Accessibility for All: Considerations for Including People with Disabilities in Shared Mobility Strategies
What We Will Talk About Today

- Technical Items – Dan Ciaglia, Easterseals
- Welcome from FTA – Carl Ringgold & Gwo-Wei Torng
- Agenda & Overview NCMM – Judy Shanley, Easterseals & NCMM
- Considerations for Shared-use Mobility – Sharon Feigon & Albert Benedict, SUMC
- One City’s Perspective – Karen Tamley, Commissioner, Chicago Mayors Office for People with Disabilities
- Questions & Discussion
Mobility Management & Shared-use Mobility Solutions

<table>
<thead>
<tr>
<th>Mobility Management</th>
<th>Shared-use Mobility Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer focused</td>
<td>Customizes solutions – needs of riders</td>
</tr>
<tr>
<td>Continued input – range of perspectives</td>
<td>Solutions suppose engagement to plan and deliver services</td>
</tr>
<tr>
<td>Innovation at core</td>
<td>Goes beyond traditional service</td>
</tr>
<tr>
<td>Invites participation of diverse partners</td>
<td>Public-private partnerships at core</td>
</tr>
<tr>
<td>Performance measurement</td>
<td>Return on investment</td>
</tr>
<tr>
<td>Focus on accessibility &amp; equity</td>
<td>Accessibility &amp; equity are foundation</td>
</tr>
</tbody>
</table>

National Center for Mobility Management
Factors to Consider in Identifying Shared-use Mobility Solutions

- Empirical-based in needs data
  - Multiple audiences
  - Multiple data types
  - Multiple trip purposes
- Defendable - Evidence of effectiveness
- Inclusive
- Expansive
- Flexible
- Measurable
- Sustainable
The mission of the National Center for Mobility Management (NCMM) is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.

www.nationalcenterformobilitymanagement.org
The Information Brief Objectives

- Describe considerations to ensure that shared-use mobility solutions reflect needs of riders with disabilities and older adults
- Offer Examples and cases
- A tool that agencies & planners can use to develop partnerships
- Provide talking points for human services organizations to facilitate participation in planning
Today’s Presentation

• What is Shared Mobility?
• Mobility on Demand Need, Opportunity, and Benefits
• Providing Access for All
  • Contract Considerations Checklist
  • Project Examples
  • Integrated Transportation System

Sharon Feigon, Executive Director
Al Benedict, Research Manager
The Shared-Use Mobility Center
Shared-Use Mobility Center

Creating a multi-modal transportation system that works for all

- Connected
- Universal
- Equitable
- Environmental

“...public transit is the backbone of an efficient, equitable transportation system.”
Our Work

Implementation and Pilots

• FTA MOD Sandbox Innovation & Knowledge Accelerator
• MOD On-Ramp: Business Plans for Pilots in Six Cities
• Pilots in Rural and Suburban Areas
• Mobility Hubs in Bay Area
• Shared Mobility Action Plans

Convene the public and private sectors through Workshops and annual National Shared Mobility Summit

Applied Research

• TCRP: Impacts of TNCs on Transit
• MTC (Bay Area) Study on Strategic Carsharing Expansion
• Study of European Shared Mobility Best Practices

Learning Center

• Policy database
• Case Studies, White Papers, Webinars
What is Shared Mobility?
Shared Mobility Market

We love our phones

Growing Density in Urban Areas

Changing Work and Travel Preferences

Aging Boomers - fastest growing demographic

Healthy Lifestyle: Growth of Active Transportation

Siri and Alexa are our friends and helpers!

Ubiquitous Connectivity

Mobility Hubs

New Transportation Options

Photo Credit: Tom Worthington
Why Shared Mobility?

- Adds more options to improve multimodal ecosystem
- Fills gaps in service, particularly on weekends and late-night service
- Provides first/last mile connections between transit stations and residential areas
- Can be implemented quickly with lower capital costs
- Encourages sustainable, healthy, and walkable communities
- Potential for integrated system serving all transportation needs
Big Investment: Convergence of Automotive, Tech, and Shared Mobility

- 600+ cities with TNCs
- 20+ cities with pooled rides
- 10+ cities with microtransit pilots
- 400+ cities with carshare (2-way, 1-way, P2P)
- 400+ cities with bikeshare (stationed, dockless) & scooters
Providing Access for All
The Need, Opportunity, and Benefits of Integrated Transportation Service

The Need

❖ Limited access to reliable transportation options on short notice

The Opportunity

❖ Mobility on Demand can offer flexible, on-demand transportation options

Benefits

❖ Maintaining traditional 24-hour advance reservation system
❖ Flexible service
❖ Shorter wait times
❖ Instant same day booking
❖ Potential to reduce costs
❖ Wheelchair-accessible vehicles (WAV)
Mobility on Demand Contract Considerations (1)

Planning

❖ Public Involvement Informs Service Design

❖ Coordination with Existing Services, using Mobility Management

❖ Project Service Area Defined

Operations

❖ Call Center/Trip Planning Integration

❖ Complete Trip and Safety Provisions for Facilities

❖ Operator’s Vehicle Choices Outlined to Accommodate All Users

Photo Credit: Cowlitz Indian Tribe
Mobility on Demand Contract Considerations (2)

**Training**
- Driver Training Requirements
- Medical Emergency Protocols

**Evaluation & Marketing**
- Performance Metrics and Data Agreements
- Performance Scorecard
- Marketing Plan and Travel Training Materials
Pilot Project Examples

TNCs/Taxis

❖ MBTA RIDE On-Demand pilot (TNCs, WAVs)
  Subsidizes Uber and Lyft rides for paratransit-eligible riders in their system

❖ RideKC accessibility pilot (Taxis)
  Developed app to expand on-demand taxi service to persons with a disability and the general public

❖ Care On-Demand Programs, Richmond, VA (TNCs, WAVs)
  One call/one click access to paratransit services

Microtransit

❖ Capital Metro Pick-up pilot (Microtransit)
  App-based, on-demand, non-fixed route service (27% of trips were seniors & ADA users)
Mobility Management (Integrating Human Services & Transit)

Multi-Modal – Mobility as a Service:
Shared, Electric, Autonomous, Interconnected, and Accessible
Thank You

Sharon Feigon, Executive Director
sharon@sharedusemobilitycenter.org
The Mayor's Office for People with Disabilities (MOPD) works to make Chicago the most accessible city in the nation on behalf of residents and visitors with disabilities.
Shared Mobility and Accessibility

Presented by:
Karen Tamley, Commissioner
Chicago Mayor’s Office for People with Disabilities
Barriers faced by people with disabilities to shared mobility

- Accessibility is not considered up-front
- Lack of availability creates inequity
- Affordability
- Logistics of service delivery
Accessible Transportation Options in Chicago

Public: Chicago Transit Authority

- 100 year old legacy rail system
- 70% rail accessibility
- 100% bus accessibility including AVAS
- Strong geographic coverage and frequency allows for strong paratransit service
All Stations Accessible Plan
All Stations Accessible Plan

• Announced at 25\textsuperscript{th} ADA anniversary, report released July 2018
• A blueprint to make 100% rail stations accessible in 20 years
• Retrofitting or rebuilding 46 rail stations in 3 phases
• Rehabbing or replacing 162 escalators
• Includes conceptual designs, cost estimates, and priority justifications
Paratransit

- State law transferred service from CTA to PACE in 2006
- Serves the region - Chicago and suburbs
- 2 M rides per year, over 9,000 per day
- Limitations: shared ride, OTP, day in advance reservations
- Advantages: affordable, follows fixed route
- High use populations
Accessible Taxicabs

• Started in 2009 with 92 vehicles
• 2012 and 2015 mandates based on fleet %’s
• Purpose built and converted mini-vans
• Only Side entry ramps permitted
Wheelchair Accessible Taxicabs

- Since 2011, more than tripled fleet; over 300
- Over 90,000 rides delivered/year
- Mayor Emanuel’s goal: 400 WAV’s by 2020
- Drivers must be trained: securement
- All new taxi hailing apps are accessible
- City provides driver incentives out of a Wheelchair Accessibility Fund est. 2012
Accessible Taxi – Centralized Dispatch

Open Taxis
Chicago’s Centralized Wheelchair Accessible Dispatch

1-855-WAV-1010
Chicago Taxi Access Program
Taxi Access Program (TAP)

- Chicago taxicab subsidy for paratransit eligible riders
- Rider pays $3 and receives a $20 subsidy

Advantages:
- Lower costs
- Greater flexibility and freedom
- Single ride
- Supports the taxicab industry
- Ridership is exploding
Accessible Rideshare

UBER

lyft

VIA
Chicago Accessible Rideshare

• 2016 Ordinance required rideshares to submit plans in 2017 for how they would serve wheelchair users

• Requires apps to be accessible to blind users; apps include separate way to order accessible vehicles

• Strong non-discrimination provisions and driver training

• Progress updates submitted monthly
  • Number of requests
  • Number of rides provided
  • Number of vehicles
  • Marketing/Outreach efforts
Accessible Rideshare

• Close to 200 vehicles in fleets; ridership steadily increasing– est. over 10,000 rides
• Metric for assessing equity: wait times
• Wait times rely on number of vehicles in fleet

• Community Feedback is Critical!
Bike Sharing: Is It Inclusive?
Types of Adaptive Bikes

- Handcycles - If unable to pedal with feet
Types of Adaptive Bikes

Upright Adult Trikes – balance issues
Types of Adaptive Bikes

- Tandem for Riders who are Blind
Adaptive Bike Share

• **Benefits:** Full inclusion and equity; ADA Compliance

• **Challenges**
  – Availability and locations
  – Offering a range of types of bikes
  – Space for storing mobility devices
  – Few full scale operational models
  – Typically not in bike fleets – must order
Conclusion: Creating Equity in Shared Mobility

• Disability is the fastest growing segment
• Our aging population is growing
• Equity and full inclusion must be the goal
• End users must be at the table from the beginning
• “After the fact” inclusion is typically limited and more expensive
• Think ahead and build partnerships
Thank You!

QUESTIONS?

Contact:
Karen Tamley – Karentamley@cityofchicago.org
(312) 744-7209
Tap into Resources

**National Center for Mobility Management**

**National Aging and Disability Transportation Center**

**Rural Transit Assistance Program**

**ACL Inclusive Transportation Partnerships**

**Shared-use Mobility Center**
Contact Me

- Judy Shanley, Ph.D., AVP, Education & Student Engagement, Co-Director, NCMM Easterseals, jshanley@easterseals.com
Provide us with Feedback

Please take a few minutes and provide your thoughts

Click Here