

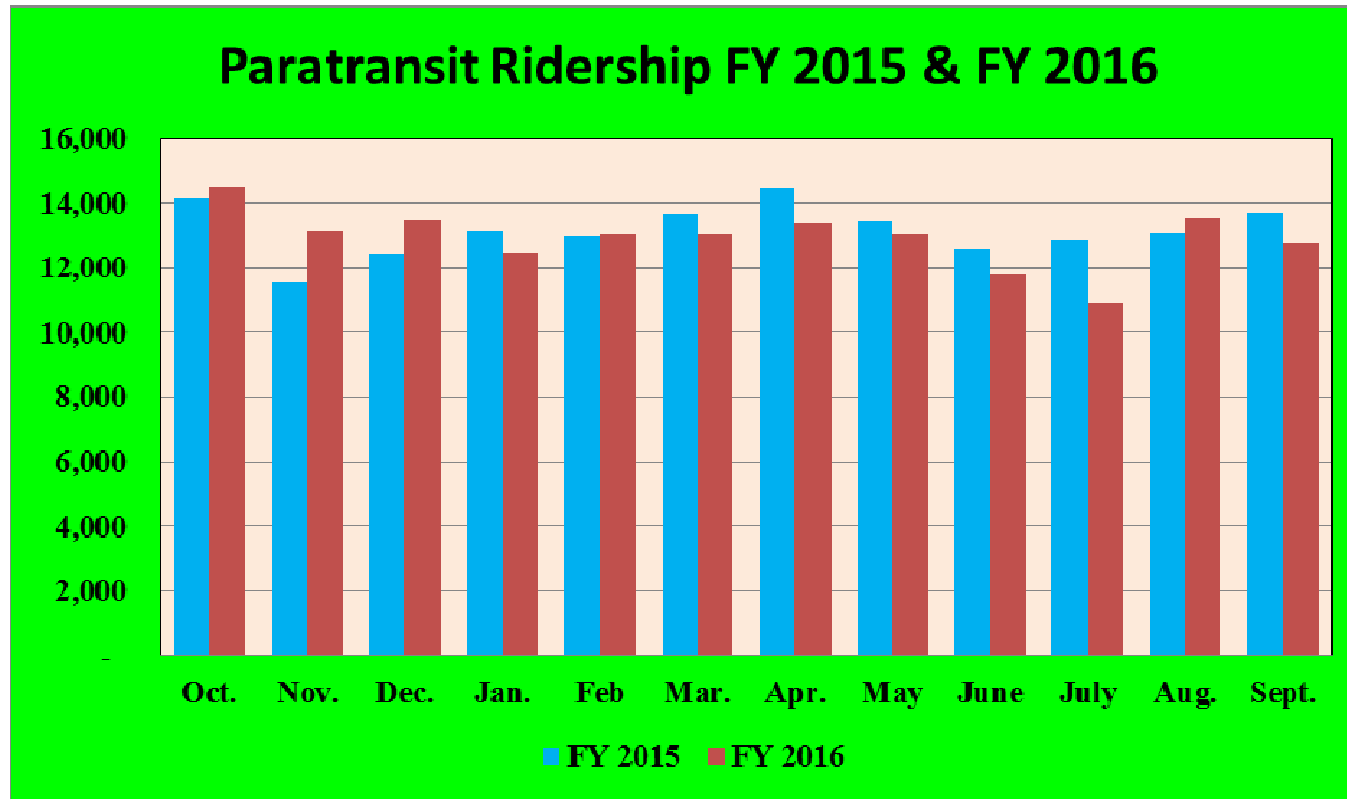


**HART Taxi Voucher Program
FY 2016 Report
Regular Board Meeting
November 7, 2016**

Taxi Voucher Program

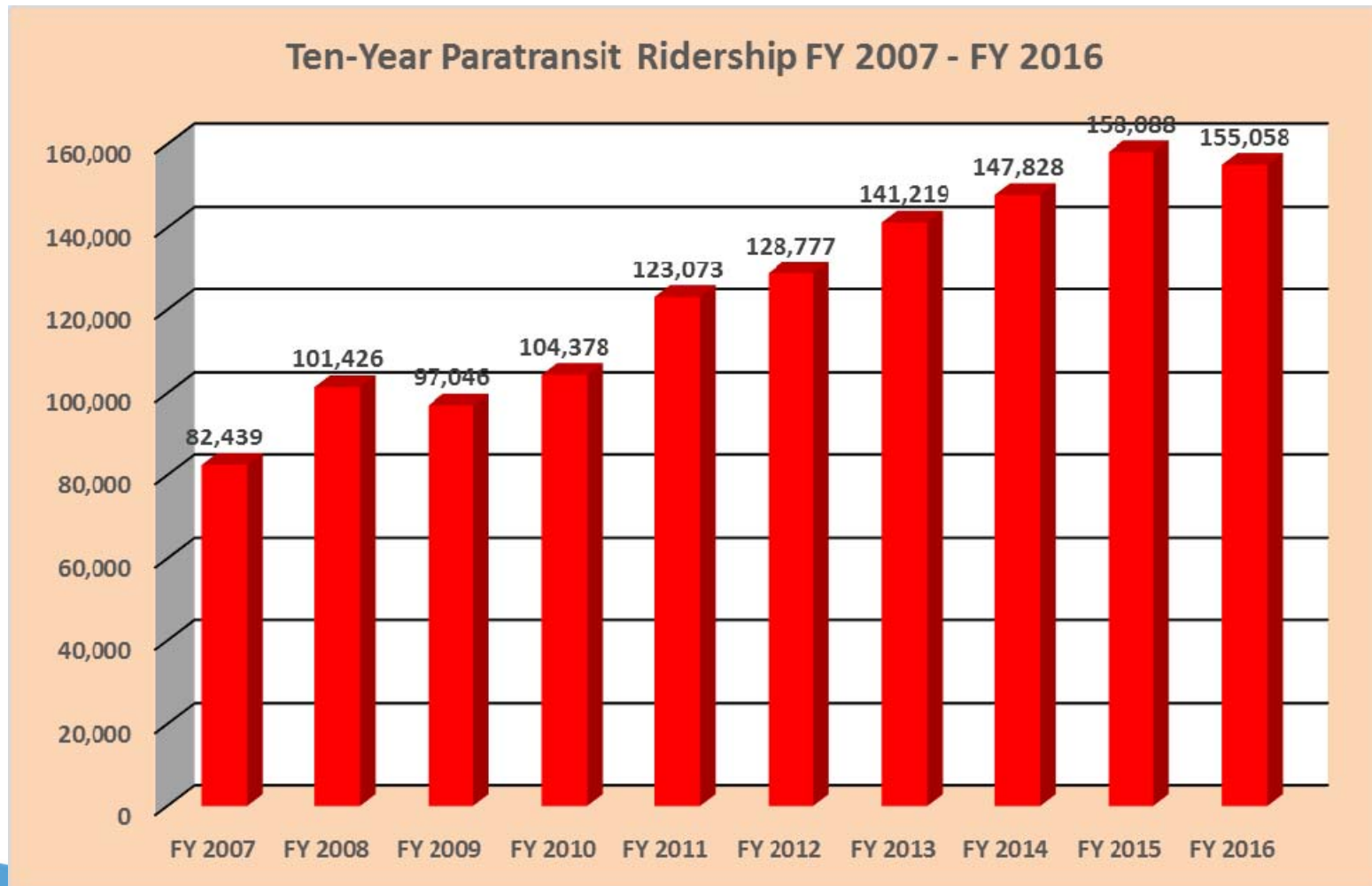
- Rider gives driver pre-purchased ticket @ \$4 fare value or cash equivalent
 - E.g.: rider pays \$4 to taxi driver; Yellow Cab provider bills HART \$16
- Same day calls
 - Because 24-hour notice is not required, trips are not NTD reportable (DT-PT)
- Taxi sends invoice to HART with all rides and mileages

2016 – Results



- October – December HARTPlus +8%
- January – September HARTPlus -5%

HARTPlus Growth



FY 2016 Total Paratransit HARTPlus + Taxi

Month	FY 2015	FY 2016	% Change	Quarterly Change
October	14,113	14,499	+2.7%	
November	11,557	13,132	+13.6%	
December	12,410	13,478	+8.6%	+8.0%
January	13,132	13,716	+4.4%	
February	13,019	15,346	+17.9%	
March	13,664	15,742	+15.2%	+12.5%
April	14,455	16,151	+11.7%	
May	13,442	16,196	+20.4%	
June	12,596	15,310	+21.5%	+17.7%
July	12,883	14,508	+12.6%	
August	13,093	17,514	+33.8%	
September	13,725	17,000 est.	+23.9%	+23.5%

Green = No Taxi Program

Conclusions

- FY 2016 paratransit growth = 15.5%
- FY 2016 HARTPlus growth = -1.9%
- The Taxi Voucher program has allowed
 - ✓ customers to have flexibility of same day trips
 - ✓ no advanced 2-3 day reservations required
 - ✓ to meet increasing demand without increasing HARTPlus fleet and staffing level

Questions?