



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.2026-04-003  
Date: April 8, 2026  
Case #: CSE-000769

**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 on June 11, 2025.

- (1) Failure to maintain records on driver for the required retention period, in violation of G.O. 157-E, Part 6.01. **[1 count]**;
- (2) Utilized driver 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 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. **[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 driver 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. **[1 count]**;

- (6) Conducted operations using unauthorized vehicle, resulting in driver 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 the 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]**; and
- (9) Conducted 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 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 April 29, 2026. By way of such an answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to Pub. Util. 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 April 29, 2026, 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*

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Eri · Hooks  
Program and Project Supervisor  
Transportation Enforcement Branch  
Telephone number (415) 703-2302  
E-mail address: [eric.hooks@cpuc.ca.gov](mailto:eric.hooks@cpuc.ca.gov)

Cc: Lyft Janeé Weaver, Counsel, Regulatory,  
[jweaver@lyft.com](mailto:jweaver@lyft.com)

Kenneth Bruno, Chief- Transportation Enforcement Branch,  
CPUC [kenneth.bruno@cpuc.ca.gov](mailto:kenneth.bruno@cpuc.ca.gov)

**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) / TCP 32513 A, Active

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

**PHONE/EMAIL:** 

**VEHICLE:** None

**EMPLOYEE -DRIVER:** None

**PL&PD<sup>1</sup> INSURANCE:** Mobilitas Insurance Company of Arizona  
Policy Number: CABA3T66245482701, Effective Date: 10/1/2024

**COMMERCIAL LIABILITY:** Mobilitas Insurance Company of Arizona  
Policy Number: CABA3T6624548270, Effective Date: 10/1/2024

**WORKERS' COMPENSATION INSURANCE:** None

**DRUG CONSORTIUM:** None

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<sup>1</sup> 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 (Commission) investigated Lyft, Inc. (hereinafter referred to as Lyft), for Illegal Application Use, which was discovered during routine enforcement by the San Francisco International Airport (SFO) Ground Transportation Unit (GTU) Investigators and San Francisco Police Department (SFPD) in 2025. 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.

## HISTORY OF ENFORCEMENT

Enforcement case records show Lyft has a history of violating the California Public Utilities Commission's (CPUC) rules and regulations, as detailed below.

**Prior Cases (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**].

**(CSE-000429):** On August 20, 2025, CPUC's Transportation Enforcement Analyst, Shantanro Taylor, served Lyft with citation T.2025-08-006 in the amount of \$20,000.00 for illegal app use on airport property [see **Attachment 1**] as follows:

- (1) Failure to maintain records on all drivers for the required retention period;
- (2) Utilized drivers who had not completed a criminal background check;
- (3) Failure to obtain a driver's Department of Motor Vehicles driving records and ensure a compliant driving history;
- (4) Failure to notify a driver with required training;
- (5) 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;
- (6) Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection;

- (7) Failure to maintain the required records of the driver’s personal insurance;
- (8) Failure to provide passengers with proper driver information disclosures; and
- (9) 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 June 11, 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. An Administrative Citation has been issued to one driver operating out of SFO: [REDACTED]. SFO GTU Investigators and SFPD revealed that this driver operated for one day and conducted one trip as an unauthorized driver on the Lyft platform [Table 1, Attachment 2].

**Table 1 – Illegal App Use**

Date	Drivers Name	Citation	Airport	Profile Holder	Make/License Plate#
06/11/25	[REDACTED]	65352	SFO	[REDACTED]	Lincoln MKZ/ [REDACTED]

- **Failure to maintain records on all drivers for the required retention period, in violation of G.O. 157-E, Part 6.01. [1 count]**

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 the driver listed in **Table 1**.

- **Utilized a driver 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]**

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 June 11, 2025, the driver listed in **Table 1** was not the authorized profile holder, nor had he undergone a criminal background check to be authorized for operation on the TNCs platform.

- **Failure to obtain a 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. [1 count]**

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 driver listed in **Table 1** prior to his operation on the Lyft platform.

- **Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07. [1 count]**

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. Driver [REDACTED] had not participated in any driver-required training program with Lyft before offering service to the public.

- **Failure to ensure that driver 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. [1 count]**

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 driver possessed a valid driver's license before providing service.

- **Conducted operations using unauthorized driver's 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]**

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 vehicle in **Table 1** has 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. [1 count]**

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 driver's personal insurance for the driver in **Table 1** prior to the driver providing transportation service.

- **Failure to provide passengers with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1. [1 count]**

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 date listed in **Table 1**, the TNC driver 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. [1 count]**

TNCs shall not conduct any operations on the property of or into any airport unless such operations are authorized by the airport authority involved. SFO GTU Investigators and SFPD cited driver [REDACTED] for not having an airport permit, granting him the authority to operate at 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.

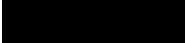
Executed on April 8, 2026, in Los Angeles, California.

*Shantanro Taylor*

Shantanro Taylor, Sr. Enforcement Analyst IV  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Email: [Shantanro.Taylor@cpuc.ca.gov](mailto:Shantanro.Taylor@cpuc.ca.gov)  
Telephone: 213-620-6480

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## List of Attachment

- **Attachment 1.** March 15, 2024, Lyft, Inc. Citation T.24-03-003  
August 20, 2025, Lyft Inc. Citation T.2025-08-006
- **Attachment 2.** SFO Administrative Citation #65352 

# 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*

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Eric Hooks  
Program and Project Supervisor  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Telephone number: (415) 703-2302  
E-mail address: [Eric.Hooks@cpuc.ca.gov](mailto:Eric.Hooks@cpuc.ca.gov)

Cc: Janeé Weaver, Regulatory Compliance Counsel, Lyft  
[jweaver@lyft.com](mailto:jweaver@lyft.com)

Kenneth Bruno, Chief – Transportation Enforcement Branch,  
CPUC [kenneth.bruno@cpuc.ca.gov](mailto:kenneth.bruno@cpuc.ca.gov)



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.

*Eric Hooks*

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Eric Hooks  
Program and Project Supervisor  
Transportation Enforcement Branch  
Telephone number (415) 703-2302  
E-mail address: [eric.hooks@cpuc.ca.gov](mailto:eric.hooks@cpuc.ca.gov)

Cc: Lyft Janeé Weaver, Counsel, Regulatory,  
[jweaver@lyft.com](mailto:jweaver@lyft.com)

Kenneth Bruno, Chief- Transportation Enforcement Branch,  
CPUC [kenneth.bruno@cpuc.ca.gov](mailto:kenneth.bruno@cpuc.ca.gov)

Attachments

# ATTACHMENT 2



AIRPORT COMMISSION  
SAN FRANCISCO INTERNATIONAL AIRPORT  
GROUND TRANSPORTATION ADMINISTRATIVE CITATION

65352

Date of Observation: 8/11/2025 Time: 13:40 PDT Day: Wednesday  
Plate #: [REDACTED] VIN #: [REDACTED]  
Make: Lincoln Model: MKZ Style: 4 Door Color: Black  
Driver Id: [REDACTED]  
Driver First Name: [REDACTED] Driver Last Name: [REDACTED]  
Company: Lyft Inc TCP #: 032513  
Location: Spine Road

**Violated Rules and Regulations**

4.7(A) Failure to comply with permit terms, directives, and requirements of Rule 4.7(A)  
4.1(A) Violation of Traffic Rules  
Other See Notes

**Comment:** THE VEHICLE TRAVELING EB SPINE MADE AN ILLEGAL RIGHT TURN INTO CELLPHONE LOT, IN VIOLATION OF 21461A CVC - DISOBEY A "no right turn" SIGN.  
4000A1 CVC - EXPIRED REGISTRATION (2/16/2025)  
ACCOUNT SHARING

**Issuing Authority:** SFPD  
**Date of Notice:** 8/12/2025

**Issuer Id:** 4174

FINES SHALL BE ASSESSED PER RULE 14 OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT AND/OR APPLICABLE OPERATING PERMIT. Consistent with Rule 14.5(A) of the Airport Rules and Regulations, you may request review of this Citation. All requests for review must include a detailed basis for review and must be received within 10 days of the date of this Notice. Failure to submit a properly documented and timely request for review will be considered acceptance of the Citation.

**From:** [Wong, Charles \(POL\)](#)  
**To:** [Annie Chung \(AIR\)](#); [Carol Liu \(AIR\)](#)  
**Cc:** [SFO-SFPD Airport GTU](#); [SFO-GTC Investigators](#)  
**Subject:** ACCOUNT SHARING - [REDACTED]  
**Date:** Wednesday, June 11, 2025 6:46:45 PM  
**Attachments:** [Outlook-veo4h5cf.png](#)  
[Citation\\_65352.pdf](#)  
[20250611\\_133425.jpg](#)  
[20250611\\_133658.jpg](#)  
[20250611\\_133703.jpg](#)  
[20250611\\_134943.jpg](#)  
[20250611\\_140524.jpg](#)  
[20250611\\_135837.jpg](#)  
[20250611\\_135853c.jpg](#)  
[20250611\\_143109.jpg](#)  
[20250611\\_143137.jpg](#)  
[20250611\\_143152.jpg](#)

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Hello Annie,

On 6/11/2025 at 1340 hours, Officer Poon and I were in full SFPD uniforms and in a marked police vehicle when we observed a vehicle [REDACTED] traveling EB Spine Road and made an illegal right turn into the cellphone lot, in violation of 21461(a) CVC - Disobey a "NO RIGHT TURN" sign.

I activated my vehicle's emergency lights and siren and we stopped the vehicle in the cellphone lot. I made contact with the driver, [REDACTED] who was later identified by his Venezuela passport. When I told MoraTocuyo the reason for the stop, he was uncooperative that repeatedly said, "No English No English", but later he turned on a google translate on his cellphone with an attempt to communicate with me.

[REDACTED] stated that he was not driving for Lyft, and he was there to wait for his brother to pickup the vehicle. A search of a SFOCite app showed the vehicle was an active TNC vehicle with Lyft and it was online. I requested to see his LYFT driver app, but he refused.

Dispatch conducted a DMV search of the vehicle [REDACTED] and the results showed that the vehicle's registration was expired since 2/16/25. The registered owner of the vehicle is [REDACTED]

[REDACTED] responded to the cellphone lot with his vehicle [REDACTED] and told me that he was there to see what was happening with his nephew. Mendoza told me that he owns the vehicle, [REDACTED] and he gave [REDACTED] permission to drive. [REDACTED] stated that he was not online at that time, and he volunteered to show his LYFT driver's profile.

In his profile, he registered three vehicles, [REDACTED] a black Lincoln MKZ, [REDACTED] a black Lincoln MKZ and [REDACTED] a black Toyota Prius.

I issued AA cite # 20-127029 for the violations. I later transferred it to SFOcite # 65352. Mendoza took control of the vehicle [REDACTED] and exited the cellphone with the vehicle.

I later conducted a DMV record search on [REDACTED] driver license, and it revealed that [REDACTED] has received three traffic citations in 2024 and 2025 with three traffic points. The charges were a red-light violation and two speeding tickets. [REDACTED] also involved in two traffic collisions in 2024 and 2025. Based on Mendoza's poor driving records, he should not be a TNC driver or a driver for any other form of transportation carry passengers. One of the traffic violations he received in 2024 when he was driving a vehicle with the license plate [REDACTED]. A tableau search on vehicle [REDACTED] revealed that it was online yesterday 6/10/2025.

It is evidently proved that it was an account sharing incident and it possibly involved in several vehicles and accounts. In order to protect riders' safety, I am requesting Lyft to **TERMINATE** the following driver, vehicles, and accounts:

- Mendoza, MoraTocuyo and their accounts and vehicles.
- Vehicles [REDACTED]
- other account(s) and vehicle(s) related to vehicles [REDACTED] [REDACTED] [REDACTED] and [REDACTED]

Regards

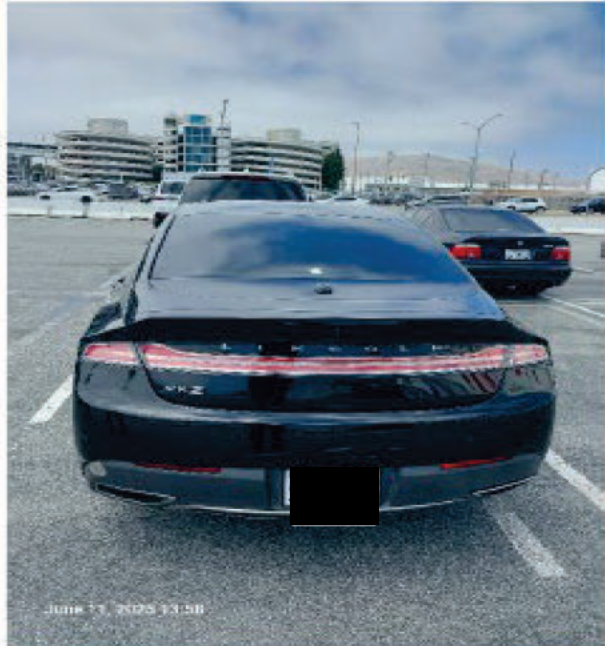
Officer Charles Wong #4174  
San Francisco Police Department  
Airport Bureau -  
Ground Transportation Unit  
P.O. Box 8097  
San Francisco, CA 94128  
(650) 821-7190 Main  
(415) 930-1043 Mobile



**CONFIDENTIAL NOTICE:** This message is intended only for the use of the individual(s) to which it is addressed and may contain information which is privileged, confidential, proprietary or exempt from disclosure under applicable law. If you are not the intended recipient or the person responsible for delivering the message to the

intended recipient, you are strictly prohibited from disclosing, distributing, copying or any way using this message. If you have received this communication in error, please notify the sender and destroy or delete any copies you may have received.







## CERTIFICATE OF SERVICE

I certify that I have on this day served the following documents on

**Lyft Inc.**

**TCP 32513-A**

**Case # CSE-000769**

1. Administrative Citation T.2026-04-003
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

April 8, 2026

*Shantanro Taylor*

Shantanro Taylor,  
TEB Sr. Enforcement Analyst