

STATUS REPORT: Taxis & TNCs in Portland

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PBOT
PORTLAND BUREAU OF TRANSPORTATION

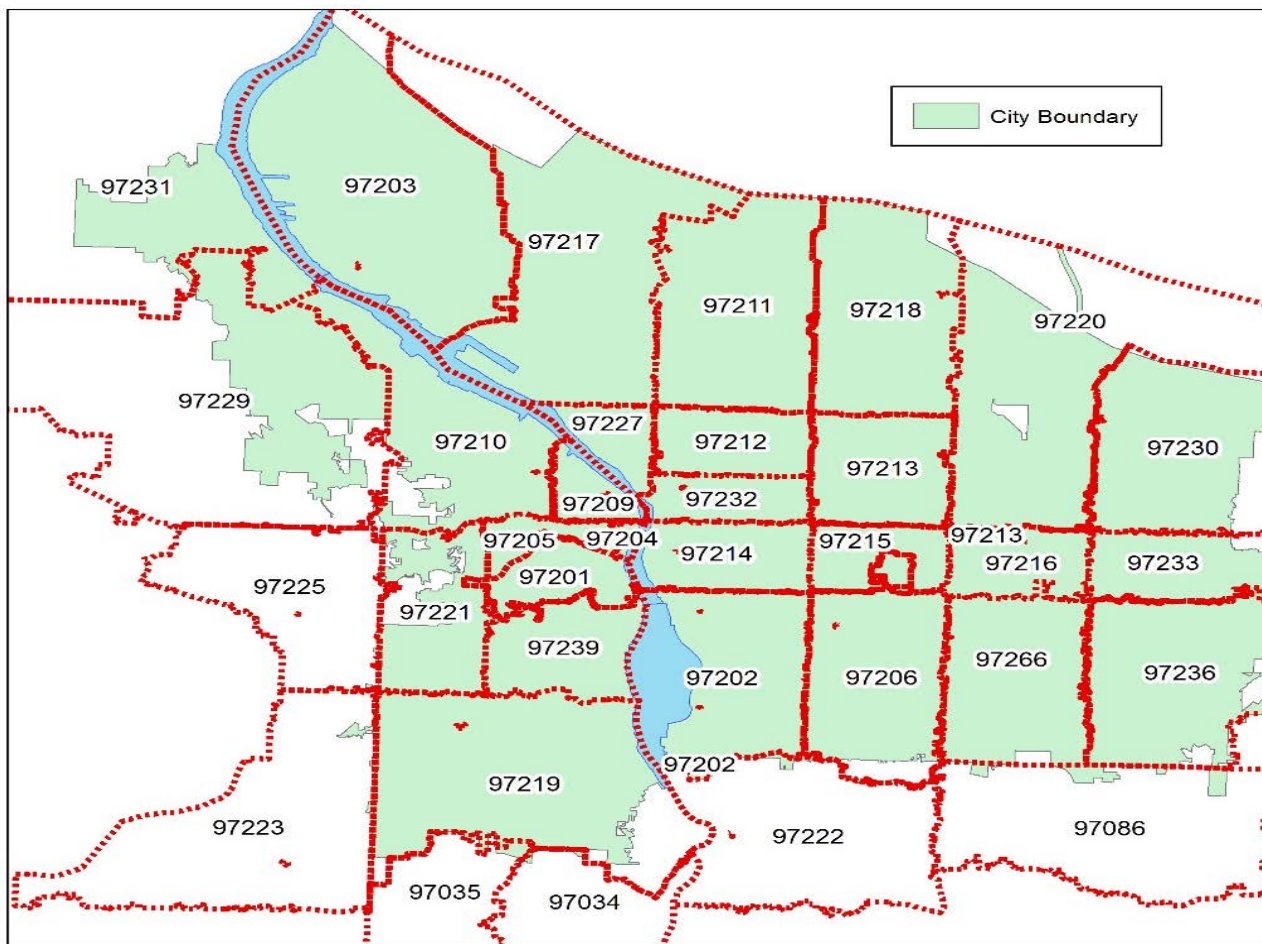
Private For Hire Transportation Innovation Pilot Program

Data Analysis

- Trip pattern data collected from taxicab companies and the new Transportation Network Companies, Uber and Lyft.
- Status Report to Council is a snap shot of taxi and TNC trips during May 2015
- Each taxi company has a different dispatch and reporting system, each with its own format and capabilities
- Only taxicab trips requested through dispatch for immediate pickup were made available (meaning that curbside hails and pre-ordered/reserved rides were excluded)
- Taxi companies did not universally record ride destinations; therefore, this report only analyzes originating destinations of taxi trips
- Some assumptions made through extrapolated estimates for the entire industry based on available data

Trip Pattern Data by ZIP Code

Fig. A1



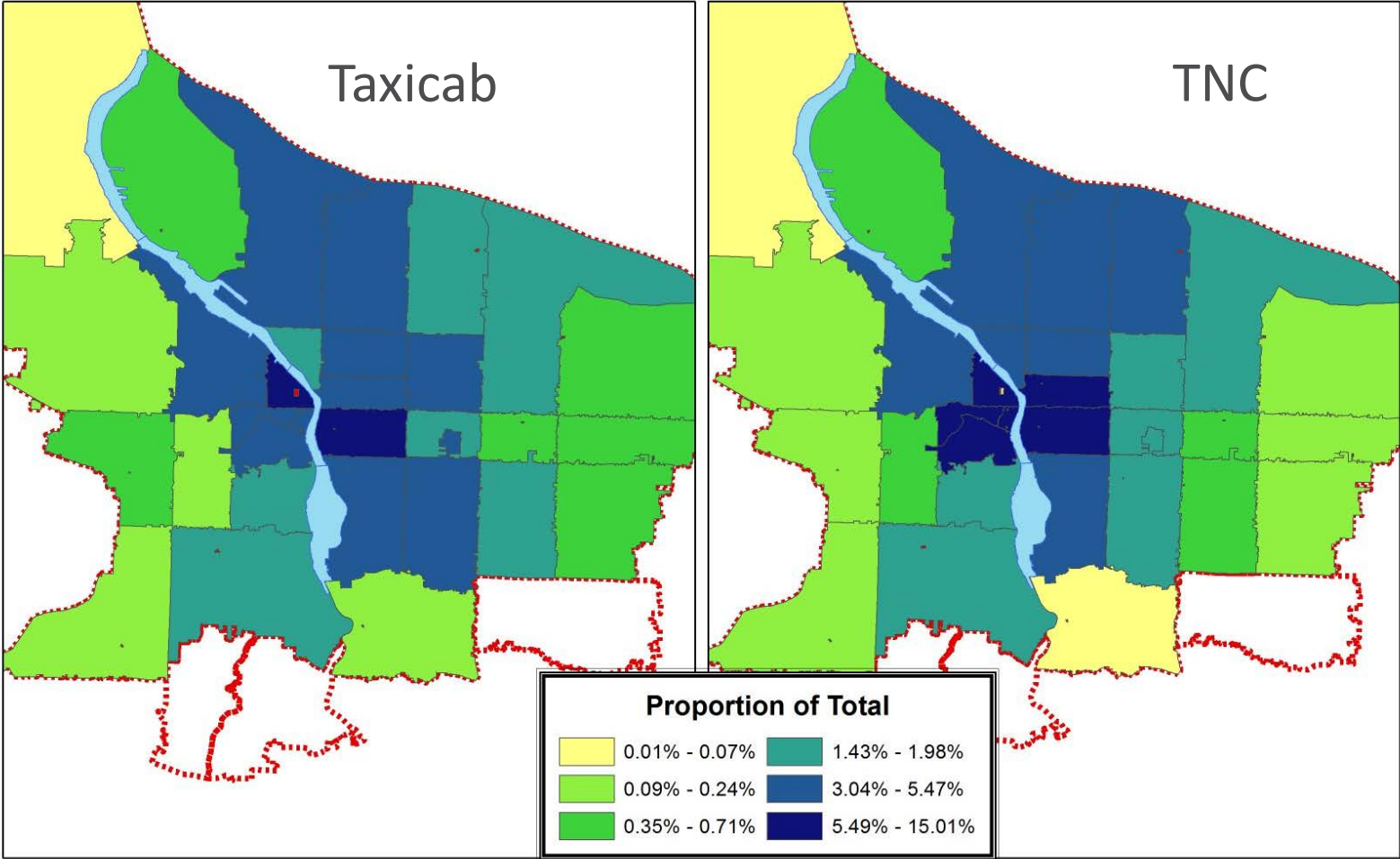
Location Trends

Top ten originating neighborhoods

	Taxicab		TNC	
Top 10	ZIP	% of Total	ZIP	% of Total
1	Buckman/Richmond	12.4%	Pearl/Old Town	14.3%
2	Pearl/Old Town	12.1%	Buckman/Richmond	13.0%
3	Outside	7.2%	Goose Hollow/Downtown	8.9%
4	Sellwood	6.1%	Downtown	8.7%
5	Kerns/Lloyd	5.6%	PSU/South Waterfront	5.5%
6	Sunderland/Woodlawn	4.5%	Cully/Airport	5.5%
7	Downtown	4.5%	Kerns/Lloyd	5.2%
8	Goose Hollow/Downtown	4.4%	Sellwood	4.8%
9	Overlook	4.4%	NW Portland	4.7%
10	NW Portland	3.8%	Outside	4.6%

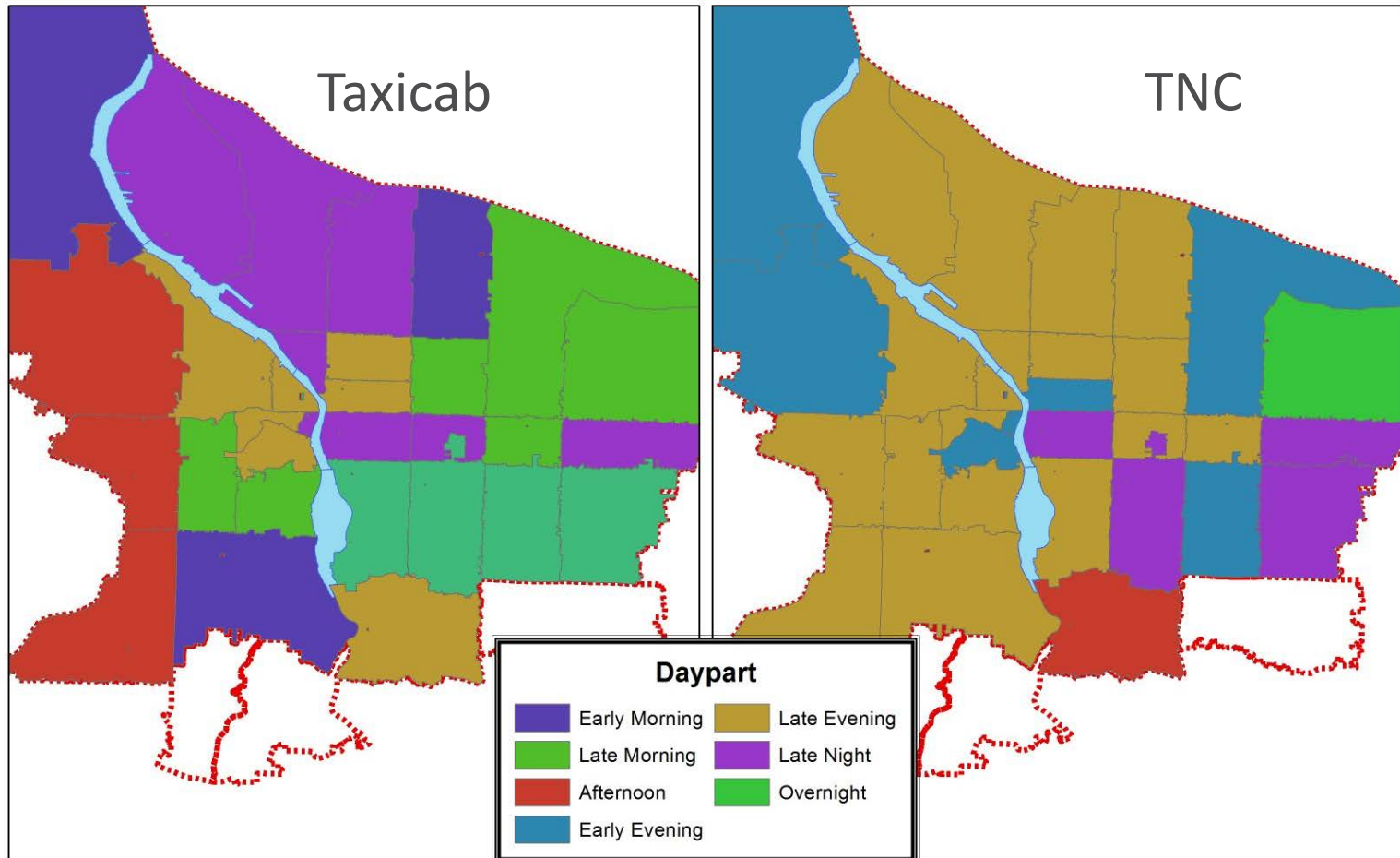
Percentage of Rides by Originating ZIP Code

Fig. C1



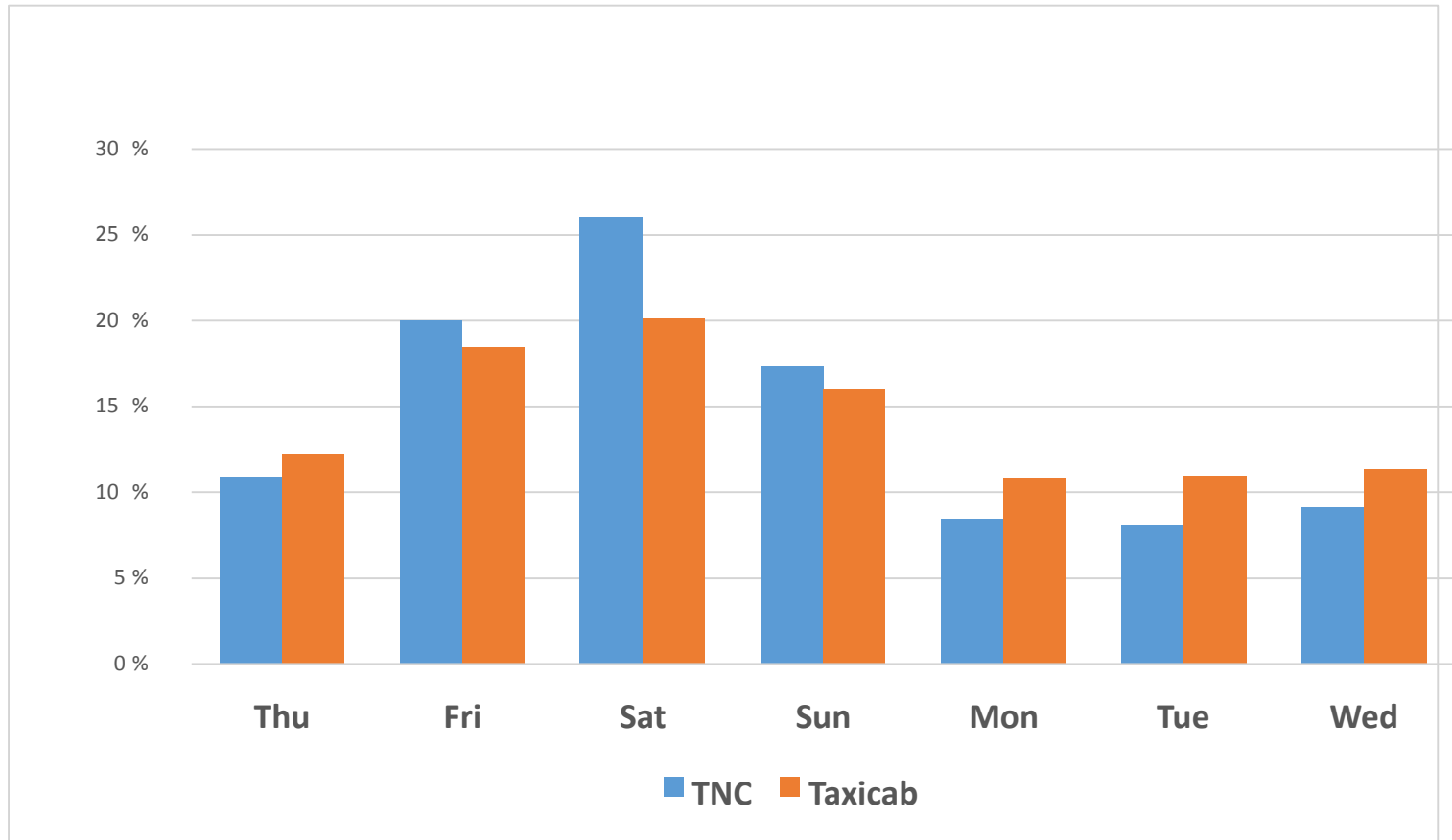
Peak Request Time by Originating ZIP Code

Fig. B6



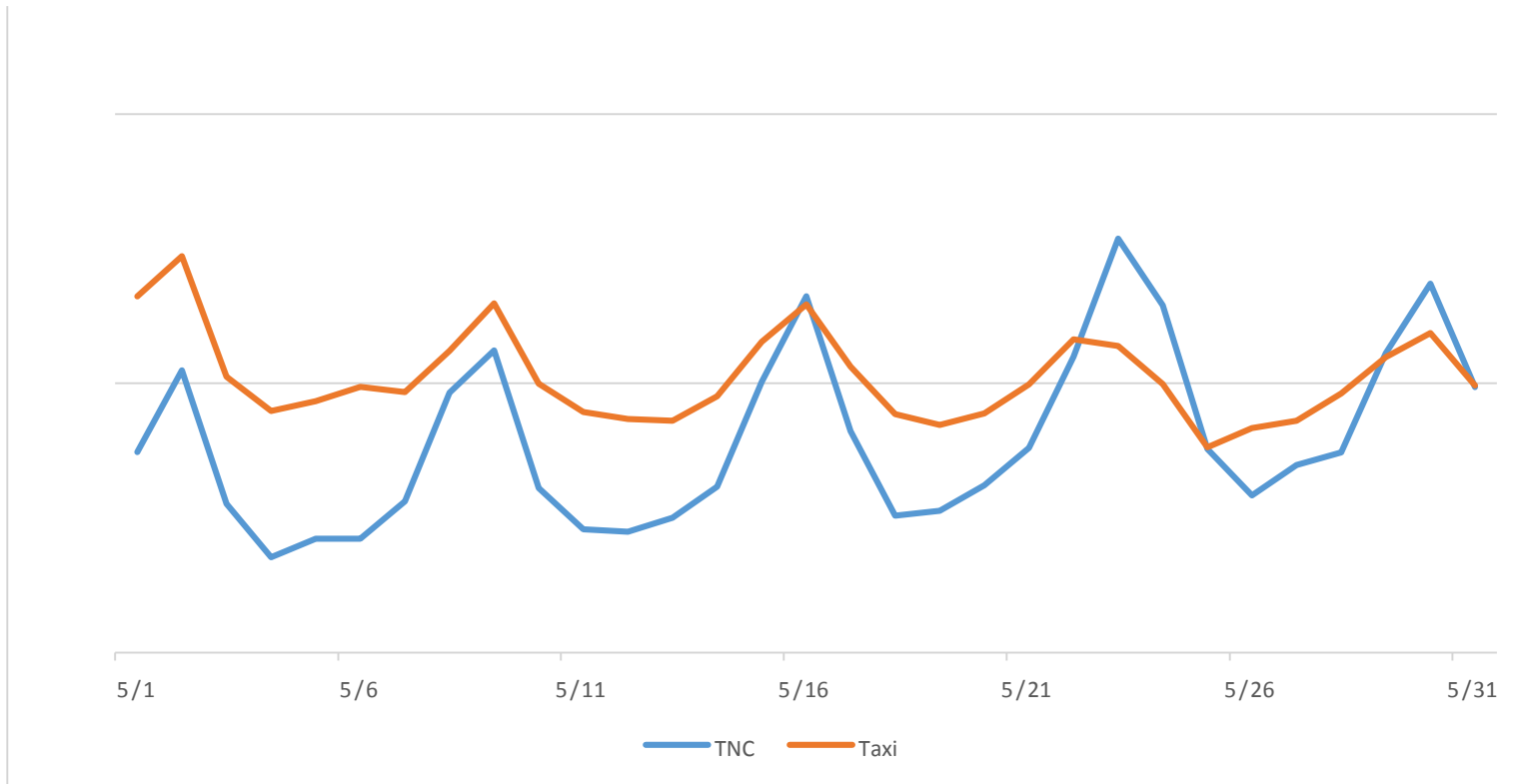
Frequency of Ride by Day of Week

Fig. B1



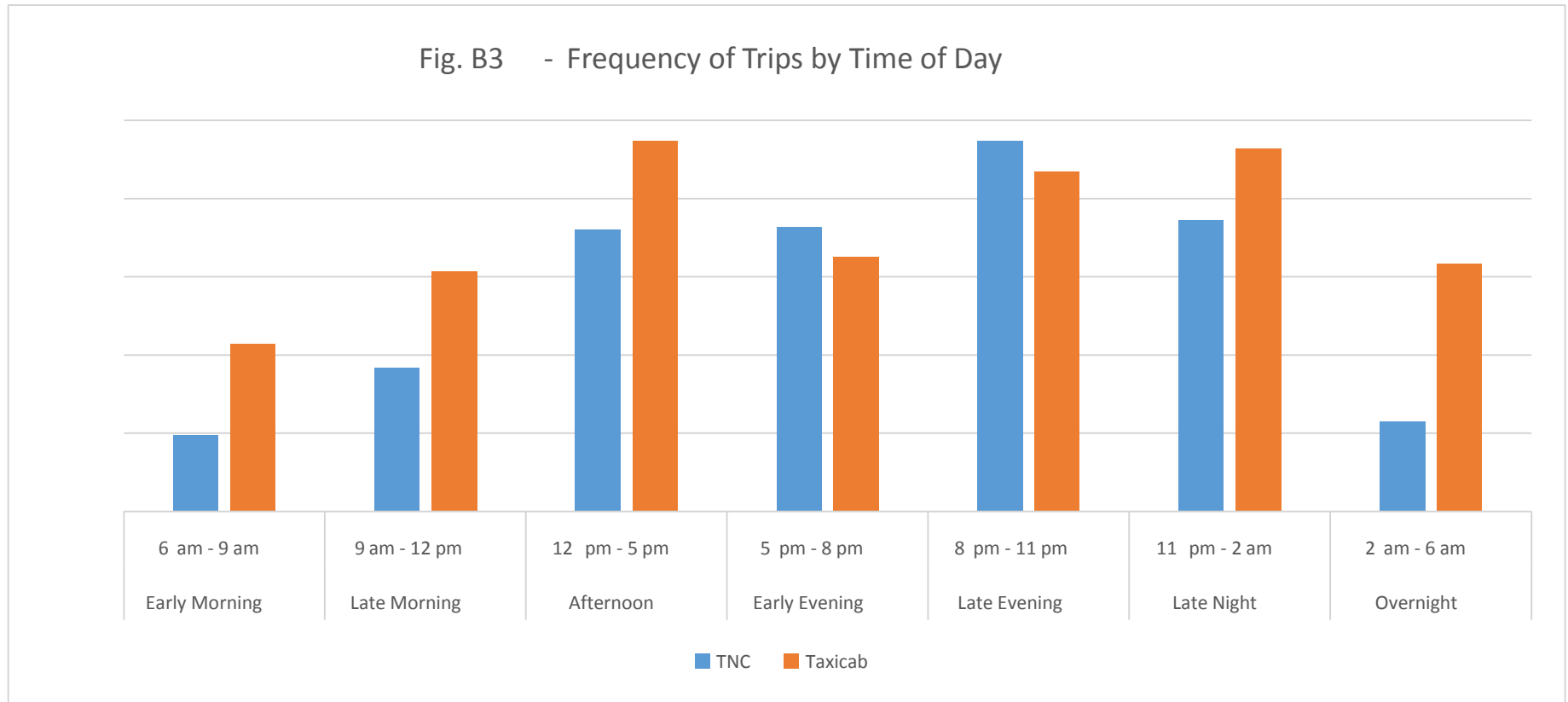
Frequency of Rides by Date

Fig. B2



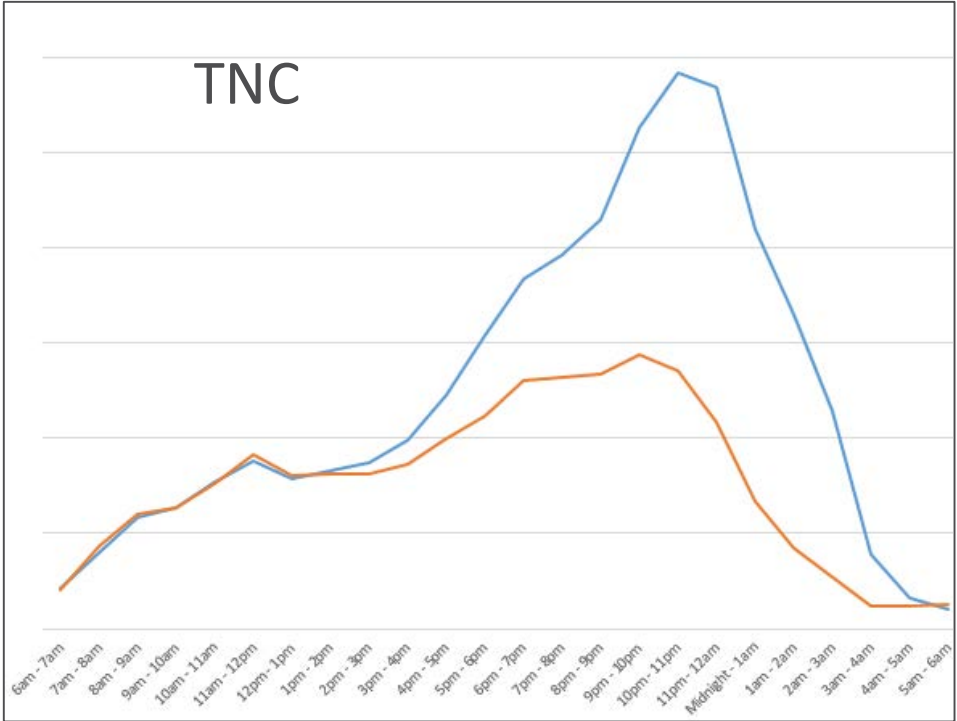
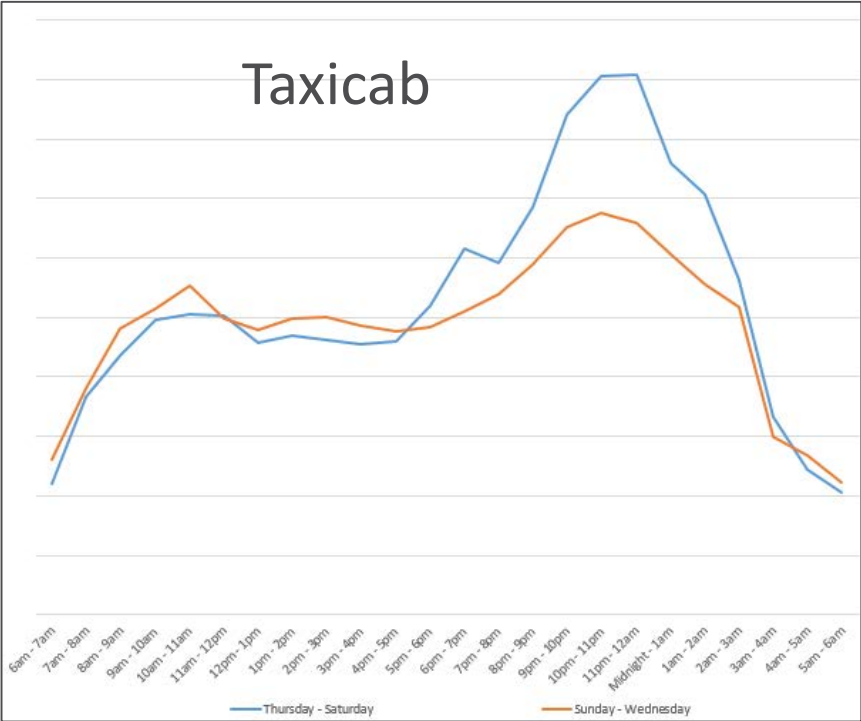
Frequency of Trips by Time of Day

Fig. B3



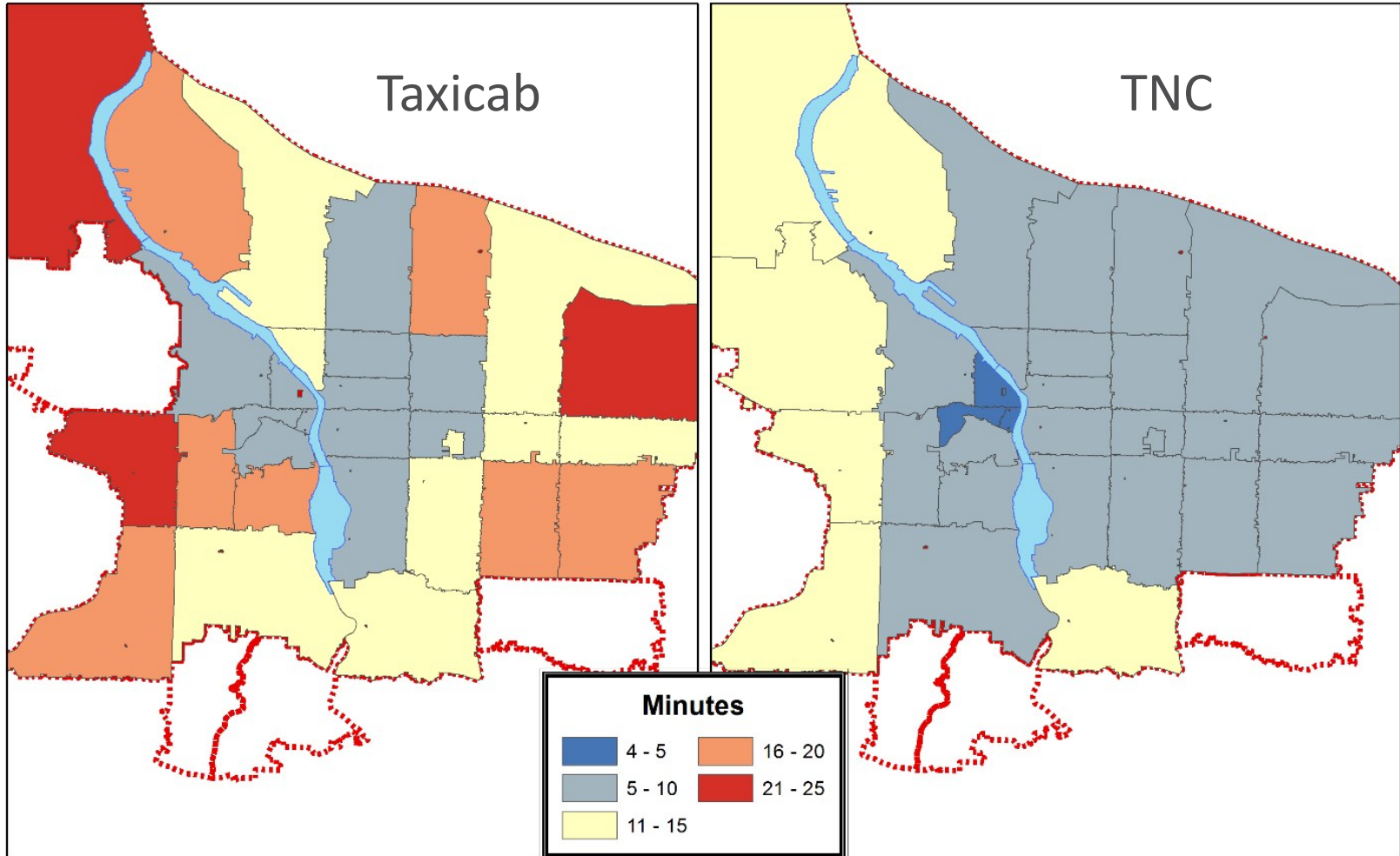
Daily Ride Peak Times

Figs. B4 and B5



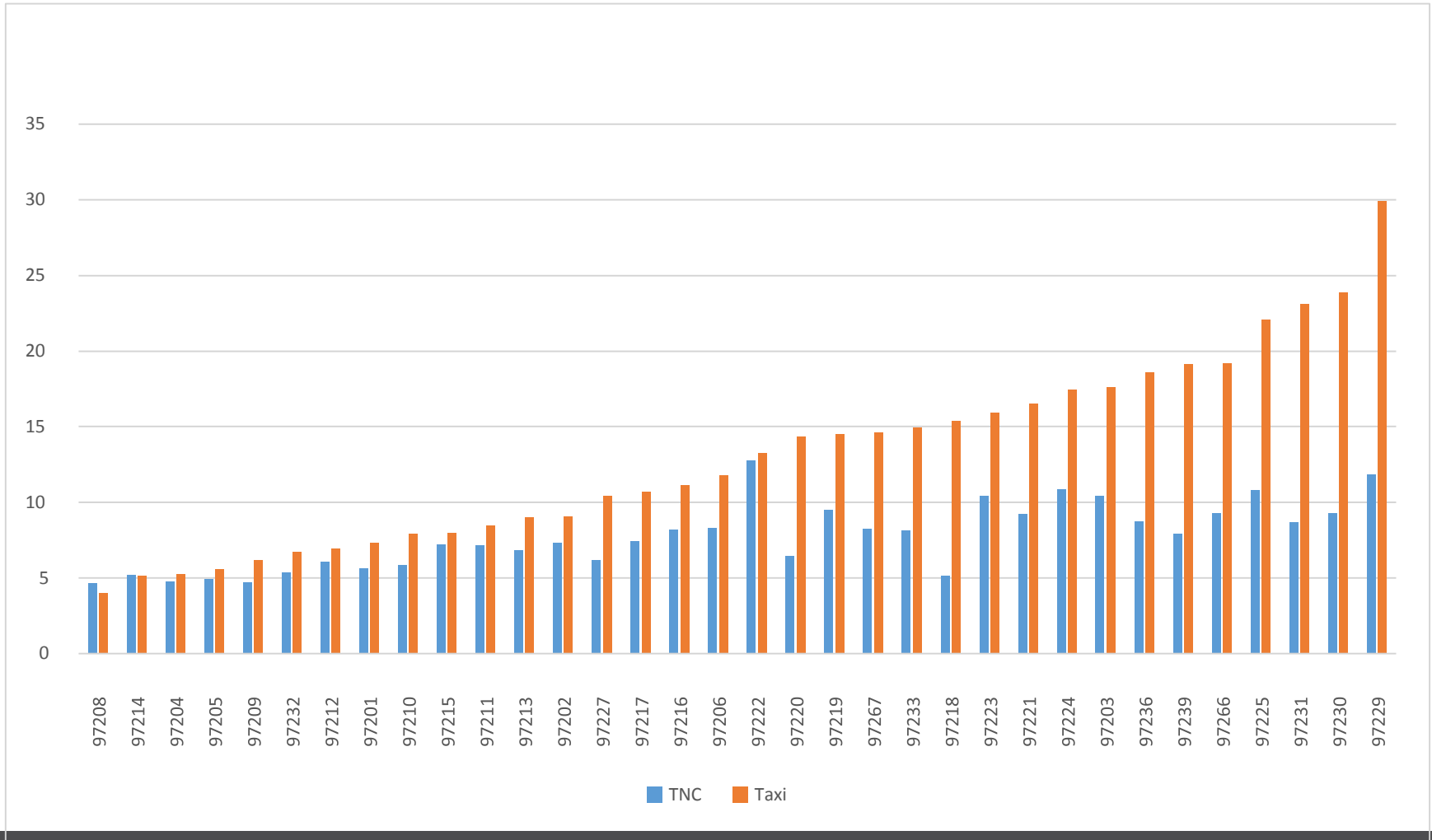
Average Wait Times by ZIP Code

Fig. D3



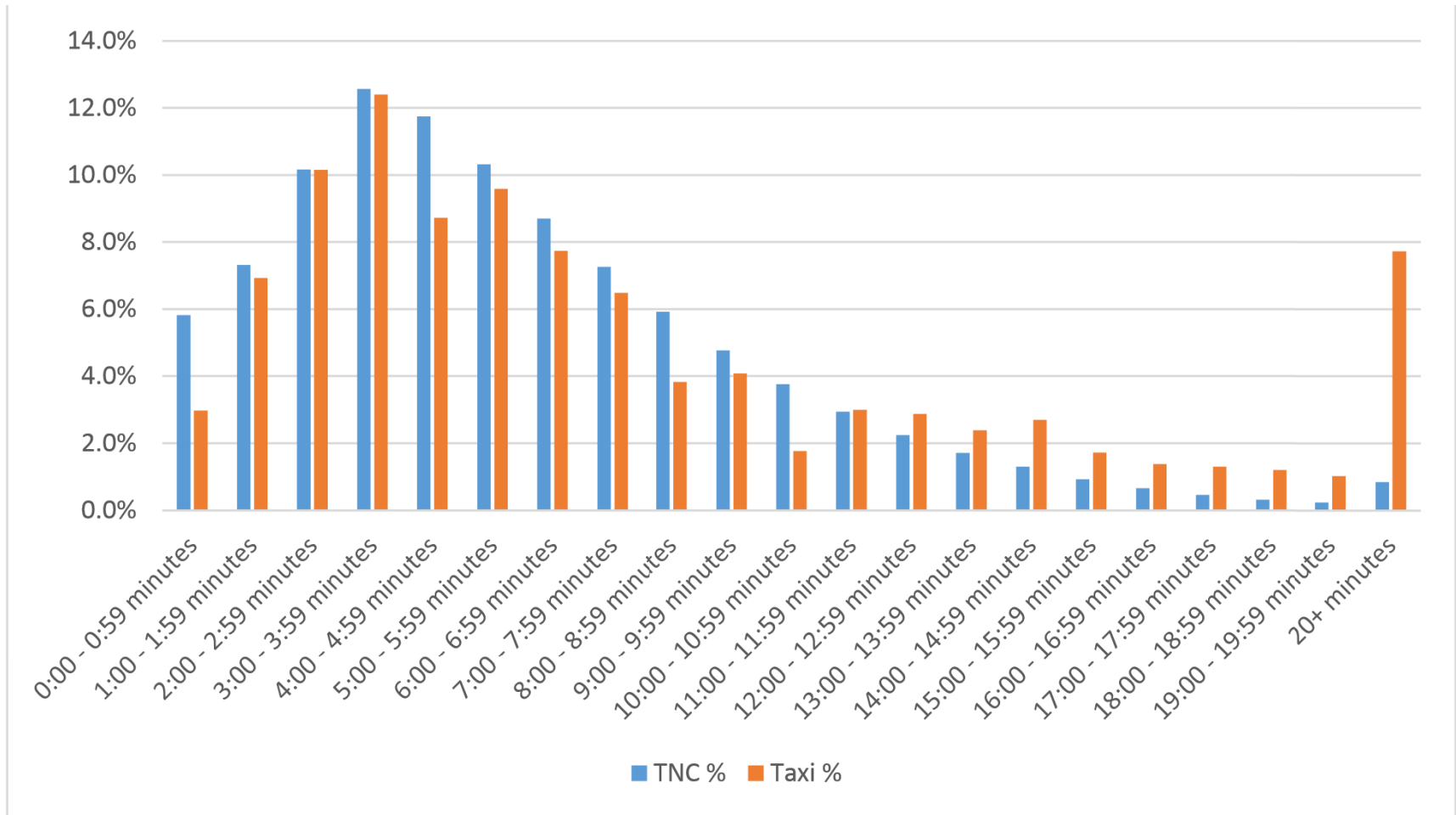
Average Wait Times by ZIP Code

Fig. D2



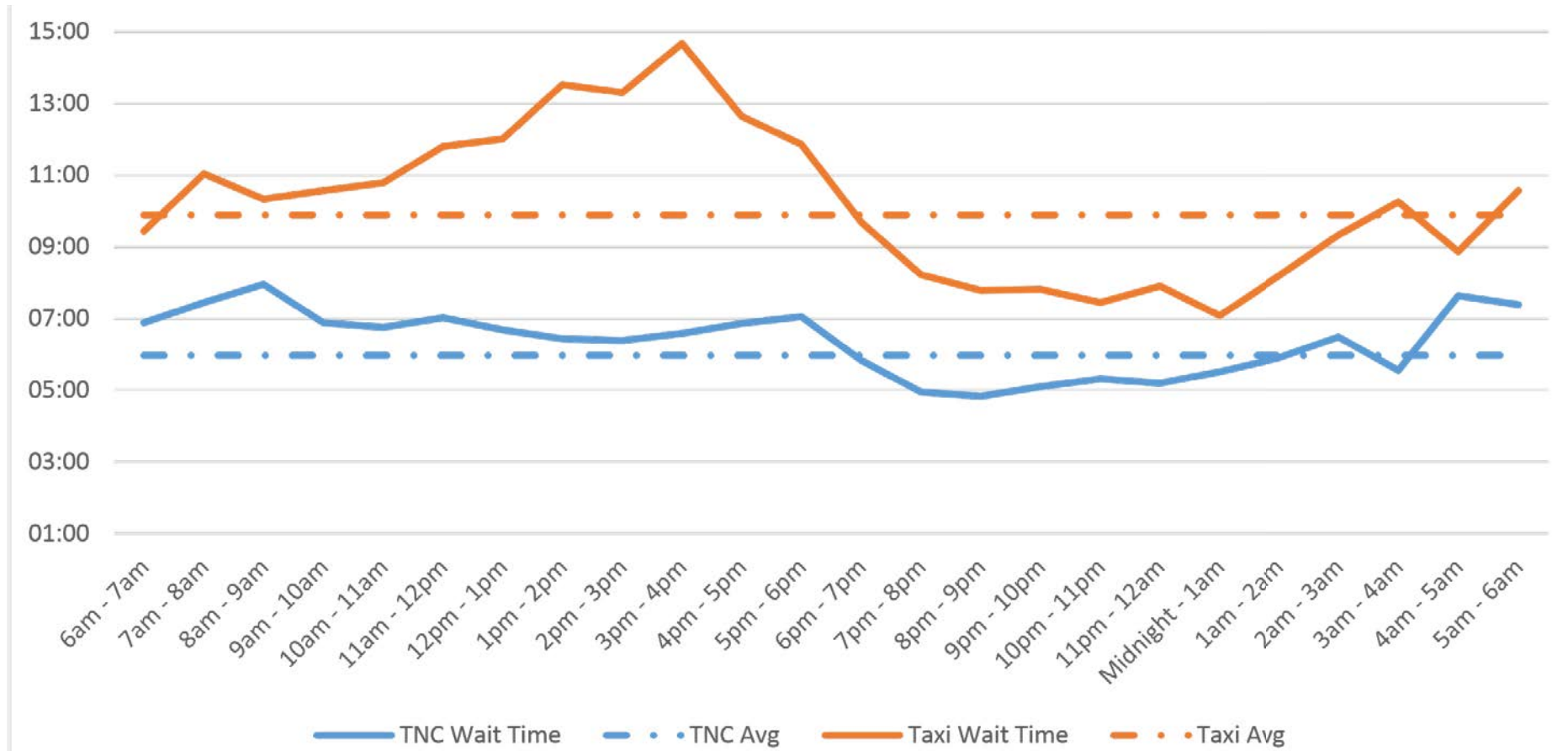
Percentage of Total Trips by Wait Time

Fig. D1



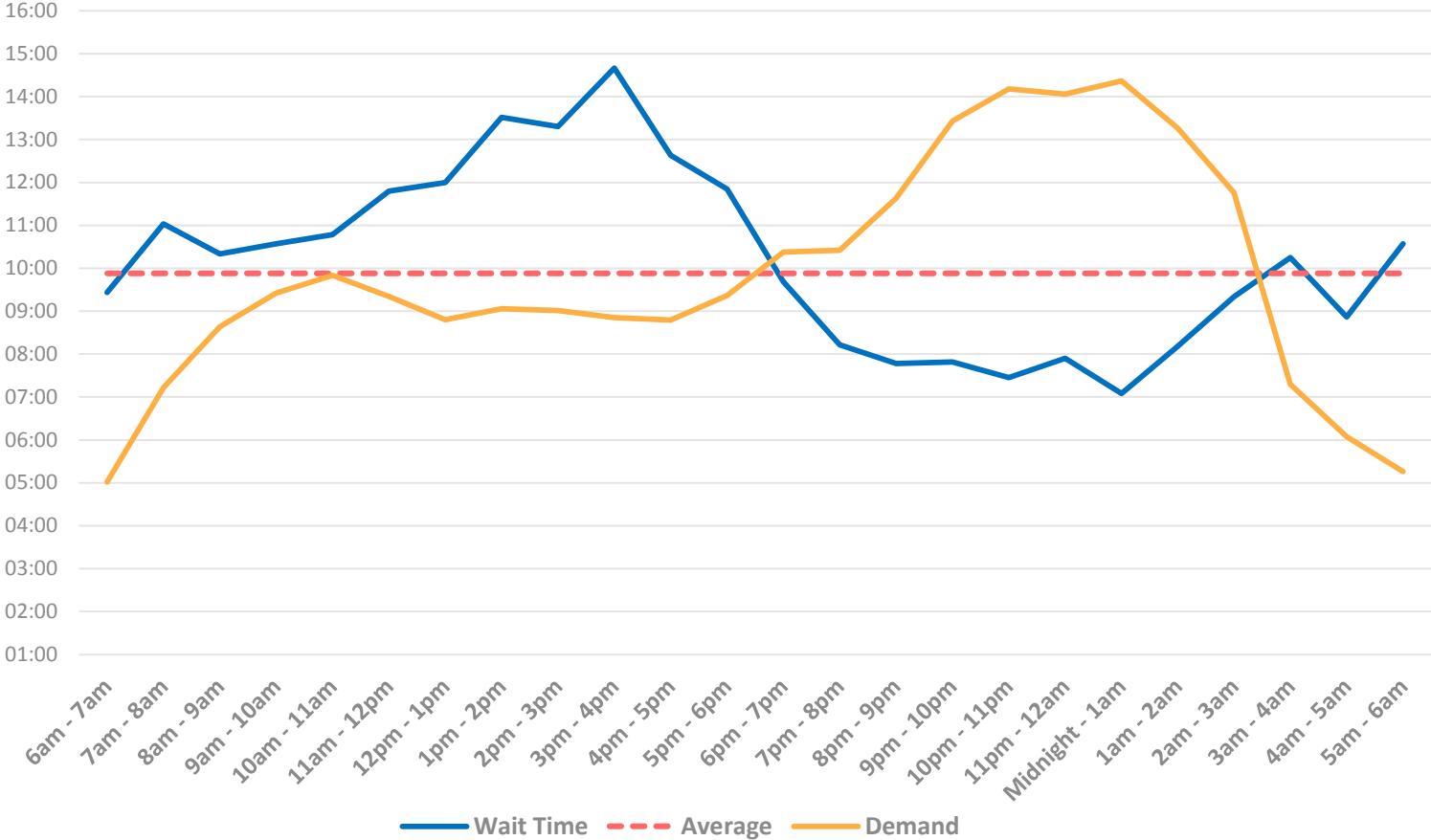
Wait Time by Time of Day

Fig. D4



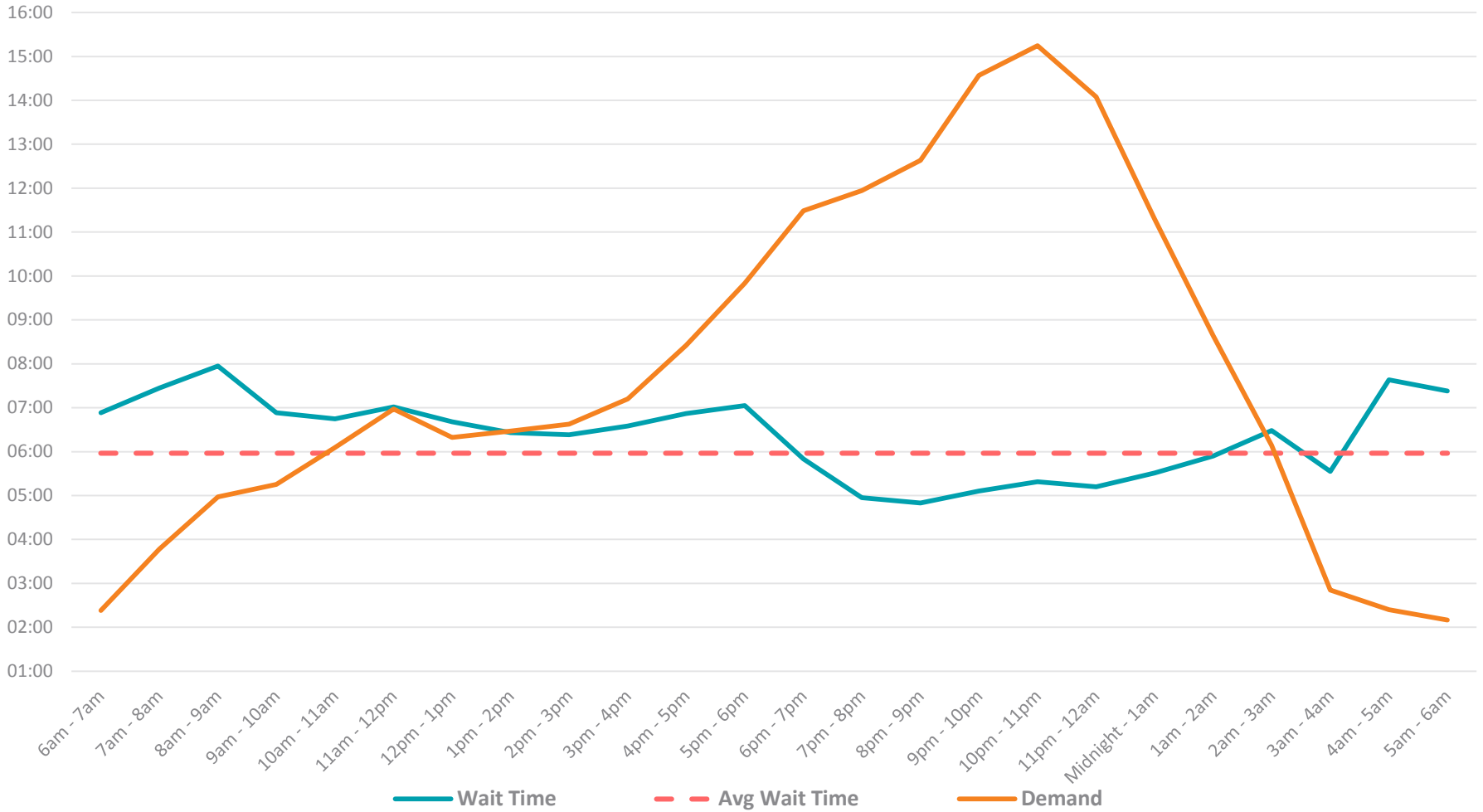
Taxicab Wait Time and Ride Demand

Fig. D6



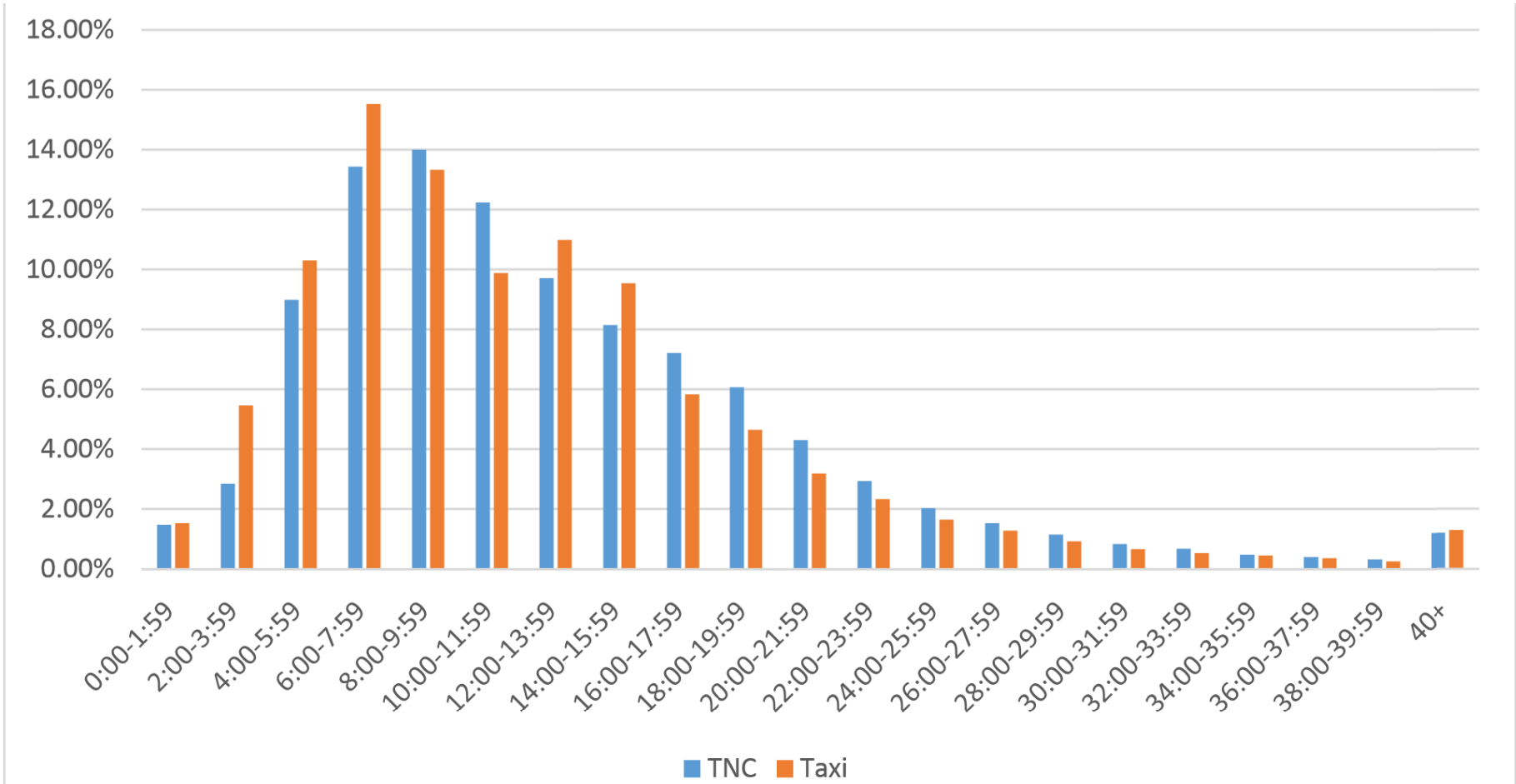
TNC Wait Time and Ride Demand

Fig. D5



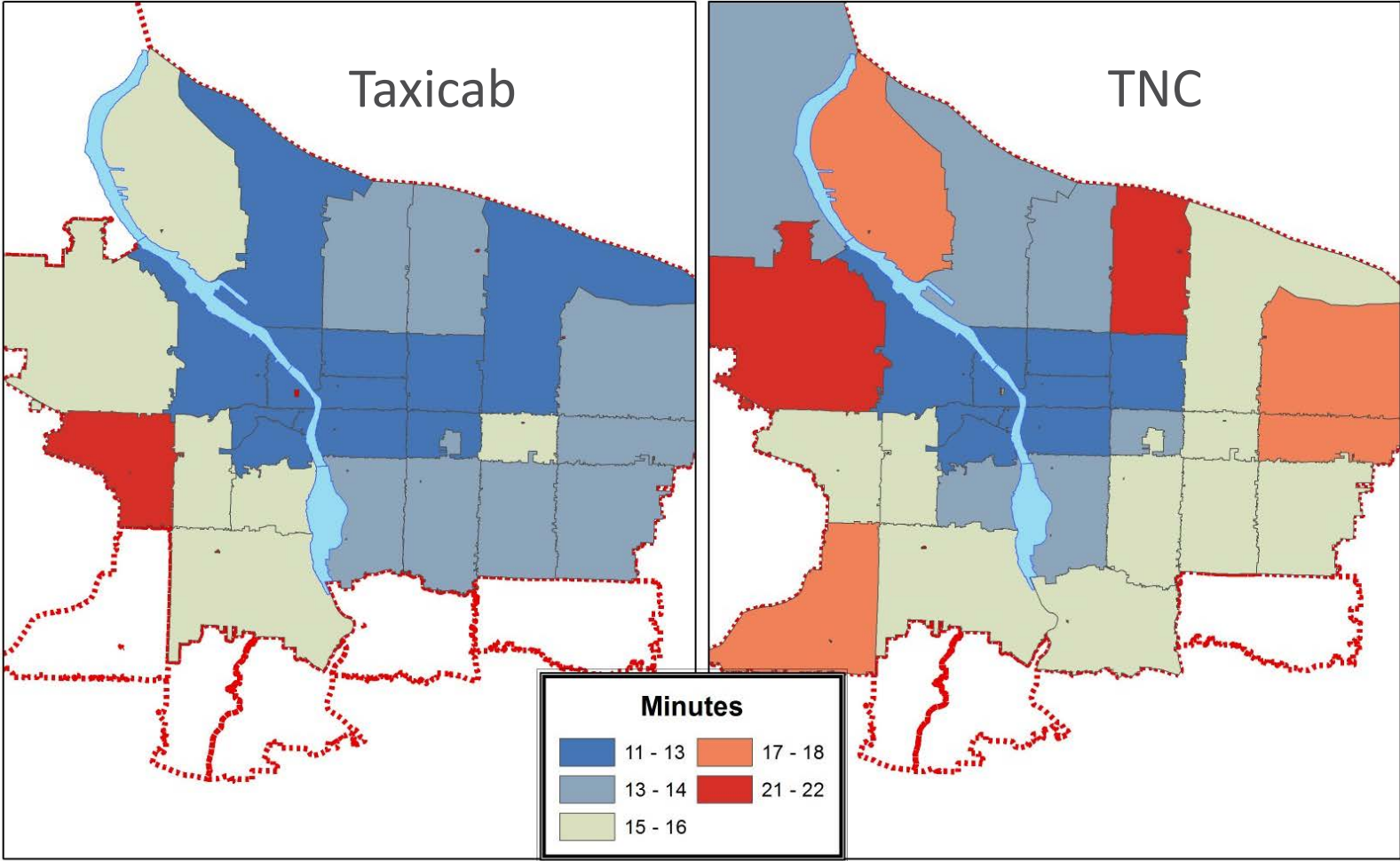
Trip Duration

Fig. E1



Average Ride Duration by ZIP Code

Fig. E3



Compliance Protocol

- The program primarily uses the following methods to ensure compliance:
 - TNC driver and vehicle compliance certification prior to on-boarding
 - Random certification audits
 - Regular field compliance actions
 - Complaint investigations
- The objective of the new protocols is both to educate and to enforce compliance
- Consequences of violating pilot rules and regulations range from warnings to civil penalties that escalate with recurring offenses and permit suspension or revocation

PFHT Complaints

- Since the beginning of the Pilot, the PFHT program has received 13 complaints. This compares to the nearly 90 complaints that were received in all of 2014.
- Complaints regarding PFHT operators in the City of Portland may be submitted to the following:
 - Through email at pdxrides@portlandoregon.gov
 - By calling 503-865-2486
 - Online at portlandoregon.gov/pdxrides
 - In writing by mail or fax: PO Box 8572 Portland, Oregon 97207
or 503-865-9022 (fax)

Accessible Transportation

Options available in Portland

There are several transportation options currently available to Portlanders with disabilities:

- Privately owned/operated WAV
- TriMet and the TriMet LIFT paratransit program
- Medicaid-funded, non-emergency medical transportation services (under the local authority of Coordinated Care Organizations)
- Medical and supportive living facility transportation services
- Private for-hire transportation services (taxis and TNCs)

Accessible Transportation

Americans with Disabilities Act enacted by Congress in July 1990 that prohibits discrimination and requires that public services provide reasonable accommodations to people with disabilities.

TriMet began partnering with taxi companies in the 1990s to provide additional transportation services to people with disabilities, and still maintains contracts with several taxi companies and other transportation operators

Portland is one of the first U.S. cities to adopt wheelchair accessible vehicle requirements for taxi companies

History of Taxi WAV Regulations

- In 1990, the City set a goal for taxicab companies to increase the size of their respective wheelchair accessible fleets to a minimum of 20% of each company's total fleet
- In 2003, the PFHT Board and a coalition of taxi companies developed an agreement to form the Portland Accessible Cab Association (PACA), a central WAV dispatch broker between taxi companies
- Under PACA, 10% of a participating taxi company's fleet needed to be WAVs, instead of the 20%. Unfortunately, PACA proved challenging to coordinate and was formally disbanded in December 2012. Today, taxi WAVs constitute 15% of all of Portland's permitted taxi vehicles

Wheelchair Accessible Transportation

People who need wheelchair accessible vehicles often experience substantially greater challenges in accessing those vehicles, particularly due to the costs involved.

- WAV trips take longer and cost up to \$30 and \$40 more than a non-WAV trip
- Additional operating costs absorbed by the overall operating costs to taxi companies and TNCs
- Several Portland taxi companies have mitigated higher costs by contracting taxi WAVs to other transportation service providers, including paratransit, mass transit operators and to non-emergency medical transportation brokers
- Establishing service performance standards, instead of fleet requirements, widely agreed to be a better means of ensuring WAV service from taxi companies and TNCs

WAV Trips in May

Taxi and TNCs WAV Service in Portland

Taxicab Companies

- Riders requested an estimated 640 immediate pickup WAV trips during May, of which 13% were cancelled.
- Of the reported taxi WAV trips, 44% had a 30 minute average wait time.

Transportation Network Companies

- For the TNC industry, just over 200 WAV rides were given during
- Average wait time for a vehicle was 10 minutes.
- This number anticipated to increase in subsequent months as TNC WAV services improve and as WAV demand increases.

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PFHT Innovation Task Force

Update

- Subcommittees established
 - Operational Considerations
 - Market and Program Considerations
 - Accessibility Considerations
- Invited Representatives
- Key themes in discussions to date
 - Establish a level, competitive playing field for companies and drivers
 - The PFHT program should focus on compliance monitoring with escalating penalties based upon levels of non-compliance
 - Ongoing data collection will be essential
 - Long-standing issues around accessible transportation options; ongoing mechanisms should be established to monitor implementation of Task Force accessibility recommendations