

Building An Equitable Transportation System with Shared Mobility

Hosted by the Shared-Use
Mobility Center

December 6th, 2016

This project was funded by the Urban
Sustainability Directors Network

Guest Speakers



Sharon Feigon
Executive Director
Shared-Use Mobility Center



Karen Worminghaus
Executive Director
eGo CarShare

Guest Speakers

- **Moderator:** Sharon Feigon, SUMC
- **Bikeshare:** Amanda Woodall, CDOT
- **Carshare:** Karen Worminghaus, eGo
- **TNCs:** Christopher Cochran, PSTA
- **Senior Mobility:** Jeff Maltz, SilverRide
- **Shuttles:** Sanya Cade, DFHV



Amanda Woodall
Program Director
Divvy Bikeshare



Christopher Cochran
Senior Planner
Pinellas Suncoast Transit Authority



Jeff Maltz
CEO/Co-Founder
SilverRide



Sanya Cade
CAO
Department of For-
Hire Vehicles

A row of bicycle seats in a shared-use mobility center. The seats are black and arranged in a line, with a red and white striped pattern visible in the background. The image is slightly blurred, focusing on the foreground seats.

SHARED-USE MOBILITY CENTER

Making it possible to live well without having to own your own car, by creating a multimodal transportation system that works for all



Why Equity?

- We need **environmentally sound**, **cost effective**, and **efficient** ways to get around our communities
- Transit is the **backbone** along with **flexible shared mobility**, including **bikesharing**, carsharing, & **ride-hailing**



Tackling the **Big Issues**

Poverty: Transportation as a growing household expense

Economic Development: Only 1/3 of jobs are currently accessible by transit

Climate Change: The transportation sector is the leading cause of emissions

Racial disparities: Land use and other disparities need to be addressed

The more people use shared modes,
the more likely they are to use transit,
own fewer cars, and spend less on
transportation overall



How the Shared Mobility Toolkit Can Help

sharedusemobilitycenter.org/tools/

Policy Database

- Has over 700 entries on policies relating to transit, shared mobility and land use planning
- The Policies, Programs & Presentations from this webinar will be posted to the site

Mapping Site

- Look at existing shared mobility services & compare to socio-economic characteristics.
- Compare to SUMC's Shared Mobility Opportunity Analysis
- Create detailed Market Reports to help assess the demand for shared mobility

Benefits Calculator

- Assess the environmental & household savings that can be achieved with shared mobility

The image displays a collage of screenshots from the Shared-Use Mobility Center website. At the top, the logo for the Shared-Use Mobility Center is visible, along with navigation links for 'OUR WORK', 'ABOUT SUMC', 'NEWS', 'EVENTS', and 'TRADE ALLIES'. The main content area is divided into three primary sections:

- Shared Mobility Mapping Tool:** This section features a map of Chicago with various data overlays. A sidebar on the right provides statistics for different mobility modes: Carshare (807 cars, 3.0 per 10,000 people), Peer-to-Peer Carshare (139 cars, 0.5 per 10,000 people), Bikeshare (4,750 bikes, 17.4 per 10,000 people), Ridesourcing and Taxis (4,890 taxis, 17.4 per 10,000 people), and Transit (184 bus routes, 20 fixed guideway routes). A legend at the bottom indicates the availability of Rail, Streetcar, Ferry, etc., and Bus.
- Shared Mobility Policy Database:** This section includes a search bar and a list of policies. A prominent heading reads 'Understanding Shared-Use Mobility', followed by a description of the database's comprehensive collection of over 700 policies. A 'Browse policies' button is visible, along with a 'Register or Sign in to see analysis' link.
- Shared Mobility Benefits Calculator:** This section provides a table of potential benefits from shared mobility. The table shows the number of vehicles that can be reduced by 5% (14,819 vehicles in total) and the corresponding additional units for different modes.

Mode	Additional units
Transit commuters (Commuters: 2,400)	4,890
Carshare vehicles (Commuters: 25)	1,238
Shared bikes (Commuters: 25)	904
Rideshavers/carpools (Commuters: 2,400)	2,396

At the bottom of the page, there are links for 'Analysis' and 'Key policies & plans', along with a search bar for 'Quick policy search (e.g. "bikesharing")'.

Contact Albert Benedict, SUMC Research Manager to Learn More about the Toolkit!
albert@sharedusemobilitycenter.org



DIVVY
DIVIDE & SHARE

DIVVY FOR EVERYONE

Presented to SUMC
12/6/16



CDOT
CHICAGO DEPARTMENT
OF TRANSPORTATION

CHICAGO BY THE NUMBERS



- Population: 2.7 million; 3rd largest city in the U.S.
- 237 square miles in size
- \$600–800 million/year for transportation
 - More than half from state or federal grants
- Non-motorized mode share: 38%
- Top ten in the U.S. for regional auto congestion
- ~40 pedestrian & ~10 cyclist fatalities/year
- 1/3 of Chicago children are overweight; 17% are clinically obese



MEET THE DIVVY BIKE

Front and rear fenders to protect clothing

Basket holds up to 20lbs; straps to hold loose items

Step through design and chain guard allows riders to wear suits or skirts



A close-up photograph of a person's hand using a blue key to unlock a blue bicycle. The key is inserted into a lock mechanism on the bicycle's frame. The bicycle is mounted on a grey metal dock. The dock has a control panel with a small display and three buttons labeled 1, 2, and 3. The background is blurred, showing a white car and other people in an urban setting.

1 BUY 24-HOUR PASS AT A STATION OR ANNUAL MEMBERSHIP TO GET A KEY

2 PICK A BIKE

3

RIDE



4

RETURN



MEMBERSHIP OPTIONS

- » 24-Hour Pass \$9.95
- » Annual Membership
 - » \$99.00/year
 - » \$9.95/month (with 12-month commitment)
- » D4E Membership \$5.00/year (income qualifications)



Usage Fees

Ride Time	Annual Members	24-Hour Pass
0 - 30 minutes	Included	Included
30 - 60 minutes	\$ 1.50	\$ 2.00
60 - 90 minutes	\$ 4.50	\$ 6.00
Each additional 30 min	\$ 6.00	\$ 8.00

DIVVY TO DATE

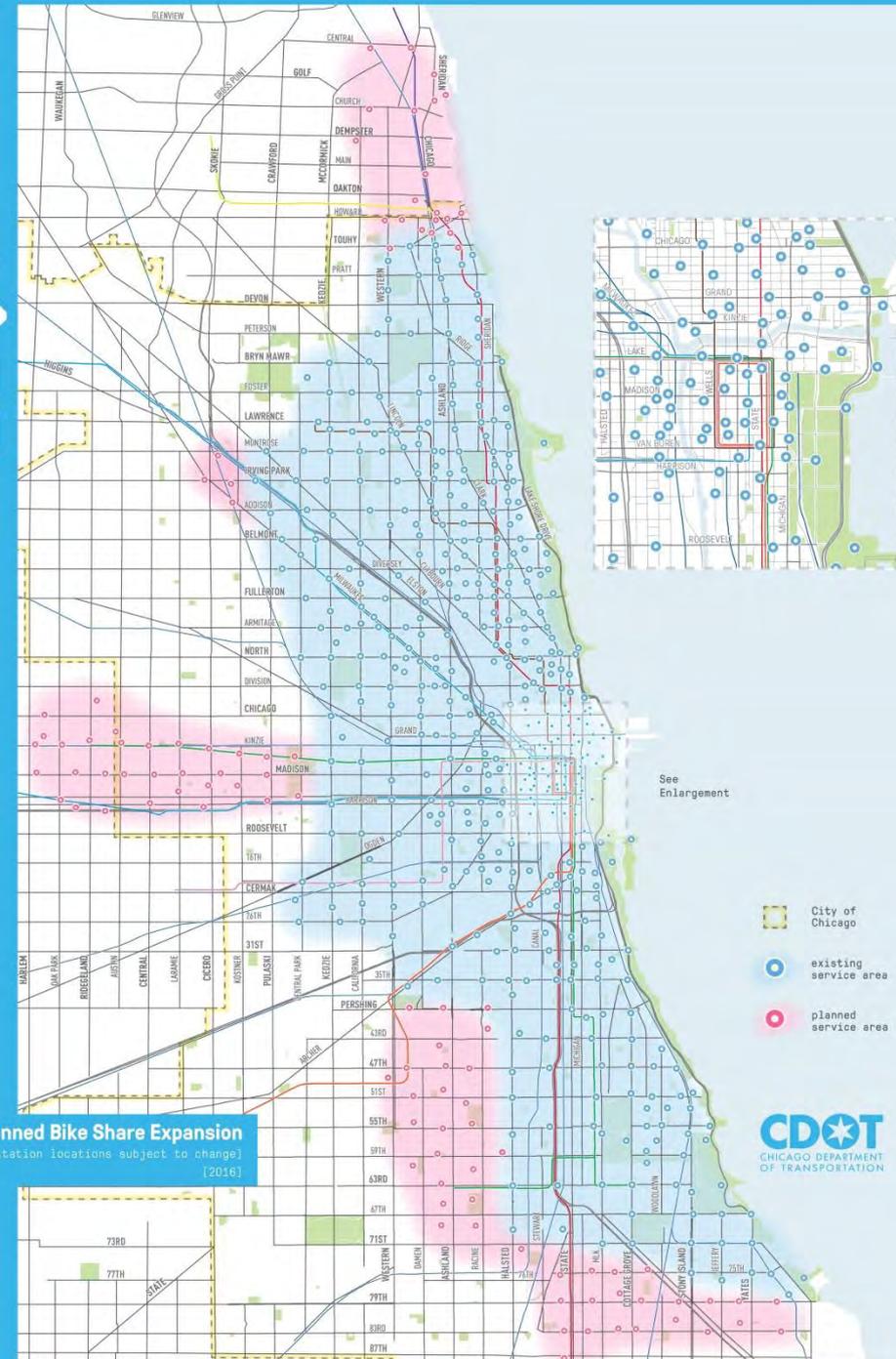
2016 Expansion Completed

- 584 stations; 5800+ bikes
- Includes suburbs of Evanston & Oak Park

Ridership

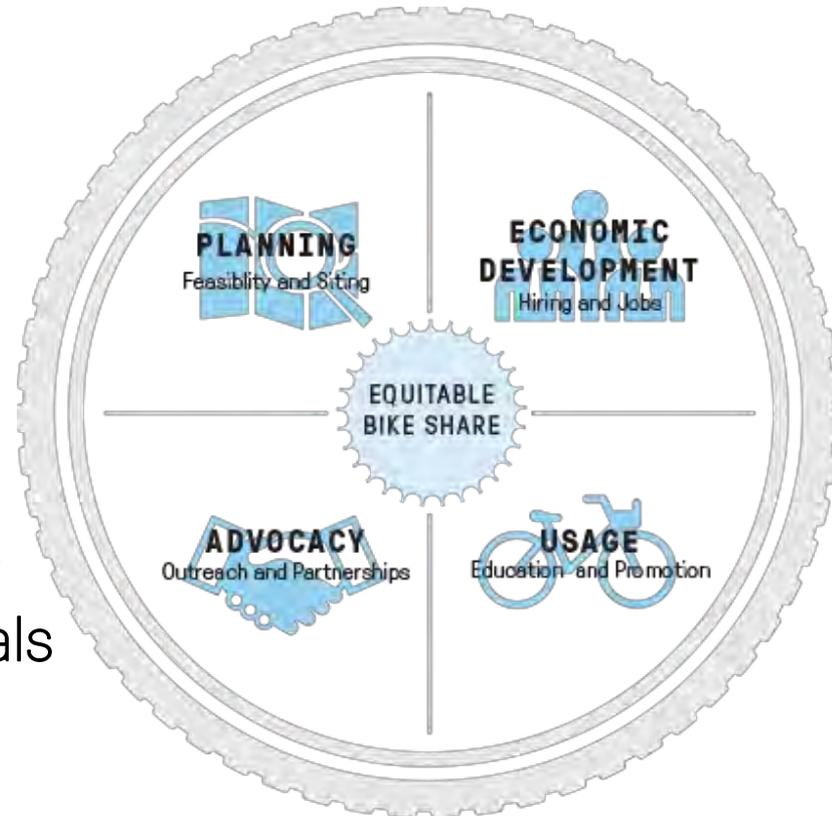
- 20 million miles traveled
- 9.8 million trips
 - 6.8 million member trips
 - 2.9 million 24-hour
- 33,000+ active annual members
 - Includes 1,900+ D4E members

DIVVY



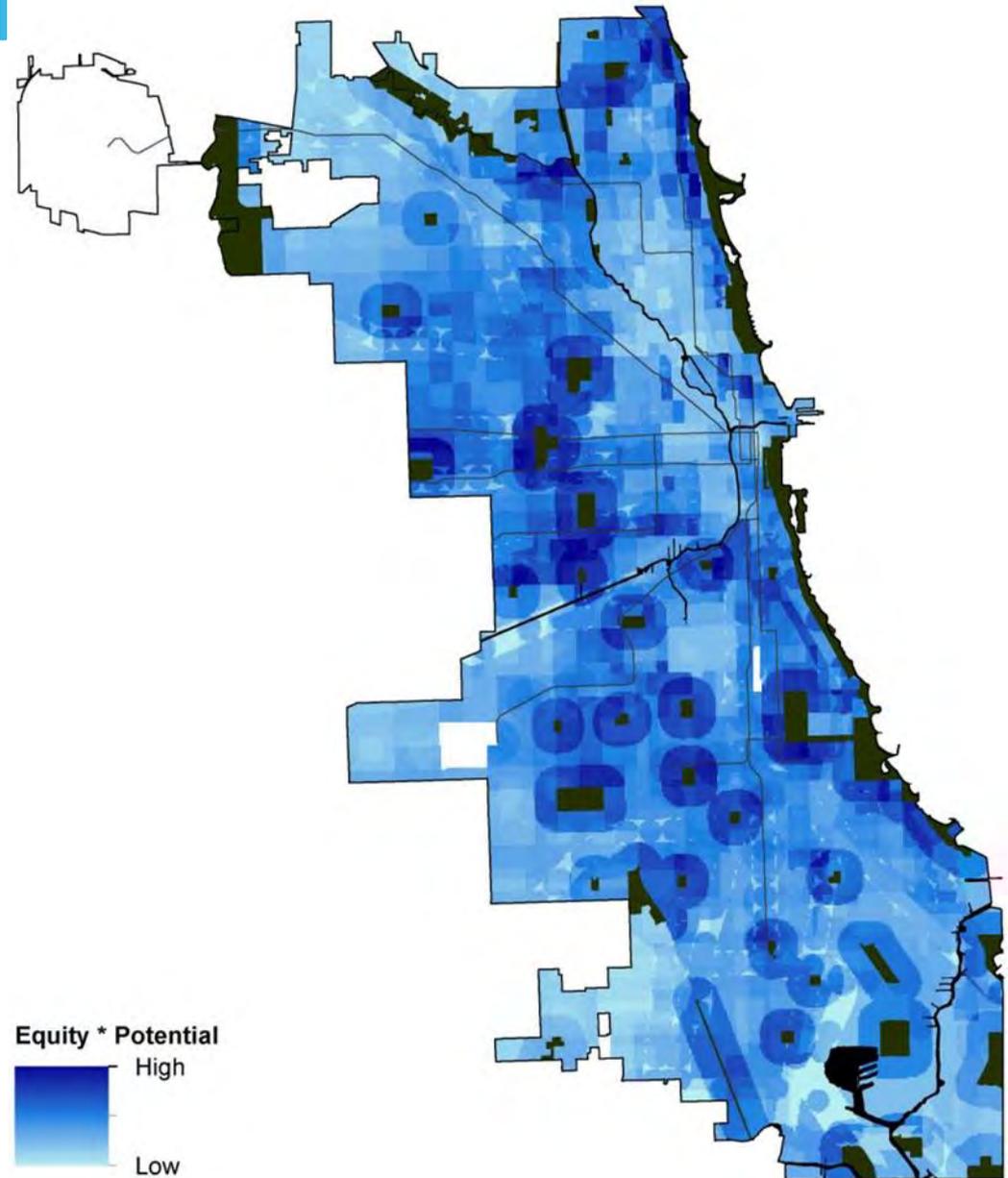
EQUITABLE BIKESHARE

- » Promote equity through a comprehensive approach including:
 - » Planning & station siting
 - » Proactive hiring
 - » Youth training & job opportunities
 - » Outreach in Chicago Public Schools
 - » Unbanked and low income individuals
 - » Citywide outreach



FEASIBILITY & HEAT MAPPING

- Standard Criteria
 - Bikeways network
 - Population aged 20–39
 - Dense population and housing
 - Existing walk/bike modeshare
- Equity Criteria
 - Household income
 - Non-white population
 - Educational attainment
 - Households without vehicles



2016 EXPANSION

- 584 Stations
 - 561 stations in the City of Chicago
 - Includes 23 stations in Evanston & Oak Park
- 44% of the City's geography served (up from 38%)
- 64% of Chicago's population lives within ½ mile of station (up from 56%)
- 52% of population served is non-white (up from 46%)
- 11 of 15 community areas with median household income under \$30K/year are served by Divvy
- 38% of Divvy stations are within one block of train station (up from 25%)

DIVVY



CHICAGO'S UNBANKED

- » 12.7% Citywide
- » 17% Bronzeville
- » 7% Nationwide

DIVVY DEMOGRAPHICS

- » 63% Male
- » 79% Caucasian
- » Average age of 34
- » 95% have a college degree or more
- » Moderate to high household incomes

HOUSEHOLDS BELOW FPL

- » 22% Citywide
- » 29% Bronzeville
- » 14.5% Nationwide



Photo credit John Greenfield

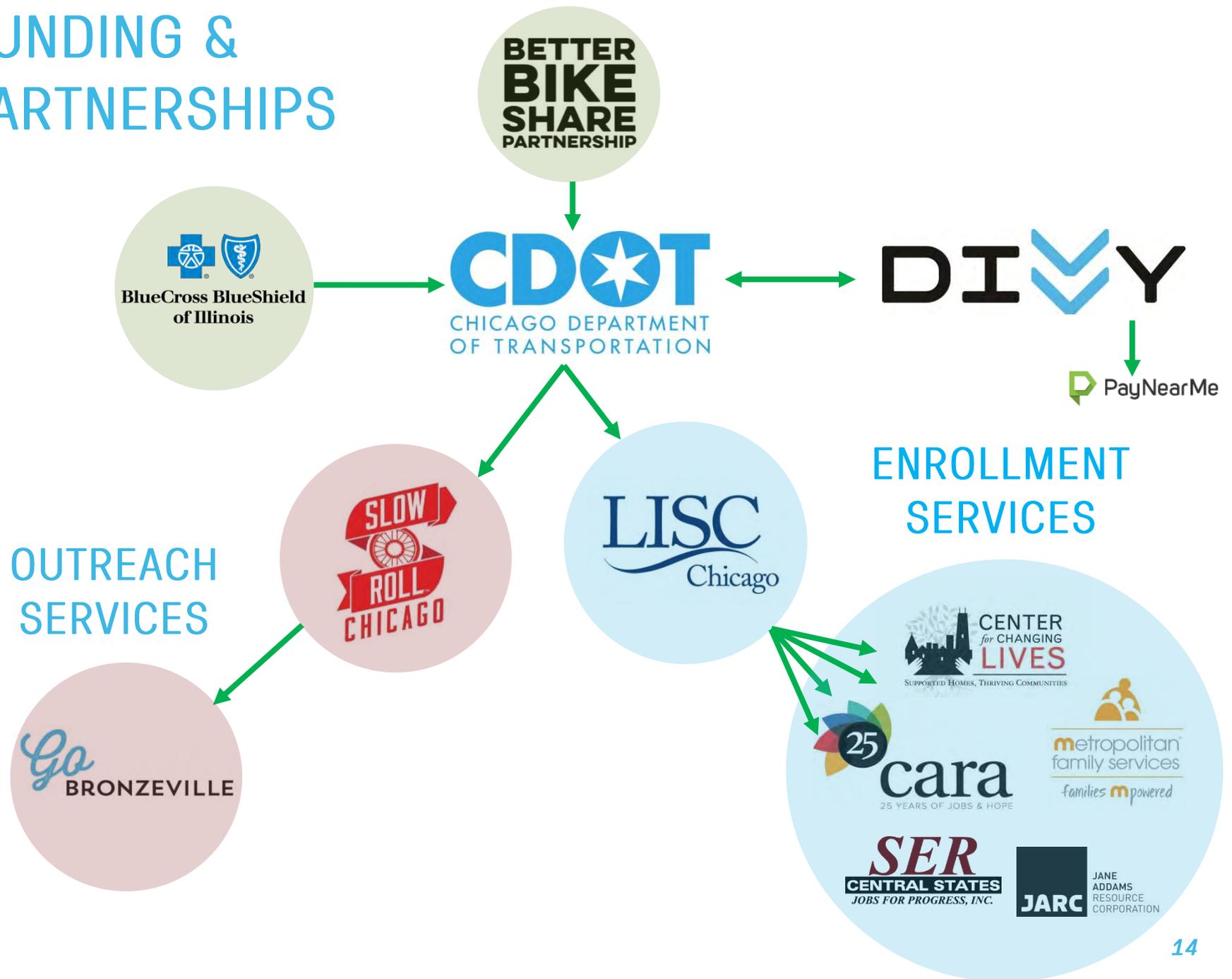
DIVVY FOR EVERYONE (D4E)

GOALS

- » Address financial barriers to Divvy membership
- » Create an accessible enrollment process
- » Market and administer the program with local partners and stakeholders
- » Affordable transportation should be available to those who need it most



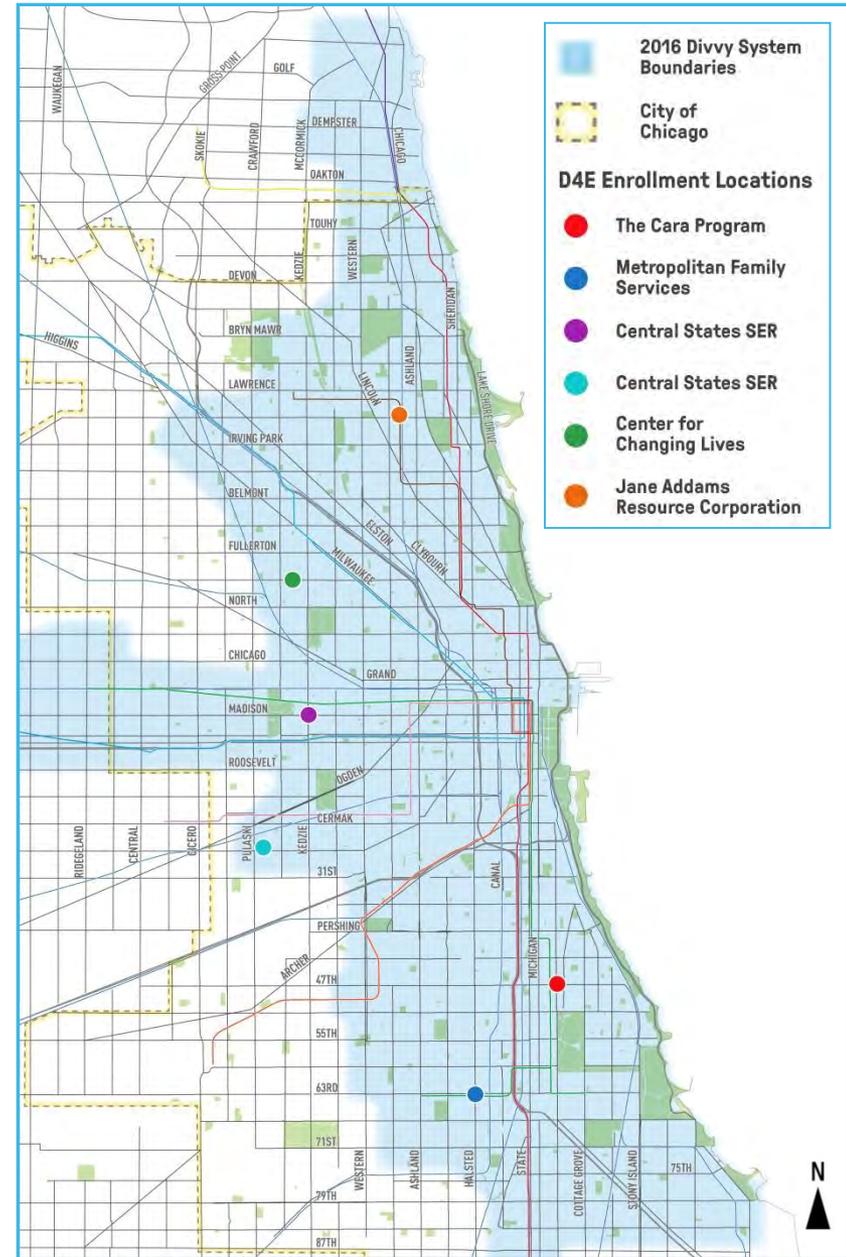
FUNDING & PARTNERSHIPS



D4E USER FEATURES

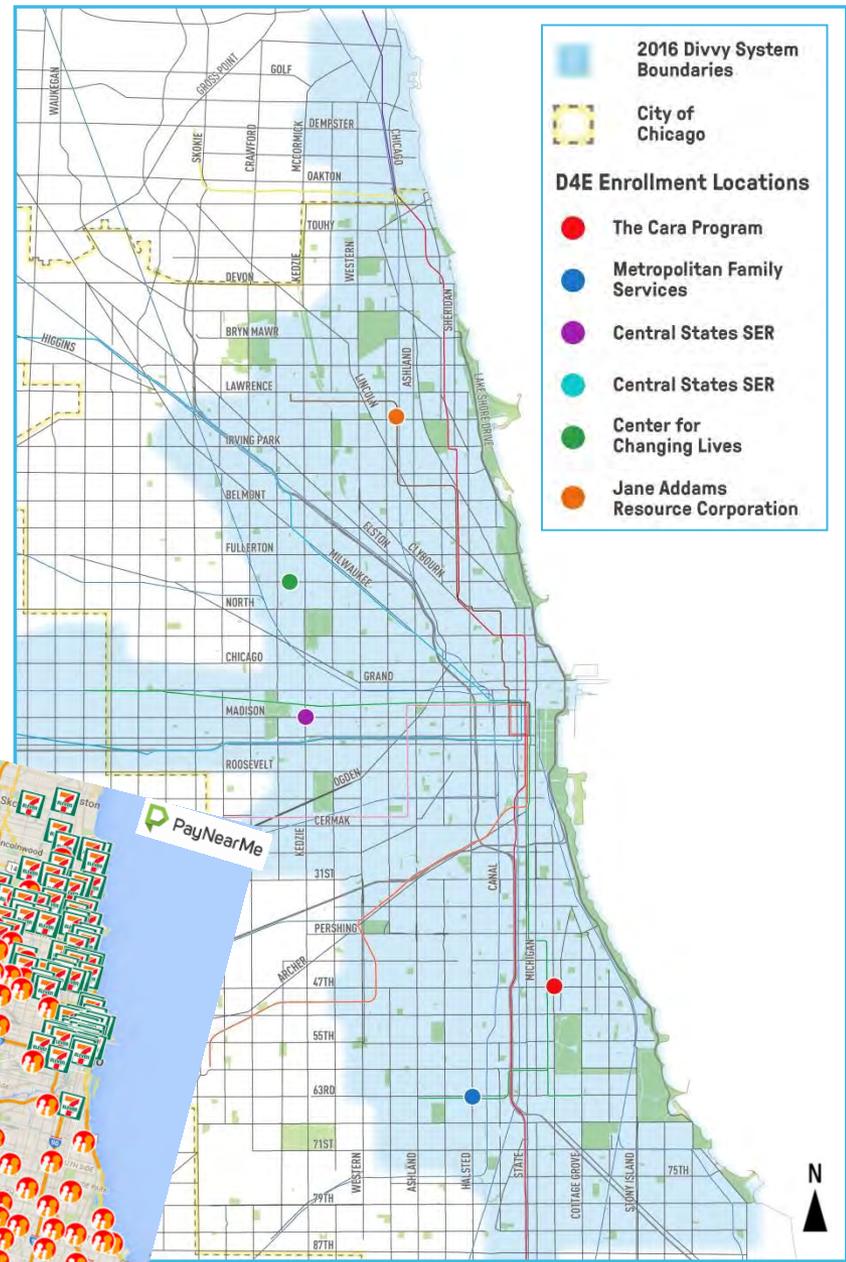
- One-time \$5.00 subsidized membership
- No credit or debit card required
- In-person enrollment
- Chicago residents only
- First time Divvy members
- Income level at or below 300% FPL

Family Size	Annual household income less than:
1	\$35,310
2	\$47,790
3	\$60,270
4	\$72,750
5	\$85,230
6	\$97,710



USER EXPERIENCE

1. Travel in-person to an FOC
2. Paper application
3. Income verification
4. Online sign up
5. Phone activation of key fob
6. Option for cash payment



Apply for emergency (D4E) program membership application

PLEASE PRINT NAME & ADDRESS CORRECTLY ON THE FRONT PAGE OF THIS APPLICATION

NAME: [] LAST FIRST MIDDLE INITIAL
 ADDRESS: [] STREET CITY STATE ZIP+4

MEMBER NAME (Last, First, Middle Initial)
 DATE OF BIRTH (Month/Day/Year)
 STREET ADDRESS
 CITY STATE ZIP+4

EMERGENCY CONTACT: NAME, PHONE, ADDRESS, CITY, STATE, ZIP+4

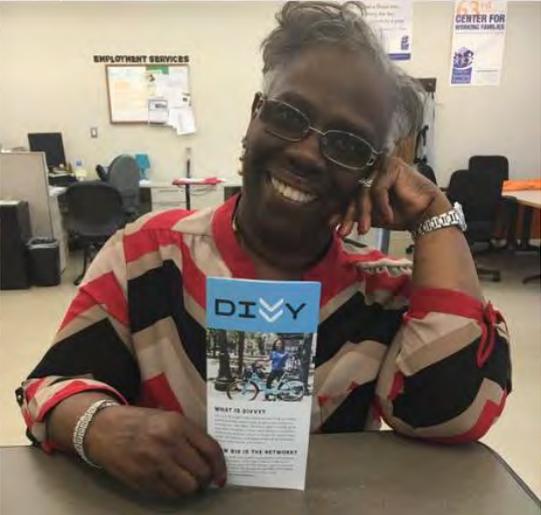
ARE YOU CURRENTLY ENROLLED IN ANY OTHER PROGRAMS AT THIS LOCATION? YES/NO

HOW DO YOU WANT TO PAY? CASH/DEBIT CARD

WHAT IS YOUR FAMILY SIZE? []

ARE YOU CURRENTLY ENROLLED IN ANY OTHER PROGRAMS AT THIS LOCATION? YES/NO

HOW DO YOU WANT TO PAY? CASH/DEBIT CARD



D4E OUTREACH



	July 2015 – October 2016	
	Events	People Reached
Slow Roll	89	3504
Go Bronzeville	36	1513
TOTAL	125	5017

D4E PROGRAM RESULTS

- 1,900+ signups to date
- 1,400+ signups in Year 1
- 900+ currently active

Race:

- ~35% African American
- ~37% White

Ethnicity:

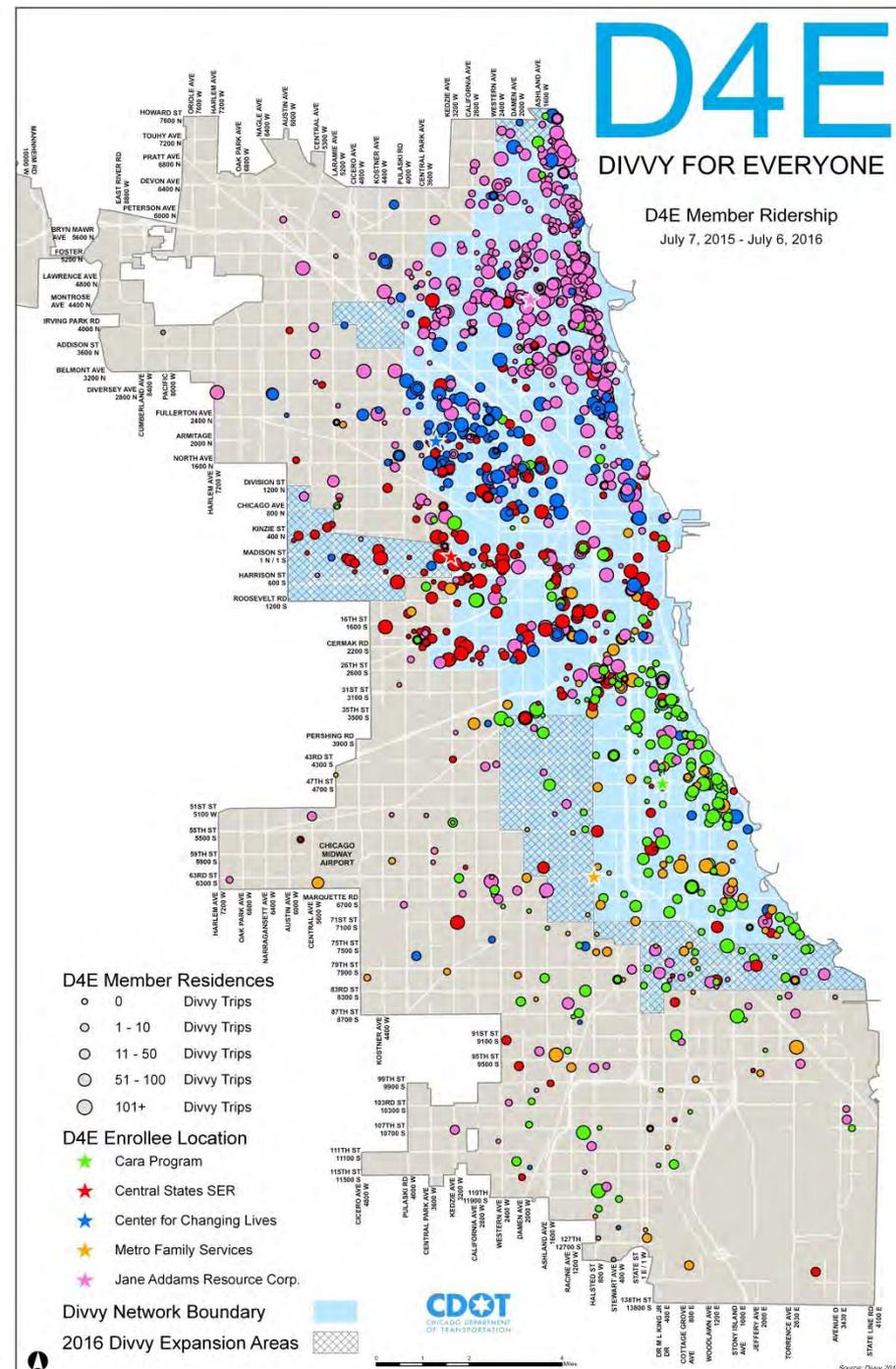
- ~15% Hispanic

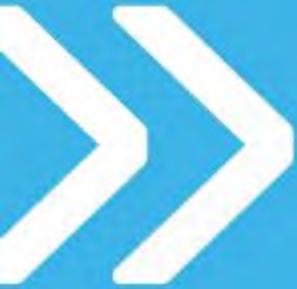
Gender:

- 53% Male / 46% Female

Trips:

- 82% have used Divvy
- 53% have taken 10+ trips





DI VY
DIVIDE & SHARE



CDOT
CHICAGO DEPARTMENT
OF TRANSPORTATION

divvybikes.com

Amanda Woodall

312-744-5194

amanda.woodall2@cityofchicago.org



eGo CarShare



**Webinar: Building an
Equitable
Transportation
System with Shared
Mobility**

Easy Economical Eco-friendly
carshare.org



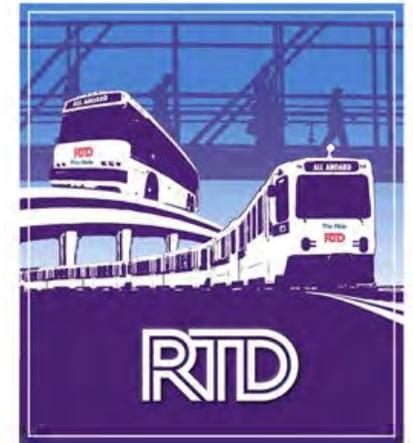
**Karen Worminghaus
Executive Director**

**eGo CarShare – 501(c)(3)
www.carshare.org**

December 6, 2016

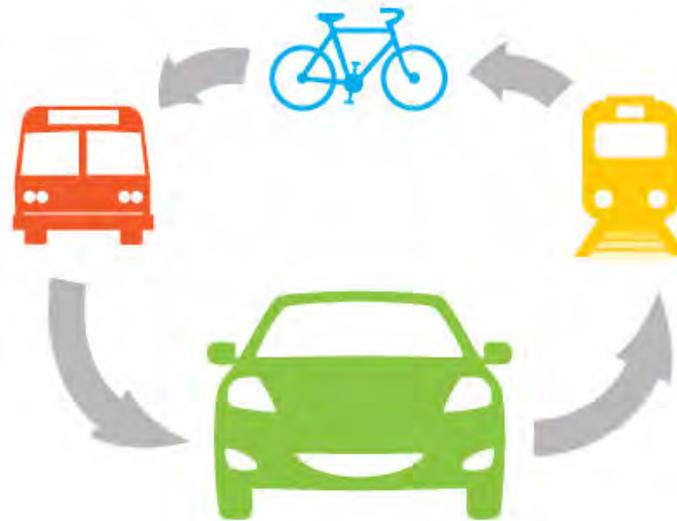
CarShare: How Shared Mobility is Helping Low-Income Communities in Boulder, CO.

- Remember to keep at the forefront that **public transportation** is the core component to meeting transportation needs – don't lose sight of this.
- Shared Mobility cannot wholly replace the fundamental service public transportation provides.



Shared Mobility Can Help Fill the Gaps

In 2014-2015, eGo CarShare initiated a CMAQ funded pilot project to create an innovative and comprehensive “**Multi-modal Toolkit**” for residents in various affordable housing neighborhoods in Denver and Boulder.

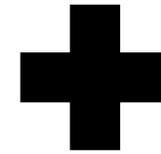
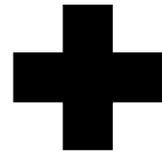
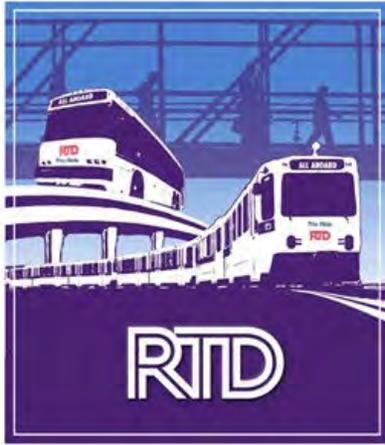


Tools in the Toolkit:

- 1) A NECO Pass or Monthly Transit Pass
- 2) Bike access and/or B-cycle membership
- 3) Easy access to carsharing at discounted rates
- 4) Transportation information, maps, resources, training, etc.



eGo CarShare Programs



**Multi-modal
Toolkit
CMAQ 2014-15
Funding**

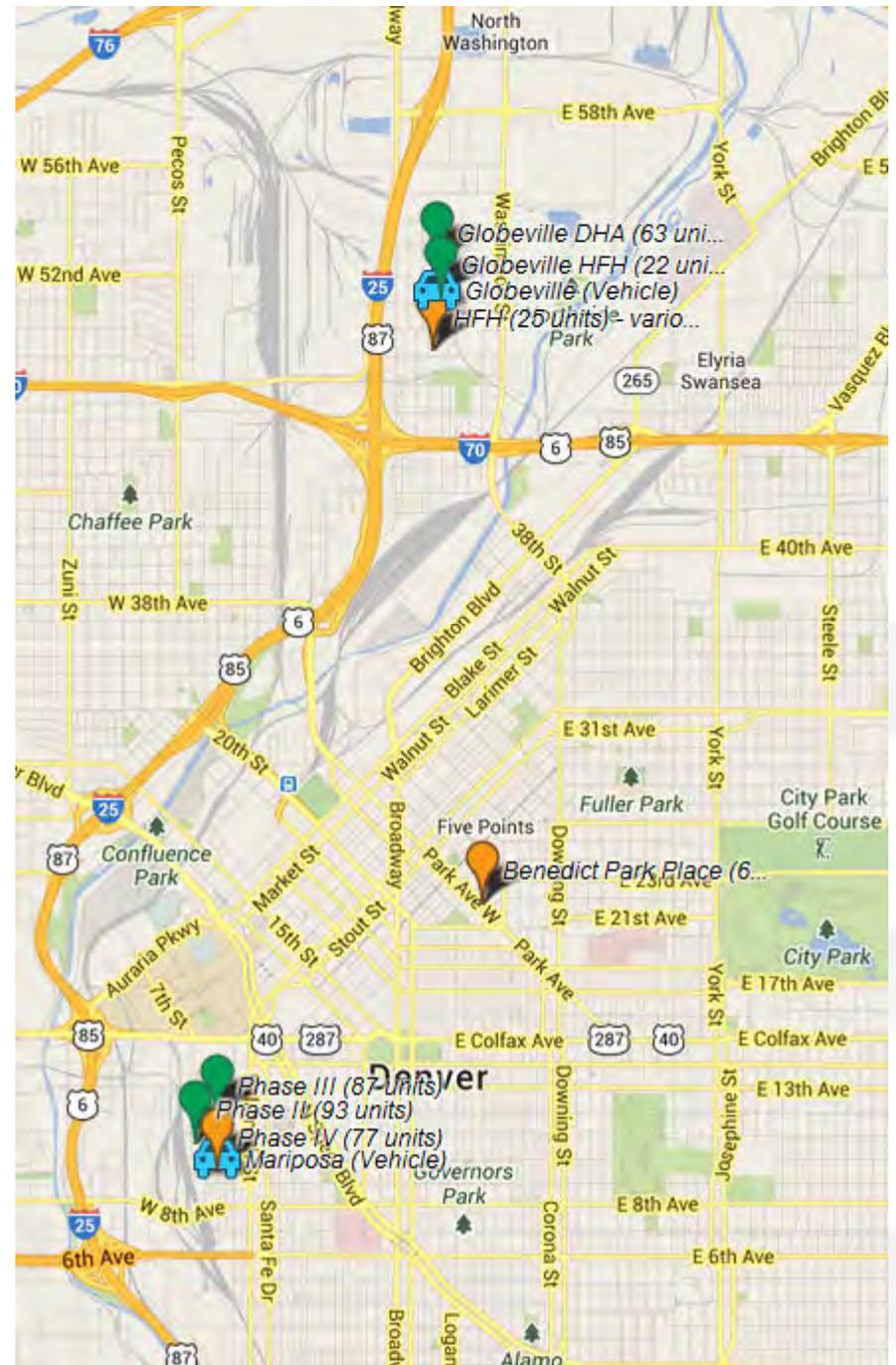
Locations / Partners

Denver:

- Mariposa – DHA Neighborhood Redevelopment (TOD)
- Globeville – DHA & HFHMD Townhomes

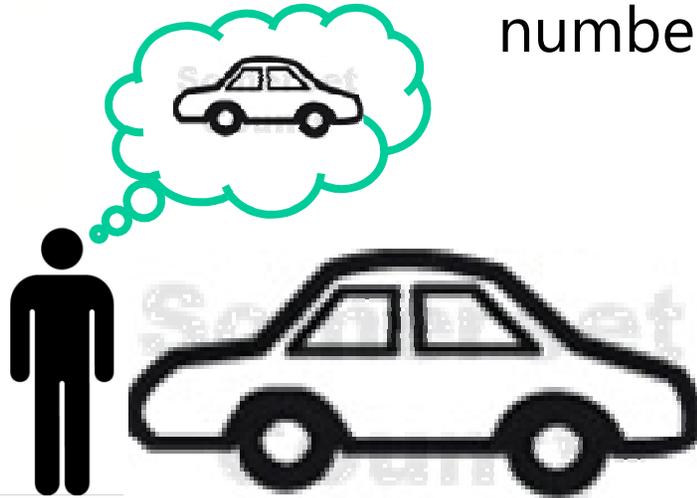
Boulder:

- 5 Boulder Housing Partner sites

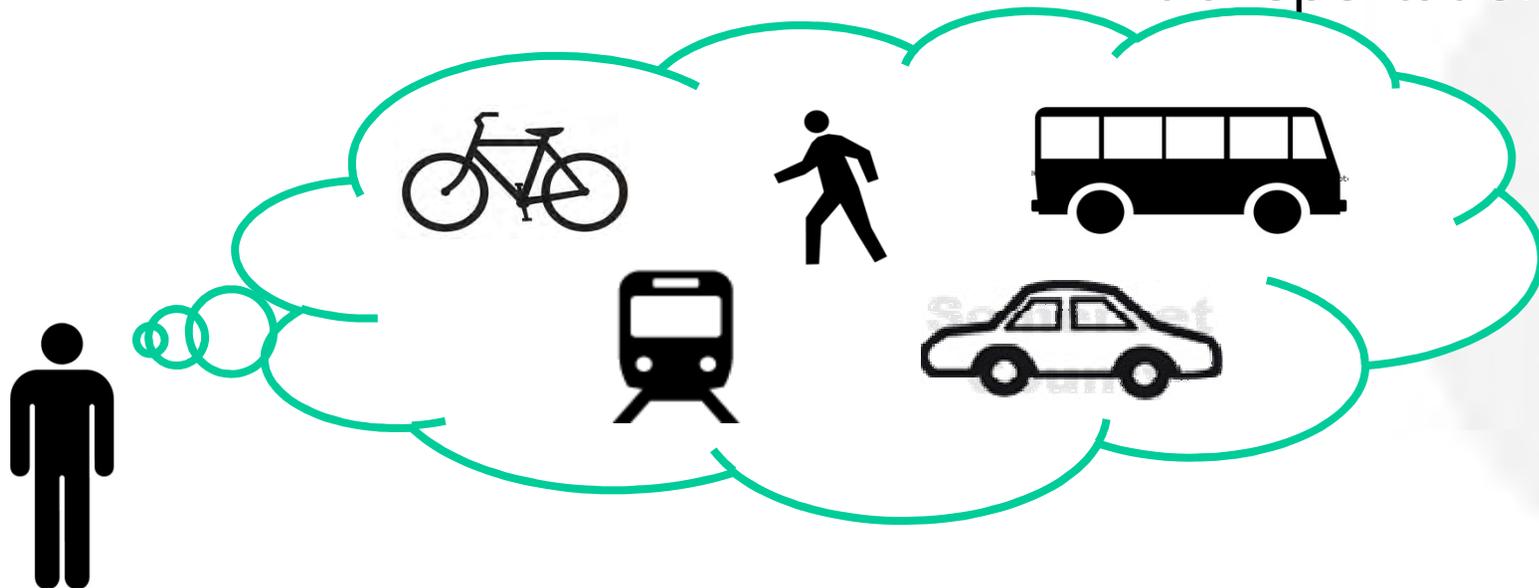


CarSharing

When you buy a car you are pre-paying for a large number of trips which encourages car usage.



CarSharing encourages people to use automobiles only when it is the most practical and economical transportation option.



Key Successes:

- 2 of 5 NECO (Transit) Pass programs have continued and are now self-funded via resident contributions.
- 4 of 5 carshare locations are still in service with revenue from 50% discount plan, and revenue from "market rate" members.

Key Challenges:

- Complexity of NECO Pass program and price variances.
- Staff time / resources required to effectively educate residents about all components of the Transportation Toolkit.





Questions?

Karen Worminghaus _karen@carshare.org

www.carshare.org
303.720.1185





Maintaining Equity in Pioneering Pilots and Partnerships

Building an Equitable Transportation System with Shared Mobility Webinar

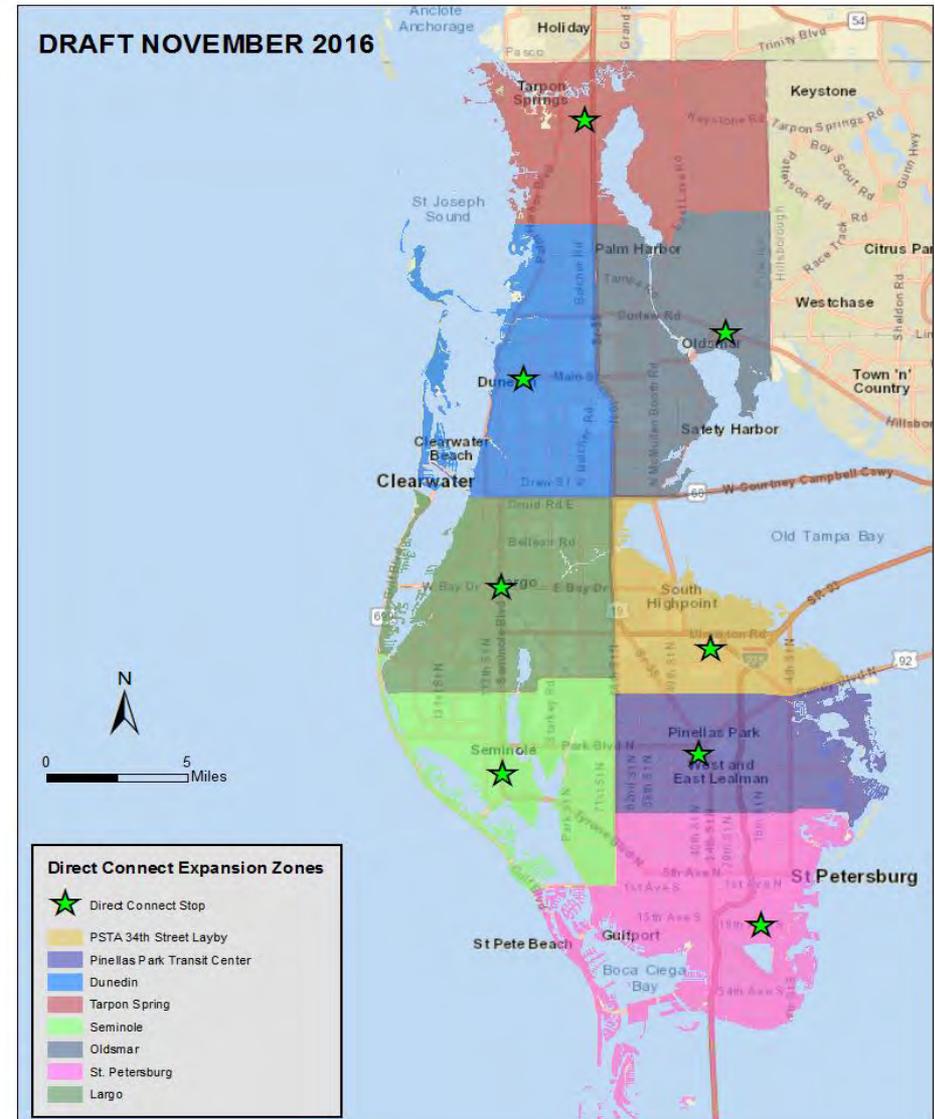
December 6, 2016

Christopher Cochran, AICP
Senior Planner

Pinellas Suncoast Transit Authority (PSTA)
St. Petersburg, Florida

Current Innovative Pilot Programs

- **Direct Connect (*First Mile/Last Mile*)**
 - Uber, Lyft, Local Taxi, and Wheelchair provider
 - Uber/Lyft – Must have Mobile Phone and Credit Card
 - Taxi and Wheelchair Provider – Accepts Cash or Credit
 - PSTA pays first \$5.00
 - Uber and Lyft – about \$1.00 to get to stop



Current Innovative Pilot Programs

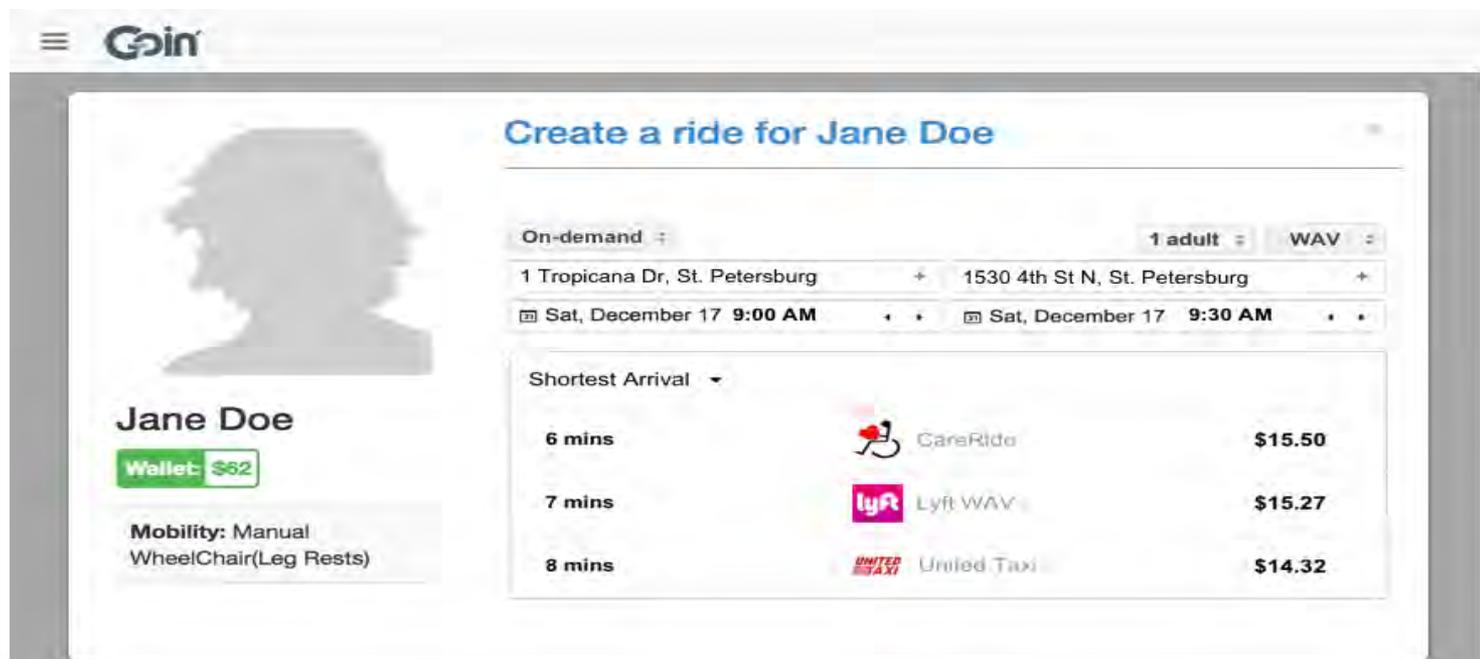
- **Transit Disadvantaged Late Shift (*Service Gaps*)**
 - Uber, Local Taxi, and Wheelchair provider
 - Uber for Business Platform requires only email address and mobile phone
 - Taxi and Wheelchair provider – Mobile app or call in
 - 100% grant funded rides between 9pm and 6am for low-income workers

FREE
UBER & TAXI RIDES
CALL 727.540.1900

TD
late shift

Current Innovative Pilot Programs

- **FTA MOD Sandbox Grant (*Paratransit*)**
 - Awarded \$500,000 to demonstrate cost effectiveness and reliability of using TNCs for paratransit services.
 - Call-in and PSTA dispatches all rides regardless of provider
 - Digital Voucher, Credit Card, or cash



GoIn

Create a ride for Jane Doe

On-demand | 1 adult | WAV

1 Tropicana Dr, St. Petersburg | 1530 4th St N, St. Petersburg

Sat, December 17 9:00 AM | Sat, December 17 9:30 AM

Shortest Arrival

Duration	Provider	Price
6 mins	CareRide	\$15.50
7 mins	Lyft WAV	\$15.27
8 mins	United Taxi	\$14.32

Jane Doe
 Wallet: \$62
 Mobility: Manual WheelChair(Leg Rests)

Principal Equity Issues

- **Access to technology**
 - Access to mobile phones not necessarily a primary issue (APTA Survey 2016)
 - Disparity in access occurs in the willingness of low-income riders to use 3rd party apps to complement the rider experience
 - PSTA has shown that a strategic outreach and marketing plan is effective.

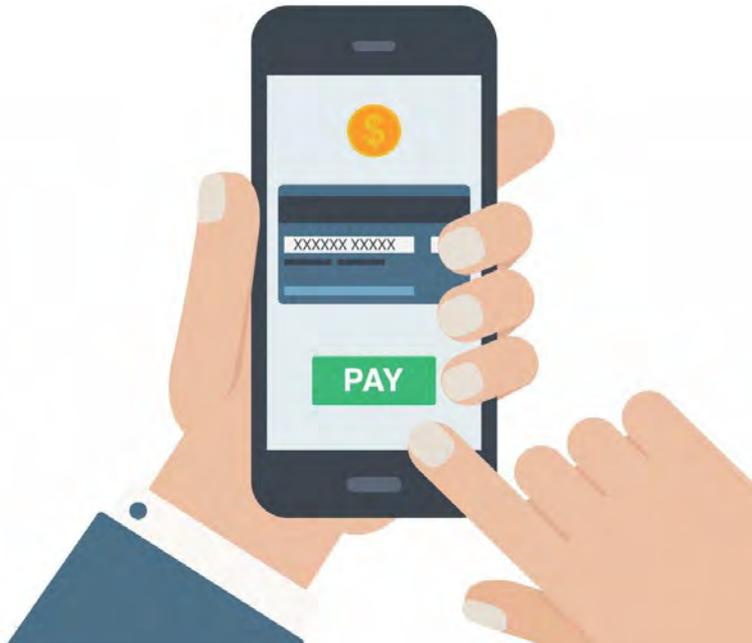


Principal Equity Issues

- **Payment Methods**

- Uber

- Direct Connect – must have a credit card
- TD Late Shift – Uber for Business Platform
 - Does not require credit card
 - Requires email address



BUSINESS

Principal Equity Issues

- **Payment Methods**

- **United Taxi**

- Direct Connect - accepts Cash or Credit
 - TD Late Shift - 100% grant funded, free ride

- **Care Ride**

- Direct Connect - accepts Cash or Credit
 - TD Late Shift - 100% grant funded, free ride



Care Ride, LLC
 Transportation Service

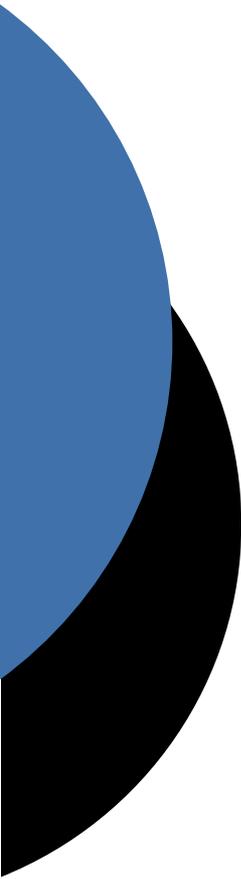
Principal Equity Issues

- **FTA MOD Sandbox Grant**
 - **Paratransit ADA Regulations**
 - LyftWAV rides will consist of vetted drivers and conversion vans that have been vetted by PSTA for this particular grant
 - Option of using LyftWAV, Taxi or Traditional Wheelchair Provider
 - Co-pay is fixed, so the choice of provider is left to the rider
 - Payment options vary among provider choice and maintained by Goin's Software platform
 - Vouchers
 - Cash or credit



Thank you.

Questions?



SilverRide™

GET THERE WITH CARE

Shared Use Mobility Center Webinar: Building an Equitable Transportation System with Shared Mobility

Prepared by: Jeff Maltz, CEO/Founder, SilverRide
Jeff@SilverRide.com

Agenda

- A Growing Gap In Service For Seniors & Those With Disabilities
- How SilverRide Helps Address the Problem
- How Organizations Use SilverRide
- Policy Thoughts



There Is Growing Inequity For Riders Who Need Extra Assistance Or Are Disabled

- A whopping 38.7%, or 15.8m people age 65+, have a serious disability preventing use of standard transportation service.
- Subsidized service not robust for those who need extra assistance
- New options do not meet needs of those who need extra physical assistance or have cognitive issues

Rise of TNCs & Other New Options (ex Bikesharing) Good for the
61.3% of 65+ Riders Who Can Use

+

Current Subsidized Systems Have Difficulty With The Outliers

+

Focus on Wheelchair Users or Ambulatory – Not on Riders Who
Need Extra Physical Assistance

=

GROWING GAP FOR RIDERS WHO NEED EXTRA ASSISTANCE

What Is SilverRide?

SilverRide is a personalized, care-managed mobility platform helping seniors get things done, socialize and continue to have engaged, meaningful lives.



- We know the person, we tailor the ride
- Guaranteed Door-Through-Door Assisted Rides
- Trained, Highly-Screened, Engaging Drivers (can provide physical assistance)
- No Need To Use A Smartphone
- Accompaniment

Using SilverRide or partner vehicles, clients who need extra assistance can take advantage of the ridesharing revolution too! – without making any compromises!

Main SilverRide Differentiators

Differentiators:

- Focus on seniors and those with disabilities
 - We can physically touch clients and provide assistance
 - Able to accommodate both wheelchair users who can and cannot transfer
- True TNC – licensed by State of California
 - \$1m for all 3 periods, insurance outside the car
 - SilverRide insurance cards in driver's cars.
- All staff highly credentialed
 - Trained: Physical transfers, Safety, Compliance , Client Sensitivity
 - Fingerprinted and background checked



Geography:

- Mostly greater Bay Area, with presence in Sacramento and L.A.
- Can expand to any area quickly, looking for more pilots

How Used By Organizations?

Paratransit Plus

Religious Institutions

Cultural / Social Organizations

Clinic Discharges

Senior Living Vehicle Replacement

○ Benefits:

- Eliminate Organization-Owned Vehicles, Employees
- Tailored Service, Better Customer Service, Fewer Complaints
- Can Accommodate Most Clients Unless Extreme Situation
- Can Coordinate With Care Staff, Professionals, Families
- Guaranteed Door-Through-Door Ride for Every Client
- Reduce Costs

Desired Policy Changes

Accessible Vehicle:
Typically Wheelchair
User Who Cannot
Transfer

Assisted Ride:
Needs Physical
Assistance Can Use
Passenger Vehicle

Ambulatory:
Can use passenger
vehicle and no
special training
necessary

- Acknowledge difference in rider capability with policy
 - Rider who needs accessible vehicle and cannot transfer different from rider to can transfer or who uses walker, cane but needs more physical assistance getting to car and in/out of car
- Create an assisted ride category with required service criteria
 - Driver must be trained in physical transfers
 - Driver must be trained in how to handle various physical and cognitive issues
- Make sure no discrimination wheelchair users still want options



**DEPARTMENT OF FOR-HIRE
VEHICLES**



**NEIGHBORHOOD RIDE SERVICE
BY DC TAXIS**



AGENDA



WHO WE ARE

WHAT WE DO

NEIGHBORHOOD RIDE SERVICE

DISCUSSION



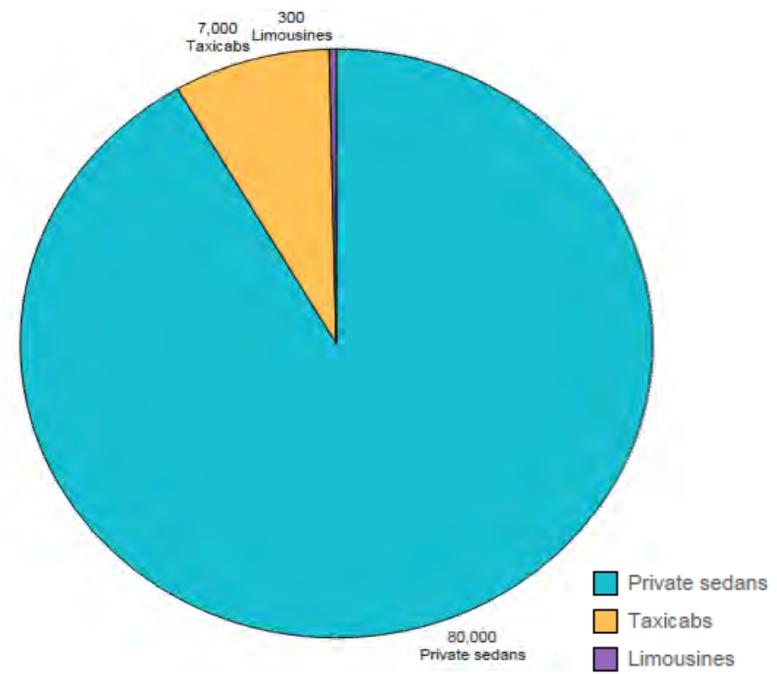


Who We Are: *New Name, New Mission.*

On June 28, 2016, the DC Taxicab Commission was reorganized to become the DC Department of For-Hire Vehicles.

Our Mission: Protect the public interest through appropriate regulation of the vehicle-for-hire industry that allows the residents of and visitors to our Nation's Capital to enjoy their choice of safe, affordable, and accessible transportation options.

Vehicle Type	Approx. Number	Companies
Private Sedans	150,000+ (95.4%)	4 Private Sedan Companies (TNCs) (Uber, Lyft, Wheelz, Split*, etc.)
Taxicabs	7,000 (4.4%)	97 Taxicab Companies (Yellow Cab, VIP, Grand Cab, etc.)
Limousines (Black Cars)	300 (0.3%)	Limousine Companies



Note that Taxis and Limousine represent less than 6.5% of the vehicles in our ecosystem.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser





Our Vision.

Reinvent the vehicle-for-hire industry through innovative technologies and business models that expand customer options and enhance rider experiences.

GOALS

- Expand economic opportunities for drivers and companies.
- Modernize technology infrastructure, architecture, to allow third-party developers to deploy complementary products and services.
- Level the competitive playing field across the for-hire spectrum.

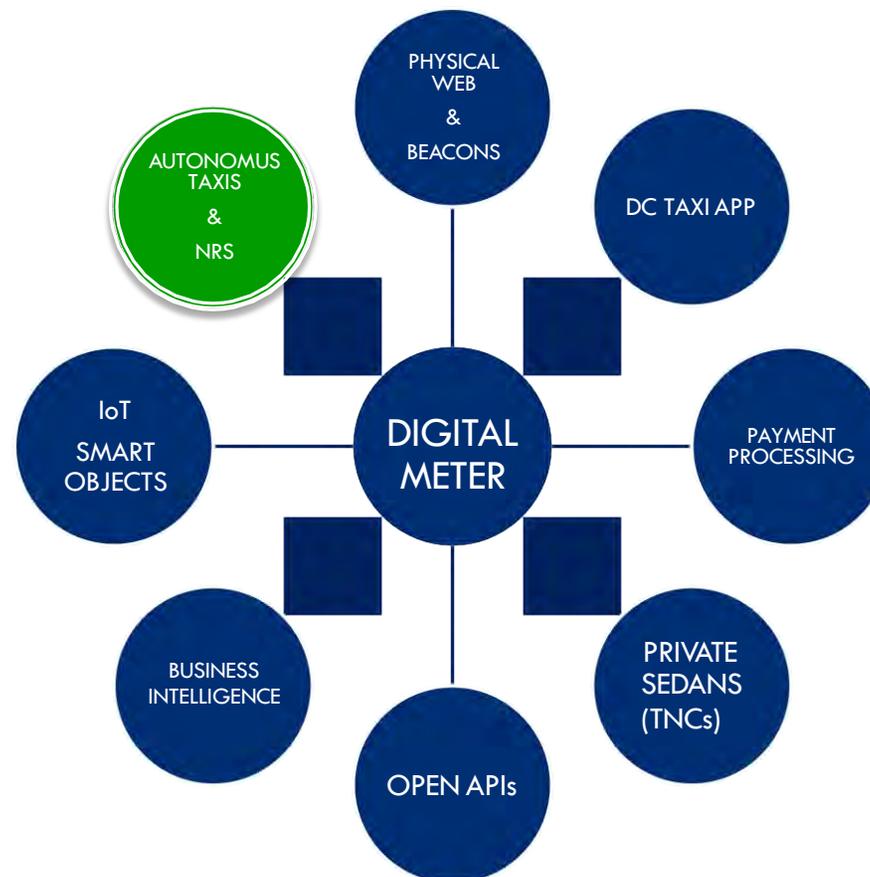


Our Strategy: *OPEN APIs*



Application Program Interfaces (APIs) allow systems to talk to each other

- Third party developers can build apps on top of your data and systems
- Engine for digital transformation





What Services do we Provide?

We provides a number of services to enhance the overall experience of our stakeholders including:

Lost and Found

•Partners with taxicab companies and launched an online form for passengers to report and recover items lost in a DC taxicab.

Complaint Resolution

•Reviews, researches, and adjudicates complaints submitted against vehicle operators, taxicab companies, payment service providers, or dispatch companies. Our compliant resolution process covers digital dispatch providers, such as Uber and Lyft.

24/7 Street Enforcement

•Enforcement staff is responsible for the for safe and responsible operating of taxicabs and ensuring compliance with Title 31 regulations.

Driver and Vehicle Licensing

•Processes applicants for a Taxicab and/or Sedan or Limousine Operator’s Licenses in addition to registering and licensing public vehicles for hire and luxury vehicles.

Grants Administration

•The agency administers grants to incentivize the purchase of Wheelchair Accessible Vehicles (WAVs), Electric Taxis, as well as a neighborhood ride service for underserved communities.

Paratransit Services – Transport DC

•Provides Paratransit services for MetroAccess-eligible persons with disabilities through the Transport-DC program, allowing point to point transportation services with only a one-hour lead time for requests.

Some examples of what the agency is **NOT** includes:

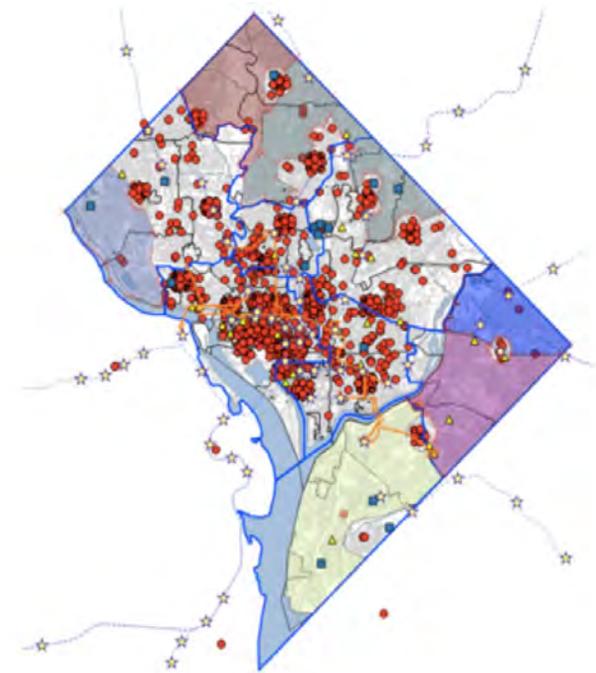
- We are **NOT** a cab company
- We are **NOT** a dispatch company
- We do **NOT** employ vehicle operators
- We do **NOT** employ dispatchers
- We do **NOT** lease or own taxicabs
- We do **NOT** compete with taxicab companies or private companies such as Uber and Lyft



NEIGHBORHOOD RIDE SERVICE - BACKGROUND



- The Department conducted a study of transportation options and identified three distinctly less well served than other locations.
- The study measured data, including that held by the DCTC Taxicab Information System (TCIS) and survey responses.
- A large-scale survey was undertaken with 4,000 Survey questionnaires distributed to recipients identified at random from the electoral register.
- 400 Responses received
- Surveys were distributed across wards with low taxi use, and in neighborhoods with a limited number of taxi pick-ups.
- Survey data has been used to calculate the number of trips likely in each neighborhood, likely trip purpose, and trip length, as well as informing location and zone definition.
- To help reduce transportation inequities the Department launched a competitive grant program for taxi companies.





The Neighborhood Ride Service By Taxis (NRS)

NEIGHBORHOOD TAXI SERVICE
RIGHT SIDE



NEIGHBORHOOD TAXI SERVICE
FRONT



RESEARCH: TRIPS PRODUCTION RATES IN UNDERSERVED WARDS



Chart 2: Trip productions / respondent (by zone) Trips per week - Taxi

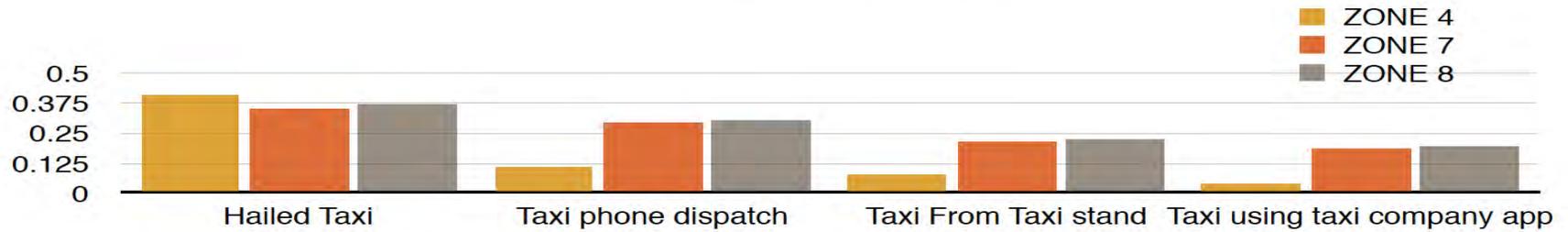
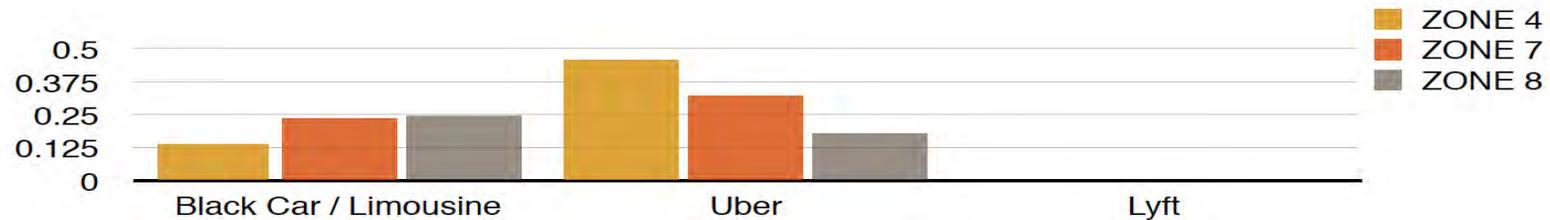


Chart 3: Trip productions / respondent (by zone) Trips per week - TNC dispatch / Black Car



Trip Purpose percent	Zone 4	Zone 7	Zone 8
Church	5%	5.26%	4.4%
Medical	21.67%	23.16%	23.08%
Kids	0%	1.05%	1.1%
Library	0%	1.05%	1.1%
Metro	8.33%	2.11%	2.2%
NTE	15%	10.53%	10.99%
Shopping	30%	38.95%	38.46%
Sports	5%	2.11%	2.2%
VFR	8.33%	9.47%	9.89%
Work	6.67%	6.32%	6.59%



- Developing fixed route network model.
- Collecting user and NRS operator feedback.
- Partnering with DDOT for optimize and or expand routes.
- Start phase two in early 2017.
 - Have Grant Parity Legislation in Place
- Integrate with smart buttons and or “where is my taxi” web application.

transport dc



WHAT IS TRANSPORT DC?



- What is TRANSPORT DC?
 - **TRANSPORT-DC** (formerly known as **CAPS-DC**) is a program established by the DC Taxicab Commission (**DCTC**) to provide a cost-effective alternative to the Washington Metropolitan Area Transit Authority (WMATA) “**MetroAccess**” paratransit services for dialysis patients residing in the District of Columbia using taxicab companies. Transport DC started as a pilot program to transport MetroAccess dialysis patients to and from all dialysis facilities within the District of Columbia. In addition, this program is used to increase the number of wheelchair accessible taxicabs within the city.



WHO MAY USE TRANSPORT DC?

- All MetroAccess customers who are District of Columbia residents may utilize the TRANSPORT DC service.
- You may travel anywhere within the District of Columbia.
- Rides provided by Yellow Cab Co. and Transco Inc.
- Schedule your ride by dialing 1(844) 322-7732.
- No one gets left behind!

TRANSPORT DC COMPARISON



□ TRANSPORT.DC

- NO STOPS between a destination!
- 1 hour advanced scheduling required prior to the requested time a taxicab is to arrive for service
- Easy scheduling and rescheduling
- Up to two additional companions may accompany a MetroAccess customer at no additional charge
- Wheelchair Accessible Vehicles upon
- Pay only \$5 for the trips you take
- 7 days per week and 24 hours per day

□ WMATA MetroAccess

- Multiple stops with ride times being a few hours
- Wait times for a ride can be a few hours alone
- Shared rides
- Must schedule days in advance
- Must cancel trip at least 2 hours before, if not you are penalized
- Must pay in advance

TRANSPORT DC



A BETTER TRANSPORTATION ALTERNATIVE

Next Steps to Creating **Connected,** **Multimodal Systems**



1. Understand your market
2. Set goals
3. Make sure all the key stakeholders are at the table
4. Find the champions & support them
5. Be bold, experiment
6. Be creative
7. Lead with action
8. Choose partners carefully
9. The resources will surface
10. Seize moments of change



Thank you!

Questions?

[Sharedusemobilitycenter.org/tools](https://sharedusemobilitycenter.org/tools)



SHARED-USE
MOBILITY CENTER

USDN

urban sustainability
directors network

Thank you to the DePaul
Chaddick Institute for
Metropolitan Development
for hosting this webinar

Guest Speakers



Sharon Feigon
Executive Director
Shared-Use Mobility Center



Karen Worminghaus
Executive Director
eGo CarShare

Guest Speakers

- **Moderator:** Sharon Feigon, SUMC
- **Bikeshare:** Amanda Woodall, CDOT
- **Carshare:** Karen Worminghaus, eGo
- **TNCs:** Christopher Cochran, PSTA
- **Senior Mobility:** Jeff Maltz, SilverRide
- **Shuttles:** Sanya Cade, DFHV



Amanda Woodall
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Divvy Bikeshare



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