California Public Utilities Commission

Consumer Protection and Protection Division

Transportation Licensing and Analysis Branch

505 Van Ness Avenue

San Francisco, CA 94102

Pursuant to Decision (D.) 20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, ABC Transportation submits this Advice Letter No. ## to request to offset, against the quarterly Access Fund payments due, the amounts spent by ABC Transportation to improve wheelchair accessible vehicle (WAV) service in Quarter \_\_\_ of YEAR. The requested effective date is DATE (30 days from date of filing).

The offset amounts requested by county are as follows:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **County** | | **Offset Expenses**  **($)** | | **Percent Allowed**  **(%)[[1]](#footnote-2)** | **Offset Requested ($)** |  | **County** | **Offset**  **Expenses**  **($)** | **Percent Allowed**  **(%)** | **Offset Requested ($)** |
| **ALAMEDA** | |  | |  |  |  | **ORANGE** |  |  |  |
| **ALPINE** | |  | |  |  |  | **PLACER** |  |  |  |
| **AMADOR** | |  | |  |  |  | **PLUMAS** |  |  |  |
| **BUTTE** | |  | |  |  |  | **RIVERSIDE** |  |  |  |
| **CALAVERAS** | |  | |  |  |  | **SACRAMENTO** |  |  |  |
| **COLUSA** | |  | |  |  |  | **SAN BENITO** |  |  |  |
| **CONTRA COSTA** | |  | |  |  |  | **SAN BERNADINO** |  |  |  |
| **DEL NORTE** | |  | |  |  |  | **SAN DIEGO** |  |  |  |
| **EL DORADO** | |  | |  |  |  | **SAN FRANCISCO** |  |  |  |
| **FRESNO** | |  | |  |  |  | **SAN JOAQUIN** |  |  |  |
| **GLENN** | |  | |  |  |  | **SAN LUIS OBISPO** |  |  |  |
| **HUMBOLDT** | |  | |  |  |  | **SAN MATEO** |  |  |  |
| **IMPERIAL** | |  | |  |  |  | **SANTA BARBARA** |  |  |  |
| **INYO** | |  | |  |  |  | **SANTA CLARA** |  |  |  |
| **KERN** | |  | |  |  |  | **SANTA CRUZ** |  |  |  |
| **KINGS** | |  | |  |  |  | **SHASTA** |  |  |  |
| **LAKE** | |  | |  |  |  | **SIERRA** |  |  |  |
| **LASSEN** | |  | |  |  |  | **SISKIYOU** |  |  |  |
| **LOS ANGELES** | |  | |  |  |  | **SOLANO** |  |  |  |
| **MADERA** | |  | |  |  |  | **SONOMA** |  |  |  |
| **MARIN** | |  | |  |  |  | **STANISLAUS** |  |  |  |
| **MARIPOSA** | |  | |  |  |  | **SUTTER** |  |  |  |
| **MENDOCINO** | |  | |  |  |  | **TEHAMA** |  |  |  |
| **MERCED** | |  | |  |  |  | **TRINITY** |  |  |  |
| **MODOC** | |  | |  |  |  | **TULARE** |  |  |  |
| **MONO** | |  | |  |  |  | **TUOLUMNE** |  |  |  |
| **MONTEREY** | |  | |  |  |  | **VENTURA** |  |  |  |
| **NAPA** | |  | |  |  |  | **YOLO** |  |  |  |
| **NEVADA** | |  | |  |  |  | **YUBA** |  |  |  |
| **Subtotal** | |  | |  | $ - |  | **Subtotal** |  |  | $ - |
|  | |  | |  |  |  |  |  |  |  |
|  |  | |  | | |  | **Total Offset Request** |  |  | $ - |

Per D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, ABC Transportation provides the following documents in support of its request as indicated in the summary table below (including all counties for which the TNC seeks offsets):

| **Criteria** | **Must Demonstrate** | **Documentation**  **Included**  **(Y/N)** |
| --- | --- | --- |
| **1. Presence and availability of on-demand and pre-scheduled WAVs[[2]](#footnote-3)** | 1. the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and 2. the unique number of WAVs in operation – by quarter and by hour of the day and day of the week; and 3. the number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week; 4. the total WAV trips requested and completed broken out by Census Tract; and 5. operating hours for each geographic area |  |
| **2a. Improved level of service (on-demand WAVs)[[3]](#footnote-4)** | Both the Offset Time and the Trip Completion Standards are satisfied:  (a)(1) Offset Time Standard & WAV Response Times[[4]](#footnote-5): Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A)  (b.1) Trip Completion Standard[[5]](#footnote-6): Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and  (b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year’s same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year’s same quarter, if applicable (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request. |  |
| **2b. Improved level of service (pre-scheduled WAVs)[[6]](#footnote-7)** | Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied:  (a) Pickup Delay Standard within the Pickup Delay Benchmark[[7]](#footnote-8): Meet or exceed both the relevant Response Time Benchmarks for a given quarter in a given geographic area within the Pre-scheduled Pickup Delay Benchmarks (PDB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table D)  (b.1) Pre-scheduled Trip Completion Standard[[8]](#footnote-9): Meet or exceed the applicable minimum percentage of trip requests completed (see Table E), and  (b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year’s same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year’s same quarter, if applicable (see Table F). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request. |  |
| **3. Efforts to publicize and promote available**  **WAV services[[9]](#footnote-10)** | Evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, and marketing or promotional materials of those activities including but not limited to:   1. Submitted an annual outreach plan (due no later than July 1 of each year), 2. Information about disability access and WAV in general marketing campaigns, 3. Submit a quarterly report for each offset county on the following: Progress made towards implementing the outreach plan; The number of entities contacted; The method, nature, outcome of the contact; the number of partnerships developed; Efforts to publicize and promote WAV service in each offset county and whether efforts were accessible to people with disabilities and limited English proficiency; Educational materials developed and distributed; and outcome of TNCs efforts to outreach and engage wheelchair users.   Quarterly Report shall also address the following questions:   1. What methods of engagement did the TNC find most effective and why? 2. What common concerns/questions came up during the engagement process? 3. What challenges have you encountered? How do you plan to overcome them? |  |
| **4. Full accounting of funds expended[[10]](#footnote-11)** | Qualifying offset expenses are:   1. reasonable, legitimate costs that improve a TNC’s WAV service, and 2. incurred in the quarter for which a TNC requests an offset, and 3. on the list of eligible expensesattached as Appendix A, and 4. net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset[[11]](#footnote-12) |  |
| **5. Training and inspections[[12]](#footnote-13)** | (a) certification of WAV driver training completion within the past 3 years, and  (b) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and  (c) Certification of WAV inspection and approval |  |
| **6. Reporting complaints[[13]](#footnote-14)** | Number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category: Securement Issues; Driver Training; Vehicle Safety and Comfort; Service Animal; Stranded Passenger, Pickup, Drop Off, and Other issues. |  |

*Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County*

| **County** | **Q# 20##** | | | | | **TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?** |
| --- | --- | --- | --- | --- | --- | --- |
| **# Quarter Submission (1st, 2nd, 3rd, …8th)** | **Level 1**  **(%)** | **Level 1**  **(mins)** | **Level 2**  **(%)** | L **Level 2**  **(mins)** |
| **COUNTY A** | # Quarter | ##.##% | ##.## | ##.##% | ##.## | Yes/No (Level 1/2) |
| **COUNTY B** | # Quarter | ##.##% | ##.## | ##.##% | ##.## | Yes/No (Level 1/2) |

*Table B: Trip Completion Standard (part b.1)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **County** | **# Quarter Submission (1st, 2nd, 3rd, …8th)** | **County**  **Group A,**  **Group B, or**  **Group C?** | **Trip Completion Rate**  **(%)** | **TNC claims the data demonstrates meeting the minimum % of trip requests completed?** |
| **COUNTY A** | # Quarter | A/B/C | ##.##% | Yes/No |
| **COUNTY B** | # Quarter | A/B/C | ##.##% | Yes/No |

*Table C: Trip Completion Standard (part b.2)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **County** | **Option 1 or 2[[14]](#footnote-15)** | **(1)**  **# of completed trips previous quarter** | **(2)**  **# of completed trips in the immediately prior year’s same quarter** | **(1)**  **# of completed trips this quarter** | **(2)**  **# of completed trip this quarter** |
| **COUNTY A** | 1/2 | #### | ##.## | #### | ##.## |
| **COUNTY B** | 1/2 | #### | ##.## | #### | ##.## |

*Table D: Pre-scheduled Pickup Delay Standards (PDS) (percent) and Pickup Delay Benchmarks (PDB) (minutes) by County*

| **County** | **Q# 20##** | | | **TNC claims the data demonstrates meeting or exceeding % of completed trips and within PDB?** |
| --- | --- | --- | --- | --- |
| **# Quarter Submission (1st, 2nd, 3rd, …8th)** | **PDS**  **(%)** | **PDB**  **(mins)** |
| **COUNTY A** | # Quarter | ##.##% | ##.## | Yes/No |
| **COUNTY B** | # Quarter | ##.##% | ##.## | Yes/No |

*Table E: Pre-scheduled Trip Completion Standard (part b.1)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **County** | **# Quarter Submission (1st, 2nd, 3rd, …8th)** | **County**  **Group A,**  **Group B, or**  **Group C?** | **Pre-scheduled Trip Completion Standard**  **(%)** | **TNC claims the data demonstrates meeting the minimum % of trip requests completed?** |
| **COUNTY A** | # Quarter | A/B/C | ##.##% | Yes/No |
| **COUNTY B** | # Quarter | A/B/C | ##.##% | Yes/No |

*Table F: Pre-scheduled Trip Completion Standard (part b.2)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **County** | **Option 1 or 2[[15]](#footnote-16)** | **(1)**  **# of completed trips previous quarter** | **(2)**  **# of completed trips in the immediately prior year’s same quarter** | **(1)**  **# of completed trips this quarter** | **(2)**  **# of completed trip this quarter** |
| **COUNTY A** | 1/2 | #### | ##.## | #### | ##.## |
| **COUNTY B** | 1/2 | #### | ##.## | #### | ##.## |

Per D.23-02-24[[16]](#footnote-17), ABC Transportation submits information on the on-demand and Pre-scheduled Service Mix as indicated in the table below.

*Table G: On-demand and Pre-scheduled Service Mix*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **County** | **# of On-Demand WAV Trips** | **# of Pre-scheduled WAV Trips** | **% of On-Demand WAV trips out of the total Pre-scheduled WAV trips** | **% of Pre-scheduled WAV trips out of the total on-demand WAV trips** |
| **COUNTY A** | ## | ## | ##.##% | ##.##% |
| **COUNTY B** | ## | ## | ##.##% | ##.##% |

Per D.23-02-24[[17]](#footnote-18), ABC Transportation submits information on the Wait and Save Data as indicated in the table below.

*Table H: Wait and Save*

|  |  |  |  |
| --- | --- | --- | --- |
| **County** | **# of WAV Wait & Save Trips** | **# of On-Demand WAV Trips** | **% of Wait & Save Trips out of the total on-demand WAV trips** |
| **COUNTY A** | ## | ## | ##.##% |
| **COUNTY B** | ## | ## | ##.##% |

In compliance with General Order 96-B, we served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on DATE. If there are any questions regarding this advice letter, please contact \_\_\_\_\_\_\_\_\_\_\_\_ (TNC’s contact info).

Any Party can protest or respond to this advice letter by sending a written protest or response via email to CPED at TNCAccess@cpuc.ca.gov. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to John Smith (TNC contact person) at \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (TNC email address).

To obtain information about the CPUC’s procedures for advice letters and protests, visit CPUC’s website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) and look for links to General Order 96-B.

**I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS HAVE BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

Yours truly,

John Smith

Title

ABC Transportation

Attachments

1. Data Attachments in CSV format (WAVs in Operation; Unique WAVs in Operation; WAV Trips; Response times; OTS/PDS; TCS/PTC; Exemption Response Times (if applicable); Outreach; Training and Inspections; Complaints; Funds Expended; and Contract Information)
2. Marketing Materials (PDF)
3. Signed Training Declaration (PDF)
4. Signed Inspection Declaration (PDF)

1. D.23-02-024 OP6. [↑](#footnote-ref-2)
2. D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12 [↑](#footnote-ref-3)
3. D.21-11-004 Ordering Paragraph 1-3, 6, and 7 [↑](#footnote-ref-4)
4. D.21-11-004 Ordering Paragraph 1, 2, and 3 [↑](#footnote-ref-5)
5. D.21-11-004 Ordering Paragraph 6 and 7 [↑](#footnote-ref-6)
6. D.23-02-024 Ordering Paragraph 1-5 [↑](#footnote-ref-7)
7. D.23-02-024 Ordering Paragraph 4 [↑](#footnote-ref-8)
8. D.23-02-024 Ordering Paragraph 5 [↑](#footnote-ref-9)
9. D.20-03-007 Ordering Paragraph 9, and D.23-02-024 Ordering Paragraph 16 [↑](#footnote-ref-10)
10. D.20-03-007 Ordering Paragraph 10 [↑](#footnote-ref-11)
11. D.21-11-004 Ordering Paragraph 9 [↑](#footnote-ref-12)
12. D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h) [↑](#footnote-ref-13)
13. D.20-03-007 Ordering Paragraph 14 [↑](#footnote-ref-14)
14. See D.21-11-004 Ordering Paragraph 6. [↑](#footnote-ref-15)
15. See D.23-02-024 Ordering Paragraph 5. [↑](#footnote-ref-16)
16. See D.23-02-024 Ordering Paragraph 6. [↑](#footnote-ref-17)
17. See D.23-02-024 Ordering Paragraph 11. [↑](#footnote-ref-18)