

California's TNC Access for All Program

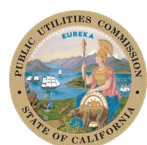
A first-in-the-nation statewide program to provide on-demand wheelchair-accessible vehicle (WAV) transportation service

Consumer Protection and Enforcement Division,
Transportation Analysis Section

Terra Curtis, Supervisor



Anna Jew, Analyst

Reagan Rockzsfforde, Analyst



California Public
Utilities Commission

Housekeeping

- The purpose of the workshop is to discuss the remaining issues in this proceeding and gain understanding of parties' proposals.
- Please save questions for the end. Audio will be opened for “Q&A”, “Open Discussion” and “Public Comment” portions of the agenda and will be on mute during presentations.
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- If you have any additional questions after the workshop, please contact TNCAccess@cpuc.ca.gov

Agenda

10:00 – 10:10AM	Welcome and Introductions (10 minutes)
10:10 – 10:30AM	Overview of CPED Staff Proposal (20 minutes)
10:30 – 11:30AM	Presentation from Parties (1 hour)
11:30 – 12:30PM	Presentation Q&A (1 hour)
12:30 – 1:00PM	Lunch Break (30 minutes)
1:00 – 2:00PM	Transportation Network Company Offset Requirements (1 hour)
2:00 – 3:00PM	Access Fund Disbursements (1 hour)
3:00 – 3:10PM	Break (10 minutes)
3:10 – 3:40PM	Additional TNC Accessibility Issues (30 minutes)
3:40 – 4:00PM	Yearly Benchmarks (30 minutes)
4:00 – 4:30PM	Open Public Comment (30 minutes)
4:30 PM	End

Opening Remarks

Commissioner Rechtschaffen

Staff Proposals

Staff Proposals

- 1(a). Offset Time Standard (pp. 3-5 of Staff Proposal)**
- 1(c). Trip Completion Standard (pp. 5-8)**
- 1(d). Approaching 100% Completion Rate or Offset Time Standard (p. 8)**
- 1(e). Clarification on Passenger Fares (p. 9)**
- 2(a). Non-Regulated Carriers (pp. 10-12)**
- 2(b). Exception for Smaller TNCs (p. 12)**
- 2(c). TNC as Access Providers (pp. 12-13)**
- 3(a). Additional Accessibility Issues (pp. 13-14)**
- 4(a). Community WAV Demand (p. 14)**

Staff Proposal (1(a))

Response Time Benchmarks and Offset Time Standard

In consideration of CPED's report, what modifications should be made to the interim standards?

- Delay establishing interim standards WAV Response Time Benchmarks and Offset Time Standard until more data is provided.
- Require TNCs to provide additional data to inform development of modifications to the benchmarks or standard and to inform the 2024 Legislative Report.
- Authorize CPED staff to adjust the interim standards through a Commission Resolution as more information becomes available.

Staff Proposal (1(c))

Trip Completion Standard

Should the Trip Completion Standard be modified to include a minimum baseline percentage or increasing benchmarks? Should the Trip Completion Standard take into account the Response Time Standards, and if so, how?

- Base any modification(s) to the Trip Completion Standard on the following framework:
 - Establish Trip Completion rate goals for 2026 and set increasing benchmarks over time to achieve those goals.
 - Establish Trip Completion Standard benchmarks by county groups, similar to the Offset Time Standard, with an increasing percentage over time.
 - Monitor cost per trip over time to most effectively meet the goals of SB 1376.

Staff Proposal (1(d))

Approaching 100% Completion Rate or Offset Time Standard

How should the Commission evaluate these requirements if a TNC approaches or reaches a 100% trip completion rate?

- Allow a TNC to qualify for an offset regardless of whether it demonstrates improvement over the previous quarter so long as its Trip Completion Rate/Offset Time Standard is either:
 - At least 90%; or
 - A percentage higher than the same metric for non-WAV service in that county. To demonstrate this, in its Offset Request, TNCs should report non-WAV trip completion rates and response times in the same format as for WAV trips for that county and quarter.

Staff Proposal (1(e))

Clarification on Passenger Fares

What clarifications, if any, should be made with respect to the exclusion of passenger fares from eligible offset expenses?

- Affirm that fares are excluded from eligible offset expenses and ask for more information on the construction of fares.

Staff Proposal (2(a))

Non-Regulated Carriers

How can the Commission ensure that non-Commission jurisdictional transportation carriers demonstrate compliance with safety requirements akin to the requirements for a charter-party (TCP) permit?

- Adjust the Access Provider eligibility requirement to allow the following to serve as Access Providers:
 - (1) transportation carriers that hold a Commission-issued permit and
 - (2) transportation carriers that do not hold a Commission-issued permit as long as they demonstrate they would be operating within the Access for All Program with comparable insurance, driver, and passenger safety protocols to the Commission-issued permitting requirements.
 - Carriers that do not have a TCP permit must provide documentation of the following: Background checks; Insurance; Driver Training; Controlled substance and alcohol testing; Secretary of State registration; Motor Carrier Profile with CHP and Inspection.

Staff Proposal (2(b))

Exception for Smaller TNCs

Should an Access Provider “exception” be made for smaller TNCs that provide WAV services in a geographic area but do not meet the requirements for an offset or an exemption? If so, how should a “smaller TNC” be defined? How should a TNC demonstrate eligibility?

- All TNCs should meet the same set of requirements and no exception should be made for smaller TNCs.

Staff Proposal (2(c))

TNC as Access Providers

Should the requirement be modified so that a TNC that was previously providing WAV service in a geographic area cannot stop providing WAV service in that area in order to apply as an Access Provider? What modification should be adopted?

- Lacking evidence that there is a high probability of abuse of this rule, CPED recommends no change to the current rules.

Staff Proposal (3(a))

Additional Accessibility Issues

What issues, if any, should be addressed related to the accessibility needs of people with disabilities who do not require WAVs, including but not limited to, the needs of persons with hearing or vision impairments, person who require the assistance of service animals, and/or ambulatory persons with disabilities?

- Consider additional accessibility issues in a separate proceeding such that accessibility may be considered in its broader context.

Staff Proposal (4(a))

Community WAV Demand

As provided in Public Utilities Code § 5440.5(a)(1)(J), yearly benchmarks shall include the “number of users requesting rides versus community WAV demand for each geographic area.” How should “community WAV demand” be determined and defined?

- Adopt a defined and quantifiable metric to analyze “number of users requesting rides versus community WAV demand for each geographic area” in Track 4.

Presentations from Parties

Presenters (5-7 mins each)

Agency	Speaker
1. Disability Rights California	Autumn Elliot
2. Disability Rights Education & Defense Fund (DREDF)	Marilyn Golden
3. Center for Accessible Technology	Melissa Kasnitz
4. San Francisco	Nicole Bohn (SFMOD) Joe Castiglione (SFCTA) Erin McAuliff (SFMTA)
5. San Francisco Taxi Workers Alliance (SFTWA)	Mark Gruberg
6. Lyft	Izzy Gerundio Richard Zhou
7. Uber	Chris Pangilinan Connor Fagent Tim Myers
8. Via	Aparna Paladugu Caitlin Brady

Q&A on Presentations

Questions/Clarification on Proposals

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Questions/Clarification on Proposals

The screenshot displays a Cisco Webex Meeting interface. At the top, the title bar reads "Cisco Webex Meetings | Meeting Info | Hide Menu Bar". Below this is a menu bar with options: "File", "Edit", "Share", "View", "Audio & Video", "Participant", "Meeting", "Breakout Sessions", and "Help". A status bar indicates "Speaking: Curtis, Terra M.". The main area shows two video thumbnails: "Jew, Anna (Host, me)" and "Curtis, Terra M.". A large text "4156****66" is visible in the background. On the right, a "Participants (4)" panel lists "Jew, Anna (Host, me)" with a hand icon next to her name. A "Chat" panel is also visible. A context menu is open over the hand icon, showing "Raise hand" and "Send reaction" options. A red box labeled "Raise Hand Feature" has arrows pointing to the hand icon in the participants list and the "Raise hand" button in the context menu. The bottom toolbar includes icons for "Mute", "Start video", "Share", "Record", and "Participants/Chat".

Lunch Break

12:30-1:00pm

Open Discussion

Open discussion of each Scoping Memo question

Open Discussion

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Open Discussion

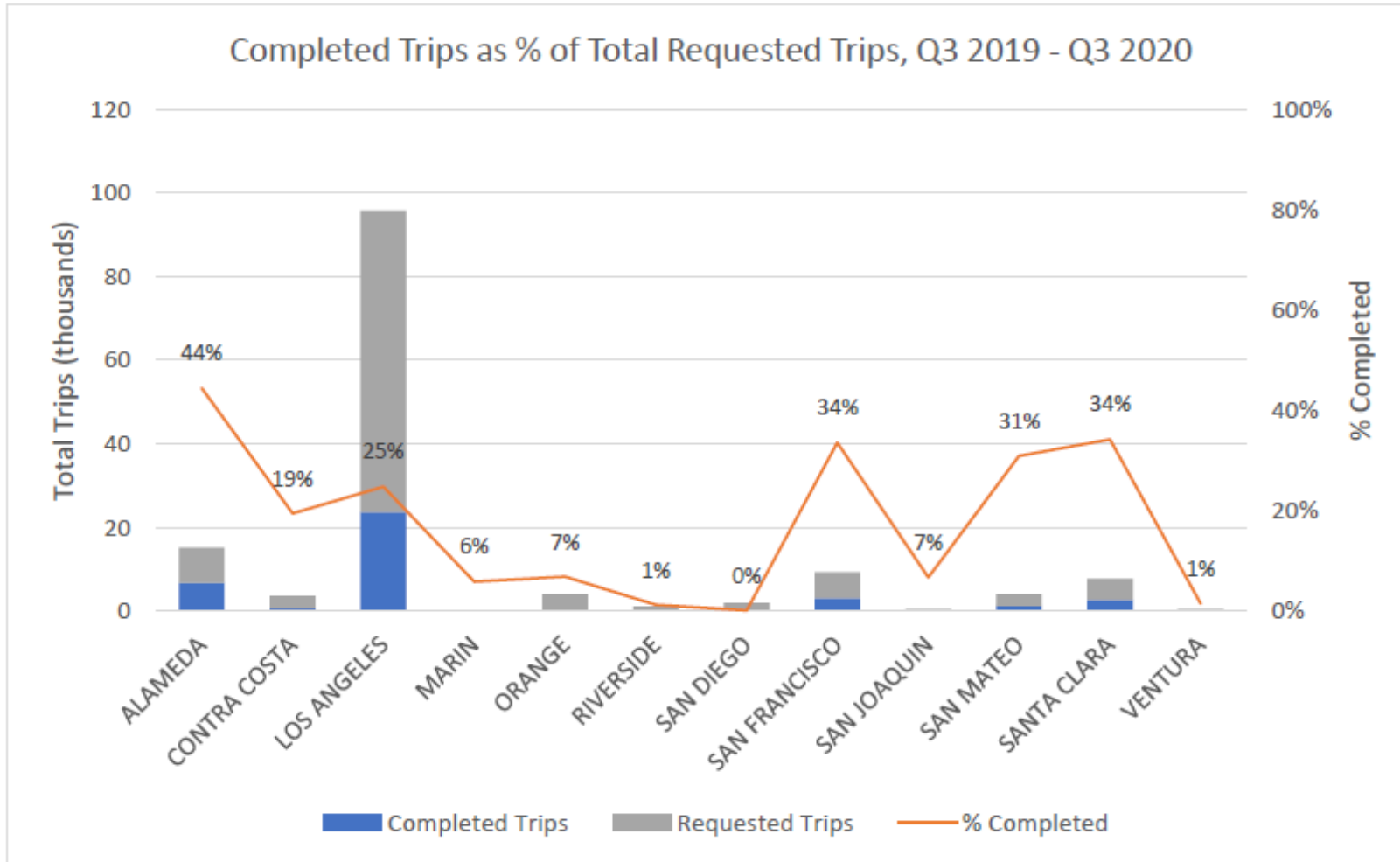
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Open Discussion

TNC Offset Requirements

- 1 (a). In consideration of CPED's report, what modifications should be made to the interim standards?
- 1 (b). In addition to the requirements adopted in D.20-03-007 and D.21-03-005, what additional metrics should be adopted to demonstrate "improved level of service," if any (e.g., service area expansion, increased WAV availability)?
- 1 (c). Should the Trip Completion Standard be modified to include a minimum baseline percentage or increasing benchmarks? Should the Trip Completion Standard take into account the Response Time Standards, and if so, how?
 - (See next slide for completed trips as % of total requested by TNCs)
- 1 (d). How should the Commission evaluate these requirements if a TNC approaches or reaches a 100% trip completion rate or the Offset Time Standard?
- 1 (e). What clarifications, if any, should be made with respect to the exclusion of passenger fares from eligible offset expenses?

Open Discussion (Cont.)



See CPED's Response Time Report Figure 11 at 12 [here](#).

Open Discussion (Cont.)

Access Fund Disbursement

- 2(a). How can the Commission ensure that non-Commission jurisdictional transportation carriers demonstrate compliance with safety requirements akin to the requirements for a charter-party (TCP) permit?

- 2(b). Should an Access Provider “exception” be made for smaller TNCs that provide WAV services in a geographic area but do not meet the requirements for an offset or an exemption? If so, how should a “smaller TNC” be defined? How should a TNC demonstrate eligibility?

- 2(c). Should the requirement be modified so that a TNC that was previously providing WAV service in a geographic area cannot stop providing WAV service in that area in order to apply as an Access Provider? What modification should be adopted?

10 Minute Break

Open Discussion (Cont.)

Additional TNC Accessibility Issues

- 3(a). What issues, if any, should be addressed related to the accessibility needs of person with disabilities who do not require WAVs, including but not limited to, the needs of persons with hearing or vision impairments, person who require the assistance of service animals, and / or ambulatory persons with disabilities?

Open Discussion (Cont.)

Yearly Benchmarks

- 4(a). As provided in Public Utilities Code § 5440.5(a)(1)(J), yearly benchmarks shall include the “number of users requesting rides versus community WAV demand for each geographic area.” How should “community WAV demand” be determined and defined?

Other Time-Sensitive Issues

5. Any other time-sensitive proposals raised by the Consumer Protection and Enforcement Division staff or parties.

Public Comments

Public Comment

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Public Comment

4:00 - 4:30pm

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Track 4 Schedule

Modified Track 4 Calendar	
Workshop on Track 4 proposals	May 11, 2021
Revised Track 4 proposals due	May 27, 2021
Comments on proposals and workshop	June 10, 2021
Reply comments on proposals and workshop	June 21, 2021
Proposed Decision on Track 4	Q3 2021



California Public Utilities Commission

General Inbox:

tncaccess@cpuc.ca.gov