

SB 1376 Workshop

Lyft Presentation

October 10, 2019



Senate Bill 1376

“TNC Access for All Act”



OVERVIEW

- **Advance Legislature's goal of incentivizing rapid adoption of WAVs via TNCs**
- **Transparent and reliable mechanism for TNCs to defray substantial costs of making affordable WAV service available on their platforms**



Offset Criteria

OFFSET CRITERIA

- **“Shall” authorize a TNC to offset quarterly expenses**
 - **“Improved level of service”**
 - **No mention of baselines**
- **Certainty of reimbursement**
- **Encourage innovation**
- **Avoid penalizing new approaches to WAV**



OFFSET - “IMPROVED LEVEL OF SERVICE”

- Measure against TNC’s *own* performance from previous quarter
- Recognize individual TNC’s operational capability and resources
- Reasonable response times +
 - Reduced quarter-over-quarter ETAs in *initial* stages of pilot only
- Consider user experience
- Encourage, not discourage, WAV efforts by TNCs
- Look at totality of TNC offering



OFFSET - COMPREHENSIVE APPROACH

- **Complex logistical issues**
- **Acquiring modified vehicles for WAV aide**
- **Targeted outreach to disability community**
- **Recruiting drivers**
- **Training drivers**
- **Adequate ride supply to meet geographic demand**
- **And more...**



OFFSET - COMPREHENSIVE APPROACH

- **Program scale:** coverage area, total rides completed, driver hours, unique rider count, cost per ride
- **Service quality:** response times, ride request-to-driver accept rate, cancellation rate, complaint rate per quarter
- **Sustainability:** cost of supply, cost per ride, driver utilization
- **Community awareness & engagement:** partnerships with 3rd party organizations to build awareness, promotion of program within the disability community



Exemption Criteria

EXEMPTION CRITERIA

- **TNC must, at a minimum, show that 80% of completed WAV rides had response times at or below the service level requirement (SLR)**
- **SLRs must serve needs of disability community AND be realistically achievable**
- **Unachievable SLRs will discourage rather than incentivize TNC investments**
- **SLRs by geographic area determined by incoming data**



EXEMPTION - RESPONSE TIMES

- **Await submission of data from current TNC WAV pilot and programs**
- **Meet SLR for at least 2 quarters before applying**
- **TNC that achieves SLR is exempt “for the next year”**
- **No mandate for TNC to meet additional requirements during exempt year**

Request and Review Process

OFFSET - REQUEST AND REVIEW PROCESS

- No statutory requirement to declare advance intent to use or request offsets
- Goal: All collected funds applied to making WAVs available on TNC platforms
- Commission should decide on request *prior* to fee remittance
- Establish fee remittance schedule
- Initial offset approval by Commission staff
- Appeals determination by Commission



OFFSET - PROPOSED FEE SCHEDULE

TNC Request for Offset Due	15 days following quarter end
Staff Decision on Offset Request	30 days following quarter end
Fee Remittance Due to Commission	45 days following quarter end
TNC Appeal of Staff Decision, Due, if any*	45 days following quarter end
Commission Decision on Appeal	Next voting meeting

***If TNC appeals denial by staff, fees for that quarter should be held in escrow pending resolution of appeal.**



EXEMPTION - REQUEST AND REVIEW PROCESS

- TNC that achieves SLR is exempt from paying fees collected in that geographic area “for the next year”
- Requests submitted on annual basis after close of preceding annual period, but before fees are due for the next quarter
- Commission should decide on request *prior* to fee remittance
- Establish fee remittance schedule similar to offsets



EXEMPTION - PROPOSED FEE SCHEDULE

TNC Request for Exemption Due	July 15, 2020
Staff Decision on Exemption Request	July 30, 2020
Fee Remittance Due to Commission	45 days following quarter end
TNC Appeal of Staff Decision, Due, if any*	45 days following quarter end
Commission Decision on Appeal	Next voting meeting

***If TNC appeals denial by staff, fees for that quarter should be held in escrow pending resolution of appeal.**



Thank You

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