

CITY OF LOS ANGELES

CALIFORNIA

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When making inquiries
relative to this matter,
please refer to the Council
File No.

07-0682

CD 11

April 30, 2008

Office of the Mayor
Councilmember Rosendahl
Board of Transportation Commissioners
City Administrative Officer
Chief Legislative Analyst
Department of Transportation
Board of Taxicab Commissioners

RE: TAXI SERVICE FOR SENIOR CITIZENS IN THE PACIFIC PALISADES COMMUNITY

At the meeting of the Council held April 29, 2008, the following action was taken:

Attached report adopted	<u>X</u>
Attached motion (-) adopted	_____
Attached resolution (-) adopted	_____
FORTHWITH	_____
Mayor concurred	_____
To the Mayor FORTHWITH	_____
Motion adopted to approve committee report recommendation(s)	_____
Motion adopted to approve communication recommendation(s)	_____
Ordinance adopted	_____
Ordinance number	_____
Publication date.....	_____
Effective date	_____
Findings adopted	_____
Negative Declaration adopted	_____
Categorically exempt.....	_____
Generally exempt.....	_____

Karen E. Kalfayan

City Clerk
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**TO THE COUNCIL OF THE
CITY OF LOS ANGELES**

Your

TRANSPORTATION COMMITTEE

reports as follows:

TRANSPORTATION COMMITTEE REPORT relative to taxi service for senior citizens in the Pacific Palisades community.

Recommendation for Council action, as initiated by Motion (Rosendahl - Greuel):

NOTE and FILE the May 2, 2007 Department of Transportation (DOT) report relative to taxicab service for senior citizens in the Pacific Palisades Community, inasmuch as this report is for information only and no Council action is required.

Fiscal Impact Statement: Not applicable

Summary:

At its April 11, 2007 meeting, your Committee considered a Motion (Rosendahl - Greuel) relative to complaints of the lack of taxi service for senior citizens in the Pacific Palisades community. According to the Motion, currently Bell Cabs, Beverly Hills Cab, Check Cab, City Cab, Independent Cab, United Independent Cab and Yellow Cabs all have franchises that cover the southwestern portion of the City, including the Pacific Palisades Community. There have been numerous complaints by senior citizens in the Pacific Palisades Community that taxis will not provide services in this area because it is too remote and will not accept Cityride scrip. The terms of the taxicab franchise agreements clearly require companies to serve all communities in the service area and to participate in any transportation coupon (user-ride subsidy) program sponsored by the City. After consideration and having provided an opportunity for public comment, the Committee moved to continue this matter pending the DOT providing a full report in response to the Motion.

Subsequently, on May 15, 2007, the Committee considered a May 2, 2007 DOT report in response to the above Motion. According to the DOT, it has investigated complaints and taxi dispatch data and contacted interested parties in the Pacific Palisades area. Additionally, the Department of Aging was also contacted. As a result of this investigation, the DOT found that neither the DOT or the Department of Aging had any records of complaints about taxi service in the Pacific Palisades area going back as far as December, 2004 (the previous 28 months). The DOT also stated that service response times in the Pacific Palisades area are good (a spreadsheet detailing the DOT's findings is designated as "Attachment A" and is included in the May 2, 2007 DOT report and is attached to the Council file).

The DOT also stated that DOT staff met with a resident referred by Council District 11 staff. According to the resident, she had heard complaints that taxi companies were not accepting Cityride scrip for senior transportation. The DOT determined that the companies in question were possibly Santa Monica and Malibu-based taxi companies that are not eligible to participate in the Cityride Program. Finally, the DOT noted that it is entirely possible that some City-franchised taxicab drivers have refused to accept City ride scrip from seniors from Pacific Palisades, even though the DOT has no recent related complaints on file.

The DOT then stated that it believes, based upon dispatch data showing an acceptable level of response times from all six cab companies authorized to serve Pacific Palisades, that good taxicab service is available to seniors in the community. The Taxicab Regulation Division has therefore taken a two-fold approach to resolve community concerns regarding this situation. The DOT is working with the Palisadian-Post to inform the public that there are remedies in place to deal with taxicab service deficiencies. Anyone not satisfied with taxicab service in Los Angeles is strongly encouraged to call the Taxicab Complaint Hotline and voice a complaint. Secondly, the DOT contacted taxicab companies authorized to serve the area to develop an improved service plan for seniors and the DOT will monitor taxicab operations in the area, particularly as they pertain to Cityride-funded trips.

After further consideration and having provided an opportunity for public comment, the Committee moved to note and file the May 2, 2007 DOT report relative to taxi service for senior citizens in the Pacific Palisades community, inasmuch as this report is for information only and no Council action is required. This matter is now forwarded to the Council for its consideration.

Respectfully submitted,

TRANSPORTATION COMMITTEE

Greuel
Brill
Bernard C. Parker

Rept
ADOPTED

APR 29 2008

LOS ANGELES CITY COUNCIL

<u>MEMBER</u>	<u>VOTE</u>
GREUEL:	YES
PARKS:	YES
LABONGE:	ABSENT
WESSON:	ABSENT
ROSENDAHL:	YES

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