

# **Accessible Taxi Cab Needs For Metro Denver**

Tuesday, July 07, 2015

# How many people are we talking about?

3.3 million wheelchair users in the U.S.

2 million new users annually with  
growth in wheelchair market of 2.5%  
each year from 2009-2014

25,103 imputed in Denver County  
alone

NYC has committed to have 50% access by 2018

Denver is one of top 5 cities for wheelchair living

Winter Park is one of the top three tourist  
destinations for wheelchair users

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# When might one want to use a taxi



# We conducted a survey in Denver

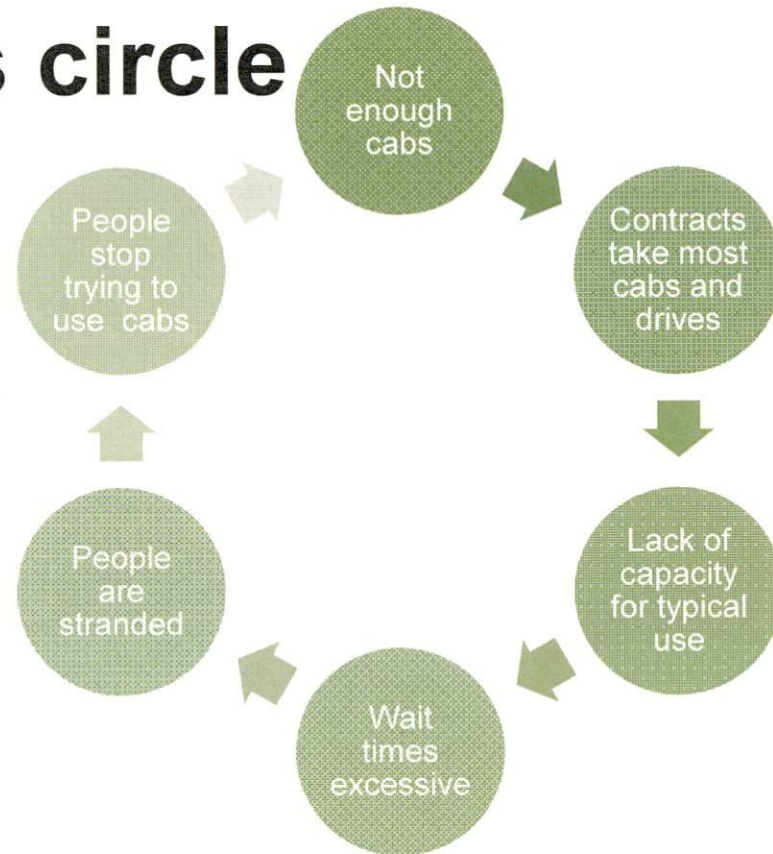
137 responses over 3 weeks

Wheelchair users in Denver want to use taxicabs and other forms of demand/responsive transportation

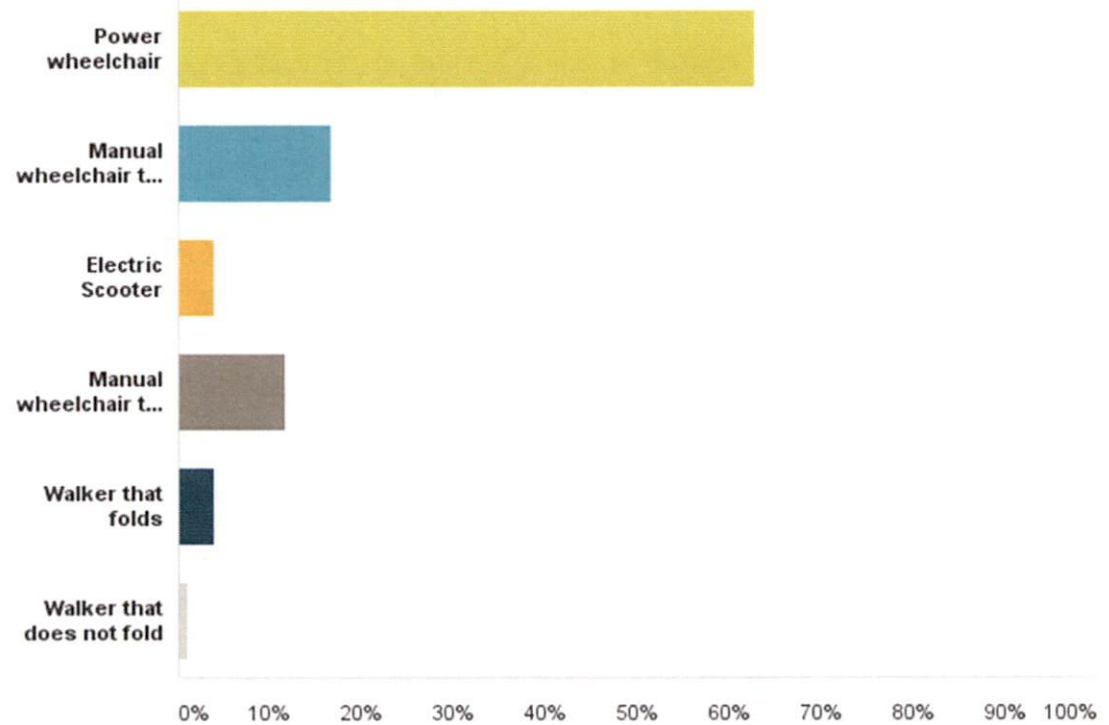
The system we have in place is not workable because there are not enough wheelchair accessible vehicles to meet the need

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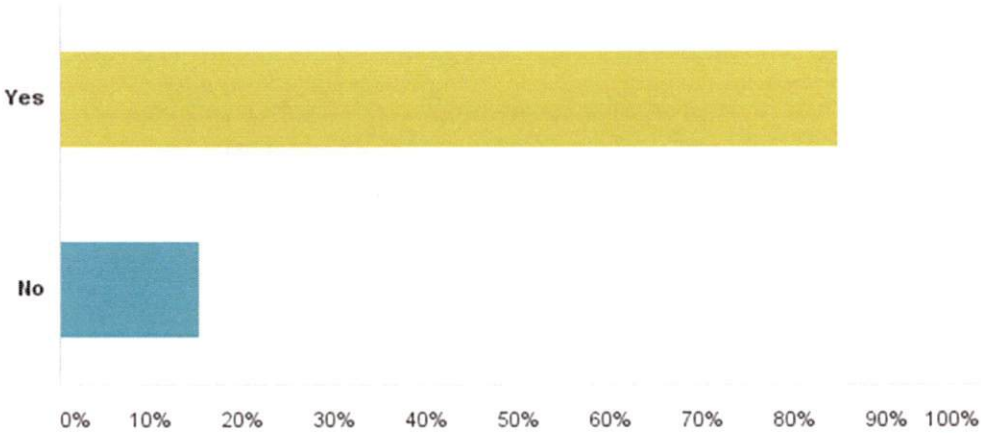
# We found a vicious circle



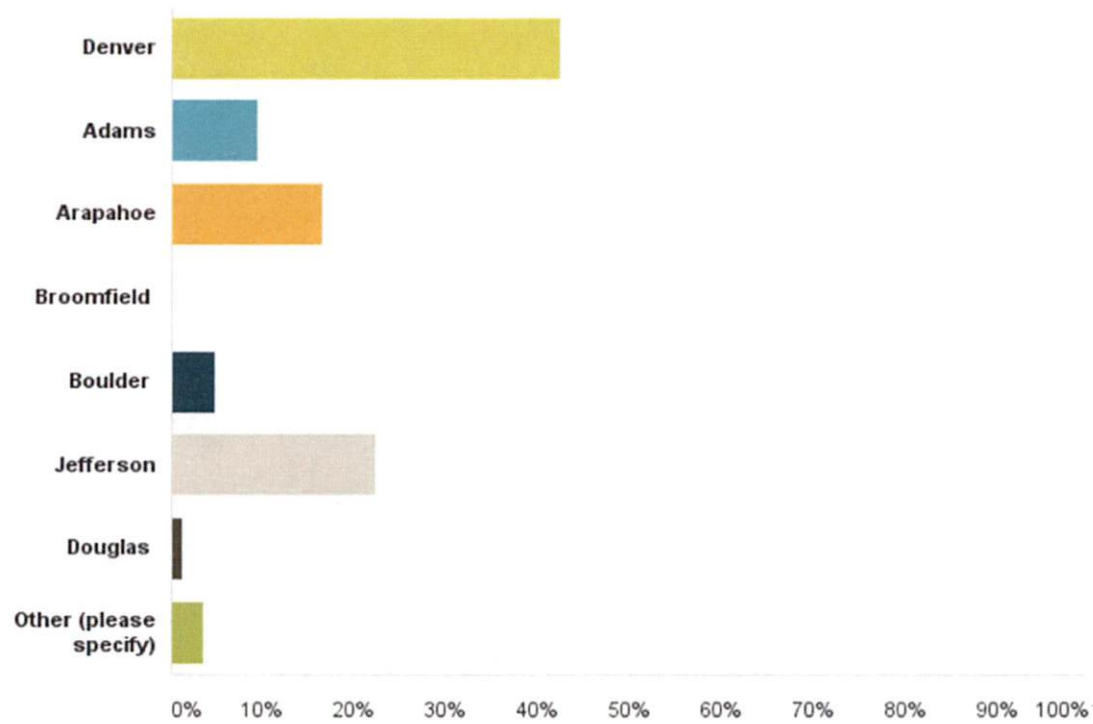
## Most used power wheelchairs for mobility



# Most lived in the Denver area

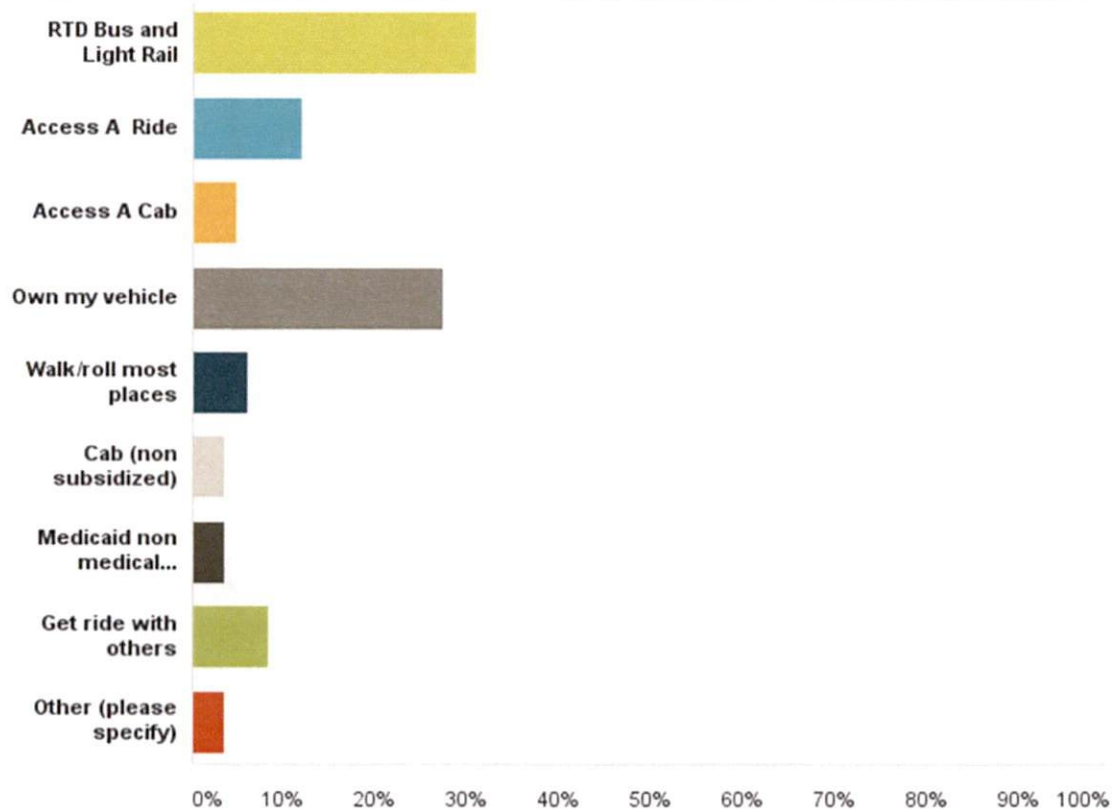


## Most lived in Denver or Jefferson Counties---but quite a few in Arapahoe

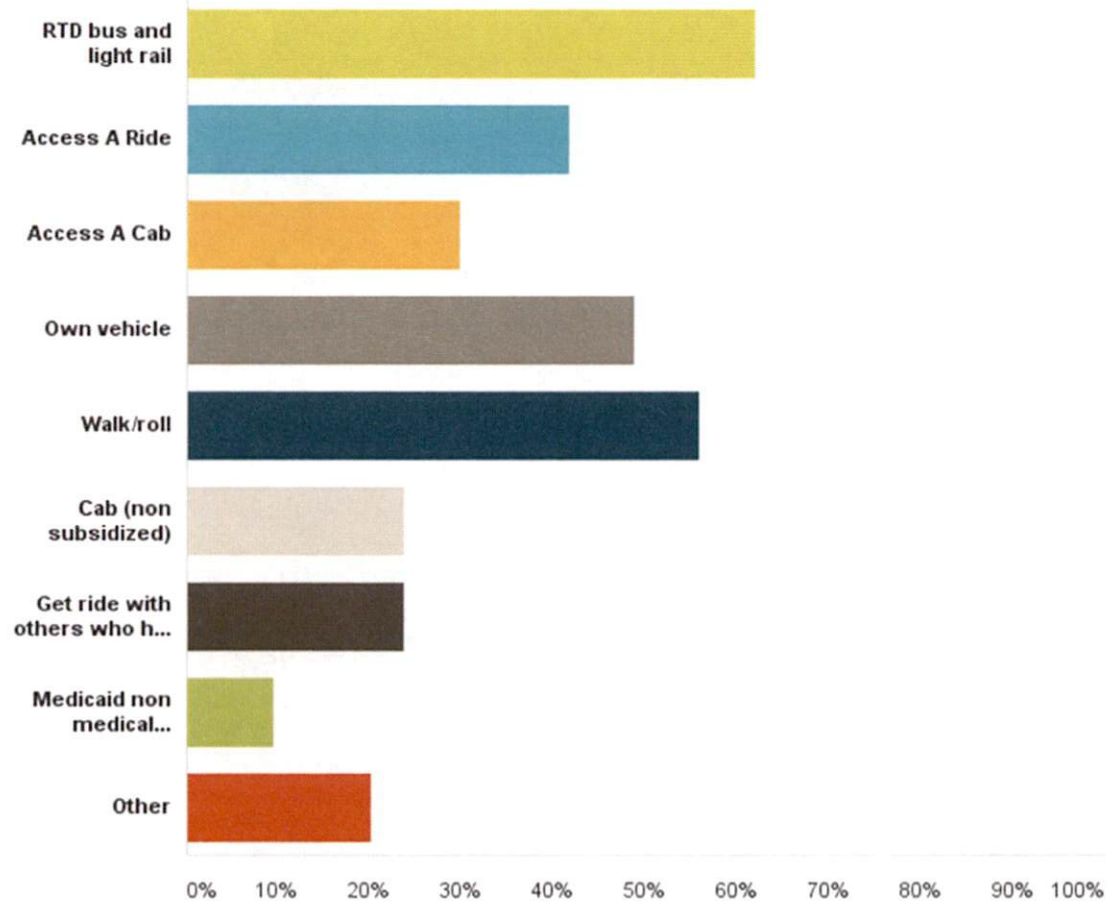




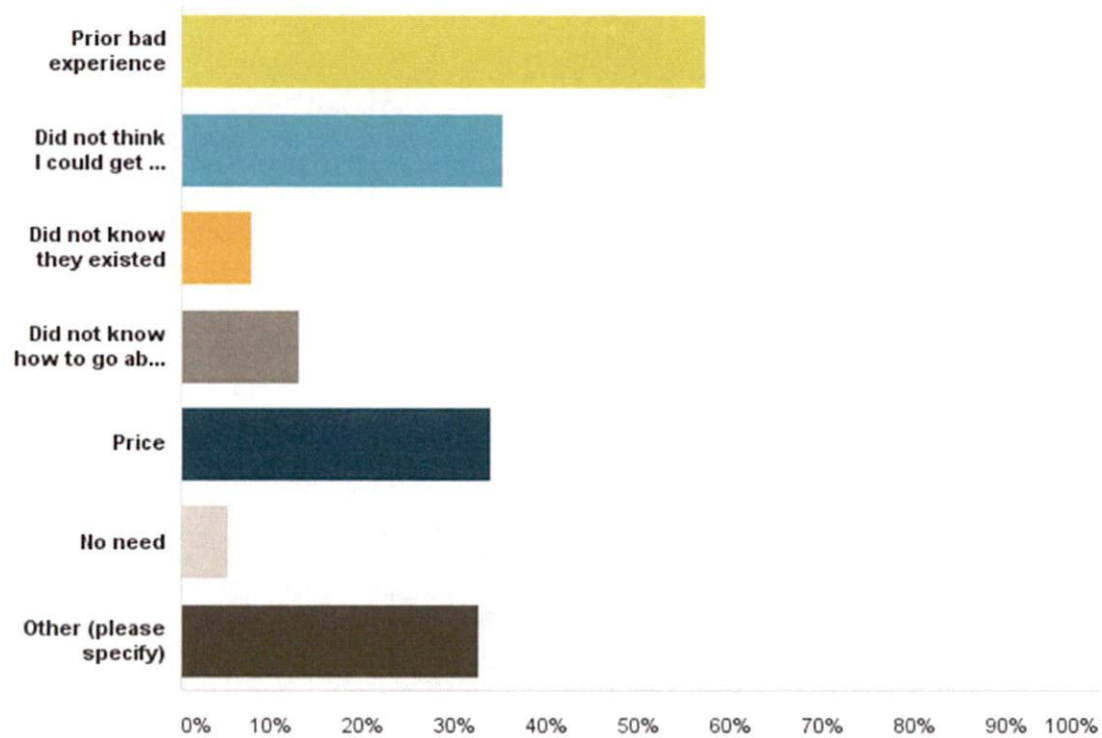
## Most either drive or use RTD for daily transportation



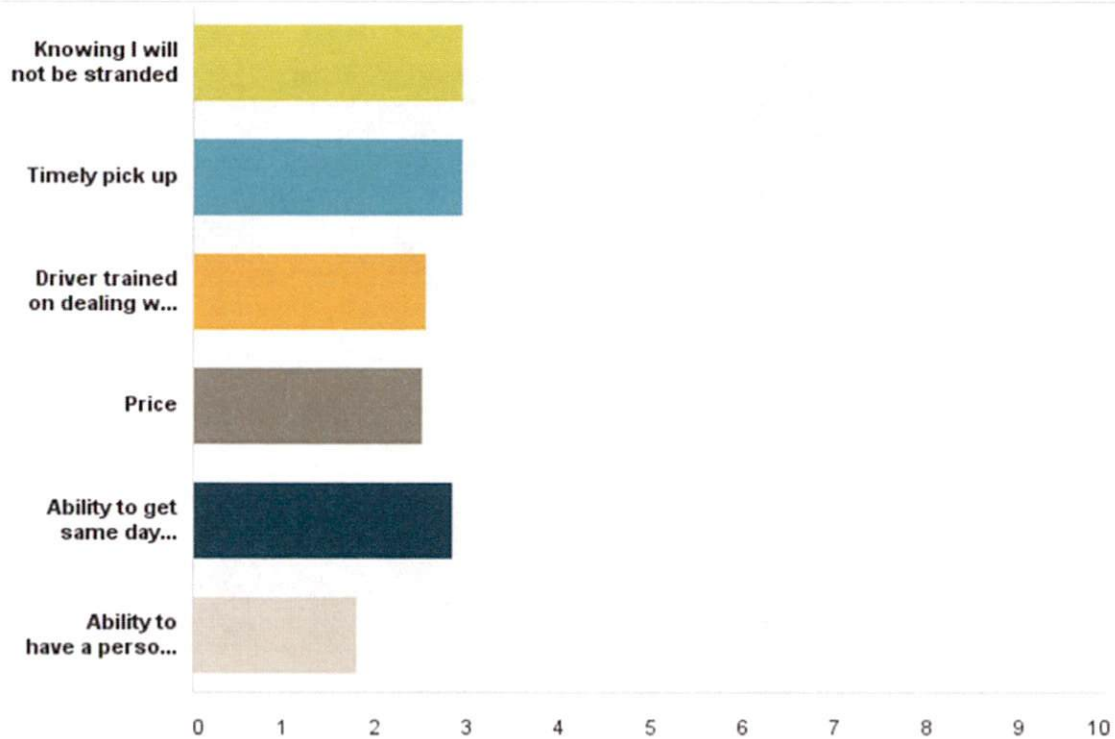
## But use a variety of modes of transportation –over the past six months



## Prior bad experience is main reason for NOT using a cab

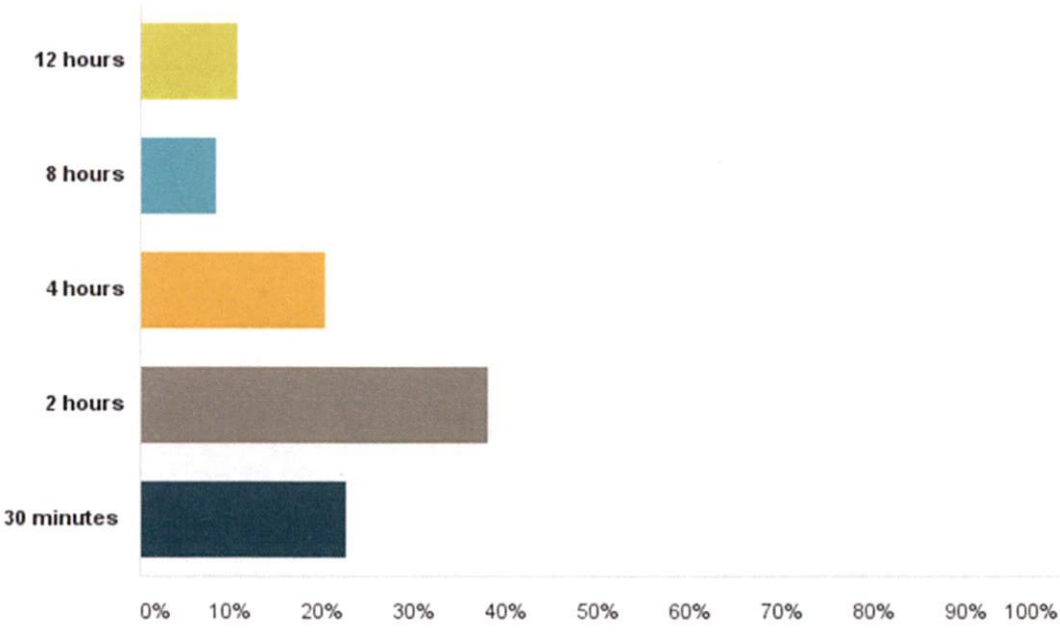


## People need to know they will not be stranded



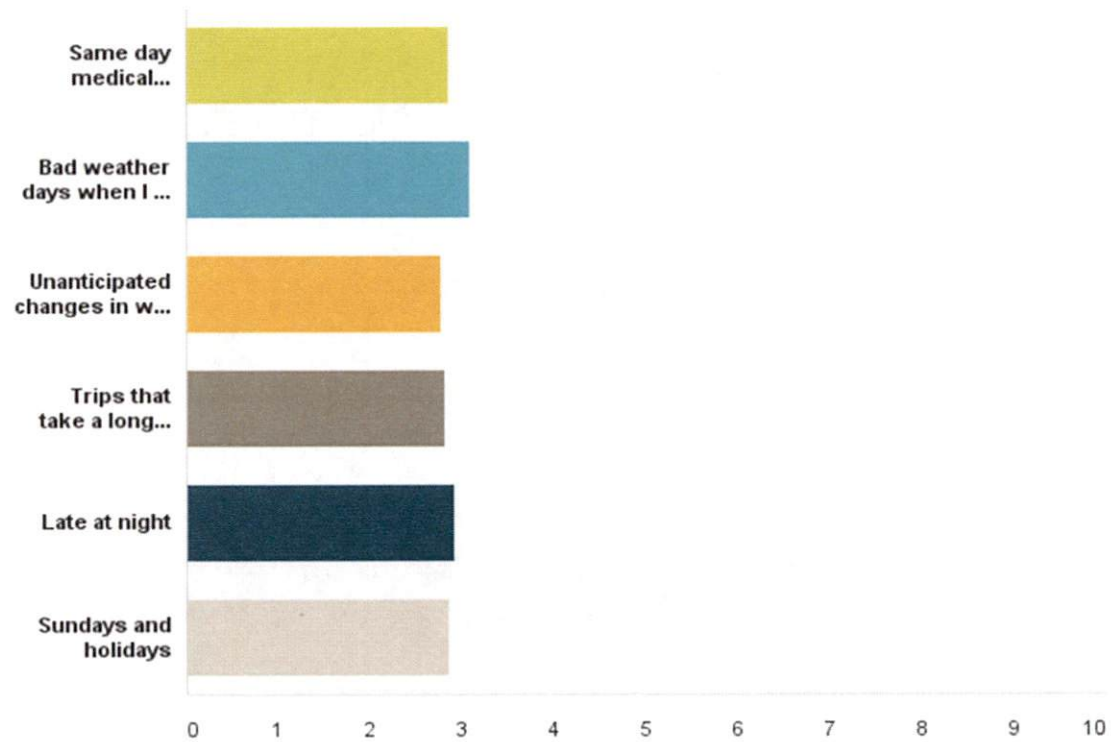
If they are going to pay for a taxi they want same day service

# Most people are willing to call up to 2 hours ahead of time



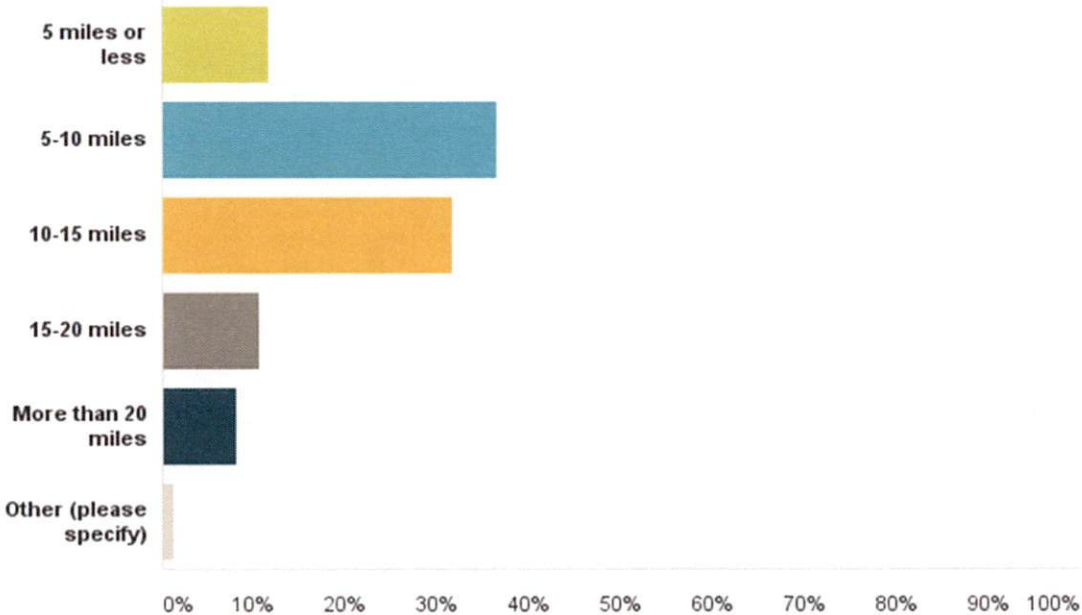
## People would use cabs for the same reasons others do

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# Most trips are between 5-15 miles

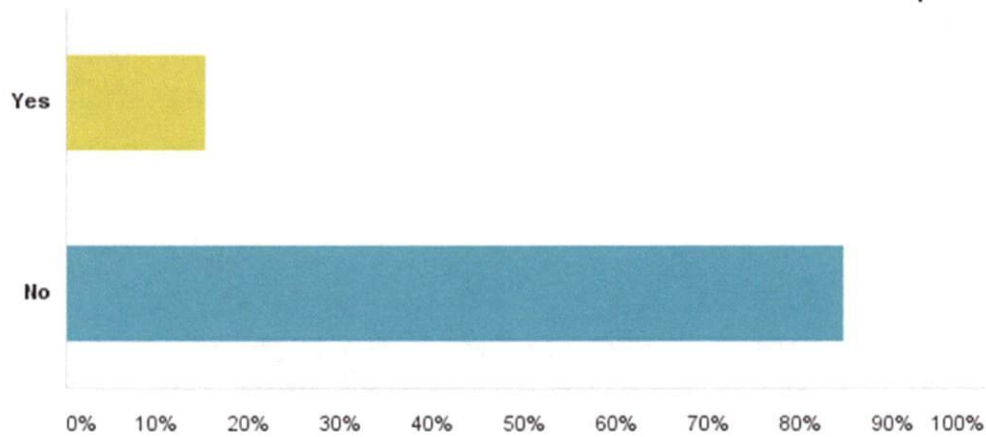
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## Most do not use access a cab

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Access a cab is a service of Access A Ride—which is paratransit.





## Access A Cab

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Is only for access a ride customers

Paratransit is only for those who due to their disability are UNABLE to use the fixed route bus—with our without accommodations.

Some people may qualify under some conditions –such as temperature above or below a certain degree.

Most do not qualify

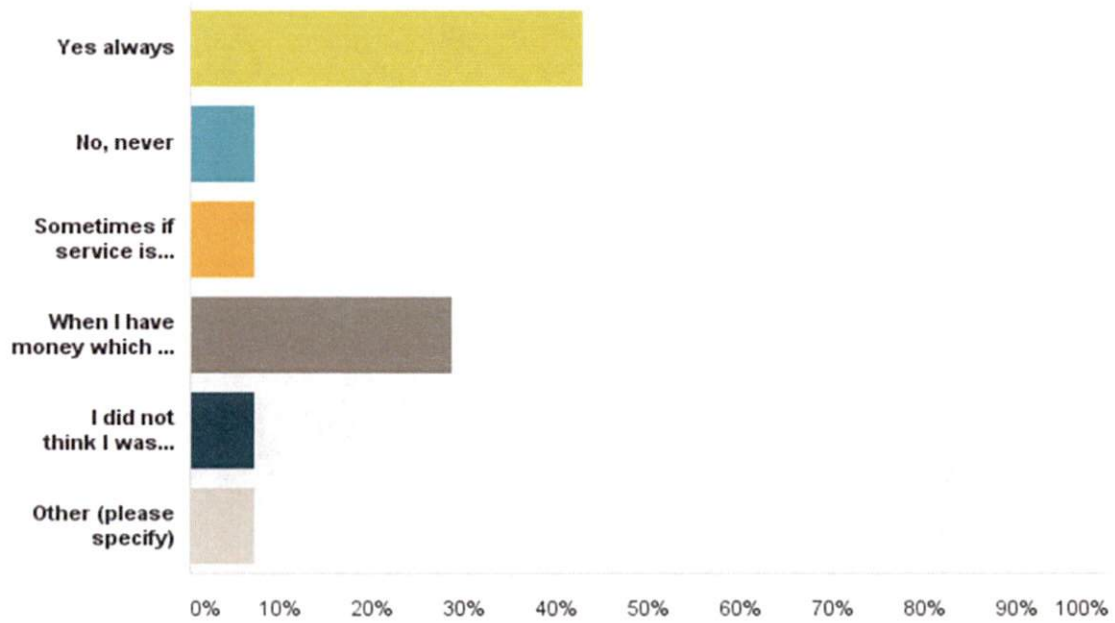
Many access a ride clients do not use wheelchairs.

Thousands of wheelchair users in the metro area are not eligible for paratransit --

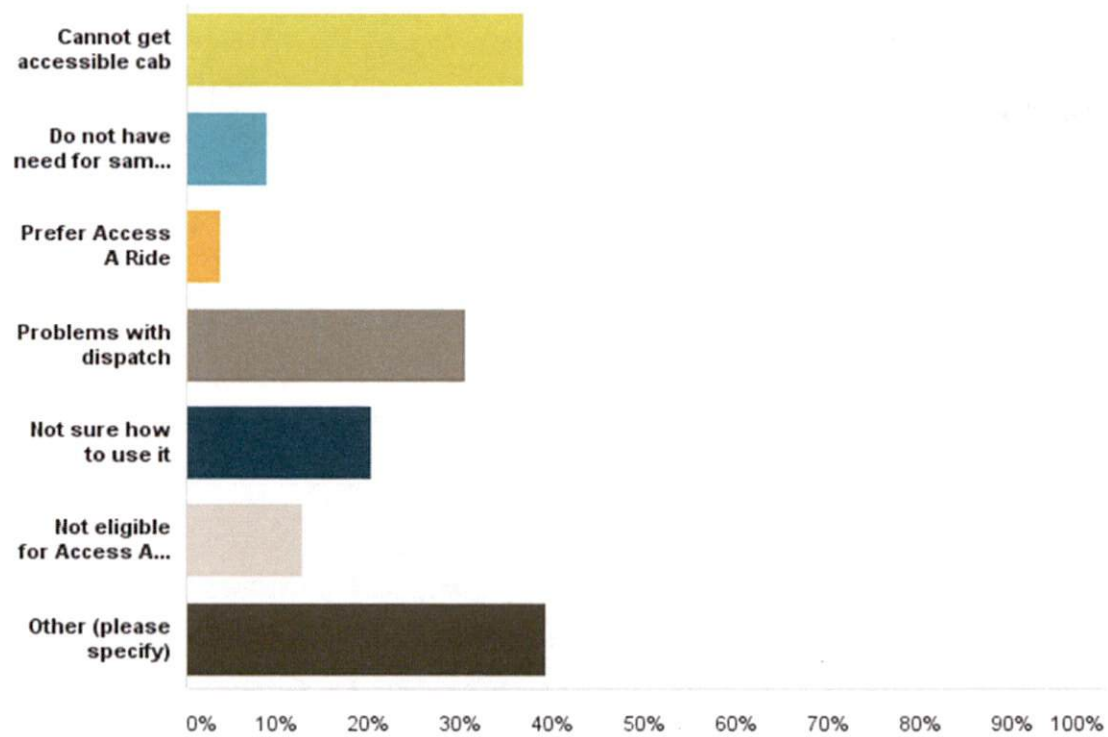
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## Most customers do tip when using Access A Cab

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## Lack of accessible vehicles main reason for not using Access A Cab



Fewer than 50 vehicles

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Medicaid Transportation –

Medical

Non Medical

**ACCESS A CAB**

**Business  
Contracts**

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## Trip to the store 5 hours under current scenario

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9 am call for cab

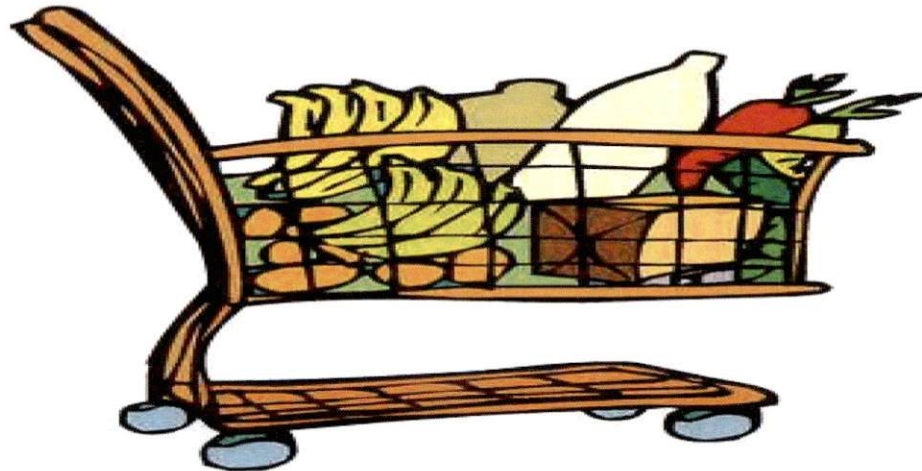
11 am Cab arrives

11:15 am Get to store, call for ride home

11:45 finish shopping

1:30 cab arrives

1:45 return home



**Solution**

