

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

TNC & AL FILER INFORMATION

Date of Submission: 4/15/22	Date of Service: 4/15/22
TNC Name: Lyft, Inc.	PSG #: 0032513
DBA Name: Lyft	
Address: 185 Berry St., Suite 5000	
City: San Francisco	State: Ca ZIP Code: 94107
Filer's Name: Demetrius Reagans	
Filer's Email: dreagans@lyft.com	Filer's Phone: (415) 689-3525

AL INFORMATION

Advice Letter #: WAV - AL 11	AL Type: <input checked="" type="checkbox"/> Offset <input type="checkbox"/> Retroactive <input type="checkbox"/> Exemption
Geographic Area(s): San Francisco County Los Angeles County	
Offset/Retroactive Amount: \$1,021,671.20	Quarter: Q1 Year: 2022
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 (Excel)	
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, Signed Accounting of Funds Expended, and Signed Claim form (if necessary) into a single PDF file. The completed data reports must be in a single Excel file. A complete advice letter submission will consist of only two attachments: the PDF and Excel packets. Submit via email the advice letter with two 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

April 15, 2022

Lyft Inc.

Advice Letter No. WAV-011

California Public Utilities Commission
Consumer Protection and Protection Division
Transportation Licensing and Analysis Branch
505 Van Ness Avenue
San Francisco, CA 94102

Sent Via Email

Pursuant to Decision (D.) 20-03-007, Lyft, Inc. submits this Advice Letter No.WAV-0011 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 1 of 2022. The requested effective date is March 14, 2022 (30 days from date of original filing).

The offset amounts requested by county are as follows:

County	Offset Requested (\$)
San Francisco	\$ 214,407.30
Los Angeles	\$ 807,263.90

Subtotal \$ 1,021,671.20
Total Offset Request \$ 1,021,671.20

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. Evidence of Outreach Efforts
8. Training, Inspections and Declarations
9. Accounting of Funds Expended
10. Complaints
11. Contract Information
12. Trips Completed Standards (TCS)

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, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week (c) operating hours for each geographic area	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, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver); and operating hours for each geographic area.
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	Yes. Lyft, Inc “Response Time” was within the standard in San Francisco and Los Angeles for both level 1 and 2. In addition, in San Francisco and Los Angeles there was OTS improvement for both level 1 and level 2. Last, there was an increase in the percentage of

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

	WAV trips requested compared to previous quarter (see Table C)	“Completed Trips” for both San Francisco and Los Angeles within the quarter.
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	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 provides how the entities were contacted and whether marketing materials were transmitted.
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 Q1 2022 in the total amount of \$1,021,671.20. All costs incurred were eligible and listed in the “Funds Expended” file.
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 and inspections 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	Lyft, Inc had five complaints in Los Angeles; and five complaints in San Francisco. Complaints for both counties pertained to securement issues, driving training, vehicle safety, service animals and overall service.

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

County	Benchmark		Q1 2022		Within Benchmark?
	Level 1 (mins)	Level 2 (mins)	Level 1 (mins)	Level 2 (mins)	
San Francisco	15	30	12.83	16.45	Yes
Los Angeles	25	50	20.98	29.44	Yes

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

County	Q4 2021		Q1 2022		Demonstrates Improvement?
	Level 1 (%)	Level 2 (%)	Level 1 (%)	Level 2 (%)	
San Francisco	56.42%	97.25%	64.8%	100%	Yes, level 1 and level 2
Los Angeles	54.73%	96.02%	62.90%	97.66%	Yes, level 1 and level 2

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
San Francisco	2	218	84.5%	63	89%
Los Angeles	2	3,291	68.7%	3,544	70%

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 April 15, 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 Inc Number of WAVs In Operation AL11
2. 0032513 Lyft Inc WAV Trips AL 11
3. 0032513 Lyft Inc Response Times AL11
4. 0032513 Lyft Inc OTS Report AL11
5. 0032513 Lyft Inc TCS Report AL11
6. 0032513 Lyft Inc Exemption Response Times ALI 11
7. 0032513 Lyft Inc Outreach AL11
8. 0032513 Lyft Inc Training and Inspections ALI 11
9. 0032513 Lyft Inc Funds Expended AL11
10. 0032513 Lyft Inc Complaints AL11
11. 0032513 Lyft Inc Contract Information AL11



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: APRIL 13, 2022**

[Download the Comma-delimited File](#)
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Lyft, Inc. Q1 2022 Outreach Efforts

Lyft's WAV Outreach efforts during Q1 2022 were predicated on building a base of new organizations who support those with disabilities, expanding existing relationships with organizations who Lyft has worked with historically by providing free ride credits to support WAV rides for organizations' base/clients; in addition to, hosting listening sessions to learn more about their experience using Lyft's WAV services, and building a strategic roadmap to scale engagement with organizations throughout the course of the 2022. Historically, Lyft's community engagement team earmarks a % of the California quarterly budget to provide free ride credits to organizations who serve individuals with disabilities. As a part of our outreach, WAV was inclusive to the discussion of helping "getting cities moving again" with a narrow focus on organizations in San Francisco, with limited outreach Los Angeles due to staff turnover and transition of roles that historically focused wholly on this work. Specifically, Lyft has partnered with the Center for Independent Living who are recipients of free ride-credits to distribute to their clients and members, and hosted a listening session to garner additional feedback and recommendations (i.e. regions to prioritize for expansion) that could help influence expansion of on-demand WAV service in the Bay Area. This type of effort and engagement continued throughout Q1, with a northstar to increase the amount of budget earmarked in Quarters 2-4 of 2022. For the remainder of 2022, Lyft's goal is to continue hosting listening tours for soliciting feedback from the disability community, to support third party and passenger engagement.

FREE RIDE CODE	AMOUNT	USER/CLIENT
	\$50.00	Staff - 4/9 Saturday Tabling
	\$50.00	
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**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: First Transit, Inc.

TCF 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.

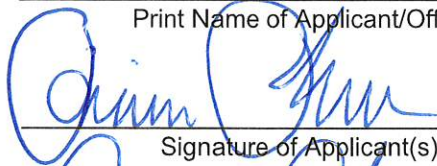
CERTIFICATION

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: 4/12/2022

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.

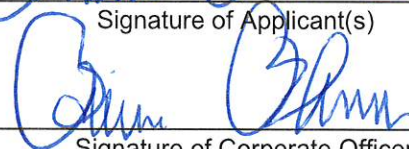
Date: 4/12/2022

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 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: 04/07/2022

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 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.

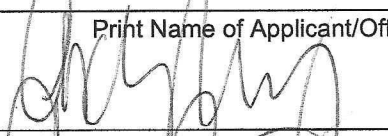
TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

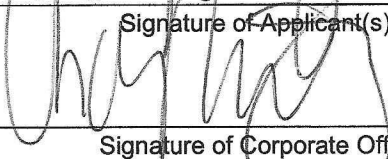
CERTIFICATION

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: 04/07/2022

Andres Munoz
Print Name of Applicant/Officer



Signature of Applicant(s)


Signature of Corporate Officer

Manager - COO
Title of Corporate Officer

Lyft, Inc.
Q1 2022
Cost Summary

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	183,126.78
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Partnership Costs	Consultants/Legal	21,516.50
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Marketplace Costs	Promo Codes for WAV	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	111,159.31
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q1 2022	Other	Total Offset Requested	214,407.30
Lyft, Inc.	LOS ANGELES	Q1 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	728,907.05
Lyft, Inc.	LOS ANGELES	Q1 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Partnership Costs	Consultants/Legal	21,516.50
Lyft, Inc.	LOS ANGELES	Q1 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Marketplace Costs	Promo Codes for WAV	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	86,483.13
Lyft, Inc.	LOS ANGELES	Q1 2022	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q1 2022	Other	Total Offset Requested	807,263.90

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Date: 04/14/2022

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