

CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Passenger Transportation Carrier Advice Letter (AL) Summary Form

PASSENGER TRANSPORTATION CARRIER FILER INFORMATION

Date of Submission:	Date AL served on parties:	
Carrier Name:	PSG #:	
DBA Name:		
Address:		
City:	State:	ZIP Code:
Filer's Name: First, Last		
Filer's Email:		Filer's Phone:

AL INFORMATION

Advice Letter #:	Requested Effective Date:	AL Tier: <input type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> Information Only
Subject of filing:		
Authorization for filing: Resolution #, Decision #, etc.		
Notes/comments: Other information & reference to advice letter, etc.		

SUBMISSION INFORMATION

The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.

Questions regarding the Access for All Program Advice Letter filings, please email:
tncaccess@cpuc.ca.gov

Questions regarding the Autonomous Vehicle Passenger Service Programs Advice Letter filings, please email:
AVPrograms@cpuc.ca.gov

Questions regarding the Clean Miles Standard Advice Letter filings, please email:
CleanMiles@cpuc.ca.gov

Questions regarding the Transportation Network Companies general Advice Letter filings, please email:
Licensing_TNC@cpuc.ca.gov



185 Berry Street
Suite 400
San Francisco, CA 94107

April 25, 2025
Lyft, Inc.
Advice Letter No. WAV-028A

California Public Utilities Commission
Consumer Protection and Protection Division
Transportation Licensing and Analysis Branch
505 Van Ness Avenue
San Francisco, CA 94102

Pursuant to Decision (D.) 20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, Lyft, Inc. submits this amended Advice Letter No. WAV-028A to request an offset, against the quarterly Access Fund payments due, the amounts spent by Lyft, Inc. to improve wheelchair accessible vehicle (WAV) service in San Francisco County in Quarter 1 of 2025. Advice Letter No. WAV-028, submitted by Lyft on April 15, 2025, is being amended to remove amounts spent in Los Angeles County, as Lyft did not meet the Trip Completion Standard in Los Angeles for trips completed in Q1 2025.

The requested effective date is May 15, 2025 (30 days from date of filing).

The offset amount requested is as follows:

County	Offset Expenses (\$)	Percent Allowed (%) ¹	Offset Requested (\$)
SAN FRANCISCO	\$239,970.60	98.67%	\$236,774.27
Total Offset Request	\$239,970.60		\$236,774.27

Per D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, Lyft, Inc. provides the following documents in support of its request which have been amended following Lyft's initial Advice Letter No. WAV-028 filed on April 15, 2025:

1. Complaints
2. Accounting of Funds Expended
3. Signed Accounting of Funds Expended

¹ D.23-02-024 OP6.



185 Berry Street
Suite 400
San Francisco, CA 94107

Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County

County	Q1 2025					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	Level 1 (%)	Level 1 (mins)	Level 2 (%)	L Level 2 (mins)	
San Francisco	12	79.51%	10.82	98.57%	15.1	Yes

Table B: Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
San Francisco	12	A	87.69%	Y

Table C: Trip Completion Standard (part b.2)

County	Option 1 or 2 ²	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
San Francisco	2	839	563	976	976

Table D: Pre-scheduled Pickup Delay Standards (PDS) (percent) and Pickup Delay Benchmarks (PDB) (minutes) by County

County	Q1 2025			TNC claims the data demonstrates meeting or exceeding % of completed trips and within PDB?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	PDS (%)	PDB (mins)	
San Francisco	7	100.00%	19.21	Y

Table E: Pre-scheduled Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Pre-scheduled Trip Completion Standard (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
San Francisco	7	A	68.42%	N

² See D.21-11-004 Ordering Paragraph 6.



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San Francisco, CA 94107

Table F: Pre-scheduled Trip Completion Standard (part b.2)

County	Option 1 or 2 ³	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
San Francisco	2	7	6	13	13

Per D.23-02-24⁴, Lyft, Inc. submits information on the on-demand and Pre-scheduled Service Mix as indicated in the table below.

Table G: On-demand and Pre-scheduled Service Mix

County	# of On-Demand WAV Trips	# of Pre-scheduled WAV Trips	% of On-Demand WAV trips out of the total Pre-scheduled WAV trips	% of Pre-scheduled WAV trips out of the total on-demand WAV trips
San Francisco	976	13	7507.69%	1.33%

Per D.23-02-24⁵, Lyft, Inc. submits information on the Wait and Save Data as indicated in the table below.

Table H: Wait and Save

County	# of WAV Wait & Save Trips	# of On-Demand WAV Trips	% of Wait & Save Trips out of the total on-demand WAV trips
San Francisco	217	976	22.23%

In compliance with General Order 96-B, we served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on April 25, 2025. If there are any questions regarding this advice letter, please contact Janeé Weaver at jweaver@lyft.com.

Any Party can protest or respond to this advice letter by sending a written protest or response via email to CPED at TNCAccess@cpuc.ca.gov. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to Janeé Weaver at jweaver@lyft.com.

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at www.cpus.ca.gov and look for links to General Order 96-B.

³ See D.23-02-024 Ordering Paragraph 5.

⁴ See D.23-02-024 Ordering Paragraph 6.

⁵ See D.23-02-024 Ordering Paragraph 11.



185 Berry Street
Suite 400
San Francisco, CA 94107

I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS HAVE BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Yours truly,

A handwritten signature in blue ink that reads "Janeé Weaver".

Janeé Weaver
Senior Counsel, Regulatory Compliance
Lyft, Inc.
Registered In House Counsel - California Bar

Attachments

1. Lyft, Inc._2025Q1_Complaints_9
2. Lyft, Inc._2025Q1_Funds_Expended_10



California
Public Utilities
Commission



[CPUC Home](#)

CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: DECEMBER 20, 2024

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Parties

ALEX LAVOI
NOMAD TRANSIT LLC DBA VIA
10 CROSBY STREET, 2ND FL.
NEW YORK, NY 10013
FOR: NOMAD TRANSIT LLC DBA VIA

JONATHAN COHEN
LITIGATION AND REGULATORY COUNSEL
VIA TRANSPORTATION INC.
95 MORTON STREET, 3RD. FL.
NEW YORK, NY 10014
FOR: VIA TRANSPORTATION INC.

EDWARD HOFFMAN
RIDE PLUS, LLC
1275 PEACHTREE ST NE 6TH FL
ATLANTA, GA 30309
FOR: RIDE PLUS LLC DBA PROVADO MOBILE
HEALTH

JARVIS MURRAY
ADMIN – FOR-HIRE POLICY & ENFORCEMENT
LOS ANGELES DEPT. OF TRANSPORTATION
100 S. MAIN STREET
LOS ANGELES, CA 90012
FOR: LOS ANGELES DEPARTMENT OF
TRANSPORTATION (LADOT)

WIL RIDDER
EXE. OFFICER – PLANNING & DEVELOPMENT
LA COUNTY METROPOLITAN TRANSPORT AUTHOR
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012
FOR: LOS ANGELES COUNTY METROPOLITAN
TRANSPORTATION AUTHORITY

AUTUMN M. ELLIOTT
SR COUNSEL
DISABILITY RIGHTS CALIFORNIA
350 SOUTH BIXEL STREET, STE 290
LOS ANGELES, CA 90017
FOR: DISABILITY RIGHTS CALIFORNIA

MAGGIE GREEN
HOPSKIPDRIVE
1320 E. 7TH ST., STE. 200
LOS ANGELES, CA 90021
FOR: HOPSKIPDRIVE INC.

WHITNEY LEWIS
MVN 2 LLC
1048 MARINE AVE APT 10
GARDENA, CA 90247
FOR: MVN 2 LLC

LAYLA SOTTO
EXECUTIVE RIDE LLC
4532 W IMPERIAL HWY
HAWTHORNE, CA 90304
FOR: EXECUTIVE RIDE LLC DBA OPOLI

ANDRE COLAIACE
ACCESS SERVICES
PO BOX 5728
EL MONTE, CA 91734-1738
FOR: ACCESS SERVICES

ROBYN WAPNER
SR. GOV'T RELATIONS ANALYST
SAN DIEGO ASSOCIATION OF GOVERNMENTS

MARK POTTER
ALTRUISTIC INC DBA BOUNCE
9845 ERMA ROAD, STE. 300

401 B STREET, SUITE 800
SAN DIEGO, CA 92101
FOR: SAN DIEGO ASSOCIATION OF
GOVERNMENTS

SAN DIEGO, CA 92131
FOR: ALTRUISTIC INC. DBA BOUNCE

NANCY WHELAN
GEN. MGR.
MARIN TRANSIT
711 GRAND AVENUE, STE.110
SAN RAFAEL, CA 94000
FOR: MARIN TRANSIT

LILLIAN LEVY
SAN FRANCISCO CITY ATTORNEY'S OFFICE
1390 MARKET STREET
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

ANNA UHLS
ATTORNEY
RASIER-CA, LLC
1455 MARKET STREET
SAN FRANCISCO, CA 94103
FOR: RASIER-CA, LLC DBA UBER
TECHNOLOGIES INC.

NICOLE BOHN
DIRECTOR
SF MAYOR'S OFFICE ON DISABILITY
1155 MARKET STREET 1ST FLOOR
SAN FRANCISCO, CA 94103
FOR: SAN FRANCISCO MAYOR'S OFFICE OF
DISABILITY

TILLY CHANG
EXE DIR
S. F. COUNTY TRANSPORTATION AUTHORITY
1455 MARKET STREET, 22ND FL.
SAN FRANCISCO, CA 94103
FOR: SAN FRANCISCO TRANSPORTATION
AUTHORITY

VARUN JAIN
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103
FOR: UBER TECHNOLOGIES, INC.

DRENNEN SHELTON
PLANNER
BAY AREA METRO CENTER
375 BEALE STREET, STE.800
SAN FRANCISCO, CA 94105
FOR: METROPOLITAN TRANSPORTATION
COMMISSION (MTC)

SARA SCHAER
DOLIGHTFUL, INC
31 WINFIELD ST
SAN FRANCISCO, CA 94110
FOR: DOLIGHTFUL, INC.

DANIEL ROCKEY
PARTNER
BRYAN CAVE LEIGHTON PAISNER
THREE EMBARCADERO CENTER, 7TH FL.
SAN FRANCISCO, CA 94111-4070
FOR: LYFT, INC.

JEFF MALTZ
CEO
SILVERRIDE, LLC
425 DIVISADERO ST., SUITE 201
SAN FRANCISCO, CA 94117
FOR: SILVERRIDE, LLC

MARK GRUBERG
EXE. BOARD MEMBER
SAN FRANCISCO TAXI WORKERS ALLIANCE
1415 PALOU AVE.
SAN FRANCISCO, CA 94124
FOR: SAN FRANCISCO TAXI WORKERS
ALLIANCE (SFTWA)

RITU NARAYAN
ZUM SERVICES, INC.
555 TWIN DOLPHINE DR STE 350
REDWOOD CITY, CA 94401
FOR: ZUM SERVICES, INC.

DARYL HALLS
EXE. DIR.
SOLANO TRANSPORTATION AUTHORITY
ONE HARBOR CENTER, STE. 130
SUISUN CITY, CA 94585
FOR: SOLANO TRANSPORTATION AUTHORITY

MELISSA W. KASNITZ
LEGAL DIR
CENTER FOR ACCESSIBLE TECHNOLOGY
3075 ADELINE STREET, STE. 220
BERKELEY, CA 94703
FOR: CENTER FOR ACCESSIBLE TECHNOLOGY

MICHELLE UZETA
DREDF
3075 ADELINE STREET, SUITE 210
BERKELEY, CA 94703
FOR: DISABILITY RIGHTS EDUCATION &
DEFENSE FUND (DREDF)

ABHAY JAIN
ACTIVE SCALER INC., DBA TAGSI
1551 MCCARTHY BLVD., STE. 10
MILPITAS, CA 95035
FOR: ACTIVE SCALER INC., DBA TAGSI

AUSTIN BROWN
EXECUTIVE DIRECTOR
UC DAVIS POLICY INSTITUTE
1605 TILIA STREET, SUITE 100
DAVIS, CA 95616
FOR: UC DAVIS POLICY INSTITUTE FOR
ENERGY, ENVIRONMENT, AND THE ECONOMY

SEAN TIEDGEN
SR. TRANSP PLANNER
SHASTA REGIONAL TRANSPORTATION AGENCY
1255 EAST STREET, STE. 202
REDDING, CA 96001
FOR: SHASTA REGIONAL TRANSPORTATION
AGENCY (SRTA)

Information Only

ABIGAIL COCHRAN
UNIVERSITY OF CALIFORNIA, BERKELEY
EMAIL ONLY
EMAIL ONLY, CA 00000

ANNA FERO
DAVIS WRIGHT TREMAINE LLP
EMAIL ONLY
EMAIL ONLY, CA 00000

ANNETTE WILLIAMS
SF MUNICIPAL TRANSPORTATION AGENCY
EMAIL ONLY
EMAIL ONLY, CA 00000

APARNA PALADUGU
ZOOX
EMAIL ONLY
EMAIL ONLY, AA 00000

AUSTIN HEYWORTH
UBER
EMAIL ONLY
EMAIL ONLY, CA 00000

CALEB CARRIZALES
LYFT
EMAIL ONLY
EMAIL ONLY, CA 00000

ERIKA QUINTERO
LYFT, INC.
EMAIL ONLY
EMAIL ONLY, CA 00000

ERIN MCAULIFF
SF MUNICIPAL TRANSPORTATION AGENCY
EMAIL ONLY
EMAIL ONLY, CA 00000

HEATHER MILLER
PROGRAM MANAGER
VENTURA COUNTY TRANSPORTATION COMMISSION
EMAIL ONLY
EMAIL ONLY, CA 00000

HENRY CLAYPOOL
CONSULTANT – TECH POLICY
AMERICAN ASSN PEOPLE WITH DISABILITIES
EMAIL ONLY
EMAIL ONLY, CA 00000

JAMES ANDREW
MANAGER, TRANSPORTATION PLANNING
LA METROPOLITAN TRANSPORTATION AUTHORITY
EMAIL ONLY
EMAIL ONLY, CA 00000

JANEE WEAVER
COUNSEL – REGULATORY
LYFT, INC.
EMAIL ONLY
EMAIL ONLY, CA 00000

JOHN ROWLEY
PRIME TIME SERVICES
EMAIL ONLY
EMAIL ONLY, CA 00000

KATHLEEN CORTEZ
PROGRAM ANALYST – AREA AGENCY ON AGING
COUNTY OF SONOMA
HUMAN SERVICES DEPT
EMAIL ONLY
EMAIL ONLY, CA 00000

LAURA TIMOTHY
MGR – ACCESS, PARATRANSIT
S.F. BAY AREA RAPID TRANSIT DISTRICT
EMAIL ONLY
EMAIL ONLY, CA 00000

LEGAL DIVISION
CPUC
EMAIL ONLY
EMAIL ONLY, CA 00000

LEUWAM TESFAI
EXE. DIV.
CALIFORNIA PUBLIC UTILITIES COMMISSION
EMAIL ONLY
EMAIL ONLY, CA 00000

MADDY RUVOLO
SFMTA
EMAIL ONLY
EMAIL ONLY, CA 00000

MALLORY NESTOR-BRUSH
MGR – ACCESSIBLE SERVICES
AC TRANSIT
EMAIL ONLY
EMAIL ONLY, CA 00000

MOLLY ZIMNEY
LYFT, INC
EMAIL ONLY
EMAIL ONLY, CA 00000

NEELA PAYKEL
DEPUTY GENERAL COUNSEL
EMAIL ONLY
EMAIL ONLY, CA 00000

PAT PIRAS
EMAIL ONLY
EMAIL ONLY, CA 00000

PAUL S. BRANSON
CEO

PHILIP LAW
EMAIL ONLY

LAKE LINKS
EMAIL ONLY
EMAIL ONLY, CA 00000

EMAILONLY, CA 00000

PRISCILLA FREDUAH-AGYEMANG
EMAIL ONLY
EMAIL ONLY, CA 00000

RICHARD SKAFF
EXECUTIVE DIRECTOR
DESIGNING ACCESSIBLE COMMUNITIES
EMAIL ONLY
EMAIL ONLY, CA 00000

ROSS GREEN
ASSOCIATE
KEARNS & WEST, INC
EMAIL ONLY
EMAIL ONLY, CA 00000

STEVEN T. WALLAUCH
PLATINUM ADVISORS
EMAIL ONLY
EMAIL ONLY, CA 00000

THYME CURTIS
EXECUTIVE DIRECTOR
THE CITY OF SAN DIEGO
EMAIL ONLY
EMAIL ONLY, CA 00000

TOM ASHLEY
VOLTERA
EMAIL ONLY
EMAIL ONLY, CA 00000

TOM BELLINO
EMAIL ONLY
EMAIL ONLY, CA 00000

TRACI LEE
SENIOR PUBLIC POLICY MANAGER
LYFT
EMAIL ONLY
EMAIL ONLY, CA 00000

DAVIS WRIGHT TREMAINE LLP
EMAIL ONLY
EMAIL ONLY, CA 00000

CAMERON-DANIEL, P.C.
EMAIL ONLY
EMAIL ONLY, CA 00000

HOPSKIPDRIVE, LLC
EMAIL ONLY
EMAIL ONLY, CA 00000

ANDREI GREENAWALT
HEAD OF PUBLIC POLICY
VIA TRANSPORTATION INC.
160 VARICK STREET, 4TH FL.
NEW YORK, NY 10013
FOR: VIA TRANSPORTATION INC.

NOMAD TRANSIT LLC DBA VIA
10 CROSBY STREET, 2ND FL.
NEW YORK, NY 10013

JAMES C. BEH
ATTORNEY
JONES DAY
51 LOUISIANA AVENUE, N.W.
WASHINGTON, DC 20001
FOR: INSTITUTIONAL EQUITY INVESTORS

KATHERINE SHERIFF
DAVIS WRIGHT TREMAINE LLP
1301 K STREET NW, SUITE 500 EAST
WASHINGTON, DC 20005

ANDREI GREENAWALT
PUBLIC POLICY
NOMAD TRANSIT, LLC
2233 WISCONSIN AVE., STE 201
WASHINGTON, DC 20007

IZZY AALA
CABCONNECT, INC.
714 E. MONUMENT AVE, SUITE 107
DAYTON, OH 45402

ASHAD HAMIDEH, PH.D
SR. DIR. - PLANNING & DEVELOPMENT
L.A. COUNTY METRO TRANSPORT.AUTHORITY
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012

JAMES ANDREW
MGR - PLANNING
L.A. COUNTY METRO TRANSPORT AUTHORITY
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012

JAMES O. JOHNSTON
JONES DAY
555 SOUTH FLOWER ST, FIFTIETH FL.
LOS ANGELES, CA 90071
FOR: INSTITUTIONAL EQUITY INVESTORS

PARMINDER JOEA
EXECUTIVE RIDE LLC
4532 W IMPERIAL HWY
HAWTHORNE, CA 90304
FOR: EXECUTIVE RIDE LLC DBA OPOLI

MEAGAN SCHMIDT
OPERATIONS MANAGER
FACT
600 MISSION AVENUE
OCEANSIDE, CA 92054

ROBERT GEB0
ADA PARATRANSIT PROGRAM ADMINISTRATOR
NORTH COUNTY TRANSIT DISTRICT
810 MISSION AVENUE
OCEANSIDE, CA 92054

BENJAMIN GEMBLER
SAN DIEGO ASSOCIATION OF GOVERNMENTS
401 B STREET, SUITE 800
SAN DIEGO, CA 92101

JACK CHRISTENSEN
GRANTS ADMINISTRATOR
SANDAG
401 B STREET, STE. 800
SAN DIEGO, CA 92101

AMY KALIVAS
DIRECTOR OF PROGRAMS
ACCESS TO INDEPENDENCE
8885 RIO SAN DIEGO DRIVE NO 131
SAN DIEGO, CA 92108

ERIC DEHATE
RIVERSIDE COUNTY TRANSP. COMMISSION
4080 LEMON STREET, 3RD FL.
RIVERSIDE, CA 92501

ALAN CAZARES
TRANSPORTATION PLANNER
SAN LUIS OBISPO COUNCIL OF GOVERNMENTS
1114 MARSH ST
SAN LUIS OBISPO, CA 93405

ALLISON DRUTCHAS
WAYMO LLC
1600 AMPHITHEATRE PARKWAY
MOUNTAIN VIEW, CA 94043

ANNETTE TRAN
PRODUCT & REGULATORY COUNSEL
AURORA
280 N. BERNARDO AVE
MOUNTAIN VIEW, CA 94043

GEORGE IVANOV
WAYMO LLC
100 MAYFIELD AVENUE
MOUNTAIN VIEW, CA 94043

MARI DAVIDSON
ATTORNEY AT LAW
WAYMO LLC
100 MAYFIELD AVENUE
MOUNTAIN VIEW, CA 94043

MIKE TIEN
REGULATORY COUNSEL
AURORA
280 N. BERNARDO AVE
MOUNTAIN VIEW, CA 94043

VIVEK GARG
ZUM SERVICES, INC.
555 TWIN DOLPHINE DRIVE, STE. 350
REDWOOD CITY, CA 94065

JULIE VEIT
DEPUTY CITY ATTORNEY
S. F. CITY ATTORNEY'S OFFICE
1390 MARKET STREET, 7TH FL.
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

LESLIE FERNANDEZ
CITY ATTORNEY OFFICE
CITY AND COUNTY OF SAN FRANCISCO
1390 MARKET STREET, 7TH FLOOR
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

STEPHANIE STUART
DEPUTY CITY ATTORNEY
CITY ATTORNEYS OFFICE
1390 MARKET STREET, 7TH FLOOR
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

SUSAN CLEVELAND-KNOWLES
GEN. COUNSEL / DEPUTY CITY ATTY.
OFFICE OF THE CITY ATTORNEY
1390 MARKET STREET, 7TH . FOX PLAZA
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

ANDREW DUGOWSON
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ANNA JEW
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 3-D
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ASHLYN KONG
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

BRIAN KAHRS
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 2-F
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

CAITLIN POLLOCK
CALIF PUBLIC UTILITIES COMMISSION
DISTRIBUTION PLANNING BRANCH
AREA

CODY NAYLOR
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

DEBBIE CHIV
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

GREGORY HARASYM
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

IRYNA KWASNY
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JACK CHANG
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION
ROOM 5020
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JOSHUA HUNEYCUTT
CALIF PUBLIC UTILITIES COMMISSION
CONSUMER PROTECTION AND ENFORCEMENT DIVI
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

MICHAEL LUO
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

NIKI BAWA
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 5029
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

REAGAN ROCKZSFFORDE
CALIF PUBLIC UTILITIES COMMISSION
COMMUNICATIONS DIVISION
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ROBERT MASON
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION
ROOM 5016
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

TERENCE SHIA
CALIF PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS
ROOM 5306
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

TERRA M. CURTIS
CALIF PUBLIC UTILITIES COMMISSION
CONSUMER PROTECTION AND ENFORCEMENT DIVI
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

THERESA BUCKLEY
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ADAM BIERMAN
UBER TECHNOLOGIES, INC.

ALEXANDER LARRO
UBER TECHNOLOGIES, INC.

1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103
, CA 94103

1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO

FOREST BARNES
SFMTA
1 SOUTH VN NESS AVENUE, 7TH FLOOR
SAN FRANCISCO, CA 94103

JADIE WASILCO
SR. ANALYST, GOV'T AFFAIRS DIVISON
SF MUNICIPAL TRANSPORTATION AGENCY
1 SOUTH VAN NESS AVENUE, 8TH FLOOR
SAN FRANCISCO, CA 94103

JANE Y. LEE
ATTORNEY
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FL.
SAN FRANCISCO, CA 94103

JUSTINE WOODLAND
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103

KATE TORAN
INT. DIR.- TAXIS & ACCESSIBLE SVCS DIV.
S. F. MUNICIPAL TRANSPORTATION AGENCY
1 SOUTH VAN NESS AVE., 7TH FLOOR
SAN FRANCISCO, CA 94103

LAURA GRAY
COMMUNITY & GOVN'T RELATIONS MGR.
CRUISE AUTOMATION
1201 BRYANT STREET
SAN FRANCISCO, CA 94103

LISA TSE
ATTORNEY
RASIER-CA, LLC
1455 MARKET STREET
SAN FRANCISCO, CA 94103
FOR: RASIER-CA, LLC DBA UBER

MEHER DHALIWAL
ACCESSIBLE SVCS
SFMTA
1 SOUTH VAN NESS AVENUE, 7TH FLOOR
SAN FRANCISCO, CA 94103

STEPHANIE KUHLMAN
PARALEGAL, REGULATORY
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FL.
SAN FRANCISCO, CA 94103

VALERIE COLEMAN
PROGRAM ANALYST
SF DEPT OF AGING & ADULT SERVICES
1650 MISSION ST., 5TH FLR
SAN FRANCISCO, CA 94103

JOSH RAPOPORT
MORGAN LEWIS & BOCKIUS, LLP
ONE MARKET, SPEAR STREET TOWER
SAN FRANCISCO, CA 94105

KENDALL ALLEN
JENNER & BLOCK LLP
455 MARKET STREET, SUITE 2100
SAN FRANCISCO, CA 94105

LAURIE EDELSTEIN
ATTORNEY
JENNER & BLOCK LLP
525 MARKET STREET, 29TH FLOOR
SAN FRANCISCO, CA 94105

PEJMAN MOSHFEGH
ATTORNEY AT LAW
MORGAN, LEWIS & BOCKIUS LLP
ONE MARKET, SPEAR STREET TOWER
SAN FRANCISCO, CA 94105

F. JACKSON STODDARD
ATTORNEY
MORGAN LEWIS & BOCKIUS, LLP
ONE MARKET, SPEAR STREET TOWER
SAN FRANCISCO, CA 94105-1126

AICHI DANIEL
SR COUNSEL - SAFETY & REGULATORY
CRUISE LLC
333 BRANNAN STREET
SAN FRANCISCO, CA 94107

ANNETTE TRAN
COUNSEL - REGULATORY COMPLIANCE
LYFT, INC.
185 BERRY STREET
SAN FRANCISCO, CA 94107

CHRISTOF BAUMBACH
CEO
WINGZ, INC.
795 FOLSOM STREET
SAN FRANCISCO, CA 94107
FOR: WINGZ, INC.

DEMETRIUS REAGANS
LYFT, INC.
185 BERRY STREET, SUITE 5000
185 BERRY STREET, STE. 5000
SAN FRANCISCO, CA 94107

IZZY GERUNDIO
LYFT, INC.
SAN FRANCISCO, CA 94107

MARGARET TOBIAS
ATTORNEY AT LAW
TOBIAS LAW OFFICE
460 PENNSYLVANIA AVE
SAN FRANCISCO, CA 94107

PAUL AUGUSTINE
SENIOR MANAGER, SUSTAINABILITY
LYFT, INC.
185 BERRY STREET, SUITE 5000
SAN FRANCISCO, CA 94107

ELIZABETH GALLAGHER
LYFT INC.
2300 HARRISON STREET
SAN FRANCISCO, CA 94110
FOR: LYFT INC.

DOLIGHTFUL INC. DBA KANGO
31 WINFIELD STREET
SAN FRANCISCO, CA 94110

VIDHYA PRABHAKARAN
ATTORNEY
DAVIS WRIGHT TREMAINE LLP
50 CALIFORNIA STREET, 23RD FLR
SAN FRANCISCO, CA 94111

MARTINET PHAN
SILVERRIDE
425 DIVISADERO ST. SUITE 201
SAN FRANCISCO, CA 94117

RACHELLE CHONG
COUNSEL
LAW OFFICES OF RACHELLE CHONG
345 WEST PORTAL AVENUE, STE. 110
SAN FRANCISCO, CA 94127

THOMAS GREGORY
DEPUTY DIR
CENTER FOR INDEPENDENT LIVING
2490 MARINER SQUARE LOOP, STE. 210
ALAMEDA, CA 94501
FOR: CENTER FOR INDEPENDENT LIVING

KATE LEFKOWITZ
ASSOCIATE TRANSPORTATION PLANNER

ANH NGUYEN
MGR., ADA PROGRAMS DIV.

ALAMEDA TRANSPORTATION COMMISSION
1111 BROADWAY, SUITE 800
OAKLAND, CA 94607

CITY OF OAKLAND
1 FRANK OGAWA PLAZA, 11TH FL.
OAKLAND, CA 94612

REBECCA RUFF
CENTER FOR ACCESSIBLE TECHNOLOGY
3075 ADELINE STREET, SUITE 220
BERKELEY, CA 94703

JAMES W. CARSON
ATTORNEY AT LAW
NIELSEN MERKSAMER PARRINELLO GROSS
2350 KERNER BOULEVARD, SUITE 250
SAN RAFAEL, CA 94901

JOANNA HUITT
MOBILITY PLANNER
MARIN TRANSIT
711 GRANVE AVE, SUITE 110
SAN RAFAEL, CA 94901

ACTIVE SCALER INC. DBA TAGSI
1551 MCCARTHY BLVD, STE. 10
MILPITAS, CA 95035

JOANNA EDMONDS
TECHNICIAN - TRANSPORTATION PLANNING
SCCRTC
1523 PACIFIC AVENUE
SANTA CRUZ, CA 95060
FOR: SANTA CRUZ COUNTY REGIONAL
TRANSPORTATION COMMISSION

LORENA BERNAL-VIDAL
PLANNER III
SANTA CLARA VALLEY TRANSP. AUTHORITY
3331 NORTH FIRST STREET, BUILDING A
SAN JOSE, CA 95134-1927
FOR: SANTA CLARA VALLEY TRANSPORTATION
AUTHORITY

ELIZABETH RICHARDS
ER CONSULTING
607 ELMIRA RD. NO. 234
VACAVILLE, CA 95687

CURTIS L. CHILD
LEGISLATIVE DIR
DISABILITY RIGHTS CALIFORNIA
1831 K STREET
SACRAMENTO, CA 95811-4114

DOUGLAS ITO
CALIF PUBLIC UTILITIES COMMISSION
CONSUMER PROTECTION AND ENFORCEMENT DIVI
300 Capitol Mall
Sacramento, CA 95814

LAURA MCWILLIAMS
STATE SENATOR JERRY HILL
STATE CAPITOL, ROOM 5035
SACRAMENTO, CA 95814

MICHAEL MULLANEY
CALIF PUBLIC UTILITIES COMMISSION
PRESIDENT ALICE REYNOLDS
300 Capitol Mall
Sacramento, CA 95814

NOAH THORON
CALIF PUBLIC UTILITIES COMMISSION
CONSUMER PROTECTION AND ENFORCEMENT DIVI
300 Capitol Mall
Sacramento, CA 95814

MANAL YAMOUT MCDERMID
CALIBER STRATEGIES
PO BOX 160724
SACRAMENTO, CA 95816

ZEENAT HASSAN
DISABILITY RIGHTS CALIFORNIA
2111 J ST., NO.406
SACRAMENTO, CA 95816

ANDREW B. BROWN
ATTORNEY AT LAW
BIERING & BROWN LLP
2600 CAPITOL AVENUE, SUITE 400
SACRAMENTO, CA 95816-5931
FOR: INSTITUTIONAL EQUITY INVESTORS


DARIN SANDS
BRADLEY BERNSTEIN SANDS LLP
PO BOX 4120, PMB 62056
PORTLAND, OR 97208

HEIDI BRADLEY
BRADLEY BERNSTEIN SANDS LLP
113 CHERRY STREET
SEATTLE, WA 98104-2205

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Lyft Inc.
Q1 2025

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	438,595.11
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Partnership Costs	Consultants/Legal	0.00
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Marketplace Costs	Promo Codes for WAV	0.00
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Operational Costs	Marketing Costs	9,413.15
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	11,562.77
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2025	Other	Total Offset Requested	239,970.60

Signature: 
Preparer: Janet Siu
Address: 185 Berry Street Suite 400
San Francisco CA 94107

Title: Director, Accounting
Date: 4/25/2025
Phone: N/A
Email: JanetSiu@lyft.com