

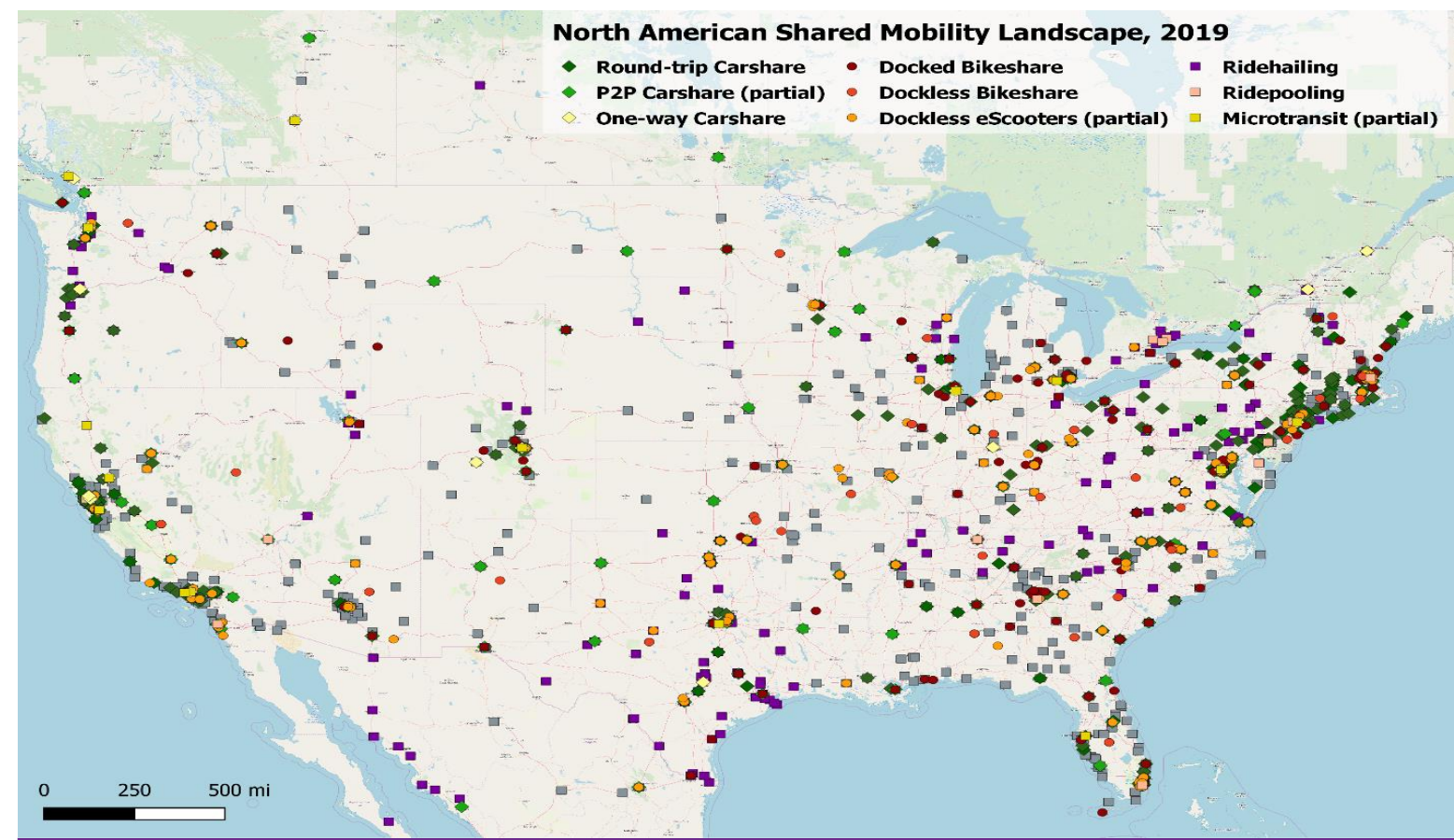
# Shared-Use Mobility Policies and Programs at the State and Local Levels Related to Individuals with Disabilities

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## RATIONALE

Impetus for Action: Dear Colleague Letter  
“Equivalent service” concept

- Response time
- Fares
- Geographic area of service
- Hours and days of service
- Availability of information and reservations capability
- Any constraints on capacity or service availability
- Restrictions or priorities based on trip purpose



## Challenges and Opportunities for Accessibility of Shared-Use Mobility

### Challenges

- Insurance
- Driver training
- Lack of community engagement
- Insufficient number of WAVs
- Equivalent service requirements
- Education of riders to new mobility solutions
- Trip and payment options
- Lack of coordination between paratransit and Non-Emergency Medical Trips (NEMT)


### Opportunities

- Promoting independence
- On-demand and flexible
- Efficient routing
- Cost savings
- Fill gaps in transit and paratransit
- Increase mobility

## PROGRAMS


**MI Planet M \$8 Million Mobility Challenge**

- Interagency partnership between DOT, DHHS, VA, Bureau of Services for Blind, Civil Rights
- Fund innovative pilot projects that solve mobility gaps for seniors, disabled, and veterans in 13 communities
- Projects selected based on long-term funding sustainability



**GoVermont – Statewide Trip Planner**

- Online open-source trip planning app which provides statewide results for flexible transportation services
- Accessible transit services are also included in results
- Engaged disability organizations in the rollout



**Key**


- STATEWIDE
- SMALL URBAN
- URBAN
- RURAL

**Rabbitransit Paratransit for Seniors and People with Disabilities**

- Partnership with Lyft and Uber to complement traditional paratransit
- 85% funded by PA's Shared Ride Program funds, remainder is covered by passengers
- Trip is booked if customer is ambulatory and if the trip is cost effective compared to traditional paratransit


**GoDakota, County Lyft Partnership**

- Flexible, on-demand rides to individuals with disabilities who receive home and community-based services
- Supported by a grant from the Minnesota DHS
- Promotes job access and independent travel
- 75% of users very satisfied




**Big Blue Bus Santa Monica, Mobility on Demand Everyday**

- Replaced previous DAR program with shared, on-demand service via Lyft
- Improve the customer experience, provide same-day mobility options, and reduced the program cost
- Partnered with local non-profit WISE and Healthy Aging
- WAVs are provided by the transit agency itself and can be requested for same-day service




**CT – Wheels2U**

- Uses off-duty paratransit vehicles to increase mobility options
- Demand-responsive microtransit service
- Overcomes common barriers of insurance, accessibility, and driver training
- Accessible booking, including SMS text notifications and a dispatch/call center



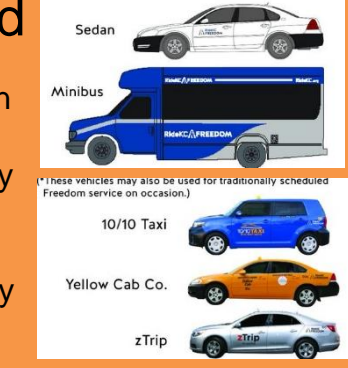
**Via2Transit Seattle**

- First-mile last-mile on-demand shared vans to connect people to light rail stations
- WAVs are used throughout the program
- Customers using wheelchairs or with other mobility needs can be picked up at the starting point of the trip



**RideKC Freedom on Demand**

- Universal on-demand transportation solution to increase mobility for all users
- Traditional or ADA accessible taxi booked by calling the regional call center or via smartphone app
- 100,000 trips completed since launch in May 2017



## POLICIES

**Statewide**

**CA – TNC Access for All Act**


- Assesses a \$0.10 fee on each TNC trip in CA to fund accessible transportation services on a per county basis
- Sets up an Access Fund, distributed on a competitive basis to access providers that create on-demand options for individuals with a disability
- Input required from disability rights orgs, persons with disabilities, paratransit coordinating councils

**AZ – Expansion of TNCs as NEMT Option**

- Policy change allows TNCs to register as NEMT medical transportation providers.
- Medicaid recipients can use their benefits to pay for rides to and from medical appointments.
- These rides are only servicing people on Medicaid who have disabilities that do not require personal assistance during medically necessary transportation

**FL – Transportation Disadvantaged (TD) Trust Fund**

- A TD Trust Fund, supported by a surcharge on vehicle registration fees, yearly senate appropriation bills, and the FDOT Trust fund is funded ~\$10m/year
- Competitive grants awarded to community transportation coordinators and TNCs to increase access to job training, employment, healthcare, enhance regional mobility, and reduce first-mile last-mile challenges



*“I feel like I am independent. I don't need to depend on my mom and dad to take me places. Now I can ride the bus to get to my job and to the movies with my friends.”*  
—Spontaneous Choice

**County/Municipal**

**WA – King County Wheelchair Accessible Services Fund**

- Inaccessible TNC pays \$0.10 fee to offset costs of operating WAV services
- Funds disbursed in 3 categories: Dispatched Wheelchair Passenger Trip Reimbursement, Wheelchair Accessible Service Vehicle Maintenance/Acquisition, and the Wheelchair Accessible Service Training Fund

**MA – Boston MBTA The RIDE and MassDOT Pilot Program to Increase WAVs**

- Directly subsidizes TNC operators to increase the number of WAVs in service
- \$24 per-hour subsidy for each hour that a WAV is available on TNC platforms
- The goal of this pilot is to quadruple the WAV supply hours

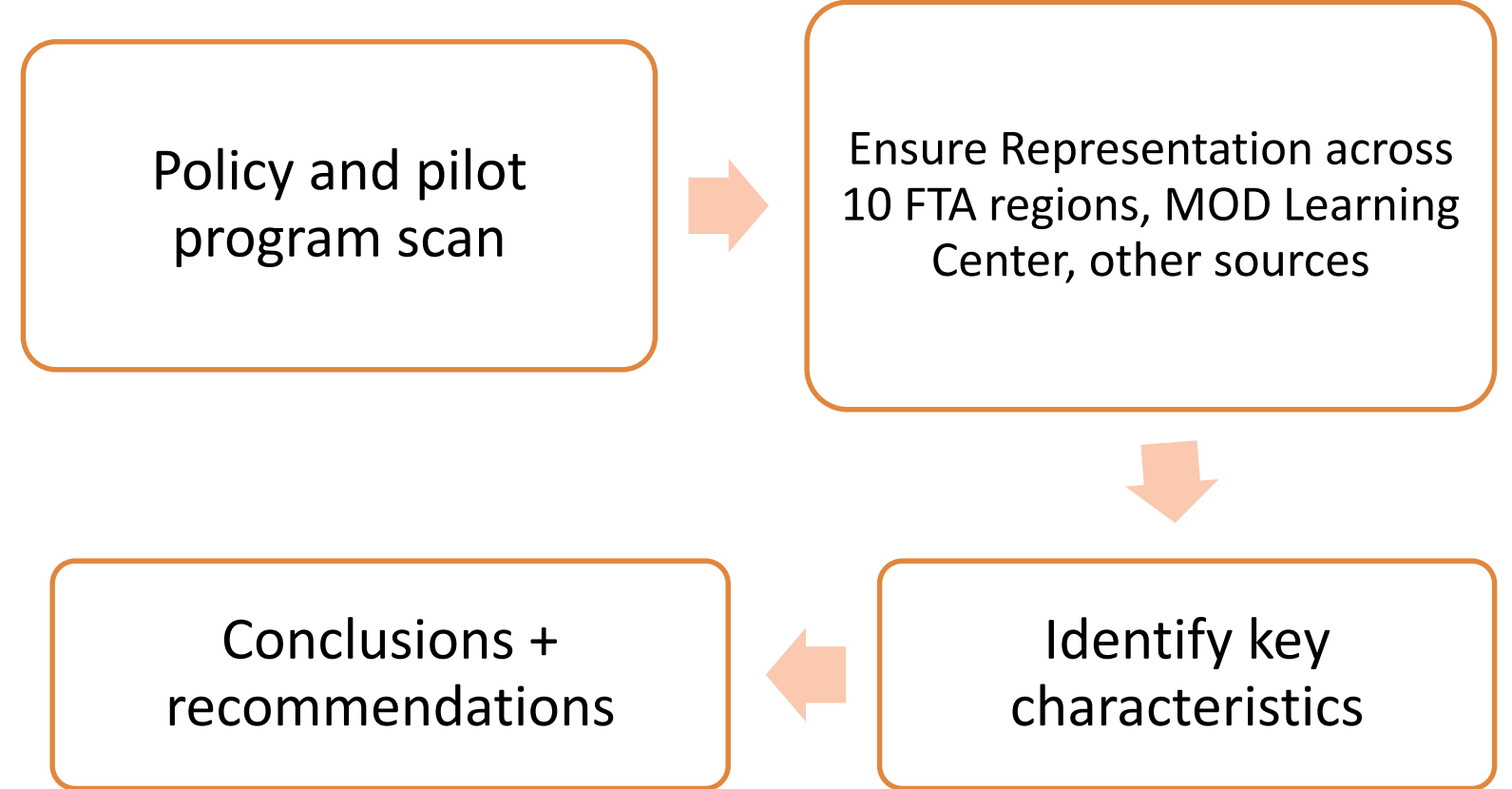
**IL – Chicago WAV Requirement and Accessibility Fund**

- Vehicle Accessibility Fund supported by every non-accessible taxi and TNC trip (\$0.10)
- Accessible digital platform for people who are blind, visually impaired, or deaf and hard of hearing
- BACP offered incentives for WAV purchase, conversions, dispatch, and maintenance
- Quadrupled WAV fleet from 91 to 436


## OBJECTIVES

- Analyze a set of policies and programs to address challenges of providing accessible shared use mobility services
- Identify innovative policies and programs at state and local levels and suggest recommendations
- Identify accessibility attributes and gaps in these programs and policies in order to build knowledge and facilitate potential replicability in diverse settings


## RESEARCH METHOD




## RECOMMENDATIONS




- Input throughout the process



- Integrated Coordination
- Education & Outreach




- Service standards
- Multiple ways to access



- Data Sharing
- Goals
- Performance Measures
- Outcomes

## REFERENCES

- National Center for Mobility Management (NCMM) [www.nc4mm.org](http://www.nc4mm.org)
  - Shared Use Mobility Center (SUMC) MOD Learning Center. [www.learn.sharedusemobilitycenter.org](http://www.learn.sharedusemobilitycenter.org)
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