



Access Provider Kick-Off Meeting

Access for All Program
Statewide Access Fund Administrator (SAFA)
Cycle 5 Calendar Year (CY) 2026

March 5, 2026

 *Recording in progress*

Webinar

Ground Rules



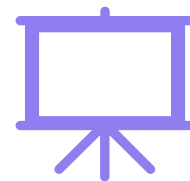
Webinar is being recorded and will be available on the SAFA website for review.

Microphones and cameras will be off throughout the presentation.



Use Q&A feature for submitting your questions.

Be respectful of other participants and presenters.



Slides will be available after the meeting.

SAFA

Agenda

Team Introductions

SAFA Solicitation Summary

Awarded Access Providers

Access Provider Responsibilities

Funding Agreement Term

Cycle 5 Timeline

Sharing Program Updates

Helpful Tips

Wrap Up

Team Introductions

SAFA Team (GCAP Services, Inc.)



Sarah Mee
Project Manager



Brittany Yamagata
Project Lead



Christina Salcedo
*Contract &
Administrative Support*



Raychel Jones
*Access Provider
Outreach & Support*



Grace Turney
*Access Provider
Outreach & Support*



Vanessa Marquez
*Administrative
Support*

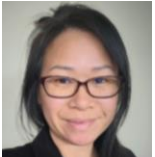


Ed Salcedo
Contract Manager

CPUC Team (Consumer Protection and Enforcement Division)



Stephanie Seki
Transportation Analysis Supervisor



Anna Jew
Lead Analyst



Noah Thoron
Analyst

CONGRATULATIONS

**SAFA Access Providers
for Cycle 5, CY 2026!**



We're excited to partner with each of you!

SAFA Access Provider Solicitation Summary



20
Applications
Reviewed and
Evaluated



15
Applications
Selected and
Approved



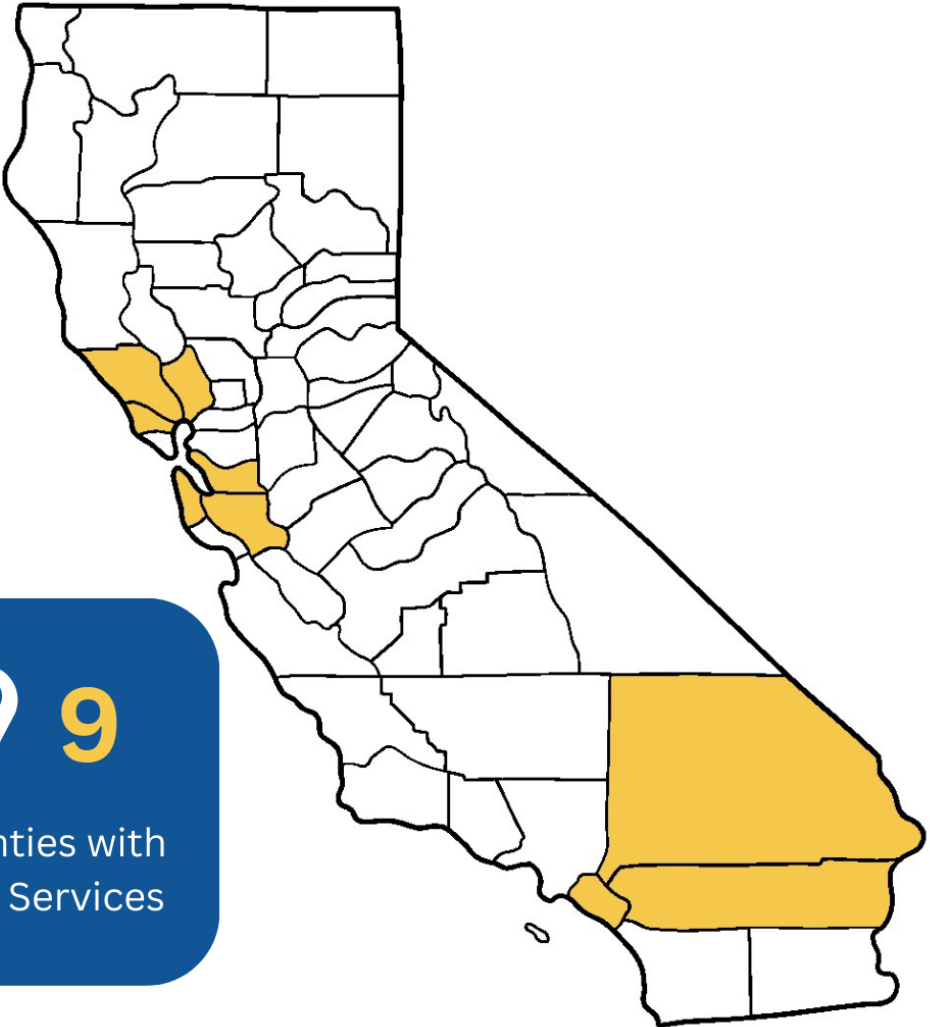
\$15.4
Million Awarded to
Approved Access
Providers



8
Access
Providers

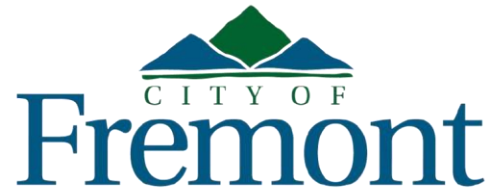


9
Counties with
WAV Services



SAFA

Awarded Access Providers Cycle 5



Alameda



Alameda, Marin, San Mateo, and
Santa Clara



Alameda



Napa



Orange, Riverside, and
San Bernardino



OCY Management, LLC

Orange



Nomad Transit, LLC

San Bernardino, San Mateo, and
Santa Clara



Sonoma

Access Provider Responsibilities

SAFA Access for All Program
Agreement No.

**STATEWIDE ACCESS FUND ADMINISTRATOR (SAFA)
TRANSPORTATION NETWORK COMPANIES (TNC)
ACCESS FOR ALL PROGRAM
FUNDING CYCLE 5 CALENDAR YEAR (CY) 2026**

FUNDING AGREEMENT NO.

BETWEEN

STATEWIDE ACCESS FUND ADMINISTRATOR
GCAP Services, Inc.
3525 Hyland Avenue, Suite 140, Costa Mesa, CA 92626

AND

ACCESS PROVIDER

SAN MATEO COUNTY

Page 1 of 17

Per the signed and executed funding agreements, below are the responsibilities for each Access Provider:

- ✓ Provide WAV Service Delivery
- ✓ Submit Required Reporting
 - ✓ Safety and Compliance Requirements
 - ✓ Maintain Insurance
 - ✓ Conduct Community Outreach
- ✓ Distribute Customer Surveys
- ✓ Submit Invoices
- ✓ Fund Liquidation and Unused Funds

Provide WAV Service Delivery

- All Access Providers are required to deliver Wheelchair Accessible Vehicle (WAV) service by either operating directly or partnering to provide on-demand WAV service within the applicable county.
- The WAV service provided must align with the approved project proposal and remain within the budget awarded to each Access Provider.
- Attachment A of the funding agreement contains the approved project proposal and award details.



Submit Required Reporting

- APs are required to report performance on a quarterly schedule per CPUC requirements.
- Reports should be submitted through the SAFA Access Provider Portal App (SAFA APP) which is hosted on Submittable.
- Reporting Schedule & Due Dates

Quarter	Reporting Period	Due Date
Quarter 1	1/1/26 – 3/31/26	4/30/26
Quarter 2	4/1/26 – 6/30/26	7/30/26
Quarter 3	7/1/26 – 9/30/26	10/30/26
Quarter 4	10/1/26 – 12/31/26	1/30/27

Required Reports:

- Number of Unique WAVs in Operation
- Number & Percentage of WAV Trip Statuses
- Completed WAV Trip Request Response Times
- Trip Completion Rate
- Evidence of Outreach
- Certification of Driver Training
- Report of WAV Driver Training Programs
- Certification of Inspection
- Number of Complaints
- Funds Expended
- Contract Information

[Download templates from the CPUC website.](#)

Submit Required Reporting

Within the Quarterly Reports, Access Providers must also provide or report on the following:

Safety and Compliance Requirements

- Safety Protocol Declaration Form
- Driver Training Certifications
- ADA Vehicle Inspection Certification
- Other safety-related certifications required by CPUC/SAFA

Maintain Insurance

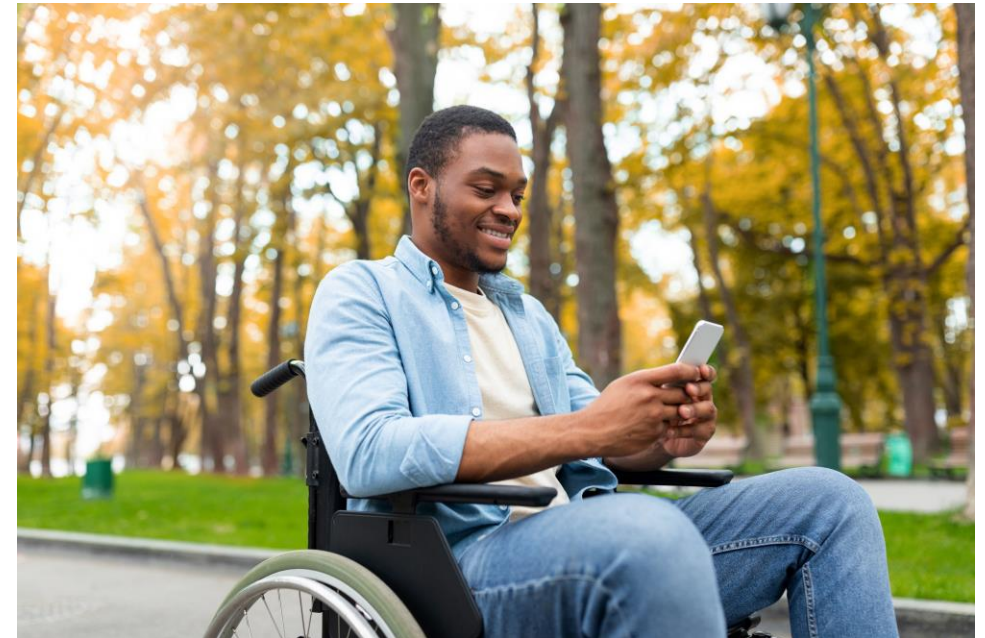
- Current and valid applicable insurance
- Provide coverage levels that meet or exceed CPUC General Order 115

Conduct Community Outreach

- Engage disability stakeholders
- Publicize WAV services

Distribute Customer Surveys

- CPUC and SAFA are currently developing a customer survey for Access for All WAV users.
- Once provided, APs should distribute this survey to their ridership through an online format or other formats as needed.
- Survey questions may include:
 - Demographic information
 - Program awareness and effectiveness
 - Other relevant topics to evaluate program outcomes



Submit Invoices

- Submit invoices monthly by the 10th for expenses incurred in the previous month.
- Use the required Invoice Template and attach all supporting documentation (e.g., itemized receipts).
- Email invoices to accessforall@cpucsafa.org and cc byamagata@gcapservices.com.
- SAFA will review and process reimbursement within 30 days of submission, provided no revisions are needed.
- Include only eligible expenses in accordance with the Funding Agreement. Ineligible expenses will not be reimbursed. Refer to Attachment B for Eligible & Ineligible WAV Expenses.
- Refer to Attachment C of the Funding Agreement for detailed invoice instructions for Access Providers.

Invoice Template

Summary of Work
In this space, provide a write up of the major expense activities that occurred during the reporting period.

Summary of Itemized Expenses (Pulled from Expense Detail Sheet)	
Category of Eligible WAV Expenses	Amount (\$)
Vehicle Costs	\$ -
Partnership Costs	\$ -
Marketplace Costs	\$ -
Operational Costs	\$ -
TOTAL AMOUNT REQUESTED FOR REIMBURSEMENT	\$ -

Certification
I certify that the expenses listed above are accurate, allowable under the approved Scope of Work for the SAFA Access for All Program, and supported by attached receipts.

Authorized Signature _____
Date _____
Name of Authorized Signer _____
Title of Authorized Signer _____

[Download template from the SAFA website.](#)

Invoice Template

SAFA Access for All Program Invoice for Access Providers

Cycle 5 CY 2026

Reporting Period: 0

Itemized Expenses

Category	Eligible WAV Expenses Adopted in D. 20-03-007	Amount \$	Detailed Description
Vehicle Costs	Lease/Rental/Purchase Costs	\$	-
	Rental Subsidies for Driver	\$	-
	Inspections	\$	-
	Maintenance, Service & Warranty	\$	-
	Fuel Cost	\$	-
	Cleaning Supplies/Services	\$	-
	Other (Describe in detail)	\$	-
Vehicle Cost Subtotal		\$	-
Partnership Costs	Transportation Service Partner Fees/Incentives and/or Management Fees	\$	-
	Vehicle Subsidies	\$	-
	Consultants/Legal (excludes claims or litigation costs)	\$	-
	Other (Describe in detail)	\$	-
	Partnership Costs Subtotal		\$
Marketplace Costs	Recruiting	\$	-
	Driver Onboarding	\$	-
	Training Costs	\$	-
	Driver Incentives	\$	-
	Promo Codes for WAV	\$	-
	Other (Describe in detail)	\$	-
Marketplace Costs Subtotal		\$	-
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 in detail)	\$	-
	Operational Costs Subtotal		\$
TOTAL AMOUNT REQUESTED FOR REIMBURSEMENT		\$	-

Attachments

Please attach supporting documents, such as receipts, work descriptions, and other information as needed.

[Download template from the SAFA website.](#)

Fund Liquidation and Unused Funds

All Access Funds must be fully liquidated within 12 months.

If there is an early termination, then all unused funds will be returned to the CPUC within 30 calendar days.

Funding Agreement Term

“Term: Effective March 1, 2026 through February 28, 2027, with allowable reimbursement for eligible costs incurred between January 1, 2026 and December 31, 2026.”

Why does the term end on February 28, 2027?

- Allows Access Providers to submit the final quarterly report by January 30, 2027.
- Provides time for SAFA to review and finalize reports before February 28, 2027.
- Gives you time to submit your final invoice for December 2026 in January 2027.

What does this mean for reimbursement?

- Eligible costs incurred between January 1, 2026 and December 31, 2026 may be reimbursed.
- If your project began early, you may request reimbursement for January and February 2026 expenses.
- All costs must align with your approved project scope in the Funding Agreement.

Cycle 5 Timeline for Access Providers

Items	Due Dates
Invoices with detailed supporting documentation	Due Monthly by the 10 th First one due April 10 th for Mar and Jan-Feb (if applicable)
Quarterly Reports	See specific due dates
Quarter 1 (1/1/26 – 3/30/26)	4/30/26
Quarter 2 (4/1/26 – 6/30/26)	7/30/26
Quarter 3 (7/1/26 – 9/30/26)	10/30/26
Quarter 4 (10/1/26 – 12/31/26)	1/30/27
Customer Survey Distribution	TBD

Share Your Program Updates with SAFA!



Let us know when you're launching your program.



Send us your newsletters and outreach emails.



Share your success stories—we'd love to highlight them!

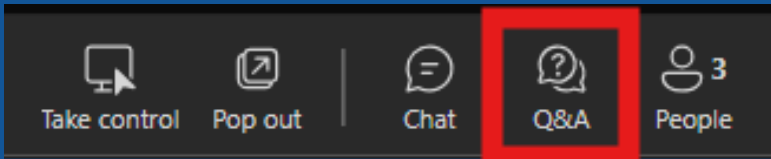
Send to accessforall@cpucsafa.org!

Helpful Tips

- Review your funding agreement to understand your responsibilities as an Access Provider.
- Add accessforall@cpucsafa.org to your safe sender list to ensure you receive all notifications.
- Any contact updates? Please notify us as soon as possible.
- Check out our website for helpful resources and information.
- If you have any questions or need clarification, please reach out—we're happy to help!
- Subscribe to SAFA updates here: [SAFA Email Notifications](#)

Questions?

Please enter your questions in the Q&A feature.



Contact Us

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Brittany Yamagata

byamagata@gcapservices.com

949-409-4621



SAFA Access for All Program:

accessforall@cpucsafa.org

www.cpucsafa.org