

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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Transportation Analysis Section

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California Public
Utilities Commission

R.19-02-012
Outreach Workshop
6/21/23

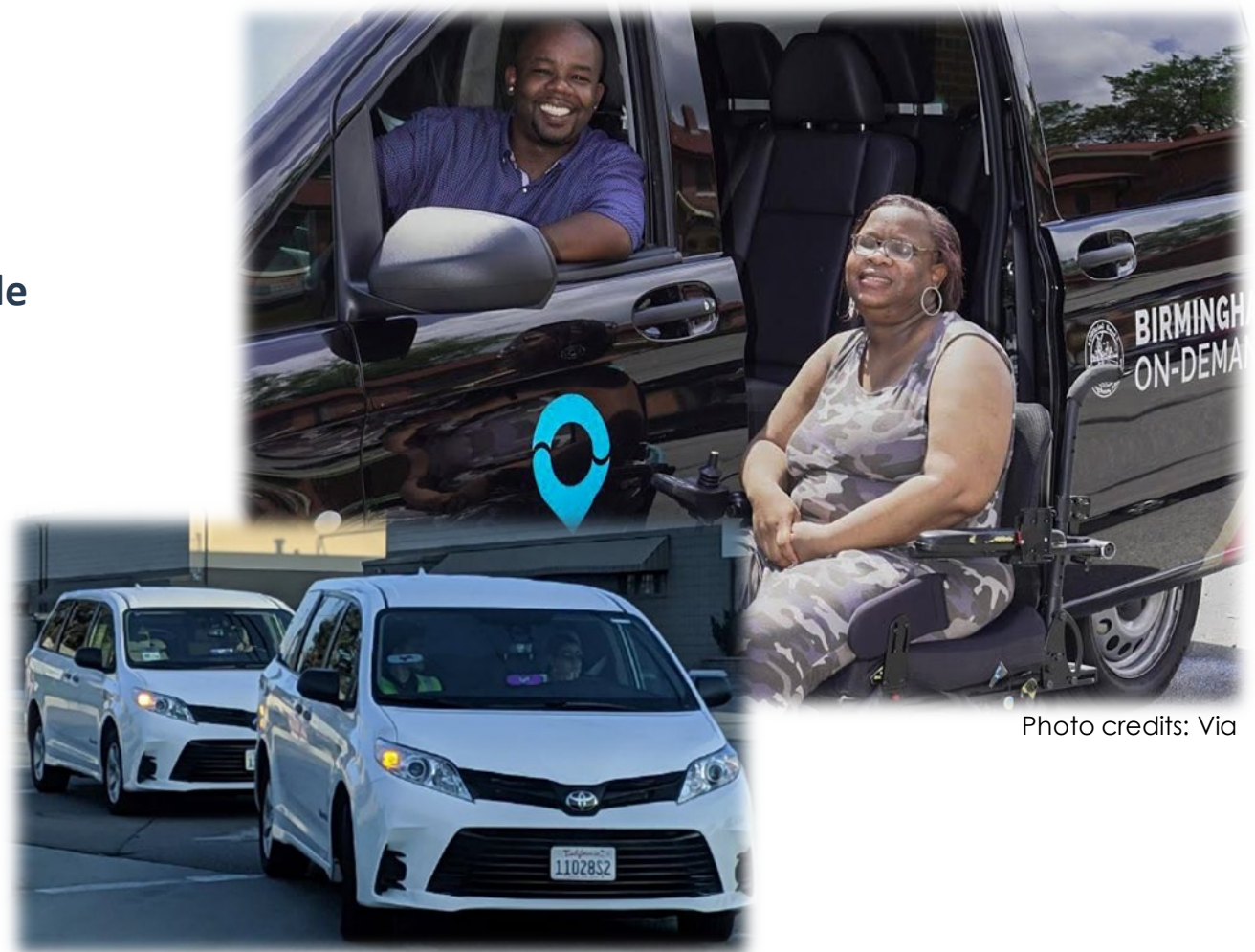
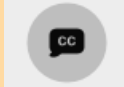




Photo credits: Via

Photo credits: Lyft

Housekeeping

- The purpose of the workshop is to address the quality and effectiveness of TNCs current engagement efforts and to explore steps to further improve engagement with the disability community.
- Please save questions for the end of presentations. Audio will be opened for, “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. Please let us know if you cannot hear us or see the slides anytime during the presentation.
- This WebEx meeting is being recorded. All presentations and the recording will be posted on the CPUC website after the workshop: <https://www.cpuc.ca.gov/tncaccess/>
- Closed captioning is available for this meeting. To enable/disable this feature, simply click on the “cc” at the bottom left of the screen (filled bubble = on  ; not filled bubble = off ).
 - 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

Agenda

9:30 – 9:40AM	Welcome and Introductions
9:40 – 10:10AM	Disability Advocates Share Priorities
10:10 – 10:30AM	TNCs Present Outreach Plans
10:30 – 11:15AM	Outreach Plan Discussion
11:15 – 11:30AM	Program Awareness Survey Design Discussion
11:30 – 11:55AM	Public Comments
11:55 – 12:00PM	Next Steps
12:00PM	End

Opening Remarks

Commissioner Shiroma

Commissioner Reynolds

Disability Advocates Share Priorities

9:40 – 10:10am

Disability Advocates Share Priorities: Presenters

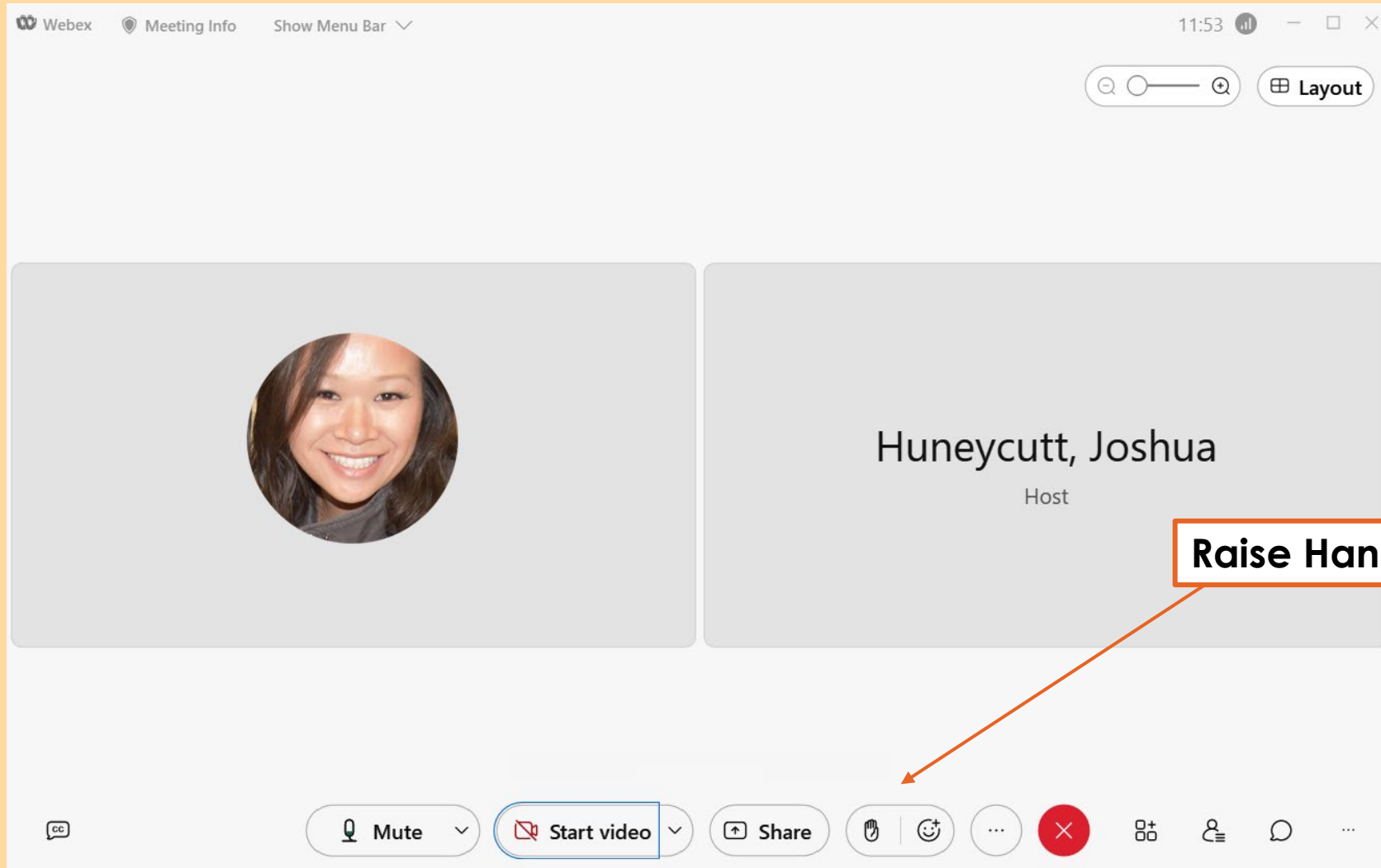
Party	Speaker
Disability Rights California	Autumn Elliott
Center for Accessible Technology	Melissa Kasnitz

Share Priorities: Q&A

- The purpose of this session is to seek clarifications among parties and members of the public regarding the items presented by the disability advocates.
- 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.
- If you cannot use the raise hand or chat box and cannot speak your question verbally, please email tncaccess@cpuc.ca.gov.
- The “raise hand” icon is located by clicking on the Participant tab or the emoji icon (image on next slide).
- Staff will monitor the raise hand feature and will unmute the individual selected.
- When called upon, please identify the organization you are affiliated with.
- After speaking, please “lower hand”.

Share Priorities: Q&A

9:40 - 10:10am



Raise Hand Feature

Disability Advocates Share Priorities

Questions or Comments?

TNCs Present Outreach Plans

10:10 – 10:30am

Outreach Plan

D.23-02-024 Ordering Paragraph 16 (1.)

To address the quality and effectiveness of a transportation network company's (TNC) community outreach and engagement, a TNC that seeks an offset or exemption in a given county and quarter shall meet the following requirements:

- 1. Develop an annual outreach plan with measurable goals, objectives, and benchmarks on outreach to disability communities, including to underserved multi-ethnic communities and where English is not the predominant language. The outreach plan can apply broadly to all counties or be county-specific.*

Submit via an Information Only Advice Letter no later than July 1 of each year

Outreach Plan: Presenters (10 mins each)

Party	Speaker
1. Lyft	Malcolm McFarland
2. Uber	Briana Gilmore Seth Smith

Outreach Plan Discussion

10:30 – 11:15am

Outreach Plan Review

10:30 - 11:15am

D.23-02-024 Ordering Paragraph 16

To address the quality and effectiveness of a transportation network company's (TNC) community outreach and engagement, a TNC that seeks an offset or exemption in a given county and quarter shall meet the following requirements (eff. Q3 2023):

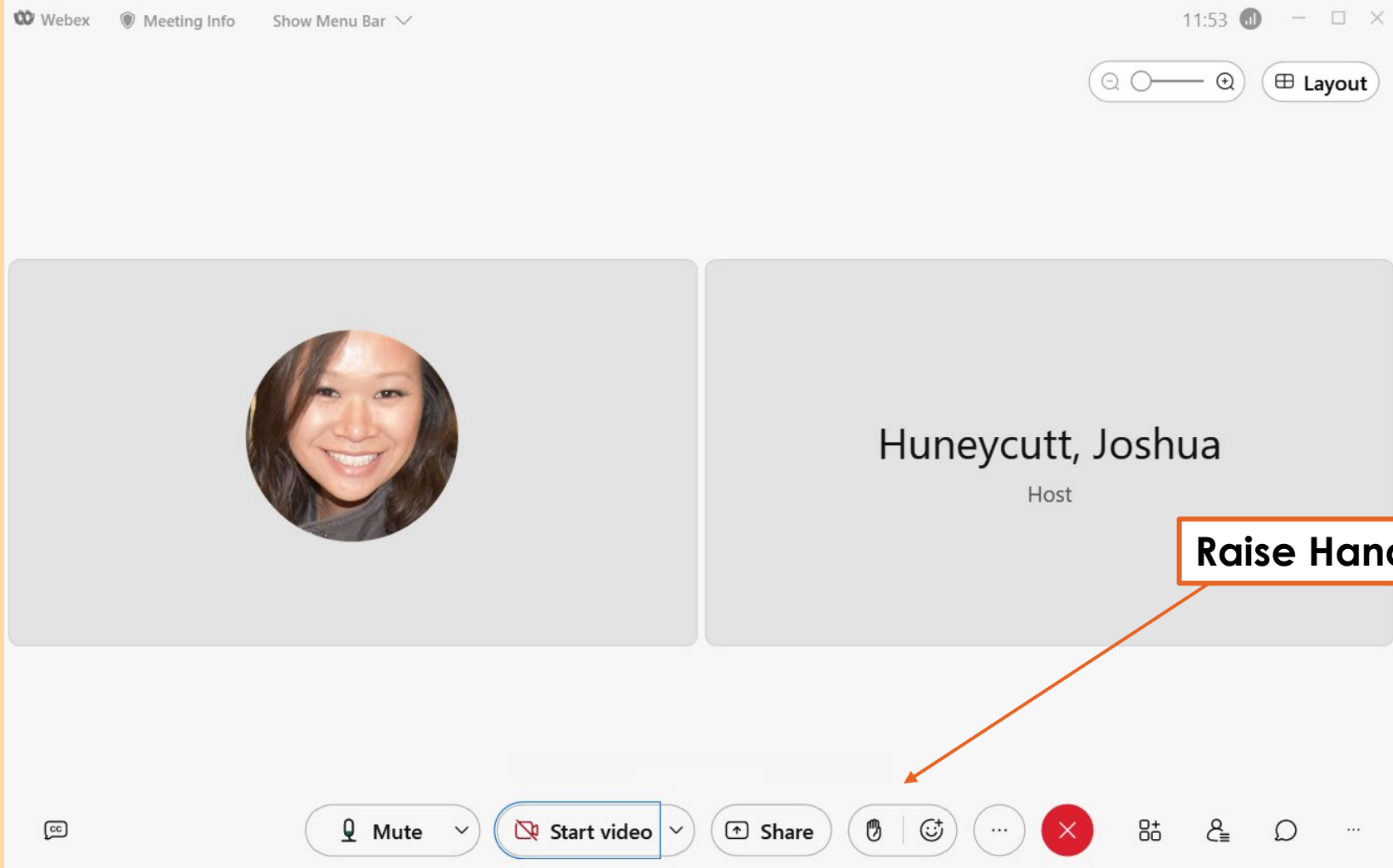
OP	Requirement	Did TNC Submit?	Did TNC Demonstrate?
16.1.	Annual Outreach Plan	Y	
16.2.	Information about WAV in general marketing	Y	
16.3.	Quarterly Report	Y	
16.3.a.	Progress made towards implementing outreach plan		Y
16.3.b.	Method; Nature; Outcome; Number of Partnerships developed		Y
16.3.c.	Efforts to publicize and promote WAV (e.g. social media)		Y
16.3.d.	Educational materials developed and distributed		Y
16.3.e.	Outcome of TNC efforts to outreach and engagement		Y
16.4.	Self Assessment: Effective methods; concerns; challenges		Y

***In order for TNCs to be eligible for an offset/exemption, they must meet all outreach requirements.**

Outreach Plan Open Discussion

- The purpose of this session is to enable robust dialog with and among parties regarding TNCs Outreach Plan presented.
- 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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Outreach Plan Open Discussion



Raise Hand Feature

Program Awareness Survey Design Discussion

11:15 – 11:30am

Program Awareness Survey Design

D.23-02-024 p.47 and D.21-11-004 OP 17.

Authorized Staff to conduct a survey to determine general awareness of WAV options which may include, but is not limited to, consideration of data collected by the U.S. Census Bureau's American Community Survey, a survey of WAV users, and/or consultation with disability right organizations.

Program Awareness Survey Design

Goal

- ✓ **Number and % of people eligible for WAV service**
- ✓ **Transportation needs**
- ✓ **Promote program awareness**

Format

- I. Program Background**
- II. Purpose of the survey**
- III. Questions (sample questions next page)**
- IV. CPUC website for reference and contacts**

Program Awareness Survey Design

Sample Questions

- Are you familiar with the TNC Access for All Program?
 - Have you used the WAV service before? If yes, what is your overall experience?
 - Will you benefit from the on-demand WAV service?
 - If you have used this service, what can be improved?
 - Any other comments you would like to share?
 - Provide location (i.e. zip code)
-
- Any other questions to add?

Public Comments

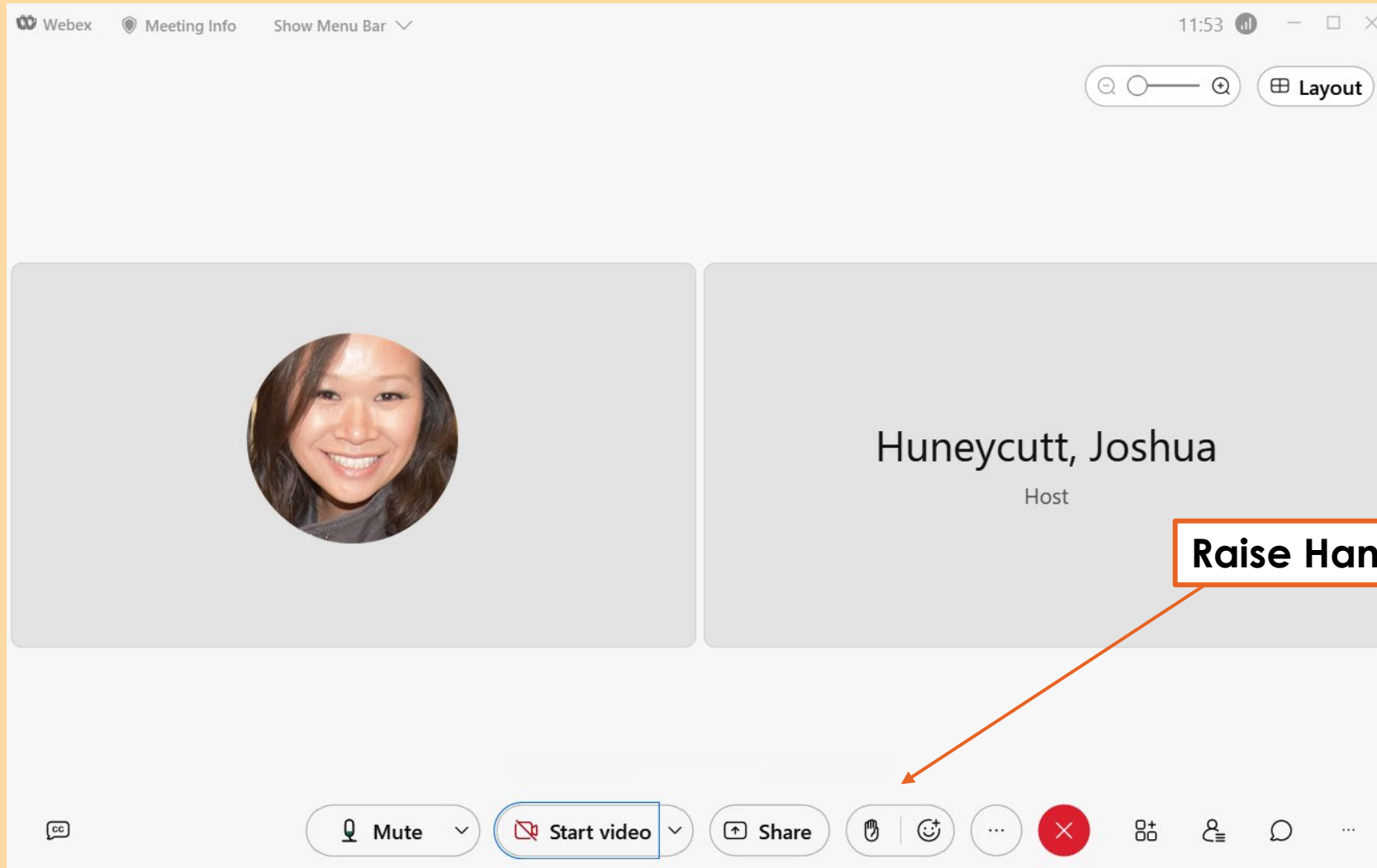
11:30 – 11:55am

Public Comment

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Public Comment

11:30 - 11:55am



Next Steps

11:55 – 12:00pm

Next Steps

- **A notice will be sent out to the service list once the Recording including presentations from this workshop have been uploaded.**
- **A notice to service list regarding the Working Group to discuss ongoing discussion on TNC outreach and engagement will be sent out shortly after workshop.**
- **Reminder: TNCs outreach plans are due July 1 via an Information Only Advice Letter filing.**



California Public Utilities Commission

General Inbox:

tncaccess@cpuc.ca.gov