

# Taxi Provider Business Opportunities in DuPage County

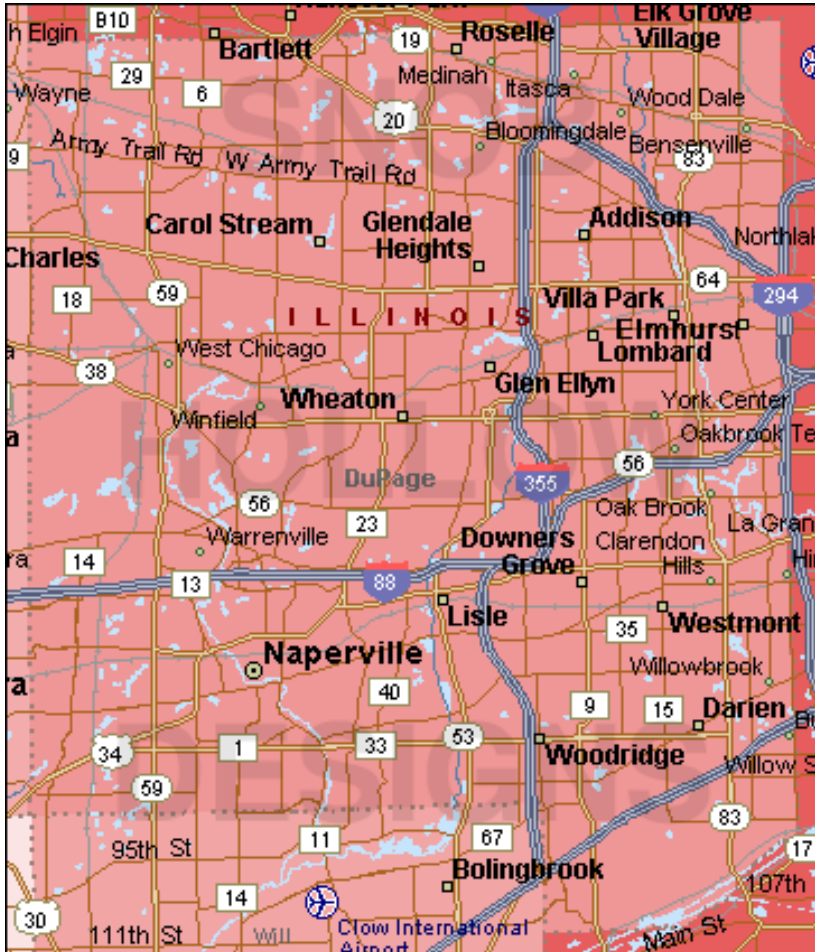
Contact: Pace/Ride DuPage Operations – 312.341.8000



# Ride DuPage

- Ride DuPage is a transportation program that provides paratransit services within the county.
- Due to the high demand, Ride DuPage is expanding taxi services.

# DuPage County Demographics



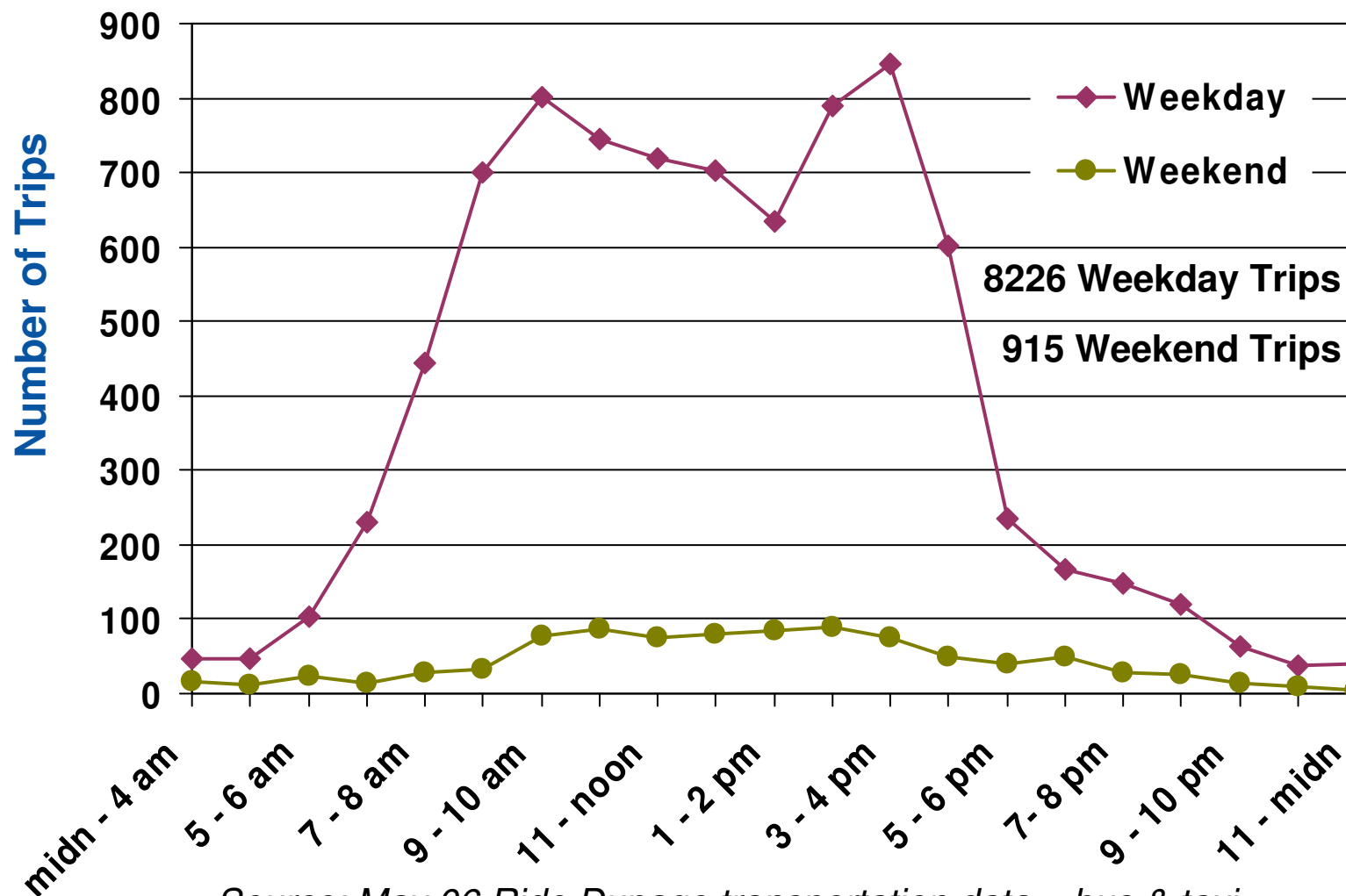
- 334 Square Miles
- 929,113 Population
- 2,710 People per Square Mile
- 9 Townships
- 39 Municipalities

# Monthly Trip Volume by Location

The data below reflects the top 40% of frequently traveled to and from destinations

Origin	Destination	# of Trips
NAPERVILLE	NAPERVILLE	1935
GLEN ELLYN	GLEN ELLYN	238
NAPERVILLE	AURORA	237
AURORA	NAPERVILLE	231
LISLE	NAPERVILLE	164
WHEATON	WHEATON	157
NAPERVILLE	LISLE	149
DOWNERS GROVE	DOWNERS GROVE	147
AURORA	AURORA	139

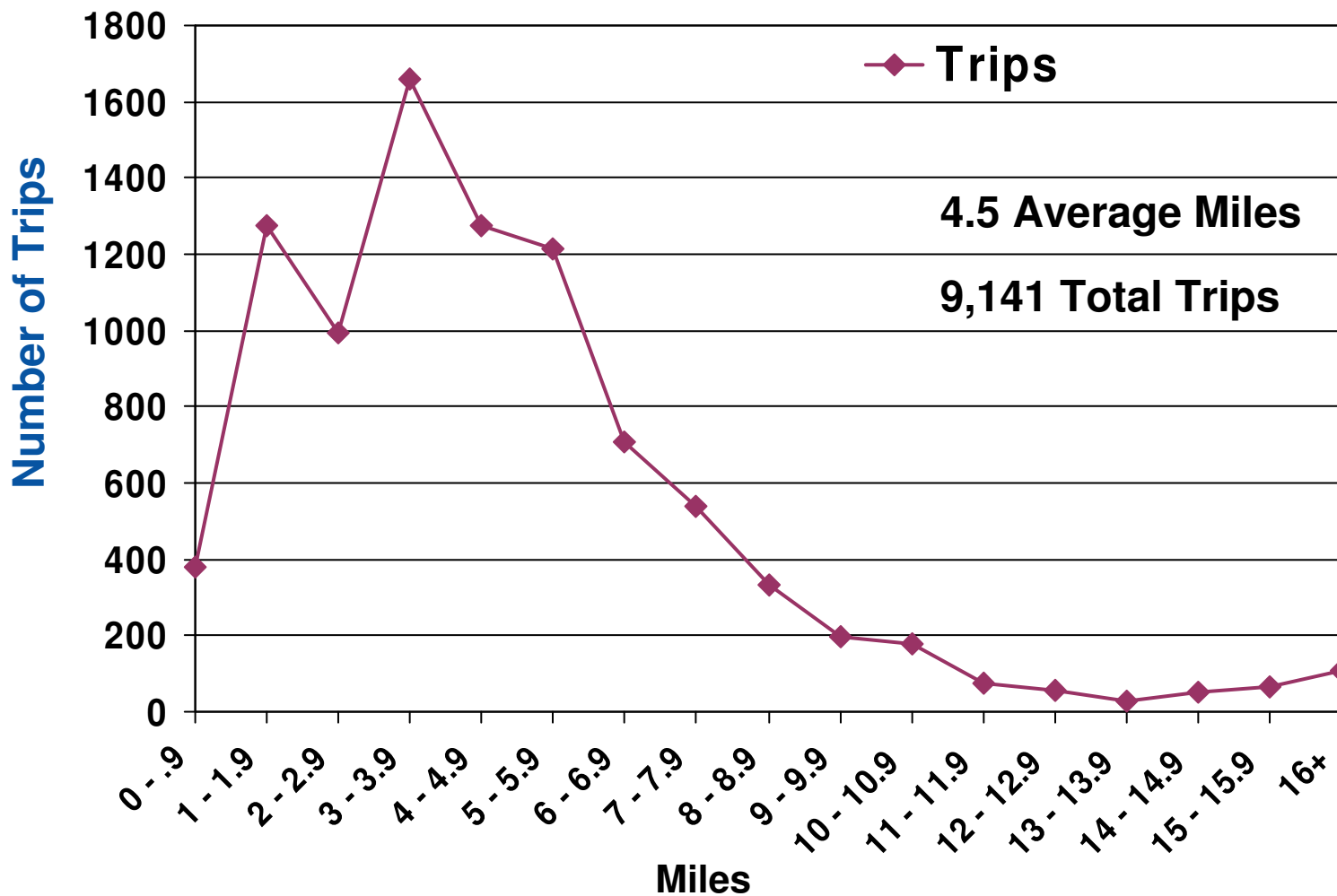
# Peak Ride Times



• Source: May 06 Ride Dupage transportation data – bus & taxi



# Travel Distance



• Source: May 06 Ride Dupage transportation data – bus & taxi

# DuPage Monthly Taxi Revenue Potential for Ambulatory Trips

# of Trips	3,557
Miles	10,701
Flag Pull + 1 <sup>st</sup> Mile Fare	\$3.00
Per Mile Fare	\$2.50
<b>TOTAL</b>	<b>\$37,424</b>

# DuPage Monthly Taxi Revenue Potential for Wheelchair Trips

# of Trips	1,114
Miles	4,834
Flag Pull + 1 <sup>st</sup> Mile Fare	\$15.00
Per Mile Fare	\$3.00
<b>TOTAL</b>	<b>\$31,212</b>

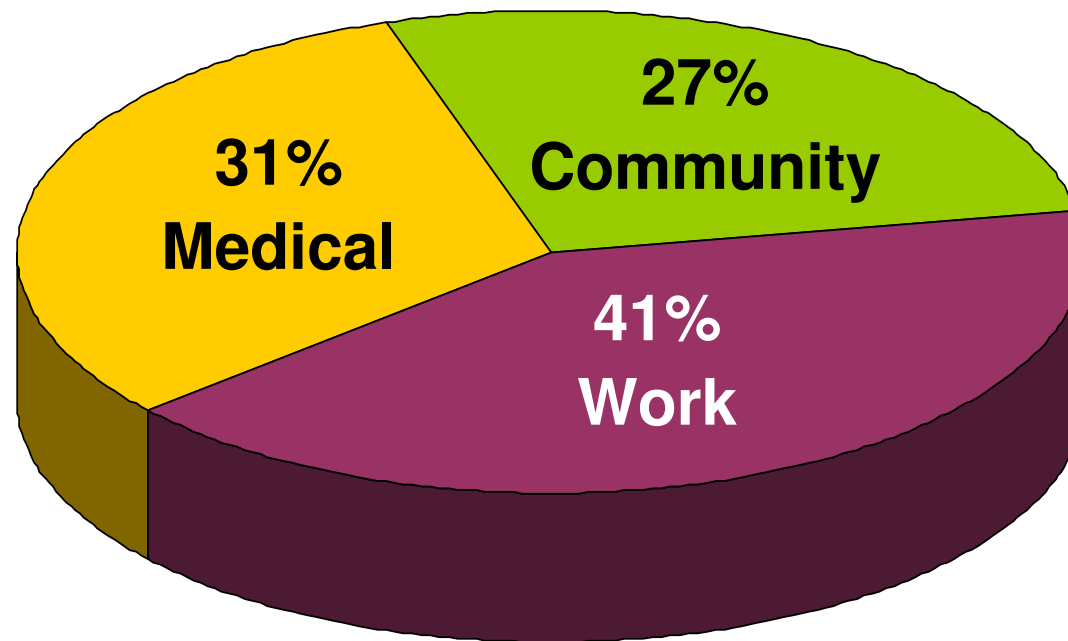




# Paratransit Riders

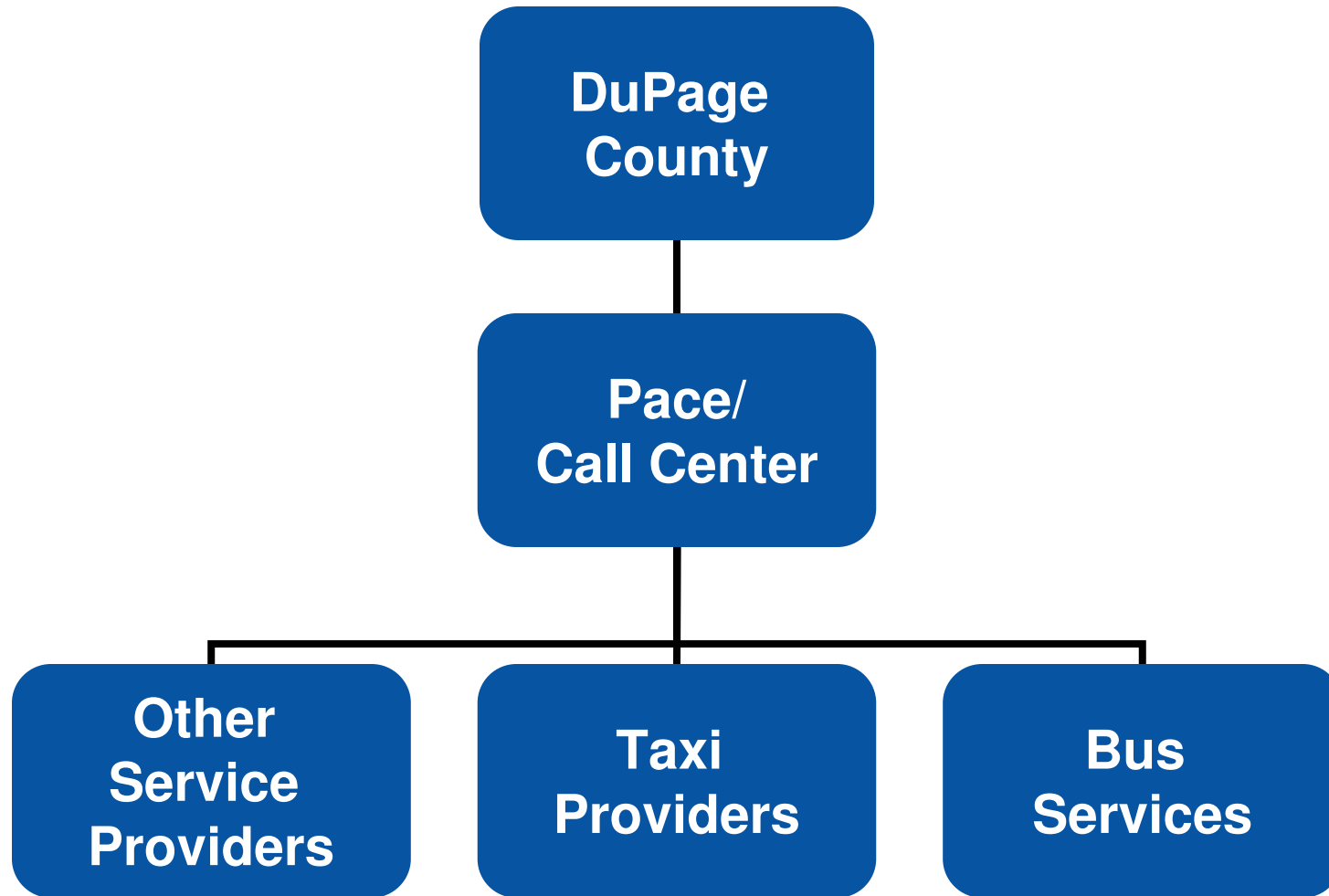
- Seniors/Adult Daycare
- Disabled - Physical
  - Wheelchair bound
  - Blind
  - Service Animals
- Disabled – Cognitive
  - Alzheimer
  - Dementia
  - Developmental
- Medical Patients
  - Dialysis
  - Physical Therapy

# Trip Purpose



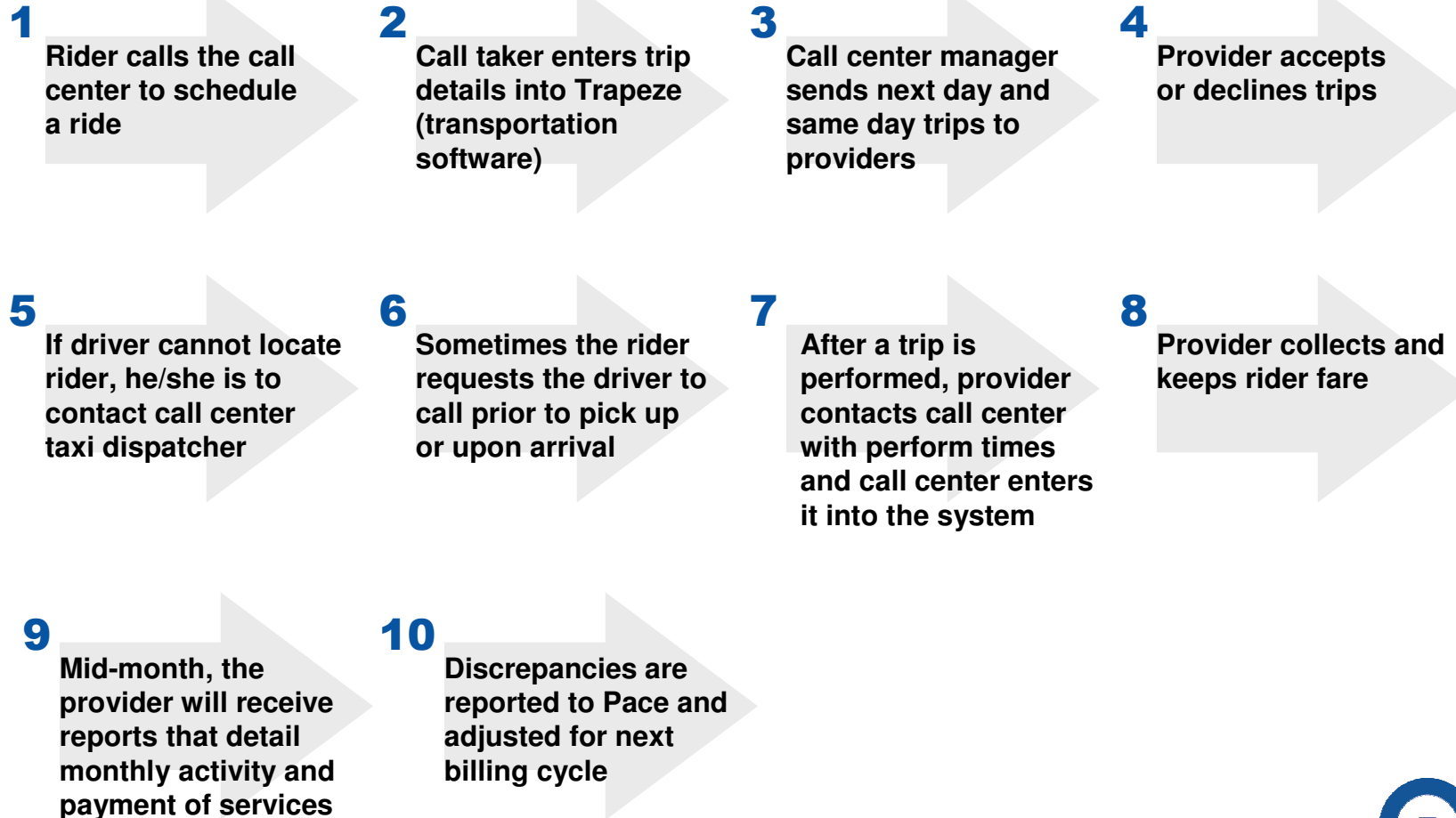
- Source: May 06 Ride Dupage transportation data – bus & taxi

# Service Provider Management Structure



pace

# Workflow



# Taxi Provider Requirements

- Business Automobile Liability Insurance with a combined single limit of not less than \$350,000 per accident.
- Meet the Federal Motor Vehicle Safety Standards, must be equipped with properly functioning seat belts available for all passengers transported, heat/air conditioned, clean and safe.
- Must have a two-way radio or equivalent communicating device for voice communication with the dispatcher.



# Taxi Provider Requirements *continued*

- Must successfully complete Pace's Paratransit Driver Training Program.
- Be fully knowledgeable of applicable policies and procedures and are capable of performing Pace Paratransit services.
- All drivers must receive sensitivity training
- All drivers shall possess an Illinois license appropriate to the vehicle being operated.

# Taxi Provider Requirements *continued*

- Employers must obtain a Motor Vehicle Report (MVR) for anyone who operates a vehicle in Pace Service prior to hire, going back at least five years.
- Drivers must remain in compliance with all Federal, State of Illinois and local statutes and/or regulations applicable to drivers of Taxi Cabs/Vehicles for Hire.
- Driver must be at least 21 years of age.

# Taxi Provider Requirements *continued*

- Some of the following qualifications the driver must meet are as follows:
  - No pattern of driving violations on the record
  - No convictions/suspensions of driving while intoxicated or impaired by alcohol or drugs
  - Not currently in receipt of a traffic violation
- Drivers must be in compliance with the regulation for physical examinations and drug screenings as required by the FTA/DOT.



# Taxi Provider Requirements *continued*

- Individuals who have been convicted of a felony are not permitted to provide service.
- Employers must perform a criminal background investigation on each potential driver prior to hire and periodically throughout their employment to ensure compliance.

# Frequently Asked Questions

- **How does Pace calculate provider costs?**

Pace uses a transportation system called Trapeze. Trapeze calculates the trip by provider cost multiplied by miles traveled. The miles traveled are calculated differently than map quest or some of the other on-line mapping systems. For further explanation, contact Pace/Ride DuPage operations at 312-341-8000.

- **How are rider fares determined?**

Rider fares are predetermined by funding sponsors. The exact fare will be notated next to each trip on the manifest.

- **How are rider fares handled?**

The driver collects the fare and the fare amount will be subtracted from the provider's cost for that trip. The monthly payment will reflect the provider's trip cost minus the fare collected.

# Frequently Asked Questions

- **How often does Pace pay provider?**

Every month.

- **How are provider payments calculated?**

The cost of the trips minus the fares, minus the liquidated damages, plus no show, cancel at the door and late cancel rider fines.

- **What happens when a rider no shows or cancels at the last minute?**

For every trip that is cancelled less than 30 minutes of the ride or is a no show, the provider gets \$10.00.



# Frequently Asked Questions

- **What are liquidated damages?**

Late trips and missed trips. A late trip is an arrival time that exceeds the 15 minute window of the scheduled pick up time. A missed trip is an arrival time of more than 60 minutes.

- **How are liquidated damages calculated?**

**Late trips:**

Each pick-up that does not meet the 95% standard for on-time performance, 40% of the value of an average cost per trip for the month will be deducted from the provider's monthly payment.

EXAMPLE: 100 trips performed  
                  90 trips on time (5% less than 95%)  
                  5 trips performed below standard x \$10

average monthly cost per trip = \$50 x 40% = \$20 deducted from provider's monthly payment.

**Missed trips:**

Twice the cost of one way of the trip will be deducted from the provider's monthly payment



# Frequently Asked Questions

- **Can a provider chose in which area they work?**

The provider may focus on one or all areas in DuPage County. The provider may specify a township or city.

- **Does the provider have to take all trips?**

The provider can pick and chose the trips offered by the call center.

- **What happens when a rider no shows or cancels at the last minute?**

For every trip that is cancelled less than 30 minutes of the pick up time or is a no show, the provider gets \$10.00.

- **What is the minimum number of vehicles required?**

2 if the vehicle is a van and 4 if the vehicle is a sedan.



# Frequently Asked Questions

- **Do providers need both ambulatory and wheelchair vehicles?**

No. We would prefer if a provider has both as it's difficult to come by wheelchair accessible vehicles but it's not required.

- **What are the requirements for wheelchair accessible vehicles?**

Wheelchair accessible vehicles must meet ADA standards which can be found at <https://ridedupage.org/index.php/vendors-home/vendor-faq/#03cb18a00a6797b93>

- **How do I get started?**

Contact Pace Ride DuPage Operations at 312-341-8000.

