Open Taxis
On-Demand Accessible Transportation

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Open Doors Organization
Chicago, Illinois, USA

WHO GATE Forum on Assistive Technologies

Friday, February 23 at 10:30
Open Doors Organization (ODO)

- Chicago-based non-profit founded in 2000
- Mission: To create a society in which persons with disabilities have equal consumer opportunities as those without
- Focus on travel, transportation and tourism
- Market research into travel patterns for individuals with disabilities and older adults
  - 2002, 2005 and 2015
  - Researched spending, destinations, technologies, obstacles faced, and frequency of travel
- Began operating Open Taxis in 2013
Open Taxis
Centralized Dispatch for Wheelchair Accessible Taxis
(Wheelchair Accessible Vehicles = WAV)

• Initially operated by one taxi company
  • Nearly 200 people per month not being picked up due to lack of vehicles
  • Company’s drivers favoured over others

• Open Doors Organization began operating Open Taxis in 2013 following a Request for Proposals issued by City of Chicago

• Open Taxis began with:
  • Less than 150 vehicles on the road
  • Less than 200 drivers
  • Working on a Google doc spreadsheet
  • 3 employees
Now...

- 309 vehicles on the road with a City of Chicago goal for 400 by end of 2018
- Over 400 drivers
- Software developed for tracking drivers and fares, dispatching fares to drivers, customer communication, driver/dispatcher communication
- Accessible mobile application for requesting rides (similar to Uber/Lyft)
- 6 full-time dispatchers, 3 part-time dispatchers, 4 administrative staff
How It Works

• Open Taxis open 24/7, 365 with dispatchers on site at all times

• Customers can book a ride within Chicago’s city limits, or to/from Chicago suburbs, by calling dispatchers or using the mobile application

• Payment for service through corporate account or “pay as you go” with cash or credit

• Pre-arranged ride service or call when transportation is needed

Telephone

855.WAV.1010
855.928.1010
Growth Since 2013

- Airport short-lane voucher incentive program
  - Projected monetary value of $50.00 USD per voucher
  - Increased number of drivers interested in driving accessible taxis

<table>
<thead>
<tr>
<th>Passenger Pick-Up</th>
<th>Voucher Awards</th>
<th>Total for the Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; Pick Up</td>
<td>2 Vouchers</td>
<td>2 Vouchers</td>
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<tr>
<td>2&lt;sup&gt;nd&lt;/sup&gt; Pick Up</td>
<td>2 Vouchers</td>
<td>4 Vouchers</td>
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<tr>
<td>3&lt;sup&gt;rd&lt;/sup&gt; Pick Up</td>
<td>1 Voucher</td>
<td>5 Vouchers</td>
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<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt; Pick Up</td>
<td>1 Vouchers</td>
<td>6 Vouchers</td>
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Growth Since 2013

- Since the first full year of operation, completed ride totals have increased by 48,531 rides.

Yearly Completed Ride Totals

<table>
<thead>
<tr>
<th>Years in Operation</th>
<th>Yearly Total</th>
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<tbody>
<tr>
<td>2013</td>
<td>5013</td>
</tr>
<tr>
<td>2014</td>
<td>34816</td>
</tr>
<tr>
<td>2015</td>
<td>36638</td>
</tr>
<tr>
<td>2016</td>
<td>61754</td>
</tr>
<tr>
<td>2017</td>
<td>83347</td>
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</tbody>
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Social Impact

- With Open Taxis, the need to utilize paratransit services is lessened.
- Access to medical appointments, education, employment, religion, shopping, and any other need is **more reliable and available**.
Challenges to Open Taxis Operation

• Demand needs to continue to increase as driver numbers continue to increase
• Lack of cooperation from airports’ parking departments for voucher program
Thank You!

Katy O’Reilly

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