February 17, 2022

Lyft Comments on Amended Track 5/5A Scoping Memo and Ruling

Agenda

- **Background on Lyft Pre-Scheduled Trips**
- **Lyft Rider Experience**
- **Lyft's Recommendations**
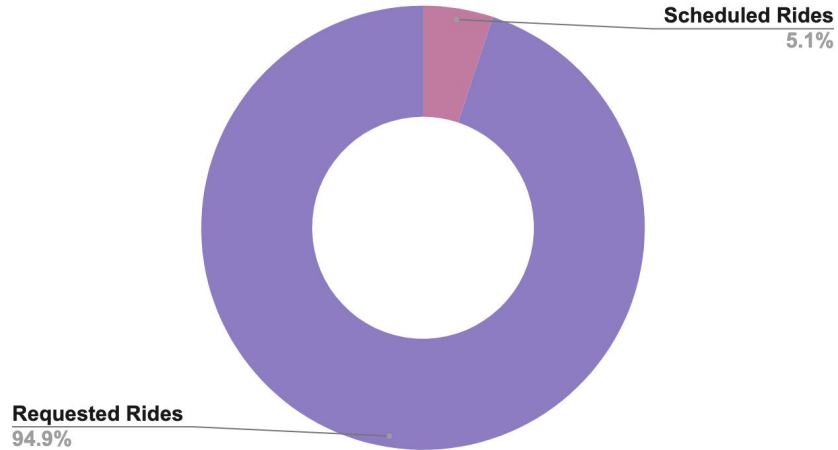
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Background

Lyft Provides Pre-Scheduled WAV Trips In Los Angeles and San Francisco.

- Since 2020, Lyft has provided pre-scheduled trips as part of its WAV program in Los Angeles and San Francisco.
- Lyft began offering pre-scheduled trips as part of its WAV program in response to feedback from individuals in the disability community who had requested the option to pre-schedule WAV trips, just as Lyft offers non-WAV riders the opportunity to pre-schedule a ride.
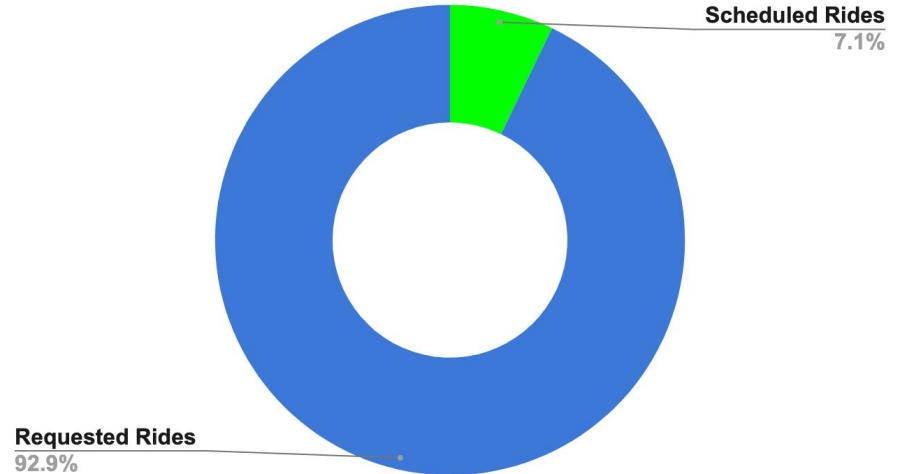- Lyft riders may pre-schedule a trip no more than 7 days in advance of a rider's desired pick up time.

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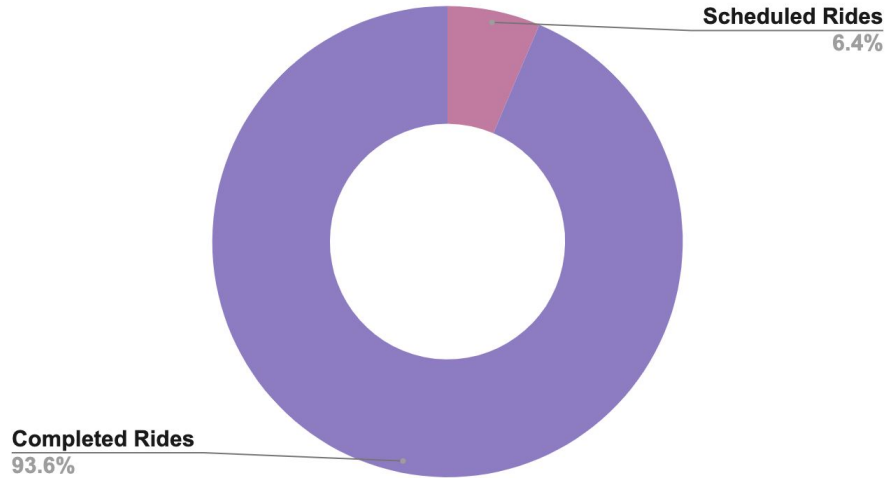# Overview of Lyft Pre-Scheduled Rides Requested
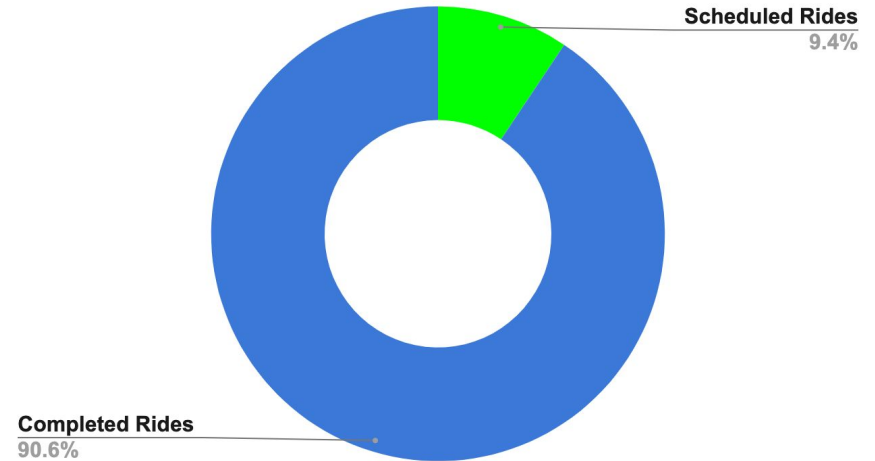
WAV Rides Requested (2020)

Scheduled Rides
5.1%

Requested Rides
94.9%

WAV Rides Requested (2021)

Scheduled Rides
7.1%

Requested Rides
92.9%

Overview of Lyft Pre-Scheduled Rides Completed

WAV Rides Completed (2020)

Scheduled Rides
6.4%

Completed Rides
93.6%

WAV Rides Completed (2021)

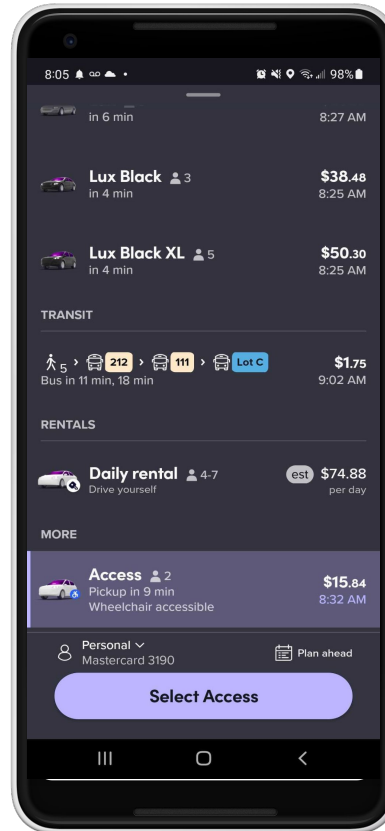Scheduled Rides
9.4%

Completed Rides
90.6%

Lyft Rider Experience

Lyft Rider Experience - Scheduling A Trip
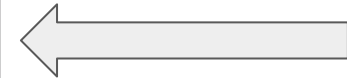
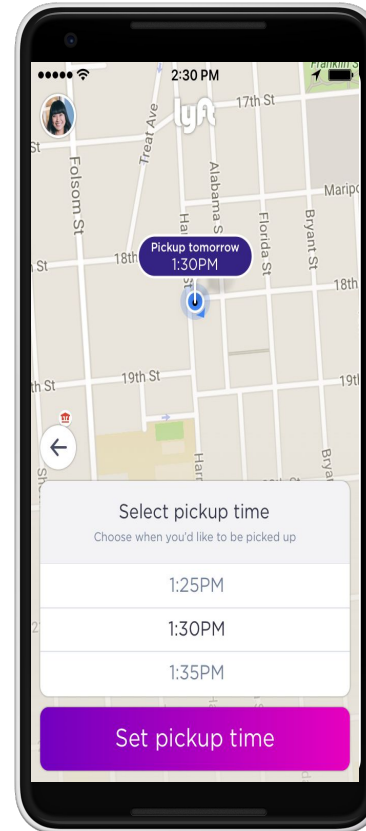## Step 1: WAV Rider

When a rider logs into the Lyft app to request a WAV ride the rider has the option to "Plan ahead" (pre-schedule) a WAV trip.

Lyft Rider Experience - Scheduling A Trip

Step 2: WAV Rider

The rider is given the option to set their desired "pick up time". They are able to set the day and time. A rider may schedule a trip no more than 7 days prior to their desired "pick up".

Lyft Rider Experience - Scheduling A Trip

Step 3: Lyft Driver

- Once the rider sets their desired pick-up time, the trip request is sent to the driver pool and appears in the "More Ways to Earn Option".

Lyft Rider Experience - Scheduling A Trip
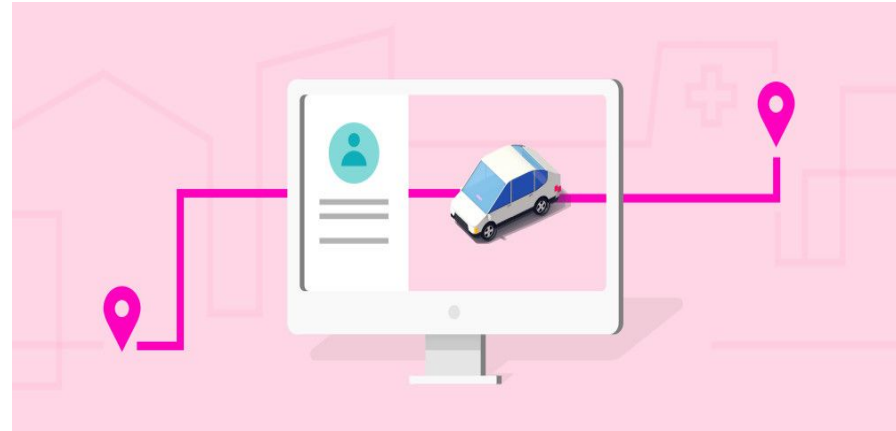
Step 4: Lyft Driver

- The day of the trip, the driver, who previously accepted a pre-scheduled trip, will receive scheduled notices, via text, reminding them to log into the app to perform the scheduled trip.
- A driver will receive a text reminder to log on to the Lyft driver app at 45, 20 and 5 minute intervals prior to the scheduled pick up time.

Lyft Rider Experience - Scheduling A Trip

Step 5: Lyft App
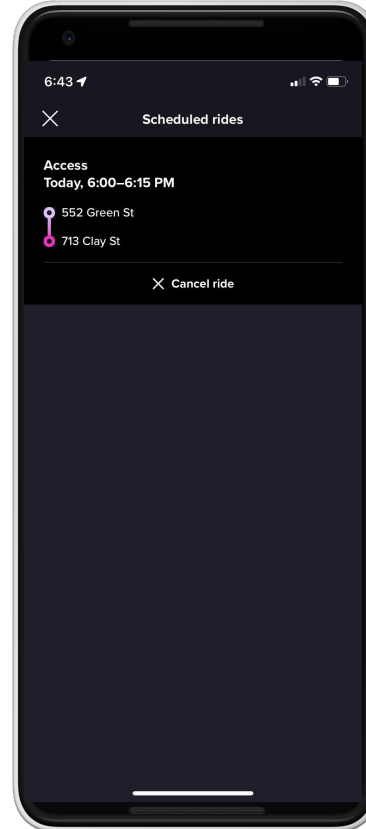
- Lyft App dispatches the pre-scheduled trip to the driver that accepted the trip.
- The pre-scheduled ride will be assigned to another driver if:
  > (1) the driver who accepted the pre-scheduled trip is not in the area of the pick up;
  > (2) the driver is performing a ride that will prevent them from performing the accepted scheduled ride; or
  > (3) the driver is not logged into the app.

Lyft Rider Experience - Scheduling A Trip

Step 6: WAV Rider

- The day of the trip the rider will be able to view their trip in the same manner as if they were viewing a real-time dispatch.

Lyft Rider Experience - Scheduling A Trip

Example: Monday, February 14, 2022 Lyft WAV Rider decides they want to pre-schedule a ride for Friday, February 18, 2022 for a doctor's appointment at 12:00 pm

Monday February 14th 2022
Once the rider has scheduled their ride, the ride is sent to the driver pool.

11:15am, Friday, February 18, 2022
Driver gets a notification to begin driving to Rider's location.

10:05 am, Monday February 14, 2022
Rider goes into the Lyft app and taps on "Plan Ahead" to schedule a ride for **11:30 am on Friday**

10:45am, Friday, February 18, 2022
Notifications are sent to the Driver reminding them to log onto the app

11:32 am, Friday, February 18, 2022
Driver arrives at pick up location.

Response Time = 11:30 am (when the ride was requested to arrive) - 11:32 am (when the vehicle arrives)

Lyft Recommendations

WAV Pre-Scheduled Trips Should Be Included In The Access for All Program.

CPUC WAV On–Demand Transportation Defined

- Service that does not follow a fixed route and/or schedule

TNC WAV Pre-Scheduled Transportation Defined

✅ Does not follow a fixed route

✅ Does not follow a set time schedule

- Any rider seeking a WAV service may request **any** desired pick up time up to seven days in advance

WAV Pre-Scheduled Trips Should Be Evaluated Similarly to On-Demand Trips.

- The definition of response time should be clarified for pre-scheduled trips.
  - The response time for pre-scheduled trips should be calculated as the time elapsed between when a WAV ride was <u>requested to arrive</u> and <u>when the vehicle arrived</u>
    - "Requested to arrive" refers to the time for which the pick-up was scheduled by the rider.
    - This definition most closely aligns with the calculation of response time for on-demand rides.
- The same benchmarks should be used for both real-time dispatch and pre-scheduled rides because the purpose is to measure the rider experience and the service provided to the rider.

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WAV Pre-Scheduled Trips Should Be Evaluated Similarly to On-Demand Trips.

- Approved Advice Letters should not be re-adjudicated as there are no grounds under Decision 20-03-07.
- Suspended Advice Letters should be evaluated under current applicable rules.
- Data for pre-scheduled trips and on-demand trips should be submitted in the same data set.

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Thank you

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