



MOD On-Ramp Program: First/Last Mile Solutions

Lessons Learned
June 30, 2020

BART's Project:
On-Demand Accessible Ride-Hailing



Original Project Motivation

When a BART elevator is out of service, wheelchair users are prevented from entering or exiting that station.

Currently it takes a long time to get a vehicle to assist this passenger.

On-ramp: use a staged vehicle to transport passengers to adjacent stations with working elevators.

Project Objectives

Mission

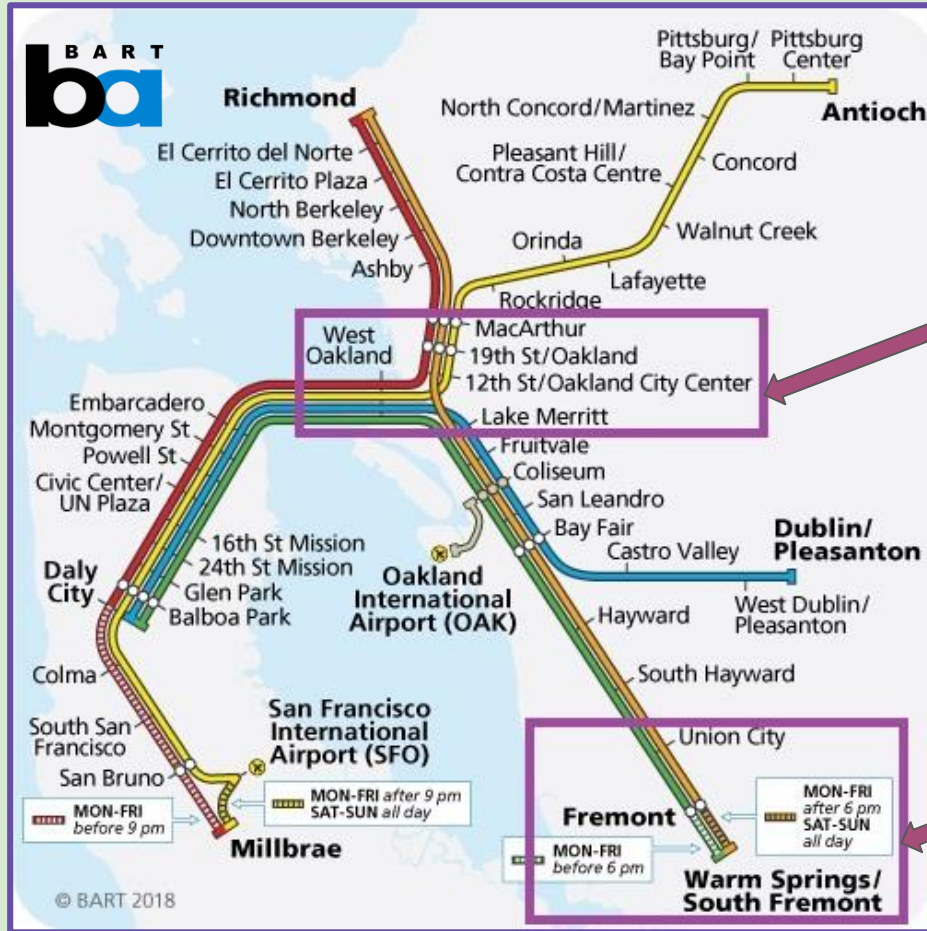
- Improve on-demand mobility options around transit hubs for people using wheelchairs.

Goals

- Offer an on-demand ride-hailing service with wheelchair accessible vehicles.
- Improve access to an existing public transportation network.
- Provide an accessible first and last mile alternative.



Pilot Locations: *A test of two environments*



Urban area
Downtown Oakland, with 5 BART stations in a high density city center.

Suburban area
City of Fremont, with nearby hospitals and limited transportation alternatives.

Initial Concept for On-Ramp Grant

- Give pre-qualified drivers access to staged wheelchair accessible vehicles (WAV) at BART stations to transport passengers with wheelchairs.
 - Non-dedicated WAVs removes specialized resources from those who need it.
- Increase fleet size of WAVs at transit hubs.
- For BART elevator mitigation trips only.
- Operated by pre-qualified TNC drivers.

Evolution of Project

- Public process of the On-Ramp grant began to change and improve initial concept.
 - In-person meetings
 - Workshops
 - Conversations with stakeholders
 - Project Feasibilities

Pilot Elements

Riders: Only for wheelchair users and for short, on-demand trips.

Where: To or from transit hubs, hospitals, and city-run service programs.

Drivers: Pre-qualified drivers trained to transport passengers with wheelchairs.





Vehicles: Wheelchair accessible vehicles staged near transit hubs. Drivers granted access upon trip request.

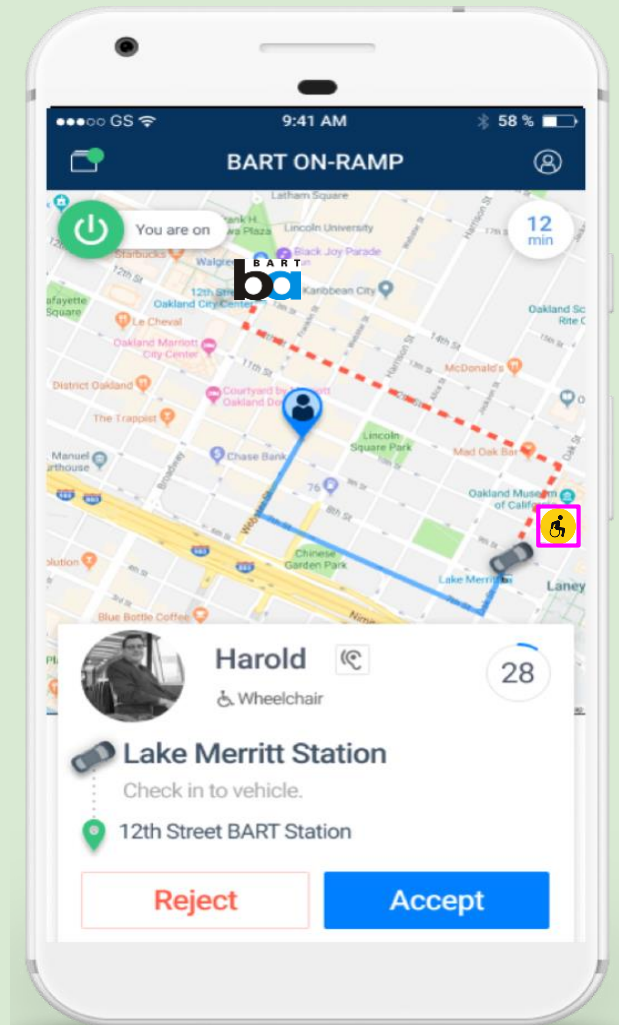
App: An app that pairs riders, drivers and vehicles all together.



Project partners discussing logistics

Sample Trip - Driver View

- Trip request goes out to nearby pre-qualified drivers.
- Driver () accepts ride request.
- Driver picks up shared-use wheelchair accessible vehicle () staged near a transit hub.
- Driver picks up passenger ().
- Driver transports passenger to adjacent BART station ().



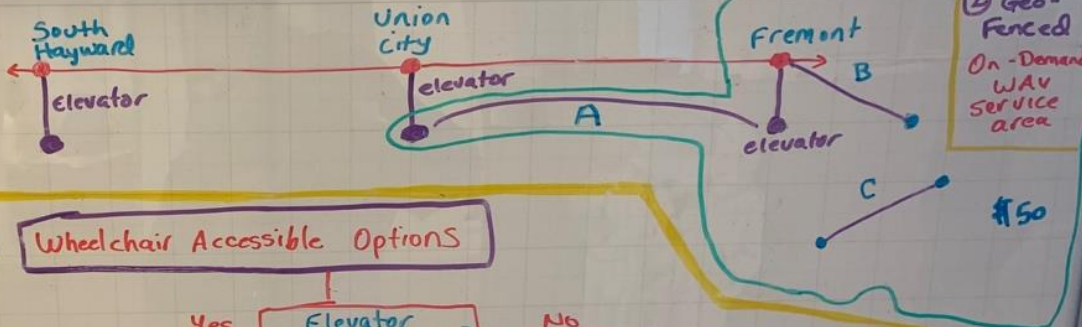
Key Partners

- Cities of Oakland and Fremont
- East Bay Paratransit, *a paratransit broker*
- Metropolitan Transportation Commission, *a regional MPO*
- Community Resources for Independent Living (CRIL)
- Goin, *a software developer*
- Driver organizations
- BART Accessibility Task Force



Draft Flowchart

Add "Elevator Required" preference to Trip Planner linked to elevator status

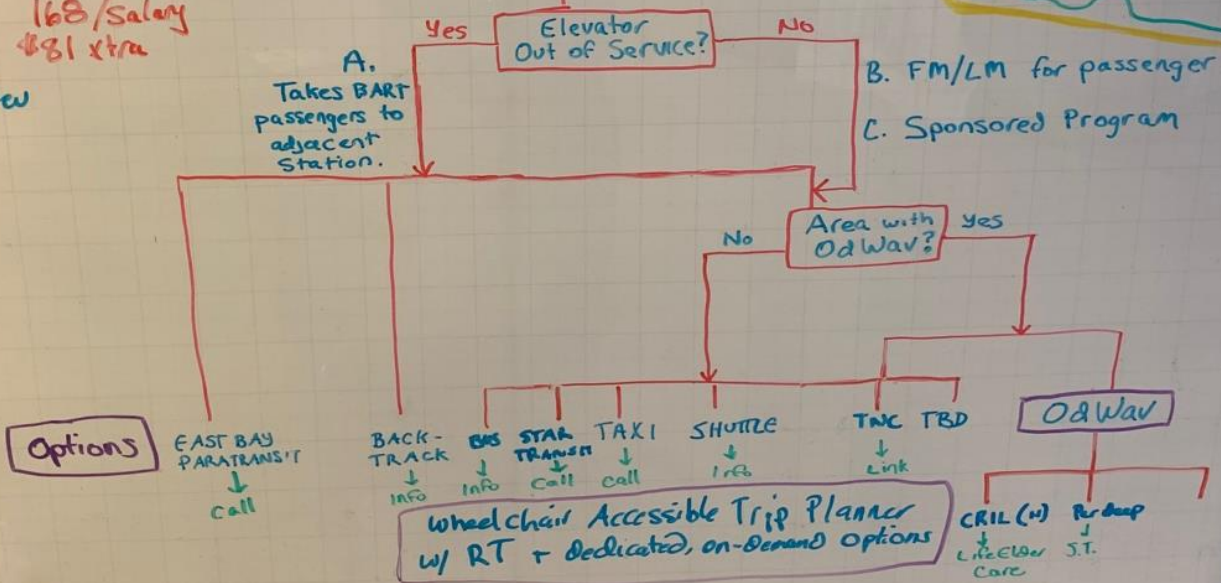


Support

- 1 CIL
- 2 BART
- 3 BART
- 4 MTC
- 5 GoIn
- 6 Transight
- 7 AC
- 8 ACTC
- 10 Perdeep
- 11 CRIL
- 12 Senior Lift Congress

Autg
 C of F
 C of
 Transdev
 168/salary
 \$81 extra

③ Wheelchair Accessible Options



Wheelchair Accessible Trip Planner w/ RT + dedicated, on-demand options

Value of On-Ramp Process

Initial concept has been constant: provide on-demand rides for people who use wheelchairs. But implementation tactics have changed.

	Initial Thought	Updated Proposal
Drivers	TNC Drivers	Known Pool of Drivers
Vehicles	BART-managed	Added other interested parties
Trip Purpose	BART elevator mitigation trip only	Anyone with a wheelchair
Use Case	Between 2 BART stations	Anywhere in geofenced area
Ride option	Staged vehicle only	Comparison of all options available

Upcoming Work

- Create app to provide all options available.
 - Scalable
 - Easy to add new alternatives
- Look for funding to pilot this concept.
 - Grant applications
- Lessons learned
 - Listen to people to help develop initial concept
 - Engage the public, partners and future users



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