



Ride the WAV...
On-Demand Rides
from Pre-Qualified Drivers
with Access to Staged Wheelchair Accessible Vehicles

On-Ramp Workshop: November 21-22, 2019

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.





Motivation

At BART, when an elevator is out of service, wheelchair users are prevented from entering or exiting that BART station. Mitigation alternatives are a major disruption for the passenger.

This pilot program will transport impacted passengers on-demand to an adjacent station with a working elevator.

Elements

Where: In geofenced areas around transit hubs: to and from transit stations, hospitals, and city-sponsored programs.

Riders: Only for wheelchair users.

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

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

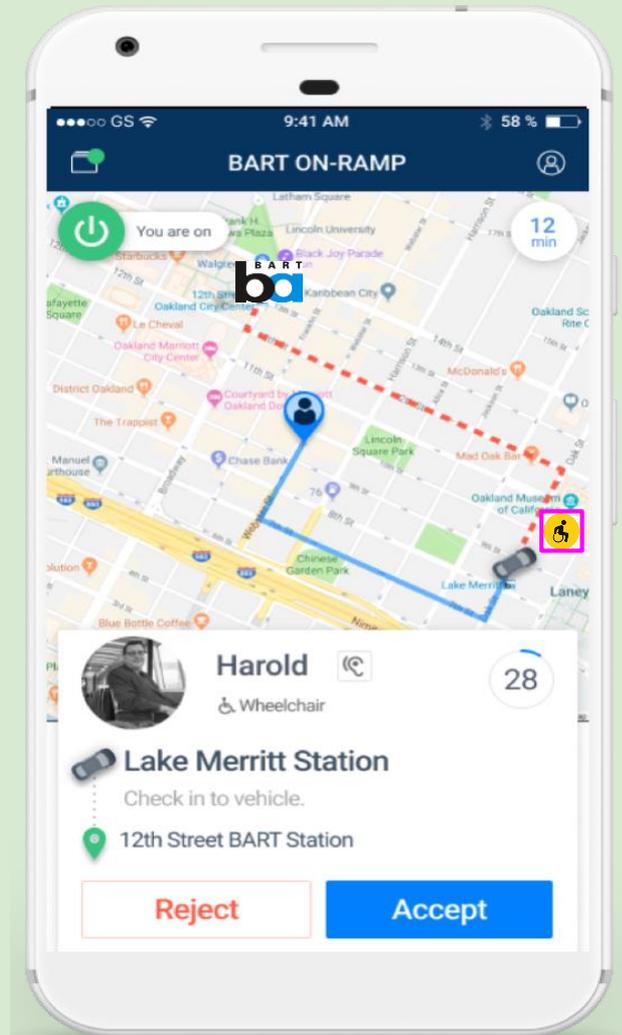
App: Pairs riders and drivers with vehicles.



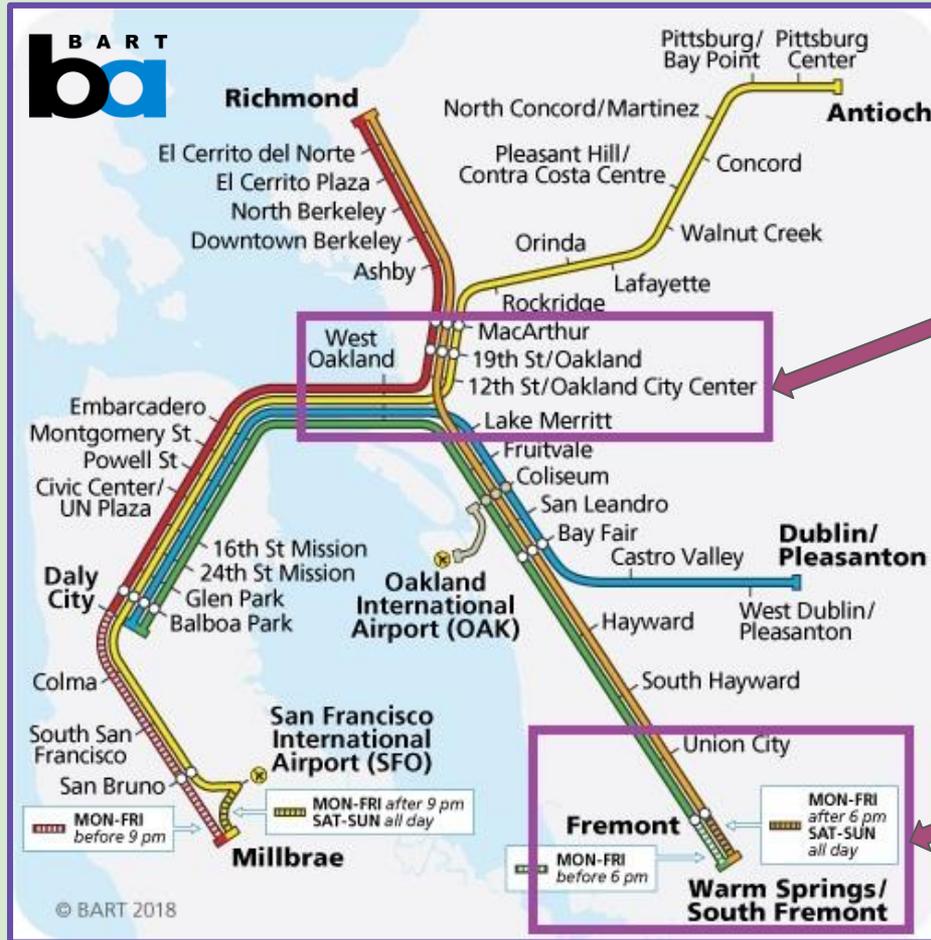
Project partners discussing logistics

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 ().



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.

Key Partners

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



Value of On-Ramp Process

Vision has been constant: provide on-demand rides for people who use wheelchairs.

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
Scope	Request in isolation	Develop in conjunction with other available options

Next Steps

Agreements

- Partners/cities, technology companies, and drivers.

Vehicles

- Develop a fleet management plan.

Overall Project

- Create app, also incorporating other accessible options.



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