



# Accessibility for All: Considerations for Including People with Disabilities in Shared Mobility Strategies





# AGENDA

## 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

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



# 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 National Center for Mobility Management

## Can Help you Make Connections

*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](http://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







# Shared Use Mobility and Accessibility for All



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# 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

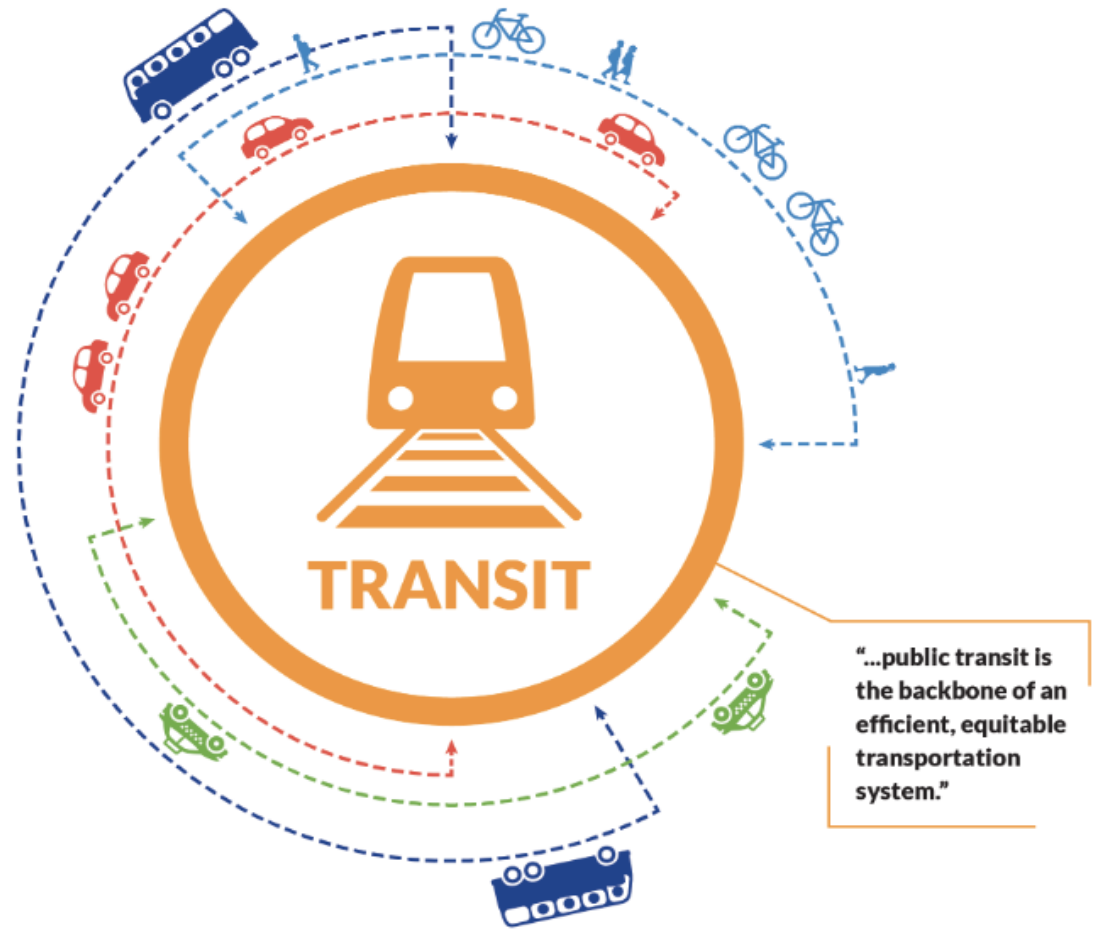


# The Shared-Use Mobility Center

# Shared-Use Mobility Center

Creating a multi-modal  
transportation system  
that works for all

- **Connected**
- **Universal**
- **Equitable**
- **Environmental**



# 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**



**Aging Boomers fastest growing demographic**

**Ubiquitous Connectivity**



**Growing Density in Urban Areas**

**Changing Work and  
Travel Preferences**

**Healthy Lifestyle: Growth of Active  
Transportation**

**Mobility Hubs**

**Siri and Alexa are our  
friends and helpers!**

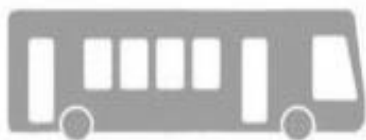


Photo Credit: Tom Worthington

**New Transportation Options**



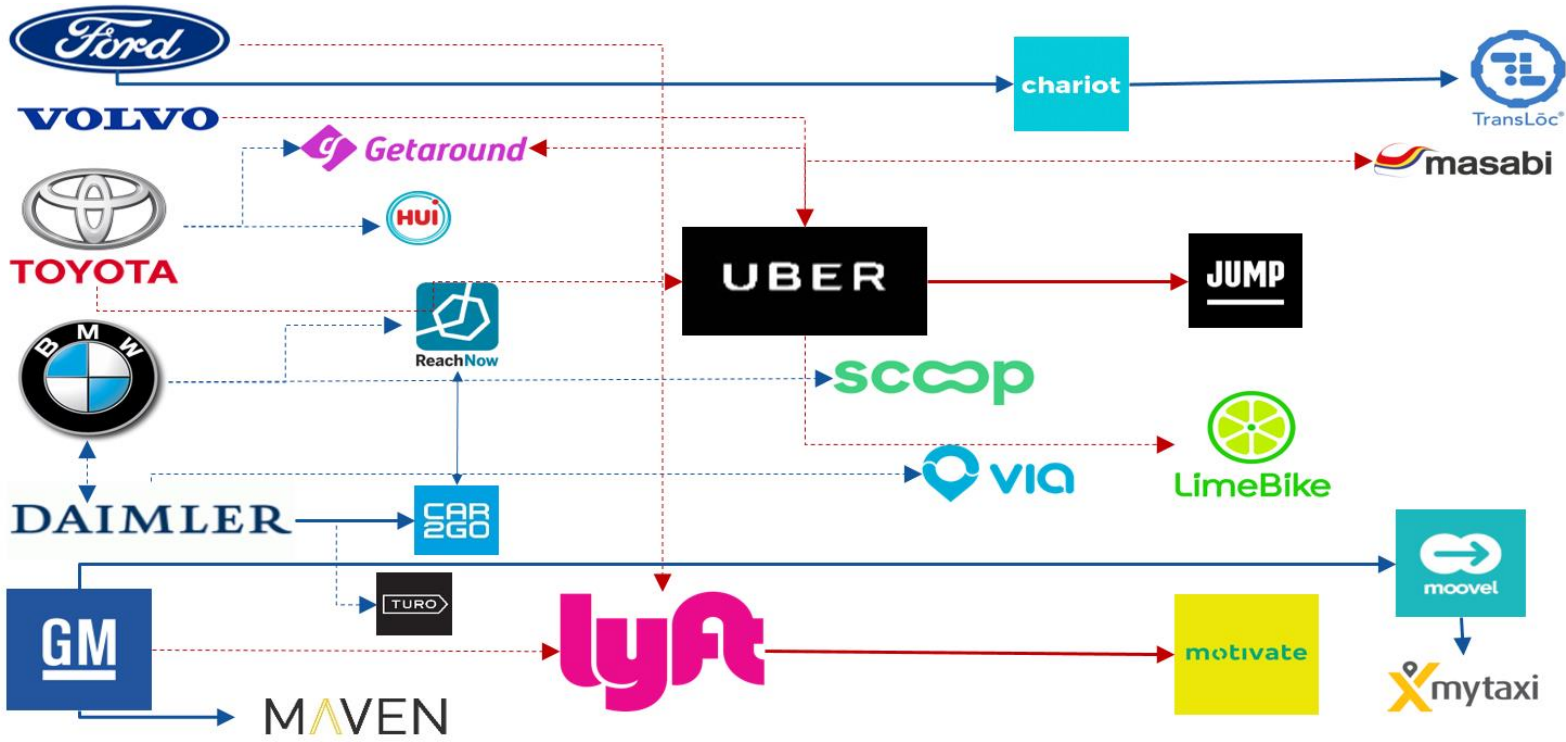
# Why Shared Mobility?



- ❖ 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)



*Photo Credit: Laketran*



*Photo Credit: Senior Transportation Connections*

# 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)*



Photo Credit: MBTA Ride On-Demand



Photo Credit: RideKC Freedom On-Demand

# Mobility Management (Integrating Human Services & Transit)



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





Thank You





# The Chicago Experience

- Commissioner Karen Tamley

*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



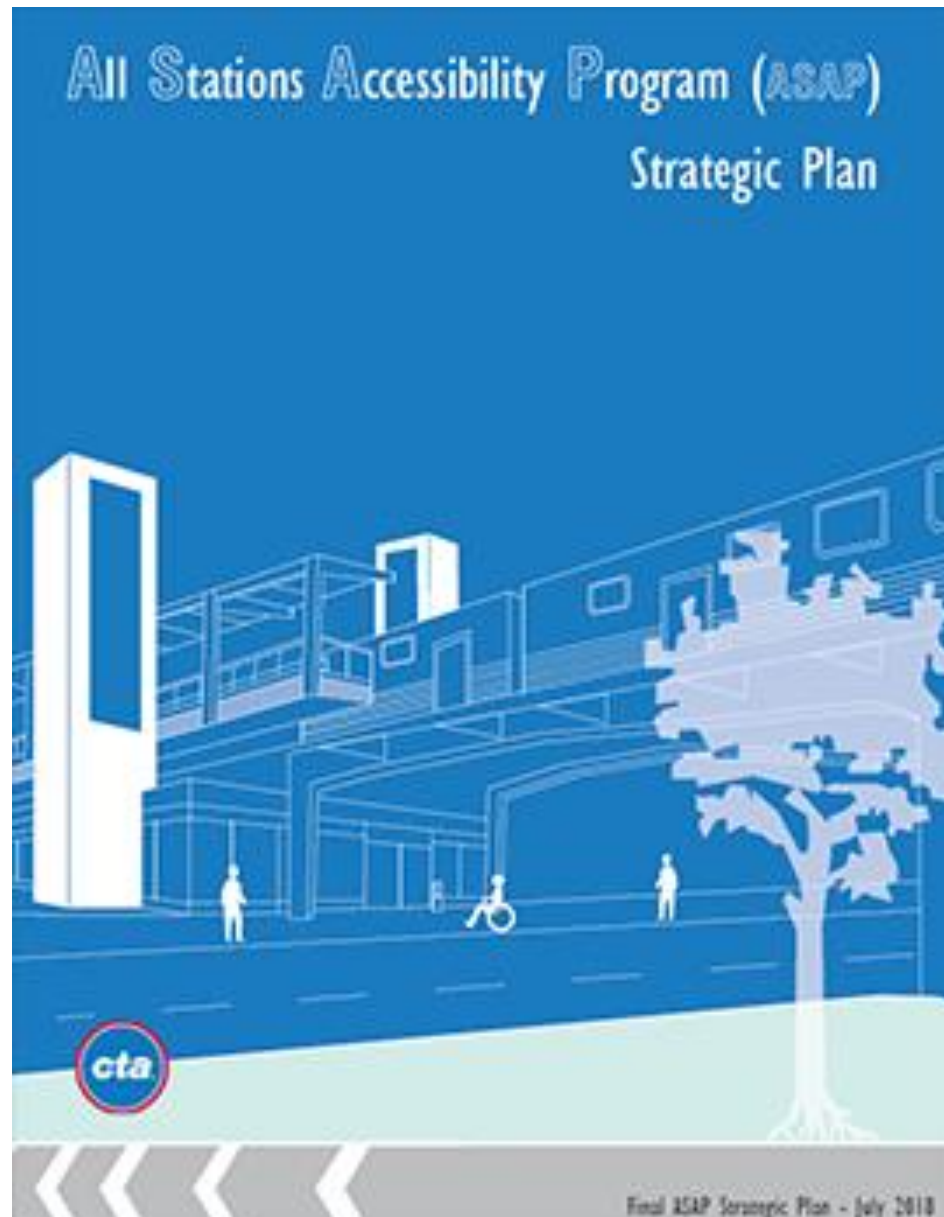
# Accessible Transportation Options in Chicago

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<sup>th</sup> 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



pace

# 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



Chicago's Centralized  
Wheelchair Accessible Dispatch



# 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



# 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?**

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(312) 744-7209

# Tap into Resources



[National Center for Mobility Management](#)



[National Aging and Disability Transportation Center](#)

Washington, DC  
www.nadtc.org  
866.983.3222



[Rural Transit Assistance Program](#)



[ACL Inclusive Transportation Partnerships](#)



[Shared-use Mobility Center](#)

# Contact Me

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