



TNC WAV IRL
(in real life)

Presented by Naomi Armenta
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TESTING UBER AND LYFT
WHEELCHAIR ACCESSIBLE
VEHICLES

- Partners and stakeholders shared that Lyft and Uber were providing wheelchair accessible trips in coordination with existing paratransit transportation providers
- Both programs appear to be pilots / soft launch
- Very little in the way of “official” information
- Paratransit Coordination Team decided to pursue some testing
 - Completed through app, not through a subsidized / concierge program

Uber Products Company Safety Help

WAV
WAV provides affordable rides in wheelchair-accessible vehicles, where available.

We're committed to developing solutions that support everyone's ability to easily move around their communities. Riders who use validated wheelchairs or scooters can in certain cities request a ride in a wheelchair-accessible vehicle (WAV). All drivers-partners are certified by a third party in safety driving and assisting people with disabilities.

<https://www.uber.com/us/en/ride/uberwav/>

Lyft WAV

Lyft is now offering a wheelchair accessible vehicle (WAV) pilot program in San Francisco and Los Angeles counties. Opt-in by turning on Access Mode in your Lyft App.

TheCIL Facebook

LYFT ACCESS

- San Francisco County, 7AM-12AM
- Setting within app
- If you open app outside of SF – phone notification “Access Pilot: Access rides pickups only within SF county. Service available 7AM-12AM, everyday.”
- Only doing Access trips



AMS Vans

Settings

Wheelchair access

Add home

Add work

Manage all shortcuts

Drive with Lyft

Privacy
Choose what data you share with us

Legal

Jobs at Lyft

Log out

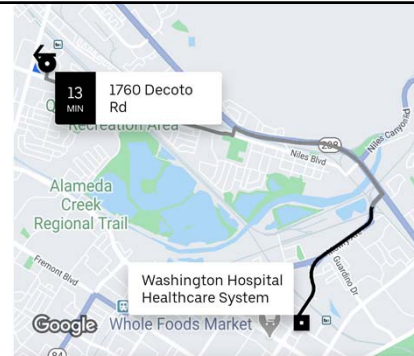
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UBER WAV

- Vans based in Pleasanton, Palo Alto, Burlingame
- Scroll down in app
- Doing all trips



RJMobilityservice.com



WAV 4 \$11-14
 9:26am dropoff
 Wheelchair accessible rides

Uber Uber Cash - \$0.00 >

CONFIRM WAV

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TRIP OVERVIEW

- Trips
 - Weekday and weekend
 - Rush hour, afternoon, rain, no evening
 - Downtown SF, DTO, North Oakland, San Leandro, Tri-City
 - Washington D.C.
- Wait times 15-27 minutes
- Trip length 0.7-12.8 miles, 10-52 min.
- Fares \$7-\$20; per mile was \$1.50-\$11
- Concerns
 - App location “redirections”
 - Trip “denials”
 - Hardware – manual ramps, no kneelers
 - New drivers
 - Reliability and sustainability



Choose a ride

More



Black Car Seat 4 \$33.12
2:25pm
Luxury rides equipped with a car seat



Black SUV Car Seat 6 \$41.44
2:25pm
Luxury rides for up to 6, equipped with a car seat



WAV 4 \$9.56
2:32pm
Wheelchair-accessible rides



Taxi WAV 4 **Metered**
2:27pm
Wheelchair-accessible taxi-cabs



Uber Cash - \$0.00



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ON-DEMAND WHEELCHAIR ACCESSIBLE TRIPS IN ALAMEDA COUNTY

- Alameda CTC history with On-Demand Wheelchair Accessible trips
 - Subsidized taxi programs
 - City Wheelchair Van programs
 - Grant programs
 - Hospital Discharge Transportation Program
 - Wheelchair Scooter Transportation Breakdown Service



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ALWAYS MORE MODES!



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THANK YOU!



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