

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

TNC & AL FILER INFORMATION

Date of Submission: April 15, 2020	Date of Service: April 15, 2020
TNC Name: Lyft, Inc.	PSG #:0032513
DBA Name: LYFT	
Address: 185 Berry Street, Suite 5000	
City: San Francisco	State: CA ZIP Code: 94107
Filer's Name: Bridgette Warren	
Filer's Email: bridgette.warren@bclplaw.com	Filer's Phone: 415-675-3428

AL INFORMATION

Advice Letter #: WAV-003	AL Type: <input type="checkbox"/> Offset <input checked="" type="checkbox"/> Retroactive <input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles County and San Francisco County	
Offset/Retroactive Amount: \$1,399,269.58	Quarter: Q1 Year: 2019
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 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
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 San Francisco, CA 94107

April 15, 2020
 Lyft, Inc.
 Advice Letter No. WAV-003

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, Lyft, Inc. (“Lyft”) submits this Advice Letter No. WAV-003 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 2020 (beginning January 1, 2020). The requested effective date is May 15, 2020 (30 days from date of filing).

The offset amounts requested by geographic areas are as follows:

County	Expenditures (\$)
LOS ANGELES	709,265.07
Subtotal	\$ 709,265.07

County	Expenditures (\$)
SAN FRANCISCO	690,004.51
Subtotal	\$ 690,004.51

Total Offset **\$ 1,399,269.58**

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

Lyft seeks confidential treatment of certain information submitted as part of this advice letter pursuant to General Order 96-B, §10.3. Specifically, Lyft seeks confidential treatment of: the number of WAV vehicles in operation by day and hour of day; number of rides completed, not accepted, or cancelled by day and hour of day; retroactive response time data by percentile; and detailed breakdown of funds expended by category (but not the total funds expended), as more particularly set forth in the declaration submitted with this Advice Letter. Confidential information may be made

available to parties who execute an appropriate nondisclosure agreement. Inquiries regarding access to confidential data should be submitted to Aichi Daniel at adaniel@lyft.com.

In compliance with General Order 96-B, Lyft 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, 2020. If there are any questions regarding this advice letter, please contact Aichi Daniel at adaniel@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 Aichi Daniel at adaniel@lyft.com and Traci Lee at tracilee@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 HAS BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Yours truly,



Aichi Daniel
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)

DECLARATION OF BRETT COLLINS IN SUPPORT OF REQUEST FOR CONFIDENTIAL TREATMENT OF DOCUMENTS

I, Brett Collins, declare and state as follows:

1. I am over eighteen (18) years of age. I have personal knowledge of the truth of all matters set forth herein, except those stated on information and belief, and to those matters, I believe them to be true. I make this declaration pursuant to General Order No. 96-B, Rule 10.3 and General Order No. 66-D, adopted pursuant to the California Public Utilities Commission's ("CPUC") Decision 17-09-023, "Phase 2A Decision Adopting General Order 66-D and Administrative Processes for Submission and Release of Potentially Confidential Information," issued October 2, 2017, and revised pursuant to Decision 19-01-028 issued February 11, 2019. Kristin Sverchek, General Counsel and officer of Lyft, delegated signing authority for this declaration to me.

2. I am Director, Regulatory Compliance, for Lyft, Inc. ("Lyft"). I have been employed by Lyft since June 13, 2016. I have personal knowledge of the truth of all matters set forth herein, except those stated on information and belief, and to those matters, I believe them to be true.

3. Concurrently with this Declaration, pursuant to D.20-03-007 at Ordering Paragraph 22, Lyft is submitting its Wheelchair Accessible Vehicles (WAV) Retroactive Offset Applications, Advice Letter WAV-001, Advice Letter WAV-002, and Advice Letter WAV-003 (collectively, "Applications") to the CPUC, covering the periods of Quarters 3 and 4 of 2019 and Quarter 1 of 2020, respectively (three quarters beginning with July 1, 2019, October 1, 2019, and January 1, 2020).

4. Lyft is designating the following worksheets as confidential in Exhibit 1:
- a. "WAV in Operation"
 - b. "WAV Trips Completed"
 - c. "WAV Trips Not Accepted"
 - d. "WAV Trips Cancelled - No Show"
 - e. "WAV Trips Cancelled Passenger"
 - f. "WAV Trips Cancelled Driver"
 - g. "Retroactive Response Time Final"
 - h. "Complaints"
 - i. "Training and Inspections"
 - j. "Funds Expended" (but not the total funds expended)
 - k. "Funds Expended Certification" (but not the total funds expended)

5. The bases for confidential treatment are set forth below. Lyft reserves all its rights, including the right to file a lawsuit on other grounds, in addition to the grounds below, to prevent disclosure of this information.

Exhibit 1: Trip Data (items above in Section 4. a - i)

6. With the exception of the percentage data of WAV trips completed, percentage data of WAV trips not accepted, percentage data of WAV trips cancelled - no show, percentage data of WAV trips cancelled by passenger, and percentage data of WAV trips cancelled by driver, Items listed above in Section 4. a. - i. of Exhibit 1 contain data on each accessible vehicle trip requested in California for the time period of the Applications, availability of WAVS detailed by number of vehicles, day and time, number of trips completed, not accepted, or cancelled for numerous reasons detailed by day and time,

alleged incidents or complaints, and driver training and inspection information. Lyft seeks confidential treatment of these items for the following reasons:

7. *First*, trip data in items listed in Section 4. a -i above constitutes trade secret information exempt from disclosure under the California Public Records Act (“CPRA”) exemption set forth in Gov’t. Code § 6254(k) (“other law” exemption incorporating trade secret protection under Evidence Code §1060). This trip data derives significant independent economic value from not being generally known. In particular, it is the product of enormous investment by Lyft, both in the Lyft software system or “app” that tracks the data and in the user base that uses the app. There is no other source of the data. Additionally, disclosure of this data to Lyft’s competitors, including without limitation, Uber, would cause competitive harm to Lyft because it would give competitors insights into Lyft’s actual success in offering rides to passengers who request accessible vehicles. Lyft’s business model depends on optimizing the balance between ride demand and vehicle supply. On the demand side, Lyft stimulates passenger demand by using competitive pricing and promotions. On the supply side, Lyft tries to improve supply of vehicles to areas with high demand by offering various driver incentives. Lyft is constantly shifting these two levers to ensure, on the one hand, that fares are low enough to attract passengers, and, on the other hand, that fares are high enough to attract drivers. Trip-level data is central to this process of balancing supply and demand. By cross-referencing this data against the marketing and promotional programs that were run at that place/time, Lyft can track, assess, and understand the efficacy of those programs. The item in Section 4.h above contains trade secrets of Lyft because it reveals Lyft’s highly confidential and proprietary information related to WAV complaints on the platform. Such information derives independent economic value from not being generally known because it is the product of enormous investments of time and resources by Lyft to ensure that it has the ability to track and respond to complaints in an effective, safe, efficient, and lawful manner. No TNC could operate without having such a system in place. Lyft’s competitors (actual and potential) would obtain economic value from the disclosure of this information because they could assess the success of Lyft’s WAV program and duplicate its approach to resolving complaints without having to make investments of time and resources. Thus, releasing the trip data in Exhibit 1 to the public would actively assist Lyft’s competitors not only in California, but nationwide, to the detriment of Lyft.

8. For similar reasons, Lyft’s trip data is extremely valuable to Lyft’s competitors, including without limitation, Uber. TNCs and their WAV service programs are emerging markets and there is significant competition among companies seeking to gain and establish entry into this market. If provided access to Lyft’s trip data, competitors could and would cross reference such data to better understand which strategies were effective. In essence, this would allow a competitor to tailor its operations more effectively, by taking the data that Lyft has generated through significant expenditures. The competitor could enter the market, or increase its market share, without substantial development, by “free-riding” on Lyft’s data. Thus, disclosure of the trip data would cause substantial competitive harm to Lyft.

9. The same analysis applies to data on trips requested by passengers in access mode, because Lyft competes to provide rides to passengers with accessibility needs the same way that it competes to provide other rides. In order to be successful and sustainable, a WAV program must have sufficient user demand to support the number of drivers and vehicles made available. As a result, competition for WAV users is equally as important as with non-WAV service.

10. Lyft’s trip data is the subject of efforts that are reasonable under the circumstances to maintain their secrecy. Lyft stores trip data on a private network drive protected by appropriate computer security controls. Access is limited to a subset of Lyft employees who have been individually

approved and use such information only to fulfill their job functions. Additionally, Lyft requires, as a condition of employment, that all new employees sign a confidentiality agreement. This agreement is put in place to protect Lyft's proprietary information from being disclosed by employees or former employees to outside parties. The company also requires all employees to sign Lyft's employee handbook, which describes in detail each employee's obligations regarding technology use and security and protection of Lyft's confidential and proprietary information; and requires all visitors to Lyft headquarters to read and sign a non-disclosure agreement before proceeding past the reception desk. Finally, Lyft is taking all steps necessary to designate the information as confidential pursuant to Decision 17-09-023 and Decision 19-01-028 and General Order 96-B, §10.3.

11. *Second*, the trip data is protected by Gov't. Code § 6255(a), which is commonly referred to as the "public interest balancing test." For the reasons discussed above, disclosure of this competitively sensitive information would harm competition in the TNC marketplace. California recognizes a strong public policy in favor of protecting trade secrets and other sensitive business information in order to preserve competition, which ultimately benefits consumers of TNC services and the public at large by encouraging price competition and service improvements to compete for users. On the other hand, the public interest in public disclosure of the information is minimal. The entity charged with regulating TNCs – the CPUC – has access to the data required to carry out its regulatory functions. There is no reason why members of the public also require access to the data. Therefore, the public interest in non-disclosure clearly outweighs any public interest in disclosure.

12. *Third*, trip data in items listed in Section 4. h above constitutes "investigatory or security files compiled by any other state or local police agency, or any investigatory or security files compiled by any other state or local agency for correctional, law enforcement, or licensing purposes," which are exempt from disclosure under the California Public Records Act ("CPRA") exemption set forth in Gov't. Code § 6254(f). The CPUC is responsible for permitting and enforcement of TNC like Lyft. It collects and resolves consumer complaints and establishes and enforces rules and regulations for transportation carriers. On information and belief, the CPUC compiles the information contained in Exhibit A.3 for the purposes of evaluating Lyft's compliance with TNC regulations. As such, the information falls within the CPRA exemption for investigative files set forth in Gov't. Code § 6254(f).

Exhibit 1: Funds Expended Data (items above in Section 4. j - k)

13. Funds Expended Data (items list above in Section 4. j - k) contain confidential and proprietary information on Lyft's investments in the WAV program. Lyft seeks confidential treatment of the Funds Expended Data for the following reasons:

14. *First*, the Funds Expended Data constitute trade secret information exempt from disclosure under Gov't. Code § 6254(k). This data derives significant independent economic value from not being generally known. It is the product of investment by Lyft on the WAV program, which is still in its early pilot stage. In particular, Lyft expended significant energy and effort identifying potential WAV partners and services, and negotiating pricing for such partnerships and services. There is no other source of such data. Disclosure of this data would cause competitive harm to Lyft because it would allow competitors, including Uber and other potential WAV providers, to undercut Lyft's pricing and/or more effectively negotiate for lower pricing for prospective partners or services without having to expend the time and effort to acquire this insight themselves.

15. For similar reasons, Lyft's Funds Expended Data is extremely valuable to Lyft's

competitors. TNC's WAV programs and TNCs are an emerging market and there is significant competition among companies seeking to gain and establish entry into this market. If provided access to Lyft's Funds Expended Data, competitors could and would cross reference such data to better understand which strategies were effective. In essence, this would allow a competitor to tailor its operations more effectively and to negotiate more effectively to undercut Lyft's pricing, by taking the data that Lyft has generated through significant expenditures. The competitor could enter the market, or increase its market share, without incurring the effort and expense of identifying prospective partners or sources of services or negotiating pricing, by "free-riding" on Lyft's data. Thus, disclosure of the trip data would cause substantial competitive harm to Lyft.

16. Lyft's Funds Expended Data is the subject of efforts that are reasonable under the circumstances to maintain their secrecy. Lyft stores trip data on a private network drive protected by appropriate computer security controls. Access is limited to a subset of Lyft employees who have been individually approved and use such information only to fulfill their job functions. Additionally, Lyft requires, as a condition of employment, that all new employees sign a confidentiality agreement. This agreement is put in place to protect Lyft's proprietary information from being disclosed by employees or former employees to outside parties. The company also requires all employees to sign Lyft's employee handbook, which describes in detail each employee's obligations regarding technology use and security and protection of Lyft's confidential and proprietary information; and requires all visitors to Lyft headquarters to read and sign a non-disclosure agreement before proceeding past the reception desk. Finally, Lyft is taking all steps necessary to designate the information as confidential pursuant to Decision 17-09-023 and Decision 19-01-028.

17. *Second*, the Funds Expended Data is protected by Gov't. Code § 6255(a), the "public interest balancing test." For the reasons discussed above, disclosure of this competitively sensitive information would harm competition in the TNC marketplace. California recognizes a strong public policy in favor of protecting trade secrets and other sensitive business information in order to preserve competition, which ultimately benefits consumers of TNC services and the public at large by encouraging price competition and service improvements to compete for users. On the other hand, the public interest in public disclosure of the information is minimal. The entity charged with regulating TNCs – the CPUC – has access to the data required to carry out its regulatory functions. There is no reason why members of the public also require access to the data. Therefore, the public interest in non-disclosure clearly outweighs any public interest in disclosure.

18. I declare, under penalty of perjury, under the laws of the State of California, that the foregoing is true and correct.

Executed on April 15, 2020 at San Francisco, California.



Brett Collins

Proceeding: R1902012 - CPUC - OIR TO IMPLEM
Filer: CALIFORNIA PUBLIC UTILITIES COMMISSION
List Name: LIST
Last changed: March 12, 2020

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FOR: INSTITUTIONAL EQUITY INVESTORS



Lyft Is Proud to Support the 28th Annual Access Awards Luncheon

We look forward to continued engagement with community partners to increase access to transportation for our disability community.

Lyft's Wheelchair Accessible Vehicle (WAV) Service Operates from 7am to Midnight - 7 Days a Week.

Just toggle on "Wheelchair Access" in Settings and take a ride with us! Pick-ups and drop-offs for WAV service are currently limited to LA county during our pilot program.

Lyft CA

Wheelchair Accessible Vehicle Pilot



Aug 21, 2019



Overview of Pilot



What is Lyft's WAV pilot?

Summary:

Lyft launched a Wheelchair Accessible Vehicle (“WAV”) pilot program in LA and SF counties, with dedicated vehicles in each city, starting July 2019. The pilot period is one year.

Partner - First Transit:

Lyft's WAV program is in partnership with First Transit, a nationally recognized paratransit service provider, and aims to provide available affordable and reliable WAV service on the Lyft platform for the benefit of individuals with disabilities.



Partnership Model

Summary: First Transit provides the drivers and vehicles. Dispatch of rides are through the Lyft app.



Pilot Markets:

San Francisco County, Los Angeles County

WAV Pilot

What will Lyft be accomplishing during this pilot?

- Throughout the year-long pilot, Lyft is collecting and analyzing data from the WAV rides taken in SF and LA, as well as collecting feedback from community partner groups, in order to gain a more comprehensive understanding of passenger needs, driver response times, and WAV vehicle supply needs. We will use that data to determine how best to modify, extend, or expand the pilot program.

Where can passengers get picked up and dropped off?

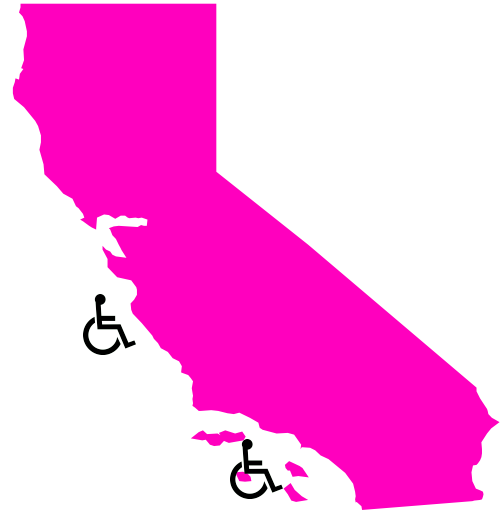
- In SF County, pick up within the County and drop off anywhere.
- In LA County, pick up and drop off within County limits only
- Curb-to-curb Service

What are the operating hours?

- 7:00am - midnight, which is when we anticipate the highest demand for WAV rides.

How much will WAV rides cost?

- Same as Classic Lyft rides



The Drivers

Who are the drivers?

- Drivers are employees of First Transit
- First Transit emphasizes driver training and best practices through:
 - Pre-employment and ongoing random drug and alcohol testing
 - Stringent background and record checks
 - Physical performance evaluations
 - Comprehensive customer service training
 - The Smith System of Defensive Driver Training program, completed as part of new driver training, and refreshers conducted through the year
 - 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.
- Drivers must also go through Lyft onboarding process



All drivers will be background checked.

The Cars

What kinds of cars are part of this pilot?

- 2019 Toyota Sienna Minivans modified by Transitworks for accessibility

What is the wheelchair occupancy of these vans?

- 1 wheelchair rider & 4 ambulatory riders (plus driver) at full capacity.

Are these vans rear or side entry for wheelchair users?

- Rear-entry

Will these vans be marked as WAV?

- Yes, they are marked with a wheelchair symbol as well as Lyft trade dress

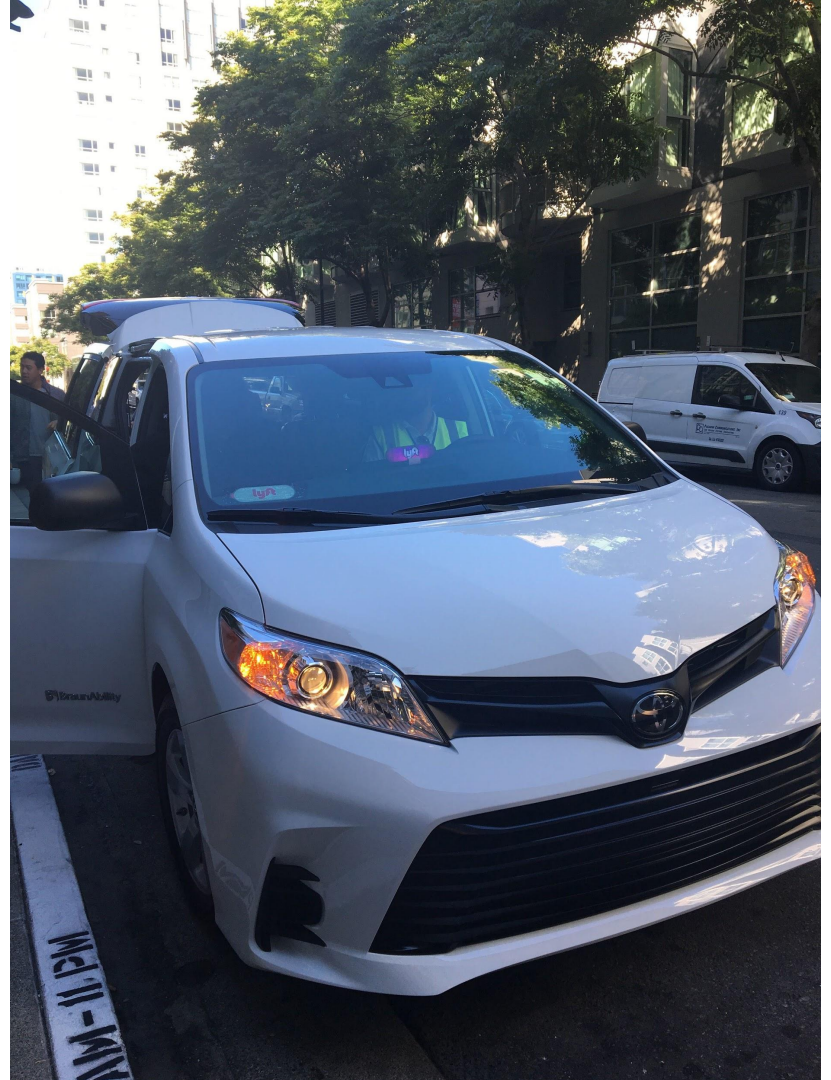
Can I bring companions or aides in a WAV with me?

- Your driver will be more than happy to drive you and your friends in a Lyft WAV. Most vehicles on the platform can seat up to 4 passengers.

Are service animals allowed in the WAV?

- Yes, drivers must comply with applicable laws and Lyft's Service Animal Policy. The law and Lyft's Service Animal Policy state that drivers may not deny service or otherwise discriminate against passengers with service animals.











Questions?





Is Proud to Support Disability Pride LA.

We look forward to continued engagement with community partners to increase access to transportation for our disability community.

Lyft's Wheelchair Accessible Vehicle (WAV) Service Operates from 7am to Midnight - 7 Days a Week.

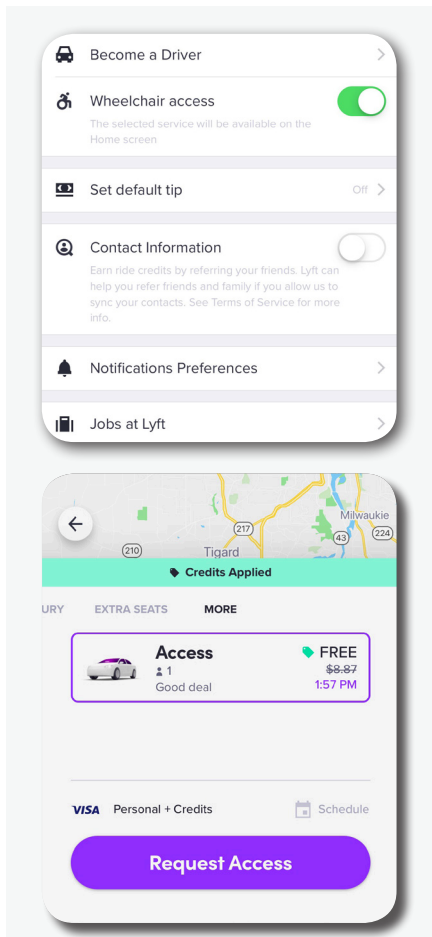
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Lyft WAV Service

San Francisco and LA Counties Pilot

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

- 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, then swipe left to see additional modes
- Tap More then tap Access to select Wheelchair Mode
- 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 and alcohol 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

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.

Lyft WAV Service

San Francisco and LA Counties Pilot

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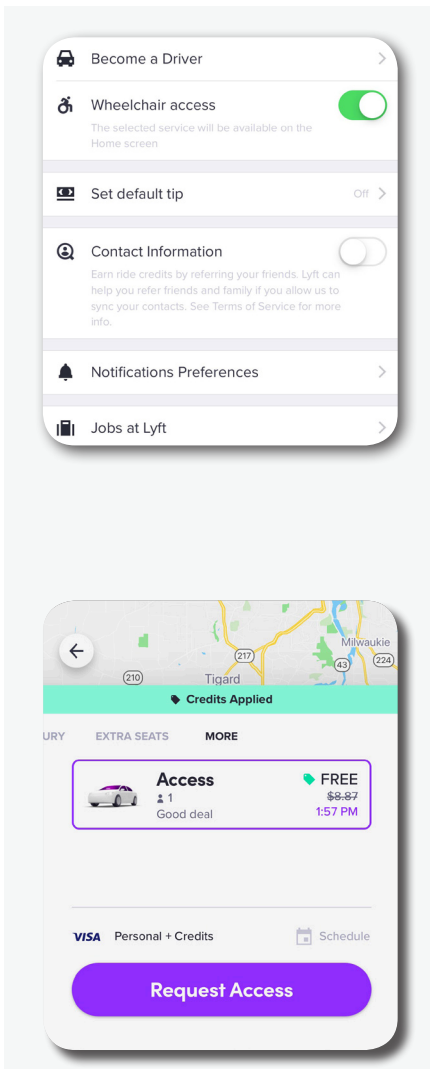
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SB 1376 Workshop

Lyft Presentation

October 10, 2019



Senate Bill 1376

“TNC Access for All Act”

OVERVIEW

- **Advance Legislature's goal of incentivizing rapid adoption of WAVs via TNCs**
- **Transparent and reliable mechanism for TNCs to defray substantial costs of making affordable WAV service available on their platforms**



Offset Criteria

OFFSET CRITERIA

- **“Shall” authorize a TNC to offset quarterly expenses**
 - **“Improved level of service”**
 - **No mention of baselines**
- **Certainty of reimbursement**
- **Encourage innovation**
- **Avoid penalizing new approaches to WAV**



OFFSET - “IMPROVED LEVEL OF SERVICE”

- Measure against TNC’s *own* performance from previous quarter
- Recognize individual TNC’s operational capability and resources
- Reasonable response times +
 - Reduced quarter-over-quarter ETAs in *initial* stages of pilot only
- Consider user experience
- Encourage, not discourage, WAV efforts by TNCs
- Look at totality of TNC offering



OFFSET - COMPREHENSIVE APPROACH

- **Complex logistical issues**
- **Acquiring modified vehicles for WAV aide**
- **Targeted outreach to disability community**
- **Recruiting drivers**
- **Training drivers**
- **Adequate ride supply to meet geographic demand**
- **And more...**



OFFSET - COMPREHENSIVE APPROACH

- **Program scale:** coverage area, total rides completed, driver hours, unique rider count, cost per ride
- **Service quality:** response times, ride request-to-driver accept rate, cancellation rate, complaint rate per quarter
- **Sustainability:** cost of supply, cost per ride, driver utilization
- **Community awareness & engagement:** partnerships with 3rd party organizations to build awareness, promotion of program within the disability community



Exemption Criteria

EXEMPTION CRITERIA

- **TNC must, at a minimum, show that 80% of completed WAV rides had response times at or below the service level requirement (SLR)**
- **SLRs must serve needs of disability community AND be realistically achievable**
- **Unachievable SLRs will discourage rather than incentivize TNC investments**
- **SLRs by geographic area determined by incoming data**



EXEMPTION - RESPONSE TIMES

- **Await submission of data from current TNC WAV pilot and programs**
- **Meet SLR for at least 2 quarters before applying**
- **TNC that achieves SLR is exempt “for the next year”**
- **No mandate for TNC to meet additional requirements during exempt year**

Request and Review Process

OFFSET - REQUEST AND REVIEW PROCESS

- No statutory requirement to declare advance intent to use or request offsets
- Goal: All collected funds applied to making WAVs available on TNC platforms
- Commission should decide on request *prior* to fee remittance
- Establish fee remittance schedule
- Initial offset approval by Commission staff
- Appeals determination by Commission



OFFSET - PROPOSED FEE SCHEDULE

TNC Request for Offset Due	15 days following quarter end
Staff Decision on Offset Request	30 days following quarter end
Fee Remittance Due to Commission	45 days following quarter end
TNC Appeal of Staff Decision, Due, if any*	45 days following quarter end
Commission Decision on Appeal	Next voting meeting

***If TNC appeals denial by staff, fees for that quarter should be held in escrow pending resolution of appeal.**



EXEMPTION - REQUEST AND REVIEW PROCESS

- TNC that achieves SLR is exempt from paying fees collected in that geographic area “for the next year”
- Requests submitted on annual basis after close of preceding annual period, but before fees are due for the next quarter
- Commission should decide on request *prior* to fee remittance
- Establish fee remittance schedule similar to offsets



EXEMPTION - PROPOSED FEE SCHEDULE

TNC Request for Exemption Due	July 15, 2020
Staff Decision on Exemption Request	July 15, 2020
Fee Remittance Due to Commission	45 days following quarter end
TNC Appeal of Staff Decision, Due, if any*	45 days following quarter end
Commission Decision on Appeal	Next voting meeting

***If TNC appeals denial by staff, fees for that quarter should be held in escrow pending resolution of appeal.**



Thank You

Traci Lee
Senior Public Policy Manager, Lyft





Lyft is proud to work with community partners to increase access to transportation.

Lyft's Wheelchair Accessible Vehicle (WAV) Pilot currently operates from 7am to Midnight, 7 Days a Week



Stay tuned for exciting service updates!

Go to Settings and toggle on "Wheelchair Access"

San Francisco County: Pick ups in San Francisco County and SFO Airport. Drop offs anywhere.

Los Angeles County: Pick ups and drop offs in Los Angeles County.

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

Carrier Name: Lyft, Inc.

PSG#: 0032513

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: 4/14/2020

Andrés Muñoz
Print Name of Applicant/Officer

Andrés Muñoz
Andrés Muñoz (Apr 14, 2020)
Signature of Applicant(s)

Andrés Muñoz
Andrés Muñoz (Apr 14, 2020)
Signature of Corporate Officer

Vice President, Partner Operations
Title of Corporate Officer

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

Carrier Name: Lyft, Inc.

PSG #: 0032513

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: 4/14/2020

Andres Munoz

Print Name of Applicant/Officer

Andrés Muñoz
Andrés Muñoz (Apr 14, 2020)

Signature of Applicant(s)

Andrés Muñoz
Andrés Muñoz (Apr 14, 2020)

Signature of Corporate Officer

Vice President, Partner Operations

Title of Corporate Officer

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

TNC Access For All Fund Claim Form

Claim Period: Q1 2020 (January - March 2020)

Carrier Name: Lyft Inc			
PSG#: 0032513			
County	Expenditures (\$)	County	Expenditures (\$)
ALAMEDA	(\$ -)	ORANGE	(\$ -)
ALPINE	(\$ -)	PLACER	(\$ -)
AMADOR	(\$ -)	PLUMAS	(\$ -)
BUTTE	(\$ -)	RIVERSIDE	(\$ -)
CALAVERAS	(\$ -)	SACRAMENTO	(\$ -)
COLUSA	(\$ -)	SAN BENITO	(\$ -)
CONTRA COSTA	(\$ -)	SAN BERNADINO	(\$ -)
DEL NORTE	(\$ -)	SAN DIEGO	(\$ -)
EL DORADO	(\$ -)	SAN FRANCISCO	(\$ 690,004.51)
FRESNO	(\$ -)	SAN JOAQUIN	(\$ -)
GLENN	(\$ -)	SAN LUIS OBISPO	(\$ -)
HUMBOLDT	(\$ -)	SAN MATEO	(\$ -)
IMPERIAL	(\$ -)	SANTA BARBARA	(\$ -)
INYO	(\$ -)	SANTA CLARA	(\$ -)
KERN	(\$ -)	SANTA CRUZ	(\$ -)
KINGS	(\$ -)	SHASTA	(\$ -)
LAKE	(\$ -)	SIERRA	(\$ -)
LASSEN	(\$ -)	SISKIYOU	(\$ -)
LOS ANGELES	(\$ 709,265.07)	SOLANO	(\$ -)
MADERA	(\$ -)	SONOMA	(\$ -)
MARIN	(\$ -)	STANISLAUS	(\$ -)
MARIPOSA	(\$ -)	SUTTER	(\$ -)
MENDOCINO	(\$ -)	TEHAMA	(\$ -)
MERCED	(\$ -)	TRINITY	(\$ -)
MODOC	(\$ -)	TULARE	(\$ -)
MONO	(\$ -)	TUOLUMNE	(\$ -)
MONTEREY	(\$ -)	VENTURA	(\$ -)
NAPA	(\$ -)	YOLO	(\$ -)
NEVADA	(\$ -)	YUBA	(\$ -)
Subtotal	(\$ 709,265.07)	Subtotal	(\$ 690,004.51)
		Total Claim	(\$ 1,399,269.58)

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

Signature <u>Mary Cody</u>		Title <u>Director of Accounting</u>
Preparer <u>Mary Cody</u>		Date <u>4/15/2020</u>

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

