

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

TNC & AL FILER INFORMATION

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

AL INFORMATION

Advice Letter #:	AL Type: Offset Exemption
Geographic Area(s):	
Offset Amount:	Quarter: Year:
Documents Included: <input type="checkbox"/> Cover letter <input type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input type="checkbox"/> Signed Accounting of Funds <input type="checkbox"/> Inspection Declaration <input type="checkbox"/> Data Reports (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:

July 1, 2022

Lyft Inc.

Advice Letter No. WAV-008B 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-008B 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 2 of 2021. The requested effective date is August 14, 2021 (30 days from date of original filing).

The offset amounts requested by county are as follows:

County	Offset Requested (\$)
SAN FRANCISCO	\$190,657.50

Subtotal \$ - 190,657.50

Total Offset Request \$ - 190,657.50

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

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

- Previously, Lyft's data sets for its Q2 2021 offset request included WAV trips originating outside Los Angeles and San Francisco Counties. These trips have been removed from the data sets.
- 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.

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

Criteria	Must Demonstrate	Satisfied Requirements (Y/N)
<p>1. Presence and availability of WAVs</p>	<p>(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</p>	<p>Yes. Lyft, Inc has included in its Advice Letter packet data to reflect the number of WAVs in operation during the quarter; WAV trips by category (completed, not accepted, canceled by passenger, canceled due to passenger no-show, and canceled by driver); and operating hours for each geographic area.</p>
<p>2. Improved level of service</p>	<p>(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)</p>	<p>Yes. Lyft, Inc “Response Time” was within the standard, with a time of 00:13:24. Lyft, Inc. demonstrated improvement over the prior quarter’s performance for Level 1 as shown in Table B below. In addition there was an increase of 31 “Trips Requested.” There was also an increase in percentage of “Completed Trips” of 0.52%. The increase of “Trips Requested” and “Completed Trips” are shown in Table C below.</p>
<p>3. Efforts to publicize and promote available WAV services</p>	<p>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</p>	<p>Yes. Within the Lyft, Inc. Advice Letter packet we have outlined each entity that has been contacted in order to promote Lyft’s WAV services. That list also</p>

		provides how the entities were contacted and whether marketing materials were transmitted. Those marketing materials include a Lyft informative WAV presentation, WAV blog post and WAV flyer.
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	Yes. Lyft, Inc. incurred reasonable costs to improve WAV services in Q2 2021. All costs incurred were eligible and listed on Appendix A.
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	Yes. Lyft, Inc. provides WAV driver training per geographic area. Records include declarations and certification of WAV inspections and approvals. A copy of declarations are included within Lyft, Inc. Advice Letter packet.
6. Reporting complaints	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category	Not Applicable because Lyft, Inc did not have any complaints related to WAV drivers within the reporting period (Q2).

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

County	Benchmark		Q2 2021		Within Benchmark?
	Level 1 (mins)	Level 2 (mins)	Level 1 (mins)	Level 2 (mins)	
COUNTY A	15	30	13.45	N/A	Yes (Level 1)

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

County	Q1 2021		Q2 2021		Demonstrates Improvement?
	Level 1 (%)	Level 2 (%)	Level 1 (%)	Level 2 (%)	
COUNTY A	52.8%	97.6%	61.7%	98.1%	Yes (Level 1)

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
COUNTY A	1	125	88.03%	154	90.06%

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 July 1, 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:

1. 0032513 Lyft AL7B Supplemental Data - Number of WAVs In Operation AL8A Supplemental
2. 0032513 Lyft AL7B Supplemental Data - WAV Trips AL8A Supplemental
3. 0032513 Lyft AL7B Supplemental Data - Response Times AL8A Supplemental
4. 0032513 Lyft AL7B Supplemental Data - OTS Report AL8A Supplemental
5. 0032513 Lyft AL7B Supplemental Data - Exemption Response Times AL8A Supplemental
6. 0032513 Lyft AL7B Supplemental Data - Outreach AL8A Supplemental
7. 0032513 Lyft AL7B Supplemental Data - Training and Inspections AL8A Supplemental
8. 0032513 Lyft AL7B Supplemental Data - Funds Expended AL8A Supplemental
9. 0032513 Lyft AL7B Supplemental Data - Complaints AL8A Supplemental
10. 0032513 Lyft AL7B Supplemental Data - Contract Information AL8A 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: JUNE 28, 2022

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

Lyft

Wheelchair Accessible Vehicle Program



May 10, 2021



WAV Program

Summary:

Lyft launched a Wheelchair Accessible Vehicle (“WAV”) program in LA and SF counties, with dedicated vehicles in each city, starting July 2019

Partner - First Transit:

Lyft’s WAV program is in partnership with First Transit, a nationally recognized paratransit service provider.

Where can passengers get picked up and dropped off?

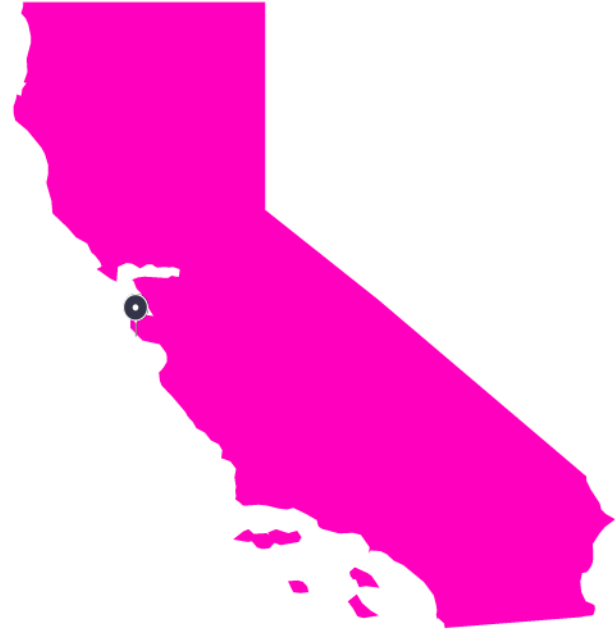
- In SF County, pickups within the county (including SFO Airport) and drop-offs anywhere.
- In LA county, pickups and drop-offs within county lines only
- Curb-to-curb service

What are the operating hours?

- 7:00am - midnight, every day including weekends & holidays.

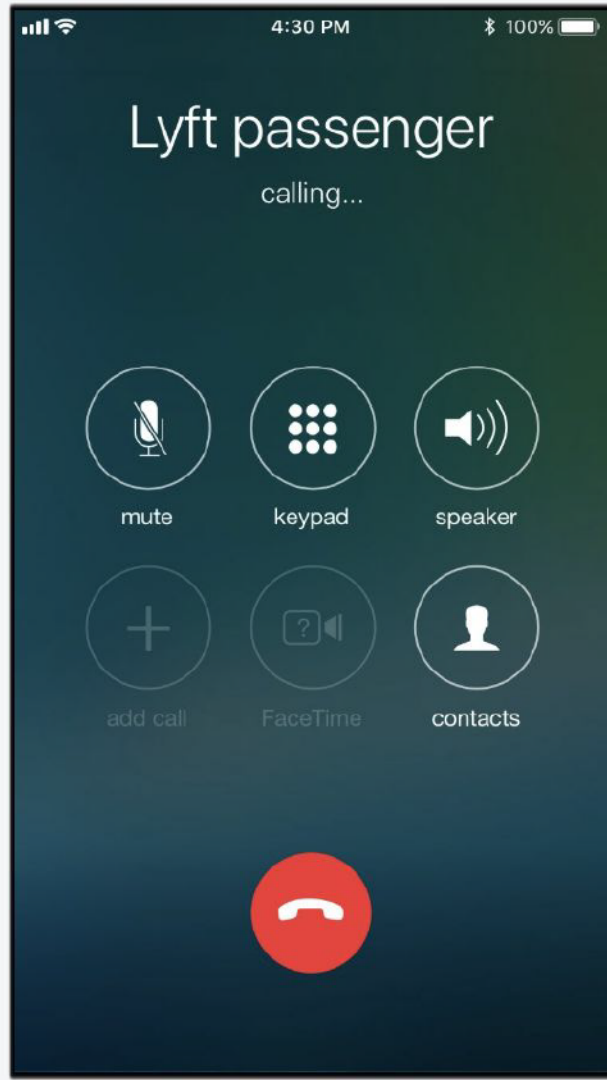
How much will WAV rides cost?

- Same as Standard Lyft rides



In-App Safety Features

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





Accessible Features

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

The Drivers

Who are the drivers?

- Drivers are employees of First Transit
- First Transit emphasizes driver training and best practices through:
 - Pre-employment and ongoing random drug testing
 - Stringent background and record checks
 - Comprehensive customer service training
 - The Smith System of Defensive Driver Training program, completed as part of new driver training, and refreshers conducted through the year
 - Specialized training just for WAV and paratransit operations, including how to provide excellent service with patience and compassion for paratransit passengers, including individuals with various disabilities and the elderly.
 - Courses include Interacting with Passengers, Diffusing Conflicts, and Effective Communication.
- Drivers must also go through Lyft onboarding process

All drivers are background checked.

The Cars

What kinds of cars are part of this pilot?

- Retrofitted 2019 Toyota Sienna Minivans and 2019 Dodge Caravans

What is the wheelchair occupancy of these vans?

- Most of the WAVs can fit 1 wheelchair rider & 1 companion-riders at full capacity.
- Up to 4 companion riders during non-Covid conditions

Are these vans rear or side entry for wheelchair users?

- Rear-entry and side-entry

Will these vans be marked as WAV?

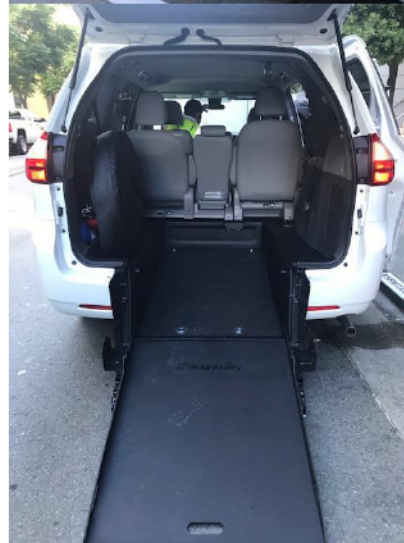
- Yes, they are marked with a wheelchair symbol as well as Lyft trade dress

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.
 - Due to COVID-19, current Lyft policy, riders are not allowed to sit in the front next to driver.

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.



How to Request a WAV Ride

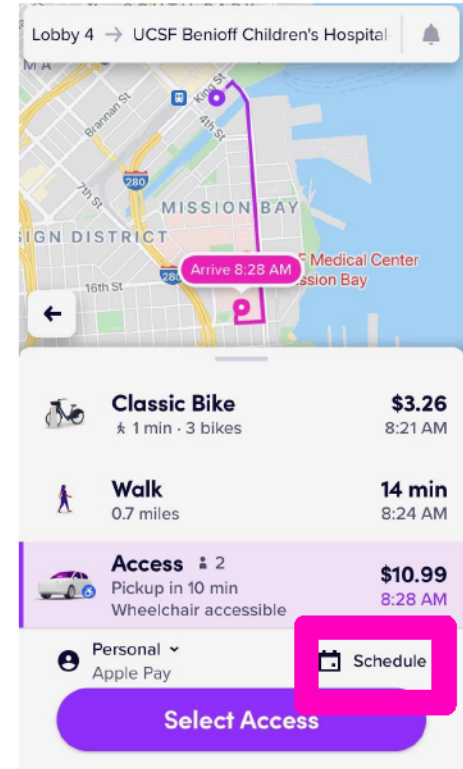
Requesting a WAV Ride

In App

- Order a WAV ('Access') ride like you would any other type of ride in our app

Schedule Rides

- Riders are able to schedule rides in advance from as soon as 30 mins to up to 8 days in advance (15 minute intervals)



Questions?





February

11

2021

Lyft Provides New Tools to Help Families and Loved Ones Get to Vaccine Appointments



COVID-19 has left many people physically separated from each other by distance and health precautions, making it harder to help their loved ones receive the care and attention they need. And in many cases, transportation continues to be a barrier for people to make essential trips, like picking up groceries, getting to a care facility for a vaccine, or non-emergency medical attention



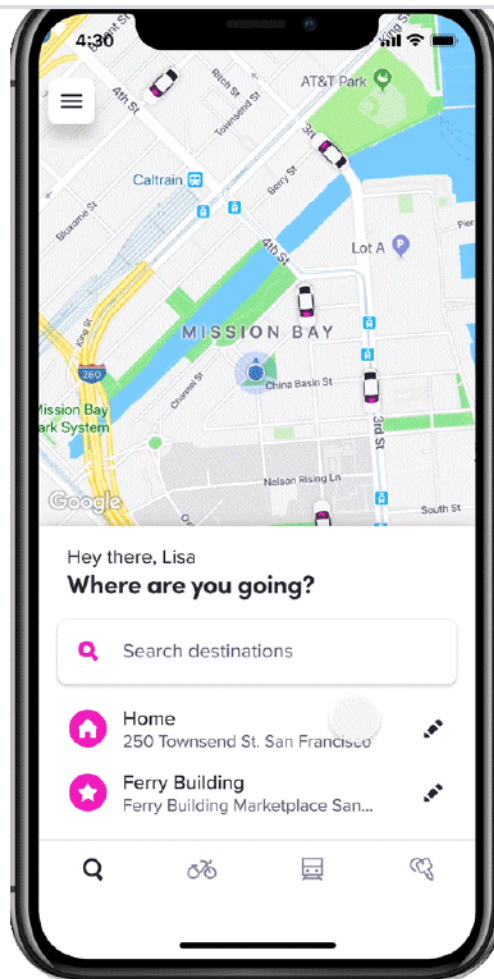
appointment or ensuring they get back from a check-up, both the ride requestor and rider will have full access to real-time trip details. In the coming months, the new **Lyft Family** tool will make it even easier for families to ride when they need to, share essential ride information, and keep track of ride expenses — all in one place.

Rides for Others

Rides for Others, a recent addition to the Lyft offerings, makes calling rides for friends and loved ones more straightforward than ever. As we remain physically distanced from one another, Rides for Others allows individuals to easily help their parents, grandparents, or other loved ones travel to essential destinations like vaccine centers, grocery stores, and non-emergency medical care. Rides for Others, which also gives riders and drivers clarity about the identity of the other person in the car, reduces confusing pick-up experiences, and allows riders and drivers to rate each other after the ride, is available nationwide.

Here's how to send a ride to someone else:

- Tap the search bar on the home screen of your Lyft app
- Tap the 'Me' button at the top of the next screen, then tap 'Add rider' and follow the prompts
- Enter the pickup location and destination, and send them on their way! (You can track their ride from your app.)
- The ride recipient must have their own Lyft account and will see ride details in their Lyft app



Lyft Family

Beginning with a pilot in California, Oregon, and Washington, Lyft Family provides families and loved ones easy access to real-time trip details, simple expense tracking, and the option to call a ride for someone else in one central location. Lyft Family will roll out nationwide in the coming months.

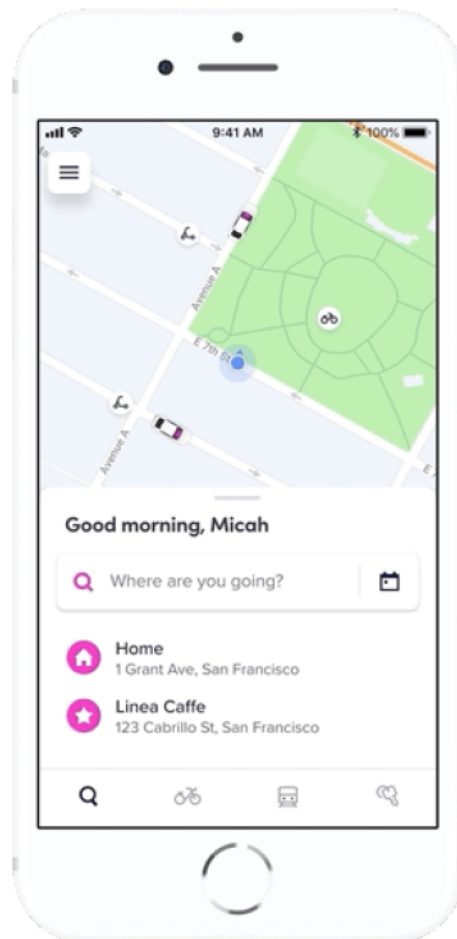
As the creator and admin of a Lyft Family account, riders can invite up to five loved ones to join their account. During account setup, admins designate a family payment method that family members can use to cover rides when needed, whether they're headed to a vaccine appointment, grocery store, or to get other essential items.

Here's how Lyft Family works:

- **Invite family and loved ones** | Riders can create a Lyft Family account and invite up to five loved ones.



- **Easily & securely share your payment method with family** | After accepting a Lyft Family invitation, family members will automatically have the designated family payment method added to their Lyft account. They can select the family payment method for rides when they need it from their payment settings in the Lyft app.
- **Easily keep track of family ride expenses** | Admins automatically receive ride receipts when their Lyft Family account is used, so they won't forget who took what ride and can easily keep track of expenses.





[Back to Blog](#)



July 01, 2021

Independence + Benefits for California Drivers



June 30, 2021

Solidarity With Canada's Indigenous People



June 25, 2021

Help After the Surfside Building Collapse

June 16, 2021

Rideshare rebound: More drivers, less wait time

June 02, 2021

Meet Lyft's New Ebike



May 20, 2021

Lyft's 2021 Environmental, Social, and Corporate Governance Report

DRIVER



RIDER



LYFT



[Lyft driver app](#)

[Lyft rider app](#)

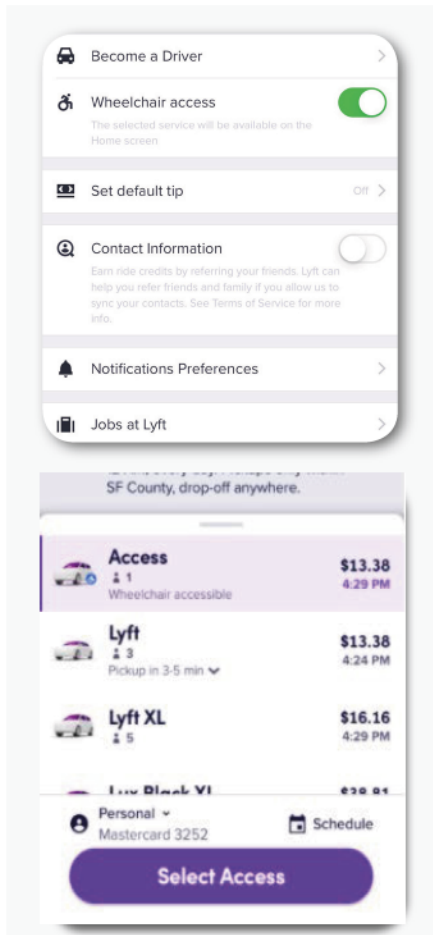


Lyft WAV Service

San Francisco and LA Counties

To support the transportation needs of people who use fixed-frame (non-foldable/non-collapsible) wheelchairs, Lyft partners with First Transit to provide dedicated WAV service directly through the Lyft app in San Francisco and Los Angeles counties.

How to use Lyft Access Mode



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.

Additionally, First Transit emphasizes driver training and best practices through:

- Pre-employment and ongoing random drug testing
- Stringent background and record checks
- Physical performance evaluations
- Comprehensive customer service training
- The Smith System of Defensive Driver Training program, which is completed as part of new driver training, as well as refreshers conducted throughout the year
- Extensive ongoing driver training, including in-classroom and behind-the-wheel training
- Specialized training just for WAV and paratransit operations, including how to provide excellent service with patience and compassion for paratransit passengers, including individuals with various disabilities and the elderly. Courses include Interacting with Passengers, Diffusing Conflicts, and Effective Communication
- On vehicle accident avoidance system with driving behavior coaching tool.

Feedback

All Riders are encouraged to use our two-way rating feature. Passengers and drivers rate each other anonymously after every ride. Riders rating their experience less than four stars are automatically prompted to give more feedback about what could have gone better. Lyft takes user ratings and driver feedback very seriously, and reviews all rides with low ratings and concerning feedback to determine if action should be taken for the rider or driver involved.

Our Partner

Each year, First Transit provides state-wide and locally-managed paratransit services to more than 8 million passengers and call center support for more than 9.7 million trips – making them the natural choice for this partnership.

Alternative formats available upon request.

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

Carrier Name: First Transit, Inc.

TCP 0024770-A
PSG #: _____

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures

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

CERTIFICATION

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: 7/6/2021

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.

PSG#: TCP 0024770-A

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

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

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 7/6/2021

Brian Beechem

Print Name of Applicant/Officer



Signature of Applicant(s)



Signature of Corporate Officer

Asst. Secretary

Title of Corporate Officer

APPENDIX A

Lyft Inc Cost Summary
Reporting Period [Q2 2021]

Vehicle Costs	\$	-
Lease/Rental/Purchase Costs	\$	-
Rental Subsidies for Driver	\$	-
Inspections	\$	-
Maintenance, Service & Warranty	\$	-
Fuel Cost	\$	-
Cleaning Supplies/Services	\$	-
Other (Describe)	\$	-
Partnership Costs	\$	311,315.54
Transportation Service Partner Fees/Incentives and/or Management Fees	\$	199,089.54
Vehicle Subsidies	\$	-
Consultants/Legal	\$	112,226.00
Other (Describe)	\$	-
Marketplace Costs	\$	-
Recruiting	\$	-
Driver Onboarding	\$	-
Training Costs	\$	-
Driver Incentives	\$	-
Promo Codes for WAV	\$	-
Other (Describe)	\$	-
Operational Costs	\$	108,773.22
Marketing Costs	\$	-
Technology Investments/Engineering Costs/Enhancements	\$	-
Community Partnership/Engagement Costs	\$	-
Rental Management	\$	-
Pilot Management	\$	-
Wages, Salaries and Benefits (non-maintenance personnel)	\$	108,773.22
Other (Describe)	\$	-
Other (Describe)	\$	-
Total Expended	\$	420,088.76
Total Offset Requested	\$	190,657.50

I hereby certify under the penalty of perjury under the laws of the State of California that the foregoing cost summary has been examined by me and is true, correct and complete to the best of my knowledge and belief.

Signature  _____

Preparer Janet Siu _____

Address 185 Berry Street, Suite 5000 _____

San Francisco, CA 94107 _____

Title Senior Accounting Manager _____

Date 7/13/2021 _____

Phone N/A _____

Email janetsiu@lyft.com _____