



## Board Report

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### PLANNING AND PROGRAMMING COMMITTEE NOVEMBER 16, 2022

**SUBJECT: ACCESS FOR ALL PROGRAM FUNDING OPPORTUNITY FOR THE FISCAL YEAR 2023**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

APPROVE the Fiscal Year (FY) 2023 Solicitation for Proposals for up to \$7,865,833 in funds available to Metro through the State of California's Access for All Program.

#### **ISSUE**

The State of California's Access for All Program provides funding to increase the availability of on-demand wheelchair accessible vehicle (WAV) service throughout the state. Consistent with Metro's role as the administrator of these funds for Los Angeles County, staff requests Board approval to issue a competitive funding opportunity to potential service providers.

#### **BACKGROUND**

Senate Bill (SB) 1376 requires the California Public Utilities Commission (CPUC), as part of its regulation of Transportation Network Companies (TNCs) such as Uber and Lyft, to establish a program to improve the accessibility of persons with disabilities to on-demand transportation services requested through online-enabled applications or platforms. Through this program, TNCs pay a fee of \$0.10 to the CPUC for each passenger trip originating in each county statewide that their providers complete. From the fees collected, the CPUC created an "Access Fund" to deposit the revenue, which is then redistributed to Local Access Fund Administrators (LAFAs) to pay for services of competitively selected Access Providers to operate on-demand WAV service in their counties. The CPUC also approved allowing LAFAs to use up to 15 percent of the amount it allocates to each county each year to cover administrative expenses.

In June 2021, the Metro Board of Directors authorized Metro to serve as the Los Angeles County LAFA. As such, Metro is responsible for the planning, distribution, management, and oversight of funds for each annual funding cycle (until the SB 1376 sunset date in 2027, unless extended). Per the CPUC program requirements, LAFAs must distribute funds via a competitive solicitation process. Metro staff have been conducting outreach with interested parties and stakeholders throughout Los Angeles County to guide the local priorities of this program.

## **DISCUSSION**

The Access for All Program funds provide Los Angeles County with the opportunity to expand access to on-demand WAV service to persons with disabilities in Los Angeles County. The program aims to improve the response time of on-demand WAVs. This performance metric was a common concern heard during meetings with an advisory program working group. Another program goal is to increase the number and availability of WAVs for hire. Through our outreach and learning from other LAFAs' experiences, we considered several options to structure a program in Los Angeles County. These included partnering with government agencies to provide service directly, funding software or other solution to broker on-demand service across multiple transportation providers across LA, and conducting a project solicitation process to make one or more awards to operating or capital projects throughout the county. Our approach for this funding opportunity is the last, which we estimate will best meet the program goals above.

We will release a funding application (see Attachment A: Draft Solicitation for Proposals and Application Package) with a submittal deadline in February 2023 to the public following Board approval. Government, non-profit, and for-profit organizations will be eligible to apply if they provide direct WAV transportation service and otherwise meet the definition of Access Provider per the CPUC. After evaluating the applications, Metro will make funding recommendations to the Board and provide ongoing oversight of any successful Access Providers.

### **Available Funding**

Los Angeles County has received \$9,253,922 in funding from the FY 2021 and FY2022 funding cycles combined. Of these funds, 15% is set-aside for administrative expenses, leaving a total of \$7,865,833 for eligible projects.

## **DETERMINATION OF SAFETY IMPACT**

Approval of the recommended actions will not impact the safety of Metro's customers and employees.

## **FINANCIAL IMPACT**

There is no budget impact in FY 2023. Since these are multi-year projects, the cost center manager for 0441 (Planning - Subsidies to Others) and the Chief Planning Officer will be responsible for budgeting in future years.

### **Impact to Budget**

Access for All Program funds will fully fund the recommended action. No other Metro funds will be required to manage, administer, and oversee the program. The Access for All funds are not eligible for Metro's bus and rail operating and capital expenditures.

## **EQUITY PLATFORM**

The Access for All Program aims to improve WAV on-demand transportation service in Los Angeles County, which will directly benefit persons with disabilities—a population that as a whole experience disproportionate challenges to accessing mobility options. For example, nationally, people with disabilities make twice as many TNC/taxi trips as non-disabled persons per capita. Still, taxis account for two-thirds of their TNC/taxi trips—indicating an undersupply of WAV TNC trip capacity. As part of Metro’s AFA Program Development and as part of our Coordinated Plan update in 2020, we engaged persons with disabilities and other stakeholders (e.g., seniors) to discuss funding needs and priorities. A consistent theme was the need for more WAV on-demand services. Metro does not offer a service equivalent to curb-to-curb WAV on-demand transportation, and the funding available through this opportunity will help address this demand countywide. With the available data, Metro focuses on the mobility needs of persons with disabilities as a demographic priority and carries this consideration through the current solicitation. Consistent with the goals of the Access for All Program, Metro will evaluate project proposals based on their potential to enhance mobility for the target population. Metro will present award recommendations to the Technical Advisory Committee and assess how the awards would benefit Equity Focus Communities (EFCs). Per Metro’s competitive grants process, 5% of the total funding amount is set aside for TAC to allocate at their discretion, which should include equity considerations, evaluation results, and appeals. Metro will also use project location information in future Coordinated Plan updates to define areas or populations of higher need within the target population and future funding opportunities to ensure sufficient coverage of Equity Focus Communities (EFCs).

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports the following goals of the Vision 2028 Strategic Plan:

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling; and

Goal 3: Enhance communities and lives through mobility and access to opportunity.

### **ALTERNATIVES CONSIDERED**

The Board could elect not to approve the recommended action. Staff does not recommend this alternative because without Board approval, Metro cannot fulfill its responsibilities as the local fund administrator for Access for All Program funds. Metro could also risk losing program funding if no action is taken to use the program funds for achieving program goals.

### **NEXT STEPS**

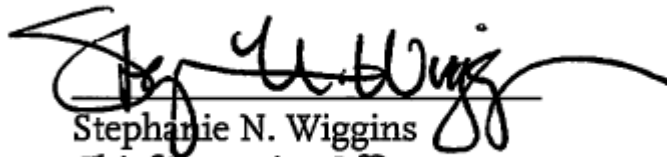
With Board approval, staff will proceed to administer the activities necessary to make the Access for All Program funds available for the FY2023 Solicitation for Proposals. The application will be released on December 5, 2022, and applications will be due on February 6, 2023. Staff expects to return to the Board for approval of funding recommendations in Spring 2023.

**ATTACHMENTS**

Attachment A - FY 2023 AFA Solicitation for Proposals and Application Package

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**The Los Angeles County Metropolitan  
Transportation Authority**

**Access for All Grant Program**

*To expand access to Wheelchair Accessible Vehicle (WAV)  
demand-responsive transportation.*

**FY 2023 Solicitation for Proposals and  
Application Package**



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## **I. PROGRAM INTRODUCTION**

In 2018, the SB 1376 – TNC Access for All (AFA) Act, became law and required the California Public Utilities Commission (CPUC) to establish a statewide program to improve on-demand wheelchair-accessible vehicle (WAV) transportation services. The AFA requires a Transportation Network Company (TNC) on-demand service like Uber and Lyft to collect a ten-cent fee on each TNC ride, which is deposited into a State Access Fund that supports local efforts to increase WAV access. In June 2021, the Board authorized Metro to serve as the Los Angeles County Local Access Fund Administrator (LAFA).

The LAFA is responsible for developing the AFA program for the region, engaging with community stakeholders and establishing a process for procuring WAV access providers through a competitive solicitation. The CPUC requires the LAFA to award contracts to access providers by July 1 of the following year, and selected access providers must liquidate the awarded funds within 12 months.

### **CURRENT FUNDING OPPORTUNITY**

The Los Angeles County Metropolitan Transit Agency (Metro) is soliciting proposals from eligible applicants for its Fiscal Year (FY) 2023 Access for All Grant Program for eligible projects that best achieve program goals and meet Access for All program requirements. This solicitation is a competitive selection process that will result in the award of available state funds to eligible organizations after an evaluation and ranking of proposals and the approval of funding awards by the Metro Board of Directors.

The Access for All funds made available for the FY2023 Solicitation for Proposals include State funds allocated to the County of Los Angeles in Cycle 1 and Cycle 2 (2021 and 2022) as authorized under the TNC Access for All Act. The TNC Access for All Act provides an opportunity to expand access to WAV demand-responsive transportation to people with disabilities from the net revenue generated from the TNC fee per trip originating in each county in California.

The Access for All Grant Program can provide operating and capital assistance to establish on-demand transportation programs or partnerships to meet the needs of persons with disabilities, specifically wheelchair users who need a WAV. Eligible applicants include public agencies, not-for-profit organizations, and private/commercial entities. Eligible projects must increase the availability of on-demand WAV transportation in the County of Los Angeles.

### **FY 2023 Access for all Grant Program Tentative Schedule**

After detailed evaluation and ranking by a panel including external representatives, Metro staff, in consultation with the Metro's Technical Advisory Committee (TAC), will recommend to the Metro Board the applicants selected for award. A schedule for the 2023 Access for All Grant Program is as follows, subject to change:

## FY 2023 Access for All Solicitation for Proposals

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Notice of Funding Availability: Release Solicitation for Proposals	December 5, 2022
Convene Potential Applicant Workshops*	December 14, 2022
AFA Applications Due	February 6, 2023
Application Review and Evaluation Period	February/March 2023
Notify Applicants of Preliminary Award Recommendations	March 6, 2023
TAC Appeal Hearings	April 5, 2023
Board Approval: Funding Award Recommendations	May 2023
Notify Applicants of Awards	May 2023
Convene Successful Applicant Workshops	June 2023
Send Funding Agreements/Contracts to Access Providers	June 2023



# FY 2023 Access for All Solicitation for Proposals

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## **Glossary of Terms**

**Access for All (AFA)** refers to the TNC Access for All Program, created by the California Public Utilities Commission to implement [Senate Bill \(SB\) 1376](#) or the Access for All Act (Hill: 2018). In this Call for Projects, AFA also refers to the SANDAG Access for All Program.

**Access Provider** means an organization or entity that directly provides, or contracts with a separate organization or entity to provide, On-Demand Transportation to meet the needs of persons with disabilities, as defined in Public Utilities Code Section 5431.5(a).

**Americans with Disabilities Act (ADA)** prohibits discrimination against and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation (42 U.S.C. § 12101 et seq.).

**California Public Utilities Commission (CPUC)** is a regulatory agency that regulates privately owned public utilities in the state of California, including TNCs. The CPUC was required to establish a program relating to accessibility for persons with disabilities as part of its regulation of TNCs under the implementation of SB 1376.

**Direct Cost** is an expense that can be directly assigned to a grant-funded project relatively easily with a with a high degree of accuracy.

**Fixed-Route Transportation** uses buses, vans, light rail, and other vehicles to operate a transportation service on a predetermined route according to a predetermined schedule.

**Fulfilled Trip** means a trip is requested by a rider, the trip is accepted by a provider, and the rider reaches their requested destination.

**Grantee** is an organization that has been awarded funding through the Access for All Grant Program and has entered into a grant agreement with Metro.

**Indirect Cost** is an expense incurred for a common or joint purpose benefitting more than one grant-funded project that cannot be readily assigned to a specific grant, contract, or other activity, without effort disproportionate to the results achieved.

**Net Project Cost** is calculated as the Total Project Cost less any revenue generated through the project.

**Non-scalable Project** is a project whose Project Scope of Work cannot be reduced because doing so (a) is not possible, (b) would create an incomplete project that contributes little to the grant program goals or provides little value to those intended to benefit from the project, and/or (c) would have scored substantially differently in the competitive process with a reduced Project Scope of Work.

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**Notice to Proceed** is the written authorization Metro issues to a Grantee after a Grant Agreement has been executed to allow for a project to begin. The Notice to Proceed includes the date the Grantee can incur expenses that may be eligible for reimbursement.

**On-Demand Transportation** means a transportation service that does not follow a fixed route or schedule and the provider can fulfill trip requests within twelve hours.

**Period of Performance** is the total time interval between the start of an awarded project that has received a Notice to Proceed, and the project's planned end date as specified in the Grant Agreement or, if applicable, an amendment to the Grant Agreement.

**Response Time** is the elapsed time between when a trip is requested and when the passenger is picked-up.

**Scalable Project** is a project whose Project Scope of Work can be reduced and still further the grant program goals while providing significant value to the public intended to benefit from the project. Metro staff will consider how the project would have scored in the competitive process if the Project Scope of Work were reduced. If the project would have scored substantially the same with the scaled-down Project Scope of Work and the scaled-down project would further the grant program goals and provide significant value to the public intended to benefit from the project, then the project may be scaled.

**Total Project Cost** is calculated as the sum of the grant award.

**Transportation Network Company (TNC)** is an organization, whether a corporation, partnership, sole proprietor, or other form, operating in California that provides prearranged transportation services for compensation using an online-enabled platform to connect passengers with drivers using their personal vehicles.

**Wheelchair-Accessible Vehicle (WAV)** means a vehicle equipped with a ramp or lift capable of transporting non-folding motorized wheelchairs, mobility scooters, or other mobility devices, as defined in Public Utilities Code Section 5431.

## II. FUND AVAILABILITY

The AFA funds available for the FY2023 solicitation total \$7,865,833. Applicants may apply for up to \$7,472,541, and 5% (\$393,292) of the total will be made available through the Metro Technical Advisory Committee's appeals process. Applicants that are not initially recommended for funding will be notified and given an opportunity to appeal to the TAC. Metro staff and TAC recommendations will be presented to the Metro Board for final approval of funding awards.

New funding becomes available annually from the CPUC based on the number of TNC passenger trips in Los Angeles County for the previous year. CPUC will announce the anticipated funding balance by January 30<sup>th</sup> of each year. Metro will make these funds available for new solicitations on an ongoing basis when sufficient funds are available to conduct an effective solicitation. Any unused or returned funds from previous years will roll over to be included in future solicitations.

Matching local funds are not required.

## III. ELIGIBLE APPLICANTS

Eligible applicants for Access for All funds must directly provide, or contract with a separate organization or entity to directly provide, on-demand WAV transportation to meet the needs of persons with disabilities.

Eligible Access Providers include:

(1) Transportation carrier[s] that hold a Commission-issued permit prior to applying to be an Access Provider;

(2) A non-permitted transportation carrier if the carrier provides documentation that demonstrates the following:

- Background checks: Carriers must perform background checks that meet or exceed what is required of TNCs under the TNC Applications Form. (LINK)
- Insurance: Carriers must have levels of insurance equivalent to or higher than to what is required of charter-party carriers under General Order 115.(LINK)
- Controlled substance and alcohol testing: Carriers must be enrolled in a controlled substance and alcohol testing program.
- Secretary of State registration: Carriers must have their articles of incorporation filed with the Secretary of State.
- 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(LINK).

The approved non-permitted carrier shall submit a declaration to its respective AFA affirming compliance with each of the requirements and that each requirement is in effect during the term the carrier operates as an Access Provider

(3) TNCs that meet certain requirements and attest to meeting the eligibility requirements to

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apply as an Access Provider. The attestation must be included with their application. The attestation can be downloaded here <https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/transportation-network-companies/tnc-accessibility-for-persons-with-disabilities-program/tnc---access-for-all-program-access-provider>.

### **IV. ELIGIBLE EXPENSES**

A qualifying expense for an Access Provider must improve wheelchair accessible vehicle service and be reasonable, legitimate and included on the list of eligible expenses in this section.

For Access Providers that provide WAV services for a TNC, the Access Provider shall not use Access Fund moneys for trips that are compensated by a TNC. Accordingly, the AFA is permitted to request additional information from Access Provider applicants as necessary to sufficiently review the application. An Access Provider applicant shall disclose whether it is a current or former service provider for a TNC. The Access Provider applicant must demonstrate to the AFA that any Access Fund monies will not be used for services that are compensated by a TNC.

Eligible expenses must be directly related to the execution of the Project Scope of Work proposed in the application and finalized in the executed grant agreement. Metro will only reimburse costs that were actually incurred for the project after the Notice to Proceed has been issued, and only up to the amount awarded in the grant agreement. In the event of project cost overruns, Metro will not pay more than the original amount specified in the grant agreement.

<b>Vehicle Costs</b>
Lease/Rental/Purchase Costs
Rental Subsidies for Driver
Inspections
Maintenance, Service & Warranty
Fuel Cost
Cleaning Supplies/Services
<b>Partnership Costs</b>
Transportation Service Partner Fees/Incentives and/or Management Fees
Vehicle Subsidies
Consultants/Legal
<b>Marketplace Costs</b>
Recruiting
Driver Onboarding
Training Costs
Driver Incentives
Promo Codes for WAV
<b>Operational Costs</b>
Marketing Costs

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Technology Investments/Engineering Costs/Enhancements
Community Partnership/Engagement Costs
Rental Management
Pilot Management
Wages, Salaries and Benefits (non-maintenance personnel)

### **Ineligible Activities and Expenses**

Ineligible projects and activities are those that do not align with program goals and objectives. The following activities and expenses are ineligible through the grant program:

- Administrative costs of persons employed by the Grantee for activities not directly related to the preparation and adoption of the proposed activity or activities;
- Costs for work performed prior to Metro issuing a Notice to Proceed to the Grantee;
- Claims or litigation costs.

### **V. PROGRESS REPORTING REQUIREMENTS**

Grantees must complete and submit quarterly progress reports with documentation in conjunction with an invoice to receive reimbursement. Progress report data from Grantees must be submitted to Metro within 30 days after the end of each quarter. Copies of subcontracts must be submitted with the first report containing subcontracted work. Grantees may be required to use specific report templates and an online platform for submissions to Metro.

Metro will measure grant performance against the stated project goals and deliverables in the Project Scope of Work included in the grant agreement. Poor performance may be grounds for termination of the grant agreement and revocation of the grant

The first reports shall be due to Metro within 30 days following the first full quarter after Notice to Proceed. Reporting templates for Access Providers can be accessed [here](#) ([see Access Provider Templates](#)).

1. **Number of Unique WAVs in Operation** – by quarter and aggregated by hour of the day and day of the week. “In operation” is defined when a WAV: (a) is available to receive a trip request in that quarter/hour/day or (b) has accepted a trip request in that quarter/hour/day.
2. **Number and percentage of WAV 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.
3. **Completed WAV trip request response times** - in deciles, as well as broken out by Period A (time elapsed from when a trip is requested until the trip is accepted) and B (time elapsed from when a trip is accepted until the vehicle arrives). Response time is the elapsed time between when a trip is requested and when the passenger is picked-up (Period A plus Period B). For example, the Access Provider shall report that 10 percent of all trip requests originating in a geographic area and quarter were fulfilled in X response time minutes, 20 percent were fulfilled in X response time

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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. Accordingly, to verify the Access Provider's WAV response times, the Access Provider shall provide WAV trip response times in deciles, as well as Periods A and B in deciles, by quarter.

4. **Trip Completion Rate** – % completed WAV Trip Requests. Calculated by dividing total trips completed by total requested unique trips, multiplied by 100%.
5. **Evidence of outreach** - to publicize and promote available WAV services to disability communities, how the partnership promoted WAV services, and marketing or promotional materials of those activities.
6. **Certification of Driver Training** – Certification that all WAV drivers operating on its platform have completed driver training on transporting peoples with disabilities within the past three years, including sensitivity training, passenger assistance techniques, accessibility equipment use, door-to-door service, and safety procedures.
7. **Report of WAV Driver Training Programs** – List of driver training programs completed and number of WAV drivers that completed each training in that quarter.
8. **Certification of Inspection** - that all WAVs operating on its platform have been inspected and approved to conform with the ADA Accessibility Guidelines for Transportation Vehicles within the past year.
9. **Number of complaints** - received related to WAV driver or WAV services, categorized as follows: securement issues, driving training, vehicle safety and comfort, Service animal issue, stranded passenger, and others.
10. **Funds Expended** – Itemized list of eligible activities funded through this program.
11. **Contract Information** – Identify the parties to the contract, the duration, the amount spent on the contract, and how the amount was determined.
12. **Safety Protocol Declaration Form** – Certify under penalty of perjury to comply with Safety Protocols.

### VI. APPLICATION INSTRUCTIONS

Each applicant is allowed to submit one application. A minimum of 70 points per application score is required to be considered for funding. If the funding request is not fully awarded, applicant/agency may offer a reduced scope of work and associated budget or decline funding award.

1. Submit the application to Metro by 5:00 pm on February 6, 2023, via email at [AccessForAll@metro.net](mailto:AccessForAll@metro.net). **The entire signed application and all attachments must be included in the electronic copies, preferably in a single pdf file.**
2. Applications are to be complete and final. Amendments or supplements to the application will not be accepted after 5:00 pm on February 6, 2023. **Application packages with incomplete and/or missing information will not be evaluated.**
3. The application format is provided in fillable PDF forms. An electronic version of the application can be accessed at <https://www.metro.net/about/access-for-all/.entire>

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4. Review these application instructions, guidelines, and evaluation criteria carefully to ensure a complete and competitive application that sufficiently address each of the required and applicable components.

Your attendance at a Workshop for Potential Applicants, to be organized by Metro, tentatively scheduled for December 14, 2022, is highly encouraged. The workshop information can be found at <https://www.metro.net/about/access-for-all/>.

### **Selection of Proposals for Funding Award Recommendations:**

Applications will be evaluated and ranked based on the final score provided by the Evaluation Panel. Funds will be allocated according to the ranking of projects to the maximum amount made available for the FY 2023 Solicitation for Proposals. Award recommendations will be limited to proposals that receive a final score of 70 or above (out of a maximum of 100) and subject to funds availability. Ultimately, the Metro Board of Directors will approve the funding award recommendations.

### **Public Record Disclaimer:**

Application materials and attachments submitted to the Los Angeles County Metropolitan Transportation Authority (Metro) in response to its FY 2023 Solicitation for Proposals for the Access for All Program are not considered confidential. Application contents and attachments received by Metro are considered public records. Applicants should not include confidential information such as client names, addresses, specific medical diagnoses, telephone numbers, and other personal information.

### **Responsibility of Grant Subrecipient**

When an agency other than the applicant identified in the application is proposed to operate vehicles or other equipment for which Access for All Program funds are requested, control and responsibility for the operation of the vehicles or other equipment must remain with the grant subrecipient throughout the life of the asset operating consistent with the project or service proposal.

In this case, the subrecipient remains the registered owner of the vehicle or equipment and remains fully responsible for program compliance, including, but not limited to, operation oversight, reporting, insurance, maintenance and monitoring. Non-compliance with program requirements may result in the relinquishment of vehicles and/or equipment to Metro.



### **VII. APPLICATION GUIDELINES & EVALUATION CRITERIA**

Los Angeles County Metropolitan Transportation Authority (Metro) staff will screen all proposals received by the time and date deadlines for completeness and eligibility for evaluation consideration. Application packages with incomplete and/or missing information may not be evaluated. Applications as submitted are to be complete and final. Amendments or supplements to the application will not be accepted after the due date. Review these application instructions, guidelines, and evaluation criteria carefully to ensure a complete and competitive application that sufficiently address each of the required and applicable components as detailed in the FY 2023 Access for All Solicitation for Proposals.

Metro will form an Evaluation Panel with representatives knowledgeable of on-demand transportation services for persons with disabilities which will evaluate and score the proposal applications. All proposal applications will be reviewed and scored to ensure the proposed projects are responsive to the eligibility criteria for the program, as well as to the evaluation criteria. The final score for each proposal, and corresponding ranking, will be calculated based on the average scores from the panel members who were tasked to evaluate and score the application.

Applications will be ranked based on the final scores. Award recommendations will be limited to proposals that receive a final score of 70 or above (out of a maximum of 100). From the list of projects with a final score of 70 or above, funds will be allocated from the highest ranked project down to the lowest until available funds have been exhausted. Please note that some projects that score a 70 or above may be partially funded or not recommended for funding due to funds availability.

Project sponsors of projects not recommended for funding will have an opportunity to appeal the decision at Metro's Technical Advisory Committee. Only information contained in the submitted application may be presented to TAC during the appeal. Detailed instructions on the appeal process will be transmitted when project award recommendations are made. Ultimately, the Metro Board of Directors will approve the funding award recommendations that will receive grant funds.

The following outlines in detail the application content required and the maximum score possible for each scoring segment of the application.



## **PART I - GENERAL INFORMATION**

In this section of the application, describe your agency or organization and its experience with providing wheelchair accessible transportation service. Also briefly describe the proposed project's scope, schedule, and budget, and how it will increase the availability of WAVs in Los Angeles County. This section (PART I) will not be scored independently; however, it must support and be consistent with responses to the scored responses in Part II.

### **Description of Applicant Agency/Organization's Operations\***

1. Briefly describe your agency or organization, including its mission, history, and organizational structure.
2. WAV transportation programs and services currently managed and/or provided including identification of third-party Access Providers (if any), existing WAV vehicles and other equipment necessary to provide on-demand WAV service, areas served, days/hours of service. Specifically, to the extent this information is available (if unavailable, please briefly explain):
  - a) Number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week;
  - b) Number and percentage of WAV 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;
  - c) Completed WAV trip request response times in deciles, as well as Periods A and B, by quarter
3. The number of individuals who currently receive on-demand WAV transportation assistance managed/provided by your agency or organization, WAV trip request response times and how rides are deployed.
4. Attach a map or brochure showing the existing or proposed service area of your agency or organization, as well as any proposed expansion requested to be funded (if applicable). The map should identify service boundaries and zip codes.
5. Describe WAV driver training programs used and the number of WAV drivers that completed training in the prior year and state whether WAVs have been inspected and approved to conform with ADA Accessibility Specifications for Transportation Vehicles within the past year (if applicable).
6. For services currently in operation, list the number of complaints received related to WAV drivers or WAV services, categorized as follows: securement issue, driving training, vehicle safety and comfort, service animal issue, stranded passenger, and other.
7. Provide financial information including estimated income, estimated expenses, and list and explain all sources of operating revenue.

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*\*Note: If any of the above information is unavailable or not applicable, please explain.*

## **Description of the Proposed Project**

Briefly describe the scope, schedule, and budget for the proposed project using the space provided in the application.

1. What is your proposal for increasing on-demand WAV availability in Los Angeles County? Does it include utilization of existing WAV vehicles, coordination with third-party Access Provider, enhanced dispatch system, acquisition of WAV vehicles to enhance existing fleet or other approaches?
2. How will the project be phased to ensure implementation is successful within the one-year performance period?
3. What is the expected budget to support the successful implementation within the performance period?

## **PART II – PROJECT IMPLEMENTATION, OBJECTIVES AND BENEFITS**

Part II consists of four sections (A-D). Metro will evaluate each application solely on the information provided in these sections. The weight of each section is indicated, and cumulatively total **100 possible points**. Ensure that the narrative responses are clear, concise, complete and accurate and specifically address the evaluation criteria provided as guidance for each section.

### **Section A: Project Readiness and Technical Capacity (Up to 15 points)**

1. Project Readiness is essential in determining whether a project is ready for funding. The Applicant must demonstrate project readiness in providing on-demand WAV services. Applicants should demonstrate an ability to begin offering on-demand WAV services within 30 days of funding agreement execution.
2. The Applicant must demonstrate the technical capacity to manage the proposed grant funded project. Applicants must also demonstrate capacity to fulfil the grant requirements or provide on-demand WAV service to a broad range of users. Applicants should describe 1) the role of key personnel and their relevant experience with providing on-demand WAV service; and 2) any third-party Access Providers that will be assigned to the project.

### **Section B: Project Implementation Plan (Up to 35 points)**

To receive the maximum number of points, provide a detailed and clear description of the project, emphasizing its goals and expected outcomes.

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1. Describe the project's operational plan, including: a description of day-to-day project operations for the on-demand WAV service to be provided; the service area to be covered; fare collection; and fare parity with current TNC operators.
2. Describe how the proposed project is consistent with the goals of the grant program to increase the presence and availability of WAV vehicles in service and to reduce response times.
3. Explain how the award of Program funds will allow your organization to continue existing services or otherwise meet existing demand.
4. What percent of the proposed service area covers areas currently unserved by the LA County Coordinated Paratransit operator Access Services? (see Figure A)
5. Describe the Applicant's procedures for preventative and routine vehicle maintenance.
6. Describe the management tools and/or procedures to be used for collecting, tracking, and reporting the project's performance, including the evaluation of performance indicators.

### **Section C: Customer Experience and Program Outreach (Up to 35 points)**

1. Describe how the proposed project was developed in consultation with interested parties to ensure adequate coordination of existing and proposed transportation services. Specifically, to the extent this information is available (if unavailable, please provide a brief explanation): evidence of outreach efforts to publicize and promote available WAV services to disability communities, which may include a list of partners from disability communities, how the partnership promoted WAV services, or marketing and promotional materials of those activities. This should include discussion of any specific efforts to build and preserve relationships with disability communities.
2. Applicants should have a comprehensive and effective strategy to reach disability communities and promote their on-demand WAV services. Describe the proposed strategies to publicize and promote available on-demand WAV services to disability communities.
3. Applicants should provide alternative means to smartphones and other digital tools to access on-demand WAV services. Describe how on-demand WAV services will be available to individuals who do not have a smartphone, internet, or who need additional assistance in requesting the service.
4. Describe the contingency plan to avoid service disruption due to staffing, mechanical, or technical problems.

### **Section D: Budget Justification (Up to 15 points)**

Describe the assumptions for developing the budget for the proposed project included in Part III of the application. All costs must be broken down, and a detailed description for how you determined each cost must be provided. The total project net cost calculated should be the net of operating revenues (i.e., operating cost - farebox revenue collected = net cost). Please address the following evaluation criteria:

1. Assumptions used to prepare the budget, such as quantity and level of service, basis for costs, inflation rate and prior experience. Include maintenance and repair costs, cost of fuel, casualty and liability insurance, and other direct costs; in-direct costs are ineligible.
2. Identify all sources and amounts of operating revenue, including farebox revenue where applicable and revenue from local, state, and/or federal discretionary and/or formula grants that are proposed to be used to fund the proposed project.
3. Identify the total amount of federal funds requested from the specific Access for All Program and discuss the eligibility of the proposed expenditures.

### **PART III. CERTIFICATIONS**

All applicants must certify their ability and willingness to comply with the following requirements. These certifications will not be scored but are required for any organization receiving Access for All program funds.

#### **Safety and Due Diligence Certifications**

1. Certify that the Access Provider's WAV drivers have completed WAV driver training, including sensitivity training and passenger assistance techniques, within the past three years or will receive such training prior to receiving an award under this program. Include, if available, a report of WAV driver training programs used and number of WAV drivers that completed the training that quarter.
2. Certify that all WAVs operating on an access provider's platform have been inspected and approved to conform with the ADA Accessibility Specifications for Transportation Vehicles within the past year or will receive such inspection and approval prior to receiving an award under this program.
3. Background checks: Carriers must perform background checks that meet or exceed what is required of TNCs under the TNC Applications Form. (available at [https://www.cpuc.ca.gov/-/media/cpuc-website/files/uploadedfiles/cpuc\\_public\\_website/content/licensing/transportation\\_network\\_companies/basicinformationfortnccs.pdf](https://www.cpuc.ca.gov/-/media/cpuc-website/files/uploadedfiles/cpuc_public_website/content/licensing/transportation_network_companies/basicinformationfortnccs.pdf))
4. Insurance: Carriers must have levels of insurance equivalent to or higher than to what is required of charter-party carriers under General Order 115. (available at:

## FY 2023 Access for All Solicitation for Proposals

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<https://www.cpuc.ca.gov/proceedings-and-rulemaking/cpuc-general-orders>)

5. Controlled substance and alcohol testing: Carriers must be enrolled in a controlled substance and alcohol testing program.
6. Secretary of State registration: Carriers must have their articles of incorporation filed with the Secretary of State.
7. Motor Carrier Profile with California Highway Patrol (CHP): Carriers must complete the CHP 362 Motor Carrier Profile and obtain a CA Number from the CHP28.

### **Civil Rights Certification**

All applicants must **attach a Civil Right Certification Letter** describing any lawsuits or complaints against your agency or organization within the last 12 months alleging discrimination on the basis of race, color, creed, national origin, sex, age or disability. The summary of lawsuits should include the date of complaint, lawsuit received and/or acted on, description status or outcome, corrective action taken, and date of final resolution. If no lawsuits or complaints were received or acted on, the letter should indicate that, “There were no lawsuits or complaints received or acted on in the last 12 months relating to Title VI or other relevant Civil Rights requirements.” This letter should also discuss if your agency or organization has a Title VI Plan. Discuss policies and procedures to make written and oral information available to clients and potential clients in languages other than English. This letter is to be printed on letterhead, signed by a duly authorized representative, and attached to the application.

### **Current Grant Subrecipient Compliance**

All applicants must indicate whether or not they are a current Metro grant recipient/subrecipient. If yes, applicants must indicate whether or not they are in good standing or in compliance with any existing Agreement and/or Scope of Work.

Los Angeles County  
Metropolitan Transportation Authority

# Access for All (AFA) Grant Program

To expand access to Wheelchair Accessible Vehicle (WAV)  
demand-responsive transportation

FY 2023 Competitive Grant Application



**Application Deadline: 5:00 pm on Monday, February 6, 2023**



**Metro**

December 2022



# Competitive Grant Application

## Access for All (AFA) Grant Program

FY 2023 Solicitation for Proposals

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**Application Deadline: 5:00 PM on Monday, February 6, 2023**

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Darh`=" General Information

Darh`==" Project Implementation, Objectives and Benefits

Darh`===" Certifications

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### Application Instructions

Each applicant is allowed to submit one application. A minimum of 70 points per application score is required to be considered for funding. If the funding request is not fully awarded, applicant/agency must offer a reduced scope of work and associated budget or decline funding award.

Submit the application to Metro via email [AccessForAll@metro.net](mailto:AccessForAll@metro.net) by the application deadline, 5:00 PM on Monday February 6, 2023. The entire signed application and all attachments must be included in the electronic copies, preferably in a single pdf file.

Applications are to be complete and final. Amendments or supplements to the application will not be accepted after 5:00 pm on February 6, 2023. Application packages with incomplete and/or missing information will not be evaluated.

Review these application instructions, guidelines, and evaluation criteria carefully to ensure a complete and competitive application that sufficiently address each of the required and applicable components.

Mandatory attendance at a Workshop for Potential Applicants, to be organized by Metro, tentatively scheduled for December 1, 2022, is highly encouraged. The workshop information can be found at <https://www.metro.net/about/access-for-all>

The application is provided in fillable PDF form. All questions should be concisely answered in the space provided. Use additional pages as needed.

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### Technical Assistance

If you have any questions, contact Adam Stephenson at [stephensona@metro.net](mailto:stephensona@metro.net) or Anne Flores at [floresa@metro.net](mailto:floresa@metro.net). For additional information and resources, refer to the program website at <https://www.metro.net/about/access-for-all>.





# Part I

## *General Information (continued)*

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### **• Description of Applicant's Encumbrance Administration's Operations**

(Follow and address all application guidelines and evaluation criteria, and include all attachments, as detailed in the FY 2023 Access for All Solicitation for Proposals).

A map or brochure showing the existing or proposed service area of your agency or organization, as well as any proposed expansion requested to be funded (if applicable), is attached.

The map identifies service boundaries and zip codes.

# Part I

## *General Information (continued)*

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### **Organization's Operations (continued)**

# Part I

## *General Information (continued)*

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### **Organization's Operations (continued)**

# Part I

## *General Information (continued)*

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### **Description of the Proposed Project**

(Follow and address all application guidelines and evaluation criteria as detailed in the FY 2023 Access for All Solicitation for Proposals).

# Part I

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## Description of the Proposed Project (continued)

# Part I

## *General Information (continued)*

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### **Description of the Proposed Project (continued)**

# Part II - Project Implementation, Objectives and Benefits

## Section A

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**Part II consists of four sections (A-D). Metro will evaluate each application solely on the information provided in these sections. The weight of each section is indicated, and cumulatively total 100 possible points. Ensure that the narrative responses are clear, concise, complete and accurate and specifically address the evaluation criteria provided as guidance for each section. All questions should be answered in the space provided. Use additional pages as needed.**

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### **A. Project Readiness and Technical Capacity (Up To 15 Points)**

(Follow and address all application guidelines and evaluation criteria as detailed in the FY 2023 Access for All Solicitation for Proposals).

# Part II - Project Implementation, Objectives and Benefits

## *Section A (continued)*

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### **AÉ Project Readiness and Technical Capacity (continued)**



# Part II - Project Implementation, Objectives and Benefits

## *Section B*

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### **B. Project Implementation Plan (Up To 35 Points)**

(Follow and address all application guidelines and evaluation criteria as detailed in the FY 2023 Access for All Solicitation for Proposals).

# Part II - Project Implementation, Objectives and Benefits

## *Section B (continued)*

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### **B. Project Implementation Plan (continued)**

# Part II - Project Implementation, Objectives and Benefits

## *Section B (continued)*

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### **B. Project Implementation Plan (continued)**

# Part II - Project Implementation, Objectives and Benefits

## *Section B (continued)*

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### **B. Project Implementation Plan (continued)**

# Part II - Project Implementation, Objectives and Benefits

## *Section B (continued)*

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### **B. Project Implementation Plan (continued)**

# Part II - Project Implementation, Objectives and Benefits

## *Section C*

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### **C. Customer Experience and Program Outreach (Up To 35 Points)**

(Follow and address all application guidelines and evaluation criteria as detailed in the FY 2023 Access for All Solicitation for Proposals).

## **Part II - Project Implementation, Objectives and Benefits**

### *Section C (continued)*

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#### **C. Customer Experience and Program Outreach (continued)**

## **Part II - Project Implementation, Objectives and Benefits**

### *Section C (continued)*

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#### **C. Customer Experience and Program Outreach (continued)**



## **Part II - Project Implementation, Objectives and Benefits**

### *Section C (continued)*

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#### **C. Customer Experience and Program Outreach (continued)**

## **Part II - Project Implementation, Objectives and Benefits**

### *Section C (continued)*

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#### **C. Customer Experience and Program Outreach (continued)**

# Part II - Project Implementation, Objectives and Benefits

## *Section D*

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### **D. Budget Justification (Up To 15 Points)**

(Follow and address all application guidelines and evaluation criteria as detailed in the FY 2023 Access for All Solicitation for Proposals).

# Part II - Project Implementation, Objectives and Benefits

## *Section D (continued)*

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### **D. Budget Justification (continued)**

# Part III - Certifications

## Safety and Due Diligence Certifications

All applicants must certify their ability and willingness to comply with the following requirements. Check the box next to each requirement and sign the certification below, to confirm your agreement to comply. These certifications will not be scored but are required for any organization receiving Access for All program funds.

- (check)
1. Certify that the Access Provider's WAV drivers have completed WAV driver training, including sensitivity training and passenger assistance techniques, within the past three years or will receive such training prior to receiving an award under this program. Include, if available, a report of WAV driver training programs used and number of WAV drivers that completed the training that quarter.
  2. Certify that all WAVs operating on an access provider's platform have been inspected and approved to conform with the ADA Accessibility Specifications for Transportation Vehicles within the past year or will receive such inspection and approval prior to receiving an award under this program.
  3. Background checks: Carriers must perform background checks that meet or exceed what is required of TNCs under the TNC Applications Form. (available at [https://www.cpuc.ca.gov/-/media/cpuc-website/files/uploadedfiles/cpuc\\_public\\_website/content/licensing/transportation\\_network\\_companies/basicinformationfortncs.pdf](https://www.cpuc.ca.gov/-/media/cpuc-website/files/uploadedfiles/cpuc_public_website/content/licensing/transportation_network_companies/basicinformationfortncs.pdf))
  4. Insurance: Carriers must have levels of insurance equivalent to or higher than to what is required of charter-party carriers under General Order 115. (available at: <https://www.cpuc.ca.gov/proceedings-and-rulemaking/cpuc-general-orders>)
  5. Controlled substance and alcohol testing: Carriers must be enrolled in a controlled substance and alcohol testing program.
  6. Secretary of State registration: Carriers must have their articles of incorporation filed with the Secretary of State.
  7. Motor Carrier Profile with California Highway Patrol (CHP): Carriers must complete the CHP 362 Motor Carrier Profile and obtain a CA Number from the CHP28.

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## Certifying Representative

Name (print): \_\_\_\_\_

Title (print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Part III - Certifications *(continued)*

All applicants must **attach a Civil Right Certification Letter** describing any lawsuits or complaints against your agency or organization within the last 12 months alleging discrimination on the basis of race, color, creed, national origin, sex, age or disability. The summary of lawsuits should include the date of complaint, lawsuit received and/or acted on, description status or outcome, corrective action taken, and date of final resolution.

If **NO** lawsuits or complaints were received or acted on in the last 12 months relating to Title VI or other relevant Civil Rights requirements, please include the following statement in the letter:

“THERE WERE NO LAWSUITS OR COMPLAINTS RECEIVED OR ACTED ON IN THE LAST 12 MONTHS RELATING TO TITLE VI OR OTHER RELEVANT CIVIL RIGHTS REQUIREMENTS.”

This letter should also discuss if your agency or organization has a Title VI Plan. Discuss policies and procedures to make written and oral information available to clients and potential clients in languages other than English. This letter is to be printed on letterhead, signed by a duly authorized representative, and attached to the application.

**Check Here if a Civil Rights Certification Letter is Attached**

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## ***7uffent' ; fUnt'GuVfecidient' 7o a d`iUnce***

If you are a current grant subrecipient with Metro and are not compliant with all subrecipient grant program requirements, you may not be eligible to apply for grant funds.

YES                      NO

Does your agency/organization currently have an active capital and/or operating project funded through a Metro grant subrecipient program, or is currently reporting to Metro on a past capital project?

If yes, is your agency/organization currently in compliance with its grant program funding agreement, scope of work, and/or Metro annual self-certification reporting?