

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

**TNC & AL FILER INFORMATION**

Date of Submission: 1/13/23	Date of Service: 1/13/23
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: Caleb Carrizales	
Filer's Email: calebc@lyft.com	Filer's Phone: 972-415-4534

**AL INFORMATION**

Advice Letter #: WAV-015	AL Type: <input checked="" type="checkbox"/> Offset	<input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles and San Francisco Counties		
Offset Amount: \$ 1,014,427.40	Quarter: Q4	Year: 2022 <input type="checkbox"/>
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 (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

January 13, 2023  
 Lyft, Inc.  
 Advice Letter No. 15

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. 15 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 4 of 2022. The requested effective date is February 12, 2023 (30 days from date of filing).

The offset amounts requested by county are as follows:

County	Offset Requested (\$)		County	Offset Requested (\$)
LOS ANGELES	780,701.40		SAN FRANCISCO	233,726.00
<b>Subtotal</b>	<b>\$ 780,701.40</b>		<b>Subtotal</b>	<b>\$ 233,726.00</b>
			<b>Total Offset Request</b>	<b>\$ 1,014,427.40</b>

Per D.20-03-007, D.21-03-005, and D. 21-11-004, Lyft provides 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. Accounting of Funds Expended

<sup>1</sup> This tab is intentionally blank as Lyft is not seeking an exemption for Q4 2022.



- 10. Complaint
- 11. Contract Information
- 12. Trips Completed Standards (TCS)

<b>Criteria</b>	<b>Must Demonstrate</b>	<b>Documentation Included (Y/N)</b>
<b>1. Presence and availability of WAVs</b>	<ul style="list-style-type: none"> <li>a. the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and</li> <li>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</li> <li>c. operating hours for each geographic area</li> </ul>	Y
<b>2. Improved level of service</b>	<p>(a) Offset Time Standard &amp; 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)</p> <p>(b.1) Trip Completion Standard: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), 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 (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	Y



<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



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

County	Q4 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	3	70.27%	11.71	98.92%	15.74	Y
Los Angeles	3	61.07%	21.72	96.46%	30.53	Y

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	3	A	89.37%	Y
Los Angeles	3	B	75.20%	Y

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	270	213	370	370



185 Berry Street  
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<b>Los Angeles</b>	1	5266	3285	5463	5643
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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 January 13, 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,

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

**Attachments**

1. Lyft, Inc.\_2022Q4\_WAVs\_In\_Operation\_1
2. Lyft, Inc.\_2022Q4\_WAV\_Trips\_2
3. Lyft, Inc.\_2022Q4\_Response\_Times\_3
4. Lyft, Inc.\_2022Q4\_OTs\_Report\_4
5. Lyft, Inc.\_2022Q4\_TCS\_Report\_5



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6. Lyft, Inc.\_2022Q4\_Exemption\_Response\_Times\_6
7. Lyft, Inc.\_2022Q4\_Outreach\_7
8. Lyft, Inc.\_2022Q4\_Training\_and\_Inspections\_8
9. Lyft, Inc.\_2022Q4\_Funds\_Expended\_9
10. Lyft, Inc.\_2022Q4\_Complaints\_10
11. Lyft, Inc.\_2022Q4\_Contract\_Information\_11



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: DECEMBER 15, 2022**

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

[Back to Service Lists Index](#)

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2022

# Wheelchair Accessible Vehicles in California



# Lyft's WAV Program

## Summary:

In July 2019, Lyft partnered with dedicated WAV service providers to offer a Wheelchair Accessible Vehicle ("WAV") program in LA and SF counties.

## Partners - First Transit & Tower:

Two of our major partners include First Transit and Tower, both nationally recognized paratransit service providers.

## Our Goal:

In these counties, we aim to provide affordable and reliable WAV service over the Lyft platform.



# WAV Program

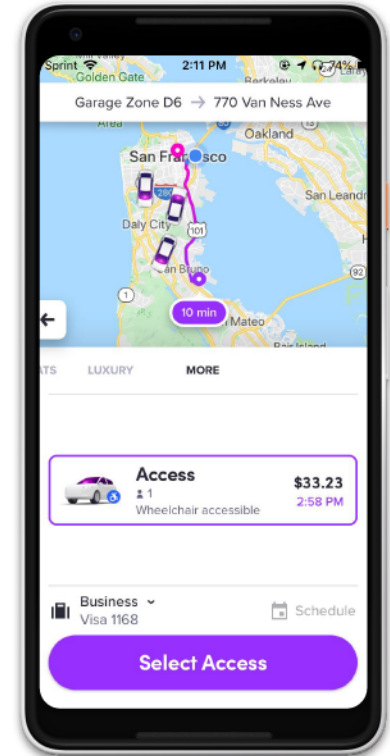
Lyft has collected and analyzed data from the WAV rides taken in SF and LA since 2019, as well as feedback from community partner groups, in order to gain a more comprehensive understanding of passenger needs, driver response times, and WAV vehicle supply needs. We have used that data to determine how best to administer the 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.
- Curb-to-curb service

## What are the operating hours?

- 7:00am - midnight / 7 days a week



# The Drivers

## Who are the drivers?

- Drivers are employees of our partners: Tower and First Transit
- Both partners emphasizes driver training and best practices through:
  - Stringent background and record checks
  - Comprehensive customer service training
  - Specialized training just for WAV operations, including how to provide excellent service with patience and compassion for paratransit passengers, including individuals with various disabilities and the elderly.
- Drivers must also go through Lyft onboarding process

**All drivers are background checked.**

# The Cars

## What kinds of vehicles are used?

- Most vehicles are 2019 Toyota Sienna Minivans and 2019 Dodge Caravans modified 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?

- Side-entry and 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.



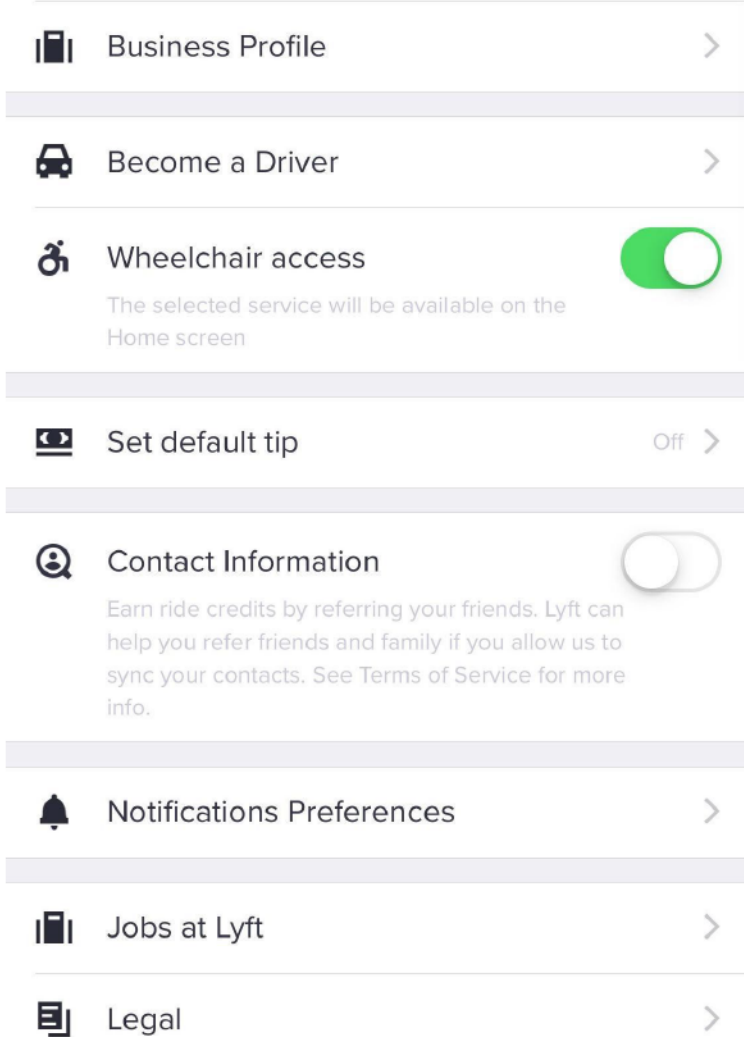








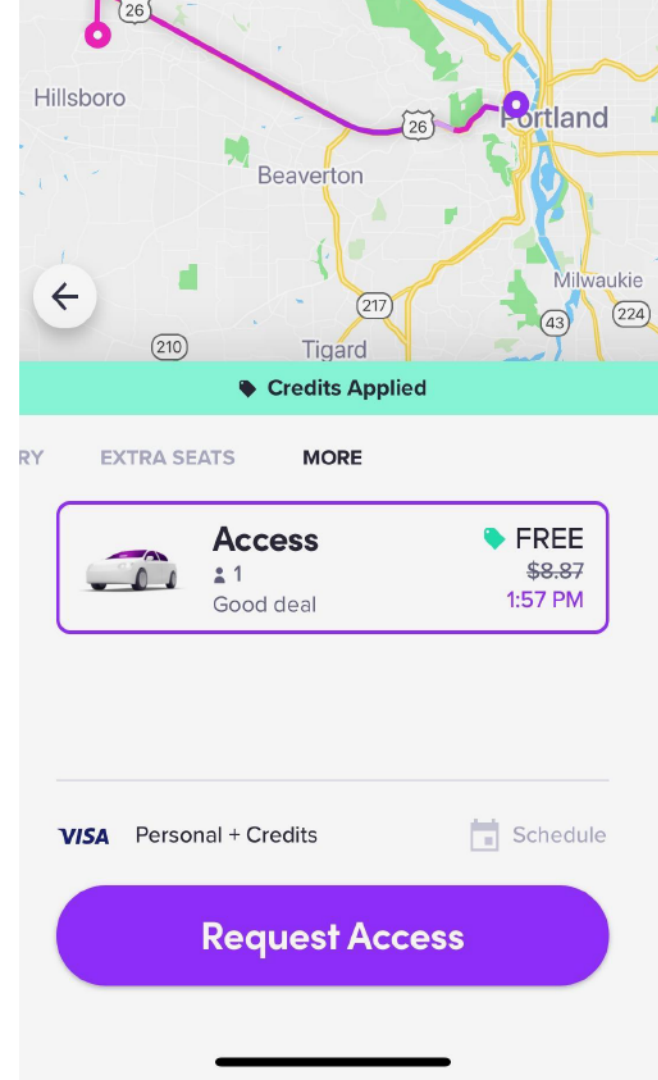




## Step 1: Download the app and set up your account

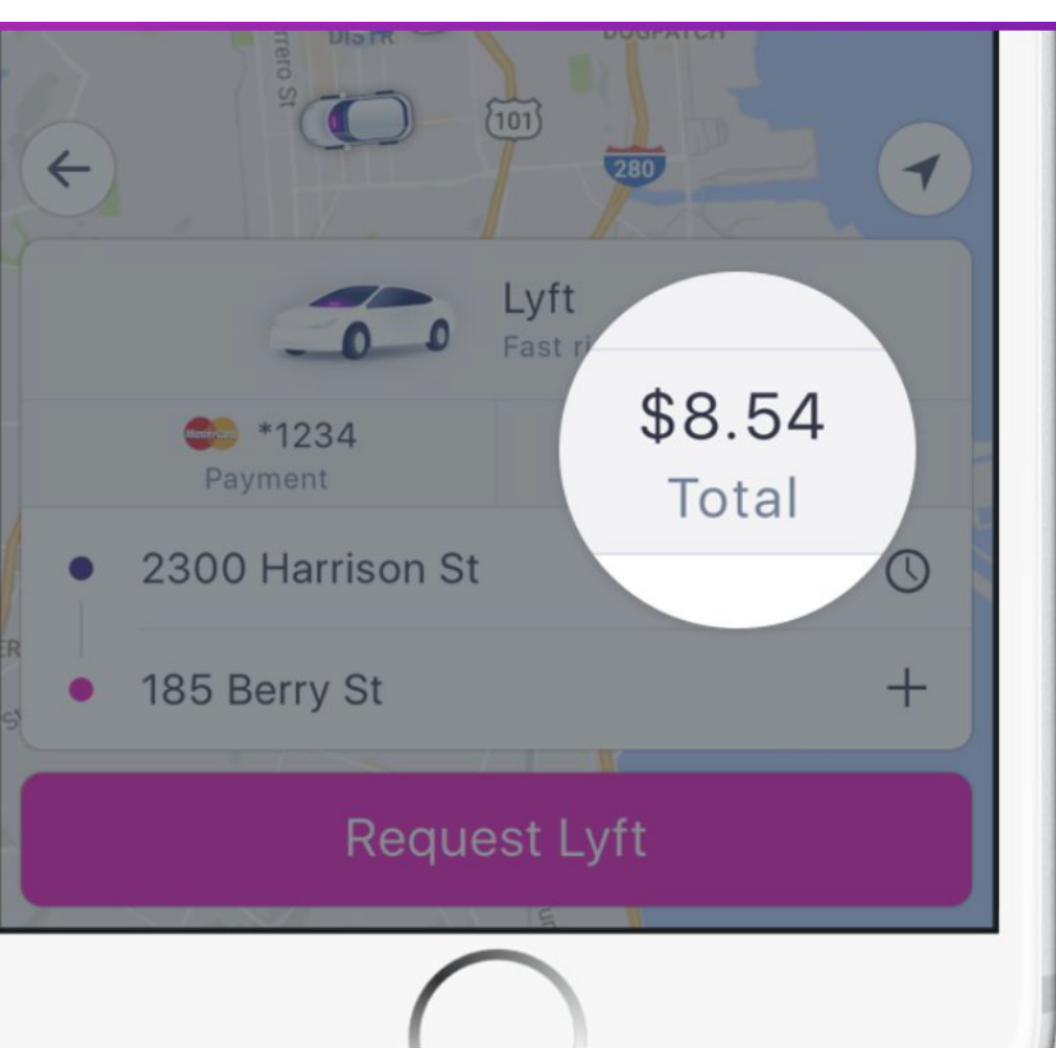
## Step 2: Enable Access Mode

- 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.



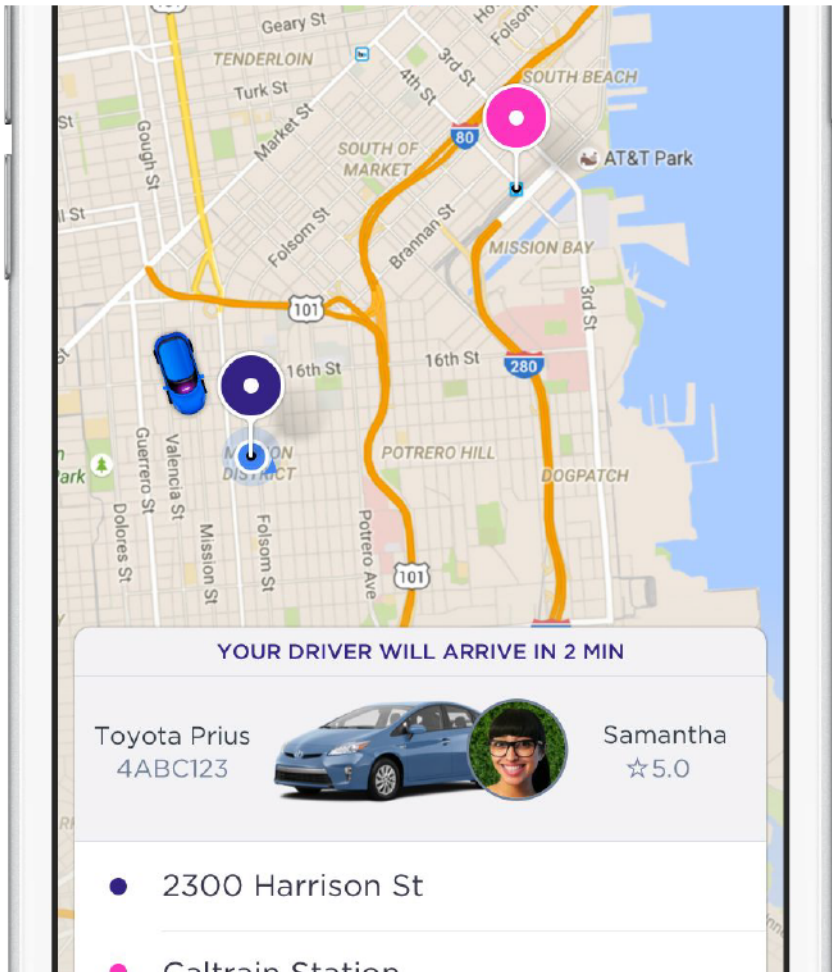
## Step 3: Request your ride

- 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!



## Requesting a Ride

- Enter destination
- See nearby Lyft cars
- Fares displayed up-front



# Matching with a Driver

- Driver name and headshot
- Car make, model and license plate
- Pick-up ETA

# Sharing Your Route

- **Share your route with friends directly within the Lyft app**
- **Allow anyone in your phone contacts to track your trip**





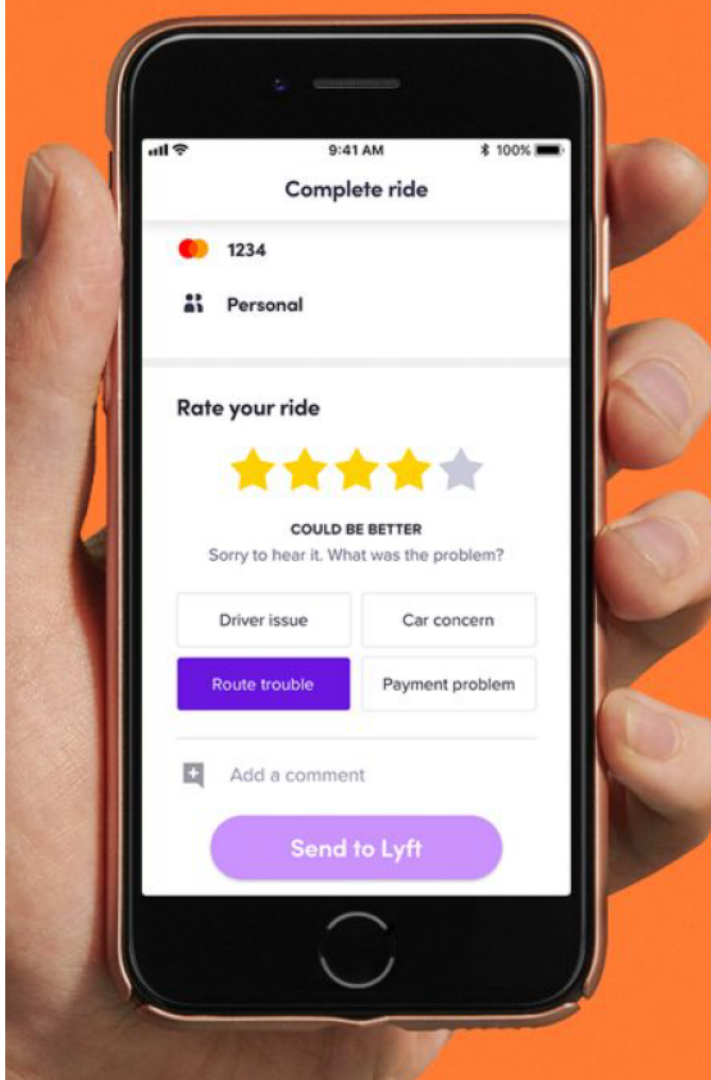
No tip	<b>\$1</b>	\$2	\$5	Other
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 Payment	PERSONAL *1234
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\$9.00 ⓘ

## Finishing a Ride

- **Pre-selected credit or debit card charged**
- **In-app tipping further boosts driver earnings**



## Rating a Ride

- **Low ratings or prompt further feedback in app**
- **Both riders and drivers can report incidents to our dedicated Trust & Safety team available through a 24/7 Critical Response Line**



**THANK YOU.**

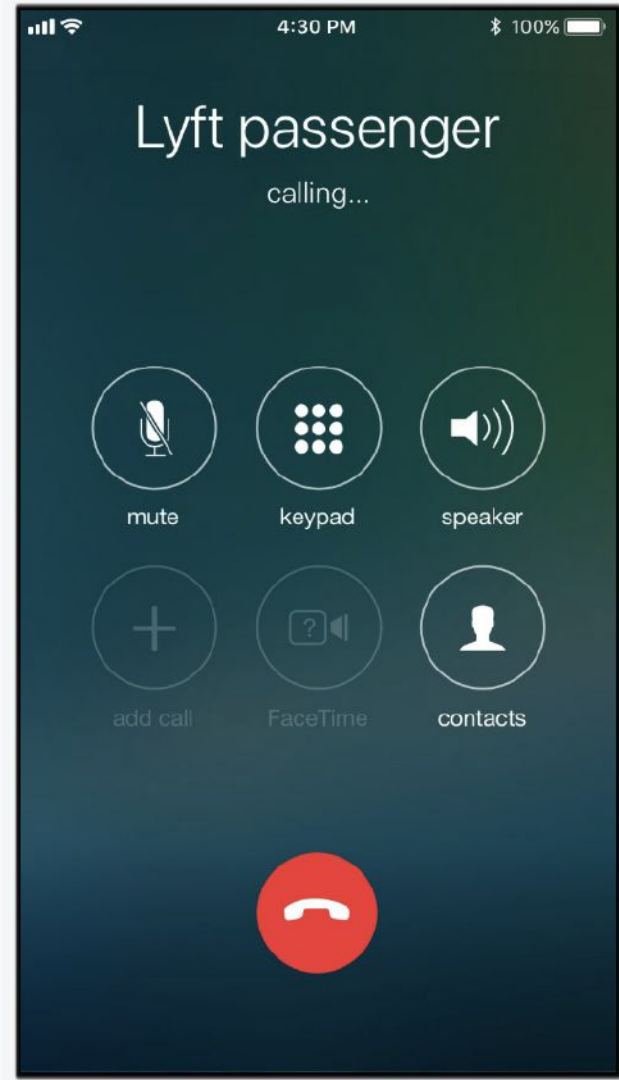
Questions?





# In-App Safety Features

- **Contact protection**
- **GPS tracking**
- **Location-sharing with contacts**
- **Real-time feedback**



“Lyft has truly been a game changer for disabled riders in L.A. County. My community, for so long, has sought out on-demand service, something that paratransit service unfortunately has not been able to accommodate, and with Lyft WAV service, we no longer have to plan our days a day in advance or wait long hours. And when it comes to cost, it's equivalent to standard Lyft trips. Lyft also partners with community based organizations often times where there are possibilities for compensated trips or promos through the app.”

- Hector Ochoa, Lyft WAV Rider



# Accessible Features

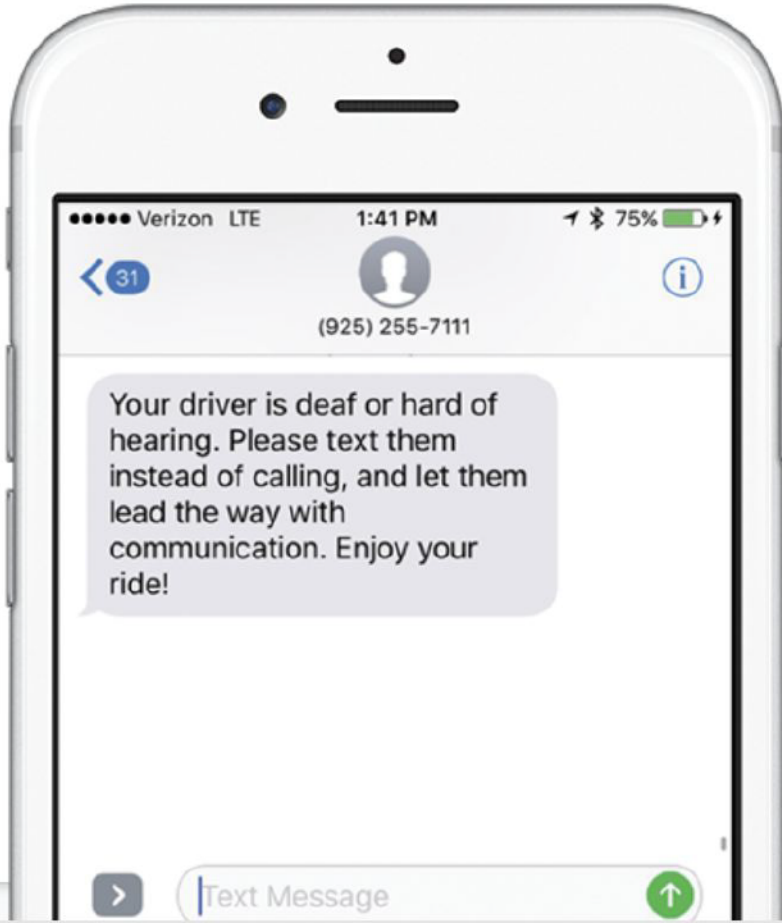
- **Voiceover (iOS) controls**
- **Talkback (Android)**
- **Hard of hearing feature & Amp device**
- **Interface is simple, contrast is key**
- **Clear service animal policy**
- **Driver tutorials about our commitment to inclusion**

# Progress Through Partnership

Lyft works with the experts to yield many of today's accessibility features.

Some of our partners:

- **National Federation of the Blind**
- **National Association of the Deaf**
- **National Down Syndrome Society**
- **National Council on Aging**



**Heartfelt thanks to the following individuals for their guidance, support, and continued partnership in helping to bring accessible transportation to all.**

- **Hector Ochoa**, *Public Policy Director - Southern California Resource Services for Independent Living (SCRS-IL)*
- **Anni Chung**, *President and CEO - Self-Help for the Elderly*
- **Stephen Simon**, *Executive Director - City of Los Angeles Department of Disability*
- **Peter Soto**, *Policy Analyst - City of Los Angeles Department of Disability*
- **Rosemarie Punzalan**, *Accessibility Specialist - City of Los Angeles Department of Disability*



# Lyft 优惠代码概述

## 如何使用 Lyft 优惠代码

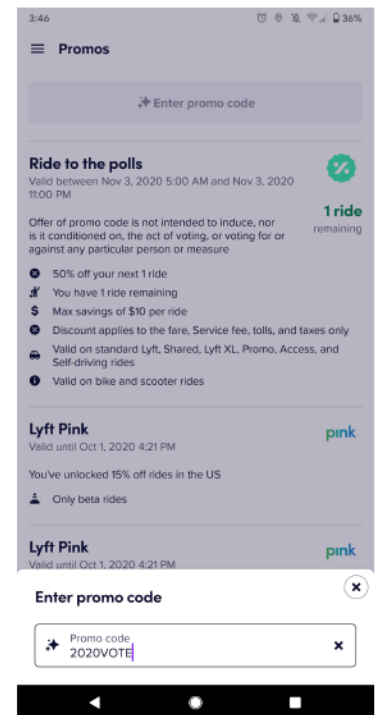
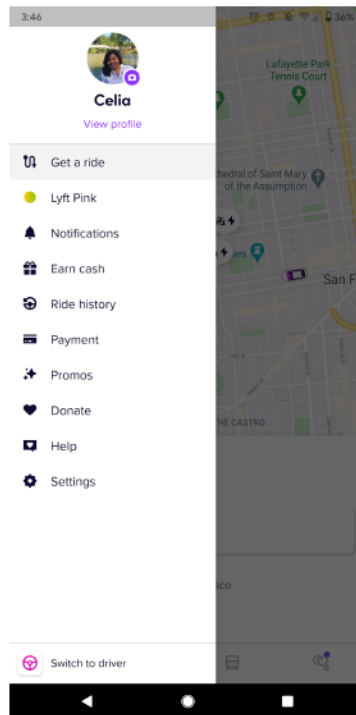
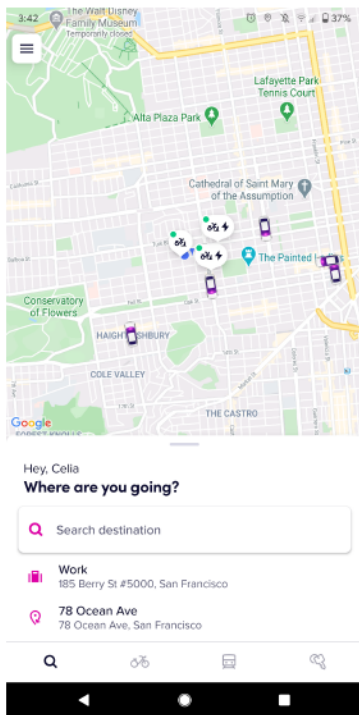
以下我们将为您全程详解 Lyft 优惠代码的使用方式。

### 设置 Lyft 帐户

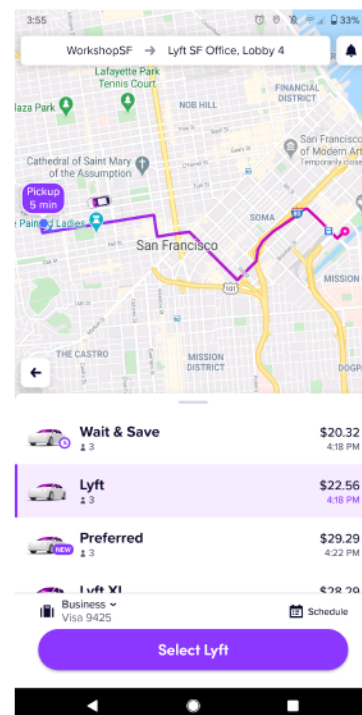
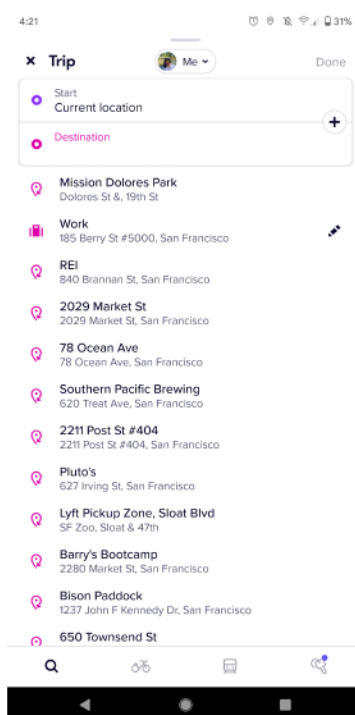
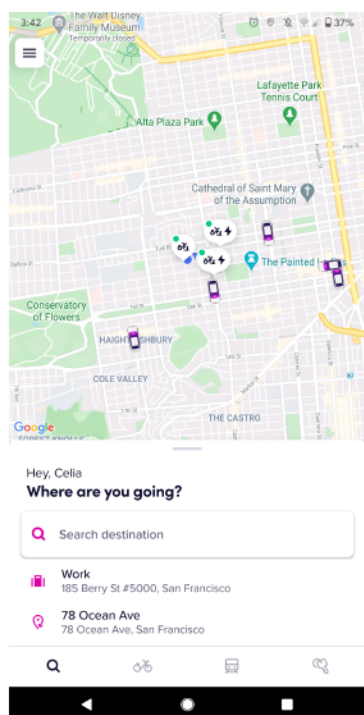
1. 在 App Store 或 Google Play 商店中下载 Lyft app
2. 轻触主屏幕上的“开始”，然后按照提示创建您的账号
3. 输入手机号码后，您将通过短信收到验证码
4. 在 app 中输入此验证码以登录您的新账号
5. 输入您的姓名、电子邮件地址并自拍照片，让司机能够知道要接载的乘客是谁
6. 成功！您的账号已创建，接下来就可以叫车了

### 使用 Lyft 优惠代码

1. 打开 Lyft app
2. 轻触左上角的“菜单”标志
3. 轻触“Rewards”（优惠）
4. 输入相应的优惠代码
5. 成功！输入优惠代码后，您下一次行程将自动享受相应优惠折扣



## 如何叫车



如需了解更多关于如何通过 Lyft 叫车的步骤或指南，请访问我们的[帮助页面](#)。

## 优惠代码详情和条款

- 优惠代码数量有限，且该代码仅适用于[合作伙伴]。如果优惠代码泄漏，则多人可申领代码更有可能遭遇欺诈。例如，如果有人人在社交媒体上公布了某优惠代码，而其他人开始使用它，我们将无法停止欺诈性使用，也无法为此分配更多资金。
- 分发乘车代码时需包含的代码详情：
  - 代码 [代码名称] 的数值为 **\$[X]**，且至 [日期] 有效
  - 每个 Lyft 用户只能申领一次该代码，但可以将其应用于多次行程，直到达到 **\$[X]** 数值
  - 车费 (不超过 **\$[X]**) 由 Lyft 承担，但小费不适用
  - 需遵守 Lyft [服务条款](#)

## 为什么优惠代码不能用？

以下是优惠代码不适用于行程的最常见原因：

- 优惠代码已过期：大多数代码会在特定日期过期。到期日期和时间一般会在“优惠”选项卡中注明。
- 此为商务行程：根据当前的默认规则，行程抵用金无法用于企业账号的行程，因为雇主通常会为您报销这些行程费用。行程结束后，您可以在评分和付款屏幕轻触“付款方式”



，即上方显示“个人”或“企业”的位置，手动应用特定优惠代码。然后轻触“更改已使用的优惠”，输入优惠代码或选择您要使用的优惠。

如需一般支持，请查看我们的[帮助中心](#)

### **Lyft 准则**

欲了解 Lyft 关于 COVID-19 的应对政策详情，包括针对司机的健康和安全隐患提示，请访问我们的专用页面：<https://www.lyft.com/safety/coronavirus>

# Descripción de los códigos promocionales

## Cómo usar los códigos promocionales de Lyft

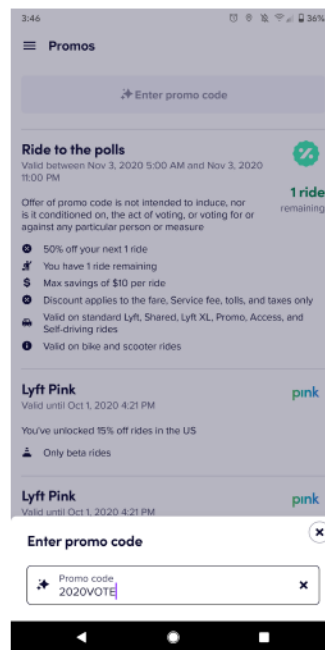
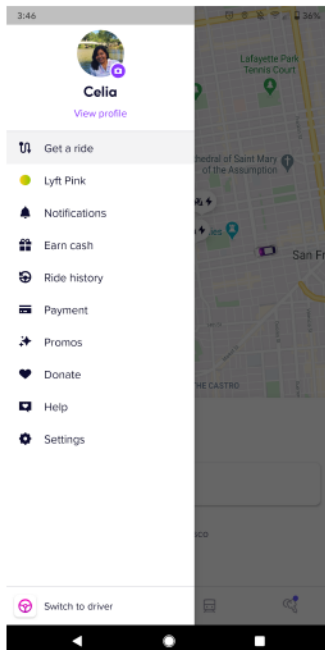
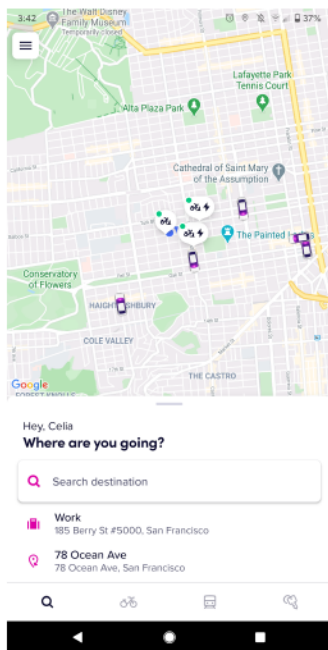
Las instrucciones a continuación te ayudarán a usar los códigos promocionales de Lyft de principio a fin.

### Configurar una cuenta de Lyft

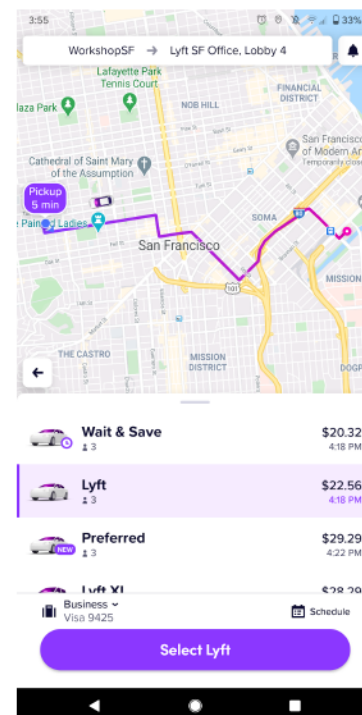
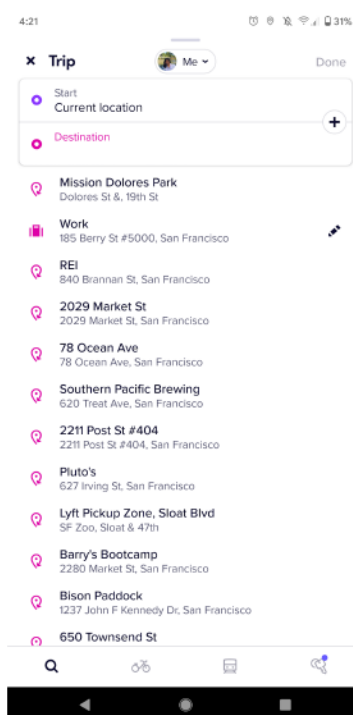
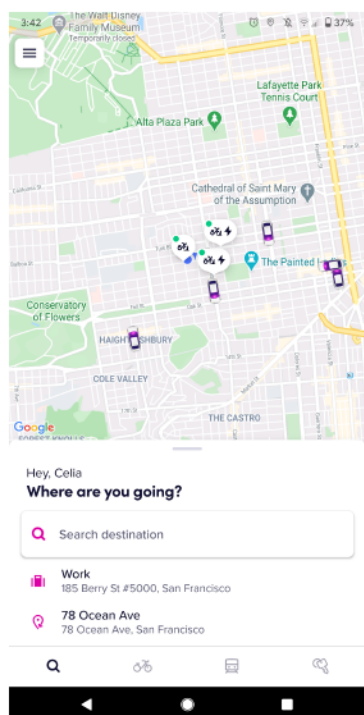
1. Descarga la app de Lyft en la App Store o Google Play Store
2. Toca "Comenzar" en la pantalla principal y sigue las instrucciones para crear tu cuenta
3. Después de ingresar tu número de teléfono celular, recibirás un código de verificación en un mensaje de texto SMS
4. Ingresa este código de verificación en la app para iniciar sesión en tu nueva cuenta
5. Ingresa tu nombre, dirección de e-mail, y tómate una foto para que el conductor sepa a quién recoger
6. ¡Listo! Se ha creado tu cuenta y ya puedes pedir un viaje

### Aplicar un código promocional de Lyft

1. Abre la app de Lyft.
2. Toca el ícono de menú en la esquina superior izquierda
3. Toca "Recompensas"
4. Ingresa el código promocional específico.
5. ¡Listo! Una vez que ingreses el código, el valor de la promoción se aplicará automáticamente a tu(s) próximo(s) viaje(s)



### Pedir un viaje



Para más información o instrucciones sobre cómo pedir un viaje de Lyft, visita nuestra [Página de ayuda](#).

### ¿Por qué no funciona el código promocional?

Estas son las razones más comunes por las que un código promocional no se aplicó a tu viaje:

- **Está vencido:** La mayoría de los códigos se vencen en una fecha determinada. Como referencia, la fecha y la hora de vencimiento están especificadas en la pestaña "Promociones".
- **Es un viaje de negocios:** actualmente, los créditos de viajes no se aplican de forma predeterminada a los viajes del perfil de negocios debido a que tu empleador generalmente te los reembolsa. Una vez finalizado el viaje, en la pantalla para calificar y pagar, puedes aplicar manualmente un código promocional específico tocando en tu método de pago (justo encima de donde dice "Negocios" o "Personal"). Desde allí, toca en "Cambiar promociones aplicadas" para ingresar un código promocional o seleccionar la promoción que quieras usar.

Para obtener ayuda, consulta nuestro [Centro de asistencia](#)

### Normas de Lyft

Para más información sobre la respuesta de Lyft al COVID-19, que incluye los consejos de salud y seguridad que se dan a los conductores, visita nuestra página destinada para este tema:

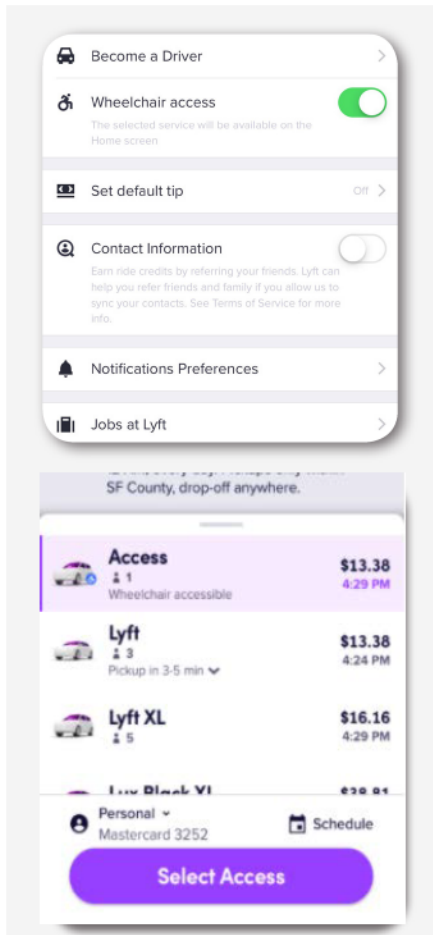
<https://www.lyft.com/safety/coronavirus>

# 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 provides 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.

# 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.

*Alternative formats available upon request.*

# Cómo usar la App de Lyft







# Comenzar

# Descargar la App

Tu conexión con el mejor transporte del mundo

La app de Lyft está disponible como una descarga gratuita en la App Store y Google Play.

Los viajeros necesitarán un smartphone para crear una cuenta y pedir un viaje.

**Nota:** Algunos viajeros utilizarán un servicio de conserjería para pedir viajes. Esto significa que no están usando un smartphone y un despachador está pidiendo el viaje para ellos.



iOS



Android



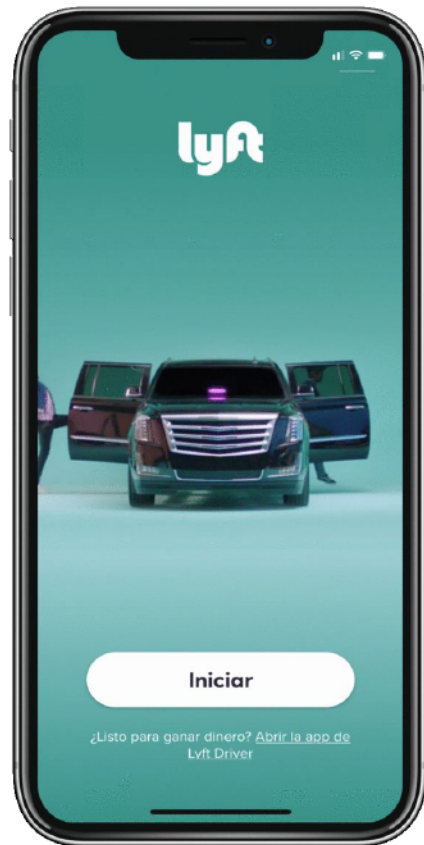
# Comenzar

Todas las cuentas de Lyft se verifican mediante el uso de un número de teléfono.

Los viajeros ingresan su número de teléfono en la app de Lyft y se enviará un código de verificación al número de teléfono a través de un mensaje de texto SMS.

Los usuarios deben ingresar este código de verificación en la app para iniciar sesión en su cuenta.

Si tienen problemas recibiendo el código de verificación a través de un mensaje de texto, pueden solicitar recibir el código en una llamada telefónica a través de la app.



# Pedir un Viaje

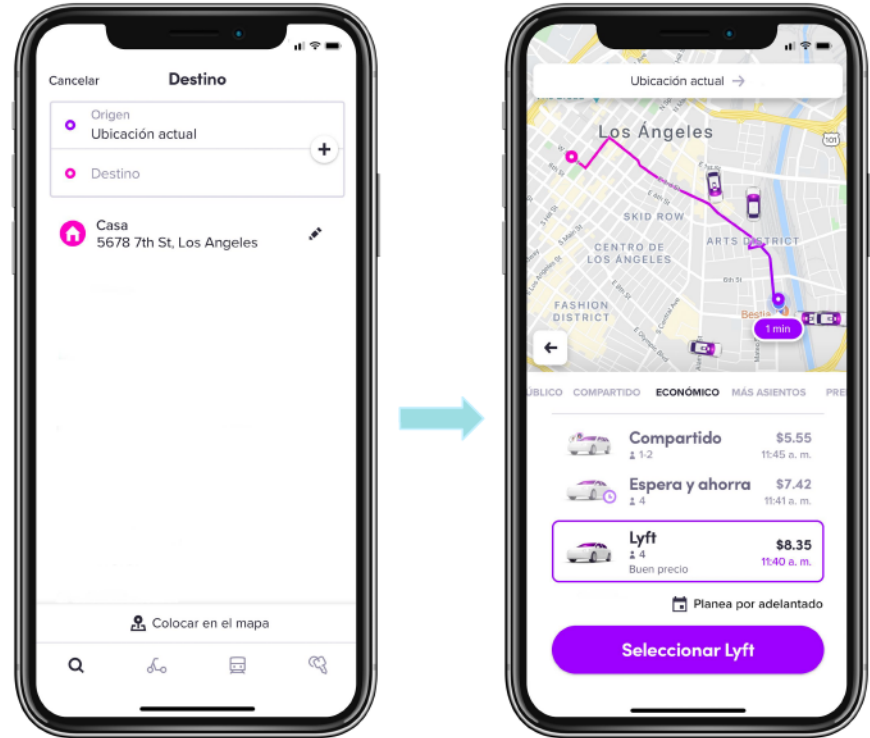
# Pedir un Viaje

\*Ruido de campana de Lyft\*

Para pedir un viaje, primero que nada los viajeros deberán ingresar su destino en la app.

La app de Lyft mostrará el costo inicial del viaje, así como la hora prevista de llegada al destino.

En este momento, los viajeros pueden elegir qué tipo de viaje les gustaría pedir. La app les permite comparar el costo de viaje esperado, así como el tiempo estimado de llegada.



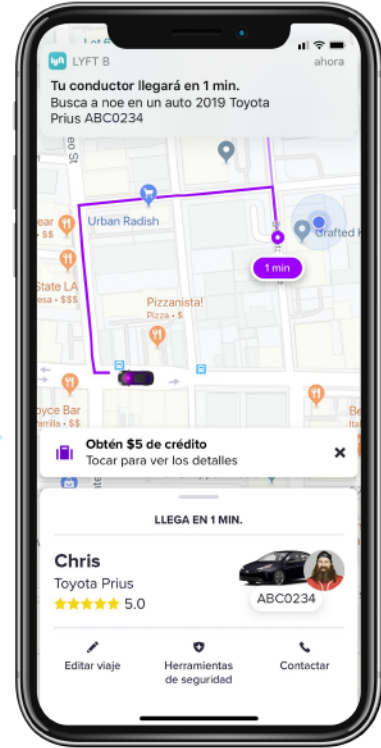
# Pedir un Viaje

\*Ruido de campana de Lyft\*

Una vez que un viajero confirma el tipo de viaje, se le solicita que confirme su punto de partida.

La app de Lyft buscará un conductor cercano disponible.

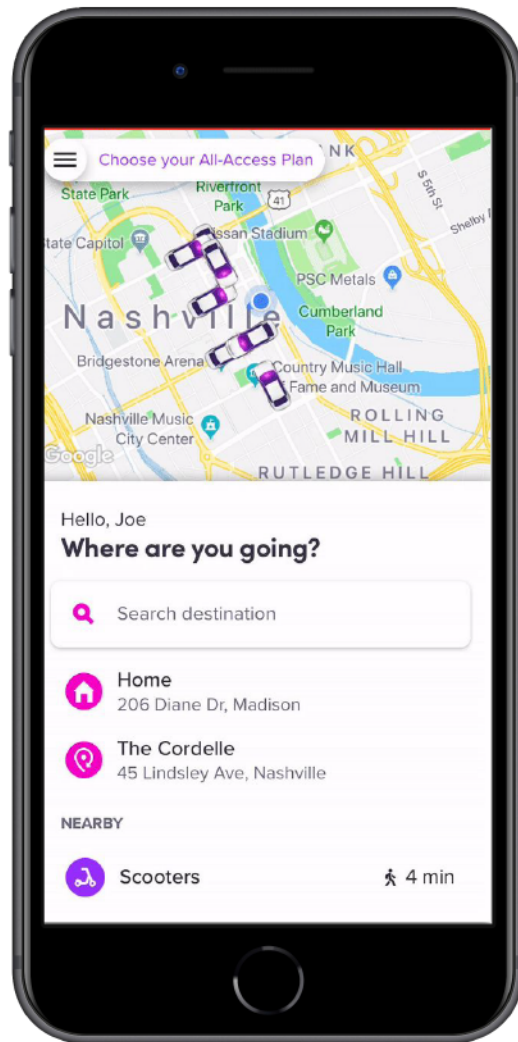
Una vez que un conductor ha sido vinculado, la app mostrará el nombre del conductor, el vehículo y la hora estimada de llegada al punto de partida del viajero.



# Pedir un Viaje

¡Veamos el proceso de principio a fin!

- Ingresar el destino
- Seleccionar el tipo de viaje
- Confirmar el punto de partida
- Vincularse con un conductor





# Menú + Pestañas

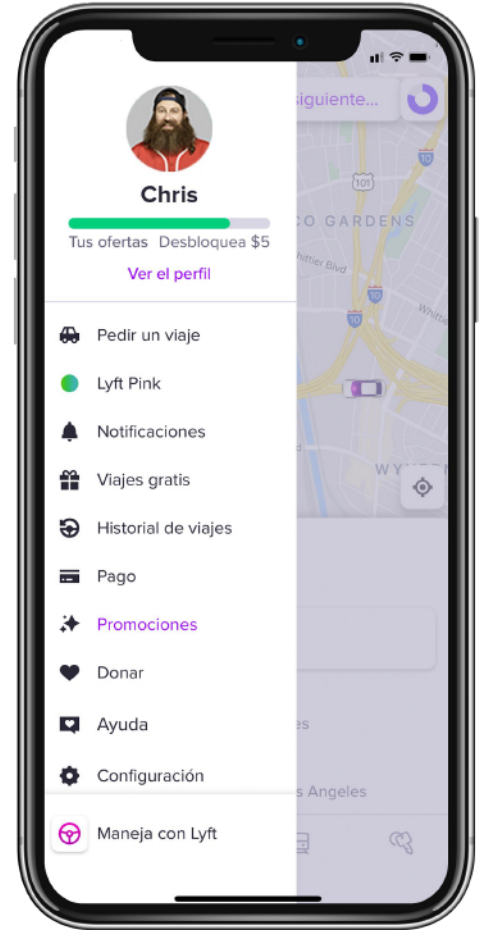
# Menú

Todo lo que necesitas está a solo un toque

La app de Lyft está diseñada para ayudar a los pasajeros a pedir un viaje lo más rápido posible. Con eso en mente, los viajeros tendrán que abrir el menú para encontrar pestañas adicionales en la app.

Algunos elementos útiles del menú para tener en cuenta incluyen:

- Historial de viajes
- Pago
- Promociones



# Historial de Viajes

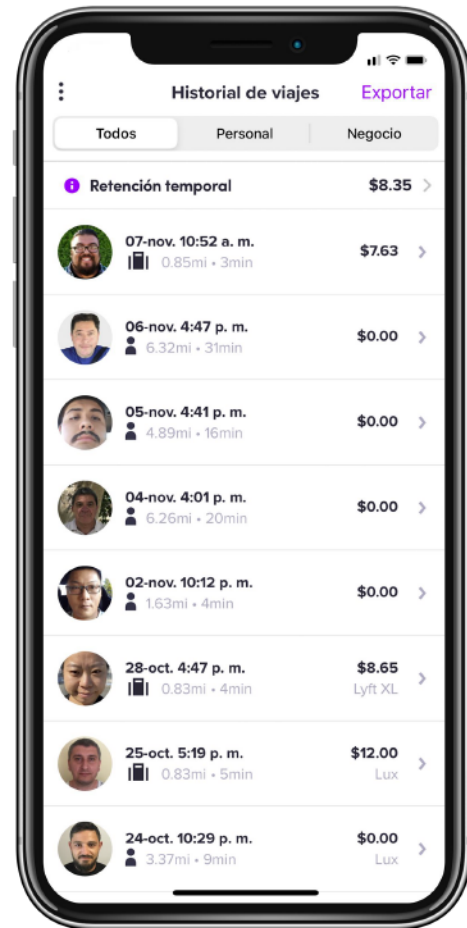
Recibos, propinas, artículos perdidos y más.

La pestaña 'Historial de viajes' incluirá los detalles de tus viajes anteriores, que incluyen:

- **Distancia**
- **Hora**
- **Costo**
- **Ruta**

Los viajes están ordenados cronológicamente, y los más recientes aparecen primero.

Los viajes cancelados también se mostrarán en la pestaña 'Historial de viajes'.



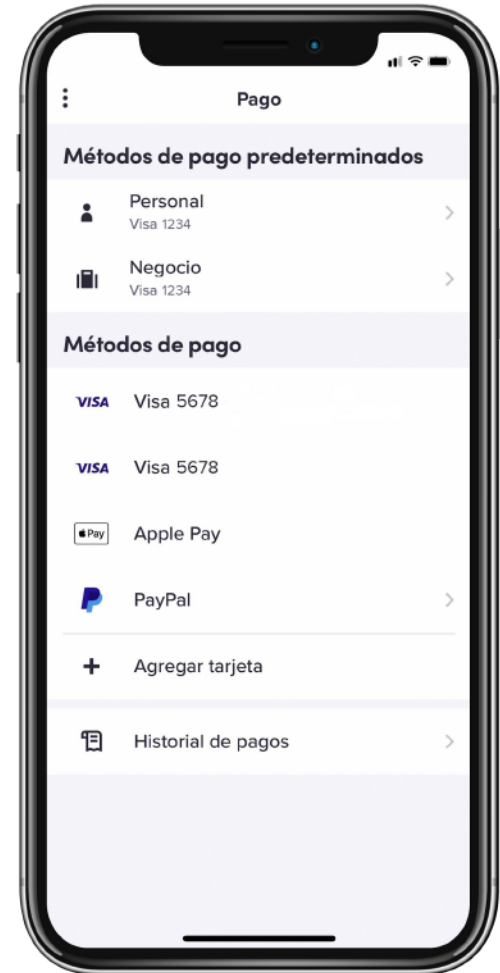
# Pago

## Monitorear tus gastos

La pestaña '**Pago**' de la app guarda los métodos de pago de un viajero.

Los viajeros pueden agregar un nuevo método de pago o eliminar un método de pago existente en esta pestaña.

Los viajeros también pueden editar su método de pago predeterminado a través de esta pestaña.

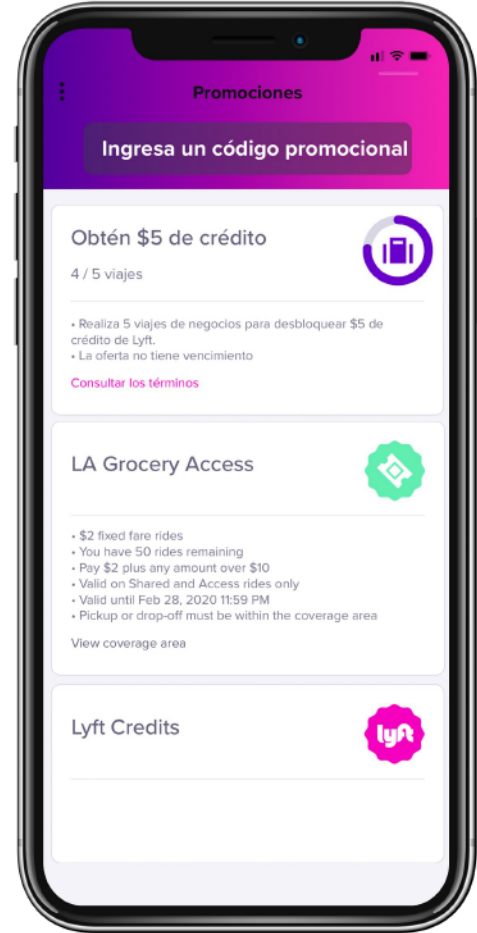


# Promociones

¡Todos aman una promoción!

La pestaña '**Promociones**' incluirá una lista de los créditos o promociones actuales que están activos en la cuenta de un viajero.

Los viajeros también pueden ingresar códigos promocionales en esta pestaña para recibir descuentos en viajes futuros.



**Gracias.**



# Lyft Promo Code Overview

## How to Use Lyft Promo Codes

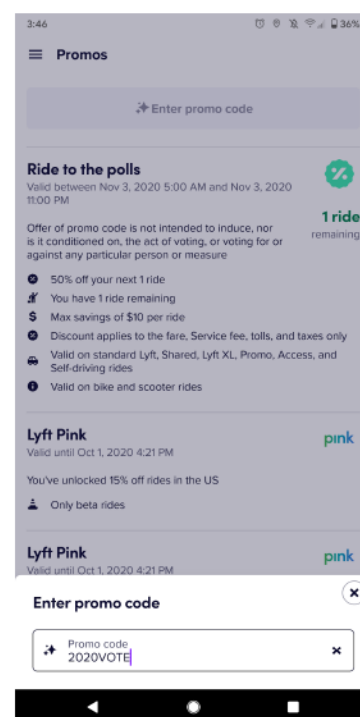
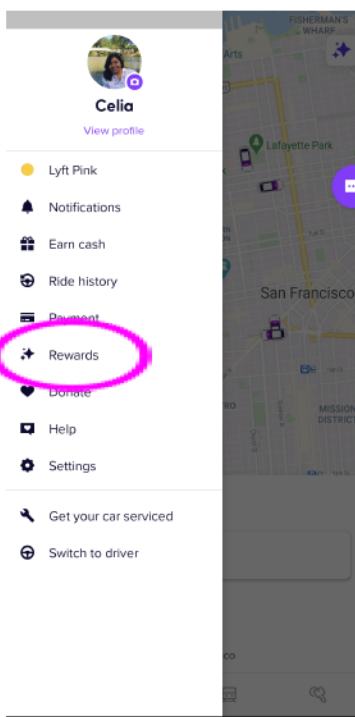
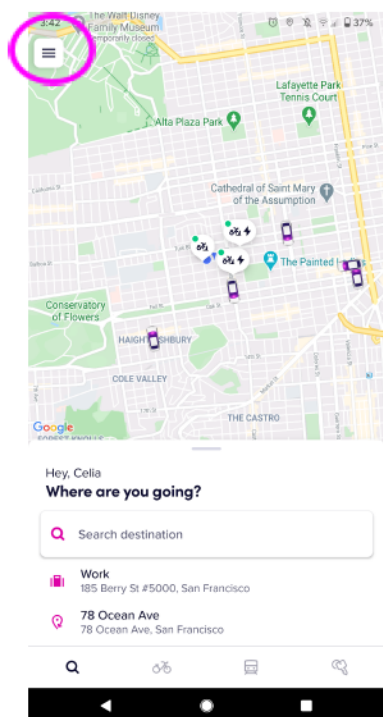
Outlined below are instructions to use Lyft promo codes from start to finish.

### Setting up a Lyft account

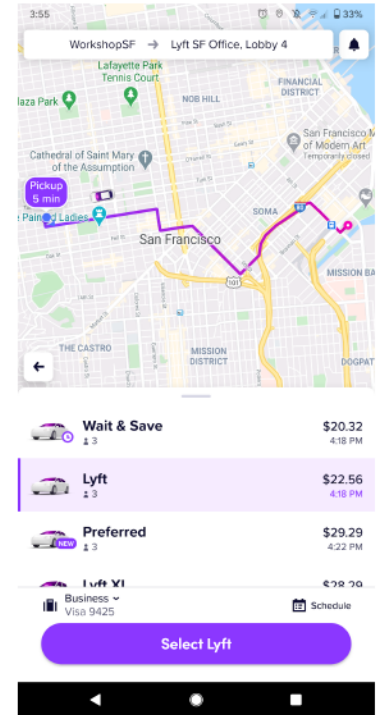
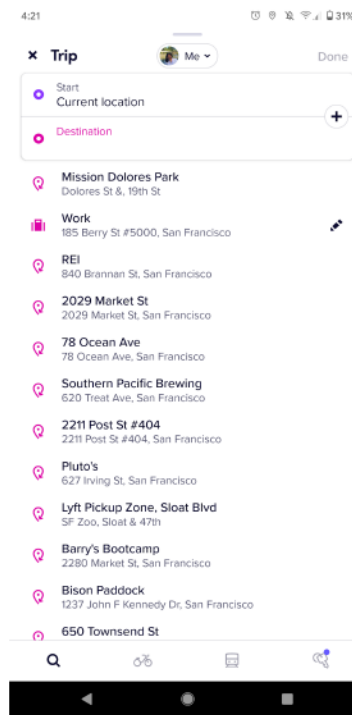
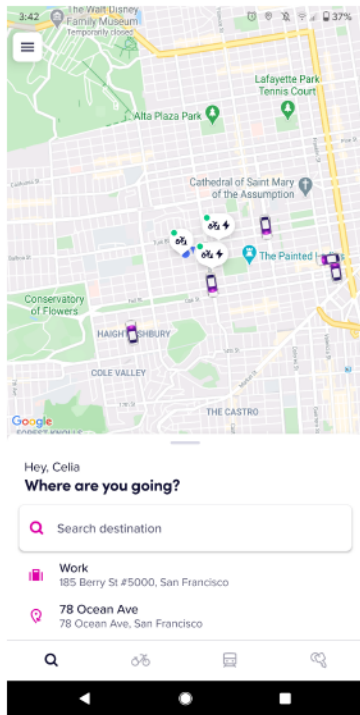
1. Download the Lyft app in the App Store or Google Play Store
2. Tap 'Get Started' on the main screen and follow the prompts to create your account
3. After entering in your cell phone number, you'll receive a verification code through an SMS text message
4. Enter this verification code into the app to log into your new account
5. Type in your name, email address, and take a selfie so your driver knows who to pick up
6. That's it! Your account has been created and you're ready to request a ride

### Applying a Lyft promo code

1. Open the Lyft app
2. Tap the Menu icon in the upper lefthand corner
3. Tap 'Rewards'
4. Enter the specific promo code.
5. That's it! Once the code has been entered the value of the promo will automatically be applied to your next ride(s)



## Requesting a Ride



For additional steps or guidance on how to request a Lyft ride, visit our [Help page](#).

## Code Details + Terms

- Code details to include when distributing ride codes:
  - The codes have a value of **\$25** and are valid **until 9/30/22**.
  - The code can only be claimed one time per Lyft user but can be applied to multiple rides until the **\$25** value is reached
  - Fares (up to \$25 or more) are covered by Lyft but tips are not
  - Subject to Lyft's [Terms of Service](#)

## Why isn't the promo code working?

Here are the most common reasons a promo code wasn't applied to your ride:

- **It's expired:** Most codes expire on a certain date. For reference, the expiration date and time are specified in the 'Promos' tab.
- **It's a business ride:** Currently, ride credits won't apply by default to Business Profile rides because your employer typically reimburses you for these. On the rate and pay screen after your ride has ended, you can manually apply a specific promo code by tapping on your payment method (just above where it says either 'Business' or



'Personal'). From there, tap on 'Change applied promos' to enter a promo code or select the promo you would like to use.

For general support, please check out our [Help Center](#)

### **Lyft Guidelines**

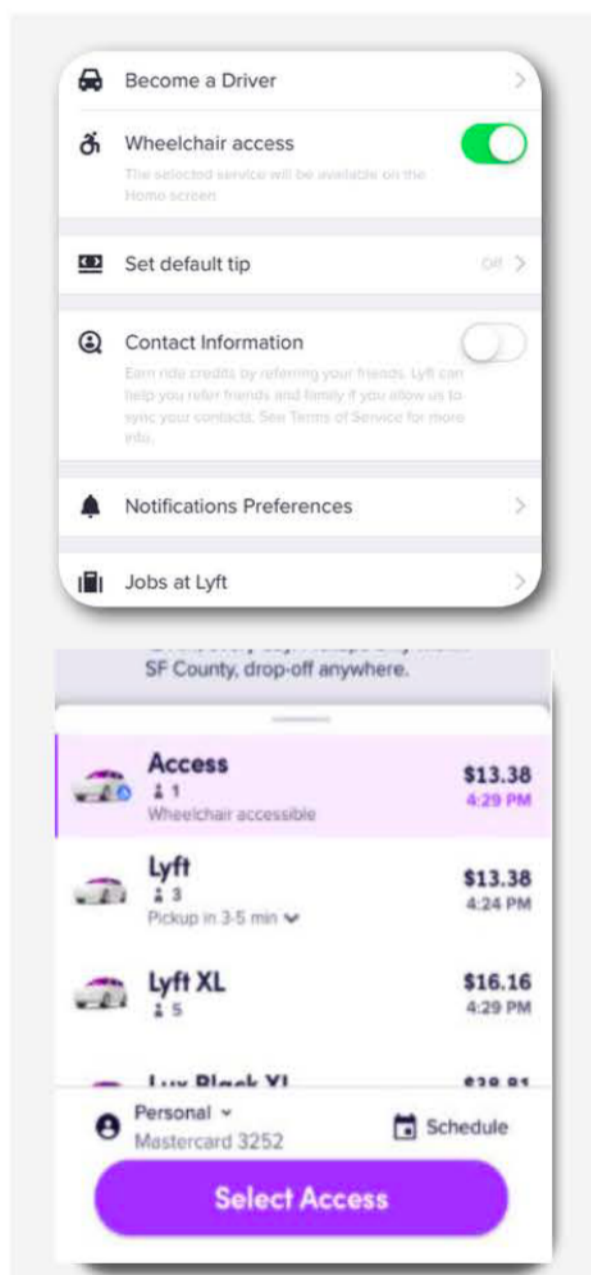
For more information about Lyft's response to COVID-19, including the health and safety tips given to drivers, visit our dedicated page: <https://www.lyft.com/safety/coronavirus>

# 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 provides 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.

# 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.

*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: Tower WAV LLC

PSG #: 39427-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

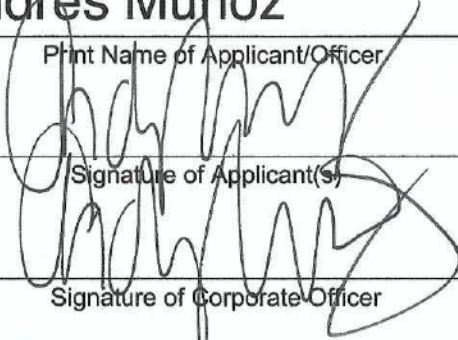
TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

**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: 01/06/2023

Andres Munoz  
Print Name of Applicant/Officer

  
Signature of Applicant(s)

Signature of Corporate Officer

Manager - COO  
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.

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
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3. Accessibility equipment use
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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.

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Date: 11/12/2023

**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: Tower WAV LLC

PSG#: 39427-A

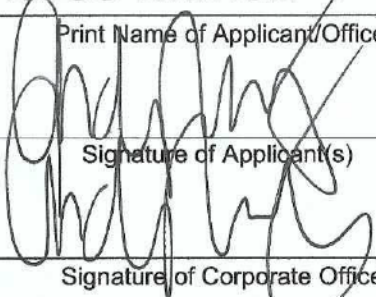
Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

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: 01/06/2023

Andres Munoz  
Print Name of Applicant/Officer  
  
Signature of Applicant(s)  
Signature of Corporate Officer  
Manager - COO  
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.

TCP 0024770-A  
PSG#: \_\_\_\_\_

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Date: 1/12/2023

**Brian Beechem**

\_\_\_\_\_  
Print Name of Applicant/Officer

  
\_\_\_\_\_  
Signature of Applicant(s)


  
\_\_\_\_\_  
Signature of Corporate Officer

**Asst. Secretary**

\_\_\_\_\_  
Title of Corporate Officer

Lyft Inc.  
Q4 2022

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	243,690.94
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Consultants/Legal	1,551.00
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Promo Codes for WAV	0.00
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	50,730.56
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Other	Total Offset Requested	233,726.00
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	869,412.83
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Consultants/Legal	1,551.00
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Promo Codes for WAV	179.28
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	50,818.74
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Other	Total Offset Requested	780,701.40

Signature:   
Preparer: Janet Siu  
Address: 185 Berry Street  
San Francisco CA 94107

Title: Senior Accounting Manager  
Date: 01/11/2023  
Phone: N/A  
Email: JanetSiu@lyft.com