THE MOBILITY ADVOCATE

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Introducing The Mobility Advocate



The accessible transportation industry has made significant strides in identifying market needs, with new products and innovations emerging each year. Despite these promising advancements, the industry still falls short in providing essential consumer support.

Mobility Advocate exists to highlight these gaps while also recognizing companies making a positive impact. This newsletter aims to provide readers with hope—hope for better research tools, stronger consumer protections, and greater transparency within the industry.

The Challenge of 5-Star Ratings in Accessible Transportation

As consumers, we rely heavily on 5-star ratings when purchasing vehicles. Whether we examine a vehicle through the lens of consumer feedback or expert reviews, the research transparency in the mainstream auto industry provides a clear, data-driven picture.

However, in the accessible transportation industry, these advantages are lacking. There are no neutral sources that rate performance, cost of ownership, or safety. Consumer reviews offering firsthand insights on dependability are scarce. Choosing the right accessible vehicle is already a more difficult decision because finding the right fit for individual mobility needs adds a level of complexity to the research and buying process. Add to that the pressure of paying nearly twice as much as a standard vehicle—without the benefit of reliable 5-star ratings—and the challenge becomes more daunting.

Having looked at the sparse number of reviews on the market, I can say one thing - they usually tell only part of the story. The sample sizes available are too small to be a reliable indicator of quality. For instance, a rating based on 100 reviews may seem substantial at first glance, but if those reviews were collected over ten years, the data may no longer reflect the current reality. Consumer experiences from years past often miss any recent product changes and adjustments to the companies' quality standards or the efficiency of their customer service.

A Case Study: Rollx



Consider Rollx, one of the industry's leading manufacturers of accessible vehicles. Trustpilot assigns Rollx a rating based on 158 reviews spanning the past decade. At first glance, this appears to be a solid sample size. However, a closer look reveals that only five of those reviews were written in the past five years.

Ten years ago, Rollx faced challenges with a direct manufacturer to consumer sales structure. Due to growing sales, they found themselves not having the adequate service sites and options needed to handle offsite vehicle repairs.

Over the past 5 years, Rollx has adapted by providing improved communication channels to local repair shops, empowering consumers to have their vehicles repaired by their own mechanics. The timeliness and effectiveness in providing repairs, once a major issue, has now become a strength. Yet, without a sufficient number of recent reviews, prospective buyers remain unaware of these improvements. They frequently base their decisions on outdated criticisms rather than current realities.

The Need for Better Consumer Information

The accessible transportation industry must evolve to provide consumers with accurate, up-to-date information. Reliable 5-star ratings and trustworthy reviews are essential for ensuring informed purchasing decisions. Mobility Advocate will continue to push for greater transparency and advocate for improved consumer support in this vital industry.

Through this newsletter, we aim to bridge the information gap and empower consumers with the knowledge they need to make confident, informed choices. The journey toward better accessibility starts with better information.

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VETERAN VOICE

Navigating Veteran Benefits and Mobility Solutions

As I have worked with Veterans to secure their benefits, I have interacted with VA hospitals across multiple states. One thing has become clear—each prosthetic office operates differently. Their adherence to and knowledge of the VA's current protocols vary, as does the level of commitment from each hospital's Prosthetic Chief. Additionally, high staff turnover is a common issue in many VA hospitals.



If you are seeking a mobility vehicle, working with a knowledgeable and dedicated mobility dealership is crucial. An experienced salesperson who prioritizes Veterans' needs can make a significant difference in the process.

Veteran Voice is a section of this newsletter dedicated to helping Veterans:

1. Understand the benefits they are entitled to.
2. Know what to expect from the VA.
3. Recognize fair treatment when working with a mobility dealership.
4. Take action when they feel overlooked or ignored.

By staying informed, you can advocate for yourself and ensure you receive the support you deserve.