



Summary of Transportation Network Companies' Annual Reports 2014 and 2015 submissions

Safety and Enforcement Division
Transportation Enforcement Branch





TNC Reporting Requirements

Decision 13-09-045 requires transportation network companies (TNCs) to submit reports regarding accessibility, ride details, zero tolerance complaints and collisions, and miles and hours spent driving.

- Due on September 19 each year
- Reporting period: September 1 to August 31
- TNCs that submitted reports for each reporting period

2013-2014	2014-2015
Rasier-CA, LLC	Rasier-CA, LLC
Lyft	Lyft
Sidecar	Sidecar
Summon	Summon
Wingz	Wingz
	Shuddle

- Summary charts show aggregate numbers only (i.e., not company-specific)





TNC Reporting Requirements

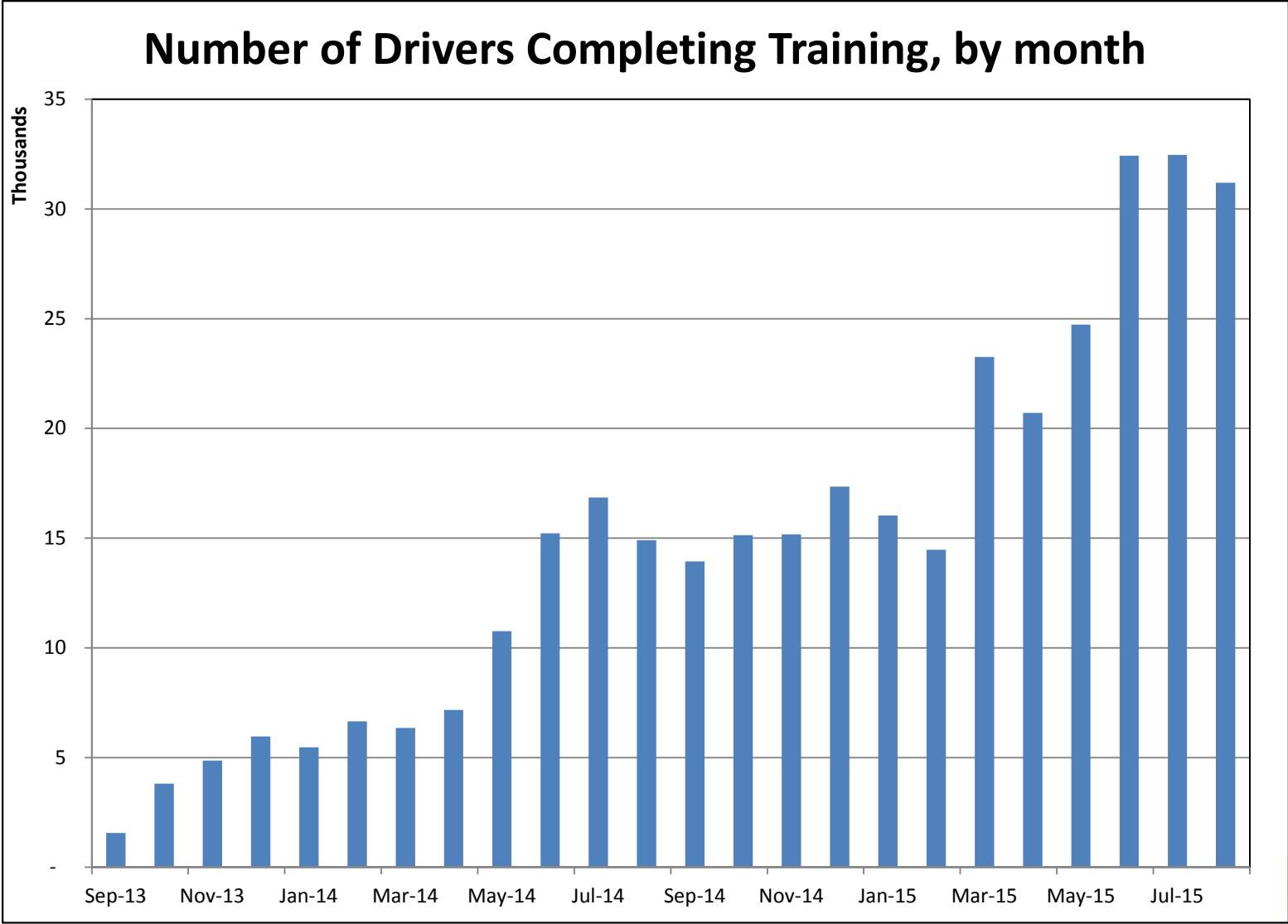
Decision 13-09-045 requires TNCs to report the following:

- Safety Requirement f: number of drivers that completed the TNC's driver training course
- Regulatory Requirement g: number and percentage of customers who requested accessible vehicles, and how often the TNC was able to comply with those requests.
- Regulatory Requirement j:
 - date, time, and zip code of each request and the concomitant date, time, and zip code of each ride that was subsequently accepted or not accepted
 - zip code of where the ride began, a column where the ride ended, the miles travelled, and the amount paid/donated
- Regulatory Requirement k:
 - number of drivers that were found to have committed a violation and/or suspended, including a list of zero tolerance complaints and the outcome of the investigation into those complaints
 - For each accident or other incident that involved a TNC driver and was reported to the TNC: date and time of the incident, cause of the incident, and the amount paid, if any, for compensation to any party in each incident, by the driver's insurance, the TNC's insurance, or any other source.
- Regulatory Requirement l: average and mean number of hours and miles each TNC driver spent driving for the TNC.





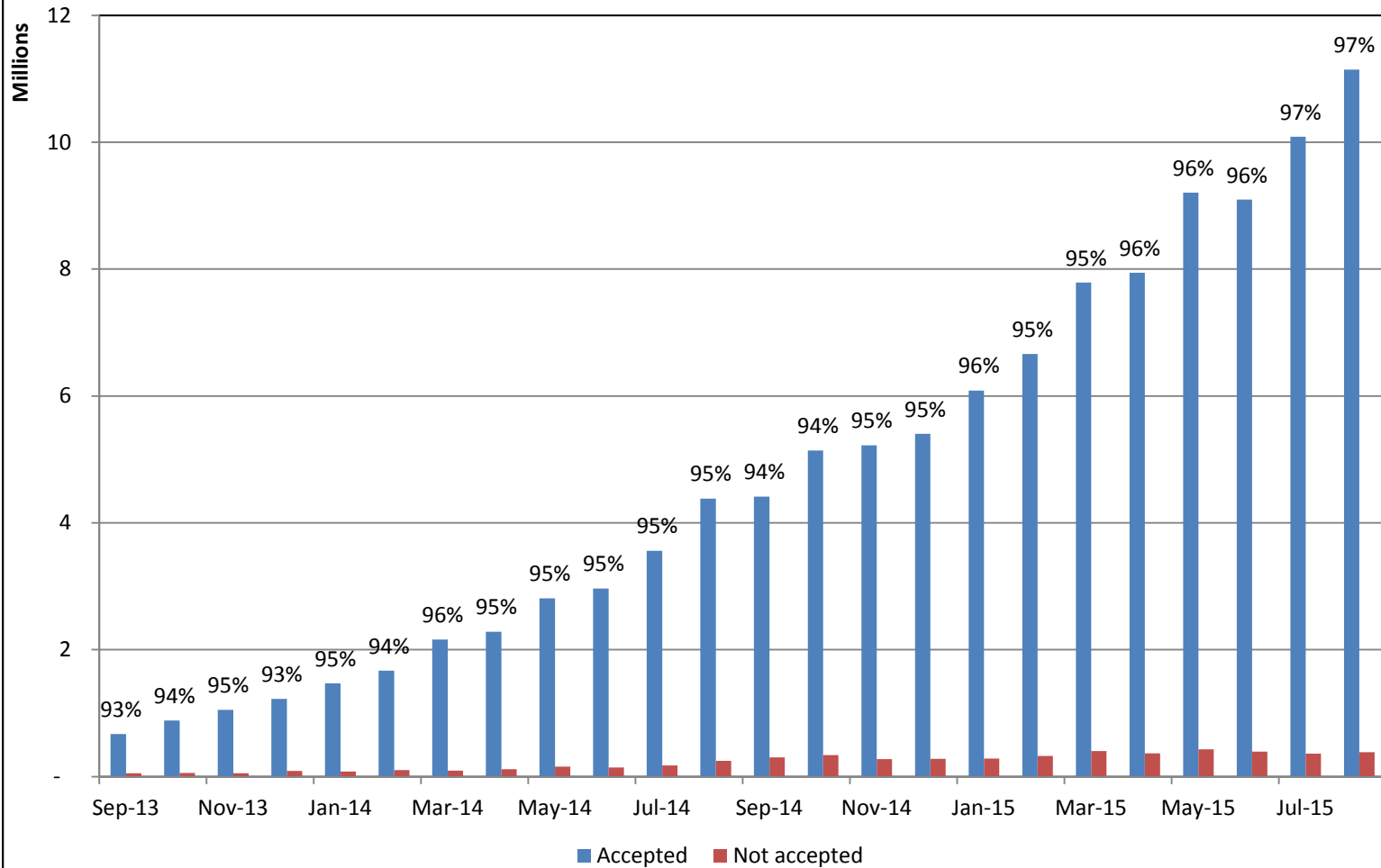
Safety Requirement f





Regulatory Requirement j

Ride Requests and Acceptance Rates



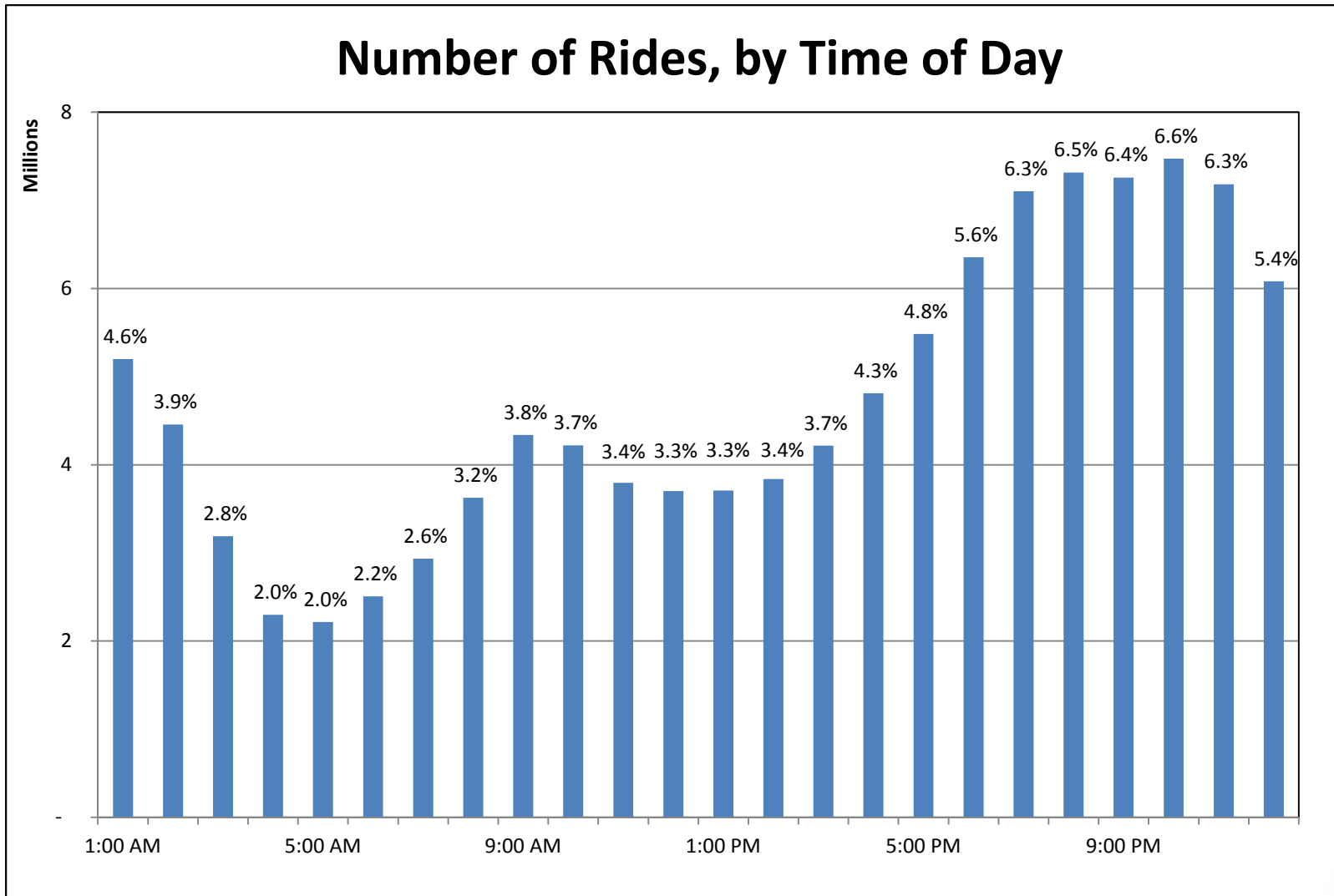
Accepted:
113.3 M

Not
accepted:
5.5 M





Regulatory Requirement j



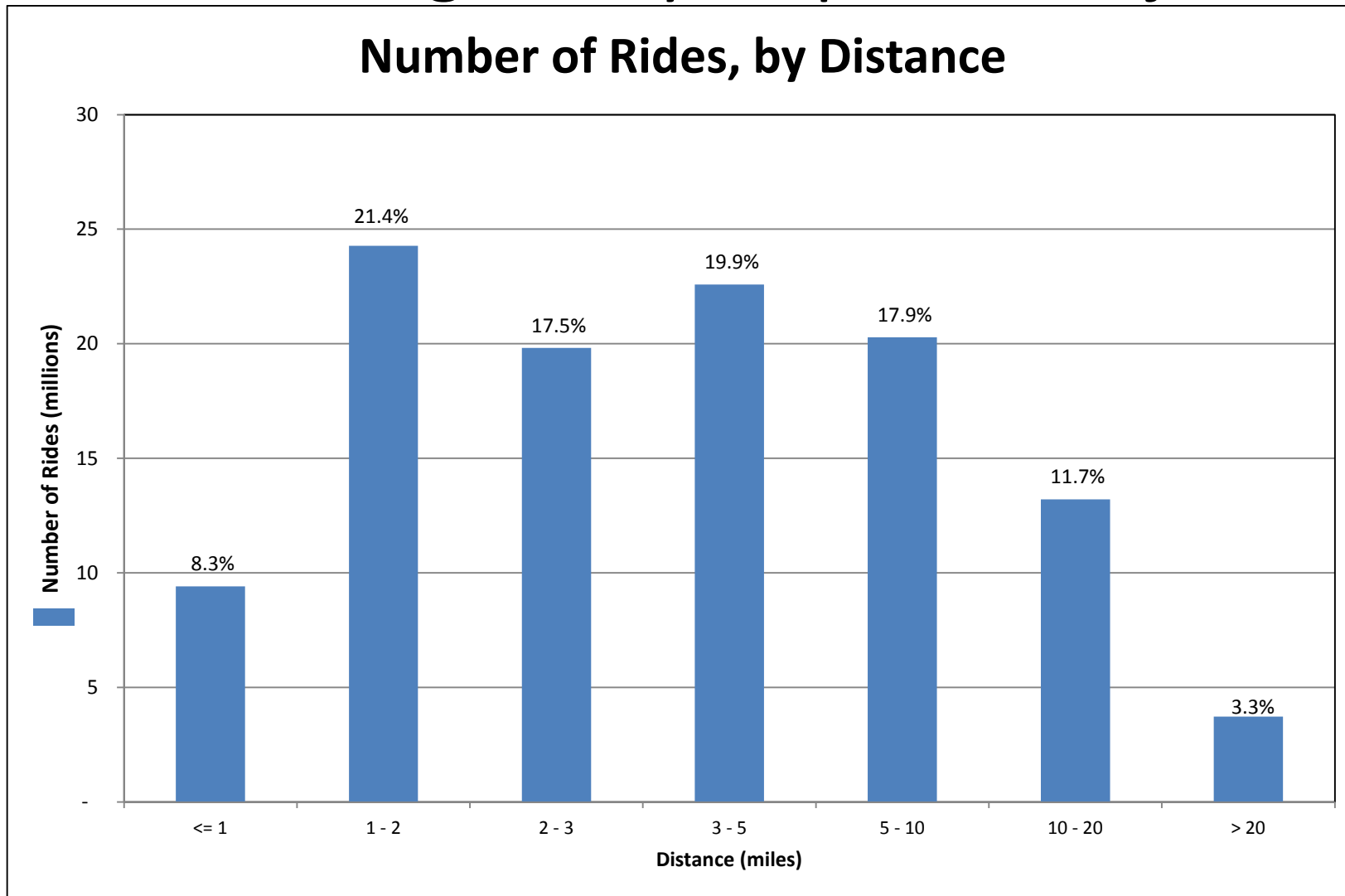
Based on 2014 & 2015 submissions





Regulatory Requirement j

Number of Rides, by Distance



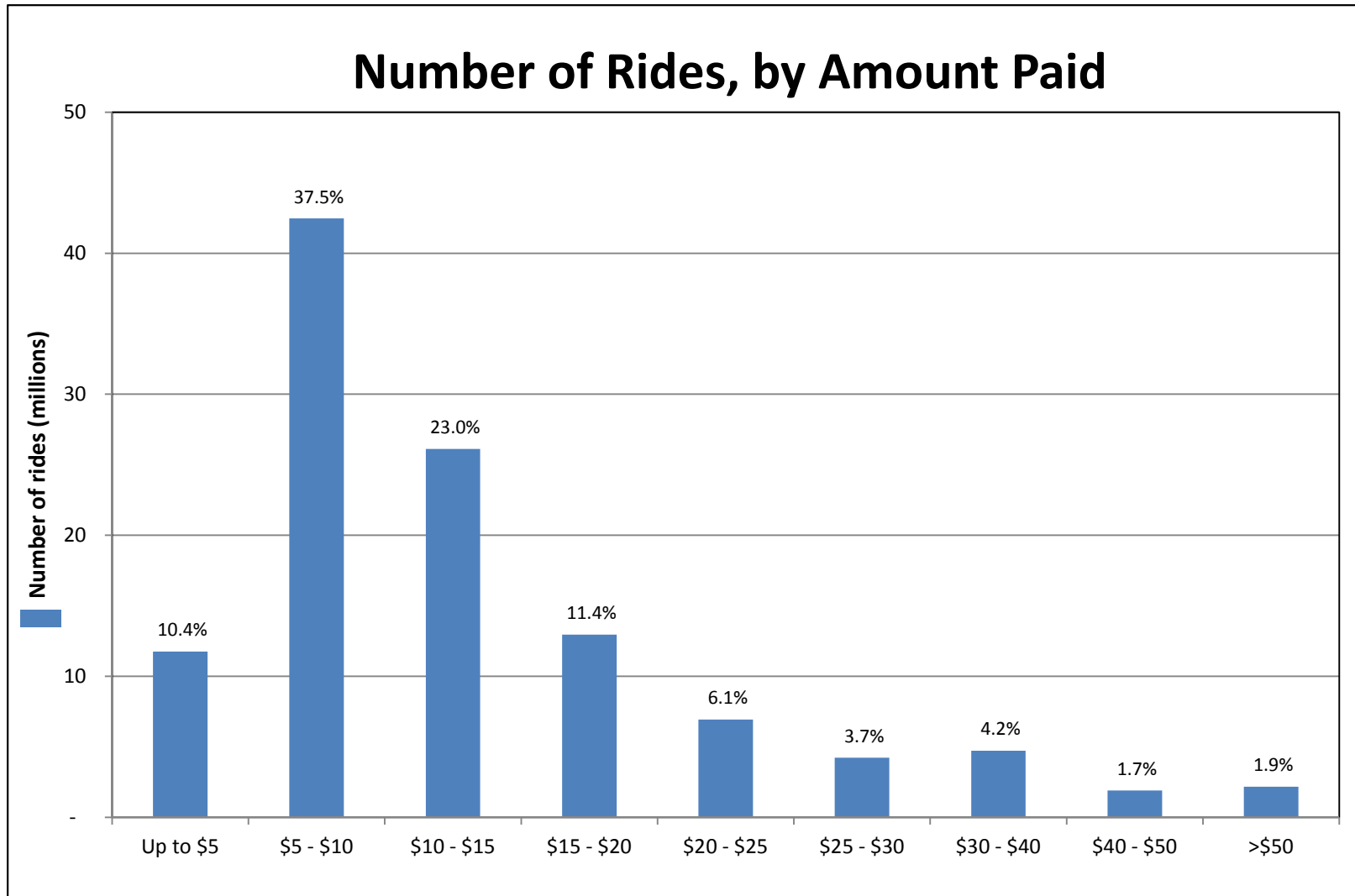
Total miles driven: 612.6 M

Based on 2014 & 2015 submissions





Regulatory Requirement j



Total amount paid: 1.6 B

Based on 2014 & 2015 submissions





Regulatory Requirement j

Comparing acceptance rates by day & time*

requests originating from 94124 (San Francisco - Bayview)

	1 am	2	3	4	5	6	7	8	9	10	11	12 pm	13	14	15	16	17	18	19	20	21	22	23	12 am	Avg.
Sunday	71%	73%	69%	82%	83%	94%	95%	88%	92%	93%	89%	91%	91%	95%	92%	86%	80%	90%	90%	90%	91%	89%	88%	82%	87%
Monday	79%	85%	88%	86%	95%	94%	91%	95%	95%	94%	93%	94%	94%	93%	89%	95%	94%	91%	94%	92%	94%	90%	90%	88%	93%
Tuesday	65%	73%	74%	87%	89%	97%	94%	91%	95%	96%	97%	93%	96%	95%	95%	95%	91%	94%	96%	91%	70%	90%	92%	79%	91%
Wednesday	80%	69%	91%	77%	94%	100%	93%	92%	94%	97%	95%	94%	90%	95%	93%	98%	97%	93%	95%	95%	91%	94%	88%	82%	93%
Thursday	71%	85%	87%	70%	90%	92%	94%	94%	95%	94%	95%	94%	96%	97%	91%	97%	96%	91%	94%	95%	90%	89%	72%	96%	92%
Friday	71%	66%	88%	92%	86%	94%	97%	93%	90%	96%	94%	96%	93%	95%	92%	94%	92%	92%	94%	94%	93%	87%	89%	68%	91%
Saturday	77%	71%	77%	91%	89%	91%	95%	92%	93%	89%	93%	90%	88%	91%	94%	89%	91%	91%	92%	93%	92%	86%	80%	84%	89%
Average	74%	73%	78%	83%	89%	94%	94%	92%	93%	94%	94%	93%	92%	94%	92%	93%	91%	92%	93%	93%	88%	88%	84%	80%	91%

requests originating from 94080 (South San Francisco)

	1 am	2	3	4	5	6	7	8	9	10	11	12 pm	13	14	15	16	17	18	19	20	21	22	23	12 am	Avg.
Sunday	83%	79%	79%	92%	87%	94%	98%	100%	93%	94%	94%	85%	95%	94%	90%	88%	86%	97%	90%	85%	93%	91%	84%	79%	90%
Monday	94%	93%	89%	91%	100%	96%	96%	92%	93%	96%	95%	96%	96%	97%	96%	95%	91%	97%	95%	92%	94%	93%	90%	85%	94%
Tuesday	78%	75%	67%	95%	100%	96%	97%	95%	96%	96%	98%	96%	93%	96%	99%	97%	95%	96%	92%	96%	95%	88%	91%	91%	95%
Wednesday	67%	68%	82%	88%	84%	94%	96%	94%	98%	96%	96%	98%	93%	97%	96%	96%	96%	96%	93%	96%	91%	86%	86%	85%	94%
Thursday	78%	70%	93%	96%	86%	97%	95%	95%	96%	98%	96%	95%	96%	97%	97%	92%	95%	96%	96%	96%	94%	91%	98%	88%	95%
Friday	79%	91%	87%	95%	97%	93%	94%	95%	91%	97%	98%	96%	96%	96%	93%	95%	97%	93%	92%	94%	98%	91%	86%	83%	94%
Saturday	89%	81%	84%	95%	95%	95%	83%	93%	94%	95%	96%	88%	90%	90%	91%	92%	94%	92%	95%	95%	91%	89%	85%	81%	91%
Average	83%	80%	82%	93%	92%	95%	94%	95%	94%	96%	96%	94%	95%	96%	95%	94%	94%	95%	93%	94%	94%	90%	88%	83%	94%

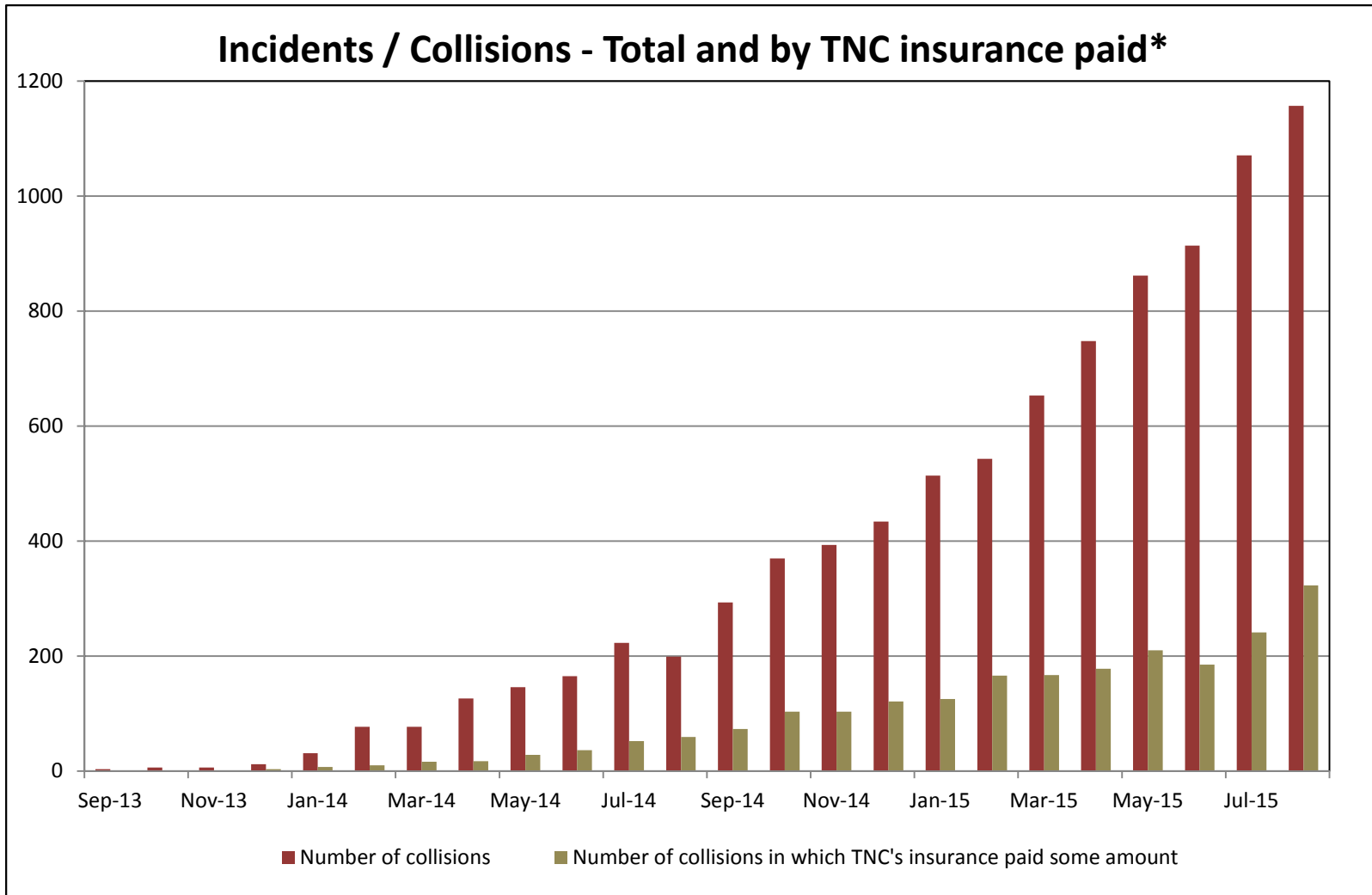


*Based on 2014 submissions; analysis of 2015 submissions is ongoing





Regulatory Requirement k



Average amount paid per incident: \$6500

*Includes pending cases

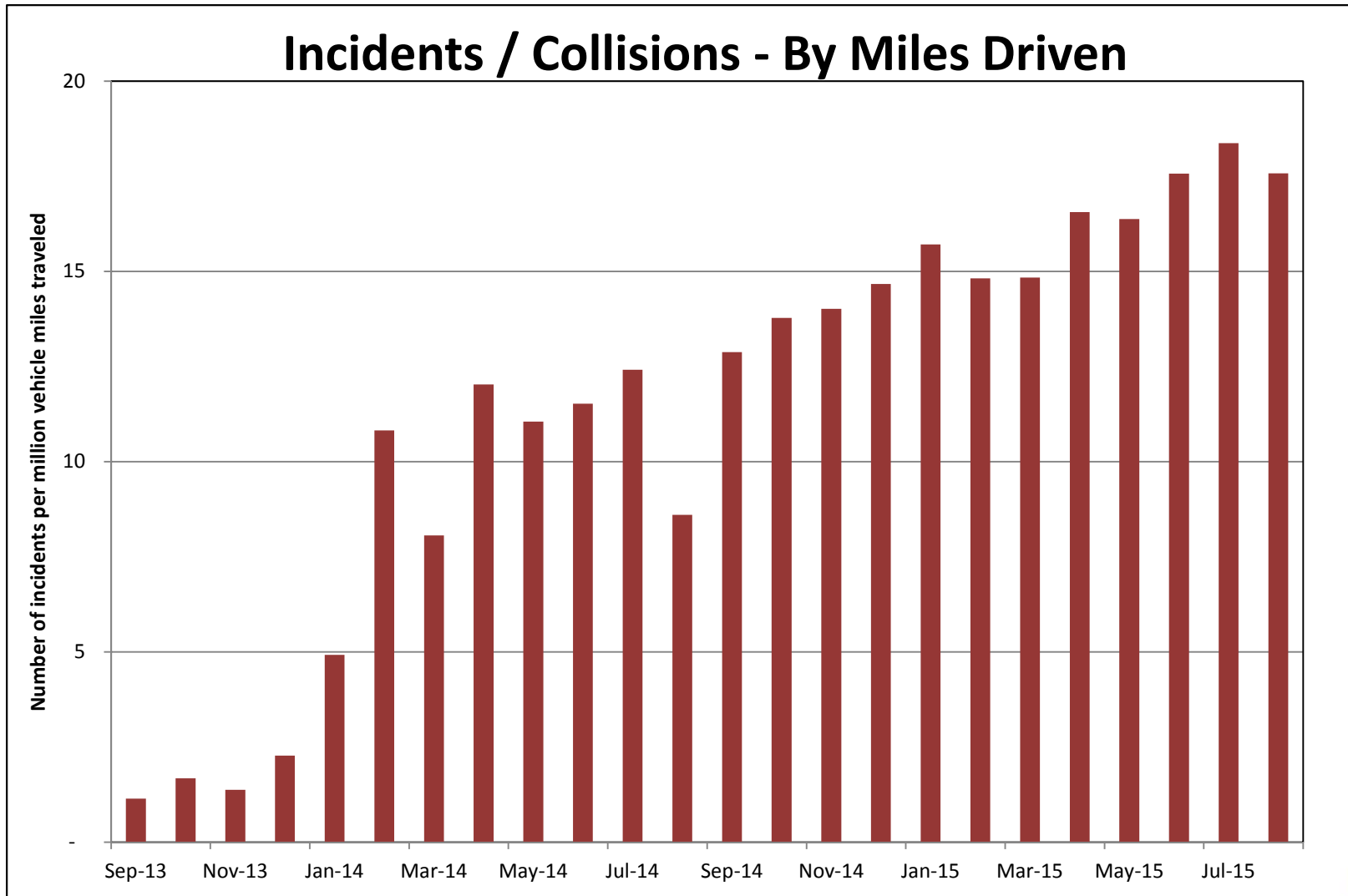
NOTE: The CPUC does not collect comparable data for passenger stage corporations or non-TNC charter-party carriers





Regulatory Requirement k

Incidents / Collisions - By Miles Driven



NOTE: The CPUC does not collect comparable data for passenger stage corporations or non-TNC charter-party carriers





Details From Incident / Collision Reports

Most incidents / collisions: rear-end, sideswipe, other minor incidents

Incidents involving passengers and/or pedestrians:

passenger opened door into traffic	>300
- bicyclist (motorcyclist, skateboarder, scooter included) ran into open door (subset of "passenger opened door into traffic")	~90
"struck" or "made contact with" or "involving" a pedestrian or bicyclist	>200
"rolled" over passenger's foot	>100

NOTE: The CPUC does not collect comparable data for passenger stage corporations or non-TNC charter-party carriers





For additional information:
www.cpuc.ca.gov/tmis
www.cpuc.ca.gov/MoveAndRide

Passenger complaint hotline:
1-800-366-4782

