

# California's TNC Access for All Program

A first-in-the-nation statewide program to provide on-demand wheelchair-accessible vehicle (WAV) transportation service

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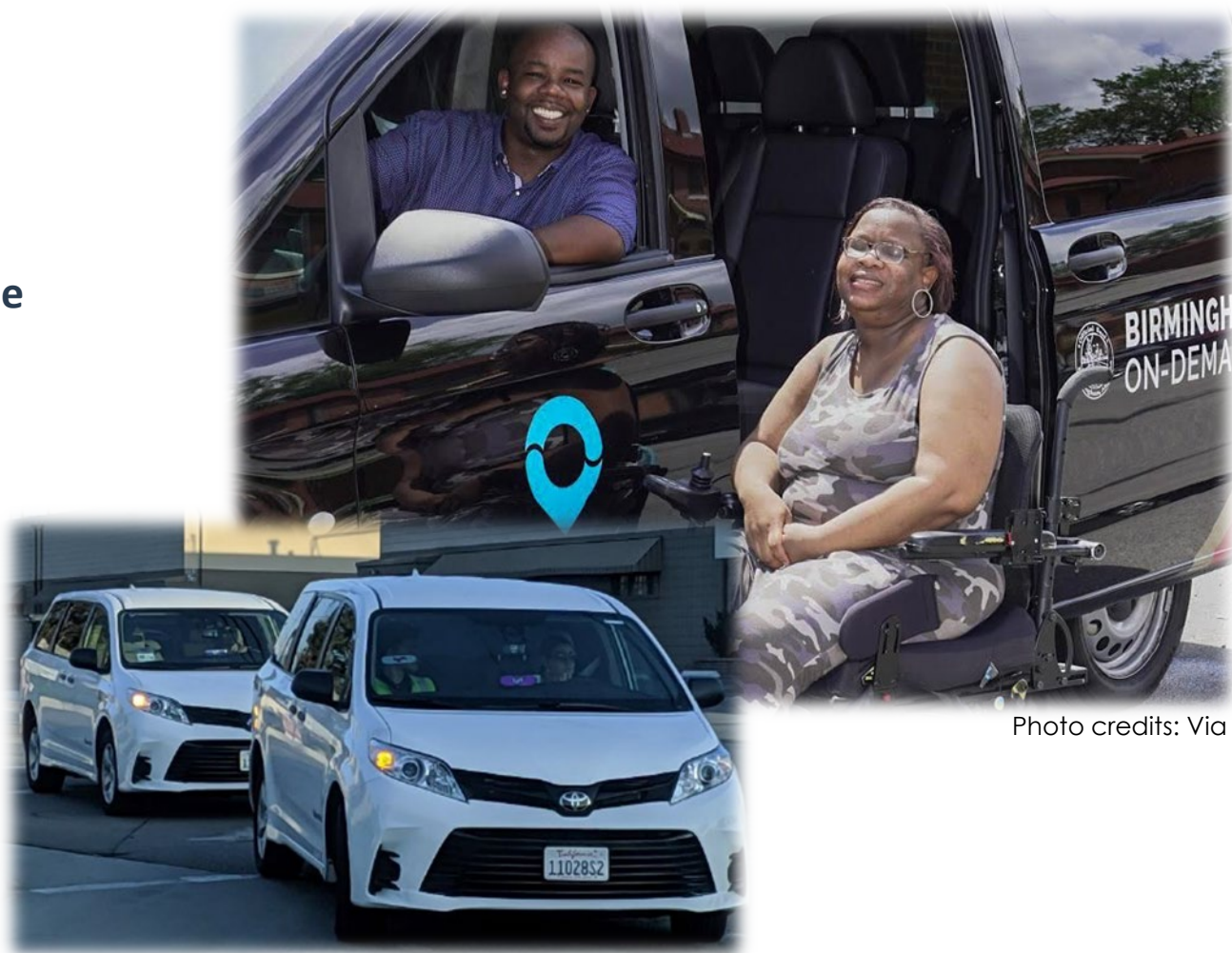


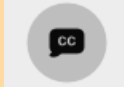


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California Public  
Utilities Commission

# Housekeeping

- The purpose of the workshop is to discuss Track 5A issues in this proceeding and gain understanding of parties' proposals.
- Please save questions for the end of presentations. Audio will be opened for “Q&A”, “Open Discussion” and “Public Comment” portions of the agenda and will be on mute during presentations.
- Staff will monitor the chat box. If you cannot use the chat box or raise hand feature and need assistance during the workshop, please contact [tncaccess@cpuc.ca.gov](mailto:tncaccess@cpuc.ca.gov). Please let us know if you cannot hear us or see the slides anytime during the presentation.
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  - Or to completely disable this feature, select “Turn off Webex Assistant” or “Hide Captions and Highlights” by clicking on the icon. 
- If you have any additional questions after the workshop, please contact [TNCAccess@cpuc.ca.gov](mailto:TNCAccess@cpuc.ca.gov)

# Agenda

9:00 – 9:10AM	Welcome and Opening Remarks from Commissioner Shiroma (10 minutes)
9:10 – 9:20AM	Overview of CPED Staff Proposal (10 minutes)
9:20 – 10:00AM	Presentation from Parties (40 minutes)
10:00 – 10:45AM	Presentation Q&A (45 minutes)
10:45 – 10:55AM	Break (10 minutes)
10:55 – 11:10AM	Pre-scheduled Rides Definition (15 minutes)
11:10 – 11:25AM	Pre-scheduled Response Time Definition (15 minutes)
11:25 – 11:40AM	Pre-scheduled Program Eligibility (15 minutes)
11:40 – 11:55AM	Pre-scheduled Performance Benchmarks (15 minutes)
11:55 – 12:10PM	Pre-scheduled Advice Letters (15 minutes)
12:10 – 12:25PM	Pre-scheduled Data Reporting (15 minutes)
12:25 – 1:00PM	Public Comments (35 minutes)
1:00 PM	End

# Opening Remarks

Commissioner Shiroma

# Staff Proposals

9:10 – 9:20am

# Staff Proposals

- 2.1.2 (1a) Pre-scheduled WAV Trip Definition (p. 4 of Staff Proposal)**
- 2.1.2 (2a) Pre-scheduled WAV Trip Response Times (pp. 5-6)**
- 2.1.2 (1b) Pre-scheduled Wav Trips Eligibility (p. 7)**
- 2.1.2 (1c) Pre-scheduled Framework (pp. 7-8)**
- 2.1.2 (3) Pre-scheduled Advice Letter Treatment (pp. 9-10)**
- 2.1.2 (4) Reporting Requirements of Pre-scheduled WAV trips (p. 11)**

# Staff Proposal p. 4

## Pre-scheduled WAV Trip Definition

***How should the Commission define a “pre-scheduled” WAV trip (as compared to an “on-demand” WAV trip?)***

Define "pre-scheduled WAV service" as any WAV service that allows a passenger to schedule a WAV trip with a specific pickup time.

- For the purposes of incentivizing the growth of WAV service in this Program, investments to support pre-scheduled WAV service is an allowable expense.

Modify the existing definition of "on-demand" transportation.

- On-demand transportation shall be defined for the purposes of the Access for All Act as any unscheduled transportation service that ~~does not follow a fixed route and / or schedule~~ allows customized pick-up and drop-off locations.

# Staff Proposal pp. 5-6

## Pre-scheduled WAV Trip Response Times

***Should the adopted “response time” definition be applied to pre-scheduled WAV trips? If yes, how should the definitions of Periods A and B be applied? If no, how should “response time” be defined for pre-scheduled WAV trips?***

The Commission should consider on-demand and pre-scheduled WAV services as fundamentally distinct offerings, and as such, the Commission should develop a separate performance metric(s)/frameworks.

CPED is interested in hearing from Disability Advocates or others who could represent the perspectives of WAV customers on how the Commission’s definition should treat pre-scheduled WAV trips.



# Staff Proposal p. 7

## Pre-scheduled Wav Trips Eligibility

***Should “pre-scheduled” WAV trips be included in the Access for All Program for purposes of qualification for offsets, exemptions, access providers, and other requirements?***

Pub. Util. Code § 5440.5 does not preclude pre-scheduled WAV trips from receiving Access Funds.

Recommends that investments made in support of pre-scheduled WAV trips should be eligible for reimbursement with Access Funds.

# Staff Proposal pp. 7-8

## Pre-scheduled Performance Benchmarks

***If “pre-scheduled” WAV trips are included in the Access for All Program, should such trips be subject to different performance requirements than “on-demand” WAV trips? If so, what performance framework or requirements should be applied?***

Declines to suggest a specific performance framework or metric(s) at this time. However, recommends the Commission adopt a performance framework for pre-scheduled service that:

- Allows but does not incentivize growth of pre-scheduled WAV service in a way that reduces availability or quality of on-demand WAV service
- Incentivizes on-time performance according to the requested pick-up time
- Incentivizes a high trip completion rate
- Awards Access Fund monies proportionate to the fraction of that county's / quarter's pre-scheduled/on-demand service mix
- Separates reporting for pre-scheduled and on-demand WAV trips
- Encourages the same reporting from Access Providers

CPED is interested in hearing from Disability Advocates or others who could represent the perspectives of WAV customers on how the Commission's performance framework should treat pre-scheduled WAV trips.

# Staff Proposal pp. 9-10

## Pre-scheduled Advice Letter Treatment

***How should previously approved Advice Letters that included pre-scheduled WAV trips be treated? How should pending Advice Letters that include pre-scheduled WAV trips be treated?***

The new pre-scheduled WAV requirements that will be established from the outcome of this Scoping Memo shall not be applied retroactively to past approved Advice Letter unless the disposition was appealed.

- **Appealed advice letter** (WAV 004) – Lyft to file supplemental data reflecting newly adopted pre-scheduled WAV requirements. Approval by the Commission via a Resolution.
- **Approved advice letters** (WAV-003, WAV-005 and WAV-006) – Maintain staff's initial disposition.
- **Pending advice letters** (WAV-007 through WAV-10) – Lyft to file supplements reflecting newly adopted pre-scheduled WAV requirements. Approval process via Staff certification, as usual.

# Staff Proposal p. 11

## Reporting Requirements of Pre-scheduled WAV trips

### ***How should data on the use of pre-scheduled WAV trips be reported to the Commission?***

Require TNCs to report certain data related to “pre-scheduled” WAV trips quarterly and by county, according to a reporting template provided by CPED staff, when submitting an advice letter seeking offsets.

- CPED to provide data template similar to the one already in use for on-demand WAV trips.
- Access Providers would be encouraged to separate out pre-scheduled WAV trip reporting.

# **Presentations from Parties**

9:20 – 10:00am

# Presenters (10 mins each)

Agency	Speaker
1. Lyft	Janee Weaver
2. Disability Rights California	Autumn Elliot
4. San Francisco	Joe Castiglione (SFCTA) Erin McAuliff (SFMTA) Annette Williams (SFMTA)
5. San Francisco Taxi Workers Alliance (SFTWA)	Mark Gruberg

# Q&A on Presentations

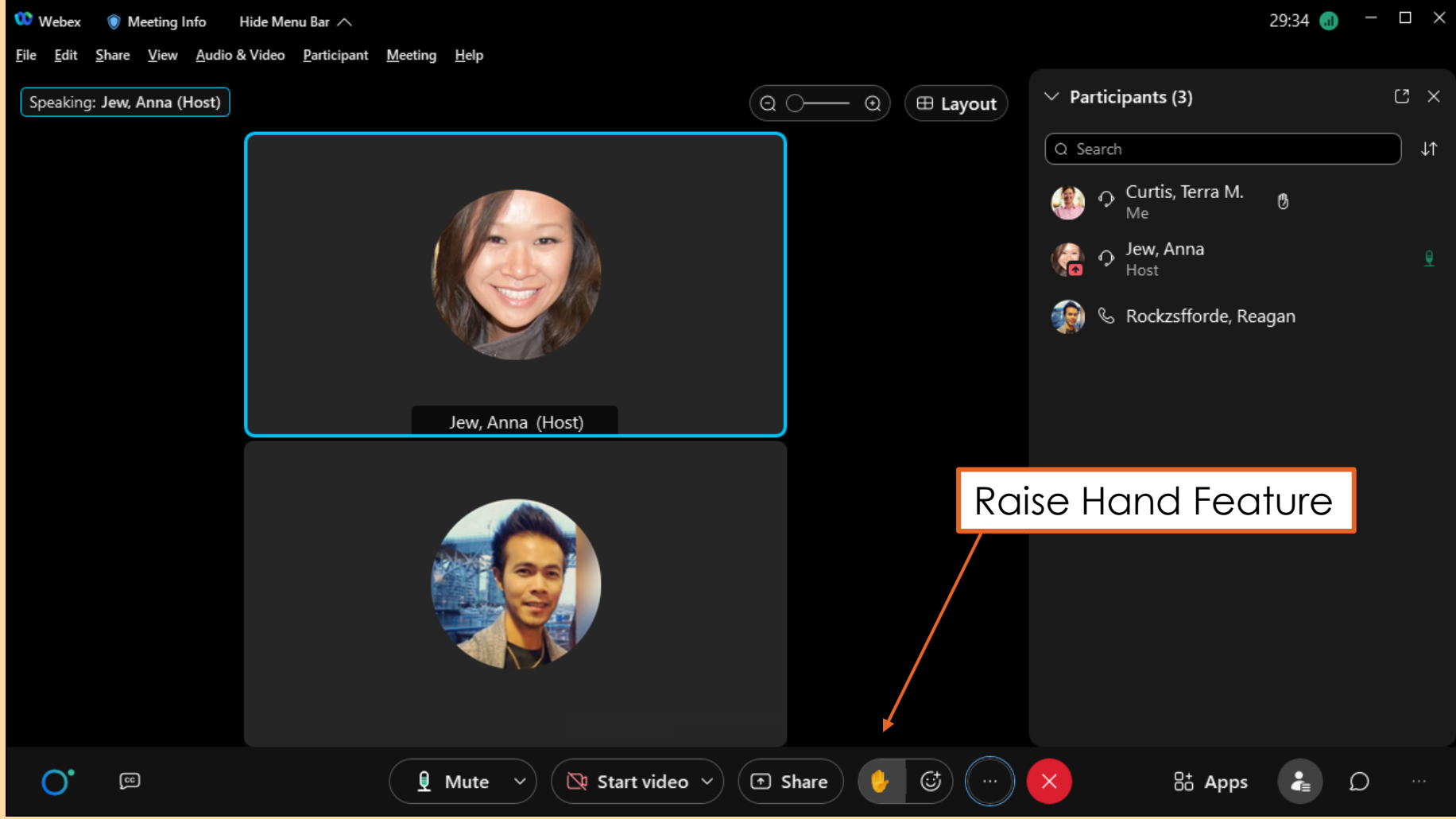
10:00 – 10:45am

# Questions/Clarification on Proposals

- The purpose of this segment is to gain clarity on party proposals and presentations; please reserve substantive discussion to the Open Discussion session
- Staff will use the “raise hand” feature to field questions and comments. We will offer verbal questions first for anyone who cannot use the raise hand feature.
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# Questions/Clarification on Proposals



# Break

10:45-10:55am

# Open Discussion

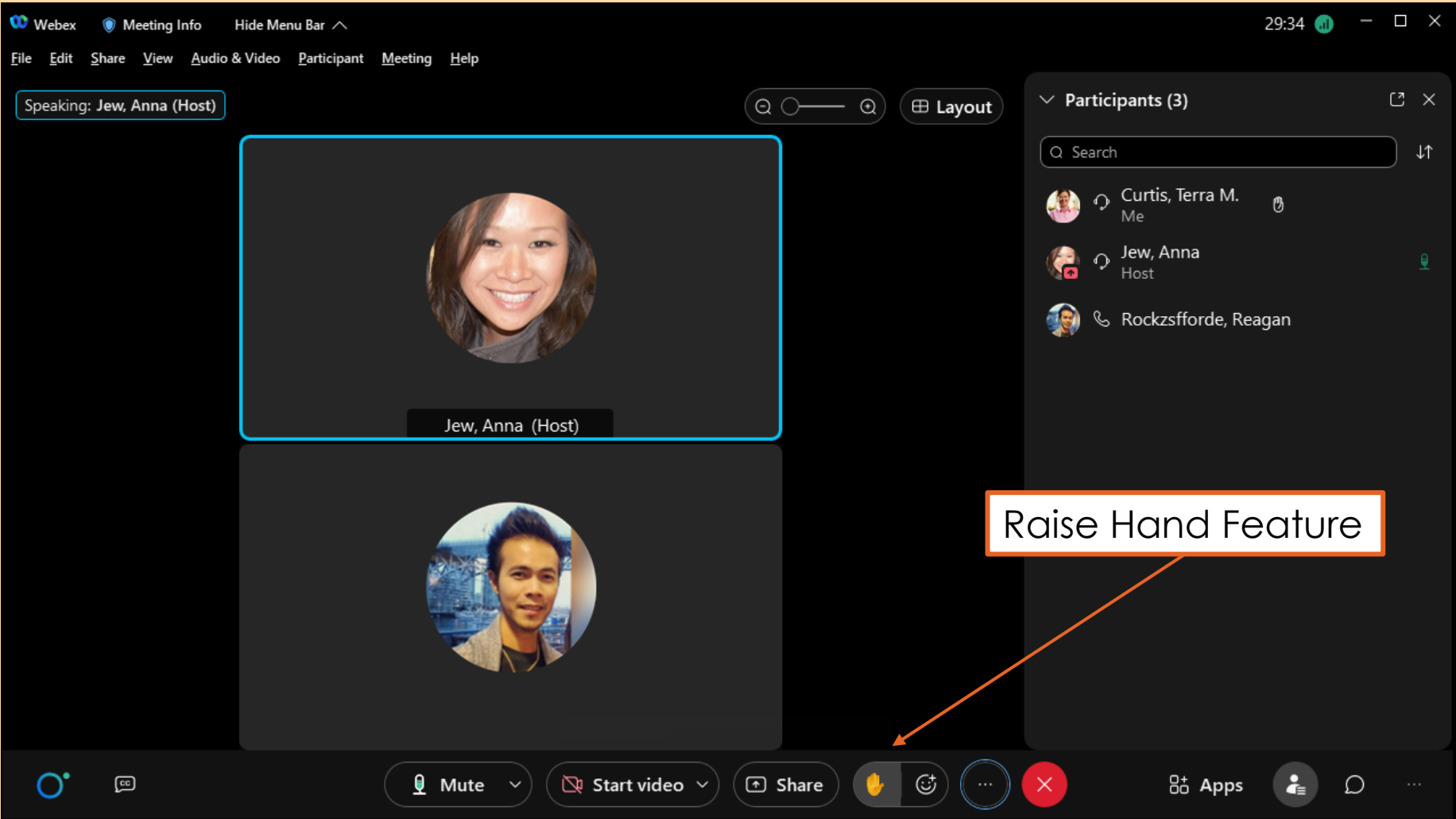
Open discussion of each Scoping Memo question

10:55am – 12:25pm

# Open Discussion

- The purpose of this session is to enable robust dialog with and among parties regarding Track 5A issues.
- Staff will use the “raise hand” feature to field questions and comments. We will offer verbal questions first for anyone who cannot use the raise hand feature.
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# Open Discussion



# Open Discussion

## Pre-scheduled WAV Trip Definition

- 2.1.2 (1a)**      **How should the Commission define a “pre-scheduled” WAV trip (as compared to an “on-demand” WAV trip?)**

# Open Discussion (Cont.)

## Pre-scheduled WAV Trip Response Times

- 2.1.2 (2a)**      **Should the adopted “response time” definition be applied to pre-scheduled WAV trips? If yes, how should the definitions of Periods A and B be applied? If no, how should “response time” be defined for pre-scheduled WAV trips?**
- 2.1.2 (2b)**      **For example, should Period A be defined as the time between when the TNC dispatches a trip request to its driver pool and when a driver ultimately accepts/denies that requests? Should Period B be defined as the time between when a driver accepts a trip request and when the driver arrives at the passenger’s pickup location?**

# Open Discussion (Cont.)

## Pre-scheduled Wav Trips Eligibility

- 2.1.2 (1b)**      **Should “pre-scheduled” WAV trips be included in the Access for All Program for purposes of qualification for offsets, exemptions, access providers, and other requirements?**

## Pre-scheduled Performance Benchmarks

- 2.1.2 (1c)**      **If “pre-scheduled” WAV trips are included in the Access for All Program, should such trips be subject to different performance requirements than “on-demand” WAV trips? If so, what performance framework or requirements should be applied?**



# Open Discussion (Cont.)

## Pre-scheduled Advice Letter Treatment

- 2.1.2 (3)**      How should previously approved Advice Letters that included pre-scheduled WAV trips be treated? How should pending Advice Letters that include pre-scheduled WAV trips be treated?

## Reporting Requirements of Pre-scheduled WAV trips

- 2.1.2 (4)**      How should data on the use of pre-scheduled WAV trips be reported to the Commission?

# Public Comments

12:25 – 1:00pm

# Public Comment

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# Public Comment

12:25 - 1:00pm

The screenshot displays a Webex meeting window. At the top, the title bar includes 'Webex Meeting Info' and 'Hide Menu Bar'. Below this is a menu with 'File', 'Edit', 'Share', 'View', 'Audio & Video', 'Participant', 'Meeting', and 'Help'. A status bar indicates 'Speaking: Jew, Anna (Host)'. The main area shows two video thumbnails: the top one for 'Jew, Anna (Host)' is highlighted with a blue border, and the bottom one for 'Rockzsfforde, Reagan' is partially visible. On the right, a 'Participants (3)' panel lists 'Curtis, Terra M. Me', 'Jew, Anna Host', and 'Rockzsfforde, Reagan'. At the bottom, a control bar contains icons for 'Mute', 'Start video', 'Share', 'Raise Hand' (highlighted with an orange box and an arrow from a callout), 'Close', 'Apps', and 'More'. The callout box contains the text 'Raise Hand Feature'.

# Track 5A Schedule

<b>Track 5A Calendar</b>	
TNC Responses to Scoping Memo Questions (Section 2.1.1) due	January 28, 2022
Proposals on all other Scoping Memo Questions (Section 2.1.2) due <sup>15</sup>	February 11, 2022
Workshop on Track 5A proposals	February 17, 2022
Comments on proposals and workshop due	March 1, 2022
Reply comments on proposals and workshop due	March 11, 2022
Ruling or Proposed Decision on Track 5A	Q2 2022



# California Public Utilities Commission

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