

CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Passenger Transportation Carrier Advice Letter (AL) Summary Form

PASSENGER TRANSPORTATION CARRIER FILER INFORMATION

Date of Submission:	Date AL served on parties:	
Carrier Name:	PSG #:	
DBA Name:		
Address:		
City:	State:	ZIP Code:
Filer's Name: First, Last		
Filer's Email:		Filer's Phone:

AL INFORMATION

Advice Letter #:	Requested Effective Date:	AL Tier: ☐ I ☐ II ☐ III ☐ Information Only
Subject of filing:		
Authorization for filing: Resolution #, Decision #, etc.		
Notes/comments: Other information & reference to advice letter, etc.		

SUBMISSION INFORMATION

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.

Questions regarding the Access for All Program Advice Letter filings, please email:
tncaccess@cpuc.ca.gov

Questions regarding the Autonomous Vehicle Passenger Service Programs Advice Letter filings, please email:
AVPrograms@cpuc.ca.gov

Questions regarding the Clean Miles Standard Advice Letter filings, please email:
CleanMiles@cpuc.ca.gov

Questions regarding the Transportation Network Companies general Advice Letter filings, please email:
Licensing_TNC@cpuc.ca.gov



185 Berry Street
Suite 400
San Francisco, CA 94107

July 15, 2026

Lyft, Inc.

Advice Letter No. WAV-036

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, D.21-03-005, D.21-11-004, and D.23-02-024, Lyft, Inc. submits this Advice Letter No. WAV-036 to request an offset, against the quarterly Access Fund payments due, the amounts spent by Lyft, Inc. to improve wheelchair accessible vehicle (WAV) service in Quarter 2 of 2026. The requested effective date is August 14, 2026 (30 days from date of filing).

The offset amount requested is as follows:

County	Offset Expenses (\$)	Percent Allowed (%) ¹	Offset Requested (\$)
SAN FRANCISCO	327,361.40	100.00%	327,361.40
Total Offset Request			327,361.40

Per D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, Lyft, Inc. provides the following documents in support of its request as indicated in the summary table below:

1. Number of WAVs in Operation
2. Number of Unique WAVs in Operation
3. Number and Percentage of WAV Trips
4. Completed WAV Trip Request Response Times
5. OTS Report
6. Trips Completed Standards (TCS)
7. Exemption Response Times²
8. Outreach
9. Training, Inspections and Declarations
10. Complaints
11. Accounting of Funds Expended
12. Contract Information

¹ D.23-02-024 OP6.

² This tab is intentionally blank as Lyft is not seeking an exemption for Q2 2026.



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Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of on-demand and pre-scheduled WAVs³	(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and (b) the unique number of WAVs in operation – by quarter and by hour of the day and day of the week; and (c) 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; (d) the total WAV trips requested and completed broken out by Census Tract; and (e) operating hours for each geographic area	Y ⁴
2a. Improved level of service (on-demand WAVs)⁵	Both the Offset Time and the Trip Completion Standards are satisfied: (a)(1) Offset Time Standard & WAV Response Times ⁶ : Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A) (b.1) Trip Completion Standard ⁷ : Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and (b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year's same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year's same quarter, if applicable (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.	Y

³ D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12

⁴ "Trip_Requested_Tract," and "Trips_Completed_Tract" require 12 degrees of precision. In order to avoid data corruption, Lyft has added "#" at the end of the values.

⁵ D.21-11-004 Ordering Paragraph 1-3, 6, and 7

⁶ D.21-11-004 Ordering Paragraph 1, 2, and 3

⁷ D.21-11-004 Ordering Paragraph 6 and 7



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Criteria	Must Demonstrate	Documentation Included (Y/N)
2b. Improved level of service (pre-scheduled WAVs)⁸	Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied: (a) Pickup Delay Standard within the Pickup Delay Benchmark ⁹ : Meet or exceed both the relevant Response Time Benchmarks for a given quarter in a given geographic area within the Pre-scheduled Pickup Delay Benchmarks (PDB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table D)(b.1) Pre-scheduled Trip Completion Standard ¹⁰ : Meet or exceed the applicable minimum percentage of trip requests completed (see Table E), and (b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year's same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year's same quarter, if applicable (see Table F). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.	Y

⁸ D.23-02-024 Ordering Paragraph 1-5

⁹ D.23-02-024 Ordering Paragraph 4

¹⁰ D.23-02-024 Ordering Paragraph 5



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Criteria	Must Demonstrate	Documentation Included (Y/N)
3. Efforts to publicize and promote available WAV services¹¹	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 including but not limited to: (a) Submitted an annual outreach plan (due no later than July 1 of each year), (b) Information about disability access and WAV in general marketing campaigns, (c) Submit a quarterly report for each offset county on the following: Progress made towards implementing the outreach plan; The number of entities contacted; The method, nature, outcome of the contact; the number of partnerships developed; Efforts to publicize and promote WAV service in each offset and whether efforts were accessible to people with disabilities and limited English proficiency; Educational materials developed and distributed; and outcome of TNCs efforts to outreach and engage wheelchair users. Quarterly Report shall also address the following questions: 1. What methods of engagement did the TNC find most effective and why? 2. What common concerns/questions came up during the engagement process? 3. What challenges have you encountered? How do you plan to overcome them?	Y - Please see attached "Outreach Information" document for a detailed explanation of Lyft's outreach efforts.
4. Full accounting of funds expended¹²	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, and (d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset¹³	Y

¹¹ D.20-03-007 Ordering Paragraph 9, and D.23-02-024 Ordering Paragraph 16

¹² D.20-03-007 Ordering Paragraph 10

¹³ D.21-11-004 Ordering Paragraph 9



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Criteria	Must Demonstrate	Documentation Included (Y/N)
5. Training and inspections¹⁴	(a) certification of WAV driver training completion within the past 3 years, and (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	Y
6. Reporting complaints¹⁵	Number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category: Securement Issues; Driver Training; Vehicle Safety and Comfort; Service Animal; Stranded Passenger, Pickup, Drop Off, and Other issues.	Y

Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County

County	Q2 2026					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	Level 1 (%)	Level 1 (mins)	Level 2 (%)	Level 2 (mins)	
San Francisco	17	82.33%	11.89	95.19%	16.66	Y

Table B: Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
San Francisco	17	A	87.25%	Y

Table C: Trip Completion Standard (part b.2)

County	Option 1 or 2 ¹⁶	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
San Francisco	2	1,513	1,035	1,602	1,602

¹⁴ D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h)

¹⁵ D.20-03-007 Ordering Paragraph 14

¹⁶ See D.21-11-004 Ordering Paragraph 6.



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Table D: Pre-scheduled Pickup Delay Standards (PDS) (percent) and Pickup Delay Benchmarks (PDB) (minutes) by County

County	Q2 2026			TNC claims the data demonstrates meeting or exceeding % of completed trips and within PDB?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	PDS (%)	PDB (mins)	
San Francisco	12	93.10%	3.68	Y

Table E: Pre-scheduled Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Pre-scheduled Trip Completion Standard (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
San Francisco	12	A	91.19%	Y

Table F: Pre-scheduled Trip Completion Standard (part b.2)

County	Option 1 or 2 ¹⁷	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
San Francisco	2	106	53	145	145

Per D.23-02-24¹⁸, Lyft, Inc. submits information on the on-demand and Pre-scheduled Service Mix as indicated in the table below.

Table G: On-demand and Pre-scheduled Service Mix

County	# of On-Demand WAV Trips	# of Pre-scheduled WAV Trips	% of On-Demand WAV trips out of the total Pre-scheduled WAV trips	% of Pre-scheduled WAV trips out of the total on-demand WAV trips
San Francisco	1,602	145	1104.83%	9.05%

Per D.23-02-24¹⁹, Lyft, Inc. submits information on the Wait and Save Data as indicated in the table below.

Table H: Wait and Save

County	# of WAV Wait & Save Trips	# of On-Demand WAV Trips	% of Wait & Save Trips out of the total on-demand WAV trips
San Francisco	693	1,602	43.26%

¹⁷ See D.23-02-024 Ordering Paragraph 5.

¹⁸ See D.23-02-024 Ordering Paragraph 6.

¹⁹ See D.23-02-024 Ordering Paragraph 11.



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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 July 15, 2026. If there are any questions regarding this advice letter, please contact Janeé Weaver at jweaver@lyft.com.

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

Email a copy of the protest or response to this advice letter to Janeé Weaver at jweaver@lyft.com.

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at www.cpus.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
Senior Counsel, Regulatory Compliance
Lyft, Inc.
Registered In House Counsel - California Bar

Attachments

1. Lyft, Inc. _2026Q2_WAVs_In_Operation_1a
2. Lyft, Inc. _2026Q2_WAVs_In_Operation_Unique_1b
3. Lyft, Inc. _2026Q2_WAV_Trips_2
4. Lyft, Inc. _2026Q2_Response_Times_3
5. Lyft, Inc. _2026Q2_OTS_Report_4
6. Lyft, Inc. _2026Q2_TCS_Report_5
7. Lyft, Inc. _2026Q2_Exemption_Response_Times_6
8. Lyft, Inc. _2026Q2_Outreach_7
9. Lyft, Inc. _2026Q2_Training_and_Inspections_8
10. Lyft, Inc. _2026Q2_Complaints_9
11. Lyft, Inc. _2026Q2_Funds_Expended_10
12. Lyft, Inc. _2026Q2_Contract_Information_11
13. Lyft, Inc. _2026Q2_Forms (Marketing Materials and Outreach Information; Signed Training Declaration; and Signed Inspection Declaration)



California
Public Utilities
Commission



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CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: JANUARY 15, 2026

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**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: 07/08/26

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz

Signature of Applicant(s)

Andres Munoz

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: 07/08/26

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz

Signature of Applicant(s)

Andres Munoz

Signature of Corporate Officer

Manager-COO

Title of Corporate Officer

Outreach Information

Community Outreach:

In the second quarter of 2026, Lyft continued its 2025–2026 Annual Outreach Plan, engaging community-based organizations across San Francisco and Los Angeles Counties to raise awareness of Lyft's Wheelchair Accessible Vehicle (WAV) mode. Lyft contacted 52 organizations in total, spanning disability advocacy groups, senior and veteran services, immigrant and refugee support organizations, and other community and social service providers.

Lyft held direct meetings with two of these organizations. In a virtual meeting with the Disabled Resource Center (DRC), Lyft presented an overview of the WAV program and how riders can request a wheelchair-accessible ride. In an in-person meeting with the South Central Los Angeles Regional Center (SLARC), Lyft gathered information on rider accessibility needs and began coordinating on the event sponsorship described below.

Marketing:

Lyft's WAV marketing efforts in the second quarter of 2026 focused on sustaining initiatives launched earlier in the year. Lyft continued running its paid search campaign to increase the visibility of the WAV service to riders searching for wheelchair-accessible transportation options. Lyft also continued planning, in coordination with SLARC, a sponsorship of wheelchair-accessible transportation for a series of upcoming SLARC events in Los Angeles, intended to provide reliable WAV service to attendees and increase their awareness of the service for future use.

Q2 2026 Community Groups Contacted:

Table 1

Accelerated Housing and Transit Development
Alisa Ann Ruch Burn Foundation
Angel Island Immigration Station Foundation
ArtSpan
Asian Women's Shelter
Benkadi
Bernal Heights Neighborhood Center
California Consortium for Urban Indian Health
Center for Healthy Neighborhoods
Changeist
Chrysalis

Communities Actively Living Independent & Free (CALIF)
Coro NorCal
Destination Little Ethiopia
Disabled Resource Center (DRC)
Eastmont Community Center
EL ARCA
El Sereno Community Arts
Extra Ancestral Company
Fideicomiso Comunitario Tierra Libre
Healing Dialogue and Action
Hoops 4 Justice
Hospice for Individuals Experiencing Homelessness
i.D.R.E.A.M. for Racial Health Equity
Independent Living Center of Southern California (ILCSC)
Independent Living Resource Center of San Francisco (ILRCSF)
Investing in Place
J Los Angeles
Jewish Family Service LA
Juma
Korean Resource Center
LA Voice
Latino Equality Alliance
Let's Make It Happen
Little Tokyo Service Center (LTSC)
Love, Dad: Supporting fathers and families with young children
Maternal Mental Health NOW
Meals on Wheels San Francisco

Mindful Veteran Project
North Hollywood-Sun Valley FamilySource Center
Parent Organization Network
People for Mobility Justice
Sanctuary of Hope
SLARC
SoCal Alliance Regional Development
Sol Forastero
Southern California College Attainment Network
Stepping Forward LA
The Mend Collaborative
Transforming Family
Voices of Impact
Wildwoods

CPUC Questions:

1. What methods of engagement did the TNC find most effective and why?
 - Combining cold email outreach to a larger volume of organizations with direct referrals from existing partners continued to prove to be a more effective approach to engagement in Q2. Through these dual methods, Lyft successfully connected and met with 2 organizations.
 2. What common concerns/questions came up during the engagement process?
 - Questions and concerns included:
 - General interest in an overview of how Lyft's WAV program works
 - How can riders use the app in Spanish?
 - How can riders turn on [Lyft Silver](#)?
 3. What challenges have you encountered? How do you plan to overcome them?
 - Lyft continues to receive a limited volume of responses to its email outreach efforts. However, supplementing these efforts by requesting referrals from existing community partners has proven to be an effective strategy for connecting with additional organizations each quarter.
-

Outreach Goals Metrics (by quarter):

Table 2

Outreach Quarter	Goal
Q3 2025	Goal: 4-6 virtual or in-person WAV program meetings Outcome: Lyft contacted 49 organizations and met with 1 organization.
Q4 2025	Goal: 4-6 virtual or in-person WAV program meetings Outcome: Lyft contacted 21 organizations and met with 1 organization.
Q1 2026	Goal: 4-6 virtual or in-person WAV program meetings Outcome: Lyft contacted 68 organizations and met with 3 organizations.
Q2 2026	Goal: 4-6 virtual or in-person WAV program meetings Outcome: Lyft contacted 52 organizations and met with 2 organizations.

Marketing Goals Achieved and Remaining Metrics (by quarter):

Table 3

Channel	Q3 2025	Q4 2025	Q1 2026	Q2 2026
Recognition of International Day of Persons with Disabilities: As in 2023 and 2024, Lyft will offer a discounted WAV ride code in LA and SF markets in December, encouraging riders to use Lyft's WAV service. Lyft will connect with its partner organizations in both markets to distribute the code to riders in their communities.	In progress Identify disability advocacy partners for code distribution	Complete outreach and launch code		
Paid Search: Bidding on WAV-related terms to ensure that Lyft WAV is a solution that appears when people search for transportation for wheelchair users.	Complete Maintain current paid search campaign		Complete Evaluate outcomes of current search campaign and explore options for optimization / increased impact.	Updates still being explored.
Social Influencer Campaign: We'll work with an influencer who is eligible for Lyft WAV services, introduce them to our product, and ask them to share their experience with their followers (who include wheelchair users)	Complete Launch campaign with selected influencer	Complete Evaluate outcomes of campaign		Secondary post not feasible due to resourcing limitations.
Plan an additional 1-2 marketing campaigns: The details of these final		In progress Finalize plans for	Complete Began	Complete Finished

components are yet to be determined. They may include integrating WAV marketing into an existing Lyft campaign or developing a campaign specifically for WAV. Further information will be shared in upcoming updates.		additional campaign(s)	planning Lyft's sponsorship of wheelchair accessible transportation for SLARC's upcoming 2026 events	planning Lyft's sponsorship of wheelchair accessible transportation for SLARC's upcoming 2026 events
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San Francisco and Los Angeles Counties

To support the transportation needs of people who use fixed-frame (non-foldable/non-collapsible) wheelchairs, Lyft provides dedicated WAV service directly through the Lyft app in San Francisco and Los Angeles counties.

How to use Lyft Wheelchair Mode

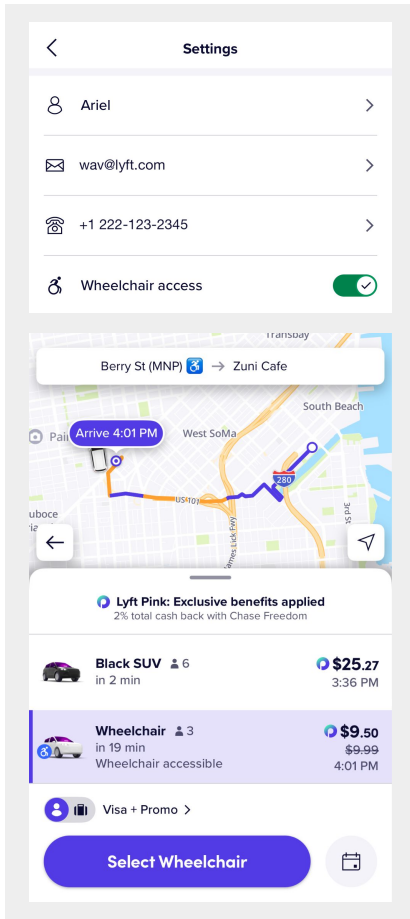
Step 1: Download the Lyft app and set up your account

Step 2: Enable Wheelchair Mode (you only have to do this once)

- Tap the Menu icon in the top left corner of the app
- Scroll down and tap Settings
- Find **Wheelchair Access** in the Menu
- Slide the toggle to the right to enable Wheelchair Mode so it turns green, indicating enabled

Step 3: Request your ride

- Enter in your destination and then scroll down to find Wheelchair within the menu.
- Tap Wheelchair to request a wheelchair accessible vehicle outfitted to accommodate fixed-frame wheelchairs.
- Tap “Request Wheelchair,” confirm your pickup location, and you’re all set!



Features

All rides in Wheelchair Mode offer the same features as the traditional Lyft app:

- In-app photos
- Digital receipts
- Real-time ride tracking that can be shared with a loved one
- 2-way rating system
- 24/7 Critical Response Line to report any safety concerns to our dedicated Trust & Safety team

Pricing

Pricing is the same as Lyft Standard Rides and with upfront pricing, riders see the exact price for their ride before they make the request.

Safety

Before giving a ride on the Lyft platform, all driver applicants are screened for criminal offenses and driving incidents. Our annual criminal background checks are provided by a third-party expert, and include a Social Security number trace, a nationwide criminal search, a county court records search, a federal criminal court records search as well as a U.S. Department of Justice 50-state sex offender registry search. We also conduct continuous criminal monitoring, which includes daily monitoring and immediate notification of any disqualifying criminal convictions. Any driver who does not pass both the annual and continuous screenings is barred from our platform.

Feedback

All Riders are encouraged to use our two-way rating feature. Passengers and drivers rate each other anonymously after every ride. Riders rating their experience less than four stars are automatically prompted to give more feedback about what could have gone better. Lyft takes user ratings and driver feedback very seriously, and reviews all rides with low ratings and concerning feedback to determine if action should be taken for the rider or driver involved.

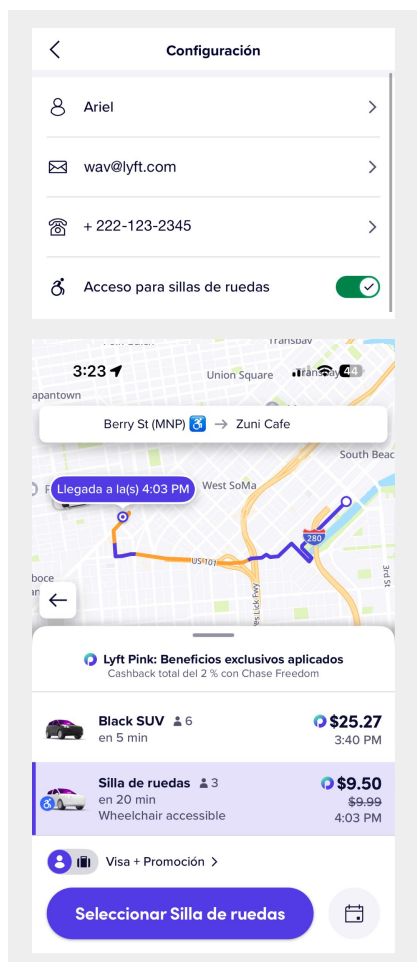
Alternative formats available upon request.

Servicio WAV de Lyft

Condados de San Francisco y Los Ángeles

Para la asistencia en el transporte de personas que utilizan sillas de ruedas de cuadro fijo (no plegables/no abatibles), Lyft ofrece un servicio WAV específico directamente a través de la app de Lyft en los condados de San Francisco y Los Ángeles.

Cómo utilizar el Modo silla de ruedas de Lyft



Paso 1: descarga la app de Lyft y configura tu cuenta

Paso 2: habilita el Modo de accesibilidad (solo tienes que hacerlo una vez)

- Toca el ícono de Menú en la esquina superior izquierda de la app
- Desplázate hacia abajo y toca Configuración
- Busca **Accesibilidad para sillas de ruedas** en el Menú
- Desliza el botón hacia la derecha para habilitar el modo de silla de ruedas para que se vuelva verde, lo que indica que está habilitado

Paso 3: pide tu viaje

- Ingresas tu destino y luego desplázate hacia abajo para encontrar Silla de ruedas dentro del menú.
- Toca Silla de ruedas para pedir un vehículo accesible para sillas de ruedas con chasis fijo.
- Toca "Pedir silla de ruedas", confirma tu punto de partida y ¡listo!

Funciones

Todos los viajes en modo silla de ruedas ofrecen las mismas funciones que la app de Lyft tradicional:

- Fotos en la app
- Recibos digitales
- Seguimiento del viaje en tiempo real que se puede compartir con un ser querido
- Sistema de calificación bidireccional
- Línea de respuesta crítica 24/7 para informar cualquier inquietud de seguridad a nuestro equipo dedicado de Seguridad y confianza

Precios

El precio es el mismo que el de los viajes estándar de Lyft y, con el precio estimado, los viajeros ven el precio exacto del viaje antes de realizar el pedido.

Seguridad

Antes de que puedan realizar un viaje en la plataforma de Lyft, todos los conductores solicitantes se someten a una verificación para detectar delitos y accidentes automovilísticos. Nuestras verificaciones de antecedentes penales anuales las realiza un experto externo e incluye un rastreo del número de seguro social, una búsqueda de antecedentes penales a nivel nacional y federal, una búsqueda de antecedentes en la corte del condado, así una búsqueda en el registro de delincuentes sexuales de 50 estados del Departamento de Justicia de los EE. UU. También realizamos un seguimiento continuo de antecedentes penales, que incluye un seguimiento diario y una notificación inmediata de cualquier condena penal inhabilitante. Las y los conductores que no aprueben ambas evaluaciones penales, tanto anuales como continuas, quedarán excluidos de nuestra plataforma.

Comentarios

Se anima a todos los viajeros a utilizar nuestra función de calificación bidireccional. Las y los pasajeros y conductores se califican mutuamente de forma anónima después de cada viaje. A las y los viajeros que califican su experiencia con menos de cuatro estrellas se les solicita automáticamente que den más comentarios sobre lo que podría haber ido mejor. Lyft se toma muy en serio las calificaciones de las y los usuarios y los comentarios sobre las y los conductores y revisa todos los viajes con calificaciones bajas y comentarios preocupantes para determinar si se deben tomar medidas para el viajero o el conductor involucrado.

Formatos alternativos disponibles si se los solicita.

Wheelchair Accessible Vehicles in California



Lyft's WAV Program

Summary:

In July 2019, Lyft partnered with dedicated WAV service providers to offer a Wheelchair Accessible Vehicle ("WAV") program in LA and SF counties.

Partners - Tower:

Our partner is Tower, a nationally recognized paratransit service provider

Our Goal:

In these counties, we aim to provide affordable and reliable WAV service over the Lyft platform.



WAV Program

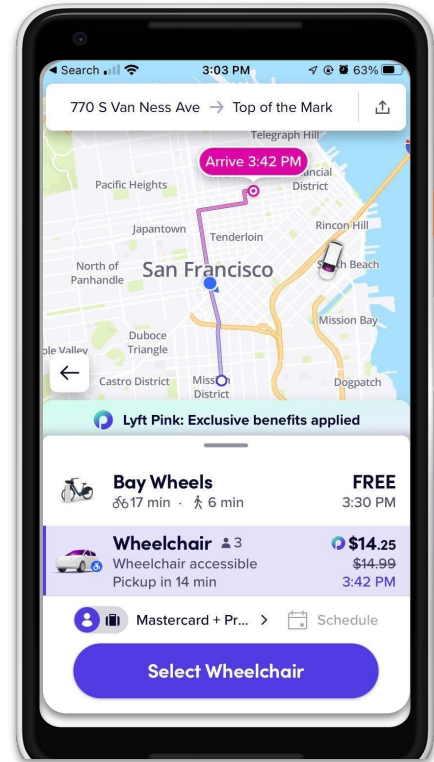
Lyft has collected and analyzed data from the WAV rides taken in SF and LA since 2019, as well as feedback from community partner groups, in order to gain a more comprehensive understanding of passenger needs, driver response times, and WAV vehicle supply needs. We have used that data to determine how best to administer the program.

Where can passengers get picked up and dropped off?

- In SF county, pick up within the county and drop off anywhere.
- In LA county, pick up and drop off within county limits.
- Curb-to-curb service

What are the operating hours?

- 7:00am - midnight / 7 days a week



The Drivers

Who are the drivers?

- Drivers are employees of our partner: Tower
- Both partners emphasizes driver training and best practices through:
 - Stringent background and record checks
 - Comprehensive customer service training
 - Specialized training just for WAV operations, including how to provide excellent service with patience and compassion for paratransit passengers, including individuals with various disabilities and the elderly.
- Drivers must also go through Lyft onboarding process

All drivers are background checked.

The Cars

What kinds of vehicles are used?

- Most vehicles are 2019 Toyota Sienna Minivans and 2019 Dodge Caravans modified for accessibility

What is the wheelchair occupancy of these vans?

- 1 wheelchair rider & 2 ambulatory riders at full capacity.

Are these vans rear- or side-entry for wheelchair users?

- Side-entry and rear-entry

Will these vans be marked as WAV?

- Yes, they are marked with a wheelchair symbol as well as Lyft trade dress

Can I bring companions or aides in a WAV with me?

- Your driver will be more than happy to drive you and your friends in a Lyft WAV. Most vehicles on the platform can seat up to 2 additional ambulatory riders.

Are service animals allowed in the WAV?

- Yes, drivers must comply with applicable laws and Lyft's Service Animal Policy. The law and Lyft's Service Animal Policy state that drivers may not deny service or otherwise discriminate against passengers with service animals.

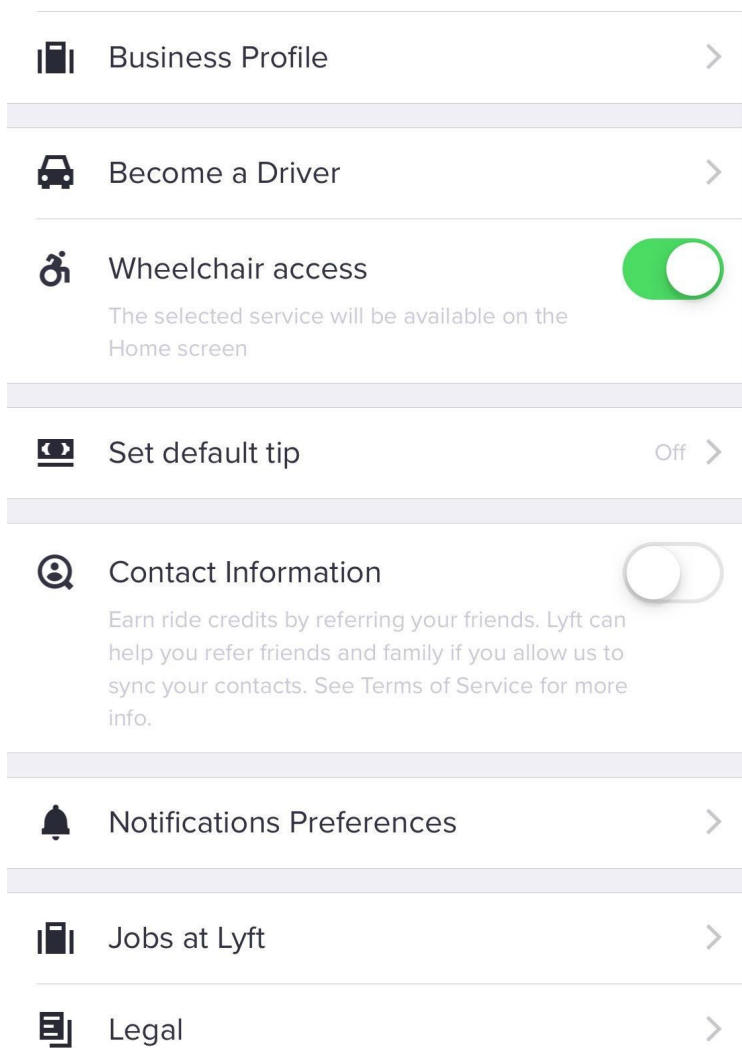








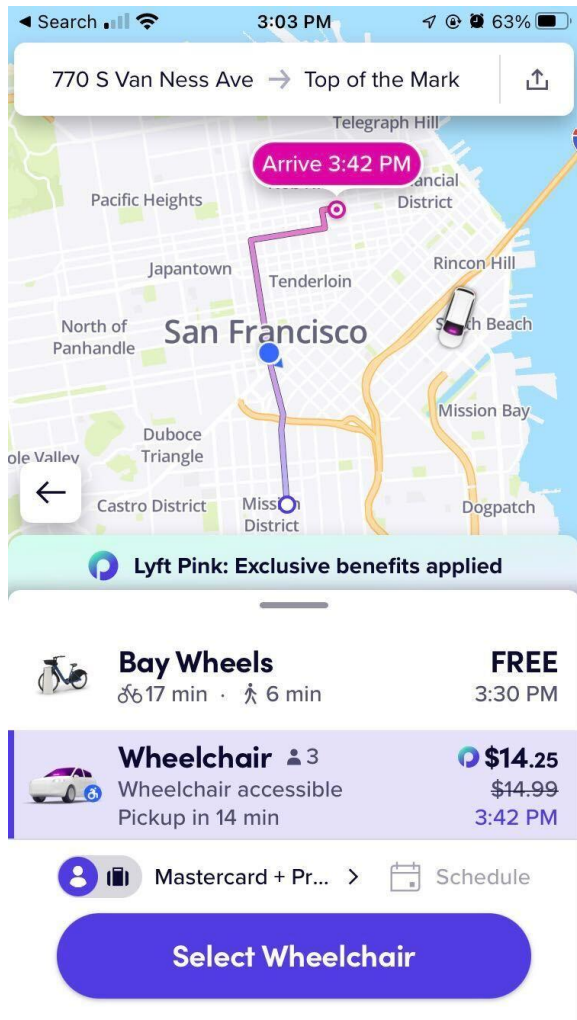




Step 1: Download the app and set up your account

Step 2: Enable Access Mode

- Tap the Menu icon in the top left corner of the app
- Scroll down and tap Settings
- Find Wheelchair access in the Menu
- Slide the toggle to the right to enable Access Mode so it turns green, indicating enabled.



Step 3: Requesting a ride

- Enter your destination, then swipe down to see additional modes
- Tap "Select Wheelchair," confirm your pickup location, and you're all set!

Sharing Your Route

- Share your route with friends directly within the Lyft app
- Allow anyone in your phone contacts to track your trip



THANK YOU.

Questions?

Lyft Inc.
Q2 2026

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	520,495.18
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Partnership Costs	Consultants/Legal	0.00
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Marketplace Costs	Promo Codes for WAV	0.00
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Operational Costs	Marketing Costs	9,103.47
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	22,851.13
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2026	Other	Total Offset Requested	327,361.40

Signature: 
Preparer: Janet Siu
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San Francisco CA 94107

Title: Director, Accounting
Date: 7/14/2026
Phone: N/A
Email: JanetSiu@lyft.com