



AAPD 2025–2026 Autonomous Vehicle Accessibility Scorecard

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Scorecard Introduction

AAPD’s Autonomous Vehicle (AV) program, We Will Ride, is rooted in exploring the future of autonomous vehicles holding the promise of independence and self-direction for people with disabilities and non-drivers. Although both public and private transportation solutions have certainly made progress, these solutions are often lacking in accessibility for disabled travelers and do not provide safe and dignified travel for many people with disabilities.

The We Will Ride initiative has begun to evolve its scope and network to focus on the complex ecosystem of autonomous vehicles, as 2025 to 2026 became a landmark period for production launches of autonomous vehicles across cities in the United States. The industry is quickly making the pivot out of pilots and into scaling to full operation. A key focus in the AV industry across messaging about the benefits of autonomous vehicles is to appeal to a market of non-drivers with an emphasis on safety.

For millions of people with disabilities who cannot attain a driver’s license and those who rely on vehicles with expensive after-market modifications just to get around, the autonomous vehicle technology currently under development could lead to promising new transportation options. With billions of dollars invested in this new technology,¹ this moment presents the opportunity to ensure that new vehicle designs serving the on-demand transportation

¹ [Goldman Sachs’ Robotaxis Are Forecast to Become a \\$400 Billion Market in 2035](#)



business model of transportation-as-a-service (TaaS), whether autonomous or driven by humans, are accessible to all.

Accessible transportation is essential for participation in today's society, and present options leave disabled people behind. No major auto manufacturer is producing a vehicle for sale to the consumer that is built with accessibility as a cornerstone of the user experience. Further, although we have seen advancements in accessible user interfaces, no major automaker has yet launched a purpose-built light-duty vehicle that can accommodate a wheelchair user. The average wheelchair user must spend between \$20,000 - \$40,000 above the manufacturer's suggested retail price to purchase a vehicle that is accessible to them with substantial modifications. This price tag is often too high for many disabled people, especially because disabled people experience higher rates of poverty and often are on an income limit in order to receive benefits such as the Supplemental Security Income (SSI), which is a means-tested federally administered income assistance program.

In 2022, the National Disability Institute (NDI) conducted a [first-of-its-kind study](#) on how accessible autonomous ridehail could impact the lives of more than 10 million disabled Americans who have inadequate access to transportation. The report shows that unless autonomous vehicle companies prioritize accessibility, disabled people and the broader economy could lose out on millions of jobs and hundreds of billions of dollars in economic gains.

As part of its role as convener of the [We Will Ride](#) initiative, AAPD developed a scorecard that rates the automotive industry's progress toward creating an accessible vehicle. The Scorecard was first announced in 2019, on the 29th anniversary of the passage of the ADA. Over the last seven years, we have released public progress reports on original equipment manufacturer (OEM) accessibility efforts. These progress reports provide a window into the plans of autonomous vehicle companies building vehicles or providing transportation services to the public.



Methodology

For the latest **AAPD Autonomous Vehicle Accessibility Scorecard**, there is a significant shift in the survey questionnaire, targeting three key stakeholder groups: Automotive OEMs, Transportation Network Companies (TNC)/Rideshare Companies, and AV operators.

AAPD maintains its core mission of awareness through the Scorecard: advocating for the full production of light-duty passenger vehicles that are affordable and accessible to people with a wide range of disabilities. With so many distinct layers emerging in the industry to provide service to riders, both the business case for accessibility and accountability for accessibility among industry actors must be distributed across all layers, from service to procurement requirements.

To address this shift, we have expanded the scope of this year's survey to better address the inclusion of people with disabilities in the development process across design, customer research, and testing. There are now questions that allow stakeholders to better share their perspectives and stories of how they are serving people with disabilities and addressing the different layers of physical, digital, and interactive barriers that autonomous vehicles may present disabled riders. Another addition explores the challenges creating zero-emission vehicles (ZEV) wheelchair-accessible vehicles (WAV). Electric vehicles (EV) have entirely new vehicle architectures that can often impede how third-party upfits have been done in the past, and there is a lack of awareness of challenges where vehicles are modified outside of the automaker's manufacturing process. This makes accessibility a priority to understand for new vehicle architectures and where automakers can make the difference for their future portfolios.

There are trends changing across the autonomous vehicle ecosystem, with an exponential rise in commercial service launches across American cities by Waymo, Zoox, Tesla, and others. Many Autonomous Vehicle operators rely on partnerships for direct OEM-supplied vehicles for their platforms and base vehicle architecture. There was also a significant maturity curve in 2025 into the



“robotaxi” model, wherein AV operators are partnering with TNCs to present their offerings as part of TNC fleets either as their own classification or under an existing TNC mode (i.e., Lyft Extra Comfort, Uber Black, etc.).

There were several setbacks the autonomous vehicle industry faced across 2023 and 2024, with the closure or discontinuation of several companies and initiatives in the last few years who had a focus on accessibility, notably partnered with disability organizations and research institutions, and had been seen by the public to be making progress on barrier-free autonomous vehicle service, such as General Motors’ Cruise, Ford & Argo AI, and Local Motors. All of these companies and initiatives made strides in accessibility and that progress is at risk of being forgotten by the industry if the history and understanding of accessibility is not acknowledged and understood.

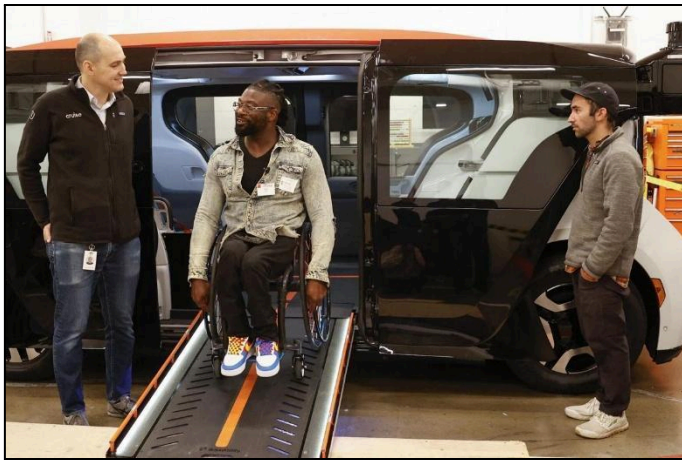


Figure 1: Cruise hosted a public demonstration along with an announcement of its plans for production of the Cruise Origin WAV in September 2023

As of the beginning of 2026, the chart below is an estimation of current or planned major AV deployments. There are several smaller AV pilots and programs in existence that are more difficult to enumerate. The only AV programs that offer explicit WAV (wheelchair-accessible vehicle) services are May Mobility’s programs in Detroit, MI through the Accessibili-D program, which ended recently, May’s GoMARTI program in Grand Rapids, MN, and the services through Beep, Inc. that operate in partnership with local transportation authorities.



City (US)	Commercial AV Companies (2026,  Indicates Accessible AV Service)
Phoenix, AZ	Waymo, Tesla Robotaxi
San Francisco, CA	Waymo, Zoox, Nuro (Lucid Motors), Beep, Inc. (Walnut Creek & San Ramon)*
San Diego, CA	Waymo
Los Angeles, CA	Waymo, Motional, Uber
Denver, CO	Waymo
Florida (Various Cities & Regions)	Beep, Inc. 
Miami, FL	Waymo (Uber), Tesla Robotaxi, Zoox
Orlando, FL	Waymo, Tesla Robotaxi
Atlanta, GA	Waymo (Uber), May Mobility (Lyft)
Chicago, IL	Waymo
Detroit, MI	May Mobility  , Waymo
Grand Rapids, MN	May Mobility 
Charlotte, NC	Waymo
New York City, NY	Waymo
Las Vegas, NV	Motional, Lyft, Tesla Robotaxi, Zoox
Nashville, TN	Waymo
Austin, TX	Waymo, Tesla Robotaxi, Zoox
Arlington, TX	May Mobility (Uber)
Dallas, TX	Tesla Robotaxi, Avride(Uber)
San Antonio, TX	Waymo
Washington DC	Waymo

Note: All programs identified through public company PR statements, last updated in Aug 2026.



Out of over twenty companies solicited who are either Automotive OEMs, AV Operators, or TNC/Rideshare companies, we received responses from the companies cited below. Economic pressures and contending with active service launches made 2025 a difficult year to get replies from all active partners and participants.

Key Respondents

OEMs:

- Volkswagen Group
- General Motors

AV Operators:

- Zoox

TNC/Rideshare:

- Uber
- Via

Other Ecosystem Partners:

- BraunAbility

Several companies and organizations across the ecosystem were approached but did not provide a response to the survey. Either they did not have someone identified in their company as responsible for understanding disability and accessibility in their public policy or customer engagement teams, or elected not to respond.

The survey is detailed and covers four main topic areas with several supporting questions in each field for respondents to answer to the best of their ability. These are complex and interdisciplinary questions that require answers from departments ranging from engineering and UX research, to public policy and other internal departments.

All primary questions and the 26 supporting questions were created with the intent to focus on cross-disability accessibility for a barrier-free vehicle that includes wheelchair-accessible architecture, the vision and mission of accessibility and the importance of serving disabled customers, testing with



people with disabilities, and understanding progress being made in other ways on related features or barriers.

The main questions are:

1. Is your company currently designing, preparing to produce, procuring, or using an accessible light-duty passenger vehicle?
2. Has your company's leadership made a public commitment to build or use an accessible light-duty passenger vehicle?
3. Has your company tested vehicles or services with people with disabilities?
4. Provide an open dialogue on accessibility and what progress your company is making.

Key Scorecard Findings

Accessible Light-Duty Vehicle Progress

The first key pillar of our report is the progress made in accessible autonomous vehicles in the form of accessible light-duty vehicles. On this subject, many respondents have identified goals and visions to adopt an accessible light-duty vehicle in the future, but many responses lacked detail or public plans. With automation of driving comes the promise of independence for people with disabilities, but structural and technological barriers are present that must be resolved to fulfill this potential. Vehicle architecture considerations to create level entry are needed, like kneeling suspension and ramp or lift integration. Adapted safety technology is still lacking for wheelchair users through technologies like automated seatbelt restraint for riders and automated securement of mobility equipment. Restraint and securement systems are mostly human-in-the-loop systems today across transportation systems and WAV services.

While General Motors (GM) closed Cruise and canceled the Cruise Origin and WAV variant at the end of 2024, they have continued to fund and make progress in the industry in different forms.



General Motors and Volkswagen are founding members of the [SecureRide Coalition](#) focused on standardizing independent wheelchair securement not only in vehicles, but across other transportation modes as well. The SecureRide Coalition is co-led by United Spinal, GM, and the National Coalition for Assistive & Rehab Technology (NCART), and brings together user groups, wheelchair OEMs, securement OEMs, and leading research institutions to develop standardized design solutions for a wide range of wheelchairs and advocate for the policies required to support them. Via is also a participating member of the SecureRide initiative.

General Motors has partnered with SAE (Society of Automotive Engineers) to develop the “CivicProgress Challenge,” a multiyear university competition using donated Cruise Origins to engage engineering students in developing technical solutions to the challenges facing wheelchair-accessible AVs and using the progress made in barrier-free AV development to inspire new innovation.

Standards and guidelines through the ADA and the [US Access Board](#) exist for public and fixed route transportation as enforced by the [Department of Transportation \(CFR Title 49 Part 38\)](#) and ([Part 39](#) for passenger vessels), but the applicability to light-duty passenger vehicles operating with on-demand service is still lacking. This creates gaps across the AV industry for how to feasibly meet standards while balancing vehicle safety requirements that allow use on highways and freeways. Other international standards used by respondents to inform designs for accessibility include the [German Standards Institute \(DIN - NAAutomobil\)](#).

Most autonomous vehicles launched in the market today across cities are not fully barrier-free or considered able to meet ADA requirements for service to all people with disabilities, with many in the form of electric sedans, crossover SUVs, and small vans (i.e., Waymo Jaguar I-Pace, Waymo Zeekr RT, now the “Ojai”, Volkswagen ADMT’s ID Buzz AD, Tesla Model Y Robotaxi, and many others). Many of these companies do have roadmaps and plans to include barrier-free options in their future portfolio, but the path to production and implementation of these plans is unclear.



Figure 2: Examples of autonomous vehicles. Top left: Waymo Jaguar I-PACE; top right: Volkswagen ID. Buzz AD. Bottom left: Waymo Ojai by Zeekr; bottom right: Tesla Robotaxi.



Figure 3: Examples of wheelchair-accessible vehicles (WAV). Left: May Mobility Toyota Sienna Hybrid BraunAbility upfit. Right: HOLON Urban WAV with a Q'STRAIT QUANTUM wheelchair securement system.



Company Commitments to Accessible Autonomous Vehicles

This report acknowledges that accessible autonomous vehicles will not happen overnight. There are various factors that make adoption of a barrier-free vehicle difficult across the industry, including intersections with safety and emissions standards and regulations, understanding local markets, and the changing circumstances of corporate goals that depend on leadership continuity over time. This section is aimed at understanding a company's philosophy of and commitment to accessibility, and their understanding of compliance with civil rights laws alongside the business approaches that can unlock the potential of autonomous vehicles for people with disabilities.

One approach to ensuring the needs of disabled people are prominently visible is to have the requirements for accessibility and serving people with disabilities implemented in contracting standards between the layers of the autonomous vehicle ecosystem between AV operator, TNC, and OEM. For example, some TNCs like Via are working to make those requirements clear with fleet partners for the vehicles they procure. TNCs such as Uber, Via, and others can see the demand from riders for accessible transportation more clearly through their interaction with customers, and identify the need for more WAV options that are available and reliable in the market. Many AV operators and Auto OEMs are separated from that customer demand, but hold responsibility as well whenever their products are being used for customer rides.

Testing with People with Disabilities

This section of our Scorecard, newly surveyed in 2025, serves the critical purpose of helping companies gauge their progress towards including people with disabilities across the journey of developing accessible experiences for autonomous vehicles. We were intentional in providing opportunities to represent the different types of testing and engagement with intersectional identities of disability across physical access, visual or tactile access, audio and hearing access, speech or dictation access, comprehension accessibility,



intellectual and developmental disability (IDD) access barriers, and any areas where active research and testing may be conducted.

Some companies have engaged in testing with customers with disabilities. Volkswagen had a notable case of testing and exploring implementation of RightHear, a software app for providing verbal communication instructions for every step of the passenger experience and vehicle location.

Across testing strategies identified in companies, there has been an increased recognition of neurodiversity and cognitive disabilities in ridership demographics. This has led to the creation of plans to increase testing and work towards better serving customers in that demographic to improve their user experience.

Open Dialogue on Accessibility

Our final section of the survey is focused on open-ended questions around measures of accessibility that the respondents may be excited to share that were not explicitly addressed in other areas of our survey. These may include any services, accommodations, modifications, or policies that improve the customer experience for people with disabilities. It also includes an open question to identify disability-focused organizations and partners that companies are engaged with in different communities to assist them in their journey of improving accessibility.

Several organizations cited their commitment to various programs for people with disabilities in their community partnerships and demonstrations, working with local, state, and national disability organizations.

Another theme identified across several companies was a focus on app accessibility, working with skilled consultants and firms to ensure digital services are accessible and meet global standards like the WCAG 2.1 AA guidelines and legal requirements such as the new European Accessibility Act (EAA). This is a vital focus in ride-hailing and trip planning services to ensure that people with disabilities are able to book rides and safely get to and from the vehicles that are helping them get to where they need to go.



One notable program that Uber described is Uber Health and its commitment to lean into service for Non-Emergency Medical Transportation (NEMT). This provides more than 1 million rides every month across more than 4,000 healthcare systems and organizations, which drives demand across several demographics that all touch on the need and demand curve for more accessible options in transportation.

Conclusions

The first key finding from the response rate and engagement with companies for the 2025-2026 Scorecard Survey is that engagement with the goal of tackling barriers for people with disabilities is still lacking across the layers of the autonomous vehicle industry (including the OEMs, AV operators, and TNC/Rideshare partners). Our recommendation to address this lack of engagement is that more dedicated jobs and roles that center accessibility and disability community engagement are needed. This builds accountability for internal strategy and resources around understanding the requirements and market demands for disabled customers and riders that is needed within the AV industry. It is an even greater imperative that companies take the opportunity to include disabled talent in those roles to drive the needed work forward with authenticity and a community-forward approach.

The second major conclusion from responses gathered is that the autonomous vehicle industry has several definitions of what “accessibility” means, based on the vast range of disabilities and different barriers that riders may face. Some of these barriers can be resolved through software solutions and better understanding of the audiovisual and sensory experience of ridership through the vehicles and applications used to book and manage rides, while some require significant capital and vehicle architecture considerations to achieve a barrier-free and equitable experience for riders. AAPD recommends that more cross-disability workshops and convenings need to happen within the industry to build a comprehensive definition of “accessibility” in the context of autonomous vehicle design and service. This would bridge gaps in understanding and ensure that industry and advocates can all work together



towards ensuring that no group is excluded from the promise that autonomous vehicles bring for independence, safety, and opportunity for people with disabilities.

Our third key conclusion is that accessibility encompasses such a broad range of goals for autonomous vehicles, making it so that working on different innovations and technologies requires a rigorous roadmap and internal momentum for companies, along with supporting public partnerships across different barriers for people with disabilities. One great case study is that of General Motors and Volkswagen working with United Spinal Association on the SecureRide Coalition for automated securement and safety for wheelchair users. More initiatives with this level of intentionality, focus, and partnership are needed to address other barriers to accessibility in autonomous vehicles. This is a call to action for all AV companies to provide transparency into their roadmaps and plans to address accessibility for all demographics of customers, and continue focusing on disability-related innovation across the autonomous vehicle industry focused on creating a barrier-free vision for how AVs can open opportunities for independence for people with disabilities.

AAPD commends all of the industry collaborators who helped us build these insights into the industry, and welcomes further collaboration and transparency in making progress on safe and accessible autonomous vehicles that build new forms of independence and opportunity for people with disabilities.



Appendix I: Legal Case on AV Accessibility

[U.S. Attorney's Office Resolves ADA Compliance Review of the University of Michigan's Mcity Driverless Shuttle Program | United States Department of Justice](#)

Appendix II: Public Research and Reports on AV Accessibility

Dinamani, A., Hood, J., Dominguez, R., & Fishman, T. (2025, May 15). Enhancing cities with autonomous vehicles. Deloitte Center for Government Insights. <https://www.deloitte.com/us/en/insights/industry/government-public-sector-services/autonomous-vehicles-deployment-in-cities.html>

National Disability Institute. (n.d.). Autonomous vehicle adoption: Opportunities and challenges for people with disabilities. Retrieved April 27, 2025, from <https://www.nationaldisabilityinstitute.org/reports/autonomous-vehicle-adoption/>

Alliance for Automotive Innovation. (2019, October 16). AVs & Accessibility Workshop Series Report. <https://www.autosinnovate.org/innovation/av-accessibility/AVs-Accessibility-Workshop-Series-Report-16OCT2019.pdf>



“Fully Accessible Autonomous Vehicles Checklist.” Disability Rights Education & Defense Fund, 8 Nov. 2018,

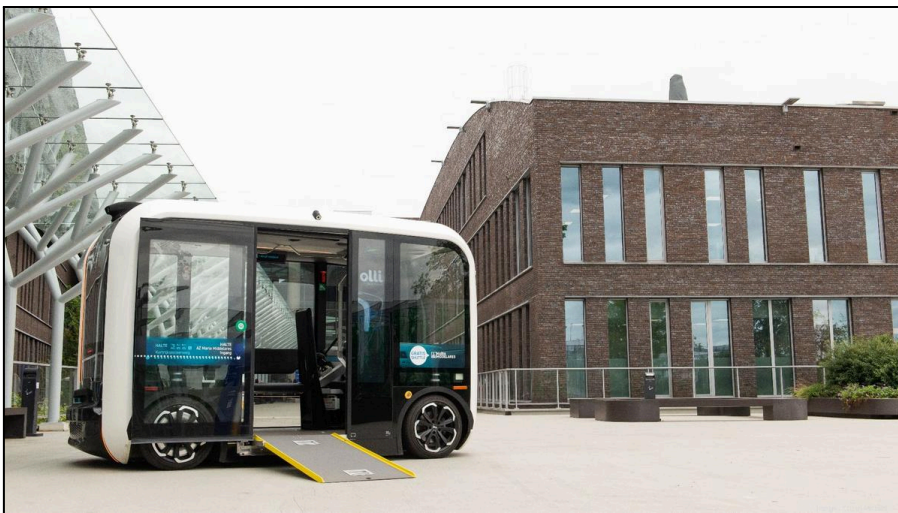
<https://dredf.org/fully-accessible-autonomous-vehicles-checklist/>

Claypool, Henry, Amitai Bin-Nun, and Jeffrey Gerlach. Self-Driving Cars: The Impact on People with Disabilities. Ruderman Family Foundation, 2017.

https://rudermanfoundation.org/white_papers/self-driving-cars-the-impact-on-people-with-disabilities/.

Appendix III: AV Accessibility, Past Vehicles

- A. Local Motors closed in 2022. They won the U.S. DOT Inclusive Design Challenge in partnership with Purdue University and BraunAbility for the EASI RIDER work on their Olli vehicle.



- B. In 2023, Navya was acquired by Gaussin and is no longer in production. Operation in the United States halted in 2020. Pictured is a pilot from 2019 led by a group of nonprofit organizations and companies working with Navya to create an autonomous barrier-free vehicle.



- C. Cruise formally shut down operations in 2025 after pausing all production plans in 2023 following a prominent pedestrian crash in October 2023. The Cruise Origin WAV was the only barrier-free autonomous vehicle with a [publicly announced production plan](#).

