during 1994-1998. The City of Portland is considering a reduction in the number of wheelchair vans from 20% to 10% but will probably add a performance requirement that the companies must meet specified response time standards established for service requests received from passengers in wheelchairs. It is believed that 10% will provide enough wheelchair vans to meet demand even during peak hours if the use of wheelchair vans is coordinated.

In 2003, Metro obtained funding in its budget for the demonstration project in Phase I of the WAT Plan drafted by the Accessible Taxicab Work Group. The funding was from a Washington State Department of Transportation (WSDOT) grant awarded to transit districts for special needs transportation projects. The goal of the project funded by the grants was as follows:¹⁰

...the grant application described the goal of the wheelchair accessible taxicab demonstration project as an experiment to gather information on the operation of WAT for private pay customers both ambulatory and in wheelchairs – e.g., number of wheelchair trips provided, additional operating costs, driver training requirements. The number of agency trips will be limited to keep the WAT available for service to the general public. Information collected will help determine what resources will be required to maintain a wheelchair accessible taxicab fleet for the long term and how many WAT are needed.

⁹ Memorandum dated March 18, 2002 from Consumer Affairs Unit to Accessible Taxicab Work Group members “Notes of Visit to Portland, Oregon on March 6, 2002 to Discuss Accessible Taxicab Program”

¹⁰ Memorandum dated December 29, 2003 from Manager of Consumer Affairs Unit to Director of Revenue and Consumer Affairs Division “Wheelchair Accessible Taxicab (WAT) Demonstration Project 2004-2005”

In preparation for the demonstration project, Accessible Taxicab Work Group members met with representatives from the taxicab industry to discuss practical issues such as zone dispatching, taxicab association joining and service fees, taxicab insurance, driver selection, WAT operations reporting requirements, and the demonstration project timeline.¹¹ Representatives from Yellow Cab, Orange Cab, and Farwest Taxi were interviewed. In addition, representatives from special needs transportation (formerly, cabulance) operators Northwest Transport and Transpro, were also interviewed.

In 2005, the City of Seattle and King County both amended their taxicab codes to provide authority to issue temporary, non-transferable taxicab licenses for the demonstration project. Seattle Ordinance No. 121738 reads, in part, as follows:¹²

WHEREAS, King County/Metro Transportation has received a grant to fund a pilot wheelchair accessible taxicab program which will supply both the City of Seattle and King County with information as to whether a wheelchair accessible taxicab program is economically viable without subsidies; and

* * *

C. The Director may, at the Director's discretion, issue wheelchair accessible taxicab licenses to special service vehicles used to provide transportation to disabled persons defined in KCC 6.64.010 or to handicapped persons as defined in SMC Section 6.310.110. These are non-transferable wheelchair accessible taxicab licenses and shall not be included in calculating the maximum number of taxicab licenses allowable pursuant to paragraph A of this section. The Director shall conduct a demonstration project to determine the economic feasibility of the long term issuance of such licenses and shall determine and set forth by rule whether such licenses shall be issued as temporary or permanent licenses.

King County Ordinance No. 15263, passed August 29, 2005, contained similar provisions.¹³

¹¹ Consumer Affairs Unit. "Wheelchair Accessible Taxicab (WAT) Plan: Demonstration Project [2004-2005] – Interview Questions" (2003).

¹² Ordinance No. 121738 adopted on February 22, 2005 by a vote of 7-0. AN ORDINANCE relating to **taxicabs**; increasing the taxicab regulatory license fees, processing fees, and penalty fees; providing for a new license year period; providing additional requirements for taxicab association reports; providing standards for the use of taxicab zones and requiring industry supervisors to regulate the use of taxicab zones; requiring new safety equipment for **taxicabs** and establishing notification requirements for crimes against for-hire drivers; enhancing safety operating procedures; increasing the minimum underinsured motorist insurance coverage; requiring a raised letter and Braille passenger information notice in all **taxicabs**; requiring receipt-issuing taximeters; addressing the transferability of licenses; clarifying for technical purposes only the Director's approval authority for advertising on **taxicabs**; establishing operating standards and training requirements for **wheelchair** accessible **taxicabs**; requiring for-hire driver's license applicants to include their driving record with their application; expanding training and testing requirements for for-hire drivers; adding standards of conduct for drivers; adding a new section to the Seattle Municipal Code relating to violation classifications; and amending sections 6.310.110, 6.310.150, 6.310.230, 6.310.300, 6.310.320, 6.310.330, 6.310.340, 6.310.350, 6.310.400, 6.310.415, 6.310.420, 6.310.425, 6.310.450, 6.310.455, 6.310.460, 6.310.465, 6.310.470, 6.310.475, 6.310.500, 6.310.510, 6.310.605, 6.310.635, 6.310.700, and 6.310.710, respectively, of the Seattle Municipal Code.

¹³ Ordinance No. 15263 passed August 29, 2005. AN ORDINANCE relating to the regulation of taxicab and for-hire vehicle businesses and drivers; establishing licensing and standards of operations for the wheelchair accessible taxicab pilot demonstration project; making technical changes; and amending

Separately, King County Ordinance No. 15282, passed on September 19, 2005, established the Wheelchair Accessible Taxi Advisory Committee (WATAC). WATAC is reporting directly to the County Executive and County Council.¹⁴

The council now desires to establish a panel in the form of a citizen's advisory committee with the goal of careful monitoring and candid feedback regarding the operation and evaluation of the wheelchair accessible taxicab demonstration project.

* * *

Mission and goals. The mission of the advisory committee is to help ensure that the demonstration project is implemented in a way that is likely to accurately gauge the demand for, and viability of, accessible taxi service in the Seattle/King County market. The goals of the committee shall be to monitor the preparation for, and implementation of, the demonstration project to the extent necessary to be able to advise the executive agencies charged with conducting the project and to make long-term recommendations for accessible taxi service.

The Accessible Taxicab Work Group drafted a Request for Proposals (RFP) in 2005. The purposes of the demonstration project were described as follows:¹⁵

Demonstration Project Goals

1. To test the economic viability of privately owned and operated accessible taxicabs That provide on-demand service to private-pay passengers at taximeter rates.
2. To assess the need for accessible taxicabs and estimate how many may be necessary to provide responsive service.

In 2006, Metro/Accessible Services transportation planners reviewed the RFP submissions and selected a driver group organized as Washington Accessible Taxi to perform the WAT demonstration project. The drivers were required to affiliate as a group with a computer-dispatch taxicab association licensed by the City of Seattle because of the small number of WAT. They affiliated with Yellow Cab. Initially, there was considerable difficulty finding affordable taxicab insurance.

In October 2006, Washington Accessible Taxi started up with eight side-entry wheelchair accessible minivans on loan from Metro. They had eight primary drivers and eight second shift drivers. In June 2008, eight additional temporary, non-transferable city and county taxicab licenses were issued to Washington Accessible Taxi for the duration of the demonstration project. Washington Accessible Taxi purchased wheelchair accessible minivans at their own expense for the additional eight WAT licenses issued in June 2008. Washington Accessible Taxi opened an office staffed by drivers and an office manager,

Ordinance 10498, Section 1, as amended, and K.C.C. 6.64.010, Ordinance 10498, Section 6, as amended, and K.C.C. 6.64.025, Ordinance 10498, Section 15, and K.C.C. 6.64.350, Ordinance 10498, Section 22, and K.C.C. 6.64.420, Ordinance 10498, Section 24, and K.C.C. 6.64.440, Ordinance 10498, Section 31, and K.C.C. 6.64.540, Ordinance 10498, Section 34, and K.C.C. 6.64.570, Ordinance 10498, Section 35, and K.C.C. 6.64.580, Ordinance 10498, Sections 47 through 60, and K.C.C. 6.64.660, Ordinance 10498, Sections 61 through 68, and K.C.C. 6.64.680, Ordinance 10498, Section 89, and K.C.C. 6.64.700, Ordinance 10498, Section 90, and K.C.C. 6.64.710 and Ordinance 10498, Section 18, and K.C.C. 6.64.380.

¹⁴ Ordinance No. 15282, passed on September 19, 2005. AN ORDINANCE establishing an accessible taxi advisory committee.

¹⁵ Request for Proposals. "Wheelchair Accessible Taxicab (WAT) Pilot Demonstration Project" RFP 05-147 PR (adv. 12/29/05), Sec. 6, p. 24.

paid by Metro, who collected operating data. The office was used to dispatch Metro/Access overflow trips from First Transit.

There was no advertising because of the concern that demand could overwhelm the eight WAT. However, Metro/Accessible Services produced a brochure, “NEW Wheelchair-Accessible Taxicab Service.”¹⁶ There was minimal newspaper coverage of the demonstration project.¹⁷ There was a human interest feature article in the weekend magazine of *The Seattle Times* that followed selected drivers from Washington Accessible Taxi.¹⁸

The demonstration project data collection was during January 2007-December 2008. The demonstration project was coordinated by King County/Metro Accessible Services transportation planners who regularly briefed the WAT Work Group on progress and problems with data collection, equipment and operations.

¹⁶ King County Metro. “NEW Wheelchair-Accessible Taxicab Service.” (color brochure), Sept. 2006.

¹⁷ King County issued a news release “Wheelchair-accessible taxis debut in King County” Nov. 14, 2006. Local newspaper coverage included: “Here and Now: Special taxi service” *The Seattle Times* November 15, 2006; Phuong Cat Le. “Consumer Smarts: Wheelchair-accessible taxi now is easier to find” *Seattle Post-Intelligencer* July 9, 2007.

¹⁸ Mike Lindblom. “African-born cabbies in King County offer service that reclaims lives – their clients and their own” *The Seattle Times*, February 22, 2009.

SOURCES OF DATA

Five independent sources of data were used to compile operating statistics and financial information during the two year WAT demonstration project:

- (1) **TAXIMETER STATISTICS.** Periodic totalizer readings from the statistical function of taximeters installed in WAT were downloaded by taxicab inspectors at the city Test Station. The statistics included: total revenue trips, total revenue miles, and total fare revenue. In addition, odometer miles were recorded. The differences in totalizer readings were annualized.
- (2) **DISPATCH COMPUTER STATISTICS.** The Yellow Cab taxicab association produced a monthly summary report on average service response times using computer dispatch records. The statistics included total dispatched revenue trips (on demand and time calls) and average service response times for 36 city dispatch zones and 42 county dispatch zones. Weighted averages were determined using citywide and countywide zone average service response times. The service response time was calculated by the dispatch computer by subtracting the time the service request was entered into the dispatch computer by the call taker from the time the driver started the taximeter. The average time required to load and secure wheelchair passengers in a WAT was estimated to be 10 minutes. The load and secure time was included in the service response time computation. Revenue trip counts only included dispatched trips or approximately one-half of total revenue trips.
- (3) **TAXICAB DRIVER TRIPS SHEETS.** Taxicab drivers recorded all revenue trips – dispatch (on demand and time call) as well as stand-and-hail trips - on handwritten trip sheets. The information collected on trips sheets included: revenue trips per shift, fare revenue per shift, operating hours per shift, and the number of WAT trips. Trip sheets were often incomplete and the information was self-reported so statistics derived from trips sheets are often not considered very reliable.
- (4) **TAXICAB DRIVER AND OWNER SURVEYS.** A written questionnaire was completed by WAT drivers. The results were tabulated and summarized. The survey results included both operating information and financial information. Since the surveys were anonymous and not supported by any documentation, the statistics derived from these surveys are considered to be of limited value.
- (5) **ACCOUNT TRIP RECORDS.** The business office for Washington Accessible Taxi received Metro/Access overflow trips directly from First Transit, the transportation contractor for Metro/Accessible Services. These trips were normally assigned to specific WAT at the start of each shift. Metro/Access overflow trips included both wheelchair passenger trips and ambulatory passenger trips (passengers without mobility impairments). Washington Accessible Taxi maintained records of these revenue trips and not First Transit.
- (6) **DRIVER REPORTS.** Drivers submitted summary financial information on revenue and costs. The information was self-reported and incomplete so it was of limited use.

The accuracy of statistical information was estimated by comparing it with corroborating statistics. For example, taximeter statistics and service response time statistics from the dispatch computer were compared to the same revenue and operating statistics for the entire taxicab industry.

There are well known errors in all taxicab industry statistics but most of them are introduced by taxicab drivers. For instance, when taxicab drivers fail to start taximeters on account trips or use the “Soon to Clear” function on their mobile data terminal, they are causing taximeters to underreport or overreport revenue trips respectively. It is difficult to accurately estimate the size of these errors except by comparing the same statistics from independent sources – for example, comparing revenue trips from taximeter statistics and taxicab driver surveys.

The principal purpose of the WAT demonstration project was to collect operating statistics and financial data to help answer questions about WAT economic feasibility and the level of private payer wheelchair passenger demand.

OPERATING STATISTICS

Various operating data was collected for the WAT demonstration project including revenue trips, revenue miles, total miles, and fare revenue. Revenue trip data was used to determine the demand for private payer WAT service. Fare revenue data was used to assess the economic viability of WATs operating at taximeter rates without subsidies.

Revenue trip counts for WAT were obtained from different sources including handwritten trip sheets kept by WAT drivers, taxicab association computer dispatch records, survey questionnaires completed by WAT drivers, and taximeter totalizer readings downloaded by city taxicab inspectors. This data was compared with the same data from other sources and compared with the same data for entire taxicab industry in order to validate it. This data is displayed in the Appendix to this report.

Data collection began when the initial eight WAT were licensed in October 2006 but not all WAT were placed into service immediately. Data wasn't considered complete and useful until January 2007. As a result, the two-year demonstration project was January 2007 – December 2008. Beginning in June 2008, the number of WAT in service was increased from eight to sixteen.

The revenue trip data for dispatched trips are most accurate since they are directly counted by taxicab association dispatch computers. The term “dispatched trips” generally refers to on-demand (immediate service) and time calls (future service).¹⁹ “Stand-and-hail” trips²⁰ and “personals”²¹ (collectively known as “bingos”) are not dispatched trips and are merely estimates derived from comparisons of total revenue trips (taximeter totalizer readings) and dispatched trips (taxicab association dispatch computer) for the entire taxicab industry.

The table below displays WAT revenue trip data from different sources. The average revenue trips per day vary from 13.1 (2007-2008 taximeter totalizer readings) to 17.6 (2008 driver trip sheets and taxicab association dispatch computer records). Much of the difference may be attributed to recording errors. For example, drivers often fail to record every revenue trip on trips sheets. Also, taximeter statistics commonly underreport revenue trips if drivers fail to start the taximeters when performing account trips.²² It is a

¹⁹ At Yellow Cab, dispatched trips comprise an estimated 55% of total revenue trips – on-demand (45%), time calls (10%). Yellow Cab has approximately 380 affiliated taxicabs including the 16 WAT participating in the demonstration project.

²⁰ “Stand-and-hail” trips refers to revenue trips that originate at taxi stands or are hailed on the street. At Yellow Cab, it is estimated that the proportion of total revenue trips that are stand-and-hail trips is approximately 45%.

²¹ “Personals” are revenue trips that originate from a request for service directly from a passenger. Some drivers encourage these trips by handing out business cards with their cell telephone numbers. Taxicab associations collect a weekly service fee from each affiliated taxicab for dispatched trips so they don't object to “personals.” The weekly service fee at Yellow Cab is \$200.

²² “Account trips” are revenue trips performed under a written contract with a company or an individual customer. Primarily, it is a method of setting up billing for revenue trips rather than paying for each trip as it occurs. There is no reduction of fares for account trips, even though it is permitted by the taxicab code, because drivers may refuse to take the trips.

violation of the Seattle Municipal Code to make a trip without starting the taximeter.²³ Failure to start taximeters, often referred to as “flat rating,” is a common practice of some drivers since taximeter revenue for short trips is low. Starting the taximeter also takes the taxicab out of the electronic queue in the computerized dispatch system so the driver must effectively go to the end of the line again to wait for the dispatch computer to offer a trip. Some drivers will start the taximeter but throw temporary disconnect switches between the taximeter and mobile data terminal in the taxicab so the dispatch computer doesn’t know that the driver is taking a trip.²⁴ This practice also tends to underreport total revenue trips counted by the dispatch computer.

WAT OPERATING STATISTICS	SOURCES OF DATA		
	TAXIMETER TOTALIZER	DRIVER SURVEY	DRIVER TRIP SHEET/ DISPATCH COMPUTER
Revenue trips			
Per shift		11.1	
Per day	13.1		17.6
Fare revenue			
Per shift		\$203	
Per day	\$215		
Per trip	\$16.41	\$18.29	

Sources: Taximeter totalizer readings for WAT during 2007-2008.
 Driver survey results (2008). See Appendix for all results.
 Driver trip sheets for WAT during 2007-2008.
 Yellow Cab dispatch computer monthly reports for WAT during 2007-2008.

If it is assumed that all or most of the Metro/Access overflow trips²⁵ given to Washington Accessible Taxi were performed without starting the taximeter, then total revenue trips would be underreported by 13,851 during 2008 or 3.2 revenue trips per day which accounts for most of the difference in revenue trip counts from various sources cited above.

Taxicab driver trip sheets never overstate revenue trips, so 17.6 revenue trips per taxicab per day is probably approximately correct. However, trip sheet records are self-reported so they aren’t particularly reliable by themselves. For example, if a trip isn’t recorded as it occurs the accuracy of the trip sheet entry depends upon the driver’s memory.

²³ SMC 6.310.460.B as amended by Ordinance No. 122763 (effective September 17, 2008).

²⁴ SMC 6.310.320.V prohibits this practice but temporary switches are difficult to find.

²⁵ Metro/Access overflow trips are trips that don’t fit in the schedule or route of an Access bus or van. First Transit dispatches overflow trips to taxicab associations and cabulance operators under contract for Metro Accessible Services. For profit cabulance companies operate unlicensed accessible and ambulatory vehicles under contract with state and local government agencies to transport persons with special transportation needs (e.g., elderly, low income, disabled). Cabulance companies normally charge significantly higher rates than taxicabs. DSHS officials believe that taxicabs must charge taximeter rates for wheelchair trips pursuant to the Americans with Disabilities Act of 1990.

Another self-reported source of data was taxicab driver survey questionnaires. The survey results provide driver estimates of the average number of revenue trips per shift (driver) rather than per taxicab. There is generally more than one shift per taxicab per day. For the entire taxicab industry, it is estimated that there are approximately 1.5 shifts per taxicab per day. According to the WAT driver survey, there are 11.1 revenue trips per shift. If there are 17.6 trips per WAT per day (driver trips sheets), and assuming there are 11.1 revenue trips per shift, then it follows that there are 1.6 shifts per WAT per day. This figure is probably high when fare revenue is considered.

The \$16.41 fare revenue per trip derived from taximeter totalizer readings is probably correct since it merely makes a mathematical computation dividing total fare revenue by total revenue trips. As a result, the average \$18.29 fare revenue per trip estimated by WAT drivers in the survey questionnaire is too high. This fact tends to corroborate the assumption previously that 11.1 revenue trips per shift (driver survey) is too low because it yields 1.6 shifts per WAT per day which is clearly too high.

Using \$16.41 fare revenue per trip (taximeter totalizer readings) and \$203 fare revenue per shift (driver survey questionnaires)²⁶, the revised estimate of revenue trips per shift is 12.4. Using this number, the shifts per WAT per day are 1.3. This is less than the 1.5 shifts per taxicab for the entire Yellow Cab fleet.

To summarize, analysis of the data collected for the same period from various sources suggests that the most probable values for revenue trips and fare revenue are as follows:

	WAT	Yellow Cab ²⁷
Shifts per taxicab		
Per day	1.3	1.5
Revenue trips.		
Per shift	12.4	16.9
Per day	16.3	25.3
Average distance	6.0 miles	4.3 miles
Average time charge	4.0 minutes	3.0 minutes
Percent revenue miles	31%	45%
Fare revenue		
Per shift	\$203	\$215
Per day	\$267	\$322

Sources: WAT – Combined taximeter totalizer readings for 2007 and 2008.
 Yellow Cab - Taximeter totalizer readings for 12-month period during 2006-2007.

²⁶ The only “per shift” data available is taken from the driver survey questionnaires. Taximeter and dispatch computer statistics are “per day” (or “per taxicab”).

²⁷ Yellow Cab data is derived from taximeter totalizer readings for 2006-2007. Total revenue trips: 3,334,908; total fare revenue: \$42,409,776; affiliated taxicabs: 361; average fare revenue per trip: \$12.73.

If the preceding figures are used to project annualized data then it is estimated to be as follows:

	WAT	Yellow Cab
Revenue trips		
Per year	75,501	3,334,908
Fare revenue		
Per trip	\$16.38	\$12.72
Per year	\$1,236,744	\$42,409,776

Given the above, the 2008 total ambulatory stand-and-hail revenue trip estimate for WAT was 2,929 trips too high and should have been 27,306 or 36% instead of 39% of total revenue trips. For all affiliated taxicabs at Yellow Cab, the stand-and-hail percentage has been estimated at approximately 45%. It is reasonable that WAT have fewer stand-and-hail revenue trips as a percentage of total revenue trips than taxicabs for ambulatory passengers because wheelchair trips are almost always dispatched. Also, Metro/Access provided WAT with dispatched Access overflow trips as a sort of “subsidy” since they pay higher than taximeter rates.²⁸

METRO/ACCESS OVERFLOW TRIPS			
WAT	2007	2008	Totals
Revenue trips			
Wheelchair	2,369	3,473	5,842
Ambulatory	10,910	10,378	21,288
Totals	13,279	13,851	27,130

Source: Metro/Access.

Combined data from driver trips sheets and taxicab association dispatch computer records indicated that the total number of all wheelchair trips by WAT (Metro/Access overflow wheelchair trips and private payer wheelchair trips) as a percentage of total revenue trips by WAT was less than 7.5%. Private payer wheelchair trips were 4.3% of total revenue trips by WAT. The average number of all wheelchair trips per WAT was approximately 1.6 per day, or 1.2 per shift (assuming 1.3 shifts per day), for the duration of the demonstration project. The average number of private payer wheelchair trips (stand-and-hail, personals) per WAT was approximately 0.8 trips per day or 0.6 trips per shift – one-half of the total wheelchairs trips. All agency-funded wheelchair trips (vs. private payer wheelchair trips) were Metro/Access overflow trips. Hopelink (the DSHS Medicaid transportation provider for King County), the major source of agency-funded wheelchair trips, did not seek to utilize the WAT but relies instead on cabulance operators.

²⁸ There was no added cost to Metro/Access for using WAT since the trips would have otherwise been offered to cabulance operators at the same elevated rates. For example, WAT received \$3 per mile and \$20 per wheelchair passenger or \$5 per ambulatory passenger. For a 10-mile trip with one wheelchair passenger and two ambulatory companions, the cost of the trip to Metro/Access was \$30 + \$20 + \$5 + \$5 = \$60. Compare this to the taximeter fare with a \$2.50 drop charge + (\$2 per mile X 10 miles) = \$22.50. It is estimated that, on average, Metro/Access overflow trips paid WAT drivers 58% more revenue than taxicab trips using the taximeter rates.

WAT - AVERAGE REVENUE TRIPS PER DAY

YEAR	NUMBER OF WAT	WHEELCHAIR TRIPS	AMBULATORY TRIPS	TOTAL TRIPS
2007	8	1.6	19.7	21.3
2008				
Jan – May	8	1.7	18.2	19.9
Jun – Dec	16	1.5	14.4	15.9

Source: **Wheelchair trips** - Yellow Cab dispatch computer monthly reports (on demand, time calls), driver trips sheets (stand-and-hail trips, personals), Metro/Access (overflow trips). **Ambulatory trips** (no mobility impairments) – Yellow Cab dispatch computer monthly reports (on demand, time calls), Metro/Access (overflow trips), “bingo” estimate using taximeter totalizer readings and subtracting out dispatched trips (stand-and-hail trips, personals).

Analysis of WAT service response time data revealed that the weighted average WAT service response time was 40.3 minutes during the period January 2007 – May 2008 while there were 8 active WAT. The weighted average was reduced to 32.9 minutes when 16 WAT were in service.

YEAR	NUMBER OF WAT	RESPONSE ²⁹ TIME
2007		
Jan - Dec		
2008		
Jan – May	8	40.3 minutes
2008		
Jun – Dec	16	32.9 minutes
2009	30.8	19.6 minutes ³⁰

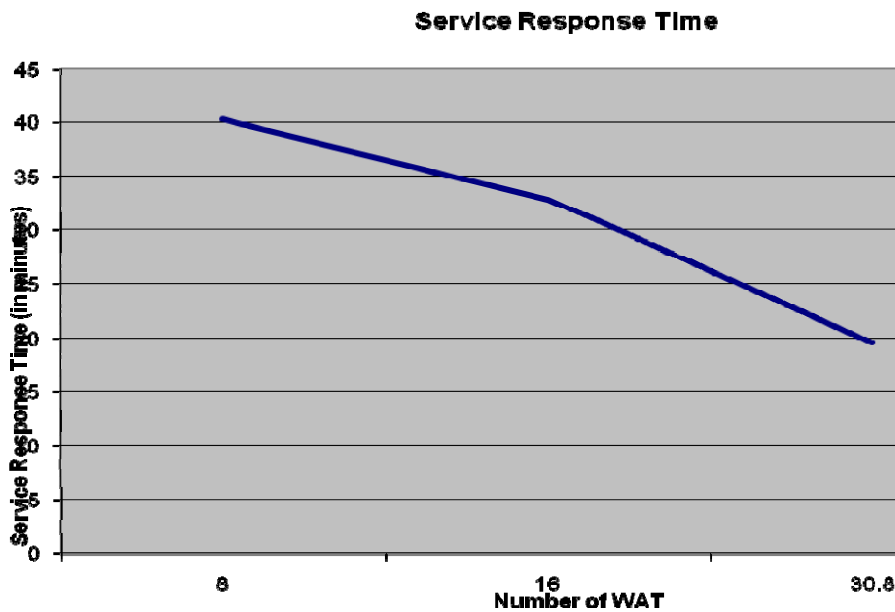
Taxicab service response times are computed as the difference between the time a request for service is entered into the dispatch computer by the call taker and the time the taxicab driver starts the taximeter after making sure that the passengers are seated and ready to proceed. Both events are time stamped by the dispatch computer. It is not possible to use times when drivers arrive at the passenger locations because these events have no time stamp. For WAT, service response times include time required to lower the ramp, load the wheelchair passenger and properly secure the passenger and wheelchair. It is estimated that the average time required to load and secure the wheelchair passenger is 10

²⁹ A weighted average service response time. Monthly average service response times are weighted by the number of revenue trips for each month.

³⁰ $(40.3 - 32.9)/16-8 = 0.9$ minutes reduction in weighted average service response time per additional WAT. $(32.9-19.6)/0.9 = 14.8$ additional WAT needed to reduce weighted average service response time for WAT to equivalent of ambulatory taxicabs (9.6 minutes) while allowing 10 minutes for loading and securement or 19.6 minutes.

minutes. As a result, 10 minutes must be added to taxicab service response times for ambulatory passengers in order to determine an equivalent taxicab service response time for WAT passengers.

The weighted average taxicab service response time for ambulatory trips in the city of Seattle during 2008 was 9.6 minutes (rounded). An equivalent weighted average taxicab service response time for wheelchair passengers should be 19.6 minutes. The slope of the line connecting the weighted average service response times for 8 WAT and 16 WAT is -0.9 minutes per additional WAT. As a result, the addition of 14.8 more WAT should achieve an equivalent weighted average taxicab service response time of 19.6 minutes. Since there are presently 16 active WAT, a total number of 30.8 WAT would be required to reduce the weighted average taxicab service response time to 19.6 minutes.



The average taxicab service response times for ambulatory passengers in King County is estimated to be approximately 15.7 minutes.³¹ The number of county WAT trips was too small to calculate representative average service response times. In order to reduce the current average service response time for wheelchair passengers to an equivalent amount, a different calculus may be required because King County encompasses a very large geographic area. It is likely that a significant percentage of WAT trips in the county would have to be manually dispatched and that adds a delay to service response times. King County may have to consider separately issuing county-only WAT licenses to assure timely service for wheelchair passengers.

³¹ Based upon Yellow Cab monthly reports for 42 dispatch zones during the period April-December 2008. Data for earlier periods is not available. Not a weighted average.

FINANCIAL INFORMATION

Revenue and operating cost information was collected in order to assess whether WAT could be operated at taximeter rates without subsidies. Revenue data was discussed in the preceding section, "Operating Statistics." This section will focus primarily on cost data.

The revenue and cost information summarized from the WAT driver and owner survey questionnaires, respectively, has been compared to the same information collected in surveys of all active drivers and owners in the combined Seattle and King County taxicab industries. The results are displayed below.

TAXICAB DRIVER SURVEY QUESTIONNAIRE RESULTS

DRIVER PROFILE	WAT	TAXICAB INDUSTRY
Sample size	16/32 (50%)	258/2,500 (10%)
Average experience	7.9 years	7.9 years
Shift worked		
Day	62%	54%
Night	38%	46%
REVENUE INFORMATION		
Shifts per week	6.2	5.7
Hours per shift	10.3	10.2
Revenue trips per shift	11.1	10.9
Fare revenue per shift	\$203	\$203
Tip revenue per shift	\$22	\$23
Total Revenue per shift	\$225	\$226

According to the WAT driver survey, driver revenue for WAT drivers transporting a mix of wheelchair and ambulatory passengers was approximately the same as the revenue earned by drivers of regular taxicabs transporting ambulatory passengers. The revenue trip information reported in the surveys is not as accurate as data collected from other sources and discussed in the previous section, "Operating Statistics."

Another source of driver revenue and cost information was Washington Accessible Taxi reports. The following table summarizes a report of gross and net revenue for the original eight WAT during 2007-2008.

ORIGINAL 8 WAT – TOTAL GROSS AND NET REVENUE (2007-2008)

	GROSS REVENUE	NET REVENUE	OPERATING COSTS
2007	\$1,060,596.90	\$512,688.00	\$547,908.00
2008	\$1,013,564.00	\$556,184.56	\$457,379.44

Source: Washington Accessible Taxi. "January 07 – December 08 WAT Summary Statement of Economic Performance as Reported"

ORIGINAL 8 WAT – AVERAGE GROSS AND NET REVENUE (2007-2008)

	GROSS REVENUE	NET REVENUE	OPERATING COSTS
2007	\$66,287.25	\$32,043.00	\$34,244.25
2008	\$63,347.75	\$34,761.54	\$28,586.21

Source: Washington Accessible Taxi. “January 07 – December 08 WAT Summary Statement of Economic Performance as Reported.” Annual figures were divided by the 16 WAT drivers (day shift, night shift).

The total gross revenue figures reported by Washington Accessible Taxi and tabulated from driver trip sheets appear to underreport actual revenue by approximately 16% compared with revenue trip data in the previous section. It is common for trip sheet data to be underreported because drivers often fail to record trips. However, the average net revenue per WAT driver of \$32,043 - \$34,761 for 2007-2008 is comparable to the estimated annual net revenue per regular taxicab driver of \$27,458-\$32,950 for a 12-month period from mid-2006 to mid-2007.³²

The cost data was obtained from both WAT driver survey questionnaires and WAT driver reports that were submitted periodically to the Metro/Access project managers. Since this information was self-reported, it must be used with some caution.

TAXICAB OWNER SURVEY QUESTIONNAIRE RESULTS³³

OWNER PROFILE	WAT	TAXICAB INDUSTRY
Sample size	16/16 (100%)	279/883 (32%)
COST INFORMATION (ANNUAL, MEDIAN)		
Vehicle purchase	\$2,720	\$1,600
Repairs/Maintenance	\$4,020	\$5,184
Insurance	\$13,416 [\$6,104] ³⁴	\$6,804
Association service fee	<u>\$9,360</u>	<u>\$9,360</u>
Total	\$29,516 [\$22,204]	\$22,948

The repair and maintenance costs are helpful but of limited use because they are self-reported without cost documentation. However, many costs are well known. For example: insurance policies must be filed with the city and the premiums are stated on the policies [\$6,104 for WAT]; the city tracks daily average gasoline costs reported by the American Automobile Association (AAA) on their web site,³⁵ taxicab association

³² City of Seattle (Consumer Affairs Unit). “Seattle Taxicab Industry Revenue and Operating Statistics [Using Taximeter Totalizer Readings] 2006-2007” (April 14, 2008, p. 3.

³³ Costs excludes one-time cost to join Yellow Cab (WAT - \$5,000, Other - \$10,000). Also, excludes \$625 per month office assessment for WAT.

³⁴ Current WAT insurance annual premium is \$6,104 for policy with \$1,000,000 liability coverage. This reduces the WAT total costs to \$22, 204 which is 3% lower than non-WAT taxicabs.

³⁵ <http://www.fuelgaugereport.com/WAmetro.asp> [e.g., \$2.621 May 26, 2009]. Accessible minivans average approximately 18 miles per gallon compared with 15 miles per gallon for Ford Crown Victoria sedans. This provides a 20% cost savings on fuel costs.

weekly (dispatch) service fees [e.g., \$180 per week]; taxicab association affiliation fee (one-time) Yellow Cab - \$5,000 for WAT]; taxicab weekly lease rates [e.g., Yellow Cab - \$420 per week]; annual taxicab license fees [city - \$600, county - \$450]; vehicle purchase costs at auction [approx. \$5,000], color scheme [approx. \$500]; and equipment costs, e.g. printing taximeters [\$400 installed], security cameras [approx. \$700 installed]).

Washington Accessible Taxi estimated monthly costs per driver for 2008³⁶ as follows:

WASHINGTON ACCESSIBLE TAXI – MEMBER MONTHLY EXPENSES (2008)

EXPENSES	AMOUNT
ONE-TIME EXPENSES	
Office supplies	\$124
Vehicle purchase	\$5,491
Yellow Cab affiliation fee	\$2,500 [initial 8 WAT @\$5,000 per taxicab]
Yellow Cab affiliation fee	\$1,250 [additional 8 WAT @\$2,500 per taxicab]
Telephone and radio equipment	\$150
License fees	\$244
Computer terminal/camera	\$600 [initial 8 WAT @\$1,200 per taxicab]
Computer terminal/camera	\$816 [additional 8 WAT @\$1,632 per taxicab]
Meter	\$450
Annual computer maintenance	\$110
<u>Drug and alcohol testing</u>	<u>\$260</u>
Total estimated contributions	\$11,995
MONTHLY OPERATING EXPENSES	
Office and professional services	\$215
Dues and subscriptions	\$4
General liability insurance	\$23
Insurance	\$1,118
Monthly association fee	\$360
Office supplies	\$13
Office rent	\$56
Recycle and waste	\$4
Telephone and DSL	\$12
Nextel radio and phone	\$50
E-fax	\$3
Estimated quarterly taxes	\$25
Computer services	\$3
<u>Emergency repair/Maintenance</u>	<u>\$297</u>
Total expenses	\$2,183
 Total annual member expenses	 \$26,190.75

³⁶ Washington Accessible Taxi. "WAT Monthly Expense Summary 2008." Washington Accessible Taxi pooled expenses and billed individual members (drivers) on a monthly basis.

Since the WAT demonstration project was designed for just two years, the plan was to enhance some of the revenue sources and mitigate some of the costs in order to lessen the economic burden on participants. To improve revenue for WAT drivers, Metro/Access provided Washington Accessible Taxi with more than 1,000 Access overflow trips per month and paid above-meter rates that averaged approximately 58% higher than taximeter rates for the same trips.³⁷ To reduce costs for WAT drivers, Metro/Access used WSDOT grant funds to provide the initial eight wheelchair accessible vans to Washington Accessible Taxi on loan at no cost, paid for major maintenance and hired an office manager for Washington Accessible Taxi to assist with dispatching and facilitate data collection from WAT drivers. The cost savings from not having to purchase a wheelchair accessible van or perform major maintenance was substantial.

Washington Accessible Taxi also benefitted enormously from steps taken by the City of Seattle and King County to reduce costs. Temporary, non-transferable dual taxicab licenses were issued to Washington Accessible Taxi for the duration of the demonstration project. The cost savings to drivers from not having to purchase dual-taxicab licenses at market prices [est. \$100,000 for both] or lease a WAT [est. more than \$420 per week] were very significant. Moreover, both the city and county waived annual taxicab license renewal fees [city - \$600, county - \$450]. The RFP was written to require the WAT drivers to affiliate at a licensed taxicab association with computerized dispatching so that approximately 50% of all revenue trips were dispatched to Washington Accessible Taxi from a pre-existing customer base.

WAT REVENUE AND COST BENEFITS

SOURCE	REVENUE	COST
King County Metro	- Metro/Access overflow trips (more than 1,000 monthly)	- no-cost loan of 8 WAT vehicles - major maintenance of vehicles - office manager - special needs passenger assistance training
King County Licensing		- temporary taxicab license - waive annual taxicab license fee
City of Seattle		- temporary taxicab license - waive annual taxicab license fee

As a result of the combined actions of Metro/Access, King County and the City of Seattle, Washington Accessible Taxi drivers were able to earn the same revenue as the rest of the industry with similar costs. Initially, taxicab insurance costs were very high but after the industry had some experience with claims histories, insurance became available at normal premiums.

³⁷ Based upon a comparison of revenue per mile for WAT and regular taxicabs by Metro/Access. Metro/Access found that the revenue per mile for WAT was \$4.59 but only \$2.91 per mile for ambulatory (standard) taxicabs.

In the long run, certain WAT costs – vehicle purchase, maintenance and insurance – are expected to be somewhat higher than the operating costs for regular taxicabs. However, the cost savings to drivers from not having to purchase dual-taxicab licenses at market prices [est. \$100,000 for both] plus the lease revenue for the WAT second shift should easily offset this. If Metro/Access continues to contract with the taxicab industry for Access overflow wheelchair trips, this revenue will readily make up for the lost time in loading and securing wheelchair passengers.

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CONCLUSIONS

The findings of the WAT demonstration project Work Group are that:

- (1) WAT revenue was comparable to revenue earned by ambulatory taxicabs because of longer trips (higher fare revenue per trip) and the provision of Metro/Access overflow trips that were paid at higher paratransit rates.**

WAT revenue trips averaged approximately 6.0 miles compared with 4.3 mile for the remainder of taxicabs affiliated with Yellow Cab. WAT drivers averaged 12.4 revenue trips per shift compared with 16.9 for Yellow Cab but WAT fares averaged \$16.38 compared with \$12.72 for Yellow Cab. These figures don't reflect the fact that Metro/Access overflow trips paid higher-than-taximeter rates and provided an estimated 58% more revenue than the same trips performed under taximeter rates. Metro/Access overflow trips were performed under a separate service contract and at rates similar to paratransit contracts for the same services. Metro/Access, through its dispatch contractor First Transit, assigned more than 1,000 wheelchair and ambulatory passenger trips to Washington Accessible Taxi each month.

- (2) Somewhat higher WAT operating costs were offset by:**

- **the loan of the initial eight accessible vans by Metro,**
- **the availability of dual WAT licenses at no cost – a savings of dual taxicab license market value (est. \$100,000+) or the cost of leasing a taxicab (typical: \$75 per shift or \$420 per week),**
- **waiving of the annual taxicab license fees for WAT (Seattle and King County fees: \$1,050), and**
- **service contracts with Metro Access for overflow trips.**

WAT costs for vehicle purchases (for the second eight WAT added in June 2008), maintenance and repairs, and insurance were generally higher than for regular taxicabs. However, the taxicab insurance premium dropped from \$13,416 to \$6,104 in September 2008 which is approximately equal to the premium for regular taxicabs. Washington Accessible Taxi drivers reported, in a survey, that they paid an average of \$8,400 for used wheelchair accessible minivans for the second group of WAT. This amount is higher than the \$4,000 median price reported by an industry taxicab owners survey for ex-police Ford Crown Victoria sedans purchased at auction.

To minimize any adverse economic impacts on WAT demonstration project participants, Metro/Access loaned eight side-ramp low-floor wheelchair accessible minivans to Washington Accessible Taxi, performed major maintenance on the vans, and provided more than 1,000 Metro/Access overflow trips per month that were paid at higher-than-taximeter rates. The City of Seattle and King County provided temporary, non-transferable taxicab licenses at no cost and waived the annual license fees.

It is expected that the somewhat higher operating costs for WAT will be balanced by the availability of dual taxicab licenses at no cost, the opportunity to earn lease revenue from the second shift, and the waiving of annual taxicab license fees. If Metro/Access continues to contract with the taxicab industry for overflow wheelchair trips, then the additional revenue will be an incentive to attract WAT drivers.

(3) Private payer demand for wheelchair trips is approximately 4% of total trips or fewer than 2 wheelchair trips per day per WAT.

Combined data from driver trips sheets and taxicab association dispatch computer records indicated that the total number of all wheelchair trips by WAT (Metro/Access overflow wheelchair trips and private payer wheelchair trips) as a percentage of total revenue trips by WAT was less than 7.5%. Private payer wheelchair trips were 4.3% of total revenue trips by WAT. The average number of all wheelchair trips per WAT was approximately 1.6 per day, or 1.2 per shift (assuming 1.3 shifts per day), for the duration of the demonstration project. The average number of private payer wheelchair trips (stand-and-hail, personals) per WAT was approximately 0.8 trips per day or 0.6 trips per shift – one-half of the total wheelchairs trips. There was virtually no advertising of the availability of WAT service during the demonstration project because the number of WAT was limited. It is quite possible that the percentage of private payer wheelchair trips will grow once the permanent WAT are in service and Metro sends a mailing to its clients. The number of WAT licenses issued should maintain an equivalent service response time for persons in wheelchairs [see next section, “Recommendations”].

(4) The automated zone computer dispatch system used by the taxicab industry keeps service response times for WAT to a minimum generally but cannot automatically dispatch wheelchair trips that fall outside the zone dispatch program design protocol (same or adjacent zone) – these trips have to be “forced” (dispatched manually).

During the WAT demonstration project, it was useful for Washington Accessible Taxi to staff a business office for allocating Metro/Access overflow trips each day. That way, the contract between Metro/Access and Washington Accessible Taxi guaranteed that all of the 1,000 per month higher-than-taximeter rate trips benefited the WAT drivers. However, the general manager of First Transit, the Seattle call center for Metro/Access, believes that having WAT operate out of computerized dispatch systems at the taxicab associations would provide better updates in response to client questions about when their transportation will arrive.³⁸ Yellow Cab utilizes a zone dispatch system with 36 city zones and 42 county zones. Any trips originating in the same or adjacent zones to a vacant WAT will be automatically dispatched by the computer. Other trips have to be manually dispatched to the nearest available WAT on the electronic map used by the taxicab association dispatcher to assure that wheelchair passengers are picked up.

³⁸ Email communication from Janis Webb, Manager of First Transit (contracts with Metro/Access), to Craig Leisy, Manager of Consumer Affairs Unit (City of Seattle), May 14, 2009 9:49 AM “WAT”

RECOMMENDATIONS

The WAT Work Group recommends the following:

(1) Direct operating subsidies should not be provided to WAT.

The issuance of city and county WAT licenses at no cost and the new lease revenue from the second shift offset the higher costs for the purchase of a specially-equipped WAT vehicle, maintenance and insurance. Operating subsidies are not necessary.

(2) Seattle/King County should continue to waive the annual taxicab license fee for WAT.

The annual taxicab license fees are currently waived in SMC 6.310 and KCC 6.64. This reduction in costs helps offset somewhat higher operating costs for WAT and shows the commitment of the city and county in encouraging the taxicab industry to become more accessible.

(3) Initially, 30 new permanent City of Seattle and King County WAT licenses should be issued to replace the existing temporary, non-transferable WAT licenses issued for the demonstration project.

See item (4).

(4) Additional City of Seattle and King County WAT licenses should be added as needed to provide comparable service response times by WAT in the city (20 minutes) and in the county (30 minutes) - includes 10 minutes for wheelchair loading and securement tasks by the driver.

The data shows that 30 WAT would provide an equivalent service response time for wheelchair and ambulatory passengers if 10 minutes is allowed for loading and securement of wheelchair passengers. In Seattle, the average service response time for WAT trips – the average time difference between the service request and the start of the taximeter – should be approximately 20 minutes. In King County, the average service response time for WAT trips should be approximately 30 minutes. Additional WAT licenses should be added to keep average service response times at these levels.

(5) The existing 16 temporary, non-transferable WAT licenses should continue to operate until the 30 replacement WATs are fully activated so there is no gap in service.

Some passengers in wheelchairs are regular users of WAT and there should be no hardship on them as we transition from the demonstration project to permanent WAT service.

(6) The taxicab association licensing requirements in the city taxicab code, SMC 6.310.230, should be amended to mandate that a minimum of 3% (but not less than one) of affiliated taxicabs must be dual-licensed (city + county) WAT taxicabs.

Most cities in the U.S. and Canada have WAT and they require all taxicab companies to have a minimum number for the convenience of wheelchair passengers. There are several advantages of this requirement:

- Each taxicab association has a different operating area in the city and county so each should have WAT to provide equivalent service response times to individuals in wheelchairs;
- If each taxicab association has WAT, there will be competition and better service for individuals in wheelchairs;
- Persons in wheelchairs are entitled to a choice among taxicab associations just like able bodied persons;
- If there are no service alternatives, a person in a wheelchair may be intimidated from making a complaint to avoid being blacklisted;
- All taxicab associations should be required to “give back” to the community in exchange for the privilege of operating in an industry with closed entry.

(7) King County should add up to 20 additional county-only WAT licenses to better serve the larger geographical area as well as contracting cities.

King County is one of the largest in the U.S. and the amount of time required to drive from one call to another is much longer than in Seattle. Moreover, WAT tend to collect in the urban areas where most of the revenue trips originate. In order to provide approximately equivalent service response times, King County may need to issue additional WAT licenses and make them county-only.

(8) There should be a requirement that all requests for WAT service must be manually dispatched by a taxicab association if the trip is not automatically dispatched within five (5) minutes.

Most WAT trips are automatically dispatched by the trip computer following the zone dispatch protocols. However, sometimes trips are a distance away from the nearest available WAT and the person in a wheelchair will not get service unless the trip is manually dispatched. Once a WAT trip is offered to the nearest available WAT, the driver is required to accept it. SMC 6.310.450.J requires city WAT to, “provide service to passengers in wheelchairs before any other passengers.” This requirement takes into account that WAT licenses were awarded at no cost and therefore the licensee has an obligation to provide service to those who need specialized equipment.

RELATED ISSUES

There are numerous issues related to the WAT program that require further study and recommendations. These include:

- Seattle has rulemaking projects in progress – issuance of WAT licenses (Rule R-6.310.500.A), eligibility for WAT license application (Rule R-6.310.500.D). A public hearing on the final draft proposed rules is expected in June 2009.
- Taxicab regulators are concerned that the issuance of WAT may create some oversupply of taxicab service during the current economic recession and declining demand.
- Dual-license issuance must be coordinated between the City of Seattle and King County. For example, the King County Code specifies that all new taxicab licenses are non-transferable while the Seattle Municipal Code (and recent Ordinance No. 122763) keeps them transferable.
- It is unknown whether agency demand – Hopelink (Medicaid trips), Metro/Access (ADA trips) – will use WAT capacity and require the issuance of additional WAT licenses for private payer demand.
- The WAT demonstration project was done with side-entry low floor minivans. Full-sized vans with lift-equipment would present additional passenger safety and driver training issues.
- Oversize wheelchairs cannot be accommodated by minivans because the ramps are too narrow. These would require lift-equipped full-sized vans.
- There is a growing problem of illegal competition from unregulated cabulance³⁹ operators. No for-profit cabulance operators are regulated presently although RCW 46.72.160 and SMC 6.310/KCC 6.64 authorize Seattle and King County to license drivers and vehicles as “for-hire vehicles,” conduct safety inspections of vehicles and enforce code requirements on the street. There has been a rapid growth of this industry, and especially the so-called “ambulatory” cabulance vehicle which is simply a sedan with no special equipment for wheelchairs. The problem is exacerbated by contracts between these operators and government agencies.

³⁹ “Cabulance” refers to a specially equipped van (e.g., wheelchair accessible – ramps, lifts) for transporting persons with mobility impairments (e.g., wheelchairs, scooters). Originally, these vehicles were licensed taxicabs but, later, they formed a separate industry. Nonprofit cabulances are regulated by the Washington Utilities and Transportation Commission but for-profit cabulances are not regulated by any agency. Cabulances are sometimes referred to as paratransit vehicles or special needs transportation. In recent years, cabulance operators have added ordinary sedans and vans for ambulatory passengers. DSHS has opposed regulation of the for-profit cabulance industry by local government as for-hire vehicles and, instead, proposes that a state agency regulate this industry. There has been no progress on this issue for several years.

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WAT CODE AND RULE REQUIREMENTS

There are several code (law) and rule requirements related to WAT and the demonstration project. If the recommendation regarding 3% WAT is adopted as a taxicab association license requirement, it will require an ordinance to revise the Seattle Municipal Code and the King County Code.

- Existing Code and Rule requirements related to WAT licensing and operations;
 - SMC 6.310.340A/6.310.500C – all new Seattle taxicab licenses are not transferable for five years after issuance
 - KCC 6.64.710 – all new King County taxicab licenses are non-transferable.
 - SMC 6.310.415D /KCC 6.64.570D and SMC 6.310.465P/KCC 6.64.660O – WAT driver training
 - SMC 6.310.450J /KCC 6.64.680L – WAT drivers must provide service to wheelchair passengers before any others
 - SMC 6.310.500C – WAT licenses not subject to annual/total license caps
- Proposed Code and Rule requirements related to WAT licensing and operations;
 - Rule R-6.310.330N Taxicab License Transfers (draft)
 - Rule R-6.310.500A Taxicab License Issuance – Determination of Need (draft)
 - R-6.310.500D Eligibility for New Taxicab Licenses (draft)
- Needed Code and Rule requirements related to WAT licensing and operations
 - Ordinance change to make 3% WAT a taxicab association license requirement.

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APPENDIX

Metro/Access. “Wheelchair Accessible Taxicab Demonstration Project” Revenue Trips 2006-2008

[monthly totals by trip type – source: driver trips sheets, Metro/Access overflow trips, Yellow Cab dispatch computer]

City of Seattle (Consumer Affairs Unit). “Wheelchair Accessible Taxicabs (WAT) Taximeter Statistics (Annualized) 2007-2008”

[taximeter totalizer reading differences and summary information]

Washington Accessible Taxi. “January 07-December 08 – WAT Summary Statement of Economic Performance as Reported”

[annual gross/net trip revenue and operating expenses for initial 8 WAT]

Washington Accessible Taxi. “January 07-December 08 – WAT Summary Statement of Economic Performance LTD”

[monthly net trip revenue per driver]

Washington Accessible Taxi. “WAT Monthly Expense Summary 2008”

[one-time and monthly costs per driver]

Metro/Access. “New Wheelchair-Accessible Taxicab Service”

[2-sided pamphlet]

City of Seattle (Consumer Affairs Unit). “Yellow Cab – Taxicab Service Response Times 2003-2009 Charts”

[charts of Yellow Cab response times and dispatched revenue trips – 3 pages]

City of Seattle (Consumer Affairs Unit). “Summary of Taximeter Operating Statistics – City of Seattle: 2004-2005, 2005-2006, and 2006-2007” (Rev. April 14, 2008)

[annualized operating statistics from taximeter totalizer readings]

City of Seattle (Consumer Affairs Unit). “Taxicab Driver Survey Results”

[2008 Seattle and King County driver survey – 2 pages]

City of Seattle (Consumer Affairs Unit). “Taxicab Owner Survey Results”

[2008 Seattle and King County driver survey – 2 pages]

DRAFT Rule R-6.310.500.A “Taxicab License Issuance – Determination of Need” (May 19, 2009)

[2 pages]

DRAFT Rule R-6.310.500.D “Taxicab License Eligibility” (May 26, 2009)

[4 pages]

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Wheelchair Accessible Taxicab Demonstration Project

2006

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
WAT - Yellow Cab Dispatch Trip	18	59	88	165									165
WAT - Hailed/Personal call Trips	3	10	8	21									21
WAT - Access Overflow Trips	35	83	58	176									176
Sub Total	56	152	154	362									362
Access overflow Ambulatory Trips	220	494	511	1,225									1,225
TOTAL	276	646	665	1,587									1,587

Note: Data incomplete for ambulatory rides during soft start for the demonstration project.

2007

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
WAT - Yellow Cab Dispatch Trip	51	54	151	110	135	156	141	171	108	142	108	131	1,458
WAT - Hailed/Personal call Trips	7	7	13	37	50	74	127	124	98	88	85	134	844
WAT - Access Overflow Trips	83	155	165	269	261	273	228	175	193	209	217	141	2,369
WAT Sub Total	141	216	329	416	446	503	496	470	399	439	410	406	4,671
Ambulatory - Yellow Cab Dispatch Trip	2,265	1,847	1,891	1,816	2,002	1,967	1,542	1,819	1,956	1,784	1,757	2,046	22,692
Ambulatory - Hailed/Personal call Trips***	1,741	1,701	1,811	1,873	2,080	2,182	2,044	2,167	2,178	2,181	2,028	2,026	24,011
Ambulatory - Access Overflow Trips	369	648	667	753	868	1,008	1,220	1,165	1,116	1,253	1,065	778	10,910
Ambulatory Sub Total	4,375	4,196	4,369	4,442	4,950	5,157	4,806	5,151	5,250	5,218	4,850	4,850	57,613
TOTAL	4,516	4,412	4,698	4,858	5,396	5,660	5,302	5,621	5,649	5,657	5,260	5,256	62,284
Average Response Time (min/per trip)*	63	40	39	33	39	34	38	36	44	37	47	41	41

2008

Category	Jan	Feb	Mar	Apr	May**	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
WAT - Yellow Cab Dispatch Trip	96	100	125	162	117	244	244	216	206	206	202	141	2,059
WAT - Hailed/Personal call Trips	112	90	118	111	134	112	122	212	159	184	170	126	1,650
WAT - Access Overflow Trips	161	157	185	185	253	349	474	310	317	545	371	166	3,473
WAT Sub Total	369	347	428	458	504	705	840	738	682	935	743	453	7,182
Ambulatory - Yellow Cab Dispatch Trip	1,871	1,691	1,634	1,743	1,722	3,774	3,343	3,672	3,322	3,029	2,744	2,090	30,635
Ambulatory - Hailed/Personal call Trips***	1,901	1,695	1,776	1,918	1,996	3,405	3,501	3,386	3,061	3,067	2,701	1,826	30,235
Ambulatory - Access Overflow Trips	791	664	769	857	956	949	1,398	987	876	925	818	388	10,378
Ambulatory Sub Total	4,563	4,050	4,179	4,518	4,674	8,128	8,242	8,045	7,259	7,021	6,263	4,304	71,248
TOTAL	4,932	4,397	4,607	4,976	5,178	8,833	9,082	8,783	7,941	7,956	7,006	4,737	78,430
Average Response Time (min/per trip)*	42	37	42	41	35	34	28	32	30	43	30	34	36

* Includes boarding time (about 10 minutes per trip)

** Project expands from 8 to 16 vehicles

*** Estimate data based on Taximeter download statistics

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WHEELCHAIR ACCESSIBLE TAXICABS (WAT)

TAXIMETER STATISTICS (ANNUALIZED) 2007 – 2008

INITIAL 8 WAT

TAXICAB	ODOMETER	REVENUE TRIPS	REVENUE MILES	FARE REVENUE	DAYS
543	82,605	4,570	27,871	\$76,409	280
544	106,571	5,112	26,883	\$74,661	441
545	76,258	3,720	21,933	\$60,855	561
546	73,210	3,435	19,903	\$55,091	381
547	102,184	5,789	35,818	\$94,389	535
548	97,883	5,674	35,198	\$93,478	535
549	76,984	4,156	21,838	\$61,313	536
551	N.A.	N.A.	N.A.	N.A.	N.A.

Averages

Annual	87,956	4,637	27,063	\$73,742	
Daily	241	12.7	74	\$202	
Trip Distance	74 miles/12.7 trips = 5.8 miles				
Wait Time	3.5 minutes per trip				
Fare	\$202/12.7 = \$15.91 per trip				
Revenue Miles	27,063 miles/87,956 X 100 = 31% [Deadheading = 69%]				

ADDITIONAL 8 WAT

TAXICAB	ODOMETER	REVENUE TRIPS	REVENUE MILES	FARE REVENUE	DAYS
605	113,544	6,746	49,158	\$124,809	87
608	102,830	7,351	41,768	\$116,931	201
611	96,843	5,152	28,546	\$83,701	207
642	78,828	4,913	21,448	\$66,091	213
666/598	68,814	4,801	26,939	\$78,397	201
706	122,591	2,831	20,718	\$58,102	217
715	69,506	3,457	20,449	\$59,812	206
738	106,444	4,082	29,125	\$75,083	185

Averages

Annual	94,925	4,917	29,769	\$82,866	
Daily	260	13.5	82	\$227	
Trip Distance	82 miles/13.5 trips = 6.1 miles				
Wait Time	4.5 minutes per trip				
Fare	\$227/13.5 = \$16.81 per trip				
Revenue Miles	29,125 miles/94,925 X 100 = 31% [Deadheading = 69%]				

SUMMARY OF 16 WAT

Averages

Annual	91,673	4,786	28,506	\$78,608	
Daily	251	13.1	78	\$215	
Trip Distance	78 miles/13.1 trips = 6.0 miles				
Wait Time	4.0 minutes per trip				
Fare	\$215/13.1 = \$16.41 per trip				
Revenue Miles	28,506 miles/91,673 X 100 = 31% [Deadheading = 69%]				

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January 07-December 08 -- WAT Summary Statement of Economic Performance as Reported

WAT	Gross Earning 2007	Annual Operation Expenses	Annual Revenue Net 07
543	\$ 76,201.73	\$ 36,570.73	\$ 39,631.00
	\$ 76,314.42	\$ 34,768.42	\$ 41,546.00
544	\$ 67,050.98	\$ 33,176.98	\$ 33,874.00
	\$ 68,098.62	\$ 32,652.62	\$ 35,446.00
545	\$ 61,366.58	\$ 33,201.58	\$ 28,165.00
	\$ 78,992.53	\$ 35,529.53	\$ 43,463.00
546	\$ 62,548.65	\$ 32,220.65	\$ 30,328.00
	\$ 62,925.94	\$ 33,796.94	\$ 29,129.00
547	\$ 71,943.71	\$ 34,670.71	\$ 37,273.00
	\$ 73,684.05	\$ 35,291.05	\$ 38,393.00
548	\$ 50,053.29	\$ 32,381.29	\$ 17,672.00
	\$ 62,735.04	\$ 34,432.04	\$ 28,303.00
549	\$ 68,671.22	\$ 33,845.22	\$ 34,826.00
	\$ 57,641.81	\$ 33,438.81	\$ 24,203.00
551	\$ 54,386.80	\$ 34,005.80	\$ 20,381.00
	\$ 67,981.55	\$ 37,926.55	\$ 30,055.00

One Time Contributions & Expenses			
	Per driver		Total
Year	2006	\$ 6,756.00	\$ 108,096.00
Year	2007	\$ 833.75	\$ 13,340.00
Year	2008	\$ 6,824.32	\$ 109,189.12
Grand Total			\$ 230,625.12

WAT	Gross Earning 2008	Annual Operation Expenses	Annual Revenue Net 08
543	\$ 61,861.89	\$ 31,542.51	\$ 30,319.38
	\$ 77,476.10	\$ 37,464.55	\$ 40,011.55
544	\$ 66,136.15	\$ 26,903.32	\$ 39,232.83
	\$ 71,685.96	\$ 26,599.62	\$ 45,086.34
545	\$ 51,663.88	\$ 26,293.16	\$ 25,370.72
	\$ 86,244.78	\$ 30,102.26	\$ 56,142.52
546	\$ 35,935.01	\$ 24,367.22	\$ 11,567.79
	\$ 64,297.31	\$ 27,803.63	\$ 36,493.68
547	\$ 65,318.84	\$ 27,999.52	\$ 37,319.32
	\$ 60,944.62	\$ 28,051.79	\$ 32,892.83
548	\$ 50,792.47	\$ 26,283.84	\$ 24,508.63
	\$ 60,094.14	\$ 29,220.07	\$ 30,874.07
549	\$ 74,306.82	\$ 28,131.83	\$ 46,174.99
	\$ 49,185.15	\$ 26,609.33	\$ 22,575.82
551	\$ 58,311.61	\$ 28,419.49	\$ 29,892.12
	\$ 79,309.28	\$ 31,587.31	\$ 47,721.97

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January 07-December 08 -- WAT Summary Statement of Economic Performance LTD
 Showing Net Revenue per Driver per Month as Reported

WAT	2007	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Revenue
543	\$3,241.00	\$3,047.00	\$3,468.00	\$3,551.00	\$5,394.00	\$4,307.00	\$2,148.00	\$1,934.00	\$4,355.00	\$2,960.00	\$2,363.00	\$2,863.00	\$39,631.00
	\$2,022.00	\$1,054.00	\$3,529.00	\$3,369.00	\$3,822.00	\$5,342.00	\$5,215.00	\$3,121.00	\$3,914.00	\$4,807.00	\$2,786.00	\$2,565.00	\$41,546.00
544	\$924.00	\$1,738.00	\$3,521.00	\$2,131.00	\$1,954.00	\$1,901.00	\$6,731.00	\$3,942.00	\$5,737.00	\$2,430.00	\$2,865.00	inc	\$33,874.00
	(\$303.00)	\$1,768.00	\$2,476.00	\$2,728.00	\$2,182.00	\$5,182.00	\$6,641.00	\$3,367.00	\$4,055.00	\$4,067.00	\$2,052.00	\$1,231.00	\$35,446.00
545	inc	inc	inc	\$3,332.00	\$3,142.00	\$3,688.00	\$2,591.00	\$3,943.00	\$4,014.00	\$3,837.00	\$2,356.00	\$1,262.00	\$28,165.00
	inc	\$2,084.00	\$5,272.00	\$5,272.00	\$1,912.00	\$5,586.00	\$4,130.00	\$5,013.00	\$5,666.00	\$4,845.00	\$1,904.00	\$1,779.00	\$43,463.00
546	\$1,919.00	\$1,885.00	\$2,029.00	\$665.00	\$6,259.00	\$5,192.00	\$5,738.00	\$3,378.00	\$2,486.00	\$1,007.00	(\$453.00)	\$223.00	\$30,328.00
	\$889.00	\$501.00	\$2,354.00	\$2,354.00	\$1,327.00	\$4,843.00	\$1,449.00	\$1,487.00	\$1,256.00	\$4,307.00	\$4,780.00	\$3,582.00	\$29,129.00
547	\$2,115.00	\$2,739.00	\$3,542.00	\$3,542.00	\$3,568.00	\$5,332.00	\$3,318.00	\$5,441.00	\$3,748.00	\$922.00	\$1,589.00	\$1,417.00	\$37,273.00
	\$2,755.00	\$1,506.00	\$2,297.00	\$2,297.00	\$2,253.00	\$6,304.00	\$5,948.00	\$6,079.00	\$4,450.00	\$3,316.00	\$863.00	\$325.00	\$38,393.00
548	\$1,935.00	\$2,265.00	\$2,056.00	\$2,056.00	\$725.00	\$2,493.00	\$1,611.00	\$3,656.00	\$556.00	\$199.00	(\$153.00)	\$273.00	\$17,672.00
	\$1,452.00	\$1,218.00	\$1,961.00	\$1,961.00	\$1,455.00	\$4,214.00	\$4,190.00	\$3,620.00	\$3,329.00	\$1,119.00	\$1,612.00	\$2,172.00	\$28,303.00
549	\$3,319.00	\$3,137.00	\$2,846.00	\$2,846.00	\$4,337.00	\$2,981.00	\$1,373.00	\$2,557.00	\$1,468.00	\$1,958.00	\$3,996.00	\$4,008.00	\$34,826.00
	(\$439.00)	\$2,254.00	\$2,328.00	\$2,328.00	\$3,396.00	\$5,661.00	\$2,245.00	\$1,601.00	\$1,947.00	\$1,207.00	\$480.00	\$1,195.00	\$24,203.00
551	\$1,411.00	\$1,602.00	\$1,638.00	\$1,638.00	\$1,611.00	\$2,067.00	\$3,654.00	\$2,572.00	\$1,057.00	\$1,156.00	\$391.00	\$1,584.00	\$20,381.00
	\$1,481.00	\$2,099.00	\$3,230.00	\$3,230.00	\$1,419.00	\$5,131.00	\$4,982.00	\$2,109.00	\$1,488.00	\$1,471.00	\$2,363.00	\$1,052.00	\$30,055.00

WAT	2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Revenue
543	(\$484.00)	\$1,726.00	\$2,302.00	\$2,367.00	\$3,455.00	\$2,965.00	\$3,945.00	\$3,384.00	\$3,316.39	\$3,499.78	\$2,510.33	\$1,332.88	\$30,319.38	\$69,950.38
	(\$387.00)	\$2,694.00	\$2,736.00	\$3,236.00	\$2,736.00	\$5,023.00	\$4,902.00	\$5,241.00	\$3,619.87	\$4,932.24	\$2,932.10	\$2,346.34	\$40,011.55	\$81,557.55
544	\$5,038.00	\$6,824.00	\$4,610.00	\$2,674.00	\$3,634.00	\$5,506.00	\$3,657.00	\$2,402.59	\$2,457.76	\$1,670.00	(\$963.50)	\$1,722.98	\$39,232.83	\$73,106.83
	\$1,034.00	\$6,933.00	\$3,642.00	\$6,933.00	\$3,642.00	\$3,069.00	\$4,102.00	\$4,737.00	\$1,806.50	\$3,188.80	\$3,357.90	\$2,641.14	\$45,086.34	\$80,532.34
545	inc	(\$989.00)	inc	\$2,645.00	\$3,571.00	\$2,708.00	\$3,418.00	\$4,323.00	\$1,592.94	\$2,727.40	\$2,996.48	\$2,377.90	\$25,370.72	\$53,535.72
	\$3,668.00	\$6,337.00	\$5,964.00	\$6,414.00	\$5,964.00	\$2,915.00	\$3,509.00	\$4,955.00	\$4,932.05	\$5,634.87	\$3,743.46	\$2,106.14	\$56,142.52	\$99,605.52
546	\$3,010.00	inc	inc	\$2,844.00	\$844.00	\$1,713.00	\$1,155.00	inc	inc	inc	\$2,001.79	inc	\$11,567.79	\$41,895.79
	\$4,120.00	\$4,632.00	\$4,203.00	\$3,999.00	\$4,203.00	\$2,019.00	\$923.00	\$2,700.00	\$2,372.25	\$2,892.45	\$2,253.07	\$2,176.91	\$36,493.68	\$65,622.68
547	\$2,284.00	\$1,786.00	\$6,140.00	\$2,912.00	\$6,140.00	\$2,518.00	\$2,132.00	\$1,807.10	\$3,472.50	\$4,446.00	\$2,912.75	\$768.97	\$37,319.32	\$74,592.32
	\$1,724.00	\$4,479.00	\$2,963.00	\$2,626.00	inc	\$2,096.00	\$4,195.00	\$3,499.36	\$3,320.12	\$3,159.93	\$2,384.50	\$2,445.92	\$32,892.83	\$71,285.83
548	\$1,441.00	inc	\$3,909.00	\$1,546.00	\$3,909.00	\$2,006.00	\$1,410.00	\$2,660.00	\$2,195.03	\$1,946.50	\$2,294.50	\$1,191.60	\$24,508.63	\$42,180.63
	\$2,480.00	\$2,438.00	\$2,969.00	\$3,815.00	\$2,969.00	\$1,721.00	\$2,274.00	\$3,348.00	\$2,737.68	\$3,824.58	\$1,921.02	\$376.79	\$30,874.07	\$59,177.07
549	\$2,960.00	\$2,981.00	\$2,953.00	\$4,403.00	\$2,953.00	\$2,327.00	\$1,161.00	\$2,344.00	\$6,640.92	\$5,127.08	\$7,212.22	\$5,112.77	\$46,174.99	\$81,000.99
	\$836.00	\$2,063.00	\$2,875.00	inc	\$644.00	\$2,034.00	\$3,608.00	\$2,682.00	\$2,970.65	\$1,396.17	\$1,572.50	\$1,894.50	\$22,575.82	\$46,778.82
551	\$2,062.00	\$3,851.00	\$4,048.00	\$2,464.00	\$3,298.00	\$4,321.00	\$4,905.00	\$647.00	\$1,932.53	\$1,560.57	\$1,766.52	(\$963.50)	\$29,892.12	\$50,273.12
	\$3,942.00	\$6,431.00	\$6,223.00	\$5,154.00	\$6,223.00	\$941.00	\$2,236.00	\$4,552.00	\$2,746.84	\$5,080.49	\$3,705.93	\$486.71	\$47,721.97	\$77,776.97

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WASHINGTON ACCESSIBLE TAXIS
 2314 E union St. Suite 203 Seattle, 98122
 Phone: (206) 325-0280 Fax: (206) 328-6605
 E-mail: watseattle@hotmail.com

WAT Monthly Expense Summary 2008

One-time costs	Individual Contributions	Total Contributions
Legal and consulting services		
Office supplies	1,980	1,980
Vehicles purchase*	87,860	87,860
Yellow Associations Fees No. 1*	40,000	40,000
Yellow Associations Fees No. 2*	20,000	20,000
Telephone & Walkie talkie Equipment	2,400	2,400
License Fees	3,904	3,904
Taxi Computer Terminals & Camera No. 1	9,600	9,600
Taxi Computer Terminals & Camera No. 2	13,048	13,048
Meter	7,200	7,200
Annual Taxi Computer Terminals Maintenance	1,760	1,760
Driver Training	-	-
Drug & alcohol test and Training	4,166	4,166
Computer Services		
Others		
Total Estimated Contributions	11,995	175,042
Monthly Operating Expenses	Estimated Individual Monthly Contributions	Estimated Yearly Totals
Office and Other professional services	215	41,232
Dues and subscriptions (Para legal)	4	828
General Liability Insurance*	23	4,416
Insurance*	1,118	214,572
Monthly Associations Fee*	360	69,120
Legal and auditing	-	-
Office supplies	13	2,400
Office Rent	56	10,800
Recycle and Waste	4	720
Telephone and DSL	12	2,244
Textel Radio and Phone	50	9,600
E-fax	3	660
Estimated Quarterly Taxes	25	4,800
Computer Services	3	600
Emergency Repair and Maintenance	297	57,060
Total Monthly Member Expenses	2,183	419,052
Total Annual Member Expenses	\$26,190.75	
One time cost and Annual operating Totals		\$ 594,094

* Insurance cost first 9 month of 2008 is \$ 1150 Starting Sep, 2008 Monthly cost is \$533.00. Last 12 Month average is \$1118.00

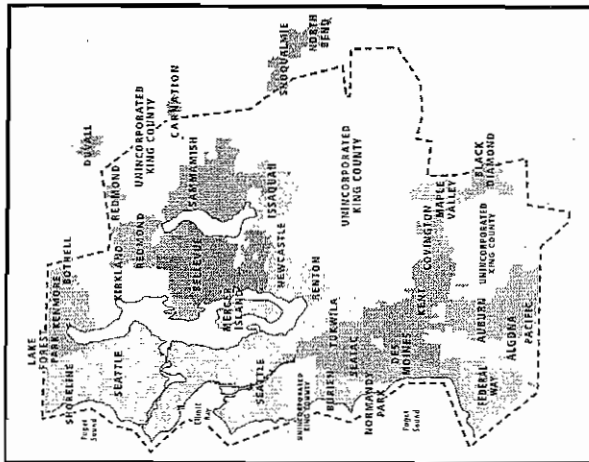
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Where it goes.

Wheelchair accessible taxicabs serve King County borders to the north and south, and Puget Sound to the west. To the east, most areas are served except for those lying east of the following zip codes:

- 98072 Woodinville
- 98053 Redmond
- 98074 & 98075 Sammamish
- 98029 Issaquah
- 98027 Preston
- 98038 Maple Valley/Hobart
- 98042 Kent/Covington
- 98092 Federal Way/Auburn/Pacific

Map shows the accessible taxicab service area



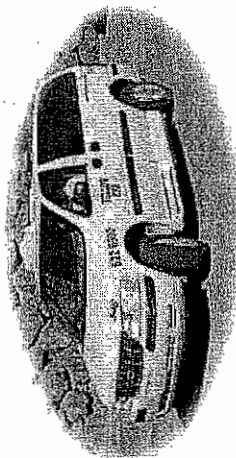
For wheelchair accessible taxicab service, call 206-622-6500

For more information, visit <http://transit.metrokc.gov/tops/accessible/access-taxi.html>

If you have comments, commendations or complaints about King County's wheelchair accessible taxicab demonstration project, call 206-263-3453 (TTY 206-263-3116).

The demonstration project was developed in partnership with King County Metro, King County's Licensing Division and the City of Seattle's Consumer Affairs Division. The project is scheduled to run for one year but could be extended to 2008.

Smoking is not permitted in accessible taxicabs.



YELLOW CAB



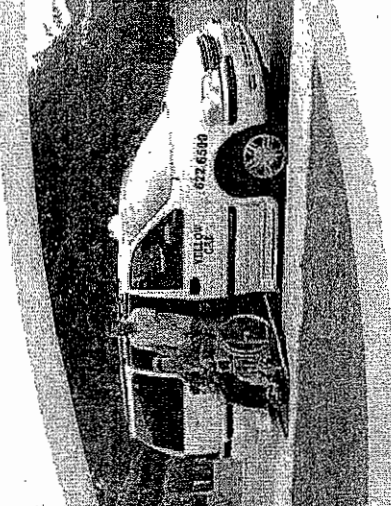
We'll Get You There

906-31M 665200h.ind

King County METRO
 Metro Transit Division
 Accessible Services
 MS EXC-TR-1240
 821 2nd Avenue
 Seattle, WA 98121

Presort Standard
 U.S. Postage
 Paid
 Seattle, WA
 Permit No. 75258

NEW Wheelchair-Accessible Taxicab Service



- Convenient, on-call service
- Same fares as other taxi cabs
- Taxi scrip accepted

206-622-6500

(TTY users call the Washington Relay Service)
 A Demonstration Project for Seattle & King County

YELLOW CAB



We'll Get You There

Go where you want to go.

There's a new way for people who use wheelchairs to get around. Low-floor, ramp-equipped vans offer the first-ever ADA-compliant taxicabs for our area—and the service works very much like any other taxi.

- It's affordable: Same fare structure as other taxicabs.
- It's convenient: Call for your ride the same day.
- It's flexible: No fixed routes; 24-hour service.

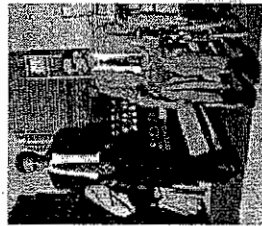
Yellow Cab operates the service in cooperation with King County Metro.

Go when you want to go.

Wheelchair-accessible taxicabs operate 24 hours a day, seven days a week.

Allow adequate lead time for these taxis

to be dispatched to your location, especially if you are outside the City of Seattle. If your trip schedule is flexible, the best times to call for a ride on weekdays are from 9:30 a.m. to 3 p.m. and after 6 p.m. Ask how long the wait will be when you schedule your ride.



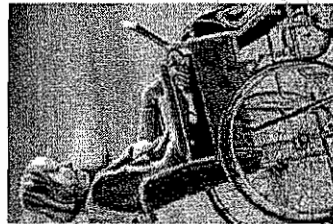
How it works.



If you use a wheelchair or another mobility aid requiring a ramp, this service is designed for you.

Professional, licensed taxicab drivers provide curb-to-curb service, assist you in using the ramp in loading, and secure your wheelchair with a universal wheelchair tie-down system.

Some size and weight restrictions apply**. Wheelchairs or scooters must not exceed 29.5 inches in width or 48 inches in length. Total weight, including the passenger, may not exceed 600 pounds. Vans can accommodate one wheelchair and additional passengers if there is space available.



** Accessible taxicab ramps are smaller than the lifts used on Metro Access vans. Customers who are able to ride Access may have mobility aids that will not fit on an accessible taxicab. Manual wheelchairs are limited by the driver's ability to assist the passenger up the ramp.

What it costs.

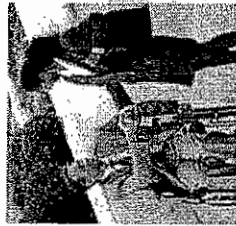
Fares for accessible taxicabs are the same as standard taxi rates (see the chart below) and are

computed by an electronic meter. There are no special rates or added fees for your wheelchair-accessible service. The meter is started after your wheelchair is secured and the taxi begins to move. It is stopped as soon as you arrive at your destination.

Seattle-King County Taximeter Rates*	
Meter Drop	\$2.50
Mileage (per mile)	\$2.00
Waiting Time (per minute in slow-moving traffic)	\$0.50
Extras (each passenger over two, excluding minors, per mile)	\$0.50

*Temporary fuel surcharges may apply when gas prices are high.
If a fuel surcharge does apply (such as an additional \$.1 per trip) a notice will be posted in the taxicab.

Major credit cards and cash are accepted. If you are eligible for Metro's Taxi Scrip program, you can use scrip to pay your individual fare. (See the box above for more information.)

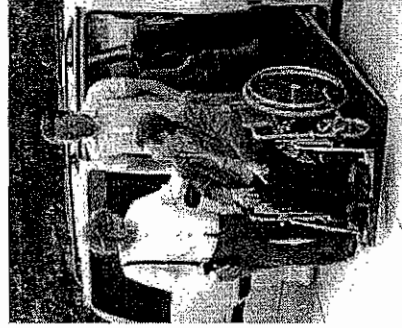


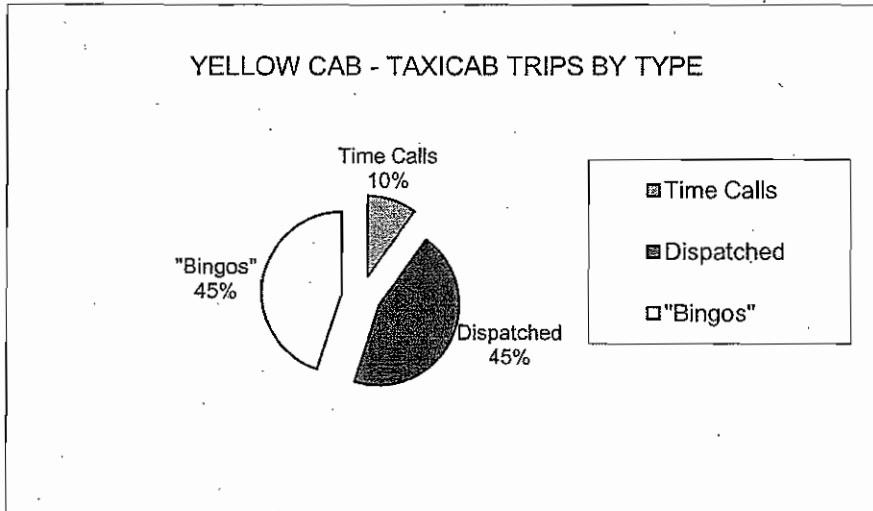
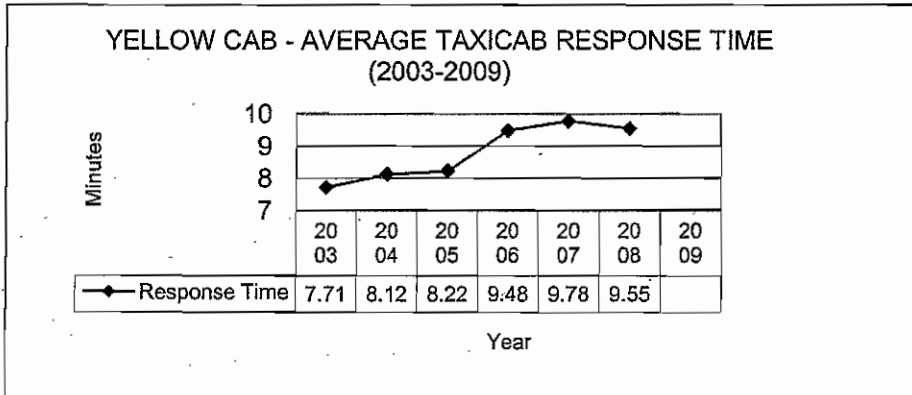
Metro Taxi Scrip

Metro taxi scrip is a book of tickets you can use to save 50% on taxi fares. A \$10 book of scrip (tickets) may be purchased for \$5. A limit of six books of scrip may be purchased per month. Scrip is not refundable and does not expire. Taxi scrip can be purchased at a Metro customer service office of by mail order.

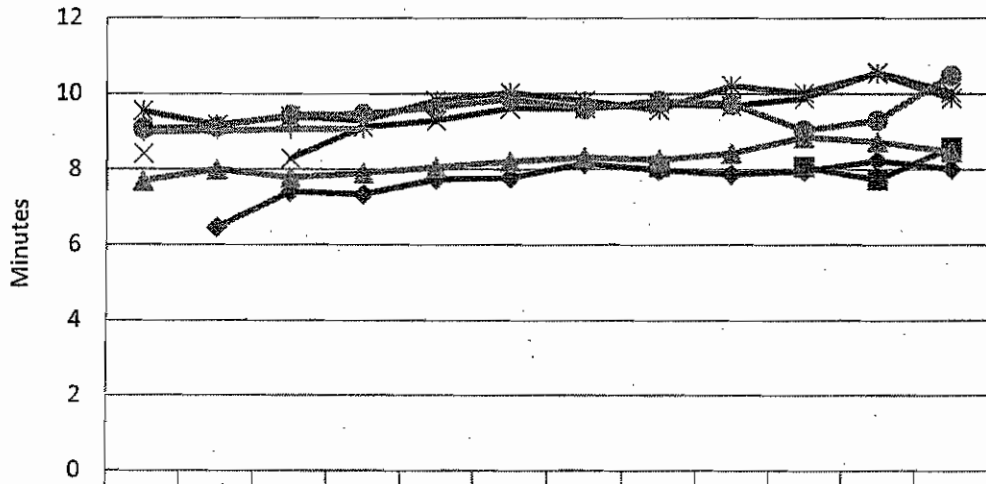
- To qualify for the program, you must:
- be a resident of King County, at least 18 years old and on a limited income.
 - have a Regional Reduced Fare Permit (discounted bus pass for seniors or people with disabilities).

To request an application for the Metro Taxi Scrip program or a Regional Reduced Fare Permit, please contact 206-553-3060 (TTY users only, call 206-684-2029).



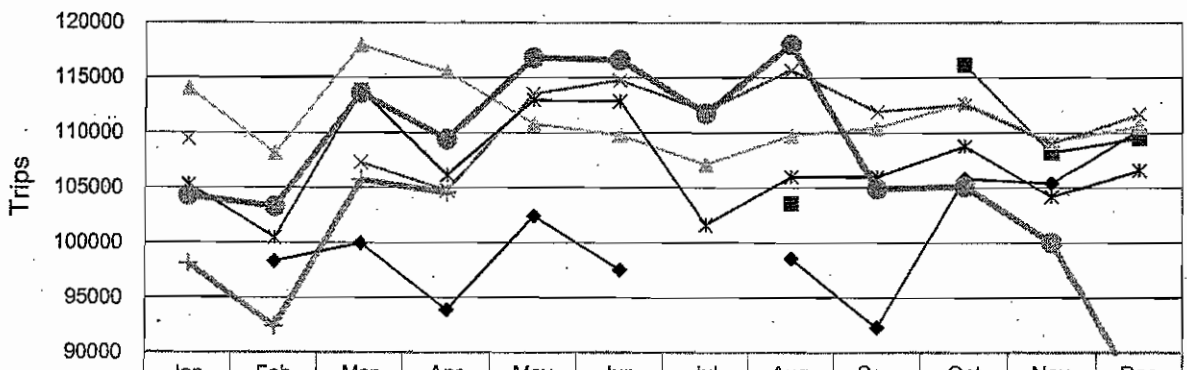


YELLOW CAB - TAXICAB SERVICE RESPONSE TIMES 2003-2009



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2003		6.46	7.41	7.34	7.74	7.78	8.15	7.98	7.87	7.96	8.23	8.02
2004								8.08		8.07	7.73	8.58
2005	7.69	8	7.79	7.9	8.05	8.21	8.32	8.26	8.43	8.85	8.73	8.47
2006	8.41		8.28	9.12	9.29	9.61	9.62	9.73	9.68	9.88	10.57	10.04
2007	9.54	9.17	9.49	9.29	9.82	10.03	9.82	9.57	10.21	10.02	10.54	9.89
2008	9.07	9.12	9.43	9.47	9.64	9.86	9.61	9.81	9.72	9.03	9.3	10.49
2009	8.98	9.02	9.06	9.07								

YELLOW CAB - SAMPLE ON DEMAND TRIPS (2003-2009)
NO TIME CALL TRIPS



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
—◆— 2003		98331	99988	93881	102430	97556		98569	92271	105827	105424	110269
—■— 2004								103586		116162	108203	109555
—▲— 2005	113989	108153	117937	115503	110817	109791	107128	109749	110441	112709	109185	110595
—×— 2006	109449		107335	104759	113518	114750	111985	115696	111927	112576	109031	111681
—*— 2007	105275	100484	113877	106159	112964	112854	101627	105976	105977	108791	104190	106601
—●— 2008	104294	103297	113613	109420	116793	116599	111750	118003	104927	105137	100034	86046
—+— 2009	98110	92398	105755	104542								

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SUMMARY OF TAXIMETER OPERATING STATISTICS

CITY OF SEATTLE

2004-2005, 2005-2006, and 2006-2007

OPERATING STATISTICS ¹	2004-2005 ²	2005-2006 ³	2006-2007 ⁴
Total			
Odometer Miles	52,722,475	51,584,952 (-2.2%)	55,118,743 (+6.9%)
Revenue Trips	5,117,889	4,900,315 (-4.3%)	5,273,527 (+7.6%)
Revenue Miles	21,439,689	21,886,078 (+2.1%)	23,549,563 (+7.6%)
Taximeter Fares	\$ 56,208,460	\$ 63,153,474 (+12.4%)	\$ 69,114,856 (+9.4%)
Average			
Odometer Miles	81,995	80,225	84,668
Revenue Trips	7,959	7,621	8,101
Revenue Miles	33,343	34,037	36,174
Taximeter Fares	\$ 87,416	\$ 98,217	\$ 106,167
Daily			
Odometer Miles	224	220	232
Revenue Trips	21.9	20.8	22.2
Revenue Miles	91	93	99
Taximeter Fares	\$ 239	\$ 269	\$ 291
Average			
Trip Distance	4.3	4.5 mi.	4.5 mi.
Taximeter Fare	\$ 11.11	\$ 13.02 (+17.2%)	\$ 13.11 (+0.7%)
Revenue Miles	40%	42%	43%
Drop Charge	16%	19%	19%
Distance Charge	67%	64%	67%
Time Charge	17%	17%	14%

Taximeter Operating Statistics 2006-2007 v 2005-2006 v 2004-2005 REVISED 4-14-2008 COMBINED.doc

¹ Based on annualized figures and weighted averages.

² Sample size 2004-2005 (46%).

³ Sample size 2005-2006 (12%). Small sample size due to replacement of taximeters. New taxicab ordinance (SMC 6.310.320L) required that receipt-issuing taximeters be installed not later than June 30, 2006.

⁴ Sample size 2006-2007 (45%). Counts of total affiliated city/dual taxicabs as of July 27, 2007: Farwest - 72 (city-17, dual-55, county-26), North End - 18 (dual-18), Northwest - 19 (city-16, dual-3), Orange - 181 (city-107, dual-74), and Yellow - 361 (city-200, dual-161, county-7). Sample: Farwest - 49/72 (68%), North End - 5/18 (28%), Northwest - 5/19 (26%), Orange - 81/181 (45%), and Yellow - 153/361 (42%).

Taxicab Driver Survey Results

TAXICAB DRIVER PROFILE

<u>Taxicab Association</u>	<u>Affiliated Taxicabs</u>	<u>Driver Survey Respondents</u>
Green	25	-
North End	16	7
Farwest	112	22
Orange	185	35
STITA	166	73
Yellow	<u>379</u>	<u>115</u>
Totals	883	258*

* Includes 6 unknown.

Lease Driver Type

Lease Driver	246 (98%)
Owner-Drivers	6 (2%)
Unknown	<u>6</u>
Total	258 (100%)

Shift Worked

Day	134 (54%)
Night	112 (46%)
Unknown	<u>12</u>
Total	258 (100%)

Hours Worked Per Shift

6	3 (1%)
7	3 (1%)
8	37 (15%)
9	19 (8%)
10	88 (35%)
11	30 (12%)
12	70 (28%)
Unknown	<u>8</u>
Total	258 (100%)

Average 10.2 hours/shift

For-Hire Driver License Type

City-only	41 (16%)
County-only	50 (20%)
Dual	162 (64%)
Unknown	<u>5</u>
Total	258 (100%)*

* Unknown not included in computing percentages.

Experience as Driver

Average 7.9 years

Shifts Worked Per Week

1	3 (1%)
2	10 (4%)
3	6 (2%)
4	11 (4%)
5	31 (13%)
6	117 (48%)
7	64 (26%)
Unknown	<u>16</u>

Total 258 (98%)*

* May not equal 100% due to rounding.

Average 5.7 shifts/week

Sublease Taxicab from Another Driver

Yes	51 (21%)
No	196 (79%)
Unknown	<u>11</u>

Total 258 (100%)

TAXICAB DRIVER REVENUE

Paid Trips Per Shift

5	6 (2%)
6	22 (9%)
7	33 (14%)
8	17 (7%)
9	10 (4%)
10	40 (17%)
11	11 (5%)
12	44 (18%)
13	14 (6%)
14	3 (1%)
15	12 (5%)
16	8 (3%)
17	3 (1%)
18	5 (2%)
19	2 (1%)
20	7 (3%)
21	1 (<1%)
25	3 (1%)
30	1 (<1%)
Unknown	<u>16</u>
Total	258 (100%)
Average	10.9 trips/shift

Damage Deposit

Yes	135 (53%)*
No	122 (47%)
Unknown	<u>1</u>
Total	258 (100%)

* Typical: \$500.

Recommended Lease Caps

Shift	\$ 55
Week	335
Month	1,323

Fares Per Shift

Average \$203/shift

Tips Per Shift

Average \$23/shift

Written Lease

Yes	84 (35%)
No	159 (65%)
Unknown	<u>15</u>
Total	258 (100%)

Lease Period

Shift	42 (18%)
Week	98 (42%)
Month	96 (41%)
Unknown	<u>22</u>
Total	258 (101%)

Average Lease Amount

Shift	\$ 73
Week	395
Month	1,682

Average Fuel Cost Per Shift

Average \$46/shift

NOTES: (1) Taxicab Driver Survey mailing and data entry by King County during September-October 2008.
 (2) Caution should be used in interpreting *per month* "Average Lease Amount" data because it is a combination of rates for leasing the taxicab and leasing the taxicab license plate -- in the latter, the lease driver pays part/all of owner costs but usually pays a lower monthly lease amount. Also, at STITA, driver leases tend to be significantly higher than for city taxicabs and approximately 30% of respondents were STITA drivers.

Taxicab Owner Survey Results

TAXICAB OWNER PROFILE

<u>Taxicab Association</u>	<u>Affiliated Taxicabs</u>	<u>Owner Survey Respondents</u>	<u>Taxicab Owner License(s)</u>	
Green	25	-	City-only	172 (62%)
North End	16	-	County-only	34 (12%)
Farwest	112	12	Dual	73 (26%)
Orange	185	31	Unknown	-
STITA	166	29		
Yellow	<u>379</u>	<u>207</u>	Total	279 (100%)
Totals	883	279 (32%)		

<u>Owner Company Type</u>		<u>Owner Type</u>	
Individual	60 (22%)	Owner	248 (91%)
Partnership	16 (6%)	Owner-Driver	24 (9%)
LLC	45 (17%)	Unknown	<u>9</u>
Corporation	150 (55%)	Total	279 (100%)
Unknown	<u>8</u>		
Total	279 (100%)		

Taxicab License Purchased – Year, Type and Price

<u>Year</u>	<u>City</u>	<u>County</u>	<u>Dual</u>	<u>STITA</u>
1985	\$	\$	\$	\$3,500 (1)
1987	\$6,000 (1)	-	-	-
1989	-	-	-	\$10,000 (3)
1990	-	-	-	\$21,500 (1)
1991	\$2,500 (1)	-	-	-
1992	\$3,000 (1)	-	\$9,000 (2)	\$35,000 (1)
1993	\$3,000 (1)	-	\$10,000 (1)	\$32,000 (2)
1994	\$8,000 (1)	-	\$8,167 (3)	-
1995	-	-	\$15,000 (2)	\$45,000 (2)
1996	-	-	\$17,000 (2)	\$20,000 (1)
1997	-	-	-	\$69,500 (2)
1998	\$10,000 (1)	\$55,000 (1)	\$25,000 (1)	-
1999	-	-	\$70,000 (1)	\$131,000 (1)
2000	-	\$62,000 (1)	\$110,000 (1)	-
2001	\$85,000 (2)	-	\$119,167 (6)	-
2002	\$78,000 (1)	\$80,000 (1)	\$111,500 (4)	\$210,000 (1)
2003	\$95,000 (1)	-	\$120,667 (6)	\$120,000 (2)
2004	-	-	\$124,429 (7)	\$188,750 (3)
2005	\$115,000 (3)	-	\$132,875 (8)	\$175,000 (1)
2006	\$105,000 (2)	-	\$171,556 (9)	-
2007	\$142,000 (1)	-	\$205,000 (1)	\$350,500 (2)
2008	<u>\$65,000 (1)</u>	-	\$142,000 (2)	-

Note: Very low or very high prices were excluded from the average – i.e., purchase one shift/half share, family transfer. The number of prices in the average is shown in brackets ().

TAXICAB OWNER REVENUE

<u>Lease Type</u>			<u>Lease Period</u>		
Owner buys vehicle	212	(78%)	Shift (12h)	10	(9%)
Driver buys vehicle	<u>61</u>	(22%)	Week	23	(21%)
			Month	74	(69%)
Total	279	(100%)	Unknown	<u>172</u>	
			Total	279	(99%)

<u>Lease Amount</u>		<u>Written Lease</u>		
	<u>Average</u>			
Shift	\$ 58 (8)	Yes	189	(76%)
Week	\$337 (17)	No	59	(24%)
Month	\$ var.	Unknown	<u>31</u>	
		Total	279	(100%)

TAXICAB OWNER COSTS

Operating Costs – Owner Pays

	<u>Average</u>	<u>Median</u>	<u>Annual³</u>
Vehicle Purchase ¹	\$ 5,543/veh	\$ 4,000 (209)	\$ 1,600
Vehicle Repairs/Maintenance	\$ 402/mo	\$ 432 (206)	\$ 5,184
Vehicle Insurance	\$ 557/mo	\$ 567 (209)	\$ 6,804
Association Service Fee ²	\$ <u>171/wk</u>	\$ <u>180 (49)</u>	\$ <u>9,360</u>
Total			\$22,948

Operating Costs – Driver Pays

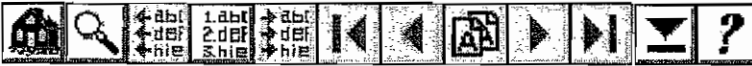
	<u>Average</u>	<u>Median</u>	<u>Annual³</u>
Vehicle Purchase ¹	\$ 7,300/veh	\$ 6,200 (44)	\$ 2,480
Vehicle Repairs/Maintenance	\$ 330/mo	\$ 375 (42)	\$ 4,500
Vehicle Insurance	\$ 523/mo	\$ 542 (48)	\$ 6,504
Association Service Fee ²	\$ <u>161/wk</u>	\$ <u>180 (41)</u>	\$ <u>9,360</u>
Total			\$22,844

NOTES: (1) Vehicle Purchase: Survey forms requested total cost. For the purpose of computing the Annual total, this amount has been converted to a monthly cost by assuming a 30-month (2.5 year) average vehicle life span. (2) Association Service Fee: Survey forms requested weekly amount since this charge is normally assessed per week. For the purpose of computing the Annual total, this amount has been converted to a monthly cost by multiplying by 52 weeks per year. (3) Annual: Median used.

Recommended Lease Caps

	<u>Average</u>	<u>Median</u>	<u>Annual³</u>
Shift	\$ 73	\$ 75 (215)	\$27,375
Week	417	420 (212) ¹	\$21,840
Month	1,695	1,680 (246) ²	\$20,160

NOTES: (1) Week: Survey forms received from BYG Co-op at Yellow Cab erroneously listed amount currently charged per taxicab (2 shifts) rather than per driver (1 shift). Weekly lease per taxicab is \$840 and per driver is \$420. Average and median adjusted to use per driver amounts. (2) Month: Survey forms received from BYG Co-op at Yellow Cab erroneously listed amount currently charged per taxicab (2 shifts) rather than per driver (1 shift). Monthly lease per taxicab is \$3,360 and per driver is \$1,680. Average and median adjusted to use per driver amounts. (3) Annual: Median multiplied by 365 (Shift), 52 (Week), and 12 (Month) respectively.



City of Seattle Taxicab and For-Hire Vehicle Rules

Rule R-6.310.500A

Taxicab License Issuance – Determination of Need.

Seattle Municipal Code subsection 6.310.500A reads as follows:

- A. The total number of taxicab licenses in effect at any one (1) time shall not exceed eight-hundred and fifty (850). The number of taxicab licenses shall be set by the Director at such times and in such manner as necessary to meet the demand for efficient and economical taxicab service within the city limits and to support a competitive, safe, fair and viable business environment for the taxicab industry; however, no more than 35 licenses can be issued within a calendar year. The Director shall adopt by rule the procedure for determining when and how many new taxicab licenses will be issued. In determining the total number of licenses issued, the Director shall consider factors such as average service response times, total number of taxi rides, total paid trips per taxicab, and average operating hours per taxicab, and may consider any other factors that may affect the supply and demand for taxi service within the city limits. The Director shall adopt by rule any vehicle and safety standards required for the issuance of new licenses, including but not limited to vehicle size, fuel efficiency, and emissions standards.
- C. The Director may, at the Director's discretion, issue wheelchair accessible taxicab licenses to special service vehicles used to provide transportation to disabled persons defined in KCC 6.64.010 or to handicapped persons as defined in SMC Section 6.310.110. These licenses shall be non-transferable for a period of five (5) years from the date of issuance and shall not be included in calculating the maximum number of taxicab licenses allowable pursuant to subsection A. The Director may issue temporary and nontransferable wheelchair accessible taxicab licenses to individual for-hire drivers selected by King County for a demonstration project to determine the economic feasibility of the long term issuance of such licenses.

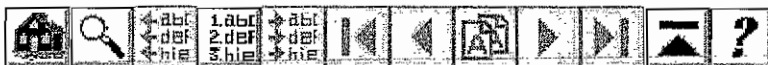
The following rule provides guidance for implementing this provision as authorized by the Seattle Municipal Code.

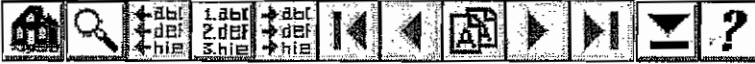
1. **Determination of Whether to Issue New Taxicab Licenses.** To determine whether additional taxicab licenses are needed to provide efficient and economical taxicab services to the public, the Director shall, at least every two (2) years and not later than April 1, review trends in the most recent taxicab industry operating statistics available including, but not limited to, the following:
 - (1) taximeter statistics – annual average and total revenue trips per taxicab;
 - (2) computer dispatch records – monthly average taxicab service response times by zone and citywide;
 - (3) computer dispatch records – monthly average operating hours per taxicab driver and per taxicab vehicle, annual operating hours per taxicab driver and per taxicab vehicle.
2. **Determination of the Number of New Taxicab Licenses to Issue.** The number of new taxicab licenses to be issued, for transportation of ambulatory passengers or passengers in wheelchairs and other mobility devices, shall be determined by considering the following factors reflecting the demand for taxicab services:

- (1) **Taxicabs for ambulatory passengers.** The principal factor to be considered by the Director in determining the number of new taxicab licenses to issue for the transportation of ambulatory passengers shall be the percentage growth in citywide total revenue trips since the previous license issuance. For the initial issuance of new taxicab licenses, under this rule, the citywide total revenue trips for the most recent 12-month period for which these statistics are available shall be compared with the citywide total revenue trips for 2005. In no case may the number of new taxicab licenses for the transportation of ambulatory passengers exceed 35 in any calendar year nor may the total number of new and existing taxicab licenses for the transportation of ambulatory passengers exceed 850.
- (2) **Taxicabs for passengers in wheelchairs or other mobility devices.** The principal factor to be considered by the Director in determining the number of new taxicab licenses to issue for the transportation of passengers in wheelchairs and other mobility devices shall be the percentage growth in citywide average taxicab service response times since the previous license issuance. For the initial issuance of new taxicab licenses, under this rule, for the transportation of passengers in wheelchairs and other mobility devices, the citywide average taxicab service response times for the most recent 12-month period for which these statistics are available shall be compared with the citywide average taxicab service response times for 2005. These taxicab licenses, for specially equipped vehicles for passengers in wheelchairs and other mobility devices shall be known as wheelchair accessible taxicab (WAT) licenses. There shall be no annual or total maximum number restriction on the number of WAT licenses issued. However, consideration shall be given to the fact that the majority of revenue trips performed by WAT will be to transport ambulatory passengers. The goal is to achieve an equivalent average service response time for wheelchair and ambulatory passengers after allowing an average of 10 minutes for loading and securing wheelchair passengers.

3. Consideration of Other Factors Reflecting Demand for Taxicab Services. The Director may also give consideration to other factors that, in the opinion of the Director, reflect increased demand for taxicab services. Some of these factors may include: the rate of population growth in Seattle and vicinity; growth in measures of tourism such as arrivals at Sea-Tac Airport, hotel occupancy rates or increases in cruise ship sailings; or significant changes to public transportation systems that may require increased availability of taxicab service to carry passengers to their final destinations.

May 19, 2009 [DRAFT]





City of Seattle Taxicab and For-Hire Vehicle Rules

Rule R-6.310.500D Taxicab License Eligibility

Seattle Municipal Code subsection 6.310.500D reads as follows:

D. If the Director determines that issuance of additional taxicab licenses is warranted, not to exceed the maximum allowable taxicab licenses issued pursuant to subsection A of this section, such licenses shall be issued pursuant to:

1. A competitive request for proposal and award process under which licenses will be issued to applicants whose proposals demonstrate that they are most able to meet the needs of the public in providing taxicab service by meeting qualifications prepared by the Director that are not in conflict with the general provisions of this chapter; or
2. Pursuant to a lottery of qualified applicants; or
3. Pursuant to a combination of both procedures as prescribed by rule adopted by the Director. The rule shall include minimum qualifications for taxicab license applicants, including but not limited to the driving and conduct records of prospective applicants.

The following rule provides guidance for implementing this provision as authorized by the Seattle Municipal Code.

The *minimum* qualifications for taxicab license applicants for regular taxicabs and wheelchair accessible taxicabs shall be as described below.

1. **Regular Taxicabs.** All regular taxicab license applicants must meet or exceed the following minimum experience, driving record and conduct record qualifications:
 - (1) **Experience.** All applicants for regular taxicab licenses must have both the following minimum total experience and minimum recent experience driving a *Seattle* taxicab or for-hire vehicle. The recent experience must have been as a full-time driver. Full-time means a minimum of 30 hours per week and 40 weeks per year.
 - (A) **Total Experience.** Five (5) years of full-time driving experience during the ten (10) years immediately preceding the date of license application. For continuous driving experience, the total experience shall be demonstrated by the for-hire driver license serial number. In the case of interrupted driving experience, the total experience shall be demonstrated by copies of for-hire driver license application files, if available, or a notarized letter from the licensed taxicab association.
 - (B) **Recent Experience.** Two (2) years of full-time driving experience immediately preceding the date of license application. This experience must be continuous and shall be documented by original trip sheets filed with licensed taxicab associations pursuant to SMC 6.310.460H and 6.310.230G. Incomplete trips sheets will not be counted. Recent experience shall be included as part of the total experience required.

- (2) **Driving Record.** All applicants for regular taxicab licenses must meet or exceed both the moving accident and driver violation conviction standards described below based upon the Department of Licensing "Abstract of Complete Driving Record."
- (A) **Moving Accidents.** Applicants shall not have more than two (2) moving accidents during the five (5) years preceding the date of license application. Applicants shall not have more than one (1) vehicle moving accident during the 2-year period of recent experience. Moving accidents during the five (5) years immediately preceding the date of license application that result in a serious injury or fatality shall disqualify an individual applicant.
- (B) **Violation Convictions.** Applicants shall not have more than two (2) moving traffic violation convictions during the previous five (5) years including, but not limited to: speeding, failure to yield right of way, improper lane change, disobey road sign, following to close, and negligent driving. Violations for registration/tabs and carpool lane are not included. Applicants shall not have more than one (1) moving traffic violation conviction during the 2-year period of recent experience.
- (3) **Conduct Record.** All applicants for regular taxicab licenses must meet or exceed both the Notice of Violation and passenger complaint standards described below based upon records maintained by the city.
- (A) **Notice of Violation.** Applicants shall not have more than two (2) violations issued by taxicab inspectors for driver requirements during the five (5) years preceding the date of license application. Applicants shall not have more than one (1) violation during the 2-year period of recent experience. A Notice of Violation that is appealed at a taxicab hearing and withdrawn will not be counted.
- (B) **Passenger Complaints.** Applicants shall not have more than two (2) passenger complaints during the five (5) years preceding the date of license application. Applicants shall not have more than one (1) passenger complaint during the 2-year period of recent experience. Passenger complaints will be counted if they are determined to be credible after investigation by the licensed taxicab association or the city taxicab inspectors.
2. **Wheelchair Accessible Taxicabs (WAT).** All wheelchair accessible taxicab (WAT) license applicants must meet or exceed the following minimum experience, driving record and conduct record qualifications. The driving record and conduct record standards for WAT license applicants are more strict because passengers in wheelchairs are more easily injured in accidents and their special needs require even higher levels of customer service.
- (1) **Experience.** All applicants for WAT licenses must have both the following minimum total experience and minimum recent experience driving a *Seattle* taxicab or for-hire vehicle. The recent experience must have been as a full-time driver of a taxicab. Full-time means a minimum of 30 hours per week and 40 weeks per year.
- (A) **Total Experience.** Five (5) years of full-time driving experience during the ten (10) years immediately preceding the date of license application. For continuous experience, this experience shall be demonstrated by the for-hire driver license serial number. In the case of interrupted experience, the experience shall be demonstrated by copies of for-hire driver license application files, if available, or a notarized letter from the licensed taxicab association.
- (B) **Recent Experience.** Two (2) years of full-time driving experience immediately preceding the date of license application. This experience must be continuous and shall be documented with original trip sheets filed with licensed taxicab associations pursuant to SMC 6.310.460H and 6.310.230G. Incomplete trips sheets will not be counted. The recent experience shall be included as part of the total experience required.

- (2) **Driving Record.** All applicants for WAT licenses must meet or exceed both the moving accident and driver violation conviction standards described below based upon the Department of Licensing "Abstract of Complete Driving Record."
- (A) **Vehicle Accidents.** Applicants shall not have more than one (1) moving accident during the five (5) years immediately preceding the date of license application. Applicants shall not have any moving accidents during the 2-year period of recent experience. Moving accidents during the five (5) years immediately preceding the date of license application that result in a serious injury or fatality shall disqualify an individual applicant.
- (B) **Violation Convictions.** Applicants shall not have more than one (1) moving traffic violation conviction during the five (5) years immediately preceding the date of license application including, but not limited to: speeding, failure to yield right of way, improper lane change, disobey road sign, following too close, and negligent driving. Violations for registration/tabs and carpool lane are not included. Applicants shall not have any moving traffic violation conviction during the 2-year period of recent experience.
- (3) **Conduct Record.** All applicants for WAT licenses must meet or exceed both the Notice of Violation and passenger complaint standards described below based upon records maintained by the city.
- (A) **Notice of Violation.** Applicants shall not have more than one (1) violation issued by taxicab inspectors for driver requirements during the five (5) years preceding the date of license application. Applicants shall not have any violations during the 2-year period of recent experience. A violation that is appealed at a taxicab hearing and withdrawn will not be counted.
- (B) **Passenger Complaints.** Applicants shall not have more than one (1) passenger complaint during the five (5) years preceding the date of license application. Applicants shall not have any passenger complaints during the 2-year period of recent experience. Passenger complaints will be counted if they are determined to be credible after investigation by the licensed taxicab association or the city taxicab inspectors.
3. **Special Circumstances.** The Director may review, at the Director's discretion, any taxicab license applicant's file that may contain special circumstances not specifically addressed by this rule. In these cases, the Director shall make a determination whether the applicant's experience, driving record and conduct record are the equivalent of the minimum qualifications specified in this rule.
4. **Verification of Eligibility.** The Director shall only review records of the applicant(s) that are selected for issuance of taxicab or WAT licenses to verify that an applicant (lottery method for license issuance) or groups of applicants (RFP method for license issuance) meet all eligibility standards in this rule. At the date of license application, the Director shall not accept applications from taxicab drivers that, on the evidence of their for-hire driver license serial number, do not meet the eligibility standard for total experience. Individuals that submit more than one application for a lottery shall be disqualified.
5. **Initial License Issuance Using this Rule.** For the initial taxicab or WAT license issuance using the eligibility standards in this rule, the Director may, at the Director's discretion, modify the trip sheet requirement for documenting that the applicant's experience was as a full-time driver and that the applicant's experience driving was in a Seattle taxicab or for-hire vehicle.

