

# CITY COUNCIL REPORT



Meeting Date: August 19, 2013  
 General Plan Element: *Public Services & Facilities*  
 General Plan Goal: *Partner with other jurisdictions and agencies*

## **ACTION**

**Non-ADA Fare Increase:** Adopt Resolution No. 9500 authorizing approval of the regional recommendation to increase the East Valley Dial-a-Ride non-ADA base fare from \$1.00 to \$2.50 on October 1, 2013; increase the base fare again from \$2.50 to \$4.00 on July 1, 2014 and thereafter increase the non-ADA fare as the ADA fare is increased to maintain uniformity; and change the charge per zone to a charge per mile on October 1, 2013.

## **BACKGROUND**

Provision of service for disabled individuals is a Federal Transit Administration (FTA) requirement for transit entities providing transit service using Federal funds. Scottsdale receives Federal funds for trolley maintenance expenditures and purchase of transit vehicles. As a result the City is required to provide Dial-a-Ride service for disabled individuals whose trip begins or ends within  $\frac{3}{4}$  mile of a federally funded transit route (Trolley routes and Valley Metro routes). The fare charged for the specialized service is allowed to be a maximum of twice the regular fare for fixed route transit service. Scottsdale is one of five cities that provide ADA service through the East Valley Dial-a-Ride (EVDAR) program.

### **Non-ADA Service Description**

Chandler, Tempe and Scottsdale allow individuals who are age 65+ or have a temporary disability to use EVDAR service. These trips are referred to as "non-ADA". Until 2013, all East Valley Dial-a-Ride trips were dispatched from one central location and traveled a predetermined route picking up/dropping off ADA passengers along the way. Non-ADA trips were added to the route if a vehicle had a seat available after all ADA trips accommodated. The taxi-based system (initiated in July 2013) dispatches vehicles which are already located in each city to provide service as needed. The change in dispatching method makes it nearly impossible to schedule a non-ADA trip with an ADA trip so nearly all non-ADA trips are now provided as a separate trip.

The City's Cab Connection program is very similar to East Valley Dial-a-Ride. Both services provide transportation for individuals who have difficulty using bus/trolley service. The main difference is Cab Connection does not provide wheelchair lift equipped service. Scottsdale's portion of the Regional Proposition 400 revenues pays for ADA trips on both services (an estimated \$1.13 million

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in fiscal year 2014). Non-ADA trips, however, do not qualify for Proposition 400 reimbursement and for both services are instead paid for from the City’s Transportation privilege tax (0.2 cent sales tax).

The primary difference between the programs is the fare structure. Cab Connection vouchers provide up to \$10.00 per trip, and the user pays any amount above \$10.00. The average trip length for Cab Connection is 2.4 miles and costs the user nothing, except a tip if they chose to compensate the driver. The fare structure for East Valley Dial-a-Ride non-ADA service is based on 25 zones. Currently, the non-ADA user pays a \$1.00 base fare for the zone they are picked up in, and an additional 50 cents for every other zone they travel through. The average fare for Scottsdale users is \$2.50 and the average trip length is 7.1 miles.

For longer trips East Valley Dial-a-Ride costs the user less, particularly when the trip is booked non-ADA; however, if the trip costs the city more, it is due to the lost fare recovery. For example, a trip from Scottsdale to the Chandler Regional Medical Center would cost: the East Valley Dial-a-Ride system would cost the ADA user \$4.00 while the non-ADA user would only pay \$3.50. A Cab Connection trip would cost the user an estimated \$53.40. Non ADA trips beyond six zones (Scottsdale to Mesa) would cost the non-ADA user \$4.00 or more. A five-year summary of costs and trip data for both programs is shown in the table below.

**Table: Five-Year (2011-14) Comparison of Trip and Cost Data, Cab Connection and East Valley Dial-a-Ride non-ADA Programs**

<b>NON-ADA PROGRAM DATA</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014 Estimate W/Out Fare Increase</b>	<b>2014 Estimate With Fare Increase</b>
<b>One-Way Trips Provided</b>					
<b>EVDAR</b>	16,514	11,334	26,108	28,719	25,108
<b>Cab Connection</b>	29,840	29,852	32,175	33,175	34,175
<b>Total Service Cost</b>					
<b>EVDAR</b>	\$394,174	\$403,369	\$250,000	\$288,750	\$252,446
<b>Cab Connection</b>	\$229,685	\$223,978	\$253,950	\$263,741	\$271,691
<b>Average Cost per Trip</b>					
<b>EVDAR</b>	\$40.12	\$38.18	\$42.72	\$29.62	\$26.77
<b>Cab Connection</b>	\$7.69	\$7.50	\$7.89	\$7.95	\$7.95

**ANALYSIS & ASSESSMENT**

**Recent Staff Action**

Staff works with other East Valley jurisdictions involved in the East Valley Dial-a-Ride program on service levels and issues resolution to provide seamless efficient services through this program.

### **Policy Implications**

Use of taxi vehicles has made the service much more comfortable and convenient to the user which is evidenced by survey results and by calls to the transit office. An unforeseen consequence of providing improved service was the increased communication amongst users regarding the fare difference. In 2013 more users began booking trips as non-ADA to take advantage of the lower fare.

While Table 1 indicates the costs overall for fiscal year 2014 will actually decrease, the reduction is a result of Scottsdale's request that non-ADA trips taken by ADA certified individuals be treated as reimbursable Proposition 400 trips. This change reduced Scottsdale's fiscal year 2014 contract cost by \$247,000; however the City still lost an additional \$75,000 in fare revenues (\$3.00 per trip non-ADA).

The Cities of Mesa and Gilbert have already eliminated East Valley Dial-a-Ride non-ADA service, and Chandler caps their annual EVDAR non-ADA trip budget at \$250,000 per year. As Scottsdale's population continues to age, the cost of providing both services will increase. The number of Cab Connection program users has doubled since 2008. Aligning the ADA and non-ADA fares will help keep costs down for two reasons: 1) some non-ADA users will choose to not take unnecessary trips due to the higher fare, and 2) some users will switch to use the Cab Connection program for short trips which is a less expensive service to provide. If the fare policy change is not implemented and non-ADA use continues at the existing rate, East Valley Dial-a-Ride Service cost will continue to increase as shown in the table above.

Since the change to taxi vehicles which use meters to document the cost of trips, the use of zones is cumbersome to the taxi drivers as there is no way to reference zone boundaries by the meter software. Zones are used to add a reasonable additional cost for the non-ADA rider to distinguish non-ADA trips as a premium service, available to those users who felt they truly could not use fixed route transit service. A recommended change is to convert the zones to meter miles as a means to accurately reflect trip distance using cab meters.

### **Significant Issues to Be Addressed**

The fare policy for East Valley Dial-a-Ride presents an inequity for the ADA user for whom the service is intended. The average Scottsdale user is currently paying a lower fare (\$2.50) than the ADA user (\$4.00). Many ADA certified users are scheduling non-ADA trips to qualify for the lower fare.

### **Community Involvement**

The Transportation Commission, an advisory body to the City Council, reviews staff proposed service changes in open public meetings and hearings that are televised. The Commission reviewed the recommendation at their May meeting and took action to recommend approval of the staff recommendation. Public outreach meetings were held in all five communities in April 2013 to review a similar three-year transition option. While citizen turnout was low in Scottsdale, a few individuals provided feedback indicating the proposed increases would make the service unaffordable to them. Once each City Council approves the two-year transition, Valley Metro will take the two-year proposal out for public review and comment.

## RESOURCE IMPACTS

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### Available funding

No additional funding is requested. Funding for fixed route transit services comes from the Transportation Privilege Tax, Proposition 400 sales tax, Federal grants, and passenger fares. The transit service and grants included in this agreement are shown in the City's adopted fiscal year 2014 Transportation Fund budget under the Transit Contract line items.

### Staffing, Workload Impact

No additional workload will result from this recommendation.

### Future Budget Implications

Changing the East Valley Dial-a-Ride fare policy will result in a budget reduction beginning fiscal year 2015. If the fare policy is not changed, in the near future the City of Scottsdale will see an annual increase in budget for service.

### Cost Recovery Options

The recommended fare policy change will increase fare revenues collected from passengers, and reduce expenditures. As the non-ADA fare is increased to be equal to the ADA fare the zone fare will in some instances increase the non-ADA fare above the ADA fare. As a result, some non-ADA passengers will seek ADA certification and their future trips will be reimbursed from the Proposition 400 regional sales tax revenues instead of from the City's budget.

## OPTIONS & STAFF RECOMMENDATION

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### Recommended Approach

Approve the regional recommendation to: increase the base fare for East Valley Dial-a-Ride non-ADA base fare from \$1.00 to \$2.50 on October 1, 2013; increase the base fare again from \$2.50 to \$4.00 on July 1, 2014 and thereafter increase the non-ADA fare as the ADA fare is increased to maintain uniformity; change the charge per zone to a charge per mile on October 1, 2013.

### Description of Option B

Disapprove the regional recommendation.

### Description of Option C

Eliminate non-ADA trips from East Valley Dial-a-Ride program.

### Proposed Next Steps

Upon approval of the regional recommendation, Valley Metro will implement the fare changes on October 1, 2013.

## RESPONSIBLE DEPARTMENT(S)

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Planning, Neighborhoods, and Transportation

**STAFF CONTACTS (S)**

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Madeline Clemann, Transit Supervisor, 480-312-2732, [mclemann@scottsdaleaz.gov](mailto:mclemann@scottsdaleaz.gov)

**APPROVED BY**

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Paul Basha, Transportation Director

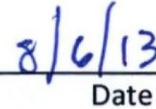
480-312-7651, [pbasha@scottsdaleaz.gov](mailto:pbasha@scottsdaleaz.gov)

  
Date



Randy Grant, Administrator

Planning, Neighborhoods and Transportation Department  
480-312-2664, [rgrant@Scottsdaleaz.gov](mailto:rgrant@Scottsdaleaz.gov)

  
Date

**ATTACHMENTS**

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1. Resolution No. 9500

RESOLUTION NO. 9500

A RESOLUTION OF THE CITY OF SCOTTSDALE, MARICOPA COUNTY, ARIZONA, AUTHORIZING THE CITY TO INCREMENTALLY INCREASE THE EAST VALLEY DIAL A RIDE NON-ADA FARE TO BE EQUAL TO THE ADA FARE.

Whereas, the City of Scottsdale, as a recipient of federal funds related to certain transportation services, is required to provide Dial a Ride services for disabled individuals (ADA trips), which is accomplished through the East Valley Dial a Ride Program (EVDAR); and

Whereas, although it is not a federally mandated service, the City also allows individuals who are age 65 or older or temporarily disabled to use EVDAR services (non-ADA trips); and

Whereas, the current fare for ADA trips is higher than non-ADA trips; and

Whereas, the fare for non-ADA trips, in addition to the base fare, is based on a fare per zone; and

Whereas, the fare per zone cannot be calculated by the meters of the taxis that are currently used for non-ADA trips and must be done manually;

THEREFORE, let it be resolved by the Scottsdale City Council that:

Section 1. The non-ADA fare will be incrementally increased to be equal to the ADA fare as follows:

- a. The non-ADA base fare will be increased from \$1.00 to \$2.50 on October 1, 2013;
- b. The non-ADA base fare will be increased from \$2.50 to \$4.00 on July 1, 2014;
- c. Thereafter, when the ADA fare is increased, the non-ADA fare will be increased to maintain uniformity with the ADA fare;

Section 2. The non-ADA fare will be changed from a charge per zone to a charge per mile on October 1, 2013.

PASSED AND ADOPTED by the Council of the City of Scottsdale, Maricopa County, Arizona this 15 day of August, 2013.

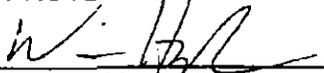
CITY OF SCOTTSDALE, an Arizona  
municipal corporation

ATTEST:

\_\_\_\_\_  
Carolyn Jagger, City Clerk

\_\_\_\_\_  
W.J. "Jim" Lane, Mayor

APPROVED AS TO FORM:

  
\_\_\_\_\_  
Bruce Washburn, City Attorney

By: William K. Hylan, Assistant City Attorney

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ATTACHMENT 1

# **NON-ADA Fare Increase**

## **Federal Transit Authority funding**

**Requires Dial-A-Ride Services for people with disabilities**

## **Scottsdale allows**

**Use of Dial-A-Ride Services by:**

**People with temporary disabilities and people over 65**



# NOW DIAL-A-RIDE USERS CHARGED

## BASE FARE:

People with disabilities ..... \$4.00

People with temporary disabilities or over 65 years old ... \$1.00

## PER ZONE FARE

People with disabilities ..... NONE

People with temporary disabilities or over 65 years old ... \$0.50



# WITH RESOLUTION

## October 1, 2013 to June 30, 2014

### BASE FARE:

People with disabilities .....	\$4.00
People with temporary disabilities or over 65 years old .....	\$2.50

### ADDITIONAL FARE:

People with disabilities .....	NONE
People with temporary disabilities or over 65 years old	
Less than 5 miles .....	NONE
6 to 15 miles .....	\$0.50 PER MILE
More than 16 miles .....	\$1.00 PER MILE



# WITH RESOLUTION

## On and After July 1, 2014

### BASE FARE:

People with disabilities .....	\$4.00
People with temporary disabilities or over 65 years old .....	\$4.00

### ADDITIONAL FARE:

People with disabilities .....	NONE
People with temporary disabilities or over 65 years old	
Less than 5 miles .....	NONE
6 to 15 miles .....	\$0.50 PER MILE
More than 16 miles .....	\$1.00 PER MILE



# NON-ADA Fare Increase

## Federal Transit Authority funding

Requires Dial-A-Ride Services for people with disabilities

## Scottsdale allows

Use of Dial-A-Ride Services by:  
People with temporary disabilities and people over 65



# NOW DIAL-A-RIDE USERS CHARGED

### BASE FARE:

- People with disabilities ..... \$4.00
- People with temporary disabilities or over 65 years old ... \$1.00

### PER ZONE FARE

- People with disabilities ..... NONE
- People with temporary disabilities or over 65 years old ... \$0.50



**WITH RESOLUTION**  
**October 1, 2013 to June 30, 2014**

**BASE FARE:**

People with disabilities ..... \$4.00  
People with temporary disabilities or over 65 years old ..... \$2.50

**ADDITIONAL FARE:**

People with disabilities ..... NONE  
People with temporary disabilities or over 65 years old  
Less than 5 miles ..... NONE  
6 to 15 miles ..... \$0.50 PER MILE  
More than 16 miles ..... \$1.00 PER MILE



**WITH RESOLUTION**  
**On and After July 1, 2014**

**BASE FARE:**

People with disabilities ..... \$4.00  
People with temporary disabilities or over 65 years old ..... \$4.00

**ADDITIONAL FARE:**

People with disabilities ..... NONE  
People with temporary disabilities or over 65 years old  
Less than 5 miles ..... NONE  
6 to 15 miles ..... \$0.50 PER MILE  
More than 16 miles ..... \$1.00 PER MILE

