

## Access Flex Pilot Program Comparison Matrix

SERVICE REQUIREMENT	REGULAR ACCESS ADA SERVICE	CITY OF LOS ANGELES INDEPENDENT TAXI	UBER
Wheelchair accessible vehicles	YES	LIMITED <sup>1</sup>	LIMITED <sup>1</sup>
Drivers are drug & alcohol tested	YES	YES	NO
Drivers must pass criminal background check	YES	YES	YES <sup>2</sup>
Driver's license monitoring by Access staff	YES	NO	NO
Drivers pass medical exam	YES	NO	NO
Drivers trained to paratransit industry standards	YES	NO	NO
Drivers required to provide rider assistance upon request	YES	NO	NO
Beyond the Curb service available upon request	YES	NO	NO
Full integration into Where's My Ride app	YES	NO	NO
Pay fare with debit/credit card	YES	YES	YES
Pay fare with cash	YES	YES	NO
Pay fare with Access coupon	YES	NO	NO
Immediate reporting to Access of collisions and incidents	YES	YES	NO
GPS tracking of pickups and drop-offs	YES	YES	YES
Smartphone needed to ride?	NO	YES	YES
Credit/debit card needed to ride?	NO	YES	YES
Must use Where's My Ride (WMR) mobile app to pay fare?	NO	YES	YES

1 - Taxi and Uber have some wheelchair accessible vehicles but their availability for an Access trip may be limited.

2 - Uber conducts criminal background checks on their drivers, but their standards are less stringent than Access or City of Los Angeles Taxi.