

**CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**Consumer Protection and Enforcement Division**  
**Advice Letter Summary Form**

**TNC & AL FILER INFORMATION**

Date of Submission: 4/15/21	Date of Service: 4/15/21
TNC Name: Lyft, Inc.	PSG #: 0032513
DBA Name: Lyft	
Address: 185 Berry St., Suite 5000	
City: San Francisco	State: Ca ZIP Code: 94107
Filer's Name: Erika Quintero	
Filer's Email: erikaq@lyft.com	Filer's Phone: 530-632-8893

**AL INFORMATION**

Advice Letter #: WAV - 007	AL Type: <input checked="" type="checkbox"/> Offset <input type="checkbox"/> Retroactive <input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles and San Francisco Counties	
Offset/Retroactive Amount: \$ 776,250.10	Quarter: Q1 Year: 2021
Documents Included: <input checked="" type="checkbox"/> Cover letter <input checked="" type="checkbox"/> Service List <input checked="" type="checkbox"/> Training Declaration <input checked="" type="checkbox"/> Marketing Materials <input checked="" type="checkbox"/> Signed Accounting of Funds <input checked="" type="checkbox"/> Inspection Declaration <input checked="" type="checkbox"/> Data Reports (Excel)	
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, Signed Accounting of Funds Expended, and Signed Claim form (if necessary) into a single PDF file. The completed data reports must be in a single Excel file. A complete advice letter submission will consist of only two attachments: the PDF and Excel packets. Submit via email the advice letter with two attachments to [TNCAccess@cpuc.ca.gov](mailto: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:



185 Berry Street  
 Suite 5000  
 San Francisco, CA 94107

April 15, 2020  
 Lyft, Inc.  
 Advice Letter No. WAV-007

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

Lyft hereby submits this Advice Letter No. WAV-007 (“AL 007”), by which Lyft requests 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 2021 (beginning January 1, 2021). The requested effective date is May 15, 2021 (30 days from submission).

The offset amounts requested by geographic areas are as follows:

County	Offset Request (\$)
LOS ANGELES	\$643,052.10
<b>Subtotal</b>	<b>\$643,052.10</b>

County	Offset Request (\$)
SAN FRANCISCO	\$133,198.00
<b>Subtotal</b>	<b>\$133,198.00</b>

**Total Offset** \$776,250.10

Lyft provides this AL 007 filing to reflect the maximum offset request as Lyft’s WAV expenses exceeded the fees collected in the given quarter.

Per D.20-03-007, Lyft provides the following documents in support of its request:

1. Number of WAVs in operation – aggregated by hour of the day and day of the week
2. Number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – aggregated by hour of the day and day of the week
3. Completed WAV trip request response times in deciles as well as Periods A and B in deciles
4. Evidence of outreach efforts
5. Accounting of Funds expended
6. Certification of WAV driver training
7. WAV driver programs used and number of WAV drivers that completed the training in the quarter
8. Certification that all WAVs operating on its platform have been inspected and approved to conform with Americans with Disabilities Act (ADA) Accessibility Specifications

In compliance with General Order 96-B, Lyft has served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on April 15, 2021. If there are any questions regarding this advice letter, please contact Annette Tran at atran@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](mailto: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 Annette Tran at [atran@lyft.com](mailto:atran@lyft.com).

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at [www.cpuc.ca.gov](http://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 HAS BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

Yours truly,



Annette Tran  
Counsel, Regulatory  
Lyft, Inc.

**Attachments:**

- Exhibit 1: Data Reporting, Outreach, and Accounting (Items 1 -5 and 7 above)
- Exhibit 2: Training Certification (Item 6 above)
- Exhibit 3: Inspection Certification (Item 8 above)



California  
Public Utilities  
Commission



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## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM  
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION  
LIST NAME: LIST  
LAST CHANGED: APRIL 5, 2021**

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4/14/2021

CPUC - Service Lists - R1902012

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4/14/2021

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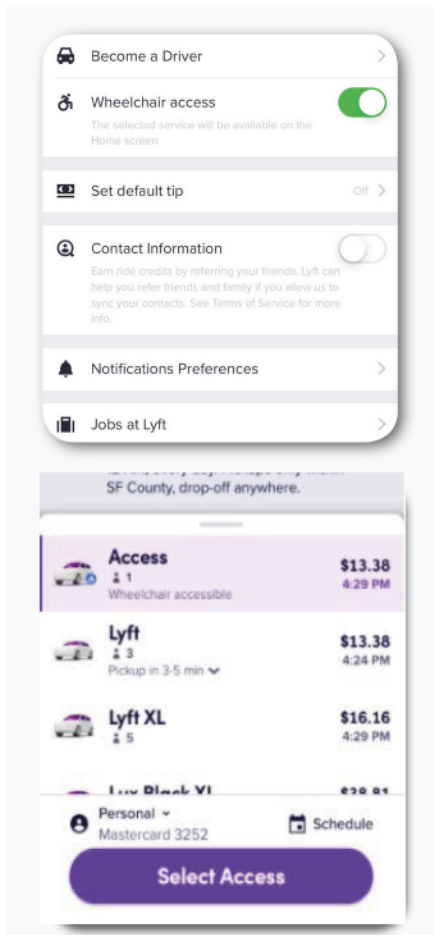
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# Lyft WAV Service

## San Francisco and LA Counties

To support the transportation needs of people who use fixed-frame (non-foldable/non-collapsible) wheelchairs, Lyft partners with First Transit to provide 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)

- 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 Access Mode so it turns green, indicating enabled

### Step 3: Request your ride

- Enter in your destination and then scroll down to find Access within the menu.
- Tap Access to request a wheelchair accessible vehicle outfitted to accommodate fixed-frame wheelchairs.
- 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.

Additionally, First Transit emphasizes driver training and best practices through:

- Pre-employment and ongoing random drug testing
- Stringent background and record checks
- Physical performance evaluations
- Comprehensive customer service training
- The Smith System of Defensive Driver Training program, which is completed as part of new driver training, as well as refreshers conducted throughout the year
- Extensive ongoing driver training, including in-classroom and behind-the-wheel training
- Specialized training just for WAV and paratransit operations, including how to provide excellent service with patience and compassion for paratransit passengers, including individuals with various disabilities and the elderly. Courses include Interacting with Passengers, Diffusing Conflicts, and Effective Communication
- On vehicle accident avoidance system with driving behavior coaching tool.

# 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.

# Our Partner

Each year, First Transit provides state-wide and locally-managed paratransit services to more than 8 million passengers and call center support for more than 9.7 million trips – making them the natural choice for this partnership.

*Alternative formats available upon request.*

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

Carrier Name: First Transit, Inc.

PSG #: TCP 0024770-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: 4/1/2021

Brian Beechem

Print Name of Applicant/Officer



Signature of Applicant(s)



Signature of Corporate Officer

Asst. Secretary

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#: TCP 0024770-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.

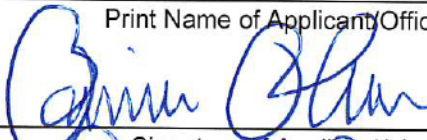
**CERTIFICATION**

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: 4/1/2021

Brian Beechem

Print Name of Applicant/Officer



Signature of Applicant(s)



Signature of Corporate Officer

Asst. Secretary

Title of Corporate Officer

**APPENDIX A**  
**Lyft Cost Summary**  
**Reporting Period Q1 2021**

<b>Vehicle Costs</b>	\$ -
Lease/Rental/Purchase Costs	\$ -
Rental Subsidies for Driver	\$ -
Inspections	\$ -
Maintenance, Service & Warranty	\$ -
Fuel Cost	\$ -
Cleaning Supplies/Services	\$ -
Other (Describe)	\$ -
<b>Partnership Costs</b>	\$ 935,982.53
Transportation Service Partner Fees/Incentives and/or Management Fees	\$ 718,635.03
Vehicle Subsidies	\$ -
Consultants/Legal	\$ 89,947.50
Other (Describe)	\$ 127,400.00
<b>Marketplace Costs</b>	\$ -
Recruiting	\$ -
Driver Onboarding	\$ -
Training Costs	\$ -
Driver Incentives	\$ -
Promo Codes for WAV	\$ -
Other (Describe)	\$ -
<b>Operational Costs</b>	\$ 251,124.60
Marketing Costs	\$ -
Technology Investments/Engineering Costs/Enhancements	\$ -
Community Partnership/Engagement Costs	\$ -
Rental Management	\$ -
Pilot Management	\$ -
Wages, Salaries and Benefits (non-maintenance personnel)	\$ 251,124.60
Other (Describe)	\$ -
<b>Other (Describe)</b>	\$ -
<b>Total Expended</b>	\$ 1,187,107.13
<b>Total Offset Requested</b>	

I hereby certify under the penalty of perjury under the laws of the State of California that the foregoing cost summary has been examined by me and is true, correct and complete to the best of my knowledge and belief.

Signature : 

Preparer : Vikie Jong

Address : 185 Berry Street Suite 5000 San Francisco, CA 94107

Vikie Jong

Title : Senior Accounting Manager

Date : April 15, 2021

Phone \_\_\_\_\_

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