



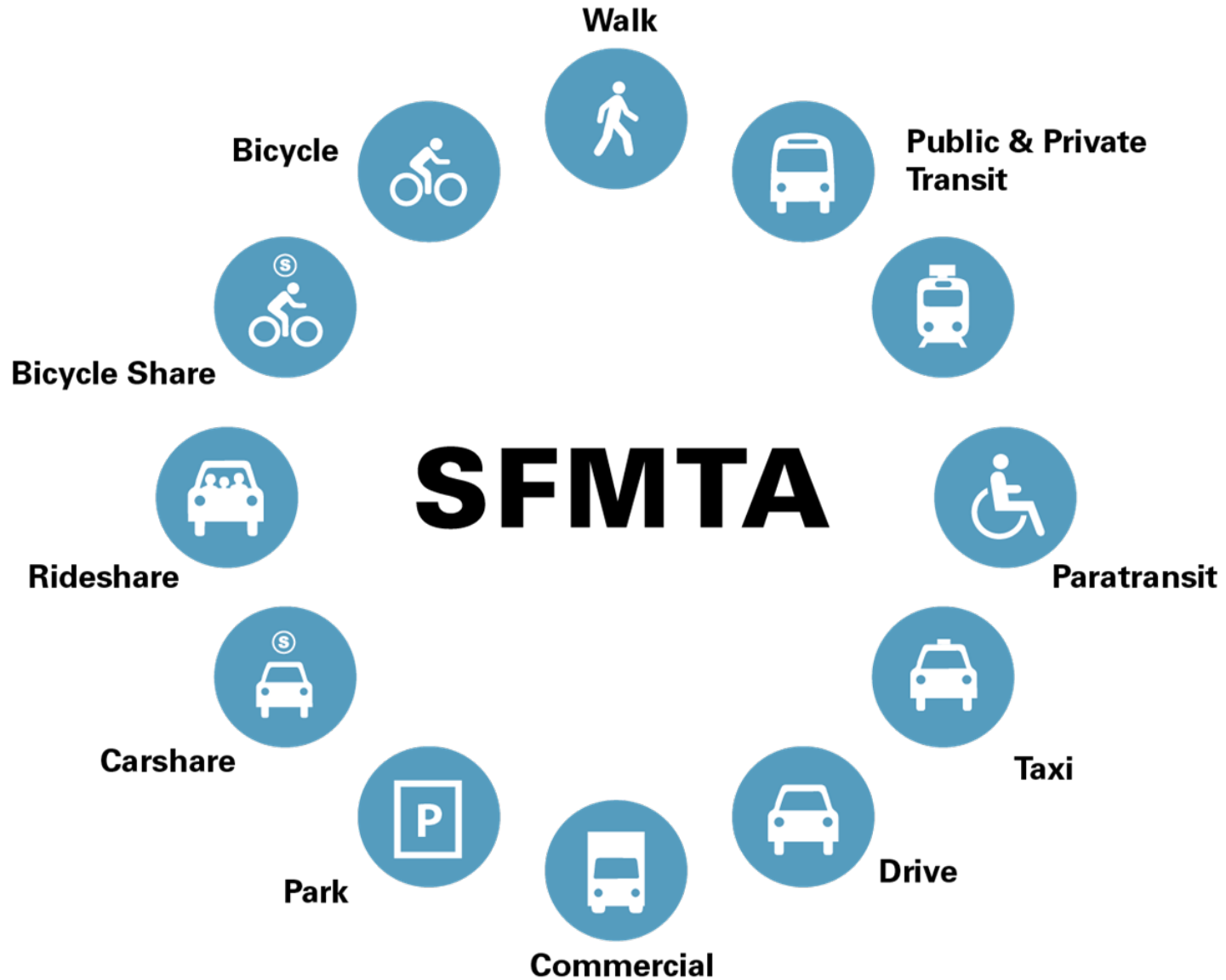
SFMTA

# TNC Accessibility for Persons with Disabilities

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# Emerging Mobility Services and Technology



# Emerging Mobility Guiding Principles



Disabled  
Access



Safety



Collaboration



Equitable  
Access



Accountability



Financial  
Impact



Transit



Congestion



Sustainability



Labor

# Key Questions about TNCs

- Congestion
- Disabled Access
- Equity
- Safety
- Land Use and Curb Management
- Transit Demand
- Transit Operations

# Transportation Network Companies in San Francisco

- 170,000 trips on a typical weekday
- 15% of all weekday vehicle trips starting and ending in SF
- 50% of the change in congestion between 2010 and 2016



# TNCs and Disabled Access

- To be released in April 2019
- Explores four key research questions
- Provides policy options
  - Public Sector
  - TNCs
  - CrossSector Collaboration
- Highlights future considerations



## TNCs and Disabled Access

San Francisco Municipal Transportation Agency

Taxis and Accessible Services Division

April 2019



# How do TNCs impact transportation options for people with disabilities?





# Pedestrian and Vehicle Traffic



# Public Transit



# ADA Paratransit



# Taxis



# How do TNCs serve people with disabilities?



# Benefits

- Adopted non-discrimination policies for drivers and riders
- Unprecedented level of access to on-demand transportation for people with visual disabilities
- Employment for individuals who are deaf or hard of hearing
- Better access to healthcare

# Challenges

- TNC vehicles largely inaccessible to wheelchair users
  - Lack of accessible vehicles in the existing “driver partner” pool
  - Pilots to introduce wheelchair accessible TNC service are sparse and information on their progress is limited or unavailable
- Limited training and guidance to provide assistance to persons with a variety of disabilities
- Diminished access to other forms of transportation
- Need to address other issues of equity not entirely related to wheelchair or blind/low vision access
- Limited access to Non-Emergency Medicaid Transportation for Wheelchair Users

# Future Opportunities and Barriers



Public-Private Partnerships that Measure and Ensure Disabled Access



Accessibility of Autonomous Ride Hail Vehicles -



# How are TNCs regulated and monitored to provide disabled access?



# How are TNCs regulated and monitored to provide disabled access?

- Courts providing guidance on ADA applicability
- FTA actively updating approach for transit agencies
- Regulated at the state level in California
- New state legislation requires improved accessibility

# How are other cities regulating or working with TNCs to improve access?



# Key Learnings

- Wheelchair accessible services are more expensive to operate
- Riders of all abilities want options
- Targeted training is required
- Data sharing is necessary to allow monitoring and ensure compliance

# Policy Options and Future Considerations



# Public Sector

## Strengthen regulatory oversight of TNC accessibility.

1. Extend protections to people with disabilities in all areas of the state.
2. Establish requirements that make transparent how TNCs use public funds to achieve established benchmarks for service standards and response time targets
3. Establish protections that ensure all drivers are trained to proficiency on serving passengers with disabilities.
4. Provide consumers with a mechanism for providing input on TNC service performance.

**Leverage the input of local agencies and consumers to implement and enforce strengthened regulations.**

# Transportation Network Companies

Improve the TNC user experience for all consumers.

- Improve disabled representation in the decision-making process.
- Provide services that meet a range of access and functional needs.

# CrossSector Collaboration

Create opportunities for public, private, and non profit entities to work together to improve access for riders with disabilities. -

Partnerships could improve:

- Driver training
- Dispatching Wheelchair Accessible Vehicles
- Availability of service



# Contact Information

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