

Wheelchair Accessible Vehicle Supply and Availability Study

March 2026

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Cover Letter

March 26, 2026

The Honorable Jon Koznick, Co-Chair
House Transportation Finance & Policy Committee
2nd Floor, Centennial Office Building
Saint Paul, MN 55155

The Honorable Scott Dibble, Chair
Senate Transportation Committee
3107 Minnesota Senate Building
Saint Paul, MN 55155

The Honorable Brad Tabke, Co-Chair
House Transportation Finance & Policy Committee
5th Floor, Centennial Office Building
Saint Paul, MN 55155

The Honorable John Jasinski
Ranking Minority Member
Senate Transportation Committee
2227 Minnesota Senate Building
Saint Paul, MN 55155

RE: Wheelchair Accessible Vehicle Supply and Availability Study

Dear Legislators,

The Minnesota Department of Transportation is pleased to present the Wheelchair Accessible Vehicle Supply and Availability Study report as required by [Laws of Minnesota 2025, 1st Special Session, Chapter 8, Article 2, Section 119](#).

Reliable wheelchair accessible transportation is vital to ensuring all Minnesotans can access medical care, employment, education, and community life. National survey data illustrates the barriers faced by individuals with travel-limiting disabilities, who report traveling less, experiencing lower employment rates, and relying heavily on others or specialized services when accessible options are limited.

In 2025, the Legislature directed MnDOT to conduct a statewide study of WAV availability and demand. In response, MnDOT established the Wheelchair Accessible Vehicle Study Group. This report details the stakeholder engagement and public input gathered throughout the study; the data collection and analysis methods used to assess statewide WAV needs and develop recommendations; a review of policy approaches adopted in other states to identify effective solutions for improving WAV supply and availability; and provides recommendations.

Please let me know if you have questions. You can also contact Laura Roads at laura.roads@state.mn.us or 651-366-3647.

Sincerely,



Nancy Daubenberger, P.E. (MN)
Commissioner

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Legislative Request

This report is issued to comply with [Laws of Minnesota 2025, 1st Special Session, Chapter 8, Article 2, Section 119](#).

Sec. 119 STUDY; WHEELCHAIR ACCESSIBLE VEHICLE SUPPLY AND AVAILABILITY.

Subdivision 1. Definitions.

(a) For purposes of this section, the following terms have the meanings given.

(b) "Commissioner" means the commissioner of transportation.

(c) "Transportation network company" has the meaning given in Minnesota Statutes, section 65B.472, subdivision 1.

(d) "Wheelchair accessible vehicle" or "WAV" means a publicly owned or privately owned vehicle equipped with a ramp or lift capable of transporting riders with a disability and subject to the requirements of Minnesota Statutes, sections 299A.11 to 299A.17.

Subdivision 2. Study required. The commissioner must conduct a study on the supply and demand of wheelchair accessible vehicles and wheelchair accessible transportation services. The study must identify effective strategies to increase the availability of WAVs, improve service quality, and provide cost-effective transportation solutions tailored to the needs of riders with disabilities to enjoy greater freedom and convenience in their daily journeys. The commissioner must engage various stakeholders and members of the public as specified in subdivision 4. The commissioner must commence the study no later than August 1, 2025.

Subdivision 3. Study objectives.

(a) The commissioner's objectives in conducting the study must include:

(1) an identification of the challenges that affect WAV accessibility and service for riders with disabilities, including but not limited to insufficient supply, high operational costs, lack of on-demand options, and geographical disparities;

(2) a study of supply and demand issues for WAVs, including identification of WAV transportation deserts in Minnesota communities and developing incentives to bolster the availability of WAVs in both public and private transportation networks;

(3) identifying possible measures to ensure the punctuality and reliability of WAV services for riders with disabilities;

(4) an evaluation on the impact that latent supply streams, market practices, and technological capabilities have on the ability to implement and fund high-quality WAV services at the lowest possible expense to taxpayers and private-pay WAV users;

(5) research and analysis on models that have been successful elsewhere in encouraging innovation and investment in on-demand transportation solutions to enable transportation parity for the disability community; and

(6) collected information on legislation and other policy changes that have been made in other states around the country to assess whether any already established solutions may be successful in Minnesota.

(b) To meet the study's objectives in paragraph (a), the commissioner must explore the following strategies:

(1) incentives to increase WAV ownership through the use of tax credits, exemptions, subsidies, or grants to individuals and organizations who purchase WAVs to increase supply;

(2) partnerships with WAV technology manufacturers to reduce costs for WAV-specific technologies;

(3) recommendations on the adequate provision of specialized training for drivers on the operation of WAVs to improve service quality, supply, and delivery and ensure the needs and safety of riders with disabilities when using a WAV;

(4) identification of methods known to improve the rate and frequency of drivers trained on providing rides to riders with disabilities or on the use of WAVs or WAV features, including an analysis of whether a private transportation network company driver should be required to complete a certain number of hours of disability training before providing WAV rides;

(5) expanded geographic coverage of WAV service for riders across different regions in the state by establishing partnerships with rural transit providers, expanding regulatory provisions, and deploying targeted funding mechanisms to address disparities in WAV availability;

(6) developing or utilizing user-friendly applications for riders to book WAV rides and improving dispatch systems to provide on-demand accessibility, real-time tracking, and communication systems to reduce response times; and

(7) encouraging partnerships with private transportation network companies and incentivizing their WAV operations and trained drivers.

(c) The study must assess whether the solutions identified in paragraph (b) are established in other jurisdictions and:

(1) provide a pathway to increasing the availability and accessibility of WAVs statewide;

(2) enhance service reliability and punctuality to reduce wait times for riders; and

(3) improve cost efficiency in service provision to benefit both users and providers.

Subdivision 4. Stakeholders; other models; public engagement.

(a) The commissioner must consult and engage in meaningful collaboration with stakeholders in conducting the study and determining whether identified solutions meet stated objectives. Stakeholders include but are not limited to the following:

- (1) public transportation service providers;
- (2) nonemergency medical transportation and special transportation services providers;
- (3) the State Patrol;
- (4) the Minnesota Council on Disability;
- (5) a driver advocacy organization representing transportation network drivers;
- (6) private transportation network companies;
- (7) one representative from the city of Minneapolis and one representative from the city of St. Paul;
- (8) a representative from the League of Minnesota Cities;
- (9) a representative from taxicab companies operating in Minnesota cities;
- (10) persons with disabilities and parents and caregivers of people with disabilities; and
- (11) an organization with expertise in accessibility technology for transportation services or accessible transportation design.

(b) In conducting the study, the commissioner must analyze other states' and communities' efforts in establishing a robust and safe network of WAVs to identify enacted policy changes, analyze developed programs against the stated objectives of the study required under this section, and seek out and leverage information from these jurisdictions to evaluate what may be successful in Minnesota.

Subdivision 5. Report. By February 15, 2026, the commissioner must submit a final report on the study to the chairs and ranking minority members of the legislative committees having jurisdiction over transportation finance and policy. The report must:

- (1) detail the input, consultation efforts, and public comments from stakeholders and the public in conducting the study;
- (2) include the data collection and analysis methods used to conduct the study and develop recommendations for enhancing WAV services across Minnesota; and
- (3) utilize identified policy changes made in other states around the country to assess any already established solutions for WAV supply and availability.

Executive Summary

In Minnesota, access to safe, affordable, and reliable transportation for all individuals is essential for Minnesotans' prosperity and quality of life. This includes access to safe and reliable wheelchair accessible vehicles (WAVs). Minnesotans who do not have access to personally owned WAVs for transportation must instead rely on the state's transportation system to get to and from medical appointments, the grocery store, school, work, social engagements, or to spend time with family and friends.

The issue of availability and access to WAVs is not a new one, and there have been varying opinions on how to address it. According to a 2022 National Household Travel Survey, 18.6 million Americans aged 5 and older self-reported as having travel-limiting disabilities. When compared to those surveyed who reported no disabilities, those with travel-limiting disabilities revealed that they: were less likely to travel or be employed, took fewer trips, lived in lower income households, and compensated for their disabilities by asking other people for rides, limiting their travel time to daytime, and using rideshare or special transportation services.¹

This issue has also been the subject of studies and legislative initiatives throughout the country:

- Connecticut: the goal was “to study how to implement and fund a level of service from taxicabs and transportation network companies to individuals with disabilities that is substantially equivalent to the level of service provided to other members of the general public.”² Specifically, the study explored “substantially equivalent” as it related to response time, fares, geographic area of service, and hours and days of service. Recommendations from this study group included:
 - WAV fleet growth, TNC (transportation network company) surcharge, direct app access from TNC to WAV taxi (all to be implemented together)
 - A new WAV driver endorsement
- Tennessee: in the state's Mobility and Accessible Transportation Strategic Plan, a number of unmet needs were identified related to accessible transportation, including lack of flexibility or affordable on-demand service, limited weekend or night-time options, and limited passenger assistance.³
 - The plan also identified some of the challenges in making transportation more accessible: ongoing driver and vehicle shortages, limitations of public transit hours and coverage areas, lack of funding, and lack of trust in the existing services.

¹ United States Department of Transportation, Bureau of Transportation Statistics, *Travel Patterns of Adults with Travel-Limiting Disabilities*, Nov. 22, 2024 (<https://www.bts.gov/travel-patterns-with-disabilities>).

² Connecticut Department of Transportation, *Taxi and TNC Service Levels for Individuals with Disabilities Study*, Dec. 2020 (<https://portal.ct.gov/dot/-/media/dot/policy/201204final-taxi-tn-c-liv-and-disability-report.pdf?rev=a99796611ac2495f8a09f82aa8066438&hash=5B3FDD84E3948A59346CDDE27A966523>).

³ Tennessee Department of Transportation, *Mobility and Accessible Transportation Strategic Plan*, March 31, 2022 (<https://www.tn.gov/content/dam/tn/tdot/omat/omat-annual-reports/TDOT%20Strategic%20Plan%20Annual%20Report%202022.pdf>).

- New York: this taskforce was established in 2017 and the findings were published in 2019, which, though somewhat dated, shows that states trying to address the issue of WAV supply and availability is not new. The taskforce was established to explore the challenges of individuals with disabilities in the current TNC market.⁴ Recommendations from this study group included:
 - For TNCs: accountability and oversight to improve accessibility of TNCs in New York; improve availability of accessible vehicles by establishing average wait times and expanding availability in rural areas; incentivize accessible vehicles through driver recruitment and retention and incentivizing WAV owners to drive for TNCs; and driver education that includes information about the nature of specific disability types.
 - For state government: consider establishing an official governing entity to provide oversight of TNCs; explore creative ways to provide incentives to increase the number of accessible TNCs; and incentivize existing accessible vehicles to participate in the TNC model.

On June 14, 2025, [2025 Laws of Minn., 1st SS, Chap. 8, Art. 2, Sec. 119](#) was passed requiring the Commissioner of Transportation to conduct a study on the supply and demand of wheelchair accessible vehicles and wheelchair accessible transportation services in Minnesota.

The Minnesota Department of Transportation convened a study group to respond to this legislative request. The Wheelchair Accessible Vehicle Study Group (“study group”) was composed of representatives from MnDOT, the Minnesota State Patrol, the Minnesota Council on Disability, Metropolitan Council, transportation network company drivers advocacy organization, private transportation network companies, the cities of Minneapolis and St. Paul, the League of Minnesota Cities, special transportation providers and drivers, taxicab companies, an organization with expertise in accessibility technology, and persons with disabilities and their caregivers.

Roles in WAV Transportation

Minnesota Department of Transportation (MnDOT)

MnDOT’s Office of Freight and Commercial Vehicle Operations (OFCVO) is responsible for the oversight and regulation of special transportation services (STS) and nonemergency medical transportation (NEMT) providers subject to the requirements found in Minnesota Statutes, section 174.30. This oversight includes annual inspections of vehicles and annual audits of the provider’s records, in addition to complaint investigation and enforcement. OFCVO staff inspect approximately 3,400 STS vehicles per year, which includes approximately 800 WAVs. After passing the inspection, staff signify the number of wheelchair positions a vehicle is certified for on a decal that is affixed to the vehicle.

⁴ New York State Transportation Network Company Accessibility Task Force, *Final Report & Recommendations*, Feb. 15, 2019 (<https://dmv.ny.gov/forms/tnc-taskforce-final-report.pdf>).

Minnesota State Patrol

The State Patrol is responsible for the inspection of WAVs used for public transit, residential care facilities, or taxi services. State Patrol staff inspect approximately 5,000 WAVs per year. Vehicles that pass inspection and are certified for wheelchair transport are marked with a decal indicating the number of approved wheelchair positions.

Metropolitan Council

Through its paratransit service, Metro Mobility, the Metropolitan Council provides accessible rides to individuals with disabilities in their service area. As discussed later in this report, the Council also partners with transportation providers with WAVs in their fleet to provide an on-demand service.

Transportation Network Companies (TNCs)

Individual cities are responsible for regulating TNCs, as there is no statewide regulatory framework in Minnesota. As discussed in later sections, TNCs often partner with local transportation providers that have WAVs in their fleet in order to provide WAV services on their respective platforms.

Study Purpose

The legislative language provided six broad objectives that MnDOT was meant to include in conducting its study. These objectives were:

1. Identification of challenges that affect WAV accessibility and service;
2. Supply and demand issues for WAVs;
3. Identification of possible measures to ensure the punctuality and reliability of WAVs;
4. Evaluation of the impact that latent supply streams, market practices, and technological capabilities have on the ability to implement and fund high-quality services;
5. Research and analyze models that have been successful elsewhere; and
6. Collect information on legislation and other policy changes that have been made in other states.

These objectives were met through a combination of monthly stakeholder meetings, community outreach, and additional research outside of these group settings.

Monthly Stakeholder Meetings

The primary source of information gathering in this study took place during the monthly stakeholder meetings. The meetings were open to the public, were held both in-person and on Microsoft Teams, and covered a different topic related to the study's objectives at each one. Participants were encouraged to ask questions of the presenters, and to answer questions via Mentimeter surveys for additional feedback.

July 2025 – Initial Stakeholder Meeting

Objectives Covered: Identification of challenges

During the initial stakeholder meeting, the study group and public attendees began to explore the objectives of the study, including a discussion of what the current issues are as it relates to access to WAVs and possible solutions for each of those issues. Some of the issues identified via the Mentimeter included response time, ease of access, cost of vehicles and insurance, lack of vehicles and drivers, lack of on-demand service, and the low reimbursement rate for drivers of WAVs providing nonemergency medical transportation services. In response to the issues raised, participants provided the following as possible solutions: state funding or incentives for TNCs to provide WAV services, incentivizing individuals to own and operate WAVs, increase reimbursement rates for drivers and providers, and expanding training for drivers.

When asked what issues were most important for the study group to look at throughout the study period, the participants named the following: supply and demand, costs of providing accessible transportation, compensation for drivers and providers, integration of existing supply (taxi, individual WAV owners) into on-demand platforms, on-demand services, and rural community access.

August 2025 – Community Outreach

Recognizing that learning more about the lived experiences of WAV riders/users and their caregivers would be critical to the outcomes from this study, the MnDOT team leading the study spent two days with the Minnesota Council on Disability at their booth at the State Fair. This effort is discussed in further detail later in the report.

September 2025 – Transportation Providers

Objectives Covered: Identification of challenges; Supply and demand issues for WAVs; Possible measures to ensure punctuality and reliability; Research and analyze models that have been successful elsewhere

The September meeting began with presentations from the two largest TNCs operating in Minnesota – Uber and Lyft. The second half of the meeting included a panel of special transportation service (STS) providers, two of which also offer for-hire taxi services.

Uber Presentation

Uber's presentation included three sample markets (Chicago, Los Angeles, and New York City), the challenges they have faced, and where they see opportunities for policy change to improve the quality and supply of WAV service.

The first identified challenge relates to the fulfillment rates due to long wait times. An opportunity for policy change is to cross dispatch with local fleet partners, including taxi companies, to increase the on-demand WAV supply. This was recently authorized by the California Public Utilities Commission, making California the first state to authority WAV taxi integration into Uber's platform.

Another identified challenge is the price inversion for WAV trips. WAVs are more expensive to operate but the ride cost is the same for a non-WAV ride, making profits lower for those trips. In New York, Uber stated it operates in a deficit of \$50 million per year. An opportunity for policy change to address this issue is to create financial offsets. For example, in Los Angeles, there is a review process, and Uber is reimbursed from a user accessibility fee. In Chicago, there is a direct offset – the city pays Uber directly, not through an accessibility fee.

To support and encourage more drivers of WAVs, Uber suggested the following as policy opportunities: providing direct incentives to drivers to get vehicles certified, receive training, and reduce costs for insurance and vehicle maintenance; market to vehicle owners and operators; and enable taxi driver revenue opportunity.

When asked about on-demand and wait times for WAVs on the Uber platform, the team explained that it varies by location, but it is possible to increase punctuality of WAV rides to achieve an ETA as reliable as any other Uber ride type. This involves understanding where and when the demand is and facilitating the right supply and flexibility to allow the fleet to grow over time. They provided the example of New York City, where the current fulfillment ETA for a WAV ride is 9.5 minutes due to the supply of accessible vehicles there.

Lyft Presentation

Lyft's WAV team discussed the current ways Lyft offers WAV service, what works well, and suggestions for creating a successful WAV network.

Lyft utilizes two primary supply models for WAV rides: 1) independent contractors who drive their own WAV and elect to provide rides on the Lyft platform; and 2) W2 model, where drivers are employed or contracted by a third party that partners with Lyft.

Lyft then discussed two different models within its WAV market, and how they are subsidized to make the service more affordable. In San Francisco and Los Angeles, Lyft receives subsidies through the Access for All Program by meeting required performance metrics related to accessible transportation. In Boston, Lyft provides rides through the "RIDE Flex" program, which provides on-demand and scheduled WAV rides for eligible users for a fixed fare, which is then subsidized by the Massachusetts Bay Transit Authority. This model highlights a successful collaboration between a public transit agency and TNC to improve service efficiency and accessibility.

To conclude the presentation, Lyft emphasized three key points when establishing WAV recommendations: 1) sustainable funding – without support from government partners, programs will have poor service; 2) flexibility in implementation – allow for reasonable service requirements, rather than detailed ones; and 3) partnerships with local entities.

Provider Panel

MnDOT moderated a panel of three STS providers to discuss some of the challenges associated with providing STS/NEMT, including WAV transportation, and some ideas for how to increase the supply and demand of these rides. Two of these providers also offer a more traditional taxi service, in addition to STS.

When asked about their experiences with finding and retaining qualified drivers, the responses varied based upon the location and size of the company. In the metro area, one larger company does a lot of contracted

work, so finding drivers has not been a significant issue for them. In Duluth, however, providers stated that finding the required training for drivers to become STS-qualified has been a bigger problem.

The providers also discussed reimbursement rates for these rides, which prompted comments and additional conversation from meeting participants. Some of the issues discussed included: the reimbursement rate does not keep up with costs; reimbursement rate does not create incentive to make trips; and the rate makes it difficult to attract and retain quality drivers.

When asked about ideas for increasing supply and demand of WAV rides, some ideas that were discussed included: subsidies to account for the additional costs associated with providing WAV service; educating the public about services that already exist in a particular area; and determining which entity would regulate the increased supply of WAVs.

October 2025 – Role of State Agencies

Objectives Covered: Supply and demand issues for WAVs; Impact of latent supply streams/market practices

The October meeting included presentations from multiple state agencies, including discussions around their roles in regulating WAVs and potential solutions for addressing accessibility issues.

MnDOT – Connected and Automated Vehicles

The presentation began with an overview of what automated vehicles are and the technologies that they use. The team then discussed potential benefits of automated vehicles, including: 1) increased safety; 2) greater equity, access, and mobility; and 3) economic and workforce development. The second potential benefit was noted as particularly relevant to this study, as it looks to increase transportation options for individuals who cannot or choose to not drive themselves. It was also mentioned that accessibility requirements have not been included in other states' legislation regarding automated vehicles; however, the Governor's Advisory Council on CAV continues to think about how they can help automated vehicles meet accessibility needs.

The presentation then focused on three automated vehicle demonstration projects in Minnesota: Med City Mover, Bear Tracks, and goMARTI.

Pilot	Med City Mover	Bear Tracks	goMARTI
Location	Rochester, MN	White Bear Lake, MN	Grand Rapids, MN
Duration	12-month test (Feb 2021 – Feb 2022)	12-month test (Aug 2022 – Jul 2023)	27+ month test* (Oct 2022-present)
Number of Vehicles	2	1	5
Vehicle Type	EasyMile vehicles (both WAVs)	Navya vehicle (WAV)	May Mobility Toyota Siennas (3 out of 5 WAVs)
Service area type	Downtown urban	Suburban	Rural downtown
Speed	Slow moving	Slow moving	Roadway speeds
Fuel type	Electric	Electric	Gas

*Phase 1 of goMARTI (27 months) was led by MnDOT. The project was successful and has continued to grow.

MnDOT – Office of Transit and Active Transportation (OTAT)

OTAT’s presentation focused on the 2025 Dynamic Transportation Options Study. The focus of this study was to analyze existing transit conditions in rural Minnesota and provide recommendations on a pilot program. Stakeholders identified key challenges, and the team came up with opportunities for improvement to address those issues.

Challenges identified by stakeholders	Opportunities for improvement
Historic lack of coordination around transportation service options, and a need to raise awareness about what is available to the public.	Regional transportation coordination councils (RTCCs) are programmed to improve coordination. MnDOT's <i>Mobility-as-a-Service</i> platform increases access to rural transit info. Unlike Google and other trip planners, it includes non-fixed route options.
A driver shortage makes it difficult to meet demand.	Investments in recruitment and retention. Some communities have experimented with increasing wages to attract more drivers.
Transit service exists in 80 Greater Minnesota counties, but not every square mile of that area.	Most communities have, at least, dial-a-ride service.
High cost of providing on-demand or dial-a-ride service (due to having fewer customers and empty vehicle miles at the beginning/end of trips).	MnDOT has established the <i>Moving Greater Minnesota Forward</i> program to identify and support partners with ideas to improve mobility in rural areas.
There is a lack of wheelchair accessible taxi and TNC service in rural Minnesota.	Increase availability with strategic partnerships. The WAV study is an opportunity to improve that.

The report did not include a specific recommendation for a pilot program, but rather suggested the development of a pilot through the *Moving Greater Minnesota Forward* program. This would include a competitive solicitation for one or more pilot projects, which could focus on topics including wheelchair accessibility, strategies for driver recruitment and retention, and booking technology.

Given the subject matter overlap between these two studies, and especially the conversations surrounding issues for WAV transportation outside of the metro area, it seems that it would be beneficial to continue tracking the progress of the *Moving Greater Minnesota Forward* program and how the eventual pilot program may assist in addressing issues identified in this study.

MnDOT – Office of Freight and Commercial Vehicle Operations (OFCVO)

A representative from OFCVO's State Programs unit discussed the oversight and regulation of STS providers in Minnesota. As of the date of the presentation, there were 810 MnDOT certified WAVs, with 1,191 total wheelchair positions, as some vehicles are able to accommodate more than one wheelchair. If an increased supply of WAVs in the state would result in more vehicles subject to STS requirements, there would likely be a need for increased MnDOT personnel to accommodate completion of a greater number of required annual inspections and audits.

MnDOT certified vehicles are subject to the ADA requirements found in federal regulations. This includes a door height of at least 56 inches, ramp width of at least 30 inches, and ramp side barriers of at least 2 inches tall. MnDOT inspectors find that vehicles not meeting these specifications are among common violations.

Minnesota State Patrol

A representative from the State Patrol discussed their role in vehicle inspections in Minnesota. In a typical year, this group conducts approximately 5,000 WAV inspections, with more than half of those taking place in the Metro Area. Most of these WAV inspections are for transit entities, assisted living centers, and group homes. State Patrol also completes school bus inspections. Unlike the STS vehicle inspections conducted by MnDOT, State Patrol's inspections do not include a review of a carrier's paperwork, and focus on the wheelchair accommodation features of the vehicle – lift, ramp, space, securement equipment – but not door access height. When asked about enforcement for non-compliant vehicles, State Patrol stated they do not typically issue citations, but rather inform the provider of the issue during the inspection and that they are expected to fix it. Until the issue is resolved, the vehicle will not receive its required decal. If there is a crash or roadside inspection and the trooper discovers an issue, there is a potential for a citation to be issued at that time.

Minnesota Council on Disability

The Minnesota Council on Disability was established in 1973 to advise the Governor, legislature, state agencies, and the public on disability issues, and their vision is to create a barrier-free Minnesota where every person has full accessibility to all aspects of life.

The presentation highlighted some of the limitations on services for individuals with disabilities, particularly as they relate to transportation. One issue is that transportation destinations available are limited, and often for limited purposes. The options often depend on receiving certain benefits, or are reserved for things like doctor's appointments, in the case of STS/NEMT. Another issue is the lack of on-demand transportation. A lot of times, accessible on-demand transportation is not available, even within the Twin Cities. This then requires people to plan their day around transportation, which limits what they can do. Some areas of focus to consider when addressing the supply and availability of WAVs included safety, driver training, and safeguards against discrimination.

November 2025 – Accessible Vehicle Modification; Initial Report Recommendations

Objectives Covered: Possible measures to ensure punctuality and reliability of WAV services; Impact of latent supply streams/market practices

The November meeting began with a presentation by Rollx Vans, a nationwide provider of WAV conversions based in Savage, Minnesota. The presentation included an overview of the process of converting a minivan to meet ADA requirements, including the processing time (20 business days) and average cost to purchase (mid \$60,000s). The final product meets the high standards in Minnesota, meaning they easily pass the requirements in other states, and can fit one or two wheelchairs, with options for additional flip-down seats in the vehicle as well.

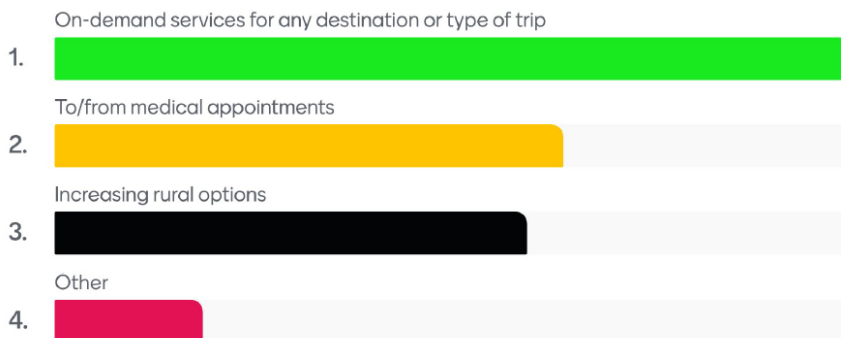
Rollx also discussed their national contract with the Department of Veteran's Affairs. The company has had this contract for approximately seven years, and through it they provide vehicle conversions to individuals who are service connected in the VA. For individuals who are 100% service connected, the VA pays for the vehicle

conversion to make it fully accessible. Veterans who are not service connected may apply for a vehicle conversion through their local VA.

The meeting then pivoted to a Mentimeter-led discussion on potential report recommendations. Participants were first asked to answer which aspect of WAV service feels most important to address.

Participants ranked on-demand services as the most urgent or important to address when considering recommendations for the final report. In response, one participant stated “**lived experience is also important** – you want to be able to have lunch with someone or go to a business meeting. If you have transportation set up and they don’t come for you, at least you

Which aspect of WAV service feels most urgent/important to address?



have an on-demand option open to you.” Another respondent wrote “[w]heelchair users **deserve parity and choice.**” In regard to the medical appointment aspect, one respondent wrote “[a]ccess to medical appointments is a top priority, because it directly impacts health and safety. Missed visits can lead to worsening conditions and preventable hospitalizations for many wheelchair users.” Regarding rural options, one participant commented on how few options exist in rural areas.

Participants then discussed a model of surcharges on TNCs to be used to implement a model like Metro Mobility’s Premium On-Demand using STS/NEMT drivers, which is discussed in further detail later in this report. From OFCVO’s presentation, we know that there is a robust pool of STS providers and WAVs that have already been inspected and approved by MnDOT. Multiple participants raised the issue of surcharges and that those alone would not cover the costs associated with WAV rides, emphasizing the need to develop a model that will ensure a driver pool to meet demand, particularly outside of the metro area.

Other potential recommendations were then discussed, including 1) a surcharge on TNC rides to reinvest into WAV service, like California’s Access for All Program, 2) grant programs to purchase accessible vehicles (like Massachusetts’ Community Transit Grant Program, 3) requiring TNCs to have a certain percentage of WAVs in their fleets, and 4) increasing the reimbursement rates for STS/NEMT rides.

These topics also led into a discussion about the demand for WAV rides in the state. Without knowing the true demand, a solution like minimum WAVs within a fleet would be challenging as it would be difficult to know where exactly to invest, and to determine whether a TNC is overinvesting. One STS provider stated that their company turns down about 80 trips per day, indicating that the demand is there, but they have difficulties attracting drivers due to the reimbursement rates, and certain driver qualification requirements.

December 2025 – Review of Other Models

Objectives Covered: Research and analyze models that have been successful elsewhere; Collect information on legislation and other policy changes that have been made in other states

Partners for Automated Vehicle Education (PAVE) Presentation

PAVE's presentation began with an overview of the organization, and a brief discussion on automated vehicle technologies that currently exist. The presentation then focused on accessibility opportunities for AVs – first by identifying some challenges and gaps, including:

- Physical design challenges due to a lack of industry-wide standards for wheelchair securement in AVs
- Operational barriers, including on-board assistance, independent securement, and emergency evacuation
- Winter weather, which may cause issues with ramp freezing, ground clearance, traction, and sensor cleaning

The key takeaways from an opportunity perspective included automated WAVs bringing about a new frontier of reliable transit and independence for wheelchair users. The focus should be on purpose-built AVs, which offer the best chance to design new vehicles with accessibility in mind, rather than retrofitting solutions.

City of Minneapolis Presentation

Participants then heard from the city of Minneapolis on their surcharge policy for TNCs without WAVs in their fleets. In Minneapolis, TNCs are charged an annual wheelchair surcharge of \$10,615 if they do not meet the city's criteria for wheelchair service vehicles. These funds are used to offset licensing costs for taxi companies that have WAVs in their fleets. As of December 2025, there were seven taxi companies in Minneapolis, with a total of fifteen licensed vehicles and ten drivers. No taxi companies had WAVs in their fleets.

Presentation on Other Models

MnDOT then presented on three models from other cities and states throughout the country: California, Seattle, Washington, and Massachusetts. These will be discussed in more detail in the next section.

Community Outreach and Lived Experiences

In August 2025, rather than a large group meeting with stakeholders and participants, MnDOT representatives participated in community outreach with the assistance of the Minnesota Council on Disability at the Minnesota State Fair. This included speaking with WAV users, their caregivers, and loved ones as they walked through the MCD booth. The WAV user survey was also distributed, which people were encouraged to complete in-person while speaking about their concerns and issues related to accessible transportation. A link to the survey was also provided for those who wanted to complete it later. There were a number of issues addressed both in the survey and in conversations with MCD booth visitors. Notably, the following were discussed:

- lack of transportation options, particularly outside the metro and in rural areas of the state;

- the high cost of WAV transportation;
- lack of information about the resources that currently exist; and
- long wait times.

In addition to outreach at the State Fair, MnDOT met with a group of WAV users through their involvement with an organization focused on employment and community engagement. This group completed the survey, and the following topics were discussed:

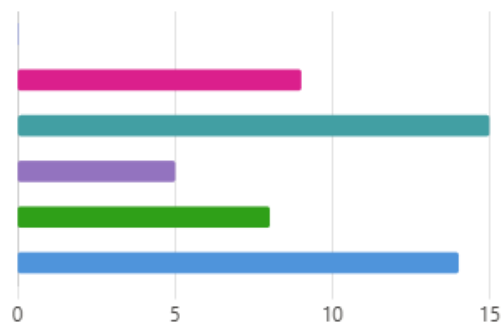
- challenges in getting to and from work or programming;
- long wait times or ride times due to multiple wheelchair riders in the same vehicle; and
- limited or no options based upon where they live.

WAV User Survey Data

In an attempt to understand the lived experiences of those with disabilities and their caregivers, MnDOT developed a short survey. The survey was distributed during community engagement activities, as well as through other stakeholders. MnDOT received 52 responses from both rural and urban parts of the state. Respondents varied by age, with the majority of respondents falling into the age groups of 40-54 and 65 or older.

1. What is your age?

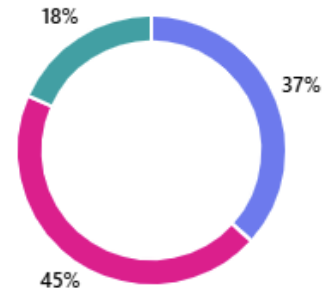
● Under 18	0
● 19-39	9
● 40-54	15
● 55-59	5
● 60-64	8
● 65 or older	14



Most respondents use a motorized wheelchair. This is important to note, as these devices are not able to be folded up to fit inside a trunk of a smaller vehicle. Individuals who use motorized wheelchairs would not be able to utilize traditional TNC services, and would instead rely upon a fully-accessible vehicle. Additionally, half of respondents reported using their wheelchair device full-time, while only 37% of respondents reported a WAV in their household.

5. What type of wheelchair device do you use?

● Manual	18
● Motorized	22
● Scooter	9



The vast majority (94%) of respondents stated they believe there is an issue with access to and availability of WAVs in Minnesota. Many cited issues related to reliability of the transportation, particularly in rural areas of the state.

*There is really **no options for people in greater Minnesota** and in the metro, it is both unreliable and very expensive.*

*Lots to say regarding multiple aspects of **access restriction in rural areas**.*

Others talked about the long wait times, both for the ride itself and the length of the route that takes longer to get from pickup to destination.

*Low number of WAV for existent demand which can result in **long waits, long routes and stress**.*

***From the time I reserve one, it can take several hours** or they show up with a vehicle that has a broken ramp or isn't accessible.*

Respondents also addressed the high cost associated with WAV rides and ownership.

Not enough transportation to help, no one to call to come and help that doesn't cost \$\$\$

*I can't even get my license without spending a lot of money that I don't have, **I surely can't afford a WAV**.*

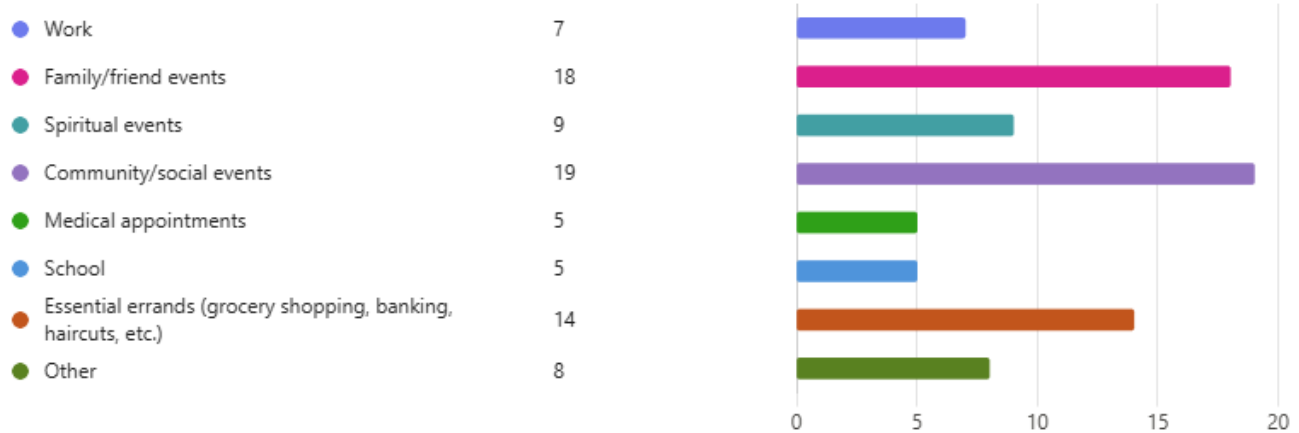
Other issues identified include confusion about which services are available in which areas, lack of on-demand options, and access concerns due to certain vehicles or driver training.

*On the weekends it is **very difficult, if impossible, to get a WAV at the last minute** in case of emergency as I have experienced.*

There is a need for on-demand WAV transportation.

Respondents also reported missing out on activities due to the lack of an accessible ride. Many of these were community, social, and friends/family events, which would not be included in STS or NEMT services. This indicates a significant gap in the types of events that wheelchair users are forced to miss due to the lack of services in their area.

13. In the past month, which activities have you missed out on due to the lack of a WAV ride? (select all that apply)



Additional Research

Supply and Demand of WAV Transportation

The task of determining the current supply and demand of WAVs in Minnesota was not an easy one. On the one hand, anecdotally, the study group heard from stakeholders that it can be difficult to get a ride in a WAV depending on time and location, and that the on-demand services is the more significant issue. On the other hand, we heard from transportation providers that the vehicles are available, but the public may not always know the options that are available to them. While this report does not answer whether there is a supply and/or demand issue when it comes to WAV transportation, the following data is provided as an attempt to paint a picture of the current state in Minnesota.

STS/NEMT Providers

As of January 2026, there were 424 active special transportation service (STS) providers in the state. Of those, 177 providers have WAVs in their fleet, with a total of 814 WAVs and 1,226 total wheelchair positions.

The Minnesota Department of Human Services (DHS) provided data for 2022 through 2025 to include the number of WAV trips completed each year that were reimbursed by DHS. While this is not a complete picture, as it does not include those that may have been reimbursed by insurance or were private pay, this does give us some insight into the demand for rides of this service:

Year	Total Number of Wheelchair Accessible Vehicle Trips
2022	908,758
2023	909,768
2024	1,049,448
2025	819,103

Metropolitan Council

Through its Premium On-Demand Program, the Metropolitan Council provides WAV rides to Metro Mobility users through contracts with providers who have WAV fleets. The rides are an alternative to the shared ride option found on Metro Mobility vans – the rider can choose from the list of providers and receive a discounted ride directly to the customer’s destination. Riders pay the first \$5 of the trip, and any amount over \$25. In October 2025 alone, the program provided 19,753 rides.

It is worth noting that while this is “on-demand” in the sense that riders can log on to their selected provider’s app same-day to select their pick-up and drop-off locations, these rides do still require coordination that do not make them truly “on-demand” in the same way that an ambulatory rider would experience with a TNC. The rider still needs to schedule their ride in advance to ensure a vehicle and driver are available. The hours that a customer can ride are also limited to Metro Mobility’s hours of service.

Identification of “Transportation Deserts”

The STS providers referenced above are spread throughout the state; however, more than half, or a total of 229 providers, have a business address based in one of the metro area’s seven counties. These providers account for approximately 435 WAVs. These providers may still provide transportation services outside of the metro, but this at least indicates that a higher percentage are concentrated in the greater twin cities area.

Based upon feedback from WAV users and their caregivers, the study group also learned that although WAVs may exist in some areas of the state, they do not service all areas of the state. There were additional comments regarding restricted access in rural areas, and restrictions based upon the day of the week or time of day.

Additionally, both Uber and Lyft discussed difficulties in rural markets. Currently, programs exist only in metro areas, as that is where the demand is and navigating supply and demand in rural markets has proven to be difficult. One opportunity that was discussed to address this is to create the right incentive to bring people with personal WAVs onto the TNC platform in these areas.

While this report does not specifically identify where these deserts may exist, the information gathered indicates that there is a difference between options available in the metro area and other parts of the state.

Vehicle Costs

One factor to consider in determining how best to address the supply and availability of WAVs in the state is the cost of obtaining an accessible vehicle. As the study group heard from Rollx Vans, a new ADA compliant accessible van falls within the mid-\$60,000 range. Affordability was cited as the largest issue for individuals interested in buying a WAV. In the past five years, the price of new converted minivan has increased by 25%, and the interest rates on a new vehicle loan have increased 45%. This has resulted in a higher demand for used vehicles, resulting in companies like Rollx Vans having issues meeting that demand.

Previous Minnesota Legislative Proposal

During the 2025 legislative session, a bill was proposed that would require TNCs to pay a 15-cent surcharge on each ride that is not accessible to wheelchair users.⁵ TNCs would be required to pay this surcharge monthly, with funds going into a newly created “wheelchair accessible vehicle services account.” Funds in this account would be used to provide grants to qualifying taxicab companies or independent contractors of TNCs for the following purposes: 1) purchase WAVs or modify vehicles to be accessible (up to \$7,500 per vehicle); 2) maintenance of ramps, axles, brakes, or transmissions on WAVs (up to \$3,500 per vehicle); 3) for drivers who provide WAV rides (up to \$20 per ride fulfilled); and 4) for drivers who provide WAV rides for a shift exceeding four hours (up to \$15 per shift).

While this language provides a good start to addressing the WAV availability issue in the state, for reasons discussed throughout this report and information learned during this study, the grant program and administration of it, as proposed in SF 1111/HF 1427 is not a solution to the issue. As the group learned from Rollx Vans, the cost to purchase a WAV is over \$60,000, so the grant amount is not likely to create enough incentive for taxi companies or individuals to purchase one. Additionally, MnDOT is limited in whom it can award grants to. It would be unusual for the agency to award a grant to an individual citizen, and even if that were to happen, there would be a number of difficult hurdles for that individual to go through that would make the application impractical.

Review of Other States’ Policy Changes

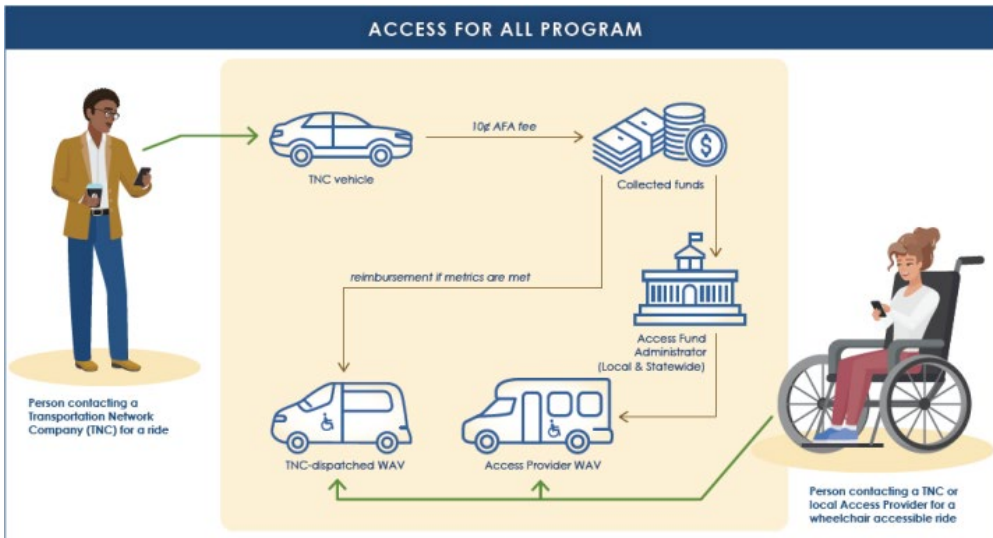
Many states and local governments have taken steps to address the access and affordability of WAV transportation for their citizens. While the specifics vary, many include a common thread: surcharge on TNC

⁵ Senate File 1111/House File 1427. The file was introduced in the Senate and referred to the Transportation Committee on Feb. 6, 2025. The file was introduced in the House and referred to the Transportation Finance and Policy Committee on Feb. 24, 2025. There was no further action in either body.

rides to offset costs for WAV rides. Others include some variation of government funding through grants and para-transit organizations.

California

The Access for All Program (AFA) was established in 2018 with the primary goal of increasing the availability of on-demand transportation for individuals with disabilities, specifically wheelchair users who require a WAV. The program operates by collecting a 10-cent per-trip fee on all TNC trips originating in the state, which is then



reinvested into providing WAV service.⁶ Quarterly, TNCs must provide their fee statements and payments into the fund. The quarterly statement must also indicate whether they provided WAV service during that time, in which counties, and for which eligible criteria they are seeking an offset.

Program successes include:

growth in on-demand WAV coverage in California (from 14 to 22 funded counties), response times have improved in most counties in the 50th percentile, and the number of completed trips more than doubled from the third quarter of 2023 to the second quarter of 2024.

As for next steps with the AFA, California has identified the following: increase local AFA participation, reduce the burden on administrators and providers to increase participation, increase funding stability and sustainability, and evolve WAV service requirements to reflect technology changes (beyond TNCs).⁷

Seattle/King County, Washington

Similarly to California, but on a more localized scale, Seattle and King County Washington created the Wheelchair Accessible Services (WAS) Fund. The primary goal of the program is to support the continued viability of wheelchair accessible for-hire transportation services for passengers throughout the City and County.

⁶ California Public Utilities Commission, "TNC Access for all Program," last accessed Jan. 27, 2026 (<https://www.cpuc.ca.gov/tncaccess/>).

⁷ California Public Utilities Commission, *Senate Bill 1376 Transportation Network Company Access for All Program: Report to the Legislature*, Dec. 22, 2023 (https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/consumer-protection-and-enforcement-division/documents/tlab/accessforall/cpuc_legislative-report_access-for-all_dec-2023.pdf).

The program operates by collecting a 10-cent surcharge on every taxi, for-hire vehicle, and TNC ride originating in Seattle or King County.⁸ Funds are then used to offset the higher operational costs of providing wheelchair accessible for-hire transportation for WAV owners and drivers, including reimbursements for trips provided to passengers in wheelchairs, shifts operated in a WAV, additional WAV-specific training, and costs associated with acquiring and maintaining a WAV. The table below includes the amounts that were reimbursed to WAV owners and drivers in 20 based upon the type of eligible reimbursement.

Reimbursement Type	Seattle		King County		Total	
	Total #	Amount Paid	Total #	Amount Paid	Total #	Amount Paid
TPW ³	18,516	\$422,310.00	16,282	\$515,975.00	34,798	\$938,285.00
Fuel (shift) ^{4,5BC}	9,509	\$79,875.60	9,509	\$62,759.40	9,509	\$142,635.00
Fuel (mileage) ^{4,6}	579,518.64	\$45,434.24	579,518.64	\$35,698.37	579,518.64	\$81,132.61
Off-Peak Shifts ^{4,5}	342	\$8,618.40	342	\$6,771.60	342	\$15,390.00
Off-Peak TPW ^{3,6}	308	\$5,900.00	717	\$8,270.00	1,025	\$14,170.00
Additional Shifts ^{4,5}	20	\$336.00	20	\$264.00	20	\$600
Driver Training	0	\$0.00	0	\$0.00	0	\$0.00
VAME and Insurance ⁴	59	\$201,644.24	59	\$158,434.76	59	\$360,079.00
Total		\$764,118.48		\$788,173.13		\$1,552,291.61

Boston, Massachusetts

Growing out of a 2019 pilot program to offer on-demand WAV rides for paratransit customers, the Massachusetts Bay Transportation Authority (MBTA) implemented the RIDE Flex program. This program offers subsidized on-demand rides to existing RIDE (paratransit service) customers through arrangements with Uber and Lyft. For same-day rides, riders book directly through the TNC app and pay the first \$3 of the ride, with the next \$40 paid for by MBTA. Uber or Lyft are also being used by MBTA to supplement traditional paratransit rides when the software determines that the vehicle is most efficient based upon the time and day of the trip.⁹

Additional information was provided about this program from Lyft representatives during a study meeting. Lyft has been able to find partners with WAVs in their fleets through subsidizing each driver hour that they log onto the WAV Lyft platform and provide those rides. They have found that subsidy from MBTA to be helpful in covering some of those hourly costs.

⁸ King County Records and Licensing Services, “Wheelchair Accessible Vehicles,” last accessed Feb. 4, 2026 (<https://kingcounty.gov/en/dept/executive-services/certificates-permits-licenses/records-licensing/taxi-for-hire-tnc-licensing/regulations-notice/wheelchair-accessible-vehicles>)

⁹ Massachusetts Bay Transportation Authority, “The RIDE Flex,” last accessed Feb. 4, 2026 (<https://www.mbta.com/accessibility/the-ride/the-ride-flex>).

Development of the Study Group's Recommendations

Study Group's Recommendation Review and Ranking

At the January study group meeting, MnDOT representatives asked meeting participants to rank the broad categories of proposed recommendations and provide their feedback on the recommendation's effectiveness in addressing WAV supply and availability. This was done via a Mentimeter survey. Participants were told that recommendations may be made in conjunction with other recommendations, and that the recommendations are meant to provide an overarching structure, with specifics to be determined by the legislature should they choose to adopt a specific proposal. Feedback from Mentimeter participants is included below each recommendation section, with additional information provided in the chart below.

The five proposed recommendations were:

- Provide funding to counties to enter into contracts with providers who have WAV fleets to provide a similar service to Metro Mobility's Premium On-Demand mode.
- Impose a surcharge on TNC rides to create a pool of money to reimburse drivers in providing WAV rides, purchase of WAVs for a fleet, maintenance for WAVs, etc.
- Provide funding to increase the reimbursement rates for WAV rides completed by STS/NEMT providers.
- Encourage a policy framework for connected and autonomous vehicles that includes language regarding accessible vehicles.
- Encourage TNCs to conduct a pilot program in the state using a model that has been successful in other cities across the country.

Recommendation: Provide funding to counties to enter into contracts with providers who have WAV fleets to provide a similar service to Metro Mobility's Premium On-Demand mode.

There are 800+ WAV's statewide that are inspected and certified by MNDOT so there is a supply outside of the metro area.

I question if this is the most efficient way to administer the program. Centralized administration will reduce costs and provide consistent oversight. Perhaps regionalized administration would work.

Pickup surcharges based on distance (in the POD model) could become quite expensive in outlying areas or for long trips, either for riders or for program costs depending on how costs are assigned.

Recommendation: Impose a surcharge on TNC rides to create a pool of money to reimburse drivers in providing WAV rides, purchase of WAVs for a fleet, maintenance for WAVs, etc.

The majority of participants ranked this recommendation as “somewhat effective” with respect to impacting WAV supply and availability. When asked to rank the recommendation, 60% ranked it high, with 40% ranking it medium. Participants provided the following comments about this recommendation:

To me the utility is that it's a clear source of funding. The challenge is whether it's adequate to cover WAV costs and to ensure it results in enough availability to be commensurate with the cost.

Don't reimburse WAV owners per ride, but surcharge all TNC rides to provide grants for WAV's, maintenance, training, accessibility, etc is the way. Work with WAV dealers. More WAV vehicles is key.

The issue with grants to purchase WAV's is it becomes difficult if they are used for providing self pay services.

Recommendation: Provide funding to increase the reimbursement rates for WAV rides completed by STS/NEMT providers.

Outstate providers desperately need increased reimbursement, along with consideration for unloaded mileage, wait time, and no-shows.

This recommendation seems very effective for narrow trip purposes, but not effective for broader travel needs.

This does not help overall accessibility, community integration for the disability community and prohibits inclusion of most drivers since their services are more difficult to enter in the workforce.

Recommendation: Encourage a policy framework for connected and automated vehicles that includes language regarding accessible vehicles.

Implementing this before the market fully enters Minnesota sets reasonable guidelines and support to protect disabled Minnesotans in the future.

1. Since it's emerging it's tough to rely on or predict, but it seems promising. 2. Assisting passengers is a major focus of most services that may not be safe, effective, or possible with CAV.

Need strict accessibility requirements around the B2B requirements for accessibility between ridehail, cav operators, and cav technology.

Recommendation: Encourage TNCs to conduct a pilot program in the state using a model that has been successful in other cities across the country.

Doesn't address the counties outside of the TNC's service areas.

This could be part of a Community Benefits Agreement.

Mandate recurring pilots for TNCs that demonstrate ongoing improvement in both urban and rural communities.

Recommendation	Problem Solved	Mentimeter Results	State Participation or Tested/deployed in Minnesota already?
<p>Provide funding to counties to enter into contracts with providers who have WAV fleets to provide a similar service to Metro Mobility's Premium On-Demand mode.</p>	<p>Lack of on-demand style transportation services for WAV users/riders.</p> <p>This could be done through a pilot, in a county outside of the metro area where there are STS providers with of significant number WAVs in their fleets, such as Becker, McLeod, Olmsted, or St. Louis Counties.</p>	<p>Effectiveness: somewhat (62%), highly (31%), not (7%)</p> <p>Overall rank: high (53%) medium (47%)</p>	<p>Yes, there is a partnership between Dakota County and Lyft that allows people accessing Dakota County Social Services case management services to use Lyft to get to and from work.</p> <p>Metro Mobility's Premium On-Demand mode is available in the metro area, but not in greater Minnesota.</p>

<p>Impose a surcharge on TNC rides to create a pool of money to reimburse drivers in providing WAV rides, purchase of WAVs for a fleet, maintenance for WAVs, etc.</p>		<p>Effectiveness: somewhat (64%), highly (36%)</p> <p>Overall rank: high (60%), medium (40%)</p>	<p>No. See above for past proposal during the 2025 legislative session.</p>
<p>Provide funding to increase the reimbursement rates for WAV rides completed by STS/NEMT providers.</p>	<p>Shortage of drivers across the industry, and competition for higher wage positions. If more drivers were available, especially in greater Minnesota, this recommendation could pair with Recommendations #1 and/or #2.</p>	<p>Effectiveness: highly (69%), somewhat (23%), not (8%)</p> <p>Overall rank: high (80%), medium (10%), low (10%)</p>	<p>No.</p>
<p>Encourage a policy framework for connected and automated vehicles that includes language regarding accessible vehicles.</p>	<p>Shortage of available drivers. Autonomous vehicles would be available 7 days a week, 24 hours a day.</p>	<p>Effectiveness: somewhat (38%), highly (31%), not (31%)</p> <p>Overall rank: medium (58%), high (25%), low (17%)</p>	
<p>Encourage TNCs to conduct a pilot program in the state using a model that has been successful in other cities across the country.</p>	<p>Lack of on-demand style transportation services for WAV users/riders.</p>	<p>Effectiveness: highly (75%), somewhat (17%), not (8%)</p> <p>Overall rank: high (60%), medium (20%), low (20%)</p>	

Conclusion

Throughout the course of this study, the group identified a number of issues related to the availability of and access to WAV services throughout the state. Feedback came from many stakeholders – state agencies, transportation providers and drivers, WAV users and their caregivers, advocates – all of which provided meaningful input about the issues and ideas to address them. This report provides a number of recommended ideas for the legislature to consider when evaluating available options to best address the identified needs of WAV users/riders, the various study group stakeholders, and other public participants. These recommendations are not intended to exist as standalone options, but would likely best serve the state when paired together.

Appendix A: List of Stakeholders

Contact Name	Organization	Legislatively Required Participant?
Scott Andrews	Rollx Vans	Yes
Guthrie Byard	City of Minneapolis	Yes
Charles Carlson	Metropolitan Council	Yes
Joel Carlson	Uber	Yes
Samantha Diaz	SEIU Local 26	Yes
Megan Edmonds	Rise	
David Fenley	MN Council on Disability	Yes
Brian Fisher	Health Partners/Regions Hospital	
Neko Gerlach	Neko's Classic Transportation	Yes
Briana Gilmore	Uber	Yes
Freddi Goldstein	Uber	Yes
Mya Hillerud	MN Department of Transportation	

Christian Hudson	MN Department of Public Safety	Yes
Steven Huser	City of Minneapolis	Yes
Scott Isaacson	Lifts Transportation	Yes
Thomas Johnson-Kaiser	MN Department of Transportation	
Denise Lasker	Health Partners	
Amy Lingo	City of Minneapolis	Yes
Christopher Ludgate	MN Department of Transportation	
Colleen Luibrand	Lyft	Yes
Arielle Maffei	Lyft	Yes
Elliott McFadden	MN Department of Transportation	
Steve Pint	Transportation Plus, Inc.	Yes
John Reich	Lyft	Yes
Brian Reu	MN Department of Public Safety	Yes

Sam Richie	MN Department of Transportation	
Laura Roads	MN Department of Transportation	
Michele Severson	MN Council on Disability	Yes
Waleed Sonbol	Blue & White Taxi	Yes
Nikki Villavicencio	League of Minnesota Cities/Advocating Change Together	Yes
Joan Willshire	Willshire Consulting	
Hannah Wind	Lyft	Yes
Rob Wudlick	Optimal Mobility	
Charles Young	MN Department of Human Services	