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

[Links and images missing from the text]
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

UBER WAV

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

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
ALWAYS MORE MODES!

THANK YOU!

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