

## Call for Projects for Access for All Program

### Overview

Fresno Council of Governments is seeking proposals from eligible entities to increase on-demand transportation service for people with disabilities within Fresno County. Eligible entities may apply for up to \$191,651.

Fresno COG will provide staff recommendation notices to chosen proposals/awardees on Aug. 19. Following Policy Board approval, funding awards to staff recommended projects are scheduled for Oct. 1. Funding is available from Oct. 1, 2024 to June 30, 2025. There will be an option to extend the resulting contract(s) annually until June 30, 2028. Fresno COG will reimburse for services on a quarterly basis with an invoice and a report, 30 days after the end of the quarter.

Questions about this call for projects must be directed in writing to Jake Martinez at [jmartinez@fresnocog.org](mailto:jmartinez@fresnocog.org). Questions and requests for clarification will be received until 5 p.m. on Mon., July 22. If required, Fresno COG may respond via an addendum posted online at <https://www.fresnocog.org/access-for-all/> by or before Fri., July 26.

Proposals must be e-mailed to [jmartinez@fresnocog.org](mailto:jmartinez@fresnocog.org) by 4 p.m. on Fri., Aug. 2. Proposals received via facsimile (fax), drop-off, or by mail will not be considered.

Proposal submissions shall constitute a firm offer to Fresno COG for 90 days from the date of this call for projects closing. Once submitted, proposals become Fresno COG's property. This call for projects does not commit Fresno COG to award a contract, to pay any cost incurred in preparing a proposal, or to procure or contract for services.

No person or entity submitting a proposal in response to this call for projects, nor any officer, employee, agent, representative, relative, or consultant representing such a person (or entity) may contact through any means or engage in any discussion concerning this contract award with any Fresno COG Policy Board member or any Fresno COG employee during the period between the call for projects being issued and the date contract(s) are awarded. Any such contact would be grounds for disqualifying the proposer. Contact with Fresno COG staff during such time period must be limited to technical questions and discussions leading to best and final offers.

### Proposal Calendar

Call for Projects Advertised/Issued	July 3, 2024
Questions, Comments, Requests for Clarification Due	5 p.m. July 22, 2024

Fresno COG Posts Responses to Questions, Comments, Requests for Clarification	July 26, 2024
Call for Projects Due Date	4 p.m. Aug. 2, 2024
Notification of Awarding Amount to Awardee	Aug. 19, 2024
Notification of Funding Award (Pending Fresno COG Board Approval)	Oct. 1, 2024
Contract Period	Oct. 1, 2024 to June 30, 2025

## Background

The California Public Utilities Commission’s (CPUC) Transportation Network Company (TNC) Access for All Program funds this call for projects. The TNC Access for All Program incentivizes on-demand transportation service for people with disabilities statewide.

The CPUC created the Access for All Program to implement Senate Bill (SB) 1376, which calls for a program for persons with disabilities -- including wheelchair users who need a wheelchair accessible vehicle (WAV) -- to access TNC services.

Funding comes from an access fee of \$0.10 collected from each TNC trip originating in California. TNCs may “offset” the fees due to the CPUC by the amounts they spent quarterly to improve WAV service in each geographic area. Any fees remaining are distributed to Local Access Fund Administrators (LAFAs). In areas where no organization has assumed the role of LAFA, there will be a statewide Access Fund Administrator.

On Aug. 5, 2020, Fresno COG’s Board voted to serve as the Local Access Fund Administrator. Had Fresno COG chosen not to assume this role, the fees collected in this region would go to the statewide Access Fund Administrator to create a program for Fresno County.

## Eligibility

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 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.

These requirements are in addition to those for any transportation carrier to apply as an access provider, as adopted in Decision (D.) 20-03-007 and D.21-03-005.

A non-permitted carrier applying to serve as an access provider shall submit a declaration to Fresno COG affirming compliance with each of the requirements. A non-permitted carrier approved to serve as an access provider shall ensure that each requirement is in effect during the term of service.

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 that does not follow a fixed route or schedule.

### **Scoring**

Fresno COG will screen applications based on requirements in the Eligibility section and prioritize funding to providers that can provide 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, Fresno COG will accept applications from other providers, so long as those providers' services do not follow a fixed-route or schedule.

Applications will then be scored based on the point value given to their applications. There is opportunity for Fresno COG to contract with multiple access providers. In that event, application scores will be used to apportion funding.

**Fresno Council of Governments  
Access for All Program Application  
2024**

**Applicant/Project Information:**

Project Contact Name:

Phone:

E-mail Address:

Project Title:

**Application Questions:**

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 wheelchair-accessible vehicle availability within Fresno County? Provide an estimate of hourly number of available WAVs 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 Fresno County? (10 points)

5. What is the estimated project start date? (1 point)

6. What is the estimated project end date? (1 point)

7. How many wheelchair accessible vehicles will you have in operation in Fresno 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 outreach efforts to publicize and promote available wheelchair-accessible vehicle services to disability communities. These 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)

10. What WAV driver training program(s) do you use? How many WAV drivers completed a WAV driver training program during the 2023 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 2023 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. A template can be downloaded [here](#). (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 expenses; other expenses; contract services. (2 points)

Please provide the following information for the last four quarters (Q1 = Jan 1 - March 30, 2023, Q2 = April 1 - June 30, 2023, Q3 = July 1 - Sept 30, 2023, Q4 = Oct 1 - Dec 31, 2023). If this information is unavailable or not applicable, please explain why it is unavailable or not applicable. If the information is unavailable, points may be awarded for an explanation.

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, canceled by passenger, canceled due to passenger no-show, and canceled by driver - by quarter and aggregated by hour of the day and day of the week. A template can be downloaded [here](#). (2 points)

- Percent 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:  
$$\% \text{ completed WAV trip requests} = \frac{\text{total completed trips}}{\text{total trip requests}}$$
- Applicants should also report its WAV operating hours when submitting percent 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)

18. Completed WAV trip request response times (Period A + B) in deciles by quarter. A template can be downloaded [here](#). (2 points)

- 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 regularly report.

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)