

# SOUTHEASTERN WISCONSIN REGIONAL PLANNING COMMISSION

W239 N 1812 ROCKWOOD DRIVE • PO BOX 1607 • WAUKESHA, WI 53187-1607 •

TELEPHONE (262) 547-6721  
FAX (262) 547-1103

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## SEWRPC Staff Memorandum

### SAME-DAY PARATRANSIT SERVICES RESEARCH SUMMARY

November 17, 2023

#### INTRODUCTION

At the request of Milwaukee County, Commission staff conducted research to assist the Paratransit Taxi Task Force in their mission to explore alternative service models that would effectively and equitably meet the on-going transportation needs for same day paratransit rides. The research included the following two areas, (1) regional and national transit agencies that offer same-day paratransit taxi services and (2) selected public and non-profit taxi and transportation services. Within these two areas, Commission staff explored each service model and how Federal requirements, including the American with Disabilities Act of 1990 (ADA), are met.

Paratransit services were identified through a literature review, contacts with Milwaukee County Transit System (MCTS) peers within a benchmarking subgroup, review of Southeastern Wisconsin peer regions, and a review of paratransit providers in the Southeastern Wisconsin Region. In addition, the paratransit taxi task force requested additional information on services including providers that operated a one-call/one-click reservation program and operators that utilized an app-based paratransit reservation system. Additional considerations that the paratransit taxi task force expressed interest in learning about included budgets, costs, insurance, volunteer drivers, extent of geography served, ride capping, and how drug and alcohol testing is implemented.

Based on the review of nearly 60 transportation programs that focus on service for seniors and people with disabilities, the following conclusions were reached

- 17 out of the 57 services researched provide some form of same-day paratransit service.
- Seven out of 13 transit operators in Southeastern Wisconsin peer regions<sup>1</sup> provide same-day paratransit services either through paratransit taxi programs or premium paratransit services.
- Nine of the 24 transit systems in MCTS's Benchmark Group provide same-day paratransit services, while three of the 24 transit systems provide on-demand transit services open to all passengers.
- There are non-profit organizations that provide same-day paratransit services utilizing real-time scheduling platforms or centralized dispatching systems, including some that operate within Southeastern Wisconsin peer regions and MCTS's Benchmarking communities.

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<sup>1</sup> Southeastern Wisconsin peer cities include Buffalo, NY; Chicago, IL; Cincinnati, OH; Cleveland, OH; Columbus, OH; Detroit, MI; Indianapolis, IN; Kansas City, MO; Louisville, KY; Minneapolis, MN; Nashville, TN; and Pittsburgh, PA.

- Taxi voucher programs, which offer low- or no-cost vouchers at participating local taxi companies, are provided by several cities and transit agencies to supplement the complementary paratransit services.

## REVIEW OF FINDINGS

The initial review of same-day paratransit taxi services focused on providers in three categories, which included taxi voucher programs, same-day paratransit services, and non-profit transportation providers. Attachments 1 through 3 provide a summary of characteristics for each service including payment, scheduling, and amenities. Given the extent of information, these characteristics are summarized in three separate attachments. It is envisioned that the Paratransit Taxi Task Force will provide input that identifies those service attributes that are most important for any future service design. This input would allow Commission staff to focus on a smaller subgroup of providers to research and identify additional operational and budgetary details. A summary of each service category and the selected providers is below.

### Taxi voucher programs

These programs generally allow riders to pre-purchase discounted vouchers to use for same-day taxi services provided by local taxi companies or partners. There are several examples nationally that are provided through agencies such as aging and disability resource programs. In general, these programs are funded with a combination of State and local dollars, with some voucher programs receiving Federal Transit Administration (FTA) funding. Commission staff included these examples as they offer discounted trips to eligible participants and a supplemental same-day transportation option.

- **A1. Taxi Voucher Program, Aging and Disabilities Program, Anne Arundel County, MD:** In addition to complementary paratransit, they offer an accessible taxi scheduled through the taxi voucher program. Taxi voucher program works with five participating companies.
- **A2. Taxi Scrip Program, City of Berkeley, CA:** Supplemental transportation program includes a no cost taxi available to eligible seniors and people with disabilities.
- **A3. Taxi Coupon Book, Arlington County Aging and Disability Resource Center, Arlington, VA:** The Super Senior Taxi provides cab service, which can be purchased at a discounted price. Passengers are encouraged to call ahead whenever possible; cabs may be requested in advance.
- **A4. Taxi Scrip and Van Vouchers, Oakland Paratransit for the Elderly & Disabled, City of Oakland, CA:** Includes supplemental transportation services through contracted vendors that provide curb-to-curb and door-to-door subsidized transportation service to eligible program participants.
- **A5. Essential Trip Card, San Francisco Municipal Transportation Agency, City of San Francisco, CA:** Launched during the COVID-19 pandemic as a discount program to help seniors and people with disabilities make essential trips in taxis. Ride requests should be made an hour in advance if a wheelchair accessible ramp taxi vehicle is needed.
- **A6. IndyGo Taxi Vouchers, Indianapolis Public Transportation Corporation, Indianapolis, IN:** Paratransit riders can purchase taxi vouchers to assist in spontaneous travel any time of day, any day of the week. This is done through a lottery system, and vouchers can only be ordered in bundles of 10 (limit one bundle per rider, per month).

### Same-day paratransit services

Commission staff researched several same-day paratransit services that are typically offered by transit operators as a premium service beyond existing complementary paratransit service. In some cases, these paratransit services are provided through an app-based reservation system, which allows passengers to schedule a trip on their smartphone or with a call-in option. For those providers offering an app-based

reservation system, alternative scheduling and payment options must be provided for passengers who are unable to schedule or pay through an app, either due to the lack of a smartphone or credit card. Alternative options include telephone scheduling and the acceptance of cash or other pre-paid fare media. Current pilot programs testing these services are underway in Kansas City, Missouri, and the Twin Cities in Minnesota. Commission staff also included partnership programs with Uber and Lyft, based on interest expressed by task force members. These services include The RIDE in Boston, Massachusetts and Access-On-Demand in Denver, Colorado. The services included in this category generally receive FTA funding and would therefore be subject to similar compliance requirements as MCTS.

- **B1. Connexion Plus, Jacksonville, FL:** Premium option that provides private, same-day, door-to-door service. Passengers must call at least two hours before the requested pick-up time.
- **B2. METROLift on-demand option, Houston, TX:** On-demand service, available in certain communities without immediate access to a METRO bus route. It operates in a defined zone and doesn't travel a standard route. Trips must be under 4 miles. Passengers can either board the vehicle at specific anchor points or schedule a pickup.
- **B3. OC Access, Orange County, CA:** Premium same-day service to paratransit-eligible riders to and/or from any address in Orange County. OCTA subsidizes up to five miles for a same-day ride.
- **B4. Pace Taxi Access Program, Chicago, IL:** Allows ADA Paratransit eligible riders immediate access to a Chicago taxi to meet their transportation needs, as an alternative to riding ADA Paratransit.
- **B5. Mainstream On-demand, Columbus, OH:** Provides premium on-demand paratransit service that allows trips to be scheduled at least one hour or more in advance by calling.
- **B6. IndyGo Access Premium, Indianapolis, IN:** This premium service offers a new same-day service option within a defined service area.
- **B7. Freedom On-Demand, Kansas City, MO:** This new pilot app-based option offers same day service, allowing passengers to summon a taxi and track their ride from a smartphone or tablet.
- **B8. Premium On-Demand Pilot, Twin Cities, MN:** This app-based pilot operates through December 31, 2025, and offers a premium on demand service allowing customers to take a taxi trip at a discounted rate.
- **B9. Access on Demand, Nashville, TN:** Provides paratransit eligible customers the option of booking a ride with the provider of their choice as few as two hours in advance.
- **B10. The RIDE Flex, Boston, MA:** This service provides a supplemental on-demand travel option allowing customers to schedule trips at any time directly with providers Uber and Lyft.
- **B11. Access-On-Demand, Denver, CO:** This supplemental service is available to eligible Access-a-Ride customers as a curb-to-curb, same-day alternative service utilizing Uber, Lyft, zTrip, and Metro Taxi.

### **Non-profit transportation providers**

This research focuses on services for seniors and people with disabilities provided by non-profit organizations. These services are generally provided in coordination with social service organizations and funded through donations, local grants, and FTA Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities). The programs included summarize service models that could be further explored should task force members request more details on paratransit taxi options beyond those provided by Milwaukee County.

- **C1. Interfaith Caregivers of Ozaukee County, Grafton, WI:** Provides free, door-through-door cross-county transportation for seniors and people with disabilities. The service provides rides 24/7, 365 days a year.
- **C2. Interfaith Caregivers of Washington County, West Bend, WI:** Provides free service to healthcare, nutrition and wellness utilizing a volunteer's personal vehicle or one of Interfaith's accessible vans. Service is provided locally and outside of the county to all major metro area healthcare facilities.
- **C3. Home52, Council on Aging of SW Ohio:** Home52 Transportation coordinates multiple transportation providers through a centralized coordination system, providing both on-demand and advance-scheduled trips.

### **One-Call/One-Click Transportation**

Although not summarized in the attachments, Commission staff reviewed one-call/one-click transportation programs in response to a request from the Paratransit Taxi Task Force. Many communities, including rural programs, are exploring and implementing a one-call/one-click shared dispatch model to efficiently provide services. These programs provide a single point of contact for individuals seeking transportation, allowing for a more streamlined reservation process. One challenge of this type of model is that coordination of all service providers would potentially require changes to how programs are administered and funded. Within the state, there are two examples of coordinated transportation dispatch including Dane County and Manitowoc County. The Dane County Department of Human Services operates a shared call center in coordination with Metro Transit in Madison that determines the best transportation options based on an individual's needs. Manitowoc County also provides a one-stop call center, staffed by a mobility manager, that offers a referral service for transportation options. Should the task force request additional information, Commission staff can review more information or recommend experts to assist with a potential future presentation.

### **FTA COMPLIANCE INFORMATION**

On September 14, 2023, the FTA issued a "Dear Colleague" letter regarding the provision of paratransit service to eligible riders on a real-time basis and that allows for intermediate stops. The letter acknowledges that technological advances have allowed for on-demand paratransit services to be offered and that DOT ADA regulations expressly permit these services. However, the letter stresses that, "real-time service and/or intermediate stops would have to be provided to all paratransit-eligible riders, including those who use wheelchairs or otherwise require an accessible vehicle." In addition, all other ADA complementary paratransit service requirements must be met. These requirements are specified in 49 CFR 37.131, Service criteria for complementary paratransit and include the following:

- Origin-to-destination service
- Service area (at least ¾-mile on either side of a fixed route)
- Response time (next-day, with advance reservation and real-time scheduling permitted)
- Fares (not more than twice the regular fixed-route fare for a comparable trip)<sup>2</sup>
- No restrictions on trip purpose
- Hours and days of service (at least the same as fixed route)
- No capacity constraints

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<sup>2</sup> FTA indicates that premium charges are allowed for complementary paratransit services that exceed the minimum requirements established by the Department of Transportation's ADA regulations, <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/premium-charges-paratransit-services>, last accessed 11/8/2023.

In addition to the requirements for ADA paratransit service described above, the following section summarizes FTA rules for drug and alcohol testing and wheelchair accessible vehicles that must be considered as part of any future service design for same-day paratransit taxi service.

### **Drug and Alcohol Testing**

The U.S. Department of Transportation (DOT) drug and alcohol regulation (49 CFR part 655) rule applies to recipients and subrecipients of FTA Section 5307 (Urbanized Area Grants), FTA Section 5309 (Capital Investment Grants), and FTA Section 5311 (Rural Area Grants), as well as their contractors and subcontractors. Drug and alcohol testing requirements include developing and implementing a policy, participating in a program, providing training, maintaining secure records, and submitting reports. Commission staff coordinated with Ozaukee County Transit regarding their contractor's drug and alcohol procedures. GoRiteway assists with the operation of the Ozaukee County Shared Ride Taxi service and utilizes Noble Diagnosis and Quest Labs in their compliance procedures. GoRiteway staff offered to provide additional information regarding their processes if this is of interest to the task force.

With the evolution in transportation technology, allowing for real-time paratransit service, FTA has clarified when drug and alcohol testing applies. For example, FTA has indicated that, a ridesourcing company (such as Uber or Lyft) and contracted taxi services are generally subject to drug and alcohol testing, as they would be a contractor providing "a safety-sensitive function for a recipient or subrecipient." However, a "taxicab" exemption may apply if the public transit passengers randomly choose from among several taxicab companies providing the service. Specifically, FTA has indicated that the taxicab exception only applies if a passenger has a choice between two or more ridesourcing and/or taxicab companies.<sup>3</sup> The rationale for this is the practical difficulty of trying to administer a drug and alcohol testing program in connection with multiple companies. If Milwaukee County chooses to pursue a taxicab service or partnership with a ridesourcing company, the taxicab exemption for drug and alcohol testing could help guide future service design, such as developing a referral service for several taxicab companies.

### **Accessible Vehicle Requirements**

The U.S. Department of Transportation's ADA Regulations (49 CFR Part 37) include the service-related requirements for fixed-route bus, complementary paratransit, demand responsive service, and rail systems. The overarching requirement is that entities cannot discriminate against individuals with disabilities and public entities (and their contractors) must ensure that program participants with disabilities, including those who use wheelchairs, have the same access to a transit service as individuals without disabilities during the same times and with the same fares and response time.

The FTA has developed frequently asked questions (FAQs) regarding compliance with the ADA in response to recent interest in partnerships with on-demand transportation services.<sup>4</sup> This information is provided within this memorandum to assist the County and task force members in their deliberations regarding potential same-day paratransit service design. As stated in the FAQs, FTA requires that if real-time service is provided to eligible ADA paratransit passengers, it must be provided to all eligible ADA paratransit riders, including wheelchair users. The FAQs identify that, "this can be accomplished by verifying that the ridesourcing company has sufficient accessible vehicles available to provide equivalent service; by contracting with a separate entity to provide accessible vehicles; or most easily by simply incorporating your own accessible paratransit vehicles into the service to be provided by the ridesourcing entity."

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<sup>3</sup> FTA Drug and Alcohol Regulations Updates, October 2022: Issue 76, <https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-10/Newsletter-Issue-76.pdf>, last accessed 11/7/2023.

<sup>4</sup> FTA, Shared Mobility FAQs: Americans with Disabilities Act, [https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-faqs-americans-disabilities-act-ada#ada\\_9](https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-faqs-americans-disabilities-act-ada#ada_9), last accessed 11/8/2023.

## NEXT STEPS

The memorandum summarizes a range of on-demand paratransit systems in three categories: taxi voucher programs; same-day paratransit services; and non-profit transportation providers. It also includes notable service requirements that are intended to help inform future discussions regarding service design. The research can be refined based on input from the Paratransit Taxi Task Force and Milwaukee County regarding preferred service features, budgetary or other constraints, and anticipated funding sources. Commission staff can assist with additional research, which may include details for selected systems such as program budgets, insurance requirements, and on-demand technology providers.

## ADDITIONAL RESOURCES

- Federal Transit Administration, Coordinating Council on Access and Mobility, <https://www.transit.dot.gov/coordinating-council-access-and-mobility>
- National Center for Mobility Management, One-Call/One-Click Transportation Access, <https://nationalcenterformobilitymanagement.org/by-topic/one-call-one-click/>
- National Center for Mobility Management, Transportation Coordination Enabled by Technology and Innovative Design, <https://nationalcenterformobilitymanagement.org/wp-content/uploads/2021/06/Transportation-Coordination-Enabled-by-Technology.pdf>
- National Aging and Disability Transportation Center, Best Practices Compendium, September 2021, [https://www.nadtc.org/wp-content/uploads/NADTC-BPCompendium\\_508.pdf](https://www.nadtc.org/wp-content/uploads/NADTC-BPCompendium_508.pdf)
- Easter Seals, Project Action, A Survey on the Use of Taxis in Paratransit Programs, 2008, <http://www.nadtc.org/wp-content/uploads/NADTC-Use-of-Taxis-in-Paratransit-Programs-Executive-Summary.pdf>

#270631 – Milwaukee Paratransit Taxi Task Force Research Summary Memo  
BRM/CTH/JBS  
11/17/2023

## Attachment 1

### Payment Characteristics: Selected Taxi Voucher Programs, Same-Day Paratransit Services, and Non-Profit Transportation Providers

	Fare	Multiple Ways to Pay	Unlimited Rides	Cost Basis
Taxi Voucher Programs				
A1. Taxi Voucher Program, Anne Arundel County, MD	Half price coupon books (\$5.00/book worth a value of \$10.00)	Voucher	No	Meter rate
A2. Taxi Scrip Program, City of Berkeley, CA	Free	Free	No	Free
A3. Taxi Coupon Book, Arlington County Aging and Disability Resource Center, Arlington, VA	Half price coupon books (\$10.00/book worth a value of \$20.00)	Coupon book	No	Meter rate
A4. Taxi Scrip and Van Vouchers, Oakland Paratransit for the Elderly & Disabled, City of Oakland, CA	Free	Free	No	Free
A5. Essential Trip Card, San Francisco Municipal Transportation Agency, City of San Francisco, CA	20% cost of cab ride	Yes	No	Meter rate
A6. IndyGo Taxi Vouchers, Indianapolis Public Transportation Corporation, Indianapolis, IN	\$35 per bundle (equivalent to 10 IndyGo Access passes)	Voucher	No	Meter rate
Same-Day Paratransit Services				
B1. Connexion Plus, Jacksonville, FL	\$6.00/trip (under 15 miles) add \$2.00/mile for trips over 15 miles	No	Yes	Mileage based
B2. METROLift On-Demand Option, Houston, TX	\$2.50 round trip	No	Yes	Mileage based

Attachment continued on next page.

## Attachment 1 (Continued)

	<b>Fare</b>	<b>Multiple Ways to Pay</b>	<b>Unlimited Rides</b>	<b>Cost Basis</b>
Same-Day Paratransit Services (continued)				
B3. OC Access, Orange County, CA	\$3.60 plus any additional costs above the five mile ride	Yes	Yes	Mileage based
B4. Pace Taxi Access Program, Chicago, IL	\$2.00 per ride and cost over \$30.00	TAP card	No - 8 one way trips/day	Meter rate
B5. Mainstream On-Demand, Columbus, OH	\$5.00-\$30.00	No	Yes	Mileage based
B6. IndyGo Access Premium, Indianapolis, IN	\$10.00/trip	Yes	Yes	In Premium Service Area
B7. Freedom On-Demand, Kansas City, MO	\$5 for the first 5 miles, \$2 each mile after	Yes	No - 60 per month	Mileage based
B8. Premium On-Demand Pilot, Twin Cities, MN	First \$5 of the fare and all costs over \$25	Yes	Yes	Meter rate
B9. Access on Demand, Nashville, TN	\$7/trip (under 14 miles) add \$1.00/mile for trips over 14 miles	Yes	No - 4 per day	Mileage based
B10. The RIDE Flex, Boston, MA	\$3.00 base, plus any cost over \$43	Yes	No - based on frequency of use	Mileage based
B11. Access-On-Demand, Denver, CO	Cost over \$25	Yes	No - 60 per month	Mileage based
Non-Profit Transportation Providers				
C1. Interfaith Caregivers of Ozaukee County, Grafton, WI	Free	N/A	Yes	Free
C2. Interfaith Caregivers of Washington County, West Bend, WI	Free	N/A	Yes	Free
C3. Home52, Council on Aging of SW Ohio	Coordinate with healthcare providers	Yes	Yes	Depends on healthcare program

Source: SEWRPC



## Attachment 2

### Scheduling Characteristics: Selected Taxi Voucher Programs, Same-Day Paratransit Services, and Non-Profit Transportation Providers

	<b>Appointment-Based Scheduling</b>	<b>App-Based Scheduling<sup>a</sup></b>	<b>Travel in Bus Service Area</b>	<b>Extra Stops Allowed</b>
Taxi Voucher Programs				
A1. Taxi Voucher Program, Anne Arundel County, MD	No	No	Yes	Yes
A2. Taxi Scrip Program, City of Berkeley, CA	No	No	Yes	Yes
A3. Taxi Coupon Book, Arlington County Aging and Disability Resource Center, Arlington, VA	No	No	Yes	Yes
A4. Taxi Scrip and Van Vouchers, Oakland Paratransit for the Elderly & Disabled, City of Oakland, CA	No	No	Yes	Yes
A5. Essential Trip Card, San Francisco Municipal Transportation Agency, City of San Francisco, CA	No	No	Yes	Yes
A6. IndyGo Taxi Vouchers, Indianapolis Public Transportation Corporation, Indianapolis, IN	No	No	Yes	Yes
Same-Day Paratransit Services				
B1. Connexion Plus, Jacksonville, FL	Yes	No	Yes	Yes
B2. METROLift On-Demand Option, Houston, TX	Yes	No	Yes	No
B3. OC Access, Orange County, CA	Yes	No	Yes	No
B4. Pace Taxi Access Program, Chicago, IL	No	Yes	No - only City of Chicago	Yes

**Attachment continued on next page.**

## Attachment 2 (Continued)

	<b>Appointment-Based Scheduling</b>	<b>App-Based Scheduling<sup>a</sup></b>	<b>Travel in Bus Service Area</b>	<b>Extra Stops Allowed</b>
Same-Day Paratransit Services (continued)				
B5. Mainstream On-Demand, Columbus, OH	Yes	No	Yes	No
B6. IndyGo Access Premium, Indianapolis, IN	Yes	No	No - only premium area	No
B7. Freedom On-Demand, Kansas City, MO	Yes	Yes	Pilot service area	No
B8. Premium On-Demand Pilot, Twin Cities, MN	Yes	Yes	Yes	No
B9. Access on Demand, Nashville, TN	Yes	No	Yes	No
B10. The RIDE Flex, Boston, MA	No	Yes	Yes	Yes
B11. Access-On-Demand, Denver, CO	No	Yes	Yes	Yes
Non-Profit Transportation Providers				
C1. Interfaith Caregivers of Ozaukee County, Grafton, WI	Yes	No	N/A	No
C2. Interfaith Caregivers of Washington County, West Bend, WI	Yes	No	N/A	No
C3. Home52, Council on Aging of SW Ohio	Yes	No	N/A	No

<sup>a</sup> Alternative scheduling and payment options must be provided for passengers who are unable to schedule or pay through an app, either due to lack of a smartphone or credit card. Alternative options include telephone scheduling and the acceptance of cash or other pre-paid fare cards/tickets.

Source: SEWRPC

### Attachment 3

#### Amenities: Selected Taxi Voucher Programs, Same-Day Paratransit Services, and Non-Profit Transportation Providers

	Wheelchair Accessible	Private Ride	Personal Care Attendant Allowed at No Cost	Door-to-Door Service
Taxi Voucher Programs				
A1. Taxi Voucher Program, Anne Arundel County, MD	Yes	Yes	No	Yes
A2. Taxi Scrip Program, City of Berkeley, CA	No	Yes	No	Yes
A3. Taxi Coupon Book, Arlington County Aging and Disability Resource Center, Arlington, VA	Yes	Yes	No	Yes
A4. Taxi Scrip and Van Vouchers, Oakland Paratransit for the Elderly & Disabled, City of Oakland, CA	Yes	Yes	No	Yes
A5. Essential Trip Card, San Francisco Municipal Transportation Agency, City of San Francisco, CA	Yes	Yes	No	Yes
A6. IndyGo Taxi Vouchers, Indianapolis Public Transportation Corporation, Indianapolis, IN	Yes	Yes	No	Yes
Same-Day Paratransit Services				
B1. Connexion Plus, Jacksonville, FL	Yes	Yes	Yes	Yes
B2. METROLift On-Demand Option, Houston, TX	Yes	No	Yes	No
B3. OC Access, Orange County, CA	Yes	No	Yes	Yes
B4. Pace Taxi Access Program, Chicago, IL	Yes, upon request	Yes	No	Yes

Attachment continued on next page.

### Attachment 3 (Continued)

	<b>Wheelchair Accessible</b>	<b>Private Ride</b>	<b>Personal Care Attendant Allowed at No Cost</b>	<b>Door-to-Door Service</b>
Same-Day Paratransit Services (continued)				
B5. Mainstream On-Demand, Columbus, OH	Yes	Yes	Yes	Yes
B6. IndyGo Access Premium, Indianapolis, IN	Yes	Yes	Yes	Yes
B7. Freedom On-Demand, Kansas City, MO	Yes, upon request	Yes	No	No
B8. Premium On-Demand Pilot, Twin Cities, MN	Yes, upon request	Yes	No	Yes
B9. Access on Demand, Nashville, TN	Yes, upon request	Yes	Yes	Yes
B10. The RIDE Flex, Boston, MA	No	Yes	No	No
B11. Access-On-Demand, Denver, CO	No	Yes	No	No
Non-Profit Transportation Providers				
C1. Interfaith Caregivers of Ozaukee County, Grafton, WI	Yes	Yes	Yes	Yes, door-through-door
C2. Interfaith Caregivers of Washington County, West Bend, WI	Yes, upon request	Yes	Yes	Yes, door-through-door
C3. Home52, Council on Aging of SW Ohio	Yes	Yes	No	Yes, door-through-door

Source: SEWRPC