

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298

**VIA ELECTRONIC MAIL**

April 21, 2023

Janeé Weaver  
Lyft, Inc.  
185 Berry Street, Suite 5000  
San Francisco, CA 94107  
[jweaver@lyft.com](mailto:jweaver@lyft.com)

Subject: TNC Access for All Advice Letter AL 13A Disposition

Dear Janeé Weaver,

Pursuant to Commission Decisions D.20-03-007, D.21-03-005, and D.21-11-004, the Consumer Protection and Enforcement Division (CPED) of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records. This status certificate indicates:

Advice Letter Number  
Name of Filer  
CPUC Corporate ID number of Filer  
Subject of AL Filing  
Date Filed  
Disposition of Filing (Approved, Rejected, Withdrawn, etc.)  
Amount of Approved Offsets by County  
Effective Date of Filing

CPED did not receive any protests against AL 13 or AL 13A.

Please review your advice letter filing with the information contained in the attached AL status certificate and the Appendix for a description of the AL, protest, and staff's disposition. If you have any questions on this matter, please contact CPED Staff via email at [tncaccess@cpuc.ca.gov](mailto:tncaccess@cpuc.ca.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Cody Naylor".

Cody Naylor on behalf of Terra Curtis  
Acting Manager, Transportation Policy & Programs  
Consumer Protection and Enforcement Division

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## Advice Letter Status Certificate

Status of Advice Letter 13A as of April 21, 2023

**Lyft, Inc.** (TCP 32513)  
Attention: Janeé Weaver  
185 Berry Street, Suite 5000  
San Francisco, CA 94107

Advice Letter Subject: **Offset for Q3 2022 in compliance with Decisions D.20-03-007, D.21-03-005, and D.21-11-004**

Division Assigned: Consumer Protection and Enforcement

Date Filed: 3-3-2023

**Disposition: Approved**  
**Effective Date: 4-21-2023**

## Approved Offsets:

COUNTY	APPROVED OFFSETS (\$)
LOS ANGELES	\$693,416.80
SAN FRANCISCO	\$224,963.53
<b>TOTAL OFFSET AMOUNT APPROVED</b>	<b>\$918,380.33</b>

CPUC Contact Information: [tncaccess@cpuc.ca.gov](mailto:tncaccess@cpuc.ca.gov)

TNC Contact Information: Janeé Weaver  
[jweaver@lyft.com](mailto:jweaver@lyft.com)

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### Appendix: Staff Review and Disposition

#### Background

In accordance with D.20-03-007, D.21-03-005, and D.21-11-004, Lyft, Inc. (Lyft) filed advice letter (AL) 13 on October 14, 2022 to request offsets against quarterly Access Fund payments for amounts it spent during the Third Quarter (Q3) of 2022 to improve wheelchair accessible vehicle (WAV) service. No parties filed protests or responses.

On March 3, 2023, Lyft filed supplemental AL13A for the following reasons:

- 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. 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.

This disposition evaluates Lyft's compliance with offset requirements based on the dataset provided with the supplements.

To qualify for an offset in a geographic area, a Transportation Network Company (TNC) must report the following in its quarterly AL filing: (1) presence and availability of WAVs; (2) improved level of service; (3) outreach efforts; (4) accounting of funds expended; (5) training and inspections; and (6) complaints related to WAV service. D.21-11-004 replaced the interim Offset Time Standard (OTS) framework adopted in D.20-03-007 (See Table 2.) and replaced the Trip Completion Standard (TCS) framework adopted in D.21-03-005 (See Table 3.). Table 1 below summarizes the evaluation criteria adopted in D.20-03-007, D.21-03-005, and D.21-11-004:

Table 1: Criteria for Evaluating Offsets

<b>Evaluation Criteria</b>	<b>Must Demonstrate</b>	<b>Satisfied By</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; (c) operating hours for each geographic area	Submission of the relevant data
<b>2. Improved level of service</b>	Both the Offset Time and the Trip Completion Standards are satisfied:	Achievement of the Offset Time

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Evaluation Criteria	Must Demonstrate	Satisfied By
	<p>(a) (1) Offset Time Standard &amp; WAV Response Times: Meet or exceed both the relevant Level 1 and Level 2 Offset 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.</p> <p>(b.1) Trip Completion Standard: Meet or exceed the applicable minimum percentage of trip requests completed, and</p> <p>(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. The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	Standard <sup>1</sup> and Trip Completion Standard <sup>2</sup>
<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	Submission of the relevant data
<b>4. Full accounting of funds expended</b>	<p>Qualifying offset expenses are:</p> <p>(a) reasonable, legitimate costs that improve a TNC's WAV service, and</p> <p>(b) incurred in the quarter for which a TNC requests an offset, and</p> <p>(c) on the list of eligible expenses<sup>3</sup> attached as Appendix A</p> <p>(d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset.</p>	Submission of the relevant data
<b>5. Training and inspections</b>	(a) certification of WAV driver training completion within the past 3 years, <sup>4</sup>	Submission of the relevant data

<sup>1</sup> D.21-11-004, Ordering Paragraphs 1, 2, 3, and 4

<sup>2</sup> D.21-11-004, Ordering Paragraphs 6, 7, and 8

<sup>3</sup> D.20-03-007, Appendix A

<sup>4</sup> Must include: sensitivity training, passenger assistance techniques, accessibility equipment use, door-to-door service, and safety procedures, D.20-03-007, Ordering Paragraph 13.

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Evaluation Criteria	Must Demonstrate	Satisfied By
	(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 <sup>5</sup>	
<b>6. Reporting complaints</b>	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category <sup>6</sup>	Submission of the relevant data

The Commission adopted standards for demonstrating improved level of service in D.20-03-007, D.21-03-005, and D.21-11-004 (see Table 2 and Table 3 below) but did not set qualifying standards for the five other evaluation criteria. **As long as a TNC satisfies both the Offset Time and Trip Completion Standards for improved level of service and submits all the required data showing WAV presence and availability, outreach efforts, accounting of expended funds, training and inspections, and complaints related to WAV service, it is eligible to receive offsets and its advice letter will be approved.**

Table 2: Offset Response Times and Offset Time Standard

Geographic Area/County	Level 1 WAV Response Time (mins)	Level 2 WAV Response Time (mins)
<b>Group A</b> San Francisco	15	30
<b>Group B</b> San Diego, Santa Clara, Alameda, Sacramento, Contra Costa, Ventura, San Joaquin, Stanislaus, Santa Barbara, Solano, San Luis Obispo, Santa Cruz, Shasta, Imperial, Madera Los Angeles, Orange County, San Mateo	25	50
<b>Group C</b> Riverside, San Bernardino, Fresno, Kern, Sonoma, Tulare, Monterey, Placer, Merced, Marin, Butte, Yolo, El Dorado, Napa, Humboldt, Kings, Nevada, Sutter, Mendocino, Yuba, Lake, Tehama, San Benito, Tuolumne, Calaveras, Siskiyou, Amador, Glenn, Del Norte, Lassen, Colusa, Plumas, Inyo, Mariposa, Mono, Trinity, Modoc, Sierra, Alpine	30	60

<sup>5</sup> Should state that WAVs conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year, D.20-03-007, Ordering Paragraph 13.

<sup>6</sup> Categories include securement issue, driving training, vehicle safety and comfort, service animal issue, stranded passenger, and others, D.20-03-007, Ordering Paragraph 14.

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Offset Time Standard (OTS)	Level 1 Offset Service	Level 2 Offset Service
1 <sup>st</sup> Quarter Submission	50%	80%
2 <sup>nd</sup> Quarter	54%	81%
3 <sup>rd</sup> Quarter	57%	83%
4 <sup>th</sup> Quarter	61%	84%
5 <sup>th</sup> Quarter	64%	86%
6 <sup>th</sup> Quarter	68%	87%
7 <sup>th</sup> Quarter	71%	89%
8 <sup>th</sup> (and subsequent) Quarter	75%	90%

Table 3: Trip Completion Standard

Trip Completion Standard	County Group A	County Group B	County Group C
1 <sup>st</sup> Quarter Submission	50%	50%	50%
2 <sup>nd</sup> Quarter	54%	53%	51%
3 <sup>rd</sup> Quarter	57%	56%	53%
4 <sup>th</sup> Quarter	61%	59%	54%
5 <sup>th</sup> Quarter	64%	61%	56%
6 <sup>th</sup> Quarter	68%	64%	57%
7 <sup>th</sup> Quarter	71%	67%	59%
8 <sup>th</sup> (and subsequent) Quarter	75%	70%	60%

Trip Completion Standard	Must meet at least one of:	
	Number of Completed Trips (Option 1)	Number of Completed Trips (Option 2)
Beginning Q2 2022	Improvement (higher) than prior quarter	Improvement (higher) than prior year's same quarter if sufficient data is available.

**Discussion****A. Offset Requirements**

To qualify for an offset, a TNC must demonstrate improved level of service by satisfying both the Offset Time Standard (OTS) and Trip Completion Standard (TCS) established in Decisions D.20-03-007, D.21-03-

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005, and D.21-11-004. Ordering Paragraph 1 in D.21-11-004 provides the requirements that must be satisfied to meet the OTS:

*To demonstrate improved level of service for offset eligibility, a Transportation Network Company (TNC) must demonstrate that it met or exceeded both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area. The 1<sup>st</sup> quarter percentages shall apply to the first quarter that a TNC submits an Offset Request in a given county. Once the schedule begins for a TNC in a given county, the schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter.*

This means that a TNC must demonstrate first that it meets Level 1 and 2 response time benchmarks for that county (first test) and, second, it must meet the minimum percentage of completed trips beginning the first quarter that a TNC submits an Offset Request in a given county (second test). Once the schedule begins in a given county, the schedule will advance each quarter regardless of whether a TNC submits an Offset Request for that quarter.

Ordering Paragraph 6 in D.21-11-004 replaced the TCS framework adopted in D.21-03-005, effective starting the second quarter of 2022 (applicable to this advice letter), which requires a TNC to meet the minimum percentage of trip requests completed (third test), and increase the number of completed WAV trips (fourth test):

*To demonstrate improved level of service for offset eligibility, a TNC must demonstrate that it met or exceeded:*

*(a) The applicable minimum percentage of trip requests and completed, and*

*(b) Either: (a) a greater number of completed trips than in the immediately prior quarter, or (b) 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 the prior quarter or prior year's same quarter, if applicable.*

**B. Review of Offset Requests**

Lyft's AL 13A requested offsets in Q3 2022 totaling \$918,380.33 in two counties. Table 4 and Table 5 below summarize the Q3 2022 Offset Time Standard (response times and OTS percentages), while Table 6 and Table 7 summarizes the Trip Completion Standard (percentages and numbers) reported for each geographic area eligible for offsets.

The review of AL 13A showed that Lyft satisfied both the first and second tests as its response times and OTS percentages in Los Angeles and San Francisco counties met the Level 1 and 2 benchmarks (see Table 4 and Table 5). It also satisfied the third and fourth tests in both counties as the percentage of trip request

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that were ultimately completed met the minimum benchmarks, and the number of completed trips in both counties resulted in a greater number of completed trips compared to the prior year's same quarter (see Table 6 and Table 7).

Finally, Lyft satisfied the other requirements by submitting the required information regarding WAV presence and availability, outreach efforts, full accounting of funds expended, complaints related to WAV service, and training and inspections.

### C. Disposition of AL 13A

After review of AL 13A, CPED Staff concludes that Lyft complied with the offset eligibility requirements in D.20-03-007, D.21-03-005, and in D.21-11-004 for the counties of Los Angeles and San Francisco. Therefore, Lyft's AL 13A is approved effective April 21, 2023. The approved total offset amount is \$918,380.33. Consistent with D.20-03-007, Lyft shall submit the Q3 2022 Quarterly Report for the counties of Los Angeles and San Francisco within 7 days following the issuance of this disposition.

Table 4: Lyft's Level 1 and 2 Response Times (minutes) by County in Q3 2022

County	Benchmark (minutes)		Q3 2022 (minutes)		Within Benchmark?
	Level 1	Level 2	Level 1	Level 2	
LOS ANGELES	25	50	21.45	29.87	Yes (Level 1 and 2)
SAN FRANCISCO	15	30	12.47	15.60	Yes (Level 1 and 2)

Table 5: Lyft's Level 1 and 2 Offset Time Standards (percent) by County in Q3 2022

County	# Quarter Submission	Benchmark (OTS %)		Q3 2022 (OTS %)		Meeting or Exceeding %?
		Level 1	Level 2	Level 1	Level 2	
LOS ANGELES	2 <sup>nd</sup>	54%	81%	62%	97.20%	Yes (Level 1 and 2)
SAN FRANCISCO	2 <sup>nd</sup>	54%	81%	72.60%	98.50%	Yes (Level 1 and 2)

Table 6: Lyft's Trip Completion Standards by County in Q3 2022 (part b.1)

County	# Quarter Submission	Benchmark (TCS)		Q3 2022 (TCS %)	Meeting the Minimum %?
		County	TCS (%)		
LOS ANGELES	2 <sup>nd</sup>	B	53%	77.96%	Yes
SAN FRANCISCO	2 <sup>nd</sup>	A	54%	91.53%	Yes



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Table 7: Lyft's Trip Completion Standards by County in Q3 2022 (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 trips this quarter	Meeting or Exceeding #?
LOS ANGELES	1	4,506	2,847	5,266	5,266	Yes (1 and 2)
SAN FRANCISCO	1	235	182	270	270	Yes (1 and 2)