



Access for All

FY 25-26 Funding Cycle

Javaun Garcia

TNC Access for All Act

- **California Senate Bill (SB) 1376**
- **Purpose:**
 - Establish a program that improves access and delivery of on-demand wheelchair-accessible transportation services
- **Parties Involved:**
 - **California Public Utilities Commission (CPUC)** oversees the statewide program and [Access for All website](#)
 - **Transportation Network Companies (TNCs)** in the state collect a \$0.10 fee on each TNC trip to deposit into the statewide "Access Fund" or offset those costs my meeting benchmarks established by the CPUC
 - **Local Access for All Administrators (LAFAs)** in each county distribute the funds in proportional amounts to the total fees generated in that region

On-demand WAV service

Wheelchair Accessible Vehicles (WAV)

- A vehicle that has been specially designed or modified to accommodate passengers who use wheelchairs

On-demand service

- No fixed schedule
- Riders choose pickup/dropoff time & location

1. Request → **2. Dispatch** → **3. Pickup** → **4. Dropoff**



SFMTA's Role

Local Access for All Administrator (LAFA)

- Designated to administer the Access for All funds collected by the CPUC within San Francisco County

Role

1. Approved by CPUC to award the Access Fund monies in San Francisco
2. Receives Access for All funds from the CPUC each fiscal cycle
3. Consults with community stakeholders and puts out a request for proposals based on CPUC guidelines and local priorities
4. Selects Access Provider(s) through a competitive process to provide on-demand wheelchair accessible services within the city
5. Meets with other LAFAs and the CPUC, reports program performance, and updates the [SFMTA Access for All webpage](#)

Local Priorities

From working group conversations, **we heard:**

1. **Increase availability of WAV services during off-peak hours**
(weekends and late night hours)
2. **Increase availability of WAV services to/from outlying areas**
of San Francisco
3. Mandate **comprehensive driver training protocols** on disability sensitivity, passenger assistance, and wheelchair securement
4. Encourage a **centralized mobile application and/or phone numbers** that is accessible and does not impose a fee for use
5. Promote on-demand services to **short-term visitors and tourists** coming to San Francisco

FY 23-24 Solicitation Process

July 2024 – awarded \$4.1M in funding from the CPUC

August 2024 – began conversations with “Working Groups” to identify local priorities

March 2024– SFMTA incorporated local priorities into the request for proposals (RFP) and published it for applications

Winter 2024/2025 – SFMTA awarded three Access Providers to provide services for one year

FY 23-24 Access Providers

Fog City Access (operating now)

- Awarded \$1.8M to operate for one year
- Operating a service with 6 WAVs between 6:00 AM – 10:00 PM seven days a week.
- [Fog City Access service landing page](#)

GreenCab (launching soon)

- Awarded \$113k to acquire, own, and operate a ramp taxi

Tower Mobility (discontinued)

- Awarded \$1.4M to operate for one year
- Operated a service with 4 WAVs between 6:00 AM – 10:00 PM seven days a week.
- Anticipate ~\$730,000 remaining that will be available for other awardees

Access for All Performance

Fog City Access (operating now)

Trip requests completed Q1 2025: 0 (WAV) and 95 (non-WAV)

Trip requests completed Q2 2025: 404 (WAV) and 3,345 (non-WAV)

Tower Mobility (discontinued)

Trip requests completed Q1 2025: 15 (WAV) and 6 (non-WAV)

Trip requests completed Q2 2025: 134 (WAV) and 98 (non-WAV)

TNCs

Trips completed Q1 2024: 3,219

Trips completed Q2 2024: 4,031

Fog City Access

Hours of Operation

6:00 am – 10:00 pm

7 days/week

Service Area

City of San Francisco

Payment

- Debit/Credit Card
- Cash (exact fare)

Pricing

Distance-based pricing model:

- 0-3 miles - \$5
- 3-5 miles - \$10
- 5-7 miles - \$15

Discounted rides for riders with disabilities:

- 0-3 miles - \$3
- 3-5 miles - \$5
- 5-7 miles - \$10

7-day pass
now
available!

For \$10 you
can take up to
4 rides per
day for 7 days

How to Use

Fog City Access App

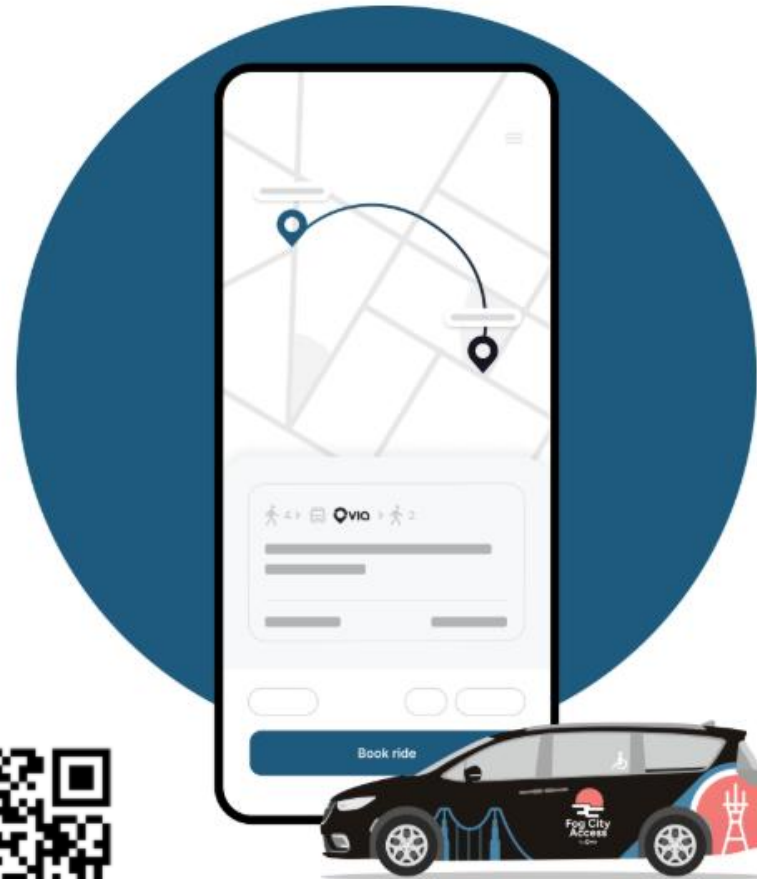
Download the Fog City Access app on your smartphone.

Phone Booking

Call Fog City Access Customer Support (628-265-5192) to be assisted by an agent.

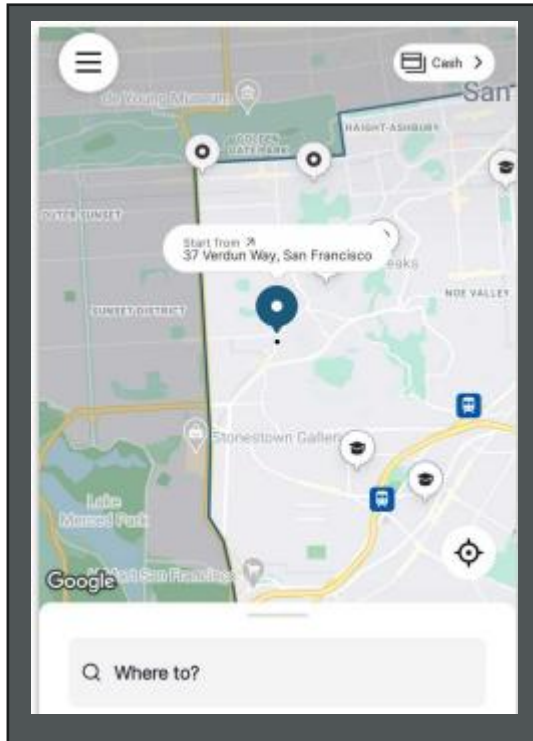


Scan to download

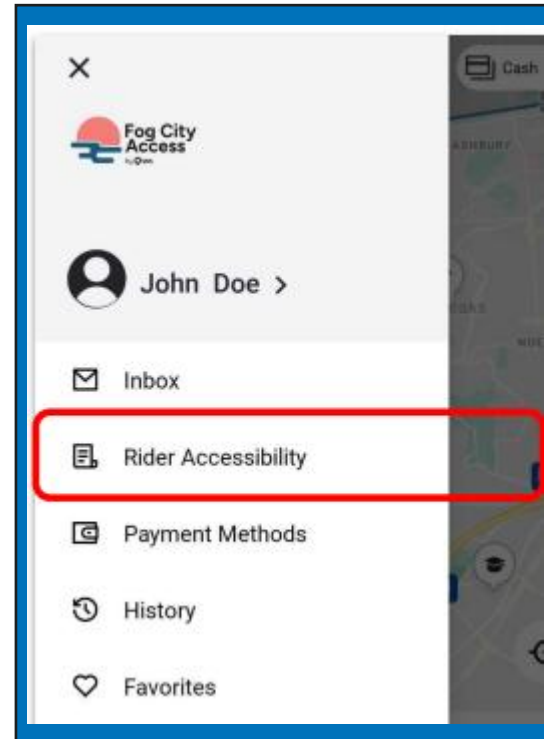


Customizable Features

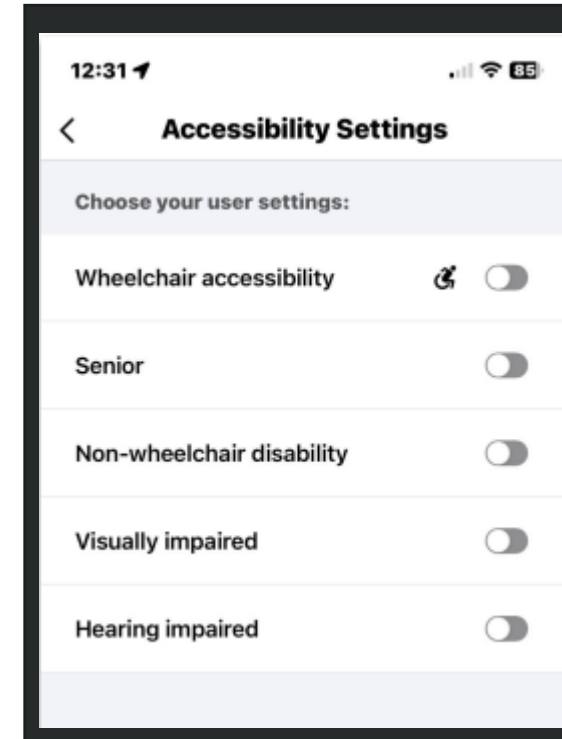
1. Tap on the 3 lines at the upperleft hand corner of the screen



2. Tap on rider accessibility



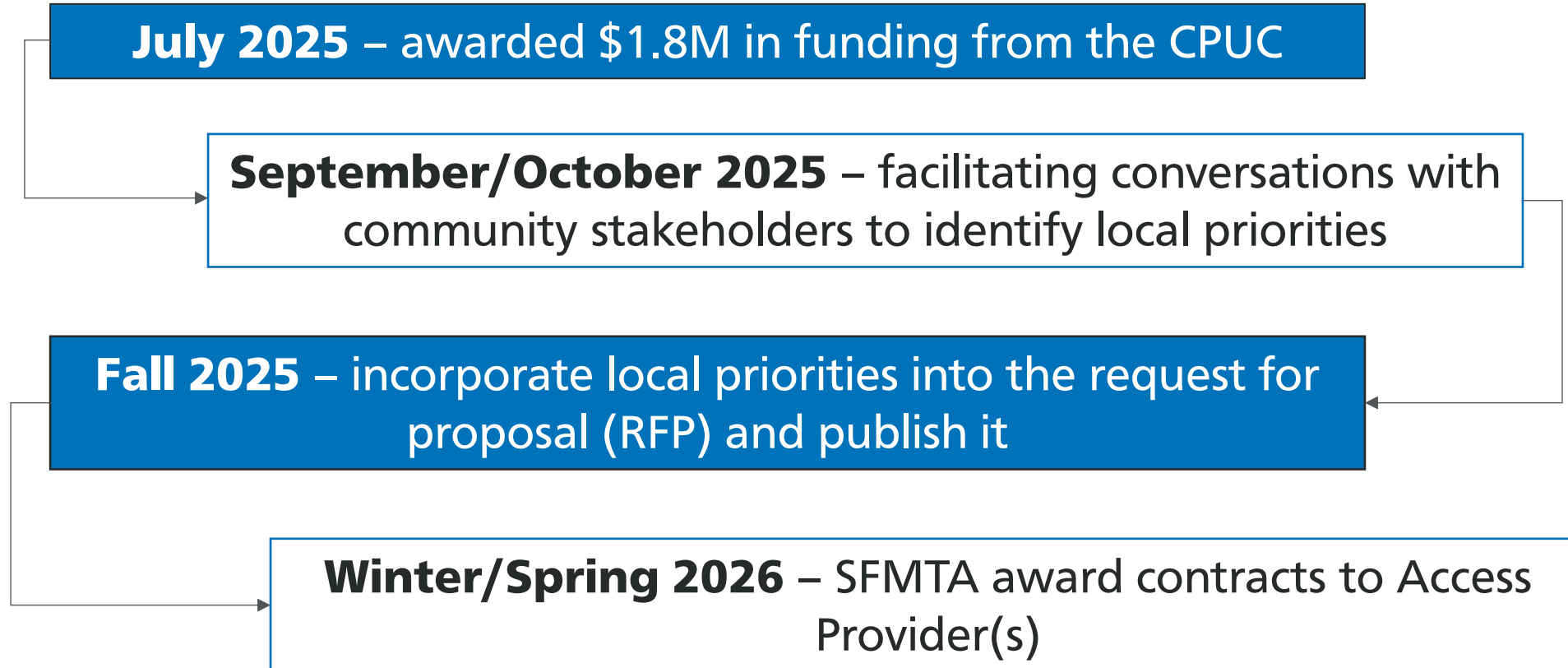
3. Tap on the user feature that applies to you



First year observations

- Investing in marketing and outreach is critical for driving ridership growth.
- Collecting metrics beyond the California Public Utilities Commission (CPUC) reporting requirements would enable more meaningful comparisons across services.
- Tailoring performance metrics to each access provider's proposed service model could strengthen our ability to monitor and evaluate outcomes.
- New providers have been generally well received by riders, highlighting the importance of ongoing public input to guide future program development.
- Given the fluctuations in Access Fund allocations, strategies are needed to support the long-term sustainability of service.

FY 25-26 Solicitation Process



Thank you!

Contact Information

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For future updates visit the [Access for All
webpage](#).