MOD On-Ramp Program: First/Last Mile Solutions
Lessons Learned
June 30, 2020

BART’s Project:
On-Demand Accessible Ride-Hailing
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
Add "Elevator Required" preference to Trip Planner linked to elevator status.

Wheelchair Accessible Options

- HandyCap Paratransit
- Wheelchair Accessible Trip Planner w/ RT & dedicated, on-demand options

Options

- EAST BAY PARATRANSIT Call
- BACK TRACK
- BRIDGE TRAFFIC TAXI CALL
- SHUTTLE
- TAXI TBD
- OD WAV

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

Support:
ICIL, BATF, BART, MTC, GOM, TransSight, ACTC

Access:
C of F, C of 9, Transdev

Support:
168/Salary $81 x 4

Support:
2 Geo-Fenced On-Demand WAV Service Area

$50

Area with OD WAV?

Yes

No

Optiions

- EAST BAY PARATRANSIT Call
- BACK TRACK
- BRIDGE TRAFFIC TAXI CALL
- SHUTTLE
- TAXI TBD
- OD WAV
Value of On-Ramp Process

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

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