

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

**TNC & AL FILER INFORMATION**

Date of Submission: 1/14/22	Date of Service: 1/14/22
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: Erika Quintero	
Filer's Email: erikaq@lyft.com	Filer's Phone: 530-632-8893

**AL INFORMATION**

Advice Letter #: WAV - 10	AL Type: <input checked="" type="checkbox"/> Offset <input type="checkbox"/> Retroactive <input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles County	
Offset/Retroactive Amount: \$ 701,239.66	Quarter: Q4 Year: 2021
Documents Included: <input checked="" type="checkbox"/> Cover letter <input checked="" type="checkbox"/> Service List <input checked="" type="checkbox"/> Training Declaration <input 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](mailto:TNCAccess@cpuc.ca.gov) and to the [R.19-02-012 service list](#).**

**The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.**

**FOR CPUC USE ONLY**

Analyst:	30-Day Due Date:
Completion Date:	Disposition:
Approved Offset/Retroactive Amount:	AL Effective Date:
Supervisor:	Supervisor Review Date:



185 Berry Street  
 Suite 5000  
 San Francisco, CA 94107

January 14, 2022  
 Lyft, Inc  
 Advice Letter No. 10

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. 10 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 filing).

The offset amounts requested by county are as follows:

County	Offset Requested (\$)
LOS ANGELES	\$701,239.66
<b>Subtotal</b>	<b>\$ 701,239.66</b>
<b>Total Offset Request</b>	<b><u>\$701,239.66</u></b>

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 Times<sup>1</sup>
6. Outreach
7. Training, Inspections and Declarations
8. Accounting of Funds Expended
9. Complaints
10. Contract Information

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

11. Trips Completed Standards (TCS)

Criteria	Must Demonstrate	Satisfied Requirements (Y/N)
<p><b>1. Presence and availability of WAVs</b></p>	<p>(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week, and</p> <p>(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</p> <p>(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, cancelled by passenger, cancelled due to passenger no-show and cancelled by driver); and operating hours for each geographic area.</p>
<p><b>2. Improved level of service</b></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)</p> <p>(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)</p> <p>(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;” “Offset was within the standard in Los Angeles. In addition, Lyft, Inc. demonstrated improvement over the prior quarter’s performance for Los Angeles as well as had an increase in the total number of completed WAV trips.</p>
<p><b>3. Efforts to publicize and promote available WAV services</b></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, how the entities were contacted, and whether marketing</p>

		materials were transmitted.
<b>4. Full accounting of funds expended</b>	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 Q4 2021 in the amount of \$701,239.66. All costs incurred were eligible and listed on Appendix A.
<b>5. Training and inspections</b>	(a) certification of WAV driver training completion within the past 3 years, (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	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.
<b>6. Reporting complaints</b>	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category	Yes. Lyft, Inc. has included the number of complaints related to WAV drivers within its Advice Letter Packet.

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

County	Benchmark		Q4 2021		Within Benchmark?
	Level 1	Level 2	Level 1	Level 2	
	50% (mins)	75% (mins)	50% (mins)	75% (mins)	
COUNTY B	25	30	22.85	32.04	Yes (Level 1/2)

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	
	(%)	(%)	(%)	(%)	
COUNTY B	56.21%	56.65%	95.84%	96.08%	Yes (Level 1/2)

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
COUNTY B	2	3,174	67.26%	3,700	70.45%

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 14, 2022. If there are any questions regarding this advice letter, please contact Janee Weaver at [jweaver@lyft.com](mailto:jweaver@lyft.com).

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

Email a copy of the protest or response to this advice letter to Janee Weaver at [jweaver@lyft.com](mailto:jweaver@lyft.com).

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) and look for links to General Order 96-B.

**I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS HAVE BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

Yours truly,



Janeé Weaver  
Counsel, Regulatory Compliance  
Lyft, Inc.

Attachments:

1. 0032513 Lyft Inc Number of WAVs In Operation AL10
2. 0032513 Lyft Inc WAV Trips AL10
3. 0032513 Lyft Inc Response Times AL10

4. 0032513 Lyft Inc OTS Report AL10
5. 0032513 Lyft Inc TCS Report AL10
6. 0032513 Lyft Inc Exemption Response Times AL10
7. 0032513 Lyft Inc Outreach AL10
8. 0032513 Lyft Inc Training and Inspections AL10
9. 0032513 Lyft Inc Funds Expended AL10
10. 0032513 Lyft Inc Complaints AL10
11. 0032513 Lyft Inc Contract Information AL10



California  
Public Utilities  
Commission



CPUC Home

## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM  
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION  
LIST NAME: LIST  
LAST CHANGED: JANUARY 6, 2022**

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[About Comma-delimited Files](#)

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1/14/22, 8:24 AM

CPUC - Service Lists - R1902012

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ANDREW B. BROWN  
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1/14/22, 8:24 AM

CPUC - Service Lists - R1902012

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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.

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.

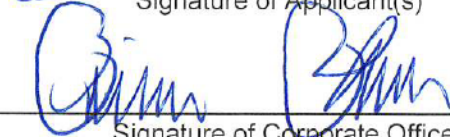
Date: 1/10/2022

**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.

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: 11/10/2022

**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.

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.

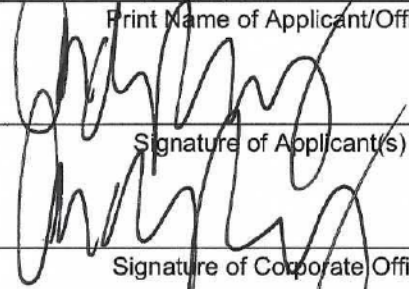
**CERTIFICATION**

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: 01/07/2022

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:

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: 01/07/2022

Andres Munoz

Print Name of Applicant/Officer

Signature of Applicant(s)

Signature of Corporate Officer

Manager - COO

Title of Corporate Officer

**Appendix A**  
**Lyft Inc. Cost Summary Q4**  
**2021**

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	621,816.65
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	701,239.66