

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: 1/15/2026	Date AL served on parties: 1/15/2026	
Carrier Name: Lyft, Inc.	PSG #:	0032513
DBA Name: Lyft		
Address: 185 Berry St., Suite 400		
City: San Francisco	State: CA	ZIP Code: 94107
Filer's Name: First, Last Janee Weaver		
Filer's Email: jweaver@lyft.com		Filer's Phone: 415-475-8459

AL INFORMATION

Advice Letter #: 32	Requested Effective Date: 2/14/2026	AL Tier: <input type="checkbox"/> I <input checked="" type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> Information Only
Subject of filing: Lyft, Inc.'s Advice Letter 32		
Authorization for filing: Resolution #, Decision #, etc. D.20-03-007, D.21-03-005, D.21-11-004, D.23-02-02		
Notes/Comments: Other information & reference to advice letter, etc. Lyft, Inc.'s Advice Letter No. 32 requesting an offset against the quarterly Access For All Fee payments collected for Los Angeles and San Francisco Counties for Quarter 4 of 2025.		

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
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San Francisco, CA 94107

January 15, 2026
Lyft, Inc.
Advice Letter No. WAV-032

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 Advice Letter No. WAV-032 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 Quarter 4 of 2025. The requested effective date is February 14, 2026 (30 days from date of filing).

The offset amount requested is as follows:

County	Offset Expenses (\$)	Percent Allowed (%) ¹	Offset Requested (\$)
LOS ANGELES	921,006.50	86.58%	797,421.35
Subtotal:			\$797,421.35
SAN FRANCISCO	285,597.50	100.00%	285,597.50
Subtotal:			\$285,597.50
Total Offset Request	\$1,206,604.00		\$1,083,018.85

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 as indicated in the summary table below:

1. Number of WAVs in Operation
2. Number of Unique WAVs in Operation
3. Number and Percentage of WAV Trips
4. Completed WAV Trip Request Response Times
5. OTS Report
6. Trips Completed Standards (TCS)
7. Exemption Response Times²

¹ D.23-02-024 OP6.

² This tab is intentionally blank as Lyft is not seeking an exemption for Q4 2025.



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8. Outreach
9. Training, Inspections and Declarations
10. Complaints
11. Accounting of Funds Expended
12. Contract Information

Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of on-demand and pre-scheduled WAVs³	<ul style="list-style-type: none">(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and(b) the unique number of WAVs in operation – by quarter and by hour of the day and day of the week; and(c) the 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;(d) the total WAV trips requested and completed broken out by Census Tract; and(e) operating hours for each geographic area	Y ⁴

³ D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12

⁴ "Trip_Requested_Tract," and "Trips_Completed_Tract" require 12 degrees of precision. In order to avoid data corruption, Lyft has added "#" at the end of the values.



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Criteria	Must Demonstrate	Documentation Included (Y/N)
2a. Improved level of service (on-demand WAVs)⁵	<p>Both the Offset Time and the Trip Completion Standards are satisfied:</p> <p>(a)(1) Offset Time Standard & WAV Response Times⁶: Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A)</p> <p>(b.1) Trip Completion Standard⁷: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and</p> <p>(b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year's same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year's same quarter, if applicable (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	Y

⁵ D.21-11-004 Ordering Paragraph 1-3, 6, and 7

⁶ D.21-11-004 Ordering Paragraph 1, 2, and 3

⁷ D.21-11-004 Ordering Paragraph 6 and 7



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Criteria	Must Demonstrate	Documentation Included (Y/N)
2b. Improved level of service (pre-scheduled WAVs)⁸	<p>Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied:</p> <p>(a) Pickup Delay Standard within the Pickup Delay Benchmark⁹: Meet or exceed both the relevant Response Time Benchmarks for a given quarter in a given geographic area within the Pre-scheduled Pickup Delay Benchmarks (PDB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table D)(b.1) Pre-scheduled Trip Completion Standard¹⁰: Meet or exceed the applicable minimum percentage of trip requests completed (see Table E), and</p> <p>(b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year's same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year's same quarter, if applicable (see Table F). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	Y as it pertains to San Francisco County.

⁸ D.23-02-024 Ordering Paragraph 1-5

⁹ D.23-02-024 Ordering Paragraph 4

¹⁰ D.23-02-024 Ordering Paragraph 5



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Criteria	Must Demonstrate	Documentation Included (Y/N)
3. Efforts to publicize and promote available WAV services¹¹	<p>Evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, and marketing or promotional materials of those activities including but not limited to:</p> <ul style="list-style-type: none">(a) Submitted an annual outreach plan (due no later than July 1 of each year),(b) Information about disability access and WAV in general marketing campaigns,(c) Submit a quarterly report for each offset county on the following: Progress made towards implementing the outreach plan; The number of entities contacted; The method, nature, outcome of the contact; the number of partnerships developed; Efforts to publicize and promote WAV service in each offset and whether efforts were accessible to people with disabilities and limited English proficiency; Educational materials developed and distributed; and outcome of TNCs efforts to outreach and engage wheelchair users. <p>Quarterly Report shall also address the following questions:</p> <ol style="list-style-type: none">1. What methods of engagement did the TNC find most effective and why?2. What common concerns/questions came up during the engagement process?3. What challenges have you encountered? How do you plan to overcome them?	Y - Please see attached "Outreach Information" document for a detailed explanation of Lyft's outreach efforts.
4. Full accounting of funds expended¹²	<p>Qualifying offset expenses are:</p> <ul style="list-style-type: none">(a) reasonable, legitimate costs that improve a TNC's WAV service, and(b) incurred in the quarter for which a TNC requests an offset, and(c) on the list of eligible expenses attached as Appendix A, and(d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset¹³	Y

¹¹ D.20-03-007 Ordering Paragraph 9, and D.23-02-024 Ordering Paragraph 16

¹² D.20-03-007 Ordering Paragraph 10

¹³ D.21-11-004 Ordering Paragraph 9



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Criteria	Must Demonstrate	Documentation Included (Y/N)
5. Training and inspections¹⁴	(a) certification of WAV driver training completion within the past 3 years, and (b) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and (c) Certification of WAV inspection and approval	Y
6. Reporting complaints¹⁵	Number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category: Securement Issues; Driver Training; Vehicle Safety and Comfort; Service Animal; Stranded Passenger, Pickup, Drop Off, and Other issues.	Y

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

County	Q4 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 (%)	Level 2 (mins)	
Los Angeles	15	78.75%	22.07	97.77%	35.71	Y
San Francisco	15	82.30%	12.93	99.34%	17.56	Y

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?
Los Angeles	15	B	75.00%	Y
San Francisco	15	A	89.64%	Y

¹⁴ D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h)

¹⁵ D.20-03-007 Ordering Paragraph 14



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

County	Option 1 or 2 ¹⁶	(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
Los Angeles	2	7,433	6,126	7,594	7,594
San Francisco	2	1,234	839	1,514	1,514

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

County	Q4 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)	
Los Angeles	10	83.42%	19.31	N
San Francisco	10	94.05%	3.35	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?
Los Angeles	10	B	85.85%	N
San Francisco	10	A	90.32%	Y

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

County	Option 1 or 2 ¹⁷	(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
Los Angeles	2	834	83	1019	1019
San Francisco	2	108	7	84	84

Per D.23-02-24¹⁸, Lyft, Inc. submits information on the on-demand and Pre-scheduled Service Mix as indicated in the table below.

¹⁶ See D.21-11-004 Ordering Paragraph 6.

¹⁷ See D.23-02-024 Ordering Paragraph 5.

¹⁸ See D.23-02-024 Ordering Paragraph 6.



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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
Los Angeles	7,594	1019	745.24%	13.42%
San Francisco	1,514	84	1802.38%	5.55%

Per D.23-02-24¹⁹, 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
Los Angeles	4,331	7,594	57.03%
San Francisco	585	1,514	38.64%

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 January 15, 2026. 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.cpuc.ca.gov and look for links to General Order 96-B.

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,

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

¹⁹ See D.23-02-024 Ordering Paragraph 11.



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Attachments

1. Lyft, Inc._2025Q4_WAVs_In_Operation_1a
2. Lyft, Inc._2025Q4_WAVs_In_Operation_Unique_1b
3. Lyft, Inc._2025Q4_WAV_Trips_2
4. Lyft, Inc._2025Q4_Response_Times_3
5. Lyft, Inc._2025Q4_OTS_Report_4
6. Lyft, Inc._2025Q4_TCS_Report_5
7. Lyft, Inc._2025Q4_Exemption_Response_Times_6
8. Lyft, Inc._2025Q4_Outreach_7
9. Lyft, Inc._2025Q4_Training_and_Inspections_8
10. Lyft, Inc._2025Q4_Complaints_9
11. Lyft, Inc._2025Q4_Funds_Expendited_10
12. Lyft, Inc._2025Q4_Contract_Information_11
13. Lyft, Inc._2025Q4_Forms (Marketing Materials and Outreach Information; Signed Training Declaration; and Signed Inspection Declaration)



California
Public Utilities
Commission



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FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
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PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM

Carrier Name: Tower WAV LLC

PSG #: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures

TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement that all WAV drivers operating on TNCs platform must have completed WAV driver training within the past three years, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 1/8/26

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz

Signature of Applicant(s)

Andres Munoz

Signature of Corporate Officer

Manager-COO

Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: Tower WAV LLC

PSG#: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 1/8/26

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz

Signature of Applicant(s)

Andres Munoz

Signature of Corporate Officer

Manager-COO

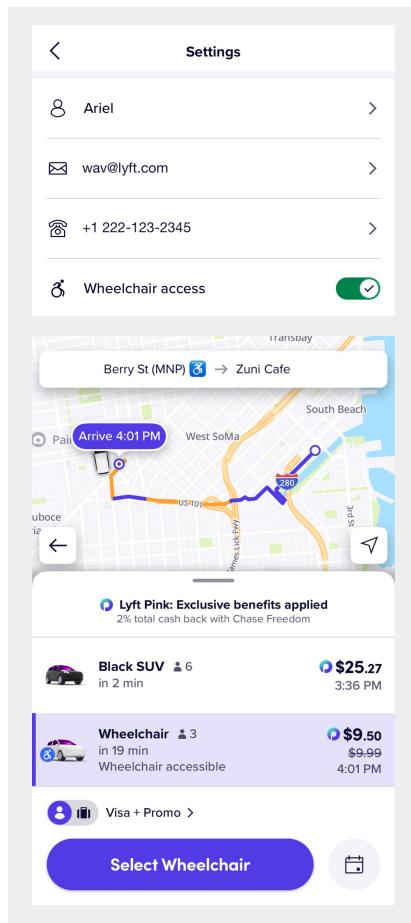
Title of Corporate Officer

lyft WAV Service

San Francisco and Los Angeles Counties

To support the transportation needs of people who use fixed-frame (non-foldable/non-collapsible) wheelchairs, Lyft provides dedicated WAV service directly through the Lyft app in San Francisco and Los Angeles counties.

How to use Lyft Wheelchair Mode



Step 1: Download the Lyft app and set up your account

Step 2: Enable Wheelchair Mode (you only have to do this once)

- Tap the Menu icon in the top left corner of the app
- Scroll down and tap Settings
- Find *Wheelchair Access* in the Menu
- Slide the toggle to the right to enable Wheelchair Mode so it turns green, indicating enabled

Step 3: Request your ride

- Enter in your destination and then scroll down to find Wheelchair within the menu.
- Tap Wheelchair to request a wheelchair accessible vehicle outfitted to accommodate fixed-frame wheelchairs.
- Tap “Request Wheelchair,” confirm your pickup location, and you’re all set!

Features

All rides in Wheelchair Mode offer the same features as the traditional Lyft app:

- In-app photos
- Digital receipts
- Real-time ride tracking that can be shared with a loved one
- 2-way rating system
- 24/7 Critical Response Line to report any safety concerns to our dedicated Trust & Safety team

Pricing

Pricing is the same as Lyft Standard Rides and with upfront pricing, riders see the exact price for their ride before they make the request.

Safety

Before giving a ride on the Lyft platform, all driver applicants are screened for criminal offenses and driving incidents. Our annual criminal background checks are provided by a third-party expert, and include a Social Security number trace, a nationwide criminal search, a county court records search, a federal criminal court records search as well as a U.S. Department of Justice 50-state sex offender registry search. We also conduct continuous criminal monitoring, which includes daily monitoring and immediate notification of any disqualifying criminal convictions. Any driver who does not pass both the annual and continuous screenings is barred from our platform.

Feedback

All Riders are encouraged to use our two-way rating feature. Passengers and drivers rate each other anonymously after every ride. Riders rating their experience less than four stars are automatically prompted to give more feedback about what could have gone better. Lyft takes user ratings and driver feedback very seriously, and reviews all rides with low ratings and concerning feedback to determine if action should be taken for the rider or driver involved.

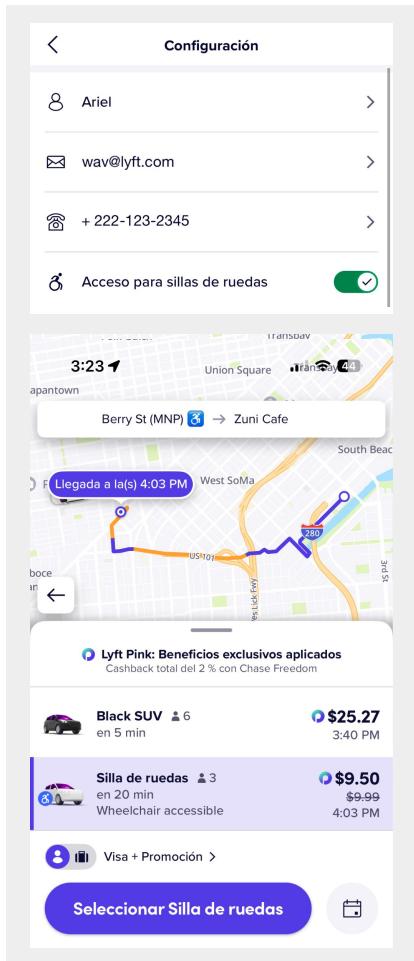
Alternative formats available upon request.

Servicio WAV de

Condados de San Francisco y Los Ángeles

Para la asistencia en el transporte de personas que utilizan sillas de ruedas de cuadro fijo (no plegables/no abatibles), Lyft ofrece un servicio WAV específico directamente a través de la app de Lyft en los condados de San Francisco y Los Ángeles.

Cómo utilizar el Modo silla de ruedas de Lyft



Paso 1: descarga la app de Lyft y configura tu cuenta

Paso 2: habilita el Modo de accesibilidad (solo tienes que hacerlo una vez)

- Toca el ícono de Menú en la esquina superior izquierda de la app
- Desplázate hacia abajo y toca Configuración
- Busca *Accesibilidad para sillas de ruedas* en el Menú
- Desliza el botón hacia la derecha para habilitar el modo de silla de ruedas para que se vuelva verde, lo que indica que está habilitado

Paso 3: pide tu viaje

- Ingresa tu destino y luego desplázate hacia abajo para encontrar Silla de ruedas dentro del menú.
- Toca Silla de ruedas para pedir un vehículo accesible para sillas de ruedas con chasis fijo.
- Toca "Pedir silla de ruedas", confirma tu punto de partida y ¡listo!

Funciones

Todos los viajes en modo silla de ruedas ofrecen las mismas funciones que la app de Lyft tradicional:

- Fotos en la app
- Recibos digitales
- Seguimiento del viaje en tiempo real que se puede compartir con un ser querido
- Sistema de calificación bidireccional
- Línea de respuesta crítica 24/7 para informar cualquier inquietud de seguridad a nuestro equipo dedicado de Seguridad y Confianza

Precios

El precio es el mismo que el de los viajes estándar de Lyft y, con el precio estimado, los viajeros ven el precio exacto del viaje antes de realizar el pedido.

Seguridad

Antes de que puedan realizar un viaje en la plataforma de Lyft, todos los conductores solicitantes se someten a una verificación para detectar delitos y accidentes automovilísticos. Nuestras verificaciones de antecedentes penales anuales las realiza un experto externo e incluye un rastreo del número de seguro social, una búsqueda de antecedentes penales a nivel nacional y federal, una búsqueda de antecedentes en la corte del condado, así una búsqueda en el registro de delincuentes sexuales de 50 estados del Departamento de Justicia de los EE. UU. También realizamos un seguimiento continuo de antecedentes penales, que incluye un seguimiento diario y una notificación inmediata de cualquier condena penal inhabilitante. Las y los conductores que no aprueben ambas evaluaciones penales, tanto anuales como continuas, quedarán excluidos de nuestra plataforma.

Comentarios

Se anima a todos los viajeros a utilizar nuestra función de calificación bidireccional. Las y los pasajeros y conductores se califican mutuamente de forma anónima después de cada viaje. A las y los viajeros que califican su experiencia con menos de cuatro estrellas se les solicita automáticamente que den más comentarios sobre lo que podría haber ido mejor. Lyft se toma muy en serio las calificaciones de las y los usuarios y los comentarios sobre las y los conductores y revisa todos los viajes con calificaciones bajas y comentarios preocupantes para determinar si se deben tomar medidas para el viajero o el conductor involucrado.

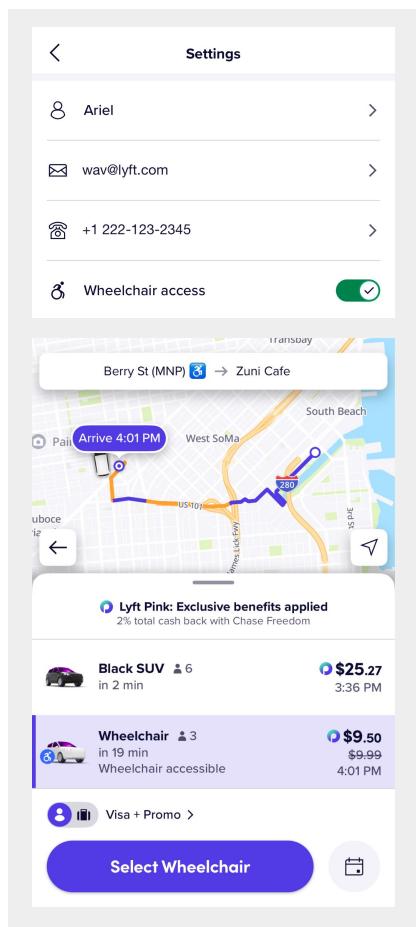
Formatos alternativos disponibles si se los solicita.

Lyft 轮椅可通行车辆(WAV)服务

旧金山县和洛杉矶县

为了满足使用固定式(不可折叠/不可收纳)轮椅乘客的出行需求, Lyft 在旧金山县和洛杉矶县通过 Lyft app 直接提供 专门的轮椅可通行车辆(WAV)服务。

如何使用 Lyft 轮椅模式



步骤 1: 下载 Lyft app 并设置账户

步骤 2: 启用无障碍模式 (仅需启用一次)

- 轻触 app 左上角的菜单图标
- 向下滚动并轻触“设置”
- 在菜单中找到**无障碍轮椅选项**
- 将切换按钮向右滑动以启用轮椅模式, 按钮变为绿色即表示已启用

步骤 3: 叫车

- 输入目的地, 然后向下滚动, 在菜单中找到“轮椅”选项。
- 轻触“轮椅”选项, 选择一辆适用于固定式轮椅的无障碍车辆。
- 轻触“请求轮椅”, 确认上车地点, 一切就绪 !

专题报道

轮椅模式下的所有行程均提供与 传统 Lyft app 相同的功能:

- 应用内照片功能
- 电子收据
- 实时行程追踪, 可与亲友共享
- 双向评分系统
- 24/7 紧急求助专线, 可随时向我们的信任与安全团队报告任何安全问题

定价

价格与 Lyft 标准行程相同，并且采用预估车费，
乘客在叫车前即可看到行程的确切费用。

安全

在 Lyft 平台上接单之前，所有司机申请人都需经过犯罪记录和驾驶违规行为的筛查。我们的年度犯罪背景调查由第三方专家提供，包括社会安全号码追踪、全国犯罪记录查询、县法院记录查询、联邦刑事法院记录查询，以及美国司法部涵盖 50 个州的性犯罪者注册信息查询。我们还实施持续的犯罪监测，进行每日审查，并在出现任何影响资格的犯罪定罪时立即通知。任何未能通过年度筛查或持续监测的司机都将被禁止在我们的平台上运营。

反馈

我们鼓励所有乘客使用双向评分功能。乘客和司机在每次行程结束后都可以匿名互相评分。如果乘客对行程体验的评分低于四星，系统将自动提示他们提供更多反馈，以说明可以改进的地方。Lyft 高度重视用户评分和司机反馈，并会审查所有低评分或涉及问题的行程，以评估是否需要对相关乘客或司机采取措施。

可根据请求提供其他格式。

Outreach Information

Community Outreach:

In the fourth quarter of 2025, Lyft executed its Annual Outreach Plan for 2025-2026 by collaborating with organizations located in San Francisco and Los Angeles Counties to increase awareness of Lyft's Wheelchair mode. A total of 21 organizations, both newly identified and previously recognized, were contacted. Furthermore, Lyft engaged with existing community partners to invite feedback on their experiences with Lyft's WAV services. A meeting was also conducted with one organization to collect insights on Lyft's WAV program and to gather recommendations for additional organizations to include in future outreach efforts.

Marketing:

Lyft's WAV marketing initiatives for Q4 of 2025 focused on providing community partner organizations with Lyft ride credits as well as conducting a paid search campaign. The paid search campaign was designed to ensure that Lyft WAV prominently appeared in search results for transportation options catering to wheelchair users.

In December, Lyft distributed complimentary ride credits to three community partner organizations in honor of the International Day of Persons with Disabilities. These organizations, California Resource Services for Independent Living, Self-Help for the Elderly, and Disability Community Resource Center, shared the ride codes with their clients and communities. In some instances, they utilized these credits to enhance their own service offerings for the month.

Additionally, Lyft engaged in discussions with accessibleGO to explore potential future marketing partnership opportunities.

Q4 2025 Community Groups Contacted:

Table 1

California Resource Services for Independent Living (CRS-IL)
Self Help for the Elderly
Disability Community Resource Center
City Arts and Lectures, Inc.
Environmental Traveling Companions
Equal Rights Advocates
Foundation for Filipina Women's Network
Golden State Opportunity
Little Brothers-Friends of the Elderly-San Francisco
Maitri Compassionate Care
Mission Cultural Center for Latino Arts
MobilityVision, Inc.
Queer Cultural Center

Richmond Area Multi-Services, Inc.
San Francisco Study Center
San Francisco Women's Cancer Network
Service Providers Working Group
Society of California Pioneers
The Women's Building
Tipping Point Community
Toolworks

CPUC Questions:

1. What methods of engagement did the TNC find most effective and why?
 - Lyft continued to engage with organizations via email this quarter, as well as meeting over the phone with an existing partner organization to strategize future outreach approaches.
2. What common concerns/questions came up during the engagement process?
 - Feedback shared by California Resource Services for Independent Living (CRS-IL) included:
 - Increase in cost for rideshare overall, including WAV rides, has been noted by a few people in the CRS-IL community.
 - Side entry vehicles are preferred.
 - ETAs have been reasonable.
 - Positive experiences with driver customer service levels have been appreciated.
3. What challenges have you encountered? How do you plan to overcome them?
 - Lyft has continued receiving limited responses to its email outreach efforts.
 - Lyft is eager to increase the scope of its email outreach. To achieve this, Lyft is focusing on building additional connections by collaborating with key partners. Recently, Lyft engaged with Hector Ochoa from California Resource Services for Independent Living (CRS-IL) to explore opportunities for direct introductions to organizations that could greatly benefit from Lyft's WAV services. Lyft is optimistic that these direct introductions from valued partners like CRS-IL will lead to more successful outreach outcomes in the upcoming quarters.

Outreach Goals Metrics (by quarter):

Table 2

Outreach Quarter	Goal
Q3 2025	Goal: 4-6 virtual or in-person WAV program meetings Outcome: Lyft contacted 49 organizations and met with 1 organization.
Q4 2025	Goal: 4-6 virtual or in-person WAV program meetings Outcome: Lyft contacted 21 organizations and met with 1

	organization.
Q1 2026	4-6 virtual or in-person WAV program meetings
Q2 2026	4-6 virtual or in-person WAV program meetings

Marketing Goals Achieved and Remaining Metrics (by quarter):

Table 3

Channel	Q3 2025	Q4 2025	Q1 2026	Q2 2026
Recognition of International Day of Persons with Disabilities: As in 2023 and 2024, Lyft will offer a discounted WAV ride code in LA and SF markets in December, encouraging riders to use Lyft's WAV service. Lyft will connect with its partner organizations in both markets to distribute the code to riders in their communities.	In progress Identify disability advocacy partners for code distribution	Complete outreach and launch code		
Paid Search: Bidding on WAV-related terms to ensure that Lyft WAV is a solution that appears when people search for transportation for wheelchair users.	Complete Maintain current paid search campaign		Rescheduled – originally planned for Q4 2025. Evaluate outcomes of current search campaign and explore options for optimization / increased impact.	Implement updates to campaign.
Social Influencer Campaign: We'll work with an influencer who is eligible for Lyft WAV services, introduce them to our product, and ask them to share their experience with their followers (who include wheelchair users)	Complete Launch campaign with selected influencer	Complete Evaluate outcomes of campaign	Explore opportunities for additional campaigns with the same influencer for an upcoming quarter.	Finish implementing additional influencer posts, if resourcing allows.
Plan an additional 1-2 marketing campaigns: The details of these final components are yet to be determined. They may include integrating WAV marketing into an existing Lyft campaign or developing a campaign specifically for WAV. Further information will be shared in upcoming updates.		In progress Finalize plans for additional campaign(s)		Finish implementing additional campaign(s)

Lyft Inc.
Q4 2025

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	524,841.26
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Partnership Costs	Consultants/Legal	0.00
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Marketplace Costs	Promo Codes for WAV	495.00
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Operational Costs	Marketing Costs	9,012.95
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	14,455.13
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2025	Other	Total Offset Requested	285,597.50
Lyft, Inc.	LOS ANGELES	Q4 2025	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	1,170,973.56
Lyft, Inc.	LOS ANGELES	Q4 2025	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Partnership Costs	Consultants/Legal	0.00
Lyft, Inc.	LOS ANGELES	Q4 2025	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Marketplace Costs	Promo Codes for WAV	4,746.00
Lyft, Inc.	LOS ANGELES	Q4 2025	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Operational Costs	Marketing Costs	9,012.95
Lyft, Inc.	LOS ANGELES	Q4 2025	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	15,314.08
Lyft, Inc.	LOS ANGELES	Q4 2025	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2025	Other	Total Offset Requested	921,006.50

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