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.
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:

<table>
<thead>
<tr>
<th></th>
<th>Initial Thought</th>
<th>Updated Proposal</th>
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</thead>
<tbody>
<tr>
<td>Drivers</td>
<td>TNC Drivers</td>
<td>Known Pool of Drivers</td>
</tr>
<tr>
<td>Vehicles</td>
<td>BART-managed</td>
<td>Added other interested parties</td>
</tr>
<tr>
<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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<tr>
<td>Scope</td>
<td>Request in isolation</td>
<td>Develop in conjunction with other available options</td>
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Next Steps

Agreements
● Partners/cities, technology companies, and drivers.

Vehicles
● Develop a fleet management plan.

Overall Project
● Create app, also incorporating other accessible options.
Bob Franklin
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