



## SAFA Access Provider Kick-Off Meeting Q&A

**Below are the responses to questions received for the Statewide Access Fund Administrator (SAFA) Access for All Access Provider Kick-off Meeting held on Thursday, March 5<sup>th</sup>, 2026.**

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1. If you have January and February invoices. Do we need to wait until April 10th to submit them, or can they be submitted earlier?
  - **Answer:** SAFA's preference is to submit your January through March invoices in April.
2. After April 10th, the invoices should be submitted monthly, correct?
  - **Answer:** Yes
3. For the invoice numbers, is there a specific numbering sequence we should follow, or can we simply use #1, #2, etc.?
  - **Answer:** There is no specific format required for the invoice number. If your organization prefers to track invoices in a particular way, that is okay with us.
4. For the customer survey, when will it be available? You mentioned an online survey, but many of the individuals who use the on-demand WAV service are not very tech-savvy and may not be able to respond to an online format. Will there be an alternative option available in addition to the online survey?
  - **Answer:** We will have the survey available by the end of April, once it is finalized. We will provide both an online version and a PDF version that can be printed so Access Providers can distribute it to their ridership.
5. Is it allowable to provide both on-demand WAV rides and WAV rides that are reserved up to 24 hours in advance? In addition, are there any specific requirements we need to follow?
  - **Answer:** The on-demand rides and the pre-booked rides with 24-hour notice are both allowable. Although the SAFA RFP referenced a 12-hour window, it should be 24 hours in accordance with the TNC guidelines.
6. The Access for All program is designed to ensure equitable on-demand transportation access for individuals who use wheelchairs. That said, are ambulatory-disabled individuals permitted to use the service as well? Additionally, are we required to track only wheelchair users, or may the service be used by both wheelchair and non-wheelchair users?
  - **Answer:** For reporting purposes, we recommend reporting all individuals who use the service. CPUC/SAFA does not restrict usage, nor do we have an eligibility process in place. If it's a rider uses a motorized wheelchair or is an ambulatory disabled individual who still requires a wheelchair-accessible vehicle, they should all be counted and reported by the Access Provider.

Regarding the second point, we want to add that many of Access Provider may be offering both pre-scheduled and on-demand trips. As part of the reporting requirements, Access Providers will need to separate pre-scheduled trips from on-demand trips, but both should be included within the same reporting template.