



SFMTA

Implementing SB 1376

TNC Access for All - Track 3 Issues

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Track 3: Background and Goals

- Finalize **clear offset and exemption requirements** that:
 1. Demonstrate presence and availability of WAV service
 2. Easily compare to service provided in standard vehicles
- Provide **flexible funding** to access providers so that they can **temporarily fill WAV service gaps** while TNCs build their capacity.
- Engage local and national **expertise**:
 1. Access fund administrators
 2. Audit and evaluation

TNC OFFSET REQUIREMENTS

Incremental Costs

- Costs that are granted to be offset must specifically and explicitly improve WAV service.
- The burden is not on the Commission or non-TNC parties to “calculate” incremental costs or to create a “formula.”
- In addition to required audit, the Commission should require TNCs to:
 - Identify the method for allocating those actual additional costs of WAV service
 - Certify that expenses documented on Appendix A reflect actual additional costs of WAV service

TNC OFFSET REQUIREMENTS

Presence and Availability

- Intent of SB1376: Wheelchair users who need WAVs have **prompt access** to TNC services.
- Current **requirements only evaluate accepted requests** – This does not reflect user experience when only a small number of requests are fulfilled.
- TNCs must demonstrate an improved level of service based on the percentage of **requested** trips completed and response times.

ACCESS FUND DISBURSEMENTS

- Program needs and funding amounts will vary county to county. Criteria for access providers should be **flexible to reflect input and needs** of local disability community.
- Commission should apply **broad definition of “on demand transportation”** so that AFAs can fund solutions that work for WAV riders in their county.
- Requirements imposed on AFAs and SAFA must consider:
 - Administrators need **stable and sufficient** funding
 - **Effective access providers** will not always be regulated by the CPUC (e.g. taxicabs, NEMT, ADA and community paratransit providers)

REPORTING REQUIREMENTS

- **Research question:** Are WAV users receiving continuously improved, reliable and available service?
- **Key benchmarks:**
 - Performance must be measured in relation to the general public TNC service in geographic area (percentage of requested trips completed and response times)
 - What progress, if any, have TNCs made toward providing equivalent service?
- **Data Collection:**
 - Trip Report, Vehicle Segment Report, Vehicle Report, Unique User Report
- **Transparency:** Develop **public dashboard** to inform prospective users and the general public.

Additional TNC Accessibility Issues

- Many people with disabilities in San Francisco **see promise in new mobility services**, particularly TNCs, but **face significant barriers to use**.
- Conduct **meaningful outreach** to understand what is and is not working for passengers with disabilities.
- TNCs can and should **cooperate with government entities** in providing accessible services.

Contact Information

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