



Preconference Workshop, January 13, 2019, 1:30 – 4:30 pm

Innovative Mobility Services and Considerations for Riders with Disabilities

Presenters/Panel

- Judy Shanley – Easterseals/National Center for Mobility Management (NCMM)
- Al Benedict –Shared Use Mobility Center (SUMC)
- Todd Hansen, Texas A&M Transportation Institute (TTI)
- Lindsey Teel, U.S. Department of Labor’s Office of Disability Employment Policy (ODEP)
- Jeff Gerlach, Securing America’s Future Energy, (SAFE)

Accessible Transportation and Mobility Committee/Policy & Practice Subcommittee

TRB Committee overseeing this work - TRB ABE60

The committee will be meeting on Wednesday, January 16, 2019 (UBER will be presenting)

Judy Shanley’s Overview

Mobility Management can support connections

- Designing and delivering a cohesive transportation system
- Focused on rider needs
- Continuum of service
- Service that best meets the community needs

Mobility Management

- Customer focus – “what does the rider need?”
- Innovation
- Filling the gaps
- PWD, Low Income, Senior Citizens
- Breaking down silos – across sectors, (ex. Health care providers, education providers)

Factors – how to evaluate transportation services

- Reliability
- Safety and Maintenance
- Cost
- Training

- Service time and scope
- Accessibility
- Equity (demographic and geographic)
- Customer feedback (is there a way to get feedback)
- Evaluation (performance monitoring) – how does it affect other factors – health, employment
- Rider input

National Center for Mobility Management – National technical assistance center (awaiting govt. funding)

Al Benedict, Research Manager – Shared Use Mobility Center Presentation

What is Shared Mobility?

- Multimodal transportation system (covers first mile, last mile)
- Gives the rider choices
- The goal is to make sure that everyone has access
- Fills gaps
- A lot of industries/companies involved
 - Coming together
 - Lyft, Uber, Toyota, Limebike, etc.
 - In different areas – moving from large cities to small cities (growing)

Has worked with the FTA as a technical advisor for Sandbox Innovation Projects

Created a Brief – *The Need, Opportunity and Benefits of Integrated Transportation Services*

- The need – limited access to reliable transportation options on short notice
- The opportunity – Mobility on Demand can offer flexible on-demand transportation options
- When it is reliable there is more demand (less cost per ride)

Contract considerations:

- Implementation and marketing of mobility on demand needs to include the communities you are serving
- Need to ensure the route to accessible transit station is accessible

Pilot Project Examples:

- RTC – On-demand paratransit service pilot project (Lyft and another company)
- RideKC (app to work with existing taxi company to create an on-demand paratransit service)
- Care On-Demand Programs (Richmond, VA) – different modes in central depository, managed under one system
- Seattle Bikeshare Permit Program – incentives for bike companies to have adaptive bikes
- Capital Metro Pickup Pilot – app based on demand non-fixed route service – most PWD and seniors

Integrated payment and ordering services as an app

Todd Hansen, AICP Presentation

Assistant Research Scientist, Texas A&M Transportation Institute

Demand Response Service

- Real time trip request
- Request via app or phone
- Supported by emerging technologies
- TNCs – they don't own their fleets
 - Don't have accessible vehicles
 - UBER and Lyft both have options to request accessible vehicles
 - No research on how long the waits are for accessible vehicles
 - Technology enabled transit

Microtransit pilots

- On-demand routes
- Marin Transit – New Connect service/Via
- Norwalk Transit System – Wheels2U pilot

Trip Subsidy Pilots

- MBTA – RIDE On-demand pilot – with Lyft, Uber, Curb – MBTA subsidizes rides
- WMATA – Abilities Ride Program – partnership with local taxi companies for paratransit services in Maryland subsidies – expanding to DC and VA

On-Demand Service Pilots

- Santa Monica, CA – MODE service/Lyft
- West Covina, CA – Dial-A-Ride/Lyft for medical appt
- PSTA/Tarpon Springs, FL – Health Hop/Lyft, United Taxi, Care Ride and Liberty Wheelchair

Gap Service/Surplus Demand

- Temple, TX – Uber gift cards after transit cutbacks
- DART – free rides on Lyft for paratransit customers – when services not available

Assistive TNC Bookings

- GoGo Grandparent
- GreatCall
- Acuity Link, Allscripts – can book trips for patients

Lindsey Teel, ODEP Presentation

40 million Americans with disabilities – higher unemployment

Not owning a vehicle affects income/college degrees

New technologies can bridge transportation gaps

2017 report by SAFE and Ruderman Family Foundation – AVs could allow 2 million PwD to pursue job opportunities

DOL and DOT are collaborating to increase transportation access for PwD

ODEP working with private sector to ensure new transportation technology is accessible

- ODEP shared input for AV 3.0
- Online Dialogues
- Federal interagency meetings
- Listening Session at AVS
- Information gathering sessions

ODEP working on policy development/workforce development

Virtual AV community - TransportationInnovation.IdeaScale.com

[Jeff Gerlach, Director of Transportation Policy, SAFE](#)

AV: Offering a More Accessible and Inclusive Transportation System

AVs impact

- Safety
 - 94% crashes due to human error
- Efficiency and convenience
 - Shared mobility
 - TNCs
 - Electric vehicles/reduce oil consumptions
- Positive economic and societal impacts
 - Workforce and labor force impacts
 - Reduce accidents
 - Reduced travel time
- Improved mobility (PWD and Seniors and underserved)

How close are we to AVs?

- Waymo and GM already testing and on the street
- Need level 5 – not sure how long that will be
- Shuttles are already being used – retirement communities, military bases

Big Picture?

- Missed medical appointments – huge cost to health care
- AV Start ACT – Federal Framework is needed
- California is already hosting an advisory group

Recommendations:

- Engagement by disability community (advocates)
- State and federal levels getting involved in policymaking

Takeaways from the Pre-conference session

1. Integration of these new technologies and services
2. Policy has driven practice – practice has driven policy
3. Individuals with disabilities voices are important along the way

Questions from participants

- AVs and Congestion Benefits?
 - The key to decreasing congestion will be the shared rides
 - Automation with shared mobility is a key component
 - Electrification and AV together will lead to shared mobility
- Can we also learn lessons from failures?
 - Issues that have come up in past pilots include:
 - Not successful at marketing/getting the word out
 - Unrealistic expectations
 - Pilot area too big
 - Contracting issues
 - Reports are available that outline failures
- Accessibility for individuals with visual impairments
 - ODEP is working with NFB
 - TNCs are working with individuals with visual impairments
 - Further advocacy needed
 - Help advocacy organizations advocate
 - Communication/training for users will be important
- Built environment/Curbside accessibility?
 - There will need to be zones
 - Many cities are looking into Mobility hubs/staffed centers
- What is the future of TNCs?
 - Private vs Public services
 - Collaboration – Public/Private partnerships
 - Smaller TNCs – Pittsburgh and Austin
 - Human Services will partner with TNCs
 - Regulation will play a big part
 - Will TNCs be more like a public utility?
 - Will cities or states start regulating more?
 - It will be multimodal
 - Transit agencies becoming a mobility manager – Dallas

- What is the future of paratransit?
 - San Francisco – need to have incentives for picking up people with wheelchairs
 - Need to push manufacturers for wheelchair accessibility
 - Need to have people who use the service in the room
 - Lots of transportation deserts
 - Many difficulties in using paratransit – need to schedule a day in advance/often late
 - PWD want choice in the kind of services they can access
 - Transportation needs to be seen as a human right

Group discussion

What are your biggest concerns about ensuring that innovative transportation services are inclusive and accessible?

- Right level of regulation
 - Changes will cause communities to lose services that are needed by PwD – need regulation to ensure that PwD still are getting services
 - Innovation going so fast – regulation trying to catch up
 - Pilots from FTA and others – should feed into policy
- Loss of resources for existing transportation services
 - Technology gaps will hurt smaller services such as:
 - Church shuttle
 - Medical brokerages
 - Military services
 - Because they cannot connect with the new technology
 - Need community based services
 - Allowing these other community based services to participate in mobility management
 - Technology is a key – it will create segregation (those with technology and those without) both with providers and users
- Physical accessibility vehicles
 - Those who cannot use Uber and Lyft
 - Push off to paratransit
 - Not easy answer
 - Need universal design
 - Need to make the business case
 - Will it be cost prohibitive to develop AVs that are accessible for people in wheelchairs
 - Concerned it will delay the introduction of AVs if they are made accessible
 - Need to consider the wheelchair of the future
 - Struggle between cost and regulation
- Social isolation
 - Isolation is a health concern
 - Need a personal touch
 - For many elderly and PwD “Not just a ride”
 - Shared-use model of AVs
- Loss of Human Connection

- Need to talk to individual
- Too fast
- Technology errors

How can human services inform developers to improve their responsiveness to inclusion?

- Developers need to bring in individuals with different types of abilities when developing services – competing priorities
 - Consider needs – strollers, suitcases
- Need to get input from those that have given up on transportation services
 - Visit food pantries, shelters, workforce development programs, libraries
 - Going to facilities will increase trust and will be more willing to talk

What are some things you want to hear about in the future?

- Agreed upon technical parameters
 - *International Road Transport – Guide to Accessible Taxis* could be helpful
- Constraints and fears – explore the market opportunities/business case
 - Economic benefits
 - Mobility providers need to think about the enormous opportunity
- Generational issues
- Ability to go anywhere – instead of focusing on regions/restrictions due to boundaries
- The ability to go to one place (technology) to access all modes of transportation (Universal mobility as a service)

Final thoughts from the panel

- Shareability holds promise (won't happen on its own) will require guidance
 - Need to learn from mistakes
 - Use success of others and other industries
- Paratransit needs to be a focus
 - Data standardization and regulation required
 - Need to concentrate on how to make it better
- Important to understand the labor force participation rate for PwD and how transportation access has a huge impact
- Need to continue the conversation with all the stakeholders

