

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## Consumer Protection and Enforcement Division

### Advice Letter Summary Form

#### TNC & AL FILER INFORMATION

Date of Submission: 3/3/23	Date of Service: 3/3/23	
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: <b>Caleb Carrizales</b>		
Filer's Email: calebc@lyft.com	Filer's Phone: 972-415-4534	

#### AL INFORMATION

Advice Letter #: WAV-013A	AL Type: <input checked="" type="checkbox"/> Offset	<input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles and San Francisco Counties		
Offset Amount: \$ 918,380.33	Quarter: Q3	Year: 2022 <input type="checkbox"/>
Documents Included: <input checked="" type="checkbox"/> Cover letter <input checked="" type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input checked="" type="checkbox"/> Signed Accounting of Funds <input type="checkbox"/> Inspection Declaration <input checked="" type="checkbox"/> 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](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 400  
 San Francisco, CA 94107

March 3, 2023  
 Lyft, Inc.  
 Advice Letter No. 13A - Supplemental

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. 13A Supplemental 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 3 of 2022. The requested effective date is November 13, 2022 (30 days from date of filing).

The offset amounts requested by county are as follows:

<b>County</b>	<b>Offset Requested (\$)</b>
<b>SAN FRANCISCO</b>	<b>\$ 224,963.53</b>
<b>LOS ANGELES</b>	<b>\$ 693,416.80</b>

Subtotal: \$918,380.33  
 Total Offset Request: \$918,380.33

Per D.20-03-007, Lyft previously provided 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 Times<sup>1</sup>
6. Outreach
7. Evidence of Outreach Efforts
8. Training, Inspections and Declarations
9. Complaint
10. Trips Completed Standards (TCS)

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<sup>1</sup> This tab is intentionally blank as Lyft is not seeking an exemption for Q3 2022.



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Lyft resubmits the following documents per D.20-03-007:

1. Accounting of Funds Expended
2. Contract Information

These documents have been updated to reflect the following changes that were not included in Lyft’s original submission:

- Lyft’s Funds Expended report includes an updated value for “Transportation Service Partner Fees/ Incentives and/ or Management Fees” and “Total Offset Requested” for San Francisco and Los Angeles counties. In Lyft’s previous request, the value for these fields included expenses determined to be ineligible.
- Lyft’s Contract Information report includes updated values for the “Amount Spent” fields. In Lyft’s previous request, the value for these fields included expenses determined to be ineligible.

<b>Criteria</b>	<b>Must Demonstrate</b>	<b>Documentation Included (Y/N)</b>
<b>1. Presence and availability of WAVs</b>	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
<b>2. Improved level of service</b>	(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	Y



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	(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.	
<b>3. Efforts to publicize and promote available WAV services</b>	Evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, and marketing or promotional materials of those activities	Y
<b>4. Full accounting of funds expended</b>	Qualifying offset expenses are: <ul style="list-style-type: none"><li>a. reasonable, legitimate costs that improve a TNC's WAV service, and</li><li>b. incurred in the quarter for which a TNC requests an offset, and</li><li>c. on the list of eligible expenses attached as Appendix A, and</li><li>d. net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset</li></ul>	Y
<b>5. Training and inspections</b>	(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
<b>6. Reporting complaints</b>	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



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

County	Q3 2022					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	Level 1 (%)	Level 1 (mins)	Level 2 (%)	Level 2 (mins)	
San Francisco	2	72.59%	12.47	98.52%	15.60	Yes
Los Angeles	2	62%	21.45	97.17%	29.87	Yes

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

County	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
San Francisco	2	A	91.53%	Yes
Los Angeles	2	B	77.96%	Yes

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	1	235	182	270	270
Los Angeles	1	4506	2847	5266	5266



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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 March 3, 2023. If there are any questions regarding this advice letter, please contact Janeé Weaver at [jweaver@lyft.com](mailto:jweaver@lyft.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](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 Janeé Weaver at [jweaver@lyft.com](mailto:jweaver@lyft.com).

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

Yours truly,

A handwritten signature in blue ink that reads "Janeé Weaver".

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

Attachments

1. 0032513 Lyft Inc Funds Expended AL13A Supplemental
2. 0032513 Lyft Inc Contract Information AL13A Supplemental



California  
Public Utilities  
Commission



[CPUC Home](#)

## 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: MARCH 2, 2023**

[Download the Comma-delimited File](#)  
[About Comma-delimited Files](#)

[Back to Service Lists Index](#)

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Lyft Inc.  
Q3 2022

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Partnership Costs	Transportation Service Partner Fe	139,211.19
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Partnership Costs	Consultants/Legal	2,517.25
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Marketplace Costs	Promo Codes for WAV	0.00
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Operational Costs	Technology Investments/ Enginee	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Operational Costs	Community Partnership/ Engager	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Operational Costs	Wages, Salaries and Benefits (nor	83,235.09
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2022	Other	Total Offset Requested	224,963.53
Lyft, Inc.	LOS ANGELES	Q3 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Partnership Costs	Transportation Service Partner Fe	623,984.67
Lyft, Inc.	LOS ANGELES	Q3 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Partnership Costs	Consultants/Legal	2,517.25
Lyft, Inc.	LOS ANGELES	Q3 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Marketplace Costs	Promo Codes for WAV	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Operational Costs	Technology Investments/ Enginee	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Operational Costs	Community Partnership/ Engager	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Operational Costs	Wages, Salaries and Benefits (nor	66,914.88
Lyft, Inc.	LOS ANGELES	Q3 2022	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2022	Other	Total Offset Requested	693,416.80

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