

**CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**Consumer Protection and Enforcement Division**  
**Advice Letter Summary Form**

**TNC & AL FILER INFORMATION**

Date of Submission: 10/19/23	Date of Service: 10/19/23
TNC Name: Lyft, Inc.	PSG #: 0032513
DBA Name: Lyft	
Address: 185 Berry Street, Suite 400	
City: San Francisco	State: CA ZIP Code: 94107
Filer's Name: Elizabeth Gallagher	
Filer's Email: egallagher@lyft.com	Filer's Phone: 415-475-8459

**AL INFORMATION**

Advice Letter #: WAV-019	AL Type: <input checked="" type="checkbox"/> Offset	<input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles and San Francisco Counties		
Offset Amount: \$ 1,282,558.10	Quarter: Q3	Year: 2023
Documents Included: <input checked="" type="checkbox"/> Cover letter <input checked="" type="checkbox"/> Service List <input checked="" type="checkbox"/> Training Declaration <input checked="" type="checkbox"/> Marketing Materials <input checked="" type="checkbox"/> Signed Accounting of Funds <input checked="" type="checkbox"/> Inspection Declaration <input checked="" type="checkbox"/> Data Reports (CSV)		
Reason (if not all document boxes above are marked):		

**SUBMISSION INFORMATION**

**Combine (in this order) AL summary form, cover letter, service list, marketing materials, TNC WAV training declaration, TNC vehicle inspection declaration, and signed Accounting of Funds Expended, into a single PDF file. The completed data reports must be in separate CSV files. A complete advice letter submission will consist of the following attachments: the PDF and CSV files. Submit the advice letter via email with the attachments to [TNCAccess@cpuc.ca.gov](mailto:TNCAccess@cpuc.ca.gov) and to the [R.19-02-012 service list](#).**

**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.**

**FOR CPUC USE ONLY**

Analyst:	30-Day Due Date:
Completion Date:	Disposition:
Approved Offset/Retroactive Amount:	AL Effective Date:
Supervisor:	Supervisor Review Date:



185 Berry Street  
 Suite 400  
 San Francisco, CA 94107

October 16, 2023  
 Lyft, Inc.  
 Advice Letter No. WAV-019

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-019 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 3 of 2023. The requested effective date is November 15, 2023 (30 days from date of filing).

The offset amounts requested by county are as follows:

<b>County</b>	<b>Offset Expenses (\$)</b>	<b>Percent Allowed (%)<sup>1</sup></b>	<b>Offset Requested (\$)</b>
<b>LOS ANGELES</b>	\$1,017,085.20	99.49%	\$1,011,874.55
<b>Subtotal:</b>			\$1,011,874.55
<b>SAN FRANCISCO</b>	\$271,214.30	99.80%	\$270,683.55
<b>Subtotal:</b>			\$270,683.55
<b>Total Offset Request</b>			\$1,282,558.10

<sup>1</sup> D.23-02-024 OP6.



185 Berry Street  
 Suite 400  
 San Francisco, CA 94107

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 (including all counties for which the TNC seeks offsets):

Criteria	Must Demonstrate	Documentation Included (Y/N)
<b>1. Presence and availability of on-demand and pre-scheduled WAVs<sup>2</sup></b>	(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
<b>2a. Improved level of service (on-demand WAVs)<sup>3</sup></b>	Both the Offset Time and the Trip Completion Standards are satisfied: (a)(1) Offset Time Standard & WAV Response Times <sup>4</sup> : 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 <sup>5</sup> : 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

<sup>2</sup> D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12

<sup>3</sup> D.21-11-004 Ordering Paragraph 1-3, 6, and 7

<sup>4</sup> D.21-11-004 Ordering Paragraph 1, 2, and 3

<sup>5</sup> D.21-11-004 Ordering Paragraph 6 and 7



Criteria	Must Demonstrate	Documentation Included (Y/N)
<b>2b. Improved level of service (pre-scheduled WAVs)<sup>6</sup></b>	Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied: (a) Pickup Delay Standard within the Pickup Delay Benchmark <sup>7</sup> : 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 <sup>8</sup> : 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.	N

<sup>6</sup> D.23-02-024 Ordering Paragraph 1-5

<sup>7</sup> D.23-02-024 Ordering Paragraph 4

<sup>8</sup> D.23-02-024 Ordering Paragraph 5



Criteria	Must Demonstrate	Documentation Included (Y/N)
<b>3. Efforts to publicize and promote available WAV services<sup>9</sup></b>	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: <ul style="list-style-type: none"> <li>(a) Submitted an annual outreach plan (due no later than July 1 of each year),</li> <li>(b) Information about disability access and WAV in general marketing campaigns,</li> <li>(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 Los Angelesnd 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.</li> </ul> Quarterly Report shall also address the following questions: <ol style="list-style-type: none"> <li>1. What methods of engagement did the TNC find most effective and why?</li> <li>2. What common concerns/questions came up during the engagement process?</li> <li>3. What challenges have you encountered? How do you plan to overcome them?</li> </ol>	Y
<b>4. Full accounting of funds expended<sup>10</sup></b>	Qualifying offset expenses are: <ul style="list-style-type: none"> <li>(a) reasonable, legitimate costs that improve a TNC’s WAV service, and</li> <li>(b) incurred in the quarter for which a TNC requests an offset, and</li> <li>(c) on the list of eligible expenses attached as Appendix A, and</li> <li>(d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset<sup>11</sup></li> </ul>	Y

<sup>9</sup> D.20-03-007 Ordering Paragraph 9, and D.23-02-024 Ordering Paragraph 16

<sup>10</sup> D.20-03-007 Ordering Paragraph 10

<sup>11</sup> D.21-11-004 Ordering Paragraph 9



Criteria	Must Demonstrate	Documentation Included (Y/N)
<b>5. Training and inspections<sup>12</sup></b>	(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
<b>6. Reporting complaints<sup>13</sup></b>	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	Q3 2023					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	Level 1 (%)	Level 1 (mins)	Level 2 (%)	Level 2 (mins)	
Los Angeles	6	60.12%	19.12	98.77%	26.26	Yes
San Francisco	6	25.88%	11.01	96.47%	16.49	Yes

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

County	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
Los Angeles	6	B	72.10%	Yes
San Francisco	6	A	86.73%	Yes

<sup>12</sup> D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h)

<sup>13</sup> D.20-03-007 Ordering Paragraph 14



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

County	Option 1 or 2 <sup>14</sup>	(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
Los Angeles	2	5,218	5,266	6,020	6,020
San Francisco	2	561	270	510	510

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

County	Q3 2023			TNC claims the data demonstrates meeting or exceeding % of completed trips and within PDB?
	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	PDS (%)	PDB (mins)	
Los Angeles	1	77.42%	14.58	No
San Francisco	1	0.00%	8.97	No

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

County	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	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?
Los Angeles	1	B	79.49%	No
San Francisco	1	A	50.00%	No

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

County	Option 1 or 2 <sup>15</sup>	(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
Los Angeles	2	0	0	31	31
San Francisco	2	0	0	1	1

<sup>14</sup> See D.21-11-004 Ordering Paragraph 6.

<sup>15</sup> See D.23-02-024 Ordering Paragraph 5.



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 Suite 400  
 San Francisco, CA 94107

Per D.23-02-24<sup>16</sup>, 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
Los Angeles	6,020	31	19419.35%	0.51%
San Francisco	510	1	51000.00%	0.20%

Per D.23-02-24<sup>17</sup>, 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
Los Angeles	991	6,020	16.46%
San Francisco	311	510	60.98%

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 October 16, 2023. If there are any questions regarding this advice letter, please contact Janeé Weaver at [jweaver@lyft.com](mailto: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](mailto: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](mailto:jweaver@lyft.com).

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) and look for links to General Order 96-B.

<sup>16</sup> See D.23-02-024 Ordering Paragraph 6.

<sup>17</sup> See D.23-02-024 Ordering Paragraph 11.



185 Berry Street  
Suite 400  
San Francisco, CA 94107

**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.\_2023Q3\_WAVs\_In\_Operation\_1a
2. Lyft, Inc.\_2023Q3\_WAVs\_In\_Operation\_Unique\_1b
3. Lyft, Inc.\_2023Q3\_WAV\_Trips\_2
4. Lyft, Inc.\_2023Q3\_Response\_Times\_3
5. Lyft, Inc.\_2023Q3\_OTTS\_Report\_4
6. Lyft, Inc.\_2023Q3\_TCS\_Report\_5
7. Lyft, Inc.\_2023Q3\_Exemption\_Response\_Times\_6
8. Lyft, Inc.\_2023Q3\_Outreach\_7
9. Lyft, Inc.\_2023Q3\_Training\_and\_Inspections\_8
1. Lyft, Inc.\_2023Q3\_Complaints\_9
1. Lyft, Inc.\_2023Q3\_Funds\_Expended\_10
1. Lyft, Inc.\_2023Q3\_Contract\_Information\_11
10. Marketing Materials (PDF)
11. Signed Training Declaration (PDF)
12. Signed Inspection Declaration (PDF)



California  
Public Utilities  
Commission



[CPUC Home](#)

## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM**  
**FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**LIST NAME: LIST**  
**LAST CHANGED: OCTOBER 3, 2023**

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## Parties

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ALEX LAVOI  
NOMAD TRANSIT LLC DBA VIA  
10 CROSBY STREET, 2ND FL.  
NEW YORK, NY 10013  
FOR: NOMAD TRANSIT LLC DBA VIA

JONATHAN COHEN  
LITIGATION AND REGULATORY COUNSEL  
VIA TRANSPORTATION INC.  
95 MORTON STREET, 3RD. FL.  
NEW YORK, NY 10014  
FOR: VIA TRANSPORTATION INC.

EDWARD HOFFMAN  
RIDE PLUS, LLC  
1275 PEACHTREE ST NE 6TH FL  
ATLANTA, GA 30309  
FOR: RIDE PLUS LLC DBA PROVADO MOBILE  
HEALTH

JARVIS MURRAY  
ADMIN - FOR-HIRE POLICY & ENFORCEMENT  
LOS ANGELES DEPT. OF TRANSPORTATION  
100 S. MAIN STREET  
LOS ANGELES, CA 90012  
FOR: LOS ANGELES DEPARTMENT OF  
TRANSPORTATION (LADOT)

WIL RIDDER  
EXE. OFFICER - PLANNING & DEVELOPMENT  
LA COUNTY METROPOLITAN TRANSPORT AUTHOR  
ONE GATEWAY PLAZA, MS 99-23-3  
LOS ANGELES, CA 90012  
FOR: LOS ANGELES COUNTY METROPOLITAN  
TRANSPORTATION AUTHORITY

AUTUMN M. ELLIOTT  
SR COUNSEL  
DISABILITY RIGHTS CALIFORNIA  
350 SOUTH BIXEL STREET, STE 290  
LOS ANGELES, CA 90017  
FOR: DISABILITY RIGHTS CALIFORNIA

MAGGIE GREEN  
HOPSKIPDRIVE  
1320 E. 7TH ST., STE. 200  
LOS ANGELES, CA 90021  
FOR: HOPSKIPDRIVE INC.

WHITNEY LEWIS  
MVN 2 LLC  
1048 MARINE AVE APT 10  
GARDENA, CA 90247  
FOR: MVN 2 LLC

LAYLA SOTTO  
EXECUTIVE RIDE LLC  
4532 W IMPERIAL HWY  
HAWTHORNE, CA 90304  
FOR: EXECUTIVE RIDE LLC DBA OPOLI

ANDRE COLAIACE  
ACCESS SERVICES  
PO BOX 5728  
EL MONTE, CA 91734-1738  
FOR: ACCESS SERVICES

ROBYN WAPNER  
SR. GOV'T RELATIONS ANALYST  
SAN DIEGO ASSOCIATION OF GOVERNMENTS  
401 B STREET, SUITE 800  
SAN DIEGO, CA 92101  
FOR: SAN DIEGO ASSOCIATION OF  
GOVERNMENTS

MARK POTTER  
ALTRUISTIC INC DBA BOUNCE  
9845 ERMA ROAD, STE. 300  
SAN DIEGO, CA 92131  
FOR: ALTRUISTIC INC. DBA BOUNCE

NANCY WHELAN  
GEN. MGR.  
MARIN TRANSIT  
711 GRAND AVENUE, STE.110  
SAN RAFAEL, CA 94000  
FOR: MARIN TRANSIT

LILLIAN LEVY  
SAN FRANCISCO CITY ATTORNEY'S OFFICE  
1390 MARKET STREET  
SAN FRANCISCO, CA 94102  
FOR: SAN FRANCISCO MUNICIPAL  
TRANSPORTATION AGENCY (SFMTA)

ANNA UHLS  
ATTORNEY  
RASIER-CA, LLC  
1455 MARKET STREET  
SAN FRANCISCO, CA 94103  
FOR: RASIER-CA, LLC DBA UBER  
TECHNOLOGIES INC.

NICOLE BOHN  
DIRECTOR  
SF MAYOR'S OFFICE ON DISABILITY  
1155 MARKET STREET 1ST FLOOR  
SAN FRANCISCO, CA 94103  
FOR: SAN FRANCISCO MAYOR'S OFFICE OF  
DISABILITY

TILLY CHANG  
EXE DIR  
S. F. COUNTY TRANSPORTATION AUTHORITY  
1455 MARKET STREET, 22ND FL.  
SAN FRANCISCO, CA 94103  
FOR: SAN FRANCISCO TRANSPORTATION  
AUTHORITY

VARUN JAIN  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO, CA 94103  
FOR: UBER TECHNOLOGIES, INC.

DRENNEN SHELTON  
PLANNER  
BAY AREA METRO CENTER  
375 BEALE STREET, STE.800  
SAN FRANCISCO, CA 94105  
FOR: METROPOLITAN TRANSPORTATION  
COMMISSION (MTC)

SARA SCHAER  
DOLIGHTFUL, INC  
31 WINFIELD ST  
SAN FRANCISCO, CA 94110  
FOR: DOLIGHTFUL, INC.

DANIEL ROCKEY  
PARTNER  
BRYAN CAVE LEIGHTON PAISNER  
THREE EMBARCADERO CENTER, 7TH FL.  
SAN FRANCISCO, CA 94111-4070  
FOR: LYFT, INC.

JEFF MALTZ  
CEO  
SILVERRIDE, LLC  
425 DIVISADERO ST., SUITE 201  
SAN FRANCISCO, CA 94117  
FOR: SILVERRIDE, LLC

MARK GRUBERG  
EXE. BOARD MEMBER  
SAN FRANCISCO TAXI WORKERS ALLIANCE  
1415 PALOU AVE.  
SAN FRANCISCO, CA 94124  
FOR: SAN FRANCISCO TAXI WORKERS  
ALLIANCE (SFTWA)

RITU NARAYAN  
ZUM SERVICES, INC.  
555 TWIN DOLPHINE DR STE 350  
REDWOOD CITY, CA 94401  
FOR: ZUM SERVICES, INC.

DARYL HALLS  
EXE. DIR.  
SOLANO TRANSPORTATION AUTHORITY  
ONE HARBOR CENTER, STE. 130  
SUISUN CITY, CA 94585  
FOR: SOLANO TRANSPORTATION AUTHORITY

MELISSA W. KASNITZ  
LEGAL DIR  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELIN STREET, STE. 220  
BERKELEY, CA 94703  
FOR: CENTER FOR ACCESSIBLE TECHNOLOGY

MICHELLE UZETA  
DREDF  
3075 ADELIN STREET, SUITE 210  
BERKELEY, CA 94703  
FOR: DISABILITY RIGHTS EDUCATION &  
DEFENSE FUND (DREDF)

ABHAY JAIN  
ACTIVE SCALER INC., DBA TAGSI  
1551 MCCARTHY BLVD., STE. 10  
MILPITAS, CA 95035  
FOR: ACTIVE SCALER INC., DBA TAGSI

AUSTIN BROWN  
EXECUTIVE DIRECTOR  
UC DAVIS POLICY INSTITUTE  
1605 TILIA STREET, SUITE 100  
DAVIS, CA 95616  
FOR: UC DAVIS POLICY INSTITUTE FOR  
ENERGY, ENVIRONMENT, AND THE ECONOMY

SEAN TIEDGEN  
SR. TRANSP PLANNER  
SHASTA REGIONAL TRANSPORTATION AGENCY  
1255 EAST STREET, STE. 202  
REDDING, CA 96001  
FOR: SHASTA REGIONAL TRANSPORTATION  
AGENCY (SRTA)

## Information Only

---

ABIGAIL COCHRAN  
UNIVERSITY OF CALIFORNIA, BERKELEY  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ANNA FERO  
DAVIS WRIGHT TREMAINE LLP  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ANNETTE WILLIAMS  
SF MUNICIPAL TRANSPORTATION AGENCY  
EMAIL ONLY  
EMAIL ONLY, CA 00000

APARNA PALADUGU  
ZOOX  
EMAIL ONLY  
EMAIL ONLY, AA 00000

AUSTIN HEYWORTH  
UBER  
EMAIL ONLY  
EMAIL ONLY, CA 00000

CALEB CARRIZALES  
LYFT  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ERIKA QUINTERO  
LYFT, INC.  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ERIN MCAULIFF  
SF MUNICIPAL TRANSPORTATION AGENCY  
EMAIL ONLY  
EMAIL ONLY, CA 00000

HEATHER MILLER  
PROGRAM MANAGER  
VENTURA COUNTY TRANSPORTATION COMMISSION  
EMAIL ONLY  
EMAIL ONLY, CA 00000

HENRY CLAYPOOL  
CONSULTANT - TECH POLICY  
AMERICAN ASSN PEOPLE WITH DISABILITIES  
EMAIL ONLY  
EMAIL ONLY, CA 00000

JAMES ANDREW  
MANAGER, TRANSPORTATION PLANNING  
LA METROPOLITAN TRANSPORTATION AUTHORITY  
EMAIL ONLY  
EMAIL ONLY, CA 00000

JANEE WEAVER  
COUNSEL - REGULATORY  
LYFT, INC.  
EMAIL ONLY  
EMAIL ONLY, CA 00000

JOHN ROWLEY  
PRIME TIME SERVICES  
EMAIL ONLY  
EMAIL ONLY, CA 00000

KATHLEEN CORTEZ  
PROGRAM ANALYST - AREA AGENCY ON AGING  
COUNTY OF SONOMA  
HUMAN SERVICES DEPT  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LAURA TIMOTHY  
MGR - ACCESS, PARATRANSIT  
S.F. BAY AREA RAPID TRANSIT DISTRICT  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LEGAL DIVISION  
CPUC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

LEUWAM TESFAI  
EXE. DIV.  
CALIFORNIA PUBLIC UTILITIES COMMISSION  
EMAIL ONLY  
EMAIL ONLY, CA 00000

MADDY RUVOLO  
SFMTA  
EMAIL ONLY  
EMAIL ONLY, CA 00000

MALLORY NESTOR-BRUSH  
MGR - ACCESSIBLE SERVICES  
AC TRANSIT  
EMAIL ONLY  
EMAIL ONLY, CA 00000

MOLLY ZIMNEY  
LYFT, INC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

NEELA PAYKEL  
DEPUTY GENERAL COUNSEL  
EMAIL ONLY  
EMAIL ONLY, CA 00000

PAT PIRAS  
EMAIL ONLY  
EMAIL ONLY, CA 00000

PAUL S. BRANSON  
CEO  
LAKE LINKS  
EMAIL ONLY  
EMAIL ONLY, CA 00000

PHILIP LAW  
EMAIL ONLY  
EMAILONLY, CA 00000

PRISCILLA FREDUAH-AGYEMANG  
EMAIL ONLY  
EMAIL ONLY, CA 00000

RICHARD SKAFF  
EXECUTIVE DIRECTOR  
DESIGNING ACCESSIBLE COMMUNITIES  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ROSS GREEN  
ASSOCIATE  
KEARNS & WEST, INC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

STEVEN T. WALLAUCH  
PLATINUM ADVISORS  
EMAIL ONLY  
EMAIL ONLY, CA 00000

THYME CURTIS  
EXECUTIVE DIRECTOR  
THE CITY OF SAN DIEGO  
EMAIL ONLY  
EMAIL ONLY, CA 00000

TOM BELLINO  
EMAIL ONLY  
EMAIL ONLY, CA 00000

TRACI LEE  
SENIOR PUBLIC POLICY MANAGER  
LYFT  
EMAIL ONLY  
EMAIL ONLY, CA 00000

DAVIS WRIGHT TREMAINE LLP  
EMAIL ONLY  
EMAIL ONLY, CA 00000

CAMERON-DANIEL, P.C.  
EMAIL ONLY  
EMAIL ONLY, CA 00000

HOPSKIPDRIVE, LLC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ANDREI GREENAWALT  
HEAD OF PUBLIC POLICY  
VIA TRANSPORTATION INC.  
160 VARICK STREET, 4TH FL.  
NEW YORK, NY 10013  
FOR: VIA TRANSPORTATION INC.

NOMAD TRANSIT LLC DBA VIA  
10 CROSBY STREET, 2ND FL.  
NEW YORK, NY 10013

JAMES C. BEH  
ATTORNEY  
JONES DAY  
51 LOUISIANA AVENUE, N.W.  
WASHINGTON, DC 20001  
FOR: INSTITUTIONAL EQUITY INVESTORS

KATHERINE SHERIFF  
DAVIS WRIGHT TREMAINE LLP  
1301 K STREET NW, SUITE 500 EAST  
WASHINGTON, DC 20005

ANDREI GREENAWALT  
PUBLIC POLICY  
NOMAD TRANSIT, LLC  
2233 WISCONSIN AVE., STE 201  
WASHINGTON, DC 20007

IZZY AALA  
CABCONNECT, INC.  
714 E. MONUMENT AVE, SUITE 107  
DAYTON, OH 45402

ASHAD HAMIDEH, PH.D  
SR. DIR. - PLANNING & DEVELOPMENT  
L.A. COUNTY METRO TRANSPORT AUTHORITY  
ONE GATEWAY PLAZA, MS 99-23-3  
LOS ANGELES, CA 90012

JAMES ANDREW  
MGR - PLANNING  
L.A. COUNTY METRO TRANSPORT AUTHORITY  
ONE GATEWAY PLAZA, MS 99-23-3  
LOS ANGELES, CA 90012

DARA TAVOLADA  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROTECTION AND ENFORCEMENT DIVI  
320 West 4th Street Suite 500  
Los Angeles, CA 90013

JAMES O. JOHNSTON  
JONES DAY  
555 SOUTH FLOWER ST, FIFTIETH FL.  
LOS ANGELES, CA 90071  
FOR: INSTITUTIONAL EQUITY INVESTORS

PARMINDER JOEA  
EXECUTIVE RIDE LLC  
4532 W IMPERIAL HWY  
HAWTHORNE, CA 90304  
FOR: EXECUTIVE RIDE LLC DBA OPOLI

MEAGAN SCHMIDT  
OPERATIONS MANAGER  
FACT  
600 MISSION AVENUE  
OCEANSIDE, CA 92054

ROBERT GEBO  
ADA PARATRANSIT PROGRAM ADMINISTRATOR  
NORTH COUNTY TRANSIT DISTRICT  
810 MISSION AVENUE  
OCEANSIDE, CA 92054

BENJAMIN GEMBLER  
SAN DIEGO ASSOCIATION OF GOVERNMENTS  
401 B STREET, SUITE 800  
SAN DIEGO, CA 92101

JACK CHRISTENSEN  
GRANTS ADMINISTRATOR  
SANDAG  
401 B STREET, STE. 800  
SAN DIEGO, CA 92101

AMY KALIVAS  
DIRECTOR OF PROGRAMS  
ACCESS TO INDEPENDENCE  
8885 RIO SAN DIEGO DRIVE NO 131  
SAN DIEGO, CA 92108

ERIC DEHATE  
RIVERSIDE COUNTY TRANSP. COMMISSION  
4080 LEMON STREET, 3RD FL.  
RIVERSIDE, CA 92501

ALAN CAZARES  
TRANSPORTATION PLANNER  
SAN LUIS OBISPO COUNCIL OF GOVERNMENTS  
1114 MARSH ST  
SAN LUIS OBISPO, CA 93405

ALLISON DRUTCHAS  
WAYMO LLC  
1600 AMPHITHEATRE PARKWAY  
MOUNTAIN VIEW, CA 94043

ANNETTE TRAN  
PRODUCT & REGULATORY COUNSEL  
AURORA  
280 N. BERNARDO AVE  
MOUNTAIN VIEW, CA 94043

GEORGE IVANOV  
WAYMO LLC  
100 MAYFIELD AVENUE  
MOUNTAIN VIEW, CA 94043

MARI DAVIDSON  
ATTORNEY AT LAW  
WAYMO LLC  
100 MAYFIELD AVENUE  
MOUNTAIN VIEW, CA 94043

MIKE TIEN  
REGULATORY COUNSEL  
AURORA  
280 N. BERNARDO AVE  
MOUNTAIN VIEW, CA 94043

VIVEK GARG  
ZUM SERVICES, INC.  
555 TWIN DOLPHINE DRIVE, STE. 350  
REDWOOD CITY, CA 94065

JULIE VEIT  
DEPUTY CITY ATTORNEY  
S. F. CITY ATTORNEY'S OFFICE  
1390 MARKET STREET, 7TH FL.  
SAN FRANCISCO, CA 94102  
FOR: SAN FRANCISCO MUNICIPAL  
TRANSPORTATION AGENCY (SFMTA)

LESLIE FERNANDEZ  
CITY ATTORNEY OFFICE  
CITY AND COUNTY OF SAN FRANCISCO  
1390 MARKET STREET, 7TH FLOOR  
SAN FRANCISCO, CA 94102  
FOR: SAN FRANCISCO MUNICIPAL  
TRANSPORTATION AGENCY (SFMTA)

STEPHANIE STUART  
DEPUTY CITY ATTORNEY

SUSAN CLEVELAND-KNOWLES  
GEN. COUNSEL / DEPUTY CITY ATTY.

CITY ATTORNEYS OFFICE  
1390 MARKET STREET, 7TH FLOOR  
SAN FRANCISCO, CA 94102  
FOR: SAN FRANCISCO MUNICIPAL  
TRANSPORTATION AGENCY (SFMTA)

OFFICE OF THE CITY ATTORNEY  
1390 MARKET STREET, 7TH . FOX PLAZA  
SAN FRANCISCO, CA 94102  
FOR: SAN FRANCISCO MUNICIPAL  
TRANSPORTATION AGENCY (SFMTA)

ANDREW DUGOWSON  
CALIF PUBLIC UTILITIES COMMISSION  
DISTRIBUTION PLANNING BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ANNA JEW  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA 3-D  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ASHLYN KONG  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

BRIAN KAHR  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA 2-F  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CAITLIN POLLOCK  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER JOHN REYNOLDS  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CODY NAYLOR  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DEBBIE CHIV  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

GREGORY HARASYM  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

IRYNA KWASNY  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JACK CHANG  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER SHIROMA  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOANNA PEREZ-GREEN  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROGRAMS BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOSHUA HUNEYCUTT  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROTECTION AND ENFORCEMENT DIVI  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MICHAEL LUO  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

NIKI BAWA  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER HOUCK  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

REAGAN ROCKZSFFORDE  
CALIF PUBLIC UTILITIES COMMISSION  
BROADBAND, POLICY & ANALYSIS BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ROBERT MASON  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
ROOM 5016  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

TERENCE SHIA  
CALIF PUBLIC UTILITIES COMMISSION  
DIVISION OF WATER AND AUDITS  
ROOM 5306

TERRA M. CURTIS  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

THERESA BUCKLEY  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5139  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ADAM BIERMAN  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO, CA 94103

ALEXANDER LARRO  
UBER TECHNOLOGIES, INC.  
SR. ANALYST, GOV'T AFFAIRS DIVISON  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO  
, CA 94103

JADIE WASILCO  
SF MUNICIPAL TRANSPORTATION AGENCY  
1 SOUTH VAN NESS AVENUE, 8TH FLOOR  
SAN FRANCISCO, CA 94103

JANE Y. LEE  
ATTORNEY  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FL.  
SAN FRANCISCO, CA 94103

JUSTINE WOODLAND  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO, CA 94103

KATE TORAN  
INT. DIR.- TAXIS & ACCESSIBLE SVCS DIV.  
S. F. MUNICIPAL TRANSPORTATION AGENCY  
1 SOUTH VAN NESS AVE., 7TH FLOOR  
SAN FRANCISCO, CA 94103

LAURA GRAY  
COMMUNITY & GOVN'T RELATIONS MGR.  
CRUISE AUTOMATION  
1201 BRYANT STREET  
SAN FRANCISCO, CA 94103

LISA TSE  
ATTORNEY  
RASIER-CA, LLC  
1455 MARKET STREET  
SAN FRANCISCO, CA 94103  
FOR: RASIER-CA, LLC DBA UBER

STEPHANIE KUHLMAN  
PARALEGAL, REGULATORY  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FL.  
SAN FRANCISCO, CA 94103

VALERIE COLEMAN  
PROGRAM ANALYST  
SF DEPT OF AGING & ADULT SERVICES  
1650 MISSION ST., 5TH FLR  
SAN FRANCISCO, CA 94103

JOSH RAPOPORT  
MORGAN LEWIS & BOCKIUS, LLP  
ONE MARKET, SPEAR STREET TOWER  
SAN FRANCISCO, CA 94105

KENDALL ALLEN  
JENNER & BLOCK LLP  
455 MARKET STREET, SUITE 2100  
SAN FRANCISCO, CA 94105

PEJMAN MOSHFEGH  
ATTORNEY AT LAW  
MORGAN, LEWIS & BOCKIUS LLP  
ONE MARKET, SPEAR STREET TOWER  
SAN FRANCISCO, CA 94105

F. JACKSON STODDARD  
ATTORNEY  
MORGAN LEWIS & BOCKIUS, LLP  
ONE MARKET, SPEAR STREET TOWER  
SAN FRANCISCO, CA 94105-1126

LAURIE EDELSTEIN  
JENNER & BLOCK LLP  
455 MARKET STREET, SUITE 2100  
SAN FRANCISCO, CA 94105-2453

AICHI DANIEL  
SR COUNSEL, PRODUCT SAFETY, REGULATORY &  
CRUISE LLC  
COMPLIANCE  
333 BRANNAN STREET  
SAN FRANCISCO, CA 94107

ANNETTE TRAN  
COUNSEL - REGULATORY COMPLIANCE &  
LYFT, INC.  
185 BERRY STREET  
SAN FRANCISCO, CA 94107

CHRISTOF BAUMBACH  
CEO  
WINGZ, INC.

DEMETRIUS REAGANS  
LYFT, INC.  
185 BERRY STREET, SUITE 5000

795 FOLSOM STREET  
SAN FRANCISCO, CA 94107  
FOR: WINGZ, INC.

SAN FRANCISCO, CA 94107

IZZY GERUNDIO  
LYFT, INC.  
185 BERRY STREET, STE. 5000  
SAN FRANCISCO, CA 94107

MARGARET TOBIAS  
ATTORNEY AT LAW  
TOBIAS LAW OFFICE  
460 PENNSYLVANIA AVE  
SAN FRANCISCO, CA 94107

PAUL AUGUSTINE  
SENIOR MANAGER, SUSTAINABILITY  
LYFT, INC.  
185 BERRY STREET, SUITE 5000  
SAN FRANCISCO, CA 94107

ELIZABETH GALLAGHER  
LYFT INC.  
2300 HARRISON STREET  
SAN FRANCISCO, CA 94110  
FOR: LYFT INC.

DOLIGHTFUL INC. DBA KANGO  
31 WINFIELD STREET  
SAN FRANCISCO, CA 94110

VIDHYA PRABHAKARAN  
ATTORNEY  
DAVIS WRIGHT TREMAINE LLP  
50 CALIFORNIA STREET, 23RD FLR  
SAN FRANCISCO, CA 94111

MARTINET PHAN  
SILVERRIDE  
425 DIVISADERO ST. SUITE 201  
SAN FRANCISCO, CA 94117

RACHELLE CHONG  
COUNSEL  
LAW OFFICES OF RACHELLE CHONG  
345 WEST PORTAL AVENUE, STE. 110  
SAN FRANCISCO, CA 94127

THOMAS GREGORY  
DEPUTY DIR  
CENTER FOR INDEPENDENT LIVING  
2490 MARINER SQUARE LOOP, STE. 210  
ALAMEDA, CA 94501  
FOR: CENTER FOR INDEPENDENT LIVING

KATE LEFKOWITZ  
ASSOCIATE TRANSPORTATION PLANNER  
ALAMEDA TRANSPORTATION COMMISSION  
1111 BROADWAY, SUITE 800  
OAKLAND, CA 94607

ANH NGUYEN  
MGR., ADA PROGRAMS DIV.  
CITY OF OAKLAND  
1 FRANK OGAWA PLAZA, 11TH FL.  
OAKLAND, CA 94612

REBECCA RUFF  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELINE STREET, SUITE 220  
BERKELEY, CA 94703

JAMES W. CARSON  
ATTORNEY AT LAW  
NIELSEN MERKSAMER PARRINELLO GROSS  
2350 KERNER BOULEVARD, SUITE 250  
SAN RAFAEL, CA 94901

JOANNA HUITT  
MOBILITY PLANNER  
MARIN TRANSIT  
711 GRANVE AVE, SUITE 110  
SAN RAFAEL, CA 94901

ACTIVE SCALER INC. DBA TAGSI  
1551 MCCARTHY BLVD, STE. 10  
MILPITAS, CA 95035

JOANNA EDMONDS  
TECHNICIAN - TRANSPORTATION PLANNING  
SCCRTC  
1523 PACIFIC AVENUE  
SANTA CRUZ, CA 95060  
FOR: SANTA CRUZ COUNTY REGIONAL  
TRANSPORTATION COMMISSION

LORENA BERNAL-VIDAL  
PLANNER III  
SANTA CLARA VALLEY TRANSP. AUTHORITY  
3331 NORTH FIRST STREET, BUILDING A  
SAN JOSE, CA 95134-1927  
FOR: SANTA CLARA VALLEY TRANSPORTATION  
AUTHORITY

ELIZABETH RICHARDS  
ER CONSULTING  
607 ELMIRA RD. NO. 234  
VACAVILLE, CA 95687

CURTIS L. CHILD

DOUGLAS ITO

LEGISLATIVE DIR  
DISABILITY RIGHTS CALIFORNIA  
1831 K STREET  
SACRAMENTO, CA 95811-4114

CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROTECTION AND ENFORCEMENT DIVI  
300 Capitol Mall  
Sacramento, CA 95814

LAURA MCWILLIAMS  
STATE SENATOR JERRY HILL  
STATE CAPITOL, ROOM 5035  
SACRAMENTO, CA 95814

MICHAEL MULLANEY  
CALIF PUBLIC UTILITIES COMMISSION  
PRESIDENT ALICE REYNOLDS  
300 Capitol Mall  
Sacramento, CA 95814

NOAH THORON  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROTECTION AND ENFORCEMENT DIVI  
300 Capitol Mall  
Sacramento, CA 95814

MANAL YAMOUT MCDERMID (ELSI)  
CALIBER STRATEGIES  
PO BOX 160724  
SACRAMENTO, CA 95816

ZEENAT HASSAN  
DISABILITY RIGHTS CALIFORNIA  
2111 J ST., NO.406  
SACRAMENTO, CA 95816

ANDREW B. BROWN  
ATTORNEY AT LAW  
ELLISON SCHNEIDER HARRIS & DONLAN LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5931  
FOR: INSTITUTIONAL EQUITY INVESTORS

DARIN SANDS  
BRADLEY BERNSTEIN SANDS LLP  
PO BOX 4120, PMB 62056  
PORTLAND, OR 97208

HEIDI BRADLEY  
BRADLEY BERNSTEIN SANDS LLP  
113 CHERRY STREET  
SEATTLE, WA 98104-2205

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[BACK TO INDEX OF SERVICE LISTS](#)

**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: 10/8/2023

Andres Munoz

Print Name of Applicant/Officer

Signature of Applicant(s)

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 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: 10/8/2023

**Andres Munoz**

\_\_\_\_\_  
Print Name of Applicant/Officer

\_\_\_\_\_  
Signature of Applicant(s)

\_\_\_\_\_  
Signature of Corporate Officer

**Manager-COO**

\_\_\_\_\_  
Title of Corporate Officer

Lyft Inc.  
Q3 2023

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	(308,725.92)
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Partnership Costs	Consultants/Legal	(0.00)
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Marketplace Costs	Promo Codes for WAV	(0.00)
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	(28,587.67)
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q3 2023	Other	Total Offset Requested	(271,214.30)
Lyft, Inc.	LOS ANGELES	Q3 2023	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	(1,019,624.68)
Lyft, Inc.	LOS ANGELES	Q3 2023	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Partnership Costs	Consultants/Legal	(0.00)
Lyft, Inc.	LOS ANGELES	Q3 2023	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Marketplace Costs	Promo Codes for WAV	(0.00)
Lyft, Inc.	LOS ANGELES	Q3 2023	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	(23,745.13)
Lyft, Inc.	LOS ANGELES	Q3 2023	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q3 2023	Other	Total Offset Requested	(1,017,085.20)

Signature \_\_\_\_\_  
 Prepare \_\_\_\_\_  
 Address \_\_\_\_\_ Street Suite 400  
 San Francisco CA 94107

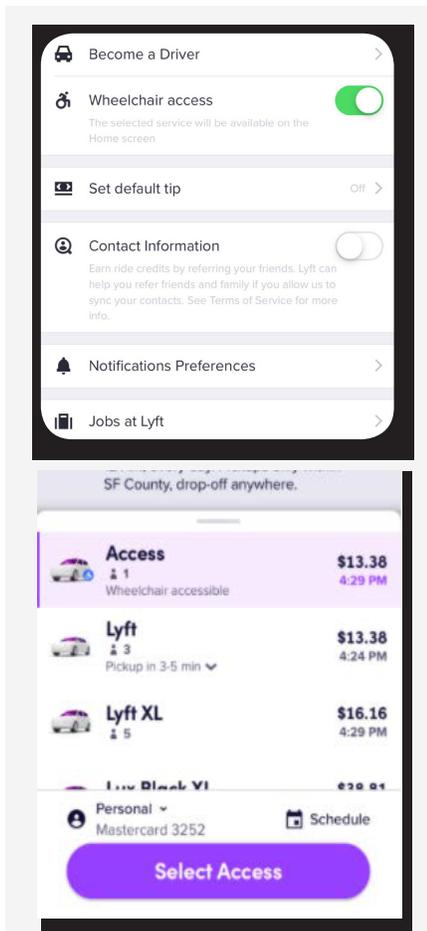
Title: Senior Accounting Manager  
 Date: 10/16/2023  
 Phone: N/A  
 Email: JanetSiu@lyft.com

# Lyft WAV Service

## San Francisco and LA 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 Access Mode



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

### Step 2: Enable Access 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 Access Mode so it turns green, indicating enabled

### Step 3: Request your ride

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

## Features

All rides in Access 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.*

2022

HELLO

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NOW IT'S OFFICIAL

BRIGHTER, BETTER  
RIDES IN A BOX

# Lyft's WAV Program

**Summary:**

**Partners - First Transit & Tower:**

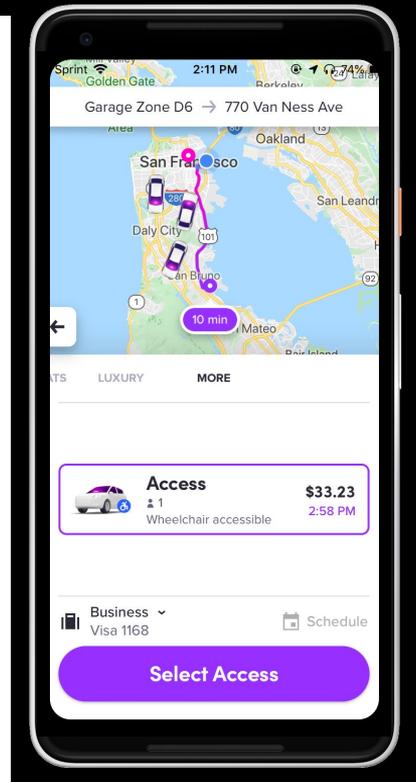
**Our Goal:**



# WAV Program

Where can passengers get picked up and dropped off?

What are the operating hours?



# The Drivers

Who are the drivers?

○

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 & 4 ambulatory riders (plus driver) at full capacity.

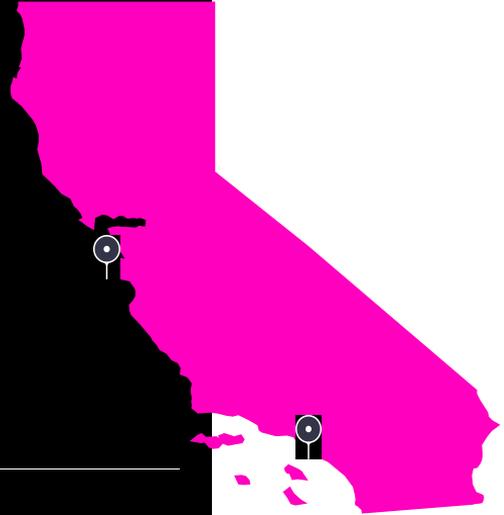
## Are these vans rear- or side-entry for wheelchair users?

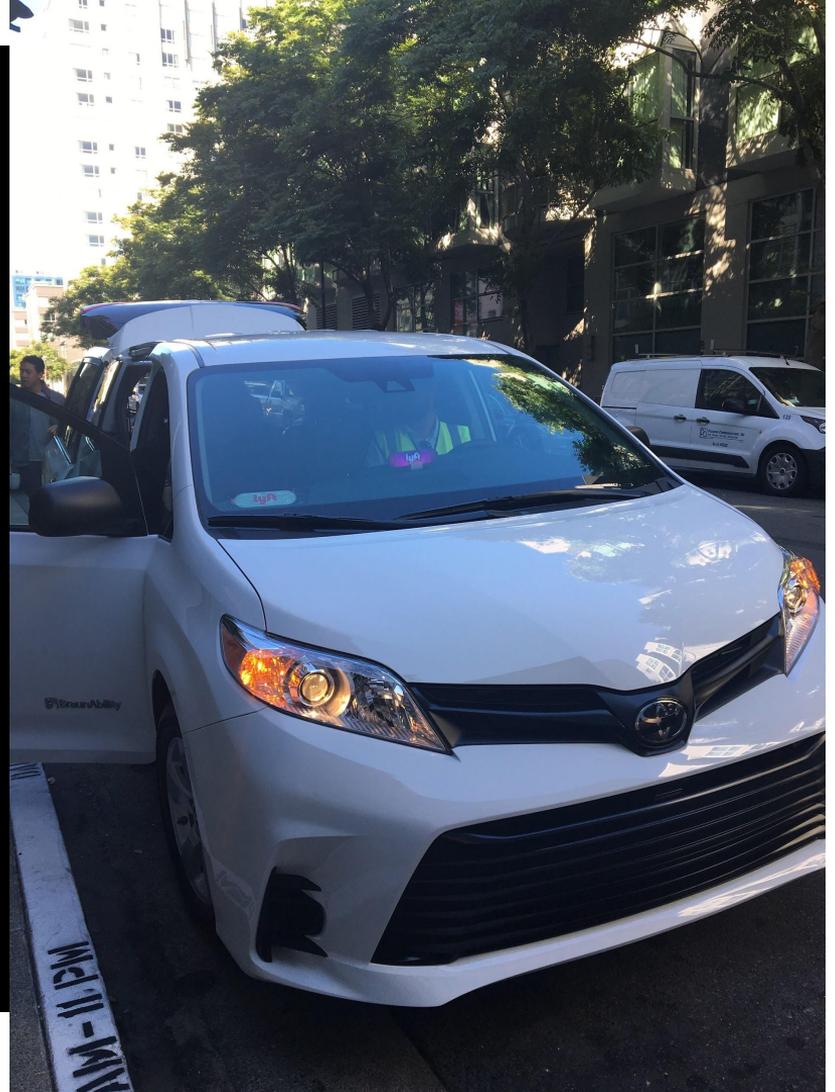
Side-entry and rear-entry

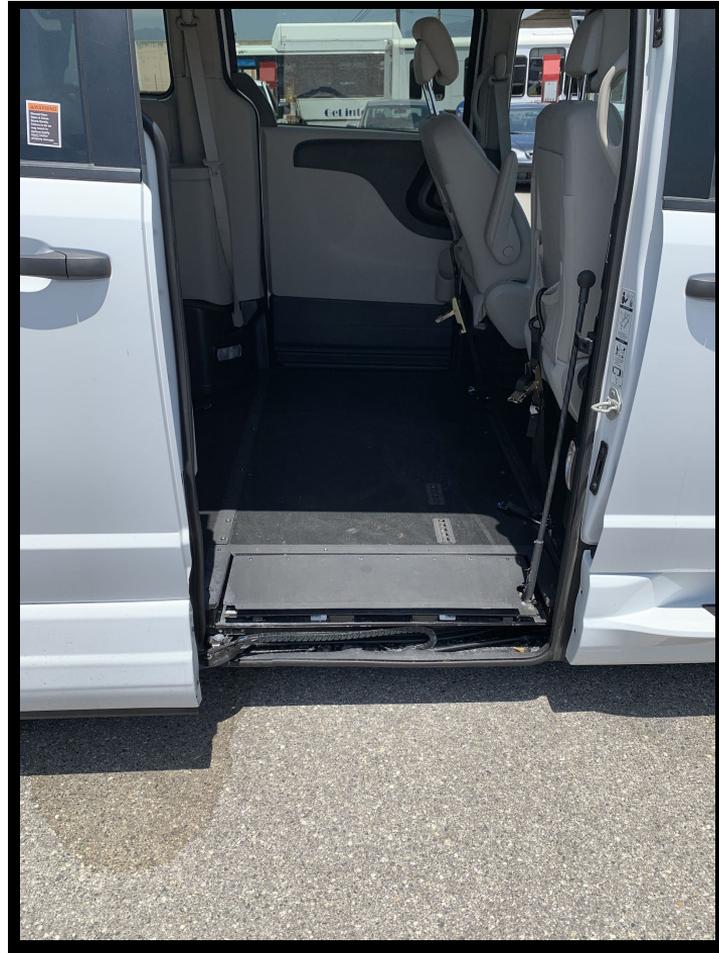
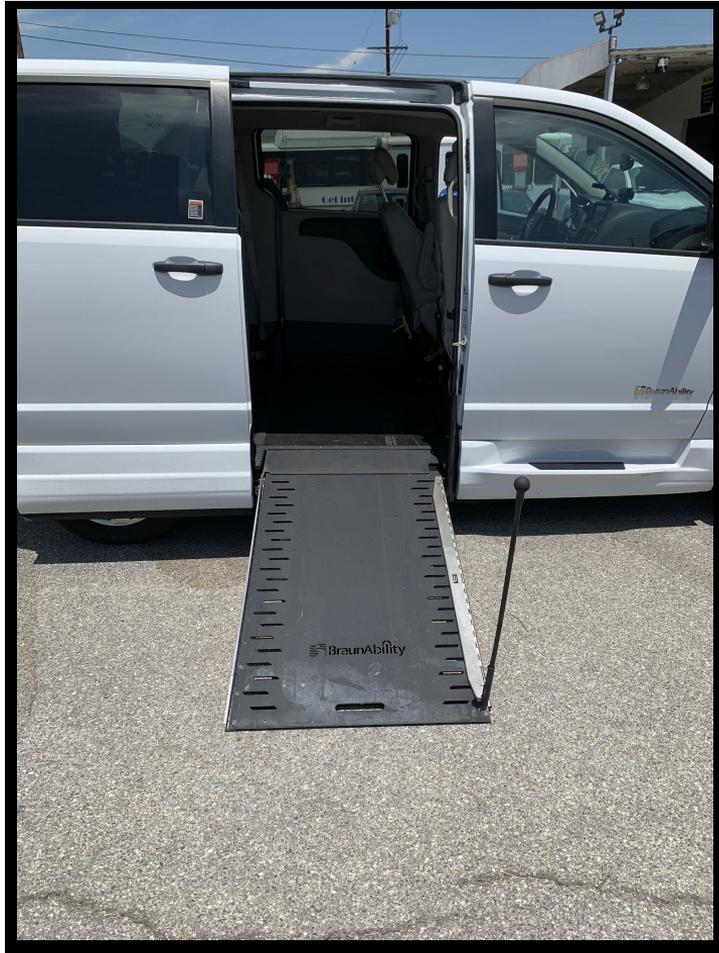
## Will these vans be marked as WAV?

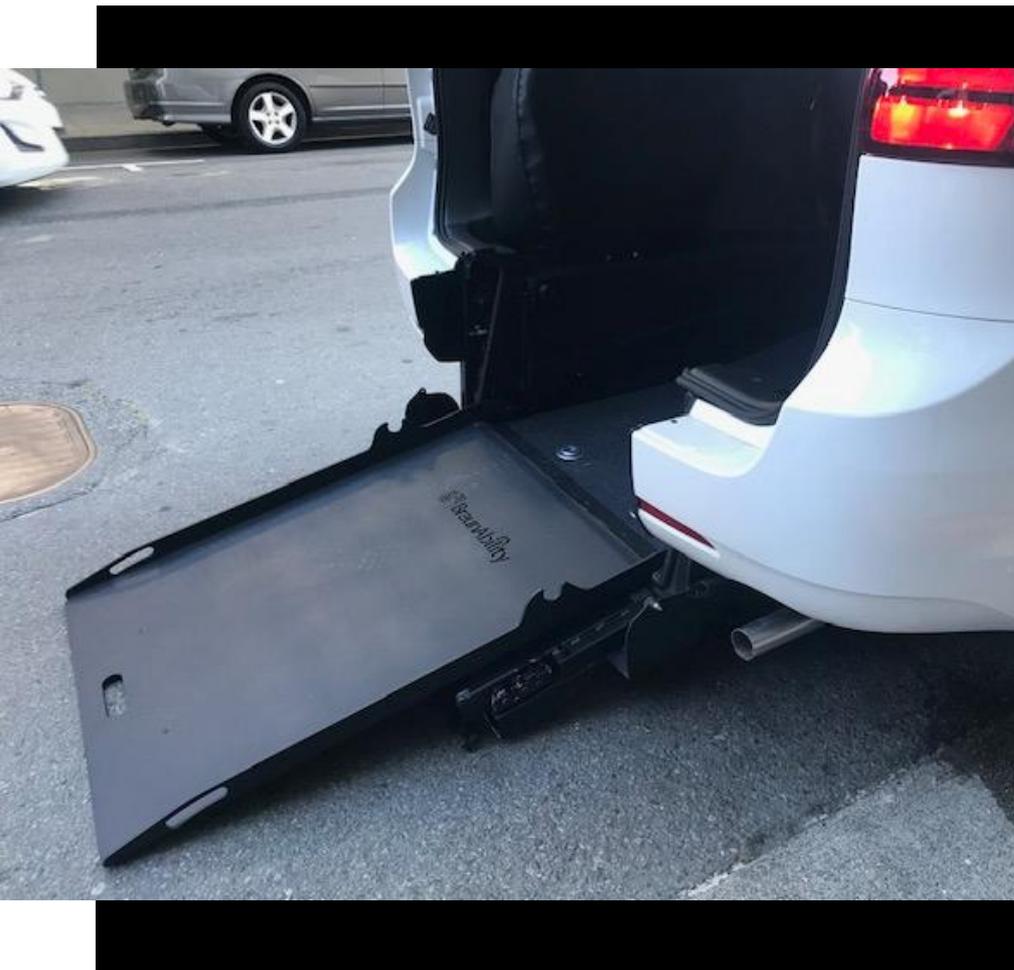
## Can I bring companions or aides in a WAV with me?

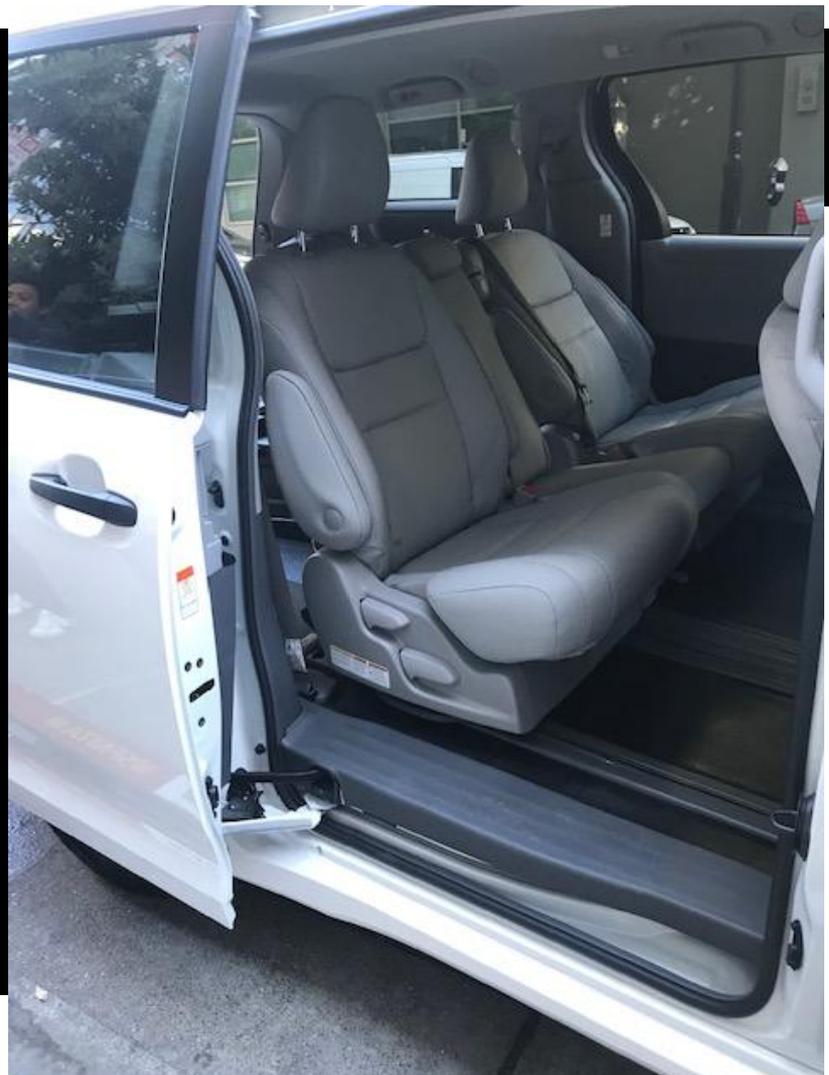
## Are service animals allowed in the WAV?

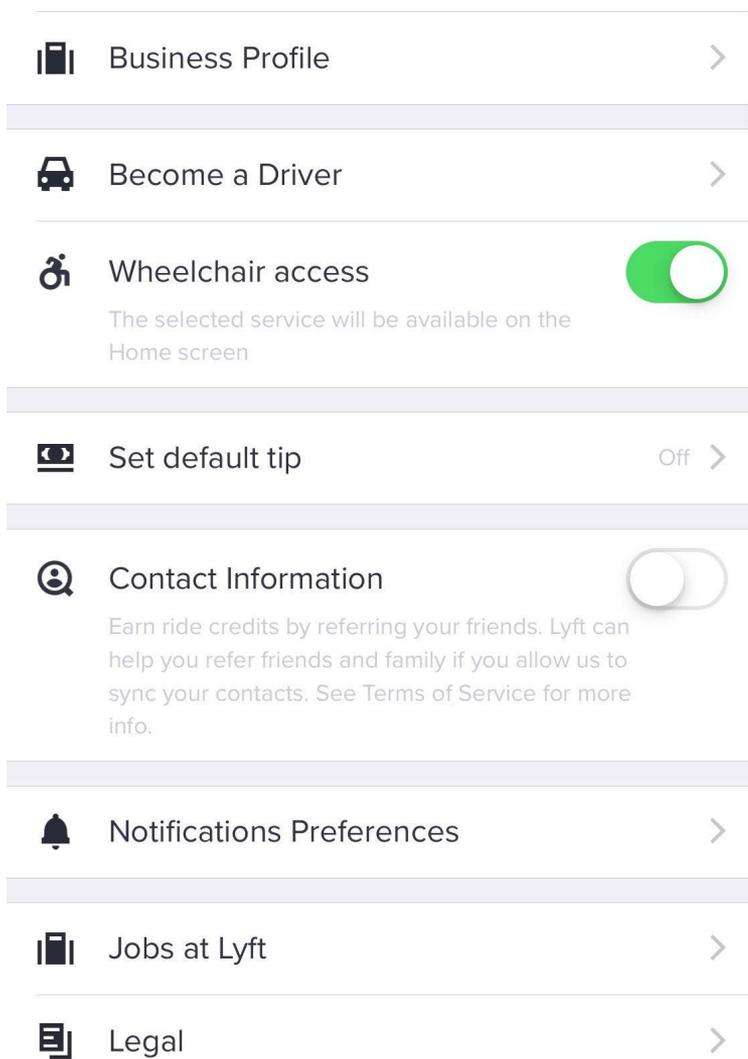












**Step 1: Download the app and set up your account**

**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.



◆ Credits Applied

RY EXTRA SEATS MORE



### Access

1  
Good deal



FREE

~~\$8.87~~

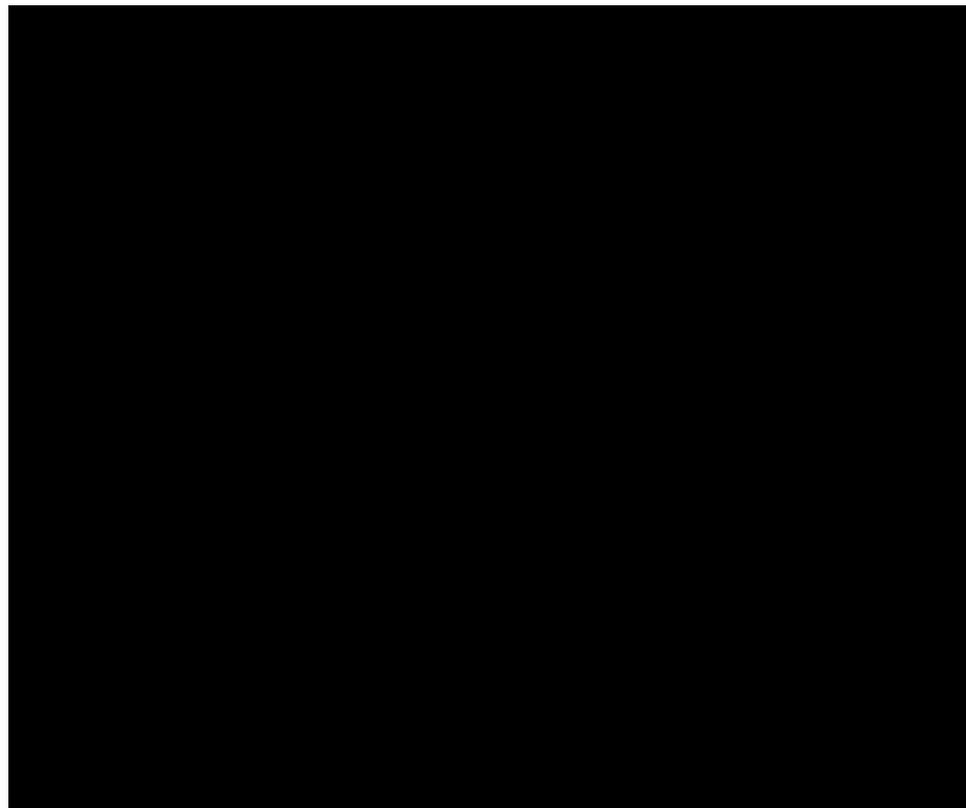
1:57 PM

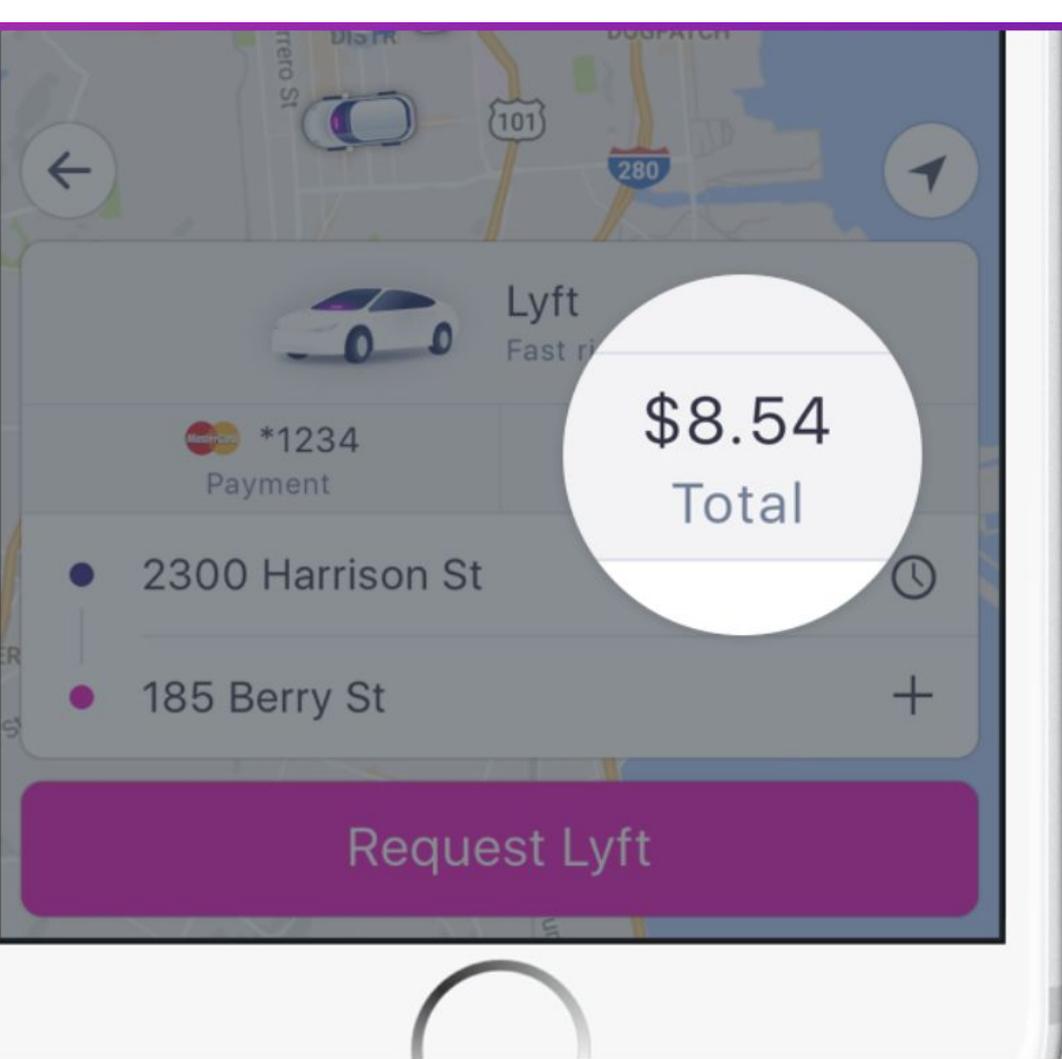
VISA Personal + Credits

 Schedule

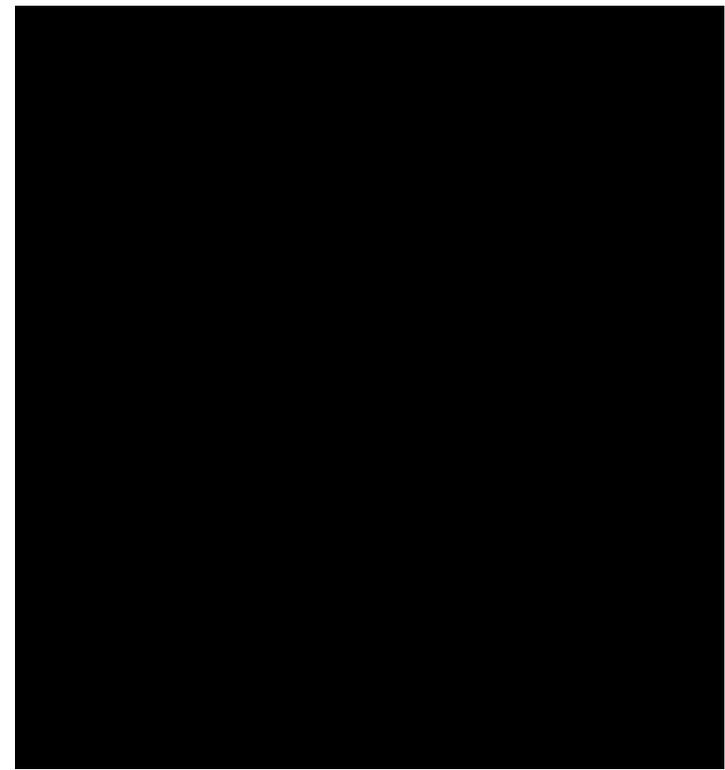
**Request Access**

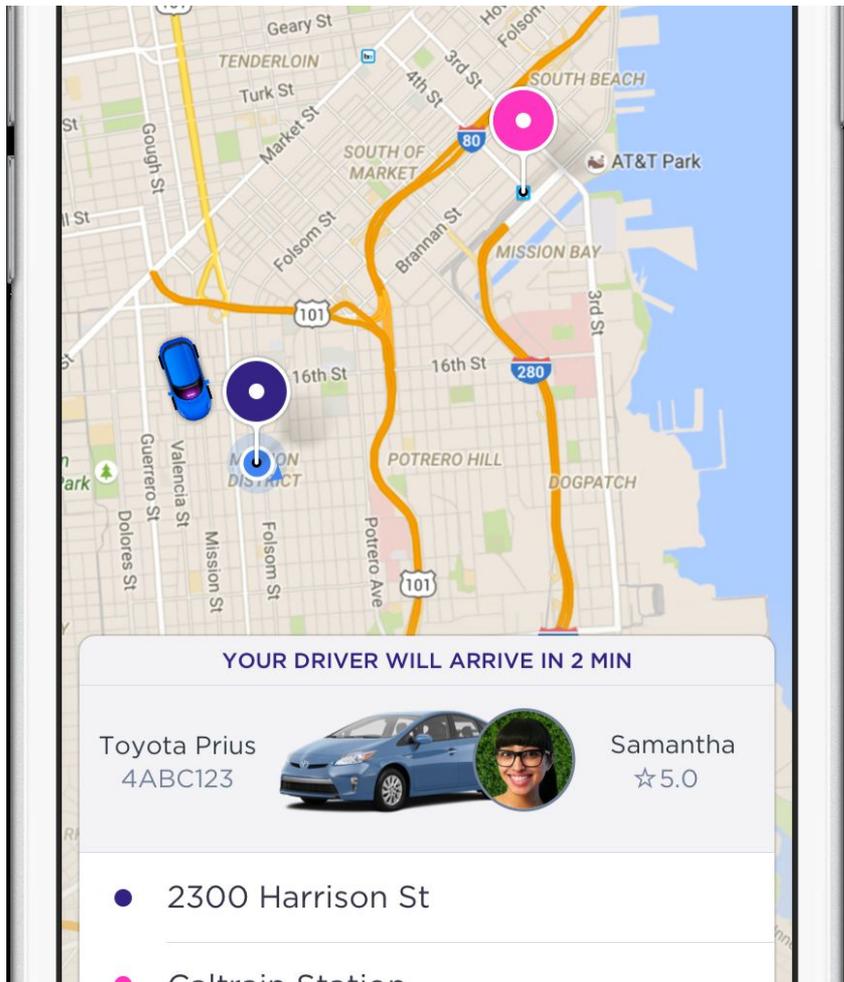
# Step 3: Request your ride



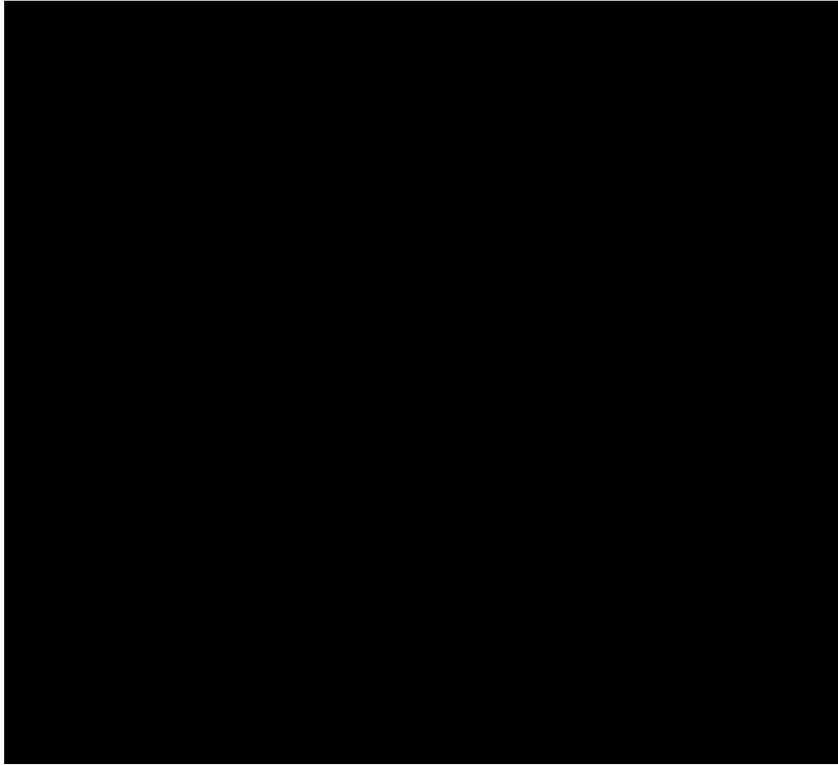


# Requesting a Ride





# Matching with a Driver



# Sharing Your Route

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No tip

\$1

\$2

\$5

Other

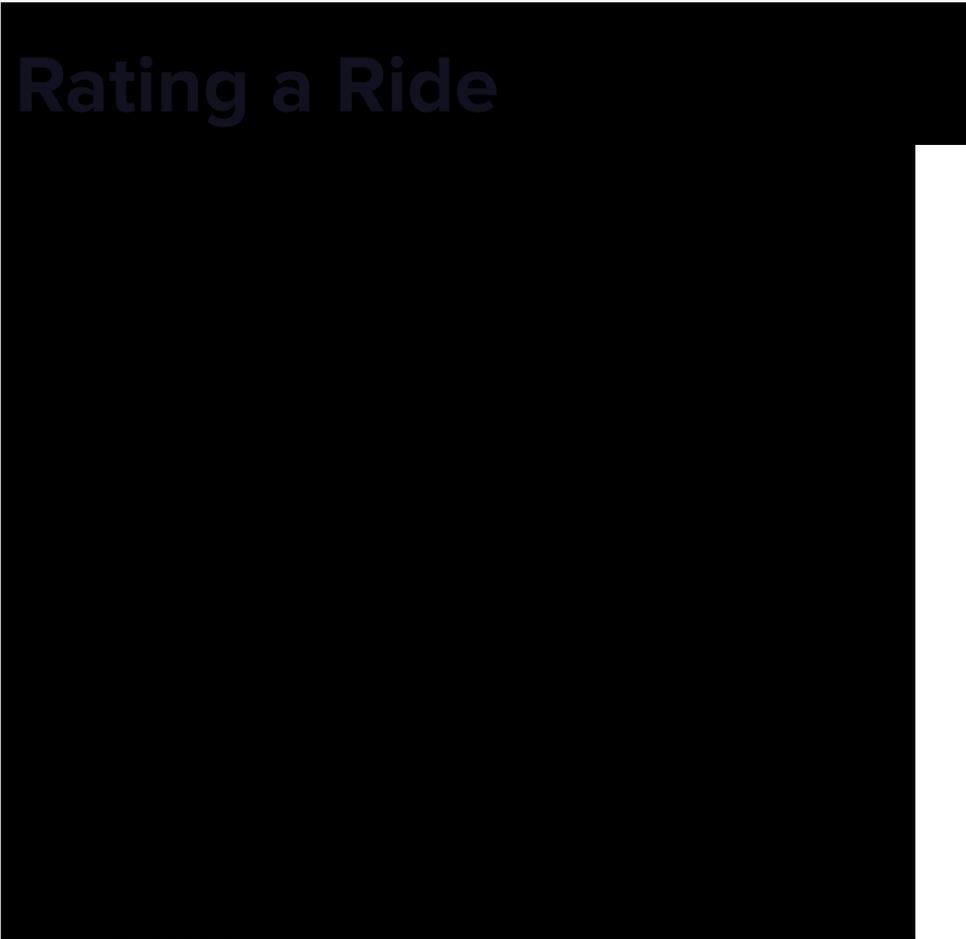
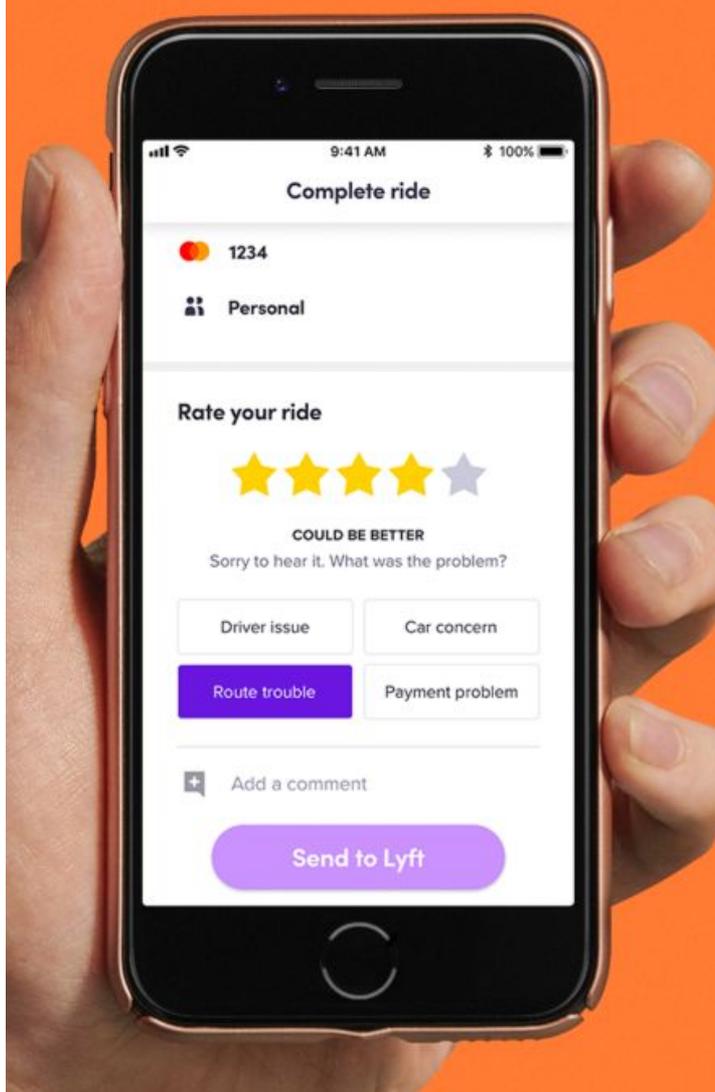


Payment

PERSONAL \*1234

\$9.00 ⓘ

## Finishing a Ride



# Rating a Ride

Lyft



Questions?





# In-App Safety Features

