

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

TNC & AL FILER INFORMATION

Date of Submission: 8/12/22	Date of Service: 8/12/22
TNC Name: Lyft, Inc.	PSG #: 0032513
DBA Name: Lyft	
Address: 185 Berry Street, Suite 5000	
City: San Francisco	State: CA ZIP Code: 94107
Filer's Name: Janee Weaver	
Filer's Email: jweaver@lyft.com	Filer's Phone: 415-475-8459

AL INFORMATION

Advice Letter #: WAV-0010A	AL Type: <input checked="" type="checkbox"/> Offset	<input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles County		
Offset Amount: \$ 700,921.12	Quarter: 4	Year: 2021 <input type="button" value="v"/>
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 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

August 12, 2022

Lyft Inc.

Advice Letter No. WAV-0010A 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, Lyft, Inc. submits this Advice Letter No.WAV-0010A Supplement to request to offset, against the quarterly Access Fund payments due, the amounts spent by Lyft, Inc. to improve wheelchair accessible vehicle (WAV) service in Quarter 4 of 2021. The requested effective date is February 14, 2022 (30 days from date of original filing).

The offset amounts requested by county is as follows:

County	Offset Requested (\$)
Los Angeles	\$ 700,921.12

Subtotal \$700,921.12

Total Offset Request \$700,921.12

Per D.20-03-007, Lyft, Inc 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 Times¹
6. Outreach
7. Training and Inspections
8. Accounting of Funds Expended
9. Complaints
10. Contract Information

¹ Lyft’s “Exemption Response Time” data sheet is intentionally left blank. Lyft does not have any exemptions under this report.



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The documents referenced above reflect the following changes that were not included in Lyft’s original submission:

- Previously, Lyft’s data sets for its Q4 2021 offset request included WAV trips originating outside Los Angeles and San Francisco Counties. These trips have been removed from the data sets.
- Lyft’s Funds Expended report includes an updated “Transportation Service Partner Fees / Incentives and/or Management Fees” value for Los Angeles county. In Lyft’s previous request, the value for this field was based on estimates of our third party contractor invoices that Lyft had yet to receive. The value for this field in this submission reflects the actual amount invoiced.
- All pre-scheduled trips have been removed from the data sets.
- Lyft has specified, per the CPUC data dictionary instructions, whether Lyft has any WAVs in operation for a given hour or if the time period is outside of Lyft's WAV operating hours.
- "Unique trips" reflects the total number of unique WAV trips requested across completed trips, not accepted trips, and canceled trips.
- For Response Times, Lyft has included 25th and 75th percentile in addition to each decile.
- Lyft has added information regarding outreach Lyft had performed at the Bay Area Disability Entrepreneurship Week in Q4 2021.

Criteria	Must Demonstrate	Satisfied Requirements (Y/N)
1. Presence and availability of WAVs	(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, canceled by passenger, canceled due to passenger no-show, and canceled by driver – by quarter and aggregated by hour of the day and day of the week (c) operating hours for each geographic area	Y
2. Improved level of service	(a.1) WAV Response Times: Either the Level 1 (50%) or Level 2 (75%) had a response time within the response time standard (see Table A) (a.2) Offset Time Standard: Either the Level 1 (50%) or Level 2 (75%) Offset Time Standard for a quarter in a geographic area, and demonstrated improvement over the prior quarter’s performance (see Table B) (b) Trip Completion Standard: Increase in the total number or % of completed WAV trips requested compared to previous quarter (see Table C)	Y
3. Efforts to publicize and promote available WAV services	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



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4. Full accounting of funds expended	Qualifying offset expenses are: (a) reasonable, legitimate costs that improve a TNC’s WAV service, and (b) incurred in the quarter for which a TNC requests an offset, and (c) on the list of eligible expenses attached as Appendix A	Y
5. Training and inspections	(a) certification of WAV driver training completion within the past 3 years, (2) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and (3) Certification of WAV inspection and approval	Y
6. Reporting complaints	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category	Y

Table A: Level 1 and 2 Response Times by County (minutes)

County	Benchmark		Q4 2021		Within Benchmark?
	Level 1 (mins)	Level 2 (mins)	Level 1 (mins)	Level 2 (mins)	
Los Angeles	54.61%	25	96.04%	50	Yes

Table B: Level 1 and Level 2 Offset Time Standards by County (percent)

County	Q3 2021		Q4 2021		Demonstrates Improvement?
	Level 1 (%)	Level 2 (%)	Level 1 (%)	Level 2 (%)	
Los Angeles	53.57%	95.68%	54.61%	96.04%	Yes



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Table C: Trip Completion Standard

County	Option 1 or 2	(1) # of completed trips previous quarter	(2) % of trip requests that were completed previous quarter	(1) # of completed trips this quarter	(2) % of trip requests that were completed this quarter
Los Angeles	1	2847	61.13%	3285	64.37%

In compliance with General Order 96-B, we served a copy of this advice letter supplement via email upon the parties identified on the attached R.19-02-012 service list on August 12, 2022. If there are any questions regarding this advice letter, please contact Janeé Weaver at jweaver@lyft.com.

Any Party can protest or respond to this advice letter by sending a written protest or response via email to CPED at TNCAccess@cpuc.ca.gov. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to Janeé Weaver at 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 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, Regulatory Compliance
 Lyft

Attachments:



185 Berry Street
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1. 0032513 Lyft AL10A Supplemental Data - Number of WAVs In Operation AL10A Supplemental
2. 0032513 Lyft AL10A Supplemental Data - WAV Trips AL10A Supplemental
3. 0032513 Lyft AL10A Supplemental Data - Response Times AL10A Supplemental
4. 0032513 Lyft AL10A Supplemental Data - OTS Report AL10A Supplemental
5. 0032513 Lyft AL10A Supplemental Data - TCS Report AL10A Supplemental
6. 0032513 Lyft AL10A Supplemental Data - Exemption Response Times AL10A Supplemental
7. 0032513 Lyft AL10A Supplemental Data - Outreach AL10A Supplemental
8. 0032513 Lyft AL10A Supplemental Data - Training and Inspections AL10A Supplemental
9. 0032513 Lyft AL10A Supplemental Data - Funds Expended AL10A Supplemental
10. 0032513 Lyft AL10A Supplemental Data - Complaints AL10A Supplemental
11. 0032513 Lyft AL10A Supplemental Data - Contract Information AL10A Supplemental



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: AUGUST 1, 2022**

[Download the Comma-delimited File](#)
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8/12/22, 11:59 AM

CPUC - Service Lists - R1902012

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SFDBA: Bay Area Disability Entrepreneurship Week

Oct 12th-16th

[SIGN UP TO ATTEND](#)

Lyft is pleased to share this event hosted by
one of our community partners:

**San Francisco Disability Business
Alliance**



Featuring:

Keynote:

<https://bayareadisabilityentrepreneurs.splashthat.com>

KICKOFF EVENT**Tuesday, October 12th****12:30-1:30 pm**

Join us as we recognize the importance of entrepreneurs with disabilities, and discuss entrepreneurship as a pathway to self-sustaining independence. Learn how the SFDBA is building a community and paving the way for entrepreneurs with disabilities.

Featuring:

Opening words and SFDBA impact review with Peter DeHaas

Keynote Speaker State Senator Scott Wiener

Remarks from Kristen Pedersen, The ARC San Francisco

Interviews with two entrepreneurs with disabilities

LinkedIn Training for Small Businesses**Wednesday, October 13th****1:00-2:00 pm**

Learn how to better position yourself on LinkedIn use tools to leverage your small business, taught by LinkedIn staff.

Art as a Pathway to Creative and Economic Empowerment**Thursday, October 14th****1:00-2:00 pm**

Facilitated by Kate Sofis, Director of the City of San Francisco Office of Economic and Workforce Development, this panel will discuss opportunities for individuals with disabilities to find sustainable independence through creative work. Featuring Ralph Remington, Director of Cultural Affairs of the City and County of San Francisco, Damon McLeese of Access Gallery and Peter DeHaas of the SFDBA.

Telling the Story of CRIP Camp**Friday, October 15th****1:00-2:00 pm**

An interview with participants in the Oscar nominated CRIP Camp film, Neil Jacobson, AbiliCorp and Judith E. Heumann, International Disability Rights Advocate.

Facilitated by Villy Wang, President, SF Film Commission.

Future Entrepreneur Training**Saturday, October 16th****9:30-10:30 am**

Learn how to harness skills and talents into achievable steps to start a small business! In this hands on workshop in partnership with the Helpers Community, aspiring and future entrepreneurs will get practical advice and hear from successful business owners. The workshop is free and open to any young adult with disabilities.

All invents will include captioning and ASL interpretation.

[SIGN UP TO ATTEND THIS VIRTUAL EVENT](#)

[CONTACT THE ORGANIZER](#)

**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
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.

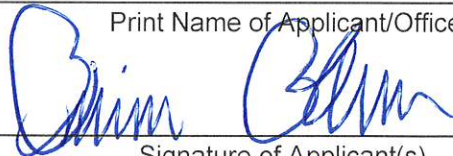
CERTIFICATION

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.

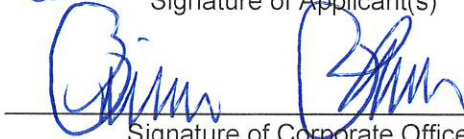
Date: 1/10/2022

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: First Transit, Inc.

TCP 0024770-A
PSG#: _____

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.

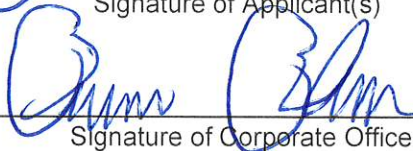
Date: 1/10/2022

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.

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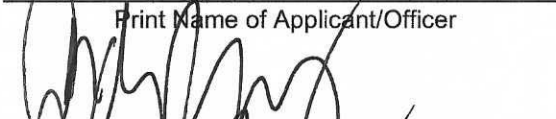
CERTIFICATION

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Date: 01/07/2022

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: 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:

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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: 01/07/2022

Andres Munoz

Print Name of Applicant/Officer

Signature of Applicant(s)

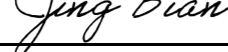
Signature of Corporate Officer

Manager - COO

Title of Corporate Officer

Lyft Inc.
WAV Cost Summary
Q4'21

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	LOS ANGELES	Q4 2021	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	621,498.11
Lyft, Inc.	LOS ANGELES	Q4 2021	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Partnership Costs	Consultants/Legal	16,072.00
Lyft, Inc.	LOS ANGELES	Q4 2021	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Marketplace Costs	Promo Codes for WAV	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	63,351.01
Lyft, Inc.	LOS ANGELES	Q4 2021	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2021	Other	Total Offset Requested	700,921.12

Signature: 
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Title: Senior Accountant
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