

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:



185 Berry Street
 Suite 400
 San Francisco, CA 94107

January 16, 2024
 Lyft, Inc.
 Advice Letter No. WAV-020

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, D.21-11-004, and D.23-02-024, Lyft, Inc. submits this Advice Letter No. WAV-020 to request an 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 2023. The requested effective date is February 15, 2024 (30 days from date of filing).

The offset amounts requested by county are as follows:

County	Offset Expenses (\$)	Percent Allowed (%)¹	Offset Requested (\$)
LOS ANGELES	\$947,975.22	99.71%	\$945,267.49
Subtotal:			\$945,267.49
SAN FRANCISCO			
	\$279,815.30	98.17%	\$274,686.30
Subtotal:			\$274,686.30
Total Offset Request			
	\$1,227,790.52		\$1,219,953.80

¹ D.23-02-024 OP6.



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Per D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, 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):

Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of on-demand and pre-scheduled WAVs²	(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and (b) the unique number of WAVs in operation – by quarter and by hour of the day and day of the week; and (c) 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; (d) the total WAV trips requested and completed broken out by Census Tract; and (e) operating hours for each geographic area	Y
2a. Improved level of service (on-demand WAVs)³	Both the Offset Time and the Trip Completion Standards are satisfied: (a)(1) Offset Time Standard & WAV Response Times ⁴ : Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A) (b.1) Trip Completion Standard ⁵ : Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and (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.	Y

² D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12

³ D.21-11-004 Ordering Paragraph 1-3, 6, and 7

⁴ D.21-11-004 Ordering Paragraph 1, 2, and 3

⁵ D.21-11-004 Ordering Paragraph 6 and 7



Criteria	Must Demonstrate	Documentation Included (Y/N)
2b. Improved level of service (pre-scheduled WAVs)⁶	Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied: (a) Pickup Delay Standard within the Pickup Delay Benchmark ⁷ : Meet or exceed both the relevant Response Time Benchmarks for a given quarter in a given geographic area within the Pre-scheduled Pickup Delay Benchmarks (PDB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table D) (b.1) Pre-scheduled Trip Completion Standard ⁸ : Meet or exceed the applicable minimum percentage of trip requests completed (see Table E), and (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 F). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.	N

⁶ D.23-02-024 Ordering Paragraph 1-5

⁷ D.23-02-024 Ordering Paragraph 4

⁸ D.23-02-024 Ordering Paragraph 5



<p>3. Efforts to publicize and promote available WAV services⁹</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 including but not limited to:</p> <ul style="list-style-type: none"> (a) Submitted an annual outreach plan (due no later than July 1 of each year), (b) Information about disability access and WAV in general marketing campaigns, (c) Submit a quarterly report for each offset county on the following: Progress made towards implementing the outreach plan; The number of entities contacted; The method, nature, outcome of the contact; the number of partnerships developed; Efforts to publicize and promote WAV service in each offset Los Angelesnd whether efforts were accessible to people with disabilities and limited English proficiency; Educational materials developed and distributed; and outcome of TNCs efforts to outreach and engage wheelchair users. <p>Quarterly Report shall also address the following questions:</p> <ul style="list-style-type: none"> 1. What methods of engagement did the TNC find most effective and why? <p>Community Outreach: The most effective engagement for Q4 2023, in San Francisco and Los Angeles counties, was when Lyft reconnected with six organizations Lyft held WAV introductory meetings with in Q3 2023. From those six organizations, two agreed to do a campaign with Lyft around International Disabilities Day in December. Through this campaign Lyft was able to bring awareness and educate people on Lyft’s WAV service.</p> <p>Marketing: During Q4 2023 Lyft leveraged Google paid searches. A paid search involved showing a user an ad based on their explicit search query. This tactic helped ensure Lyft showed ads to the most relevant audience.</p>	<p>Y</p>
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⁹ D.20-03-007 Ordering Paragraph 9, and D.23-02-024 Ordering Paragraph 16



	<p>Earned Media: In honor of International Day of Persons with Disabilities we launched a ride code partnership with two organizations in Los Angeles and San Francisco counties to support individuals with disabilities that traveled during the holiday season. This effort generated earned media coverage highlighting Lyft’s WAV service and the organizations we partnered with on this effort.</p> <p>2. What common concerns/questions came up during the engagement process?</p> <p>The following two questions were raised to Lyft during the engagement process:</p> <ul style="list-style-type: none">• What is the average wait time for a Lyft WAV to arrive?• Will WAV be accessible to all of California and other states? <p>3. What challenges have you encountered? How do you plan to overcome them?</p> <p>Community Outreach: In Q4 2023, Lyft encountered challenges when engaging four organizations: The four organizations were; Disabilities Rights California, SF Mayor’s Office of Disability, California Commission on Disability Access, and City of Los Angeles Office of Disability. These organizations were hesitant to work with Lyft on the earned media campaign discussed above in our response to question 1. The hesitation was the result of not having proper knowledge of Lyft’s WAV program and obtaining a response via email or phone to set up a meeting with Lyft that would include an explanation of WAV. However, with the earned media coverage we garnered and ride credits we granted to the organizations who agreed to partner with Lyft, we are confident that we will not encounter the same challenges in the future.</p>	
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Criteria	Must Demonstrate	Documentation Included (Y/N)
	<p>Marketing: Generally a WAV advertising user conversion, people who clicked an ad and then became a lyft rider, were weak when compared to generalized ad performance. It appears Right a lot of people click our ad and visit the landing page but do not become users. Lyft predicts by including more variety of information on the landing page may improve results.</p>	
<p>4. Full accounting of funds expended¹⁰</p>	<p>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, and (d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset¹¹</p>	<p>Y</p>
<p>5. Training and inspections¹²</p>	<p>(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</p>	<p>Y</p>
<p>6. Reporting complaints¹³</p>	<p>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; Stranded Passenger, Pickup, Drop Off, and Other issues.</p>	<p>Y</p>

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

¹⁰ D.20-03-007 Ordering Paragraph 10

¹¹ D.21-11-004 Ordering Paragraph 9

¹² D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h)

¹³ D.20-03-007 Ordering Paragraph 14



County	Q3 2023					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	Level 1 (%)	Level 1 (mins)	Level 2 (%)	Level 2 (mins)	
Los Angeles	7	74.42%	20.9	97.89%	29.45	Yes
San Francisco	7	85.13%	10.74	99.39%	15.11	Yes

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

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
Los Angeles	7	B	74.55%	Yes
San Francisco	7	A	86.44%	Yes

Table C: Trip Completion Standard (part b.2)

County	Option 1 or 2 ¹⁴	(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
Los Angeles	2	6,020	5463	7,002	7,002
San Francisco	2	510	370	491	491

Table D: Pre-scheduled Pickup Delay Standards (PDS) (percent) and Pickup Delay Benchmarks (PDB) (minutes) by County

¹⁴ See D.21-11-004 Ordering Paragraph 6.



County	Q3 2023			TNC claims the data demonstrates meeting or exceeding % of completed trips and within PDB?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	PDS (%)	PDB (mins)	
Los Angeles	2	75.00%	15.47	No
San Francisco	2	100.00%	6.03	Yes

Table E: Pre-scheduled Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Pre-scheduled Trip Completion Standard (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
Los Angeles	2	B	62.50%	No
San Francisco	2	A	75.00%	No

Table F: Pre-scheduled Trip Completion Standard (part b.2)

County	Option 1 or 2 ¹⁵	(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
Los Angeles	2	31	0	20	20
San Francisco	2	1	0	9	9

¹⁵ See D.23-02-024 Ordering Paragraph 5.



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Per D.23-02-24¹⁶, Lyft, Inc. submits information on the on-demand and Pre-scheduled Service Mix as indicated in the table below.

Table G: On-demand and Pre-scheduled Service Mix

County	# of On-Demand WAV Trips	# of Pre-scheduled WAV Trips	% of On-Demand WAV trips out of the total Pre-scheduled WAV trips	% of Pre-scheduled WAV trips out of the total on-demand WAV trips
Los Angeles	7,002	20	35010.00%	0.29%
San Francisco	491	9	5455.56%	1.83%

Per D.23-02-24¹⁷, Lyft, Inc. submits information on the Wait and Save Data as indicated in the table below.

Table H: Wait and Save

County	# of WAV Wait & Save Trips	# of On-Demand WAV Trips	% of Wait & Save Trips out of the total on-demand WAV trips
Los Angeles	2294	7,002	32.76%
San Francisco	266	491	54.18%

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 16, 2024. 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.

¹⁶ See D.23-02-024 Ordering Paragraph 6.

¹⁷ See D.23-02-024 Ordering Paragraph 11.



185 Berry Street
Suite 400
San Francisco, CA 94107

Yours truly,

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

Janeé Weaver
Senior Counsel, Regulatory Compliance
Lyft, Inc.
Registered In House Counsel - California Bar

Attachments

1. Lyft, Inc._2023Q4_WAVs_In_Operation_1a
2. Lyft, Inc._2023Q4_WAVs_In_Operation_Unique_1b
3. Lyft, Inc._2023Q4_WAV_Trips_2
4. Lyft, Inc._2023Q4_Response_Times_3
5. Lyft, Inc._2023Q4_OTIS_Report_4
6. Lyft, Inc._2023Q4_TCS_Report_5
7. Lyft, Inc._2023Q4_Exemption_Response_Times_6
8. Lyft, Inc._2023Q4_Outreach_7
9. Lyft, Inc._2023Q4_Training_and_Inspections_8
1. Lyft, Inc._2023Q4_Complaints_9
1. Lyft, Inc._2023Q4_Funds_Expended_10
1. Lyft, Inc._2023Q4_Contract_Information_11
10. Marketing Materials (PDF)
11. Signed Training Declaration (PDF)
12. Signed Inspection Declaration (PDF)



California
Public Utilities
Commission



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CALIFORNIA PUBLIC UTILITIES COMMISSION

Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: OCTOBER 3, 2023

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[TOP OF PAGE](#)

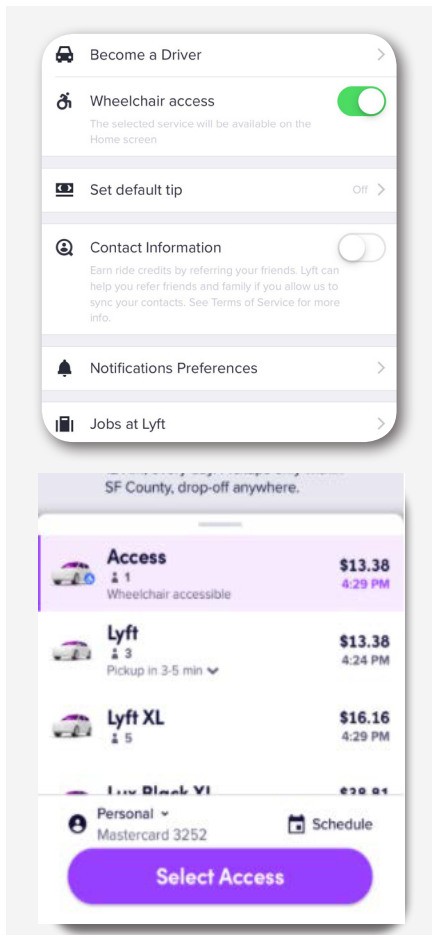
[BACK TO INDEX OF SERVICE LISTS](#)

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.

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

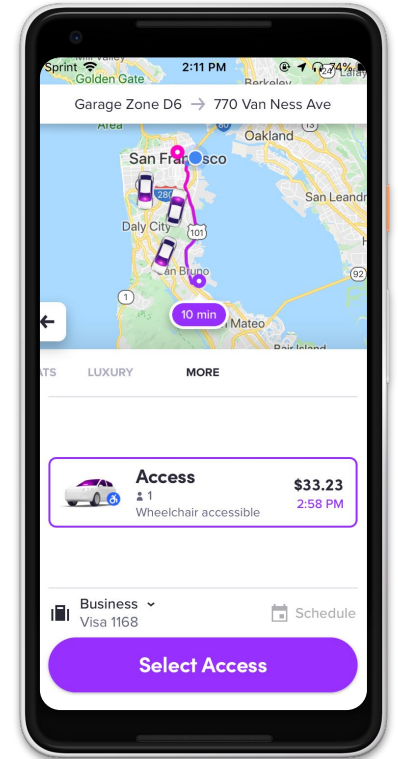
Lyft has collected and analyzed data from the WAV rides taken in SF and LA since 2019, as well as feedback from community partner groups, in order to gain a more comprehensive understanding of passenger needs, driver response times, and WAV vehicle supply needs. We have used that data to determine how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

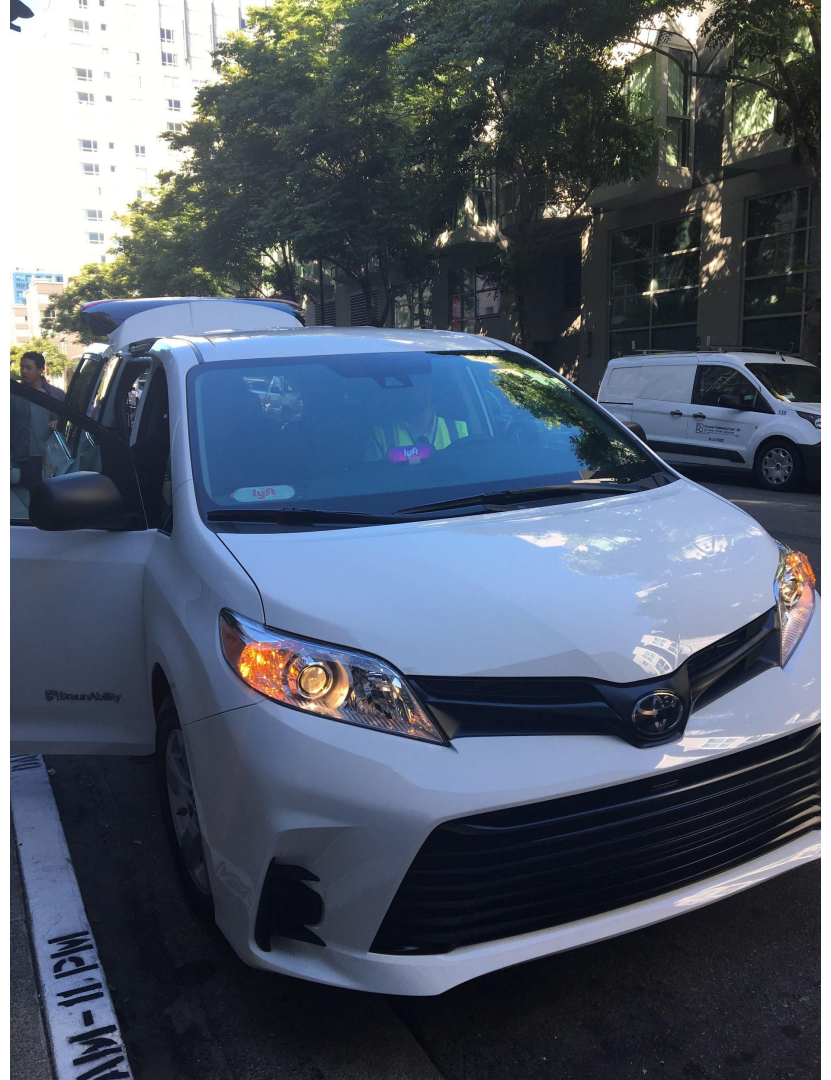
Can I bring companions or aides in a WAV with me?

- 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.

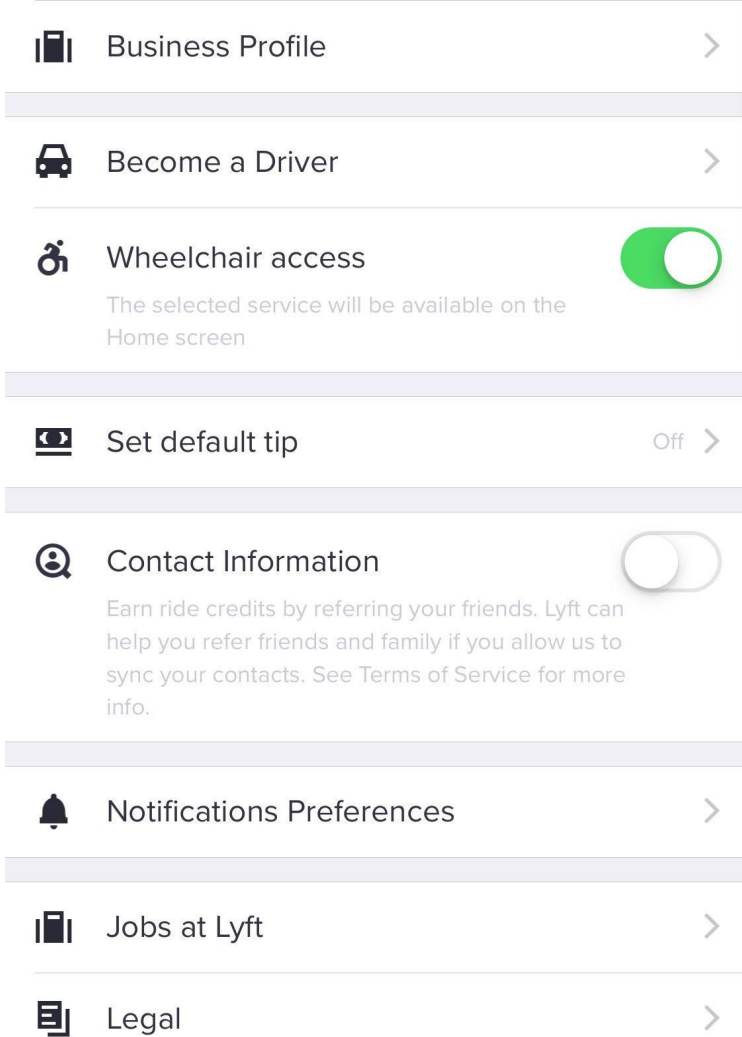








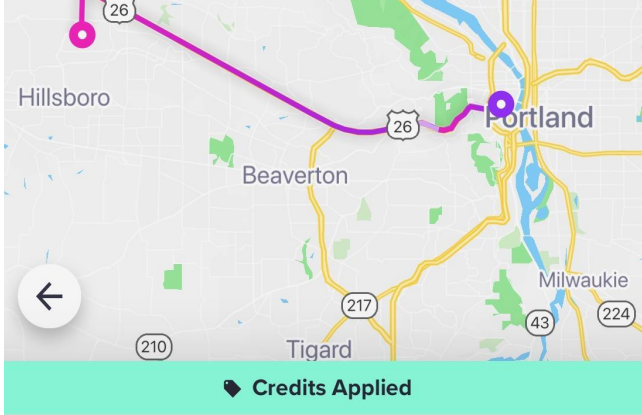





Step 1: Download the app and set up your account


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.




RY EXTRA SEATS MORE



Access  **FREE**
1
Good deal \$8.87
1:57 PM

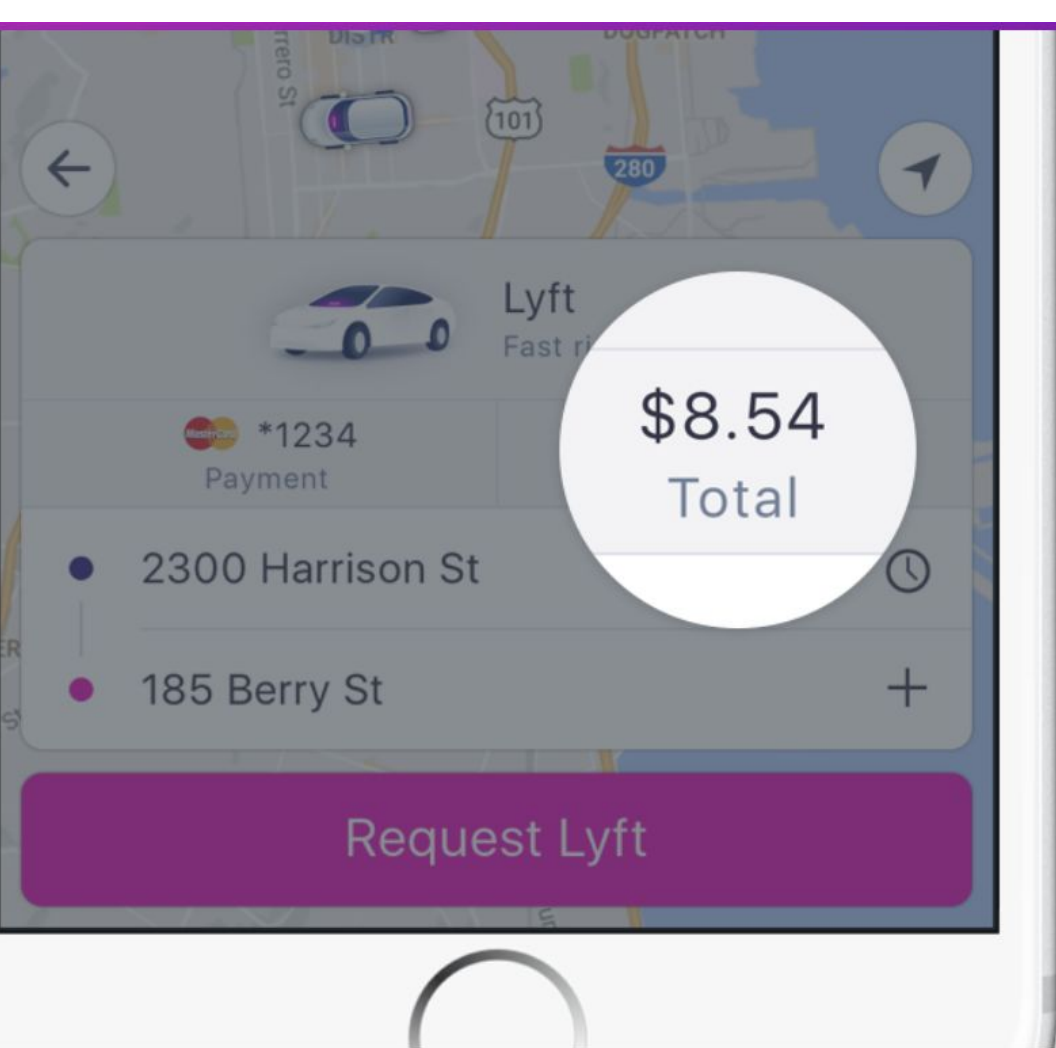
VISA Personal + Credits

 Schedule

Request Access

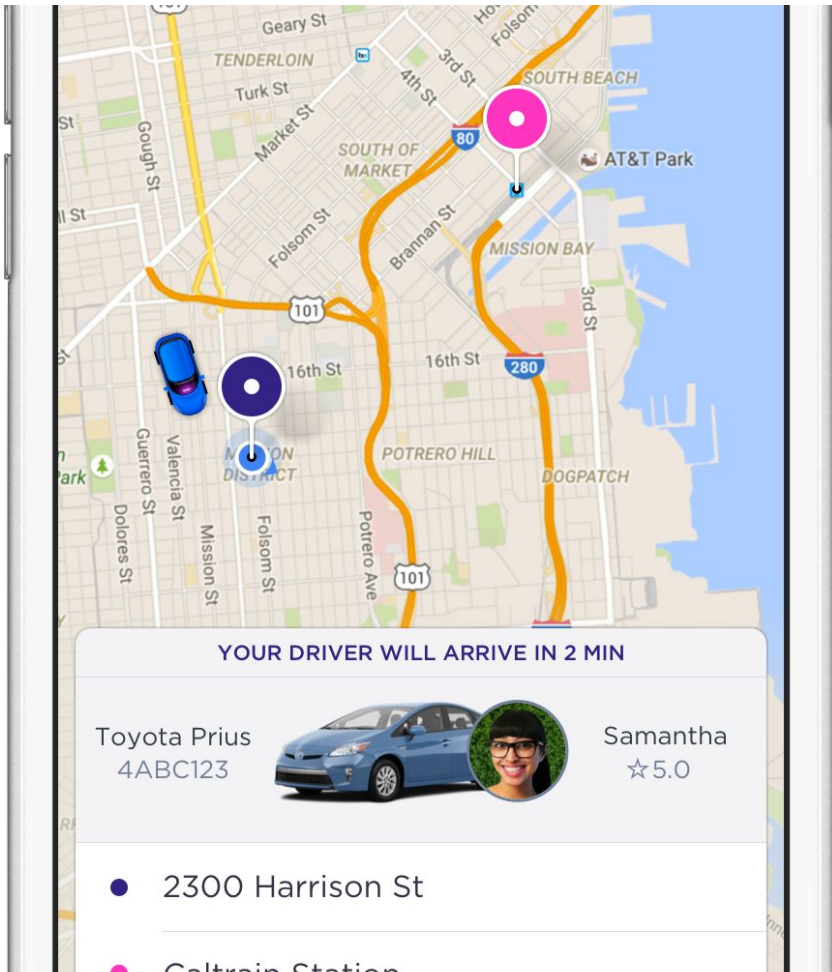
Step 3: Request your ride

- 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**





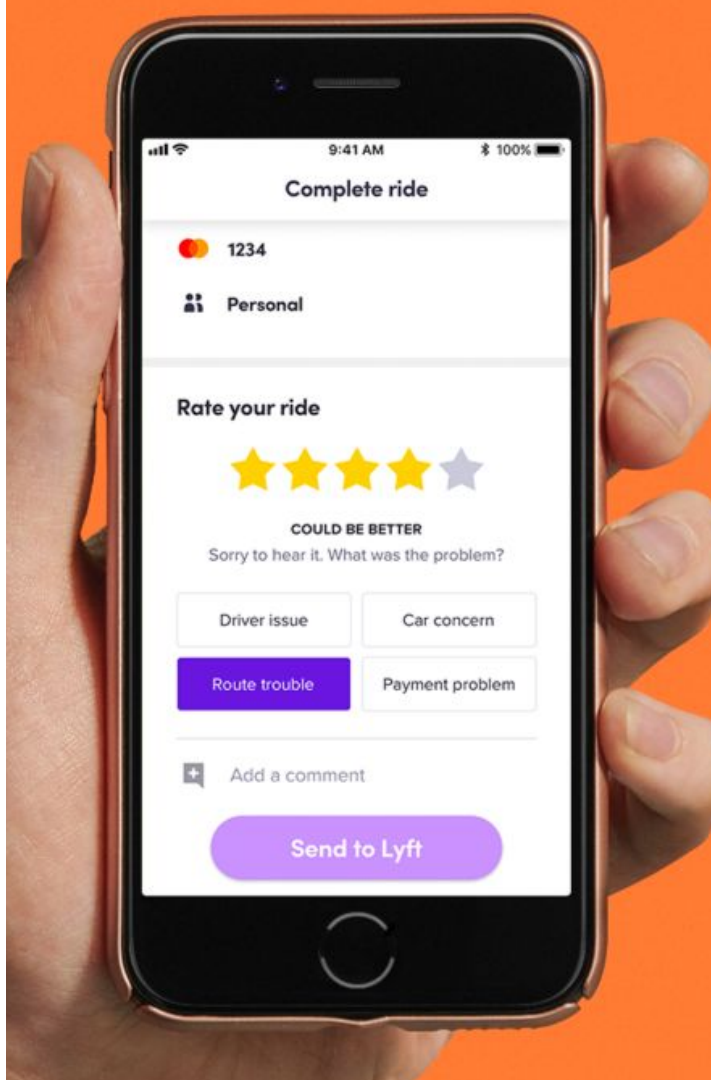
No tip	\$1	\$2	\$5	Other
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 Payment	PERSONAL *1234
---	----------------

\$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**

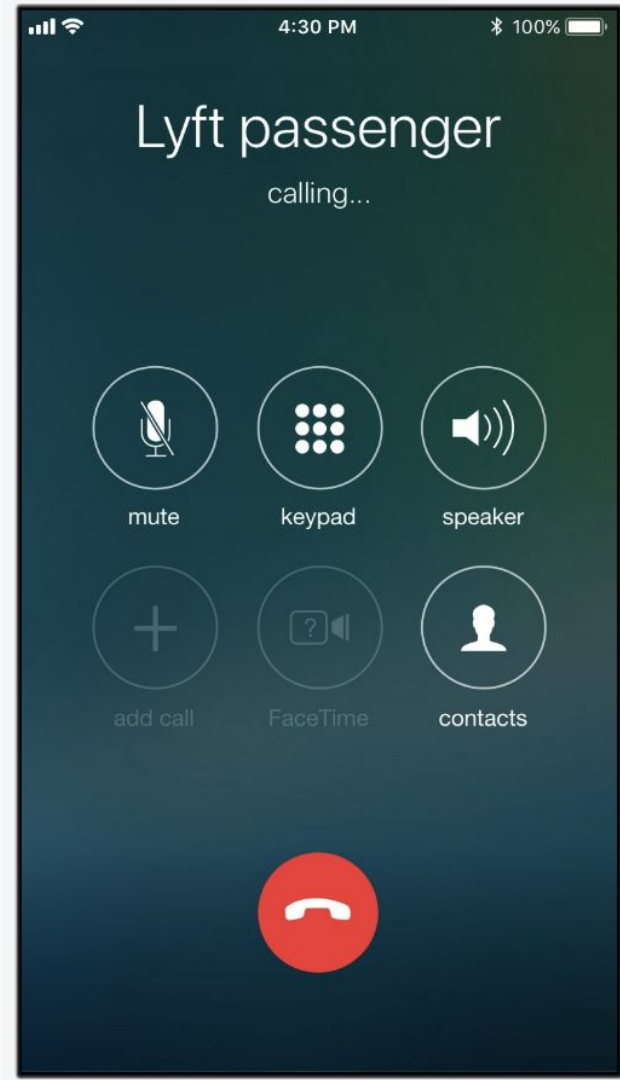
THANK YOU.

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*

**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: 01/02/2024

Andres Munoz

Print Name of Applicant/Officer


Signature of Applicant(s)

Signature of Corporate Officer

Member-Manager

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.

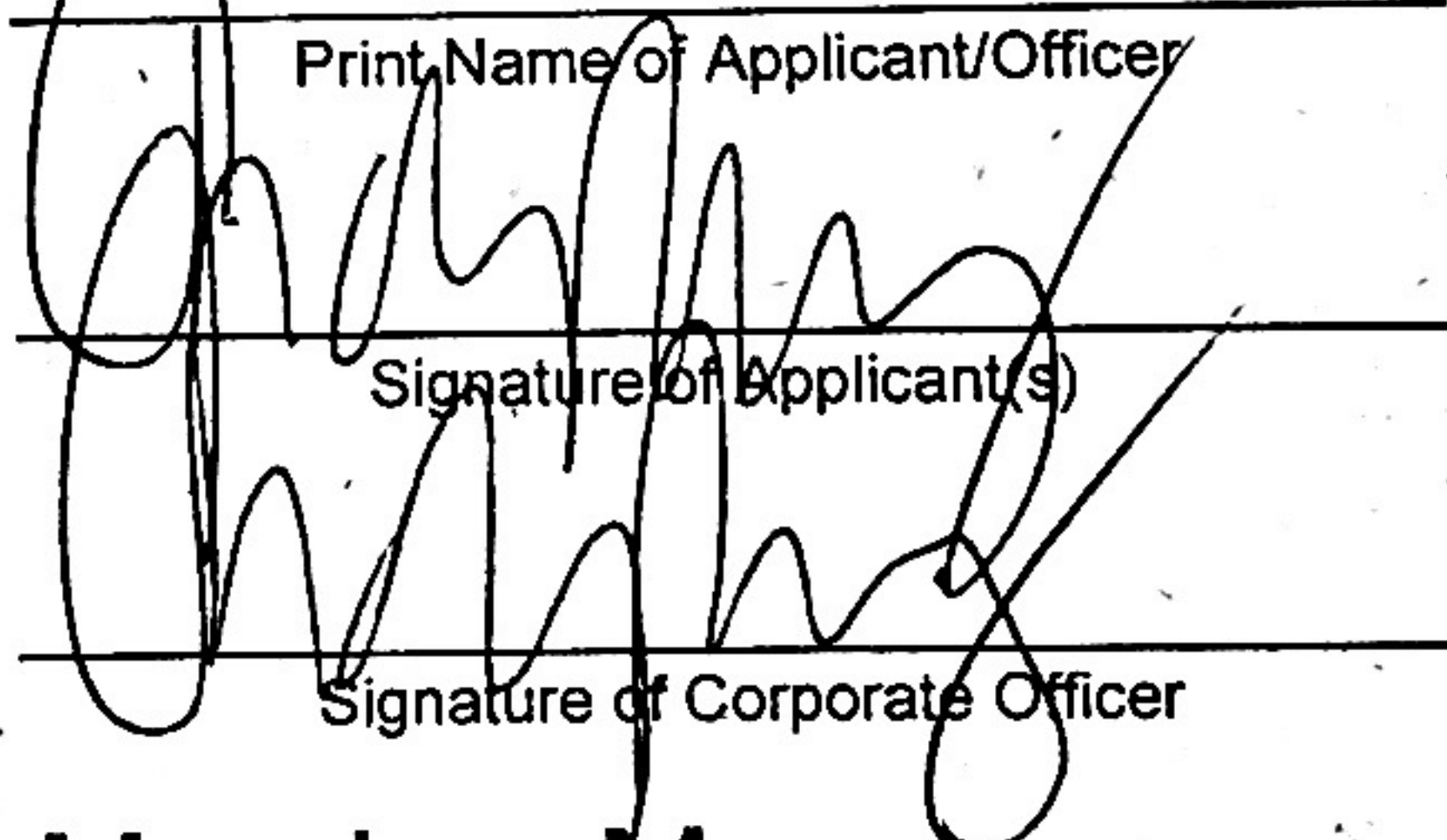
CERTIFICATION

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: 01/02/24

Andres Munoz

Print Name of Applicant/Officer



Signature of Applicant(s)


Signature of Corporate Officer

Member-Manager

Title of Corporate Officer

Lyft Inc.
Q4 2023

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	266,232.12
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Partnership Costs	Consultants/Legal	658.00
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Marketplace Costs	Promo Codes for WAV	359.35
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Operational Costs	Marketing Costs	792.53
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	30,350.98
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2023	Other	Total Offset Requested	279,815.30
Lyft, Inc.	LOS ANGELES	Q4 2023	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	908,631.64
Lyft, Inc.	LOS ANGELES	Q4 2023	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Partnership Costs	Consultants/Legal	658.00
Lyft, Inc.	LOS ANGELES	Q4 2023	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Marketplace Costs	Promo Codes for WAV	2,625.29
Lyft, Inc.	LOS ANGELES	Q4 2023	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Operational Costs	Marketing Costs	792.53
Lyft, Inc.	LOS ANGELES	Q4 2023	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	35,267.76
Lyft, Inc.	LOS ANGELES	Q4 2023	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2023	Other	Total Offset Requested	947,975.22

Signature: 
 Preparer: Janet Siu
 Address: 185 Berry Street Suite 400
San Francisco CA 94107

Title: Director, Accounting
 Date: 1/15/2024
 Phone: N/A
 Email: JanetSiu@lyft.com