

The TNC Access for All Act

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Initial concerns for the CPUC

- **Collection of TNC ride fees**
 - **Public involvement in developing policy for the new law.**

Responding to CPUC questions— Criterion: Response time

- **Response time is most important criterion**
- **Stay away from averaging**
- **15 minutes or less. Where needed to be comparable to all, shorter, e.g. 5 minutes, may be appropriate**

Response time, cont'd.

TNCs, don't worry! Purpose of new law is to pay for this:

- **Incremental costs for vehicle**
- **Costs for drivers**
- **Costs related to adequate capacity**

Response time, cont'd.

- **TNCs should conduct quarterly reviews**
- **TNCs should develop methods of rapidly increasing capacity**

Criterion: Cost to passenger

Must be the same

**[regardless of whether passenger
has a disability]**

Other criteria include:

- **Cancellation rates**
- **Monitoring of service**

Other criteria follow:

Driver training

- **Disability sensitivity training**
- **Understanding the operation of access features such as ramps, lifts, and securement devices.**

Vehicle specifications

**Vehicles must meet U.S.
Department of Transportation
ADA Accessibility Specifications
for Transportation Vehicles,
including for ramps, lifts, &
seurement devices**

Vehicle inspections

- **CA requires TNC vehicle inspections today**
- **Performed by facilities licensed by CA Bureau of Automotive Repair**
- **Expand inspections to thoroughly cover access equipment—ramps, lifts, & securements**

Other criteria include:

- **Track driver performance**
- **Establish transparent complaint procedure with results to be made public**

Data collection

All data collected by the CPUC should be made public

- **# of WAV rides requested**
- **# of WAV rides fulfilled**
- **Response times**
- **Info re educational outreach**

Data collection (cont'd.)

CPUC should also collect:

- How often is response time > 15 minutes?
- How often > 30 minutes?
- Number of WAVs
- Number of ride requests that go unserved

