

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

TNC & AL FILER INFORMATION

Date of Submission:	Date of Service:
TNC Name:	PSG #:
DBA Name:	
Address:	
City:	State: ZIP Code:
Filer's Name:	
Filer's Email:	Filer's Phone:

AL INFORMATION

Advice Letter #:	AL Type: Offset Retroactive Exemption
Geographic Area(s):	
Offset/Retroactive Amount:	Quarter: Year:
Documents Included: <input type="checkbox"/> Cover letter <input type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input type="checkbox"/> Signed Accounting of Funds <input type="checkbox"/> Inspection Declaration <input 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
 Suite 5000
 San Francisco, CA 94107

February 24, 2021
 Lyft, Inc.
 Advice Letter No. WAV 4B

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

Lyft, Inc. (“Lyft”) hereby submits this supplemental revised Advice Letter 4B (“AL 4B”). This AL 4B, by which Lyft requests to offset, against the quarterly Access Fund payments due, the amount spent by Lyft to improve wheelchair accessible vehicle (“WAV”) service in Quarter 2 of 2020 (beginning April 1, 2020).

Lyft provides this AL 4B filing to reflect the maximum offset request as Lyft’s WAV expenses exceeded the fees collected in the given quarter. After discussion between the Consumer Protection Division staff (“CPED”) and Lyft, CPED has agreed to not re-open the protest period.

The offset amounts requested by geographic areas are as follows:

Quarter, Year	County	Expenditures (\$)	Offset Request (\$)
Q2 2020	LOS ANGELES	\$642,336.92	\$452,762.60
Q2 2020	SAN FRANCISCO	\$435,927.86	\$78,689.80

NEW TOTAL: \$531,452.40

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 (and contract information)



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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 served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on February 23, 2021. If there are any questions regarding this advice letter, please contact Annette Tran at 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 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,

A handwritten signature in black ink, appearing to read "Annette Tran".

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



CPUC Home

CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: FEBRUARY 11, 2021**

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FOR: CENTER FOR INDEPENDENT LIVING

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ALAMEDA TRANSPORTATION COMMISSION
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OAKLAND, CA 94607

ANH NGUYEN
MGR., ADA PROGRAMS DIV.
CITY OF OAKLAND
1 FRANK OGAWA PLAZA, 11TH FL.
OAKLAND, CA 94612

REBECCA RUFF
CENTER FOR ACCESSIBLE TECHNOLOGY
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SANTA CRUZ, CA 95060
FOR: SANTA CRUZ COUNTY REGIONAL
TRANSPORTATION COMMISSION

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

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LAURA MCWILLIAMS
STATE SENATOR JERRY HILL
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SACRAMENTO, CA 95814

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

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

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

[TOP OF PAGE](#)
[BACK TO INDEX OF SERVICE LISTS](#)

Lyft CA Wheelchair Accessible Vehicle Pilot



4/27/2020

What is Lyft's WAV pilot?

Summary:

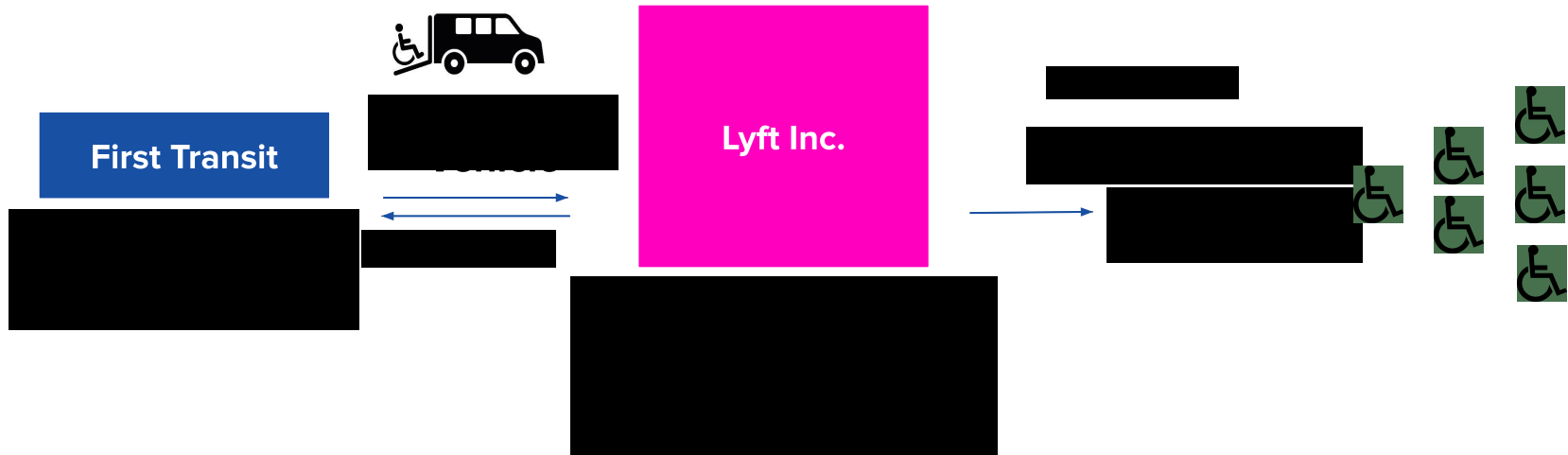
Partner - First Transit:



Partnership Model

Summary:

through the Lyft app.



Pilot Markets:

WAV Pilot

What will Lyft be accomplishing during this pilot?

Where can passengers get picked up and dropped off?

What are the operating hours?

How will we measure the

demand for WAV rides.

How much will WAV rides cost?

- Same as Classic Lyft rides



The Drivers

Who are the drivers?



- 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?

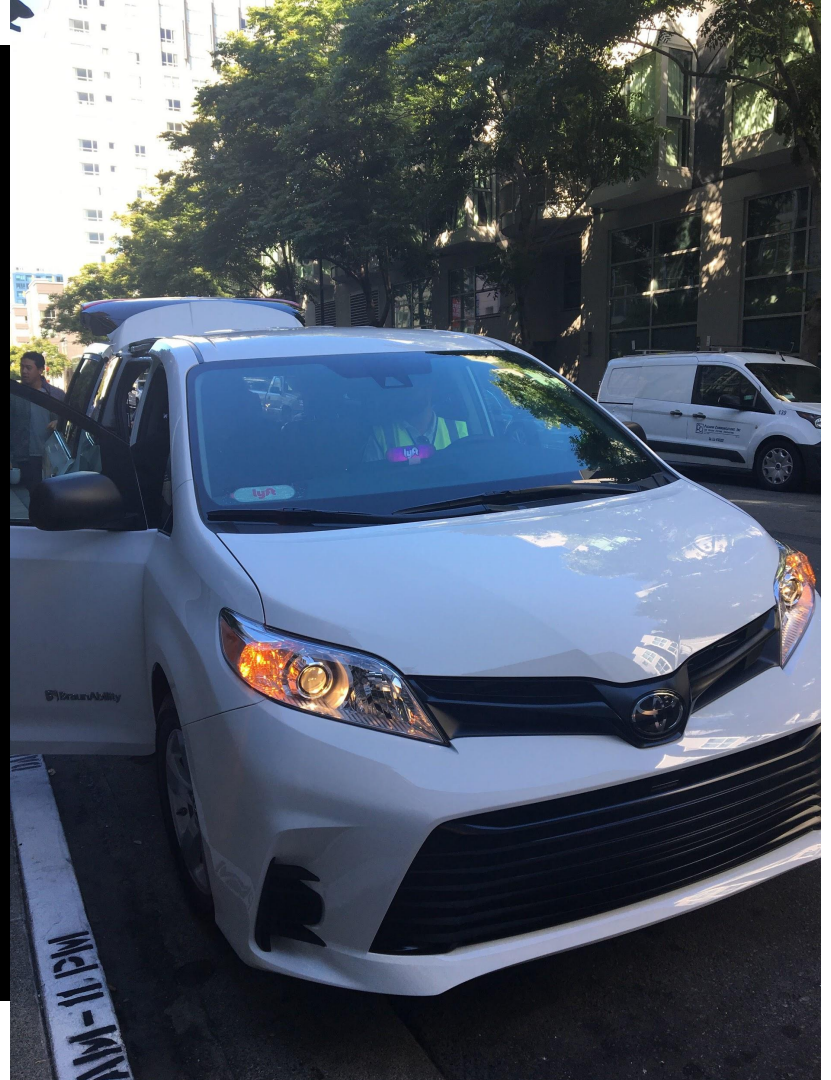
Can I bring companions or aides in a WAV with me?

Are service animals allowed in the WAV?

The law and Lyft's Service Animal Policy state that drivers may not deny service or otherwise discriminate against passengers with service animals.

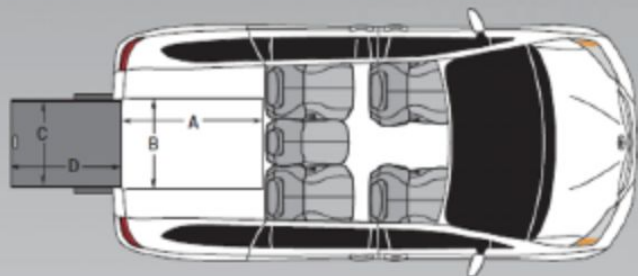








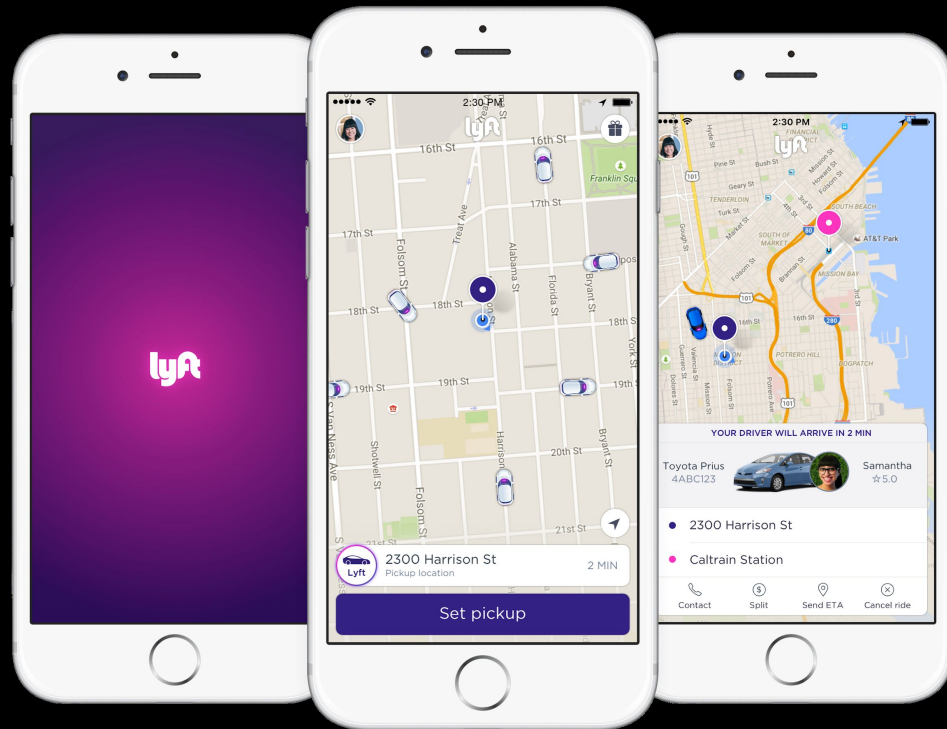


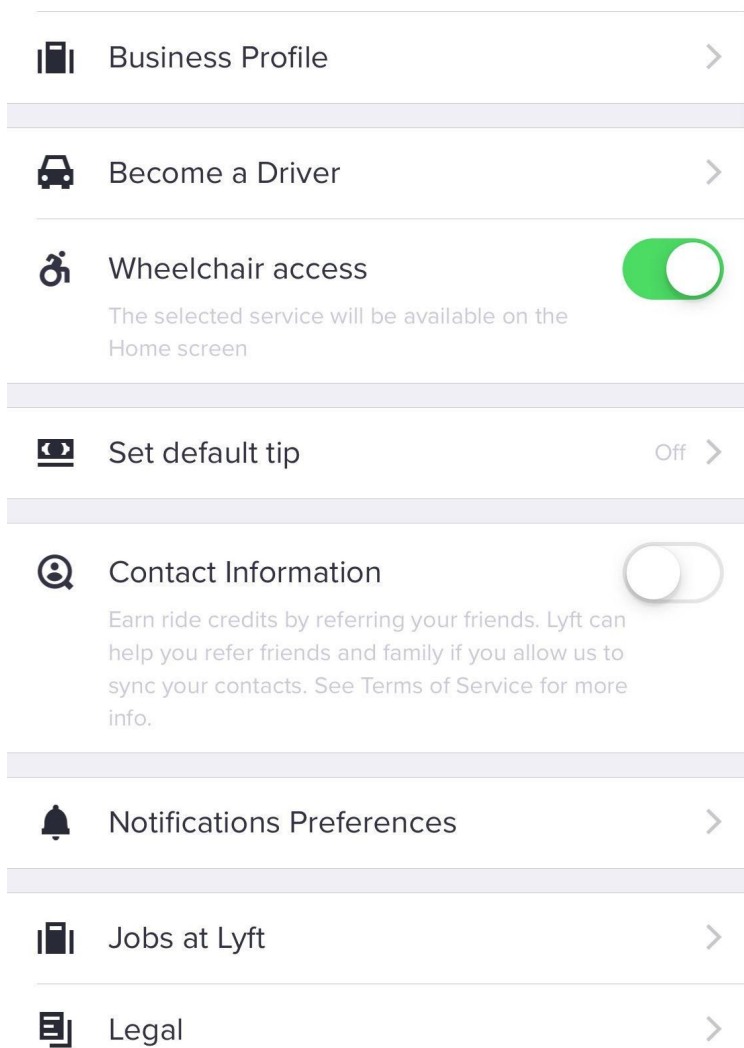


2011+

A	Lowered floor length	61
B	Lowered floor width	33
C	Usable ramp width	31-1/2
D	Ramp length	40
E	Entrance height	56
F	Overall height (hatch closed)	73
G	Overall height (hatch open)	85

How Lyft Works





Step 1: Download the 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.



◆ Credits Applied

RY EXTRA SEATS MORE



Access

1
Good deal



FREE

~~\$8.87~~

1:57 PM

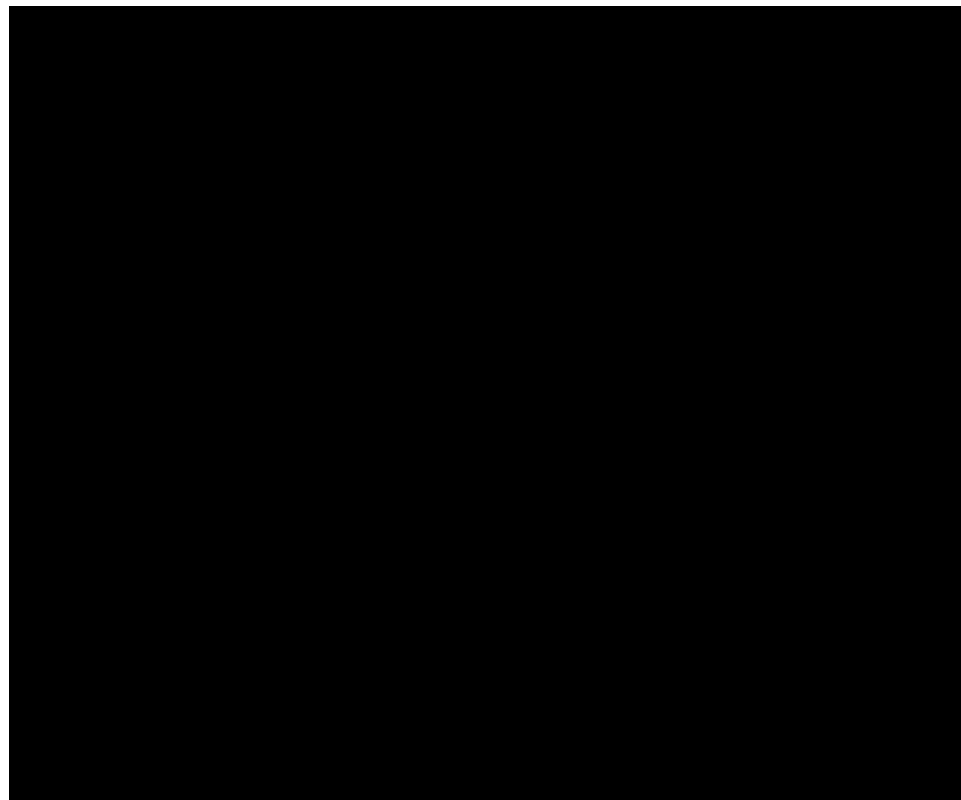
VISA Personal + Credits

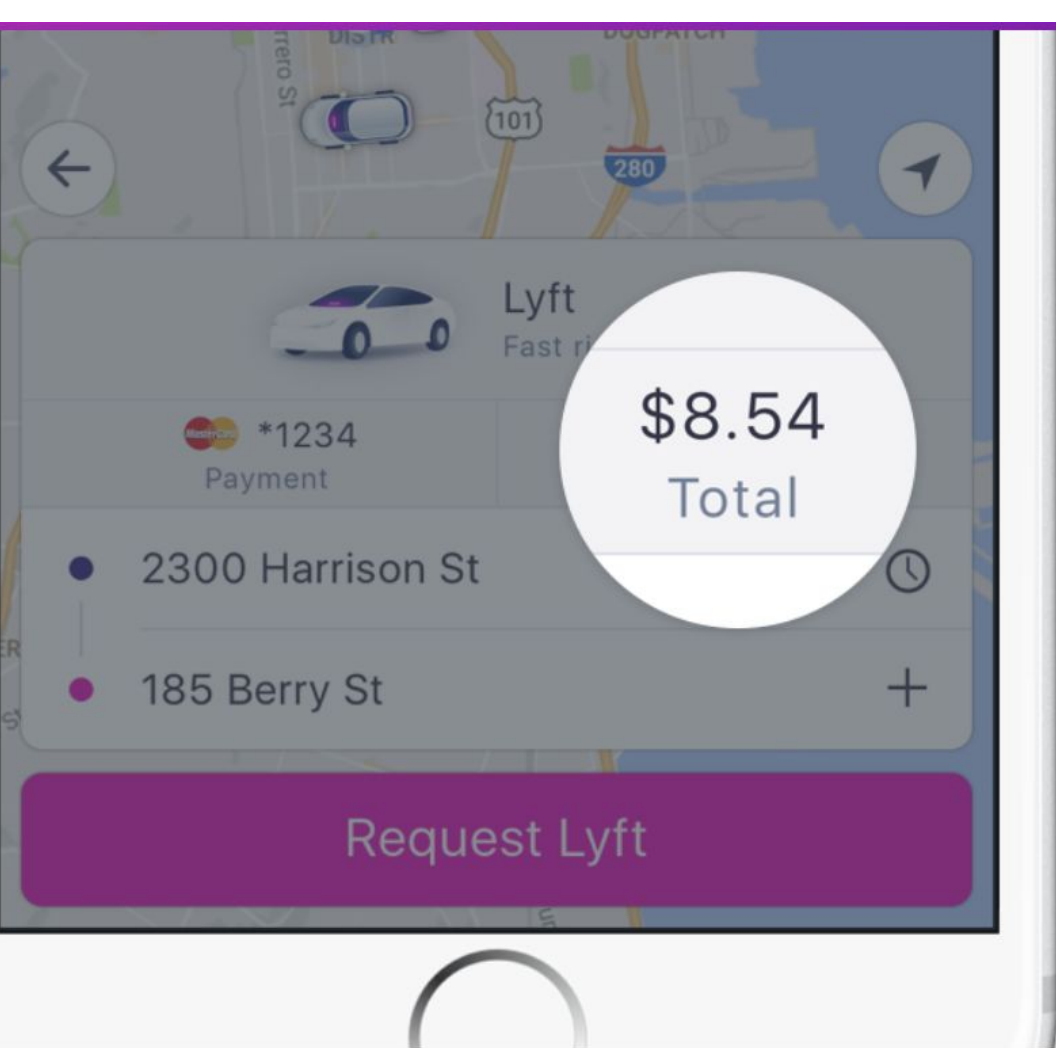


Schedule

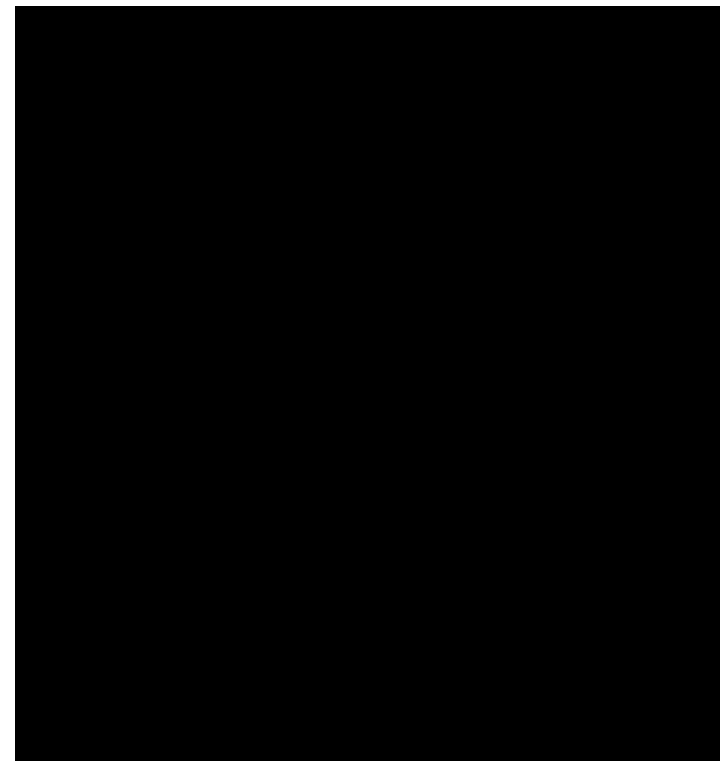
Request Access

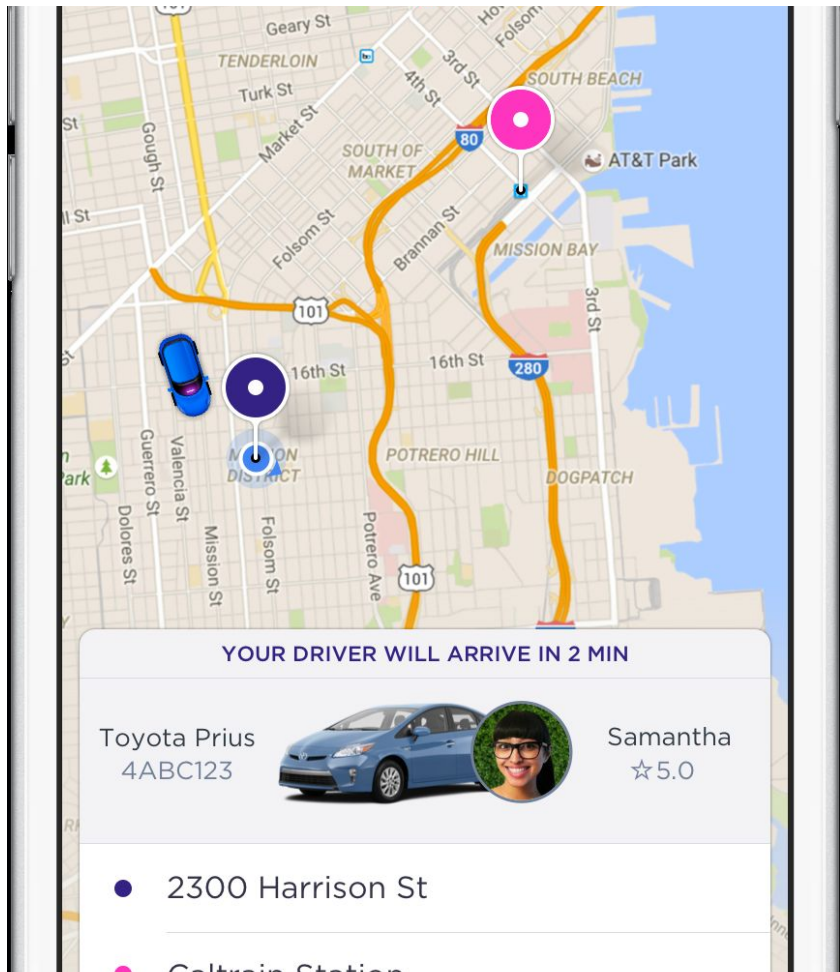
Step 3: Request your ride





Requesting a Ride





Matching with a Driver



Sharing Your Route





No tip

\$1

\$2

\$5

Other

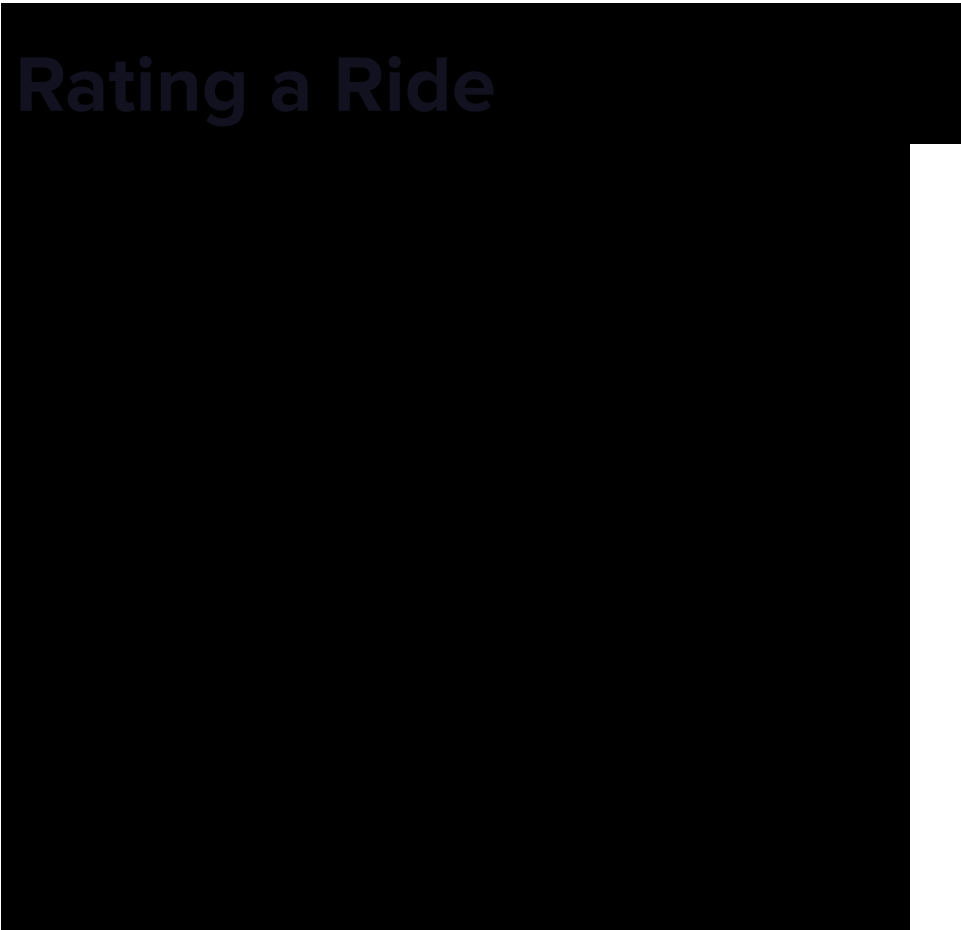
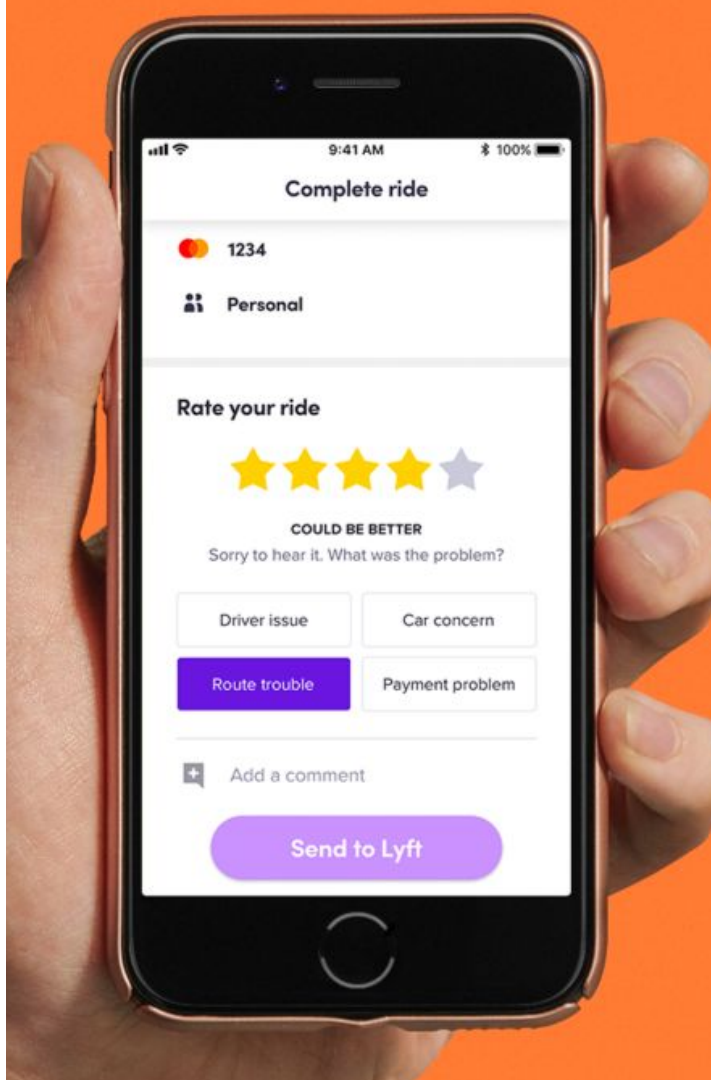


Payment

PERSONAL *1234

\$9.00 ⓘ

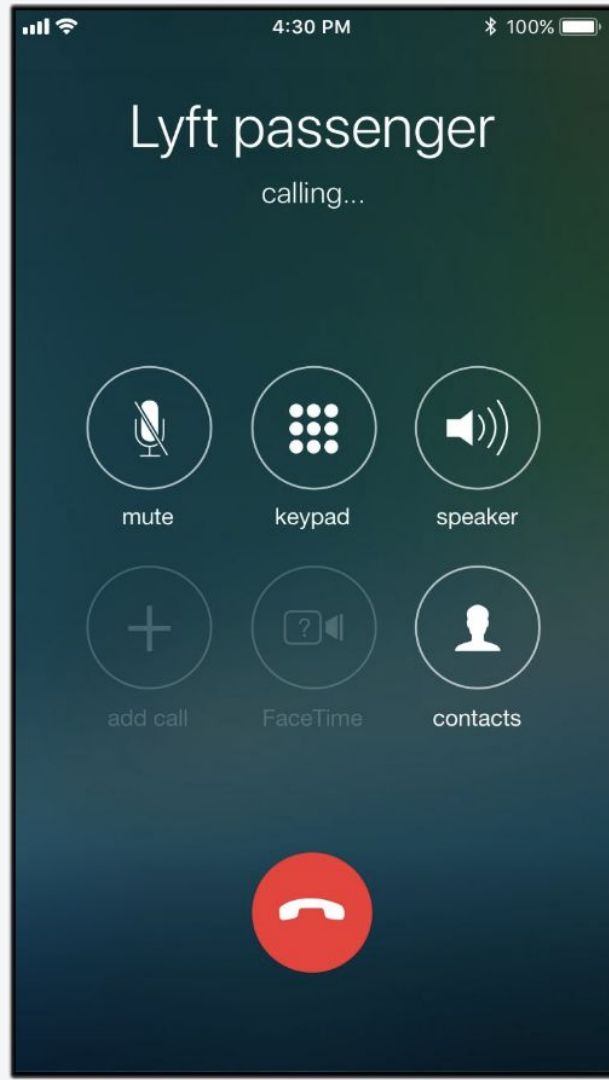
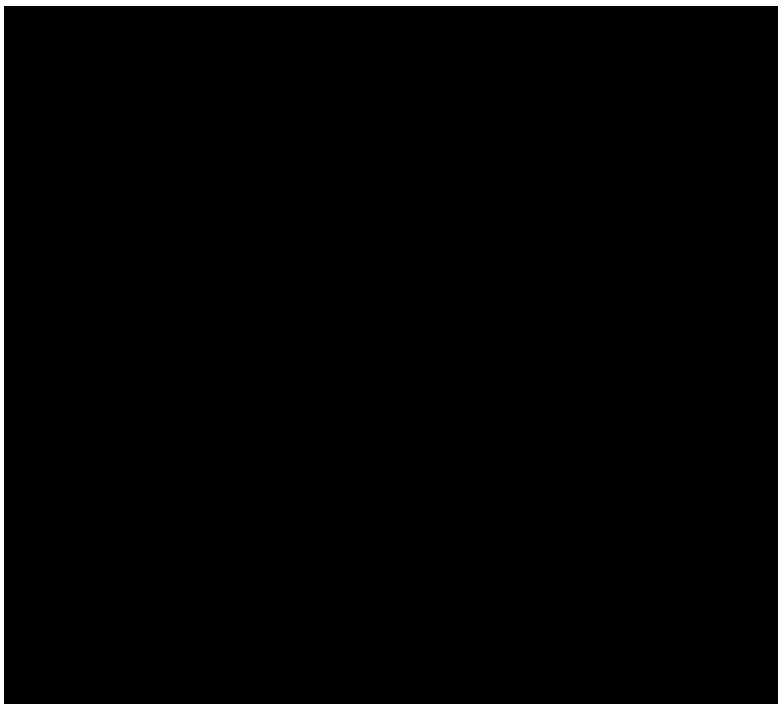
Finishing a Ride

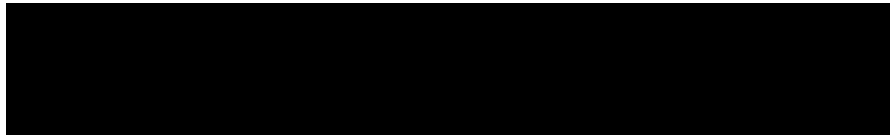


Rating a Ride

Lyft

In-App Safety Features





Disclaimer:

This pilot program is subject to operational changes.

Questions?



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

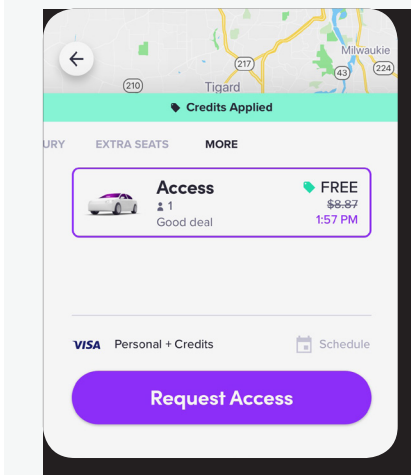
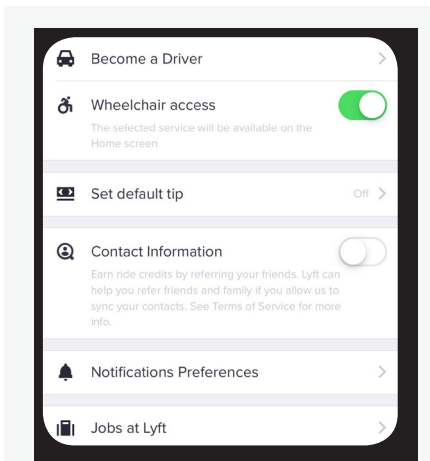
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Step 3: Request your ride

- 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.

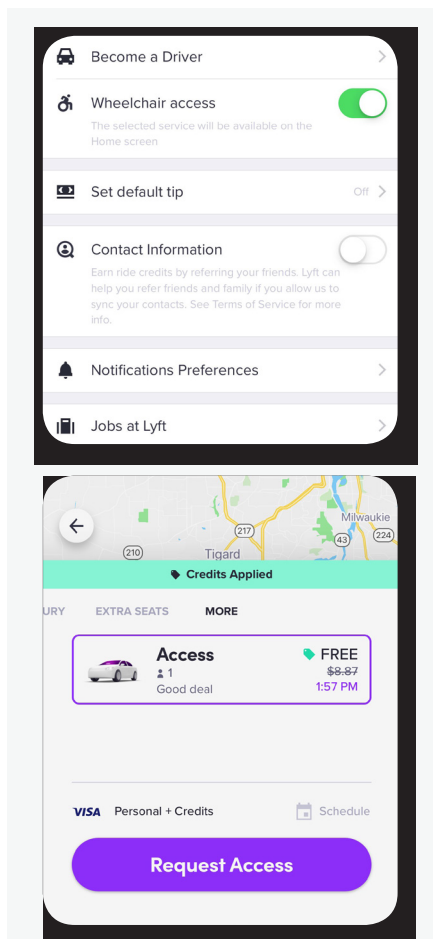
Alternative formats available upon request.

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**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.

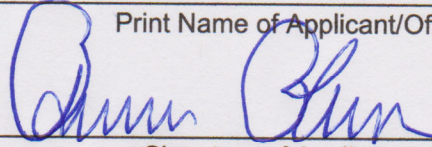
CERTIFICATION

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.

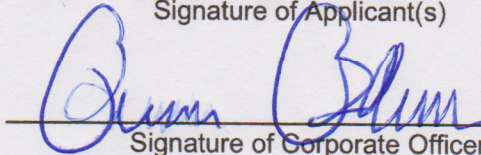
Date: 1/7/2021

Brian Beechem

Print Name of Applicant/Officer



Signature of Applicant(s)



Signature of Corporate Officer

Assistant Secretary

Title of Corporate Officer

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

Carrier Name: First Transit, Inc.

TCP 0024770-A
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.

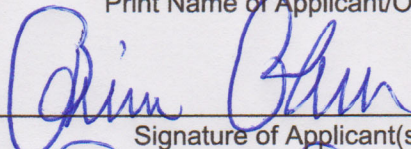
CERTIFICATION

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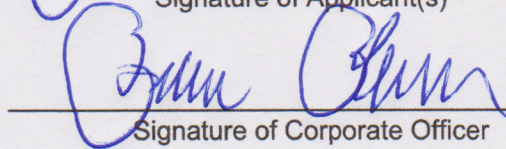
Date: 1/7/2021

Brian Beechem

Print Name of Applicant/Officer



Signature of Applicant(s)




Signature of Corporate Officer

Assistant Secretary

Title of Corporate Officer

APPENDIX A	
Lyft Inc. Cost Summary	
Reporting Period Q2 2020	
Vehicle Costs	\$ -
Lease/Rental/Purchase Costs	\$ -
Rental Subsidies for Driver	\$ -
Inspections	\$ -
Maintenance, Service & Warranty	\$ -
Fuel Cost	\$ -
Cleaning Supplies/Services	\$ -
Other (Describe)	\$ -
Partnership Costs	\$ 744,003.01
Transportation Service Partner Fees/Incentives and/or Management Fees	\$ 693,813.01
Vehicle Subsidies	\$ -
Consultants/Legal	\$ 50,190.00
Other (Describe)	\$ -
Marketplace Costs	\$ -
Recruiting	\$ -
Driver Onboarding	\$ -
Training Costs	\$ -
Driver Incentives	\$ -
Promo Codes for WAV	\$ -
Other (Describe)	\$ -
Operational Costs	\$ 334,261.77
Marketing Costs	\$ -
Technology Investments/Engineering Costs/Enhancements	\$ -
Community Partnership/Engagement Costs	\$ -
Rental Management	\$ -
Pilot Management	\$ -
Wages, Salaries and Benefits (non-maintenance personnel)	\$ 334,261.77
Other (Describe)	\$ -
Other (Describe)	\$ -
	\$ -
Total Expended	\$ 1,078,264.78
Total Offset Requested	\$ 531,452.40

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

Title : Senior Manager Accounting
Date : 7/13/2020
Phone _____
Email : vjong@Lyft.com