

Office of the City Manager

City of Richland Hills, Texas

## Memorandum

To: Honorable Mayor Bill Agan and members of the Richland Hills City Council  
From: Eric Strong, City Manager  
Date: November 22<sup>nd</sup>, 2016  
Subject: Transportation Items

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### **Council Action Requested:**

Approval of agreement for Yellow Cab Service

### **Background Information:**

There are several transportation related items on this agenda. They include:

1. Canvassing the election results of the November 8<sup>th</sup>, 2016 special election
2. Approving the City Manager to execute a Statement of Understanding with Yellow Cab
3. Approval of a budget for transportation related items

Since all of these items are very closely related, this memo will serve as the memo for all of the items listed above. In doing it that way, I can explain the full picture of what staff is requesting of the City Council without trying to explain it piece by piece.

First, as you know in August the City Council received a petition from residents which obligated the Council to call an election to determine continued membership in the FWTA. That election was held on November 8<sup>th</sup>, 2016. The results of the election are attached to this memo. 1,587 residents voted to withdraw, while 1,283 voted not to withdraw. Council has an obligation to certify the results of the election. This is really a procedural action, and you have no real option to do anything other than vote to accept the results.

We have been notified by the FWTA that they will continue to provide service until Wednesday, November 23<sup>rd</sup>. Since their routes in Richland Hills are all reservation based, they will continue to take reservations up until we canvass the results, which is what the law requires. Technically, they are not obligated to run any service following the canvass. However, since they will still be taking reservations for the next day, they have committed to running service for any of those reservations that they take the day before.

The day after they cease service is Thanksgiving, and there will be no service on that day due to the Holiday. However, beginning on Friday, November 25<sup>th</sup> a new service will begin, pending your approval of all items on this agenda.

That brings us to the second transportation item on the agenda, which is authorizing me to execute a statement of understanding with Yellow Cab. This statement of understanding outlines the basic parameters of how the service will work. The important details are as follows:

1. The service will be billed on an hourly basis rather than a per trip basis. We are starting this way because we are unsure of exact trip data and volume. While we get a handle on that, the most efficient way to ensure service is through an hourly rate. The rate is \$35 per hour.
2. Service will be offered from Monday – Friday from 7:00 a.m. to 7:00 p.m.
3. Mobility Impaired passengers will pay \$3 per one way trip, which is 25 cents less than the current rate. Their service area is: anywhere in Richland Hills, Fort Worth or North Richland Hills and the area immediately surrounding North East Mall.
4. Senior passengers will pay \$1.50 per one way trip. Their service area is anywhere in the City of Richland Hills, as well as some designated spots in NRH and Hurst.
5. Yellow Cab will handle all dispatching duties.

Staff will have the discretion to make minor modifications to these terms in order to best meet the needs of residents. Any major modifications will come back to the Council to deliberate in the future.

The final item on this agenda is approval of a budget for transportation purposes. It is very basic right now, but it is enough to get us started on this new path. I will forewarn you that we will be discussing this further and making changes to this budget as we go and gain knowledge and experience in this area.

In addition to the backup materials that require your approval, I have also attached a brochure to this memo for your information. The brochure has been distributed to all registered users of the new system and is available at City Hall.

I also want you to be aware that there are some ongoing next steps that we will continue to deal with. The budget you are approving takes us through the middle of April. The reason for that is that it will give us the time we need to put together an official RFP and put this out to public bid. We have reached out to several providers, but Yellow Cab was the only one that could be responsive and set things up on such short notice. However, due to the potential overall value of this contract, we will be putting it out for public bid over the next several months.

Finally, I want you to be aware that staff has made contact with all registered users of the current FWTA system and assisted them in understanding the transition and answering questions. Our staff deserves a great deal of credit for stepping up and assisting in this effort. It has been an incredible undertaking trying to launch an entire new service to replace the existing one in such a short period of time, and it would not have been done successfully without the help of a great number of dedicated employees.

**Board/Citizen Input:** N/A

**Financial Impact:** Up to \$52,500 through April

**Staff Contacts:**

Eric Strong  
City Manager  
[estrong@richlandhills.com](mailto:estrong@richlandhills.com)

**Attachments:** Ordinance 1323-16  
Statement of Understanding  
Transportation Budget  
Transportation Brochure

Transportation Budget

Third Party Fees	\$49,500
Rental of Backup Van	\$2,000
Printing of materials	\$1,000
TOTAL	\$52,500

## Service Area

### **Mobility Impaired Passengers**

may travel anywhere in the following areas:

- The City of Richland Hills
- The City of Fort Worth
- The City of North Richland Hills
- North East Mall and surrounding shops

**Senior Passengers** (defined as passengers over the age of 60) may travel anywhere in Richland Hills, as well the following locations in North Richland Hills and Hurst:

- Kroger on Boulevard 26
- Walmart on Loop 820
- North Hills Medical Plaza (Hospital area)
- North East Mall and surrounding shops

\* It is the responsibility of the rider to know the service area and abide by it. Abuse, or attempted abuse of the service area will result in suspension from the service.

## Scheduling Trips

All trips must be scheduled no later than the day before the trip is to take place. Trips that are to occur on Monday must be scheduled no later than the Friday before the trip. Trips can be scheduled by calling 469-506-0034. The scheduling office is open Monday-Friday, 8:00 a.m. to 5:00 p.m.

Recurring/Standing trips may be established by calling 469-506-0034. Recurring trips may be scheduled for a one month period, and must be re-verified every month.

When calling to schedule your ride, please have the following information ready:

- The time you are due at your destination and the time you would like to return
- Destination address and description
- If you use a mobility device.

The reservations office is closed on major holidays, so please plan your trips accordingly.

**Recognized Holidays:** There will be no service available on the following holidays (this list is subject to change):

**New Year's Day**  
Memorial Day  
July 4<sup>th</sup>  
Labor Day  
Thanksgiving Day  
Christmas Day

## Richland Hills Transportation Services



To schedule a trip call:

**469-506-0034**

You must register with the city before scheduling a trip



## Purpose

The purpose of the transportation provided by the City of Richland Hills is to provide transportation to essential services within the service area.

## Hours of Operation

Transportation Services are available Monday through Friday from 7:00 a.m. to 7:00 p.m.

## Eligibility

Eligible passengers are those that have mobility impairment or are over the age of 60. Riders must register with the City by filling out an application in advance of using the service. It may take up to three business days to be approved for the service once the application is submitted.



## Fares

Fares for **Mobility Impaired** passengers are \$3.00 for each one way trip. Payment can be made by cash or credit card in the vehicle, or by purchasing vouchers from City Hall during regular business hours. Vouchers come in books of 10. If you need vouchers delivered to you, please call City Hall at 817-616-3800.

If required, a Personal Care Attendant will be allowed to ride with a Mobility Impaired passenger. Personal Care Attendants will be required to have a voucher from City Hall, which will be given free of charge.

Fares for **Senior** passengers are \$1.50 for each one way trip. Vouchers must be purchased from City Hall in advance. Not utilizing a voucher will result in seniors paying the higher rate for Mobility Impaired Passengers of \$3.00 per one way trip, which can be paid by cash or credit card on the vehicle. However, payment of the higher fare does **not** allow Seniors to access the same service area as Mobility Impaired Passengers.

Passengers may only be registered for one option at a time. They must either register as a Senior or a Mobility Impaired Passenger. To change a registration designation, passengers must submit a new application.

## Policies

You may be in the vehicle for up to 75 minutes while in transit to your destination, so please schedule your pickup times appropriately.

Drivers will assist wheelchairs in and out of the vehicle as necessary.

Service Animals are allowed in the vehicle. Service Animals must remain on a leash and obey commands of the owner.

Open food and drink containers are not allowed in the vehicle. Smoking is not allowed in the vehicle.

Only residents of Richland Hills are allowed to register for service. Proof of **residency will be required**. A driver's license or utility bill with a Richland Hills address will satisfy the proof of residency.

To register for service, you must be at least 16 years of age. Children under the age of 16 may ride with a registered adult and do not need to be registered to ride.

**Inclement Weather:** There is no service on inclement (ice) days.

## For More Information

Please call 817-616-3800 with any questions. Applications may be downloaded from our website or picked up at City Hall.