



SFMTA

Implementing SB 1376

TNC Access for All - Track 5B Issues

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TNC Data Collection – Concerns

Data Integrity Issues

- TNC Annual Reports (inform benchmark analysis)
- Offset and Exemption Requests (allocation of millions \$\$)

Findings & Recommendations Affected by Analysis

- TNC Access for All Annual Benchmark Report
- 2024 Legislative Report

Data Integrity – TNC Annual Reports



How many trip requests did Lyft receive? 66M? or 116M? or 91M?

How many trips requests did Uber receive? 161M? 170M? Or 180M?

Total trip requests are reported three ways

- Both companies report different numbers in all three
- Lyft's numbers differ by an order of magnitude more than Uber's

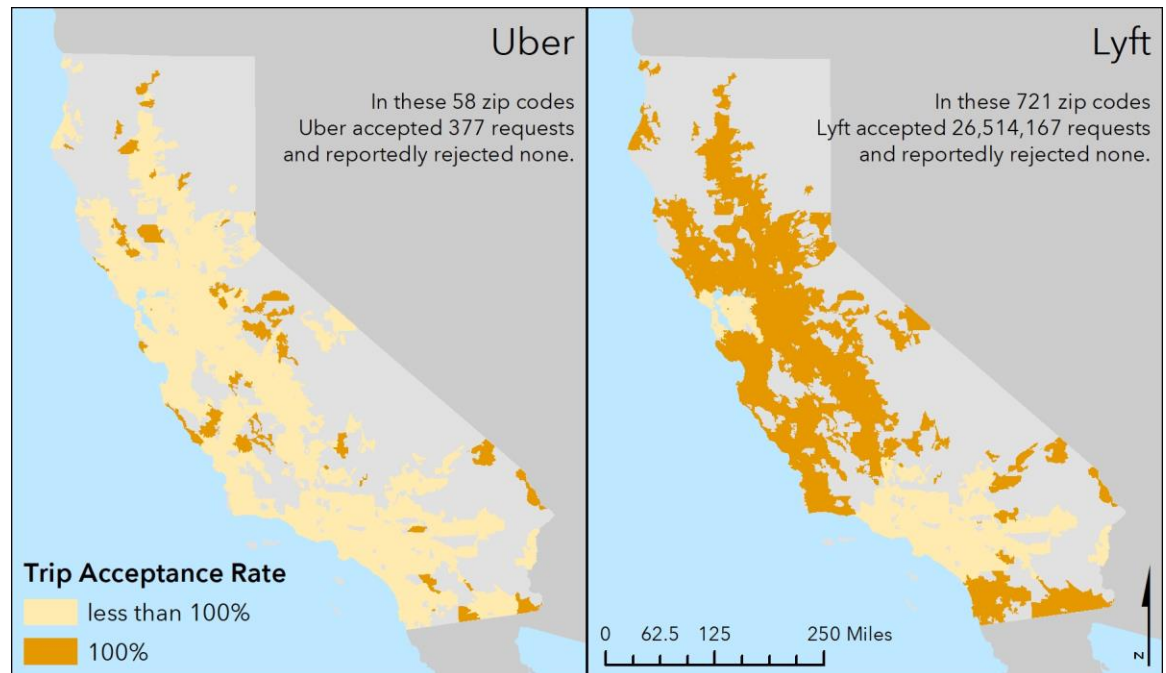
Total Requests by Report

	Requests Accepted + Requests Not Accepted	Aggregated Requests Accepted + Aggregated Requests Not Accepted	Accessibility Report
Uber	160,849,005	170,145,612	180,483,335
Lyft	66,292,592	116,006,968	90,937,292

Data Integrity – TNC Annual Reports

- Lyft claims to have accepted 100% of requests in nearly half of the state's zip code tabulation areas

Implied Acceptance Rates by Zip Code



Data Integrity – Offset & Exemption Requests

As noted in the Track 5A Proposed Decision:

“Lyft included pre-scheduled WAV trip response time data in 12 of its requests for exemptions or offsets.” (p. 10)

“...by including negative response times in its Advice Letter submittals, Lyft likely lowered its total aggregate response time amounts for all WAV trips in a given quarter and geographic area.” (p. 17)

Data Integrity – Other Gaps

- **Selective Data Reporting in Advice Letter Process:** Given that TNCs selectively report data when they choose to seek offsets, the data do not show comprehensive statewide trends.
- **Missing Fields in Annual Reports:** The Annual reports do not distinguish between WAV and Non-WAV service, nor pre-scheduled trips vs. requests for immediate dispatch.

Findings Lacking Support in Annual Benchmark Report

Annual Benchmark Report (2022):

"The vast majority of reported WAV response times are within the required benchmarks" (p. 14)

"Lyft's trip completion rate for this reporting period is twice Uber's" (p. 11)

"There Is WAV Availability And Demand 24 Hours A Day" (p. 7)

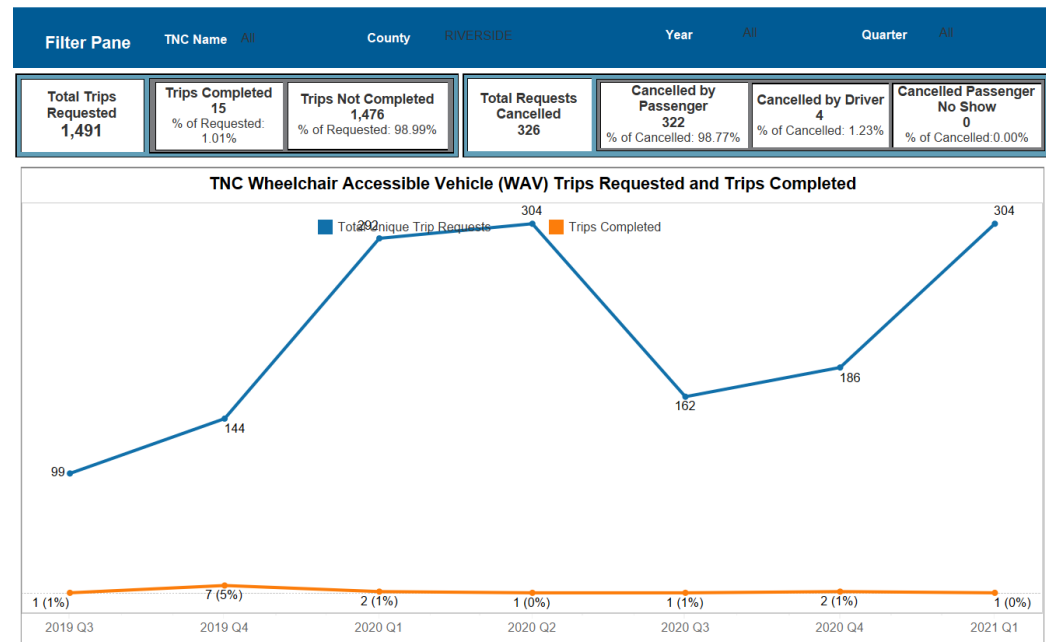
"Despite the impacts of the COVID pandemic, completed WAV trip volume is stable and recovering" (p. 19)

"Using the individual non-WAV data in the 2019 and 2021 Annual TNC Reports, staff calculated response times for the 50th percentile of all completed non-WAV trips aggregated by county." (p. 17)

Analysis of Program Requirements

"Neither Lyft nor Nomad met the exemption response times in the 10-quarter period covered by this report. This outcome suggests that the exemption requirements are much more difficult to satisfy than the offset requirements." (p. 30)

- "...the commission shall require each TNC to be **accessible** to persons with disabilities **in order to be exempt**."
- Yet, Uber received an **exemption** in Riverside after completing only **11 total trips**, or **1%** of trip requests.



Data Collection Proposals

1. **Revise Annual Reports** to indicate whether each WAV trip request and trip is WAV or non-WAV
2. **Require reporting on all WAV services** - in all counties and every quarter of program, even if TNCs do not request offsets or exemptions.
3. **Compile qualitative data** and feedback from riders and potential riders.
4. **Maintain public dashboards** to make Advice Letter data legible and support ESJ goals.
5. **Audit data** submitted by TNCs in Annual Reports and Offset Requests.
6. **Withdraw the Annual Benchmark Report.** Reissue a corrected version of the report with findings that reflect limitations of existing data, and address effectiveness of program.

TNC Community Outreach

- Current outreach reporting is insufficient – no connection between the quality of outreach and whether a TNC is granted an offset or exemption
- The CPUC should begin by assessing the quality of a TNC's current outreach and engagement to establish a baseline for expanded outreach requirements
- San Francisco supports Disability Advocates' proposal for more detailed community outreach planning, tracking, and reporting

Multicounty Pooling Of Funds

- “Relatively small” is subjective and arbitrary
- LAFAs should be allowed to pool funds across multiple counties if it will benefit their communities and they see a need
- Any arrangement should be voluntary, with terms negotiated and agreed to by participating LAFAs, as long as they meet the Commission’s program requirements.
- SF supports CPED’s proposal that transit agencies be LAFAs

Proceeding After February 2023

Potential Issues That Will Need to Be Addressed:

- Changes to offset and exemption requirements
- Reporting requirements
- Access Fund Program Requirements
- Access Fund Disbursements
- Auditing and compliance issues

Contact Information

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