

Public Utilities Commission STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Lyft Inc.

Attn: Janeé Weaver 185 Berry Street #400 San Francisco, CA 94107 File: TCP 32513 A

Citation #: T. 2025-08-006 Date: August 20, 2025 Case #: CSE-000429

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Code and the California Public Utilities Commission (CPUC) General Order (G.O.) as described below. These violations occurred during the period of January 22, 2025, to April 7, 2025.

- (1) Failure to maintain records on all drivers for the required retention period, in violation of G.O. 157-E, Part 6.01. [4 counts];
- (2) Utilized drivers who had not completed a criminal background check, in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03. [4 counts];
- (3) Failure to obtain driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06. [4 counts];
- (4) Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07. **[4 counts]**;
- (5) Failure to ensure that drivers possessed a valid California Driver's License (CDL) or in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08. [2 counts];

- (6) Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09. [4 counts];
- (7) Failure to maintain the required records of driver's personal insurance, in violation of G.O. 157-E, Part 11.18. [4 counts];
- (8) Failure to provide passengers with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1. [4 counts]; and
- (9) Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved, in violation of G.O. 157-E, Part 11.23. [4 counts]

STATEMENT OF FACTS

The above violation is documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

TEB used the Penalty Assessment Methodology adopted in Resolution M-4846 and considered mitigating and exacerbating factors in setting the fine.

You are hereby called upon to answer this citation on or before September 9, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to Pub. Util. P.U. Code Section 5378. Submit your check or money order payable to CPUC using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund, and the Commission staff will deem the matter closed, **or**
- (2) Contact the Supervisor below to make payment arrangements, or
- (3) Contest this Citation by filing an Appeal. See attached document "How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal."

If you fail to respond by September 9, 2025, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The Commission may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.

Tic Hooks

Eric Hooks

Program and Project Supervisor Transportation Enforcement Branch

Telephone number (415) 703-2302

E-mail address: eric.hooks@cpuc.ca.gov

Cc: Lyft Janeé Weaver, Counsel, Regulatory, jweaver@lyft.com

Kenneth Bruno, Chief- Transportation Enforcement Branch, CPUC <u>kenneth.bruno@cpuc.ca.gov</u>

INVESTIGATION REPORT

CARRIER NAME: Lyft, Inc.

Corporation No. C3181802, Active

OFFICERS: Kevin Chen, Assistant Secretary

Kristin Sverchek, President

John David Risher, Chief Executive Officer

Lisa Blackwood-Kapral, Chief Accounting Officer

Erin Brewer, Chief Financial Officer

Lindsey Llewellyn, General Counsel and Secretary

AUTHORITY: Transportation Network Company (TNC) 32513 A, Active

MAILING ADDRESS: 185 Berry St #400, San Francisco, CA 94107

PHONE/EMAIL: (415) 475-8459 / marketcompliance@lyft.com

VEHICLES: None

EMPLOYEE

-DRIVERS: None

PL&PD¹ Mobilitas Insurance Company of Arizona

INSURANCE: Policy Number: , Effective Date: 10/1/2024

COMMERCIAL Mobilitas Insurance Company of Arizona

LIABILITY: Policy Number: , Effective Date: 10/1/2024

WORKERS'

COMPENSATION

INSURANCE: None

DRUG

CONSORTIUM: None

¹ Public Liability and Property Damage (PL&PD)

INTRODUCTION

The Transportation Enforcement Branch (TEB) of the Consumer Protection & Enforcement Division (CPED) of the California Public Utilities Commission (CPUC) investigated Lyft, Inc. (hereinafter referred to as Lyft), for Illegal Application Use, which was discovered during routine enforcement by the Los Angeles International Airport (LAX) Airport Police Department (APD) and San Francisco International Airport (SFO) Ground Transportation Unit (GTU) Investigators in 2025. LAX APD and the SFO GTU Investigators conducted commercial inspections, which included checking TNC application (app) profiles of the drivers of the vehicles. SFO GTU Investigators determined that numerous driver profiles on the app did not match the drivers performing or waiting to perform a ride. Based on SFO GTU Investigators, SFO administrative citations were issued to the drivers operating without authority. Based on the LAX APD operations, a LAX misdemeanor citation, LAX administrative warning, or both, were issued to the driver operating without authority. The LAX violation resulted in the impoundment of the driver's vehicles by LAX APD.

HISTORY OF ENFORCEMENT

Enforcement case records show Lyft has a history of violating the CPUC's rules and regulations, as detailed below.

Prior Case (CSE-000053): On March 15, 2024, CPUC's Transportation Enforcement Analyst, Shantanro Taylor, served Lyft with citation T.24-03-003 in the amount of \$20,000.00 for illegal app use on airport property **[Attachment 1]** as follows:

- Failure to maintain records on all drivers for the required retention period;
- Utilized drivers who had not completed a criminal background check;
- Failure to obtain driver's Department of Motor Vehicles driving records and ensure a compliant driving history;
- Failure to notify a driver with required training;
- Failure to ensure that drivers possess a valid California Driver's License, or in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory;
- Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection;
- Failure to maintain the required records of the driver's personal insurance;
- Failure to provide passengers with proper driver information disclosures; and

 Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved.

VIOLATIONS

TEB investigated Lyft for the period of January 22, 2025, through April 7, 2025, and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and the CPUC's General Order (G.O.) 157-E. Administrative Citations have been issued to three drivers operating out of SFO:

[Attachment 2],

[Attachment 3], and

[Attachment 4]. Additionally, a Misdemeanor Citation was issued to , who was operating out of LAX [Attachment 5]. SFO GTU Investigators and LAX APD revealed that these drivers operated for one day and conducted one trip as unauthorized drivers on the Lyft platform [Table 1, Attachments 2-5].

Table 1 – Illegal App Use

Date	Drivers Name	Citation	Airport	Profile	Make/License Plate#
				Holder	
01/22/25		45143	SFO		Mitsubishi Outlander /
02/12/25		47128	SFO		Honda Civic /
02/13/25	*	47200	SFO		Ford Fusion /
04/07/25		J457005	LAX		Hyundai Elantra /

^{*}No California Driver's License

• Failure to maintain records on all drivers for the required retention period, in violation of G.O. 157-E, Part 6.01. [4 counts]

Every carrier shall institute and maintain in its office a set of records that reflect information as to the services performed, including waybills. Lyft has failed to maintain such records for drivers listed in **Table 1**.

Utilized drivers who had not completed a criminal background check, in violation of Pub.
 Util. Code Section 5445.2 and G.O. 157-E, Part 11.03. [4 counts]

The background screening for each TNC driver must be conducted prior to allowing the driver to operate on the TNC's platform and repeat at least once per year thereafter, for as long as the TNC driver is authorized to operate on the TNC's platform. As of January 22, 2025, through April 7, 2025, these

drivers listed in **Table 1** were not authorized profile holders, nor had they undergone a criminal background check to be authorized for operation on the TNCs platform.

• Failure to obtain driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06. [4 counts]

TNCs shall obtain each TNC driver's driving record before the driver begins providing service and quarterly thereafter. Lyft failed to obtain the driving records for the drivers listed in **Table 1** prior to their operation on the Lyft platform.

• Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07. [4 counts]

TNCs shall establish a driver training program to ensure that all drivers are safely operating the vehicle prior to the drivers being able to offer service. Drivers had not participated in any driver-required training program with Lyft before offering service to the public.

• Failure to ensure that drivers possessed a valid California Driver's License (CDL) or in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08. [2 counts]

TNC drivers must possess either: (a) a valid CDL or (b) in the case of a nonresident dependent of an active military member, a valid driver license issued by the other state or territory of the United States in which the member or dependent is a resident, be at least 21 years of age, and must provide at least one year of driving history before providing TNC services. Lyft failed to verify if the drivers possessed a valid driver's license before providing service. At the time of detainment, SFO GTU Investigators discovered that and did not have a driver's license in their possession.

• Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09. [4 counts]

Each TNC must ensure that each personal vehicle used by its TNC drivers complies with all applicable regulations, including but not limited to the insurance requirements, a 19-point vehicle inspection performed at a California Bureau of Automotive Repair-licensed facility, and trade dress

rules. My investigation revealed that the vehicles in **Table 1** have not undergone the required 19-point inspection.

• Failure to maintain the required records of driver's personal insurance, in violation of G.O. 157-E, Part 11.18. [4 counts]

TNCs shall obtain proof of insurance from each TNC driver before the driver begins providing service and for as long as the driver remains available to provide service. Lyft did not verify Personal Liability & Property Damage (PL&PD) insurance for the drivers in **Table 1** prior to the drivers providing transportation service

• Failure to provide passengers with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1. [4 counts]

A TNC shall provide all the following information to a passenger on its online-enabled application or platform at the time the passenger is matched with a TNC driver: (a) the driver's first name and picture of the driver, (b) an image of the make and model of the TNC driver's vehicle, and (c) the license plate number of the TNC driver's vehicle. On the dates listed in **Table 1**, the TNC driver's information and vehicle were different from the profile information on file with Lyft.

• Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved, in violation of G.O. 157-E, Part 11.23. [4 counts]

TNCs shall not conduct any operations on the property of or into any airport unless such operations are authorized by the airport authority involved. LAX APD and the SFO GTU Investigators cited the drivers for not having an airport permit granting them the authority to operate at LAX and SFO.

DECLARATION

I have read the foregoing and know the contents thereof, and I declare under penalty of perjury that the foregoing is true and correct, except as to those matters stated on information and belief, and as to those matters, I believe to be true.

Executed on August 20, 2025, in Los Angeles, California.

Shantanro Taylor, Sr. Enforcement Analyst IV

Consumer Protection and Enforcement Division

Transportation Enforcement Branch Email: <u>Shantanro.Taylor@cpuc.ca.gov</u>

Telephone: 213-620-6480

Shantanro Taylor

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- Attachment 4. SFO Administrative Citation #47200
- Attachment 5. LAX APD Misdemeanor Citation #J457005

ATTACHMENT 1



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE

To: Lyft, Inc. 185 Berry Street #5000 San Francisco, CA 94107

File: TCP 32513 A Citation # T.24-03-003 Date: March 15, 2024 Case #: CSE000053

VIOLATIONS

You are hereby cited with having violated section(s) of the Public Utilities (Pub. Util.) Code and a Commission General Order (G.O.) as described below. These violations occurred on October 11, 2022.

- (1) Failure to maintain records on all drivers for the required retention period, in violation of G.O. 157-E, Part 6.01 [1 count];
- (2) Utilized drivers who had not completed a criminal background check in violation of Pub. Util. Code Section 5445.2, and G.O. 157-E, Part 11.03 [1 count];
- (3) Failure to obtain a driver's Department of Motor Vehicle driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G. O. 157-E, Part 11.06 [1 count];
- (4) Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07 [1 count];
- (5) Failure to ensure that drivers possessed a valid California Driver's License or in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08 [1 count];
- (6) Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09 [1 count];

- (7) Failure to maintain required records of driver's personal insurance, in violation of G.O. 157-E, Part 11.18 [1 count];
- (8) Failure to provide passengers with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1 [1 count];
- (9) Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved, in violation of G.O. 157-E, Part 11.23 [1 count].

STATEMENT OF FACTS

The above violations are documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

You are hereby called upon to answer this citation on or before April 5, 2024. By way of such answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to P.U. Code Section 5378. (Submit your check or money order payable to California Public Utilities Commission using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund and the Commission staff will deem the matter closed, or
- (2) Contact the Supervisor below to make payment arrangements, or
- (3) Contest this Citation by filing an Appeal. See the attached document "How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal."

If you fail to respond by April 5, 2024, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The Commission may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.

Eric Hooks

Program and Project Supervisor

Cric Hooks

Consumer Protection and Enforcement Division

Transportation Enforcement Branch

Telephone number: (415) 703-2302

E-mail address: Eric. Hooks@cpuc.ca.gov

Cc: Janeé Weaver, Regulatory Compliance Counsel, Lyft jweaver@lyft.com

Kenneth Bruno, Chief – Transportation Enforcement Branch, CPUC kenneth.bruno@cpuc.ca.gov

ATTACHMENT 2

California Public Utilities Commission Transportation Informal Complaint Tracking System Printed as of 28-JAN-2025 14:21:01

FIIII LEG AS OL 20-UMN-2025 14:21:01				
Case #	20250038			
Inquiry Type Carrier Type	Written Passenger Carrier			
Received by Area Office Area Office Assigned District Office Transfered To Representative	Los Angeles Mary Sekyi-Appiah			
Received Date				
COMPLAINANT: MTR/PSG/CA#. DBASFO G' Name.SFO G' Address. City/St/Zip. Phone. Email.	·			
DEFENDANT: MTR/PSG/CA# DBA Name Address				

COMPLAINT DESCRIPTION:

Lyft App Sharing

DISPOSITION DESCRIPTION:

Referred to enforcement

City/ST/Zip...

California Public Utilities Commission Transportation Informal Complaint Tracking System Passenger Carrier Violation(s) Printed as of 28-JAN-2025 14:21:01

Failure to insure all equipment
Failure to register interstate operations
GO 157/158
Loss or Damage
No operating authority
No worker's compensation
Operations while suspended
C Other
Service
Unlicensed sub-carriers
Advertising without a permit

Date: 1/22/2025 Time: 12:56 PST Day: Wednesday

Plate #: VIN #:
Make: Mitsubishi Model: Outlander

Style: Color: Silver

Make: Mitsubishi Model: Outlander
Driver Id:

TCP #: 032513.

Company: Lyft Inc Location: TNC Lot 3

Violated Rules and Regulations

4.7(A) Failure to comply with permit terms, directives, and requirements of Rule 4.7(A)

Comment: Driver using another person's account,

Issuing Authority: GTC Issuer id: 110

FINES SHALL BE ASSESSED PER RULE 14 OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT.

.

From: Faye Bremer (AIR)

Transportation Safety Complaints

Cc: Ricky San (AIR); SFO-GTC Investigators; Taylor, Shantanro; Bui, Nicholas; Hooks, Eric

Subject: [EXTERNAL] SFO REFERRAL - LYFT APP SHARING

Date: Monday, January 27, 2025 3:34:16 PM

Attachments: Outlook-SFO.png Citation 45143.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

On January 22, 2025 at approximately 1255hrs in TNC Lot 3, while conducting joint
enforcement with CPUC Analyst Taylor and her CPUC team (Sod, James), I came across
a parked silver Mitsubishi Outlander LP# which I had previously requested on
01/14/2025 to have removed from the platform. I approached the driver and asked to
see his account and I observed the photo of the individual on the Lyft app did not match
the actual driver. The name on the Lyft account was "I then proceeded
to ask the driver who's account he was using, and he initially said "that's my daughter."
A few moments later he said "that's my friend." I asked to see his identification, and he
provided me with a Brazilian Identification card and the name noted was
I then requested for assistance from the CPUC team to further look into the
account. Sod had come forward to assist, and then CPUC Analyst Taylor came to assist
me after I had informed her that the driver did not have a CA Driver's license. CPUC
Taylor then requested to see the driver's CADL and he provided her with one. The name
and photos matched on the CADL and on the Brazilian Identification card. The driver
was informed that app sharing was prohibited and was instructed to leave the Airport
mmediately.
The incident that had occurred that had put LP# on my radar was in regard to a
separate vehicle that I had encountered the week prior that was using a placard with this
icense plate. On January 14, 2025, while Investigator Ricky and I were conducting
enforcement observations at TNC Lot 3 and Spine Rd, I had observed a grey Mitsubishi
Outlander, with no front LP, a damaged front bumper and missing grill, with a temporary
ear LP (Care and a second to an Arizona license plate. When I tried to find this
emporary LP on SFOCite, nothing came up. I approached the driver and asked to see
his app and it showed that he was using later than as his LP, and he was using a
placard for a different vehicle LP#

The driver became very agitated with my questions regarding all the issues I had mentioned above, and began twisting my words around and was raising his voice while

speaking to me. He stated that the placard was for his previous vehicle, and this was his new vehicle which just didn't have a placard yet. He then asked to speak to my manager, so I requested Ricky meet me at Lot 3. I informed the driver that I would be confiscating this placard since it was not for this vehicle, and to not return to the airport until he had a front LP and placard for LP# operations. Then he informed me that he still had LP# and would leave now to pick up the other vehicle at home. I reminded him that he had requested to speak to my manager and that he was walking towards us now. When Investigator Ricky arrived, he became more aggressive in his tone towards me and Ricky. When Ricky asked for the SFO Placard, the driver threatened to rip it and began yelling at Ricky and started filming us. I ran LP# on SFOCite and found that it was currently operating under Lyft at the Airport at that very moment. The driver stated that his cousin was using vehicle LP# and had multiple SFO placards for that vehicle.

We informed him again that we would be confiscating the placard and that in order for him to operate LP would need a placard, and a license plate affixed to the front and that his LP on his vehicle and the LP on his app did not match and would need to be corrected. We informed him that we would be following up to see if there was any account sharing involved. His overall behavior, the physical state of his vehicle, the taped temporary LP to an Arizona plate, using a placard for another vehicle, using an incorrect LP on the app, along with our findings in the field were all very concerning. Uber and Lyft were notified, and they informed us on January 15th that were removed from the platform.

I have attached photos here for both incidents, and Citation# 45145 issued to Lyft for the January 22nd incident. Please let me know if there is anything else needed.

Thank you,

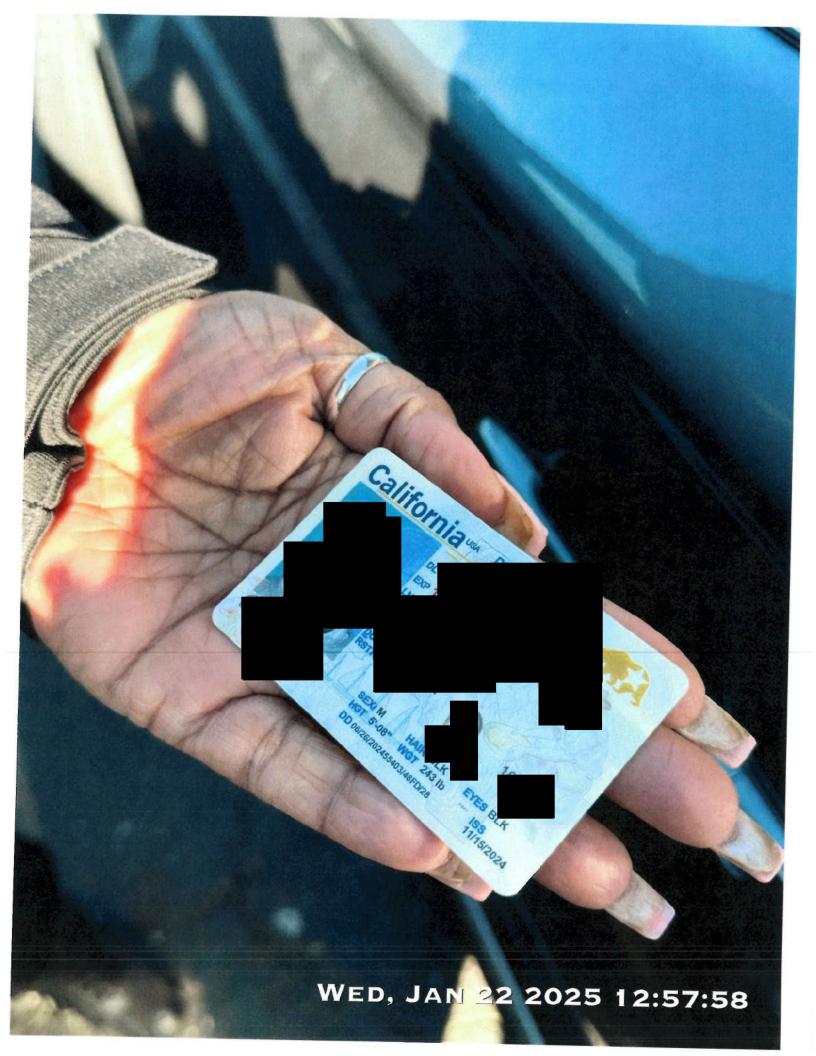


Faye Bremer

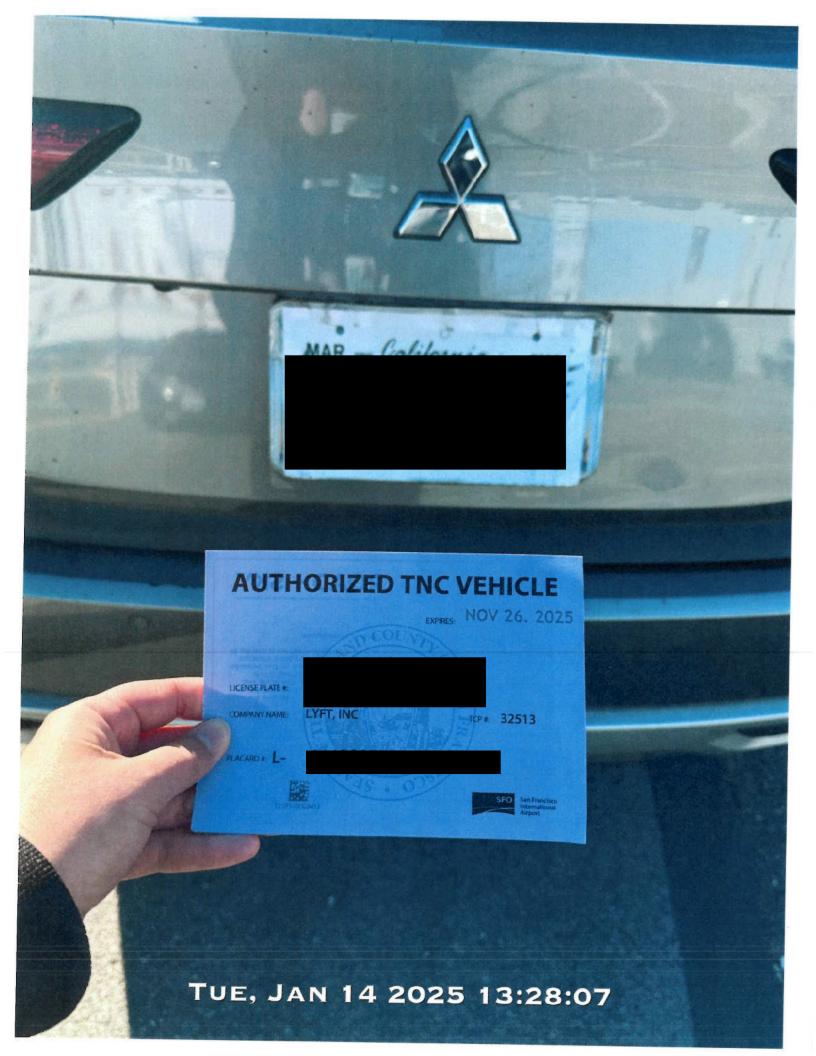
Compliance Investigator | Ground Transportation Unit | Airport Services San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128 Tel 650-821-3600 | Fax 650-821-3606 | flysfo.com/gtu

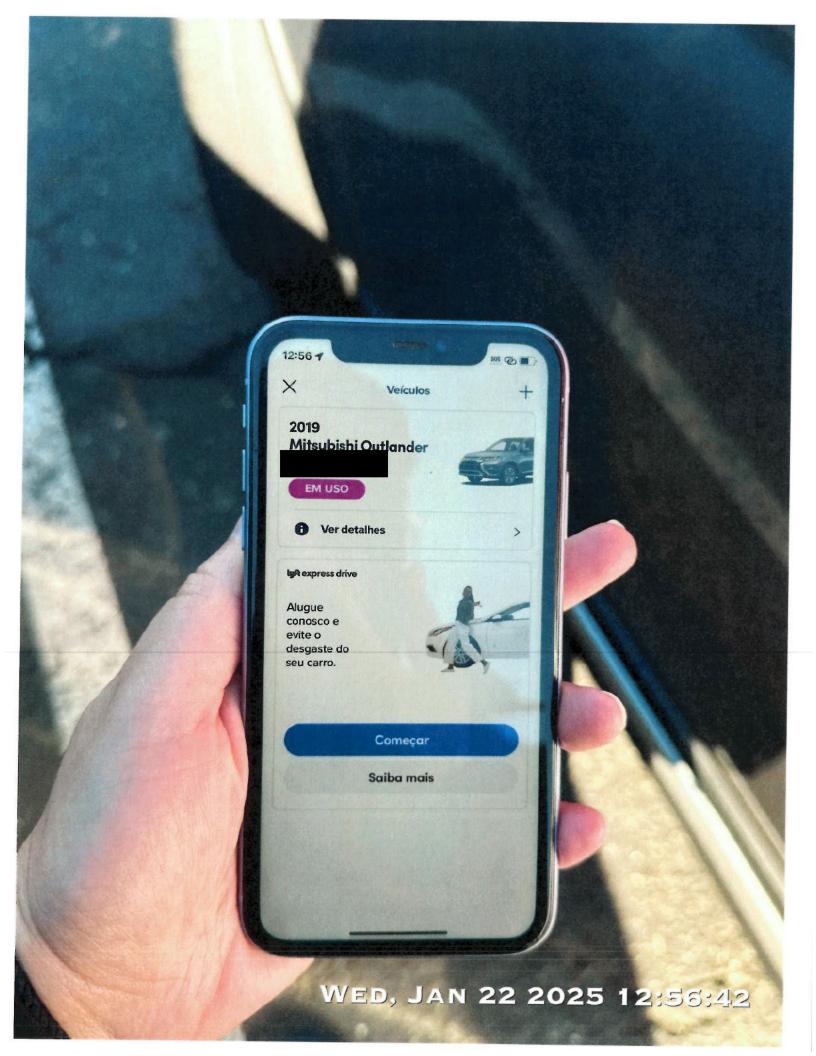
Facebook | Twitter | YouTube | Instagram | LinkedIn

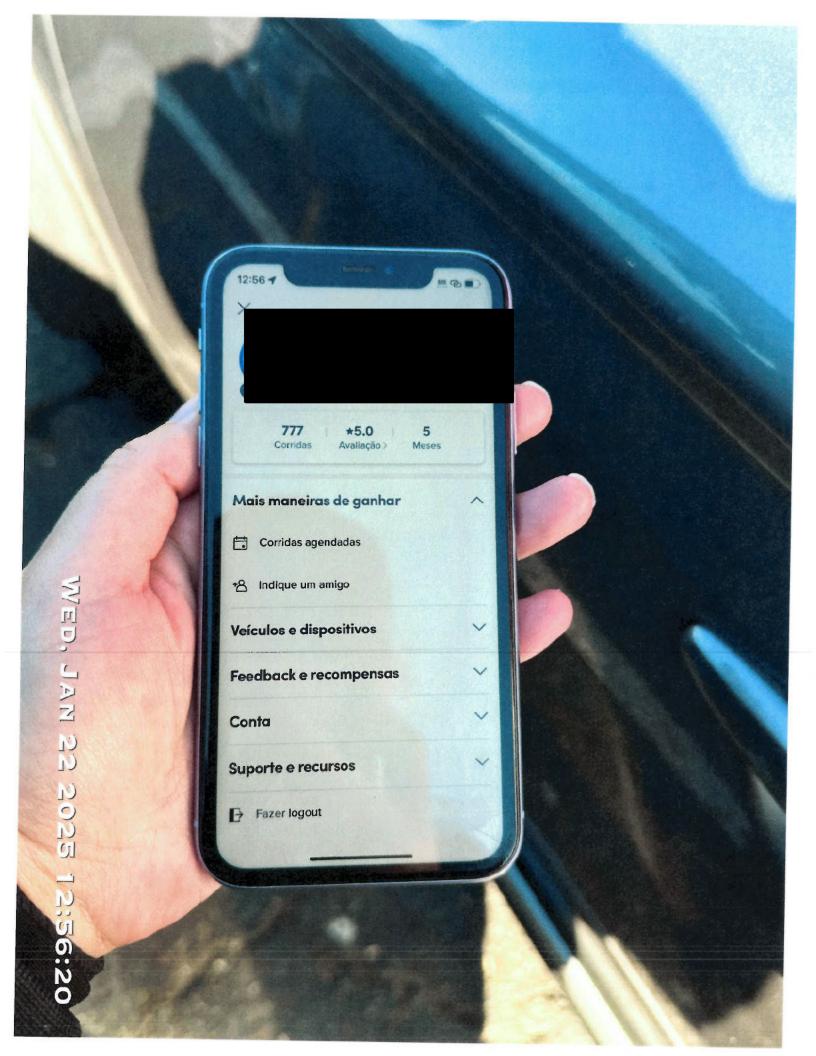
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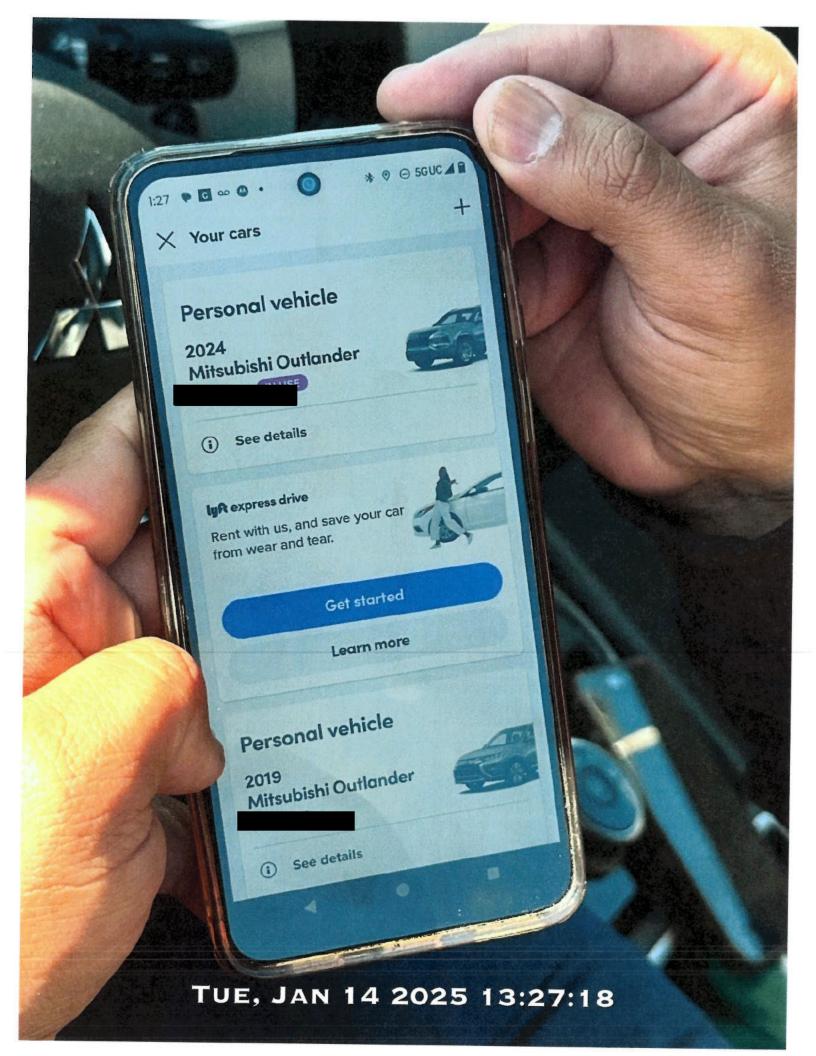












ATTACHMENT 3

California Public Utilities Commission Transportation Informal Complaint Tracking System Printed as of 24-FEB-2025 13:08:22

	AD 2025 15.100.22		
Case #	20250068		
Inquiry Type	Written Passenger Carrier		
Received by Area Office Area Office Assigned District Office Transfered To	Sacramento		
Representative	Kingsley Melton		
Received Date	14-FEB-2025 24-FEB-2025		
COMPLAINANT: MTR/PSG/CA#. DBA SFO GTU Name SFO GTU Address City/St/Zip Phone Email			
DEFENDANT: MTR/PSG/CA#. DBA Name Address City/ST/Zip.			

COMPLAINT DESCRIPTION:

Unlicensed driver sharing Lyft app and vehicle with licensed driver.

DISPOSITION DESCRIPTION:

Referred to enforcement/AEU

Phone.....

California Public Utilities Commission Transportation Informal Complaint Tracking System Passenger Carrier Violation(s) Printed as of 24-FEB-2025 13:08:22

Failure to insure all equipment
Failure to register interstate operations
GO 157/158
Loss or Damage
No operating authority
No worker's compensation
Operations while suspended
C Other
Service
Unlicensed sub-carriers
Advertising without a permit

Date: 2/12/2025 Time: 17:58 PST Day: Wednesday

Plate #: VIN #: 8070

Make: Honda Model: Civic Style: 4 Door Color: Gray

Driver Id: **Driver First Name**

Driver Last Name: TCP#: 032513

Company: Lyft Inc.

Location: TNC Lot 3

Violated Rules and Regulations

Failure to comply with permit terms, directives, and requirements of Rule 4.7(A)

4.1(C) Failure to Comply with All Posted Signs and Road Markings

Other See Notes

4.1(A) Violation of Traffic Rules

Comment: Traffic rule - CVC 22101(d) - prohibited u-turn - sign posted, operating as TNC not assigned to account holder/profile - suspected account sharing.

Issuing Authority: SFPD Issuer Id: 1554

FINES SHALL BE ASSESSED PER RULE 14 OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT.

From: Ricky San (AIR)

To: Transportation Safety Complaints

Cc: SFO-GTC Investigators; Taylor, Shantanro; Hooks, Eric

Subject: [EXTERNAL] SFO Referral - Lyft - App-Sharing Violations - 02/14/25

Date: Friday, February 14, 2025 9:24:38 AM Attachments:

Outlook-SFO.png

Lyft ·

Citation 47200.pdf Citation 47128.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

SFPD GTU Officers caught two app. sharing violations for Lyft on 02/12/25 and 02/13/25, see attachment. Note: photos were not taken. Reference below.

& Citation_47128

& Citation_47200

Let me know if you need anything else.

Thanks



Ricky San

Ground Transportation Investigation Manager, Landside Operations | Airport Services San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128 Tel 650-821-6542 | flysfo.com

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From: Pak, Greg (POL) To: Annie Chung (AIR)

Mora, Alvaro (POL): Poon, Angel (POL); Wong, Charles (POL); Ricky San (AIR)
Lyft - (Cc:

Subject:

Date: Wednesday, February 12, 2025 7:20:30 PM

Attachments: Outlook-2psix435.png

Good evening Ms. Chung,

On 2712/2025, Officer Mora and I were conducting TNC complian	ice checks at Staging Lot 3
when we observed a gray Honda Civic bearing CA plat	traveling east on Spine Rd to
west on Spine Rd at the Cell Phone Lot make a prohibited u-turn.	The vehicle continued into
Staging Lot 3 and parked just past the lot attendant's booth. Base	
violation, we contacted the driver and identified him as	
Colombian driver's license.	ot to use the restroom. A
visual inspection of the vehicle showed that there were Lyft trade	
and rear of the vehicle and a SFO TNC placard was displayed on t	
and the second s	ver and he would not
answer. I conducted a check of the license plate and confirmed the	
platform. I asked I he was the account holder for Lyft ar	7.5
his friend as unable to provide and eviden	
fact under Pipe Slendi. I then asked to see the vehicle registration	
1/3/0/2/1 E	se. The circumstances lead
me to believe that this is a case of unauthorized account sharing.	
placard.	
Based on the fact that did not possess a valid U.S. driver	's license, he was given an
opportunity of have a driver with a valid U.S. driver's license take p	
	sessed a valid CDL.
	occour a valla ODE.
request that any association of CA plate	s of
The special property trainings, and gives	be removed from
	C. P. Harrison C. D. C. Carlos C. P. C. P. C.

SFOCite #47128 was issued pursuant to the violations.

Respectfully submitted,

Officer Gregory Pak #1554

Officer Gregory Pak #1554 San Francisco Police Department Airport Bureau - Patrol Division Ground Transportation Unit P.O. Box 8097 820 Stanton Road Burlingame, CA 94128 (650) 821-7190 Main (650) 821-7094 Desk (415) 660-8656 Mobile



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ATTACHMENT 4

California Public Utilities Commission Transportation Informal Complaint Tracking System Printed as of 24-FEB-2025 09:39:49

7 I I I I I I I I I I I I I I I I I I I				
Case #	20250067			
Inquiry Type Carrier Type	Written Passenger Carrier			
Received by Area Office Area Office Assigned District Office Transfered To Representative				
Received Date	24-FEB-2025			
COMPLAINANT: MTR/PSG/CA# DBASFO GTU NameSFO GTU Address City/St/Zip Phone Email				
	FINC.			

COMPLAINT DESCRIPTION:

Lyft account holder sharing account with non-authorized driver

DISPOSITION DESCRIPTION:

Referred to enforcement/AEU

California Public Utilities Commission Transportation Informal Complaint Tracking System Passenger Carrier Violation(s) Printed as of 24-FEB-2025 09:39:49

Failure to insure all equipment
Failure to register interstate operations
GO 157/158
Loss or Damage
No operating authority
No worker's compensation
Operations while suspended
Other
Service
Unlicensed sub-carriers
Advertising without a permit

From:

Ricky San (AIR)

To:

Transportation Safety Complaints

Cc:

SFO-GTC Investigators; Taylor, Shantanro; Hooks, Eric

Subject: Date:

[EXTERNAL] SFO Referral - Lyft - App-Sharing Violations - 02/14/25

Attachments:

Friday, February 14, 2025 9:24:38 AM

Citation 47200.pdf Citation 47128.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

SFPD GTU Officers caught two app. sharing violations for Lyft on 02/12/25 and 02/13/25, see attachment. Note: photos were not taken. Reference below.

1. CA Citation_47128

2. CA & Citation_47200

Let me know if you need anything else.

Thanks



Ricky San

Ground Transportation Investigation Manager, Landside Operations | Airport Services San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128 Tel 650-821-6542 | flysfo.com

Facebook | Twitter | YouTube | Instagram | LinkedIn

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 Date: 2/13/2025
 Time: 20:51 PST
 Day: Thursday

Plate #: VIN #:

Make: Ford Model: Fusion Style: 4 Door Color: White

Driver Id: 1767747963983274104

Driver First Name:
Company: Lyft Inc Driver Last Name:
TCP #: 032513

Location: TNC Lot 3

Violated Rules and Regulations

4.7(A) Failure to comply with permit terms, directives, and requirements of Rule 4.7(A)

Other See Notes

Comment: Lyft account holder sharing account with non-authorized driver.

Issuing Authority: SFPD Issuer Id: 1554

FINES SHALL BE ASSESSED PER RULE 14-OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT.

From:

Pak, Greg (POL)

To:

Annie Chung (AIR)

Cc:

Mora, Alvaro (POL); Poon, Angel (POL); Wong, Charles (POL); Ricky San (AIR)

Subject:

Lyft - CA

Date:

Thursday, February 13, 2025 9:19:40 PM

Attachments:

Outlook-plefnakt.pna

Good evening Ms. Chung,

On 2/13/2025, Officer Mora and I were dispatched to Staging Lot #3 regarding a non-injury
accident and the TNC drivers were having issues exchanging information. Upon our arrival,
both parties to the accident were on scene and cooperative. The driver of a white Ford Fusion
bearing CA plate who was involved in the accident did not possess a driver's
license. The driver was identified as
Officer Mora and I conducted our investigation which revealed that Salinas was using his
father's Lyft account to work. The Lyft account profile was under which was
confirmed on the cellular phone that the
Lyft account profile had the aforementioned vehicle plate assigned to the account. However,
the vehicle was registered to Our investigation determined that this is
a case involving account sharing. The other party involved in the accident was in compliance.
After obtaining necessary information related to the information exchange, the other party was
released without incident.
I conducted a check of the license plate and confirmed that it was active on Lyft's platform. The vehicle had a SFO TNC placard affixed to the front windshield which I seized.
Based on the fact the did not possess a valid U.S. driver's license, he was given an
opportunity of have a driver with a valid U.S. driver's license take possession of the vehicle.
The vehicle was released to who possessed a valid CDL.
request that any association of CA plate and the names
and
mmediately removed from servicing SFO. I further request that Lyft be made aware of the
ncident.

Respectfully submitted,

Officer Gregory Pak #1554

SFOCite #47200 was issued pursuant to the violations.

Officer Gregory Pak #1554

ATTACHMENT 5

California Public Utilities Commission Transportation Informal Complaint Tracking System Printed as of 07-APR-2025 15:49:47

Case #	20250111
Inquiry Type Carrier Type	Written Passenger Carrier
Received by Area Office Area Office Assigned District Office Transfered To Representative	San Francisco Destiny Graham
Received Date	
COMPLAINANT: MTR/PSG/CA#. DBALAWA NameLAWA Address City/St/Zip Phone Email.	
DEFENDANT: MTR/PSG/CA# DBA Name Address City/ST/Zip Phone	CA S

COMPLAINT DESCRIPTION:

Operating without CPUC and airport authority

DISPOSITION DESCRIPTION:

Referred to enforcement/AEU

California Public Utilities Commission Transportation Informal Complaint Tracking System Passenger Carrier Violation(s) Printed as of 07-APR-2025 15:49:47

Failure to insure all equipment
Failure to register interstate operations
GO 157/158
Loss or Damage
No operating authority
No worker's compensation
Operations while suspended
Other
Service
Unlicensed sub-carriers
Advertising without a permit

Graham, Destiny

From:

VAN DRAGT, NICK < NVANDRAGT@lawa.org >

Sent:

Monday, April 7, 2025 3:41 PM

To: Subject: 30day; Antabli, Manal; Taylor, Shantanro [EXTERNAL] 25-056401 account sharing

Attachments:

scan_a32npv_2025-04-07-15-34-12.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Sent from my Verizon, Samsung Galaxy smartphone Get Outlook for Android

From: no-reply@lawa.org <no-reply@lawa.org>

Sent: Monday, April 7, 2025 3:34:45 PM

To: VAN DRAGT, NICK < NVANDRAGT@lawa.org>

Subject: 25-056401

Caution: This is an external email. Please exercise caution and proceed carefully with any links or file attachments.

This message originated from an external email system. Exercise caution.

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COURT COPY | FORM INFO

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Form Adopted for Mandatery Use Juddels Council of California 17: 130, Treffectionistic Molice to Appear [Ref. Jac. J. 2024] SEE REVERSE



- April 1	2025/ 1334	Subjects	8 Los Angeles Department of Airports	PR# 25-05640
	2020/ 1334	5411/5371	PUC - No Authority to Operate	L.A. City Attorney
ate & Time of Report		Location of Occurrence		
April 7,	2025 / 1519	9610 Skyway L	AXIT Lyft Zone	
ode;	PR - Person Reporting	W- Wilnes	sa S - Suspect / Subject	
s =	Name & DOB		Addrace	V - Victim
w				J-10-217-002
		<u></u>		
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			conducting commercial inspection	
I contacted stop and as a wavbill for was driving	or LYFT with the little of the	ne driver's name to the license that he tated his brothers	his CA driver's license. I informed assenger that was seated in the ve being (Urunov, Anvar) with a d gave me, I asked who the owner He stated he has been using his as using his account.	river's license number of
<u>Disp</u>				
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Based on m brother's LY I also issued	FT account. Therefore, I cited 5411/5371 PUC 171.02(b) LAMC	or: - No Authority to op - Airport Regulator al LAWA Regulator		
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STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

VEHICLE REPORT

-30 DAY HOLD -

NOTE: CHP 180 IS FURNISHED TO ALL PEACE OFFICERS BY THE CALIFORNIA HIGHWAY PATROL

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RURAL URBAN	STREET PAR	KING LOT GARAGE	DRIVEWAY DOTHER	······	_ YES NO				
4. WAS NEIGHBORHOOD CHECK	ED FOR VEHICLE, YES	5. PAYMENTS CURRENT?	5. DOORS LOCKED?	7. KEYS IN VEHICLE?	8. ALL KEYS ACCOUNTED FOR?				
WITNESSES, CLUES, OTHER C	□ NO	YES NO	YES NO	YES NO	YES NO				
8. WHEN WAS VEHICLE LAST SE	RVICED?	10. WHERE?	- 1		HIS THE USUAL MECHANIC?				
AN DESCRIPTION OF THE PARTY OF		13 IF YES, WHERE?							
12. RECENTLY LEFT IN PARKING OR PARKING VALET SERVICE		. M.S.	1 -	ICLE EQUIPPED WITH ORIGINAL ENGINE?					
15. ORIGINAL TRANSMISSION?	16. ORIGINAL PAINT?	17. IF ANSWER TO 14, 15, OF	R 16 IS NO, PROVIDE ADDITIONA		YES NO UNK				
∏YES ∏NO	YES NO		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		eq ormanic Boson, E101				
18. HAS VEHICLE BEEN PREVIOU		19. IF YES, HAS DAMAGE BE	EN FIXED?	20. PARTS DAMAGED					
ACCIDENTY YES	NO.	YES NO							
21. FACTORY EQUIPPED RADIO?	7	22. IF NO, MAKE AND SERIAL	NO.	23. DOES VEHICLE HAVE	HAVE LOCKING GAS CAP?				
YES NO				YES NO	NO .				
24. IS VEHICLE FULLY INSURED?	,	25. NAME / ADDRESS OF INS	SURANCE COMPANY						
YES NO.				2					
26. NAME / ADDRESS OF NEARE	ST RELATIVE NOT LIVING WITH F	WP.							
27; IDENTIFYING MARKS, BUMPE	R STICKERS, ADD ON EQUIPMEN	NT, ETC.		: -					
		·							
28. SUSPECT NAME	7.	DRIVER LICENSE NO. / STAT	E ADDRESS	, , , , , , , , , , , , , , , , , , , ,					
HEIGHT	WEIGHT	EYES	HAIR	MISC.					
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		RECOVER	YNARRATIVE		<u> </u>				
29. NAME, DATE AND CASE NUM	BER OF REPORTING AGENCY	•							
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30. AREA RECOVERED	31. DESCRIPTION OF RECOVER	AT AREA			32. RECOVERY				
RURAL URBAN 33. ANY EVIDENCE LOCATED?	34. WITNESSES, CLUES AND O	THER CRIMES		35, 94	COMPLETE PARTIAL VE MISSING, IDENTIFIABLE PARTS BEEN				
TYES NO	104, 4(MLC010, 010107010 p	Princip or minimum.			TERED IN SVS?				
	<u> </u>	COMPONE	NT RECOVERY						
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11.1.		D. Viere							
ON 4/7/23 41	APPROX 133Y MPS :	t ofth hypotheri	(1971) (NET SAILY	7 <u> </u>	ITAL COMMERCIAL INSPECTIOUS				
AT LAXITY DE	OVER WAS OPERATE	ING UNDER HAS	BROTHERS ACCOUNT O	N LYFT					
••									
DREVER WIS CO	TED 5411/537/246-	NO ANTHORTTY AND	DIOZ(b) LAME DE	LETREGO					
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CERTIFICATE OF SERVICE

I certify that on this day served the following documents on

Lyft Inc. dba Lyft

TCP-32513 A

Case # CSE-000429

- 1. Administrative Citation T.2025-08-006
- 2. Citation Compliance Agreement
- 3. Investigation Report and Attachments
- 4. How to File an Appeal
- 5. Notice of Appeal Form and Certificates of Service Form (from Resolution ALJ-377)
- 6. Resolution ALJ-187

7. Certificate of Service

Date: August 20, 2025

Shantanro Taylor
Shantanro Taylor

TEB Enforcement Analyst