CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Advice Letter Summary Form

TNC & AL FILER INFORMATION

Date of Submission: 4/14/23			Date of Service: 4/14/23
TNC 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: Caleb Carrizales			
Filer's Email: calebc@lyft.com			Filer's Phone:972-415-4534
AL INFORMATION			

Advice Letter #: WAV-016	AL Type: 🗸 Offset	Exemption
Geographic Area(s): Los Angeles and San Francisco	Counties	
Offset Amount: \$ 993,210.70	Quarter: Q1	Year: 2023
Documents Included: ⊠Cover letter ⊠Service List	☑Training Declaration	
	■ Inspection Declaration	■Data Reports (CSV)
Reason (if not all document boxes above are marked):		_

SUBMISSION INFORMATION

Combine (in this order) AL summary form, cover letter, service list, marketing materials, TNC WAV training declaration, TNC vehicle inspection declaration, and signed Accounting of Funds Expended, into a single PDF file. The completed data reports must be in separate CSV files. A complete advice letter submission will consist of the following attachments: the PDF and CSV files. Submit the advice letter via email with the attachments to TNCAccess@cpuc.ca.gov and to the R.19-02-012 service list.

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.

FOR CPUC USE ONLY		
Analyst:	30-Day Due Date:	
Completion Date:	Disposition:	
Approved Offset/Retroactive Amount:	AL Effective Date:	
Supervisor:	Supervisor Review Date:	



April 14, 2023 Lyft, Inc. Advice Letter No. 16

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, and D.21-11-004, Lyft, Inc. ("Lyft") submits this Advice Letter No. 16 to request to offset, against the quarterly Access Fund payments due, the amounts spent by Lyft to improve wheelchair accessible vehicle (WAV) service in Quarter 1 of 2023. The requested effective date is May 14, 2023 (30 days from date of filing).

The offset amounts requested by county are as follows:

County	Offset Requested (\$)	County	Offset Requested (\$)
LOS ANGELES	760,816.70	SAN FRANCISCO	232,394.00
Subtotal	\$760,816.70	Subtotal	\$232,394.00
		Total Offset Request	

Per D.20-03-007, D.21-03-005, and D. 21-11-004, Lyft provides the following documents in support of its request as indicated in the summary table below (including all counties for which the TNC seeks offsets):

- 1. Number of WAVs in Operation
- 2. Number and Percentage of WAV Trips
- 3. Completed WAV Trip Request Response Times
- 4. OTS Report
- 5. Exemption Response Times¹
- 6. Outreach
- 7. Training, Inspections and Declarations
- 8. Accounting of Funds Expended
- 9. Complaint

¹ This tab is intentionally blank as Lyft is not seeking an exemption for Q1 2023.



- 10. Contract Information
- 11. Trips Completed Standards (TCS)

Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of WAVs	 a. the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and b. 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; and c. operating hours for each geographic area 	Y
2. Improved level of service	(a) Offset Time Standard & WAV Response Times: 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) (b.1) Trip Completion Standard: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and (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.	Y
3. Efforts to publicize and	Evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, and	Y



promote available WAV services	marketing or promotional materials of those activities	
4. Full accounting of funds expended	Qualifying offset expenses are: 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 offset	Y
5. Training and inspections	(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 complaints	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; and Other issues.	Y



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

County		Q	1 2023			TNC claims
	# Quarter Submission (1 st , 2 nd , 3 rd ,8 th)	Level 1 (%)	Level 1 (mins 20.56)	Level 2 (%)	Level 2 (mins)	the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
San Francisco	4	68.84%	11.56	98.53%	16.20	Y
Los Angeles	4	65.67%	20.65	98.73%	2818	Y

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

	# Quarter Submission (1st, 2nd, 3rd,8th)			TNC claims the data demonstrates
		County	Trip	meeting the
		Group A,	Completion	minimum % of
		Group B, or	Rate	trip requests
County		Group C?	(%)	completed?
County San Francisco	4	Group C?	(%) 84.67%	completed? Y



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

County	Option 1 or 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	370	57	475	475
Los Angeles	2	5643	3259	4978	4978

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 14, 2023. If there are any questions regarding this advice letter, please contact Janeé Weaver at iweaver@lvft.com.

Any Party can protest or respond to this advice letter by sending a written protest or response via email at 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 <u>iweaver@lyft.com</u>.

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,

Janes Weaver

Janeé Weaver Counsel Lyft, Inc Registered In House Counsel - California Bar

Attachments

- 1. Lyft, Inc._2023Q1_WAVs_In_Operation_1
- 2. Lyft, Inc. 2023Q1 WAV Trips 2
- 3. Lyft, Inc. 2023Q1_Response_Times_3
- 4. Lyft, Inc. 2023Q1 OTS Report 4
- 5. Lyft, Inc._2023Q1_TCS_Report_5
- 6. Lyft, Inc. 2023Q1 Exemption Response Times 6
- 7. Lyft, Inc. 2023Q1 Outreach 7
- 8. Lyft, Inc. 2023Q1 Training and Inspections 8
- 9. Lyft, Inc. 2023Q1 Funds Expended 9
- 10. Lyft, Inc. 2023Q1 Complaints 10
- 11. Lyft, Inc. 2023Q1 Contract Information 11

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CALIFORNIA PUBLIC UTILITIES COMMISSION

Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION

LIST NAME: LIST

LAST CHANGED: APRIL 13, 2023

<u>Download the Comma-delimited File</u> <u>About Comma-delimited Files</u>

Back to Service Lists Index

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WIL RIDDER

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4/14/23, 9:18 AM

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CPUC - Service Lists - R1902012

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4/14/23, 9:18 AM CPUC - Service Lists - R1902012

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4/14/23, 9:18 AM

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FOR: LYFT INC.

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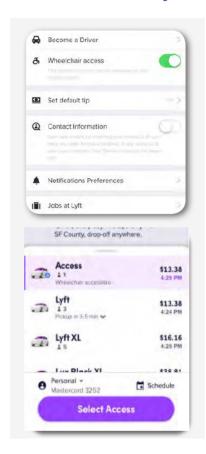
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Lyft WAV Service

San Francisco and LA 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 Access Mode



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

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

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

Step 3: Request your ride

- a. Enter in your destination and then scroll down to find Access within the menu.
- b. Tap Access to request a wheelchair accessible vehicle outfitted to accomodate fiixed-frame wheelchairs.
- c. Tap "Request Access," confirm your pickup location, and you're all set!

Features

All rides in Access 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.





LYFT BLOG

DRIVER

RIDER

BUSINESS

LOG IN

SIGN UP

January

05

2023

Help After California Storms





In the aftermath of the recent severe weather impacting California, Lyft is committed to doing our part to help those in need. We're activating our Lyft Up Disaster Response program to provide access to free and discounted rides to help those affected move to designated shelters and critical resources.

Rides can be accessed using the code <u>CAFLOODRELIEF23</u>, valid for two rides up to \$15 each, from now until January 16, 2023 at 11:59pm, or while rides are available. We recommend visiting The Red Cross' <u>website</u> to find the nearest shelter, and checking operational hours before visiting.

We will continue to monitor conditions and take action as needed. As always, the safety of the Lyft community is our priority, and we encourage drivers and riders in impacted areas to follow guidance from state and local officials and avoid flooded areas.

Our hearts go out to those impacted by the severe weather.

Through $\underline{Lyft\ Up}$ – our comprehensive effort to expand transportation access to those who need it most – we partner with leading nonprofits to help provide access to free and discounted rides to individuals and families who lack affordable, reliable transportation.

Back to Blog

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

First Transit, Inc	0024770-A
Carrier Name:	PSG #:

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: 4/10/23	Mark Elias		
	Print Name of Applicant/Officer		
	Mark Clias		
	Signature of Applicant(s)		
	Signature of Corporate Officer		
	Region Vice President		
	Title of Corporate Officer		

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
Outro Hame.	. 00 //.

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: 4/07/2023

Andres, Munoz

Print Name of Applicant/Officer

Signature of Applicant(s)

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: First Transit, Inc.	PSG#:
(WAVs) operating on a TNC's platform	ng Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles shall be inspected and approved to conform with the Americans fications for Transportation Vehicles within the past year.
•	that each of their WAVs complies with this requirement and shall or the duration of the program which is scheduled to sunset on
	CERTIFICATION
requirements that all WAVs operatin with the Americans with Disabilities	alty of perjury, that I (we) have read and understand the above g on the TNC platform be inspected and approved to conform Act (ADA) Accessibility Specifications for Transportation and will comply with it. I (we) certify (or declare), under j is true and correct.
Date: 4/10/23	Mark Elias
Date	Print Name of Applicant/Officer
	Mark Clias
	Mark Clias Signature of Applicant(s)
	Signature of Corporate Officer
	Region Vice President

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
Carrier Name.	FOG#.

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.

Andres Munoz

Print Name of Applicant/Officer

Signature of Corporate Officer

Manager - COO

Title of Corporate Officer

Name Count	inty	Quarter	Main_Category	Sub_category	Sub_category_Amount
Inc. SAN F	FRANCISCO (Q1 2023	Vehicle Costs	Lease/Rental Purchase	\$-
Inc. SAN F	FRANCISCO	Q1 2023	Vehicle Costs	Rental Subsidies for Driver	\$-
Inc. SAN F	FRANCISCO	Q1 2023	Vehicle Costs	Inspections	\$-
Inc. SAN F	FRANCISCO (Q1 2023	Vehicle Costs	Maintenance/ Service/ Warranty	\$-
Inc. SAN F	FRANCISCO	Q1 2023	Vehicle Costs	Fuel Cost	\$-
		-		Cleaning Supplies/ Services	\$-
				Other	5-
nc. SAN F	FRANCISCO	Q1 2023	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	285.016.19
				Vehicle Subsidies	\$-
		-		Consultants/Legal	13.132.50
				Other	\$-
		-		Recruiting	\$-
		-		Driver Onboarding	\$-
		-	•	Training Costs	\$-
				Driver Incentives	\$-
				Promo Codes for WAV	0.00
		-		Other	
					\$-
			•	Marketing Costs	\$-
		•		Technology Investments/ Engineering Costs/ Enhancements	\$-
				Community Partnership/ Engagement Costs	\$-
				Rental Management	\$-
			•	Pilot Management	\$-
				Wages, Salaries and Benefits (non-maintenance personnel)	56,289.48
				Other	\$-
				Total Offset Requested	232,394.00
LOS A	ANGELES	Q1 2023	Vehicle Costs	Lease/Rental Purchase	\$-
LOS A	ANGELES	Q1 2023	Vehicle Costs	Rental Subsidies for Driver	\$-
LOS A	ANGELES	Q1 2023	Vehicle Costs	Inspections	\$-
LOS A	ANGELES	Q1 2023	Vehicle Costs	Maintenance/ Service/ Warranty	\$-
LOS A	ANGELES	Q1 2023	Vehicle Costs	Fuel Cost	\$-
LOS A	ANGELES	Q1 2023	Vehicle Costs	Cleaning Supplies/ Services	\$-
LOS A	ANGELES	Q1 2023	Vehicle Costs	Other	\$-
LOS A	ANGELES	Q1 2023	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	808,661.62
LOS A	ANGELES	Q1 2023	Partnership Costs	Vehicle Subsidies	\$-
LOS A	ANGELES	Q1 2023	Partnership Costs	Consultants/Legal	13,132.50
LOS A	ANGELES	Q1 2023	Partnership Costs	Other	\$-
LOS A	ANGELES	Q1 2023	Marketplace Costs	Recruiting	\$-
	ANGELES	Q1 2023	Marketplace Costs	Driver Onboarding	\$-
			· ·	Training Costs	\$-
				Driver Incentives	\$-
				Promo Codes for WAV	0.00
		-	•	Other	\$-
				Marketine Costs	\$-
		•		Technology Investments/ Engineering Costs/ Enhancements	\$-
			•		\$-
		-		Community Partnership/ Engagement Costs	
			•	Rental Management	\$- \$-
	MNOELES (-	•	Pilot Management	•
LOS A			•	Wages, Salaries and Benefits (non-maintenance personnel)	
LOS A	ANGELES	Q1 2023	Operational Costs	Wages, Salanes and Benefits (non-maintenance personnel) Other Total Offset Requested	53,386.28 \$ - 760.816.70

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Date: 4/12/2023

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