

TNC Access for All Program FY 24/25 Guidelines for Santa Barbara County

SBCAG Program Contact:

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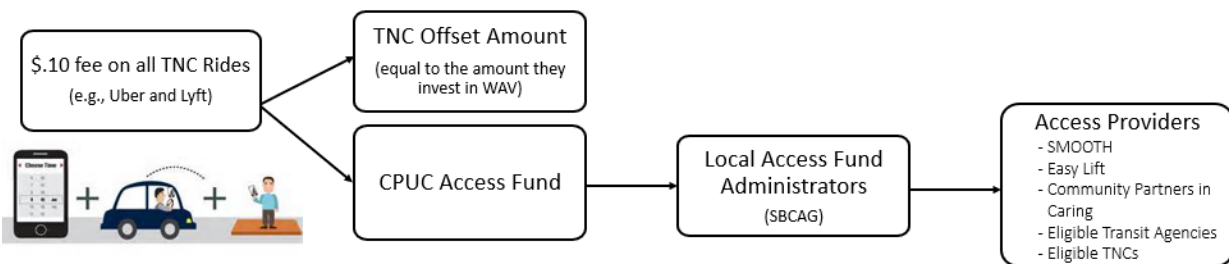
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Program Overview

In 2018, under the Transportation Network Companies (TNC) Access for All Act, the California Public Utilities Commission (CPUC) established the TNC Access for All Program to incentivize expansion and accessibility of TNC on-demand services for persons with disabilities and those who need a wheelchair accessible vehicle (WAV). (Pub. Util. Code §§ 5430 *et seq.*) Examples of TNCs include Uber and Lyft. The program is funded by collecting a \$0.10 Access Fee from each TNC trip originating in Santa Barbara County, and it provides two mechanisms for providing or expanding on-demand WAV services:

1. **Collection of Fees:** TNCs can invest the Access Fee revenue to improve their WAV service in each county. They can then file offset requests with the CPUC to keep some of the revenue, equal to the amount they invest in WAV services, as long as the service meets CPUC performance requirements.
2. **Distribution of Funds:** In the second mechanism, CPUC sets aside the remaining moneys (not claimed by TNCs in the offset process) in a fund called the Access Fund. These funds can then be distributed to local Access Providers, which are organizations or entities that are able to provide WAV service similar to that of TNCs but require additional financial resources to do so.

Local Access Fund Administrators (LAFAs), such as Regional Transportation Planning Agencies and County Transportation Commissions, administer the local WAV program and contract with and obligate available funds to eligible Access Providers. SBCAG applied for and has been selected as the Lafa for Santa Barbara County.



More information and application materials can be found on SBCAG's TNC Access for All webpage at www.sbcag.org/programming.html or the CPUC website: www.cpuc.ca.gov/tncaccess/

Funding Availability

SBCAG currently has \$195,272 available in the program. Per the program guidelines, as the fund administrator, SBCAG will be allowed to use 15% of funds for administration. **\$165,981 is available to eligible Access Providers for the call for projects.** Once approved by the SBCAG Board, applicants can use the funds for projects. Funds must be expended by June 30, 2027.

Eligible Applicants

Eligible applicants include Access Providers which are organizations or entities that are able to provide WAV service similar to that of TNCs but require additional financial resources to do so. Further, Access Providers must meet the following conditions:

- a. Directly provides, or contracts with a separate organization or entity to provide, on-demand wheelchair accessible vehicle (WAV) transportation to meet the needs of persons with disabilities.
- b. “On-demand WAV transportation” means that the provider can fulfill trip requests within 24 hours through a service that does not follow a fixed route or schedule. (*TNC Access for All Program Overview and Requirements* (January 2025) Consumer Protection and Enforcement Division [“Guidelines”], p. 16.)
- c. TNCs may apply as Access Providers if they are providing new WAV service in the geographic area or the TNC certifies that the TNC’s collected fees during the Exemption Year were exhausted to provide WAV services

Requirements to receive funding: For the purposes of the Access for All Program, the CPUC identifies eligible Access Providers as transportation carrier[s] that hold a Commission-issued permit or a non-permitted transportation carrier that can provide documentation of the following with their application:

1. Background checks: Carriers must perform background checks that meet or exceed what is required of Transportation Network Companies (TNCs) under the TNC Application Form.
2. Insurance: Carriers must have levels of insurance equivalent to or higher than what is required of charter-party carriers under General Order 115.
3. Controlled substance and alcohol testing: Carriers must be enrolled in a controlled substance and alcohol-testing program.
4. Secretary of State Registration: Carriers must have their articles of incorporation filed with the Secretary of State.
5. Motor Carrier Profile with California Highway Patrol (CHP): Carriers must complete the CHP 362 Motor Carrier Profile and obtain a CA Number from the CHP.

A non-permitted carrier applying to serve as an Access Provider shall submit a declaration to SBCAG affirming compliance with each of the requirements, and once approved shall ensure that each requirement is in effect during the term the carrier operates as an Access Provider. (*supra* Guidelines, p. 16.)

Eligible Projects

Eligible projects demonstrate improvements to response times for WAV service compared to the previous year and/or status quo in the county, the presence and availability of WAVs, and efforts to publicize and promote available WAV services to disability communities. Eligible projects can include vehicle costs, partnership costs, marketplace costs, and operational costs. A more detailed list of eligible WAV expenses is included in Appendix A.

Evaluation Criteria

SBCAG will screen applications based on the requirements listed in the Eligible Applicants section and prioritize funding to providers that can demonstrate an ability to deliver trips within the shortest response times (time between trip request and passenger pick-up time). However, if there are no applicants who can provide such on-demand service, SBCAG will accept applications from other providers so long as those providers' services do not follow a fixed-route or schedule.

Applications will be scored based on the point value given to their applications. There is opportunity for SBCAG to contract with multiple Access Providers. In the event multiple Access Providers are chosen, application scores will be used to apportion funding. Applications will be scored by SBCAG staff members.

Schedule

March 20, 2025	Guidelines Approved by SBCAG Board of Directors Call for Projects Issued
April 25, 2025	Project Applications Due to SBCAG
June 4, 2025	Presentation to SBCTAC on recommended TNC Access for All projects
June 19, 2025	SBCAG Board Approval of TNC Access for All Projects

Application Requirements

Application

Applications and supporting documents must be emailed to mkulkarni@sbcag.org or dropped off to the SBCAG office on 260 N San Antonio Rd Suite B, Santa Barbara. The deadline for proposals with all required submittals is **5:00pm on April 25, 2025**. Proposals received via facsimile (fax) or by mail will not be considered.

Submission of a proposal shall constitute a firm offer to SBCAG for ninety (90) days from the date of the call for projects closing. Once submitted, proposals become the property of SBCAG and are subject to the California Public Records Act. (Gov. Code §§ 6250 *et seq.*)

Access Providers need to demonstrate in their application/proposal how the proposed program or partnership will improve the following: response times for WAV service compared to the previous year and/or status quo in that county; the presence and availability of WAVs within the geographic area; and efforts undertaken to publicize and promote available WAV services to disability communities.

Access Providers must also provide the following specific information as part of the application. Note that in the first year of the application process, an Access Provider may not have the required data available.

Documents

Along with the application, Access Providers must provide the following documentation:

1. Background checks: Carriers must perform background checks that meet or exceed what is required of Transportation Network Companies (TNCs) under the TNC Application Form.
2. Insurance: Carriers must have levels of insurance equivalent to or higher than what is required of charter-party carriers under General Order 115.
3. Controlled substance and alcohol testing: Carriers must be enrolled in a controlled substance and alcohol-testing program.
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Quarterly Reports

Access Providers receiving funding are required to report on a quarterly basis (within 30 days after the end of each quarter) data related to the Program to SBCAG. Reporting requirements are listed below, and templates are available for some requirements (as detailed in the application).

1. Number of Unique WAVs in Operation (Template)
2. Number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver (Template)
3. Completed WAV trip request response times (Template)
4. Evidence of outreach (Template)
5. Certification of Driver Training
6. Report of WAV Driver Training Programs (Template)
7. Certification of Inspection
8. Number of complaints (Template)
9. Funds Expended (Template)
10. Contract Information (Template)

Santa Barbara County Access for All Program Application

Project Name:

Agency or Provider Name:

Project Contact Name:

Phone:

E-mail Address:

1. Please describe your proposed project. (10 points)
2. What type of WAV-related expenses are you requesting for this project (refer to Appendix A: Eligible WAV Expenses for a list of eligible expenses)? A template can be downloaded [here](#). (10 points)
3. How will your program improve the presence and availability of wheelchair accessible vehicles within Santa Barbara County? Provide an estimate of hourly number of available WAVs resulting from the proposed improvement compared to current availability. (10 points)
4. How will your program improve response times for wheelchair accessible vehicle service compared to the previous year and/or status quo in Santa Barbara County? (10 points)
5. What is the estimated start date of this project? (1 point)
6. What is the estimated end date of this project? (1 point)
7. How many wheelchair accessible vehicles will you have in operation in Santa Barbara County from July 1, 2024 to June 30, 2025 (1 point)
8. What efforts will you take to publicize and promote available wheelchair accessible vehicle services to disability communities? Please provide an outline of planned outreach efforts to publicize and promote available wheelchair accessible vehicle services to disability communities, which may include a list of partners from disability communities, how the partnership(s) will promote wheelchair accessible vehicle services, and/or marketing and promotional materials. (3 points)
9. Please complete the Access for All Safety Protocol Declaration Form in Appendix B. (1 point) C-5-6
10. What WAV driver training program(s) do you use? How many WAV drivers completed a WAV driver training program during the 2024 calendar year? A template can be downloaded [here](#). (2 points)

11. Please provide the number of complaints received related to WAV drivers or WAV services during the 2024 calendar year, categorized as follows: securement issue, driving training, vehicle safety and comfort, service animal issue, stranded passenger, and other. A template can be downloaded [here](#). (2 points)
12. Please list estimated income by source that you plan to use for this program categorized by: passenger revenue; other revenue; and total grants, donations, and subsidy from other agency funds. (2 points)
13. Please list estimated expenses for this program categorized by: wages, salaries, and benefits; maintenance and repair; fuels; casualty and liability insurance; administrative and general expense; other expenses; contract services. (2 points)

Please provide the following information for the last four quarters (Q1 = Jan 1 - March 30, 2024, Q2 = April 1 - June 30, 2024, Q3 = July 1 - Sept 30, 2024, Q4 = Oct 1 - Dec 31, 2024). If this information is unavailable or not applicable, please explain why it is unavailable or not applicable.

14. Number of wheelchair accessible vehicles in operation – by quarter and aggregated by hour of the day and day of the week. A template can be downloaded [here](#). (2 points)
15. Number and percentage of wheelchair accessible trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver - by quarter and aggregated by hour of the day and day of the week. A template can be downloaded [here](#). (2 points)
 - a. The % of completed WAV trip requests shall be calculated as the total number of completed WAV trips divided by the total number of WAV requests as follows: % Completed WAV Trip Requests = Total Completed Trips / Total Trip Requests
 - b. Applicants should also report its WAV operating hours with the submission of the % of completed WAV trip requests.
16. Time elapsed from when a trip is requested until the trip is accepted for completed WAV trips in deciles by quarter (Period A). A template can be downloaded [here](#). (2 points)
17. Time elapsed from when a trip is accepted until the vehicle arrives in deciles by quarter (Period B). A template can be downloaded [here](#). (2 points) C-5-7
18. Completed WAV trip request response times (Period A + B) in deciles by quarter. A template can be downloaded [here](#). (2 points)
 - a. For example, applicants shall report that 10 percent of all WAV trip requests were fulfilled in X response time minutes, 20 percent were fulfilled in X response time minutes, etc. In addition, the Access Provider shall report that the Period A time was X minutes for 10 percent of completed trips, that the Period B time was X minutes for 10 percent of completed trips, etc.

19. Requested information in numbers 2, 10, 11, and 14 through 18 will be required to be collected within 30 days of the end of each quarter for this program. Can your agency

provide the data requested in numbers 14 through 18 within 30 days of the end of each quarter for this program? (10 points)

Yes No

Please provide references for agencies to which you provide regular reports to in a timely fashion.

Appendix A: Eligible WAV Expenses

Eligible WAV Expenses Adopted in D.20-03-007
Vehicle Costs
Lease/Rental/Purchase Costs
Rental Subsidies for Driver
Inspections
Maintenance, Service & Warranty
Fuel Cost
Cleaning Supplies/Services
Other (Describe)
Partnership Costs
Transportation Service Partner Fees/Incentives and/or Management Fees
Vehicle Subsidies
Consultants/Legal
Other (Describe)
Marketplace Costs
Recruiting
Driver Onboarding
Training Costs
Driver Incentives
Promo Codes for WAV
Other (Describe)
Operational Costs
Marketing Costs
Technology Investments/Engineering Costs/Enhancements
Community Partnership/Engagement Costs
Rental Management
Pilot Management
Wages, Salaries and Benefits (non-maintenance personnel)
Other (Describe)
Other (Describe)