

# Access for All



Facilitating Access to Coordinated Transportation

## CALACT SPRING 2023 CONFERENCE

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# SB 1376 Access for All

- ▶ Senate Bill (SB) 1376, the TNC Access for All Act, mandated Transportation Network Companies (TNCs) to provide access for persons with disabilities with a primary focus on wheelchair users who need wheelchair accessible vehicles (WAVs). SB 1376's goal is to increase on-demand wheelchair accessible transportation to meet the needs of persons with disabilities including wheelchair users who rely on WAV transportation.

# Background

- **Decision** (D.) 19-06-033 on *"Track 1" Issues Transportation Network Company Trip Fee and Geographic Areas*
  - Beginning on July 1, 2019, transportation network companies (TNCs) are required to collect a ten cent (\$0.10) fee on each TNC trip in California. The funds generated from the fee support the expansion of on-demand transportation for non-folding wheelchair users who require a wheelchair accessible vehicle (WAV).



# Key Decisions

- ▶ **Decision** (D.) 21-03-005 on "Track 3" issues including defining "on-demand" as it relates to WAVs, adjusted metrics for TNC's offset eligibility; set requirements for Access Providers and local and statewide AFAs; and addressed other accessibility issues.
- ▶ "On-demand transportation" shall be defined for the purposes of the Access for All Act as any transportation service that does not follow a fixed route and/or schedule.
- ▶ Access Fund Administrators should prioritize the selection of Access Provider applicants that offer wheelchair accessible vehicle transportation that can be requested and fulfilled within 24 hours.

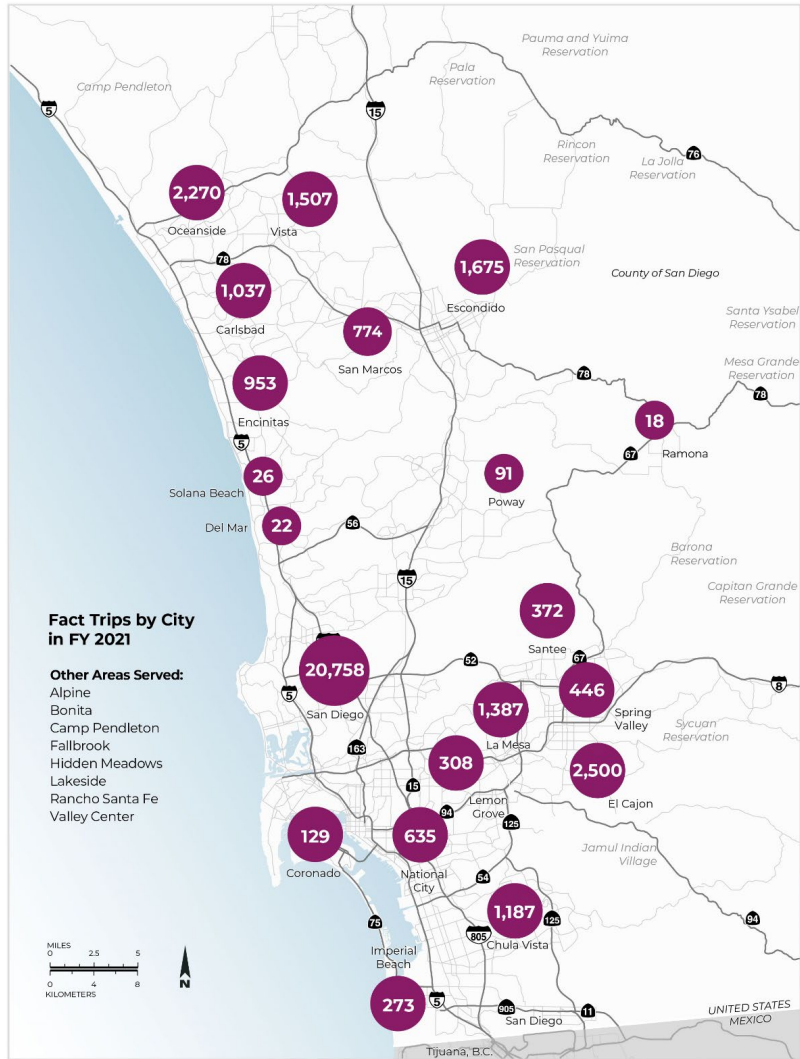
# Statewide Overview



- ▶ CPUC State Goal: to increase WAV service across the state & make it as fast as possible
- Funds primarily being used for vehicle purchases, technology enhancements and fare subsidy
- Rider feedback needed for reauthorization in 2026

# San Diego – Eligibility & Fit

- ▶ SANDAG (LAFA) Comprehensive outreach – working groups, survey, objectives, goals
  - ▶ The goal of the San Diego AFA Program is to improve on-demand mobility for individuals with disabilities, including wheelchair users needing a WAV in the region by meeting their accessibility needs through the expansion of service options and removal of existing barriers.
- ▶ CPUC requirements - background checks, permits, insurance, D&A
- ▶ Equity & Coordination Emphasis
- ▶ County specific on demand response definition - 12 hour instead of 24 hour
- ▶ 2 applicants
- ▶ Experience with countywide accessible service, vehicles on the ground
- ▶ Trips on the ground – 2 weeks from contract execution (1<sup>st</sup> in state)



# Current FACT Service Area

# Procurements

- ▶ Vendors
- ▶ Marketing
- ▶ Sole Source – Mobile App
- ▶ WAV Vehicles & Mobile App Implementation-  
Pending Contract Execution



# Operations Plan



Back up Call  
Center expansion



Service  
Parameters



Vendor  
Preparation



Software

# Back up Call Center expansion

## Back up Call Center expansion: After hours Call Center

- Operating hours- 5:00 – 8:00 am & 4:00pm – 10:00 pm 7 days a week
- Schedule trips, provide ETA's, monitor contracted trips

## Potential 6-month expansion Call Center:

- Operating hours – 10:00 pm- 12:00 am & 4:00am – 5:00 am Mon 7 days a week

## Call Center Training

- Access to Software
- Monthly Checkins

# Service Parameters

- ▶ Service Parameters:
  - Grant period- one year from contract signature
  - Response time- 60 minutes after confirmation of request
  - Fare- \$10 per one way trip
  - On- demand accessible vehicles
  - Outreach strategy- marketing consultant, new logo, community presentations, stakeholder meetings, website and social media
  - Safety and Compliance- CPUC mandated inspection requirements, maintenance inspections, driver compliance, fit-for-duty observations
  - Performance measurement requirements – quarterly reports to SANDAG, including response time, trip, vehicle/driver issues, etc.

# Vendor Preparation

## ▶ Vendor Preparation-

- Identify transportation vendors
- Vendor requirements:
  - On Demand rates
  - Insurance requirements
  - Vehicle availability
  - Cost per Trip
  - Drug & Alcohol training
  - Driver training & certification
  - CTAA pass certification
  - Sheriff license
- Vendor submits proposal
- Awarded vendors: dependent on proposed rates, fleet size and service area

# Software

## ▶ Call Center Software-

- Rider profiles
- Scheduling
- Dispatch
- Data reports
- Invoice reports
- Mobile app



Questions?

▶ Thank you!