



May 29, 2018

Announcement of Update to MTS Access Service Addition of Taxi Cab Service Effective July 1, 2018

As part of MTS' ongoing commitment to best serve the community, MTS is continuously exploring available options to effectively meet the evolving needs of our Access customers using various tools and technologies. As such, MTS Access is launching a pilot program that will utilize taxi cabs to provide select Access trips, on a limited basis. We have worked with several other agencies that have established similar partnerships, and believe that this addition will provide clients a new level of service improving on-time performance, ride times, and customer satisfaction for ALL Access riders.

MTS / Access Taxi Cab Pilot Program

- Beginning around July 1, 2018, MTS will utilize taxi cab service from RideYellow to provide some Access trips for select, qualifying Access client trips.
- The use of a taxi for an Access customer's trip cannot be requested by the customer. Instead, the determination of whether a customer's trip will be transported by either an Access vehicle or a taxi will be made by MTS. All service and reservation requests will continue to be made through MTS Access Reservations by calling 1-888-517-9627.
- If your Access trip is being provided by RideYellow cab instead of with an Access bus, you will be notified by phone prior to the taxi's arrival. Access staff will advise you if a taxi will be providing the trip for you that day.
- The taxi cab driver will notify you upon arrival that he/she is there to provide your Access trip. You will pay the driver the same \$4.50 one-way fare, in cash or by voucher, just like you would if an Access bus was there for your trip. **(Never pay the driver more than the standard fare).**
- All participating RideYellow drivers are receiving additional training to prepare to provide service to Access clients, including training pertaining to safety, customer service, assisting clients with special needs, and MTS procedures. Additionally, RideYellow drivers will be held to the same quality service standards as MTS Access drivers, and MTS will closely monitor performance and adherence to these standards throughout the pilot.
- Your Access trip with a taxi will be the same quality of trip as on an Access bus -- all service parameters regarding ride time, pick-up windows, pre-arrival calls, curb-to-curb or door-to-door, and appointment times will be the same for taxi service as they are for Access buses.

During the twelve (12) month pilot, MTS will evaluate the effectiveness of the program to determine if it should be continued. As always, your patience and assistance while we conduct this pilot is greatly appreciated. If you have questions or concerns, please call 619-238-0100 and ask for MTS Access Management.

Sincerely,
San Diego Metropolitan Transit System