

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

TNC & AL FILER INFORMATION

Date of Submission: 12/16/20	Date of Service: 12/16/20
TNC Name: Lyft, inc.	PSG #: 0032513
DBA Name: Lyft	
Address: 185 Berry St.. Ste 5000	
City: San Francisco	State: Ca
	ZIP Code: 94107
Filer's Name: Bridgette Warren	
Filer's Email: bridgette.warren@bclplaw.com	Filer's Phone: 415-675-3428

AL INFORMATION

Advice Letter #: WAV-002A	AL Type: <input type="checkbox"/> Offset <input checked="" type="checkbox"/> Retroactive <input type="checkbox"/> Exemption
Geographic Area(s): San Francisco County	
Offset/Retroactive Amount: \$ 477,177.83	Quarter: Q4
	Year: 2019
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 (Excel)	
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, Signed Accounting of Funds Expended, and Signed Claim form (if necessary) into a single PDF file. The completed data reports must be in a single Excel file. A complete advice letter submission will consist of only two attachments: the PDF and Excel packets. Submit via email the advice letter with two attachments to 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 5000
 San Francisco, CA 94107

December 16, 2020
 Lyft, Inc.
 Advice Letter No. WAV-002A

California Public Utilities Commission
 Consumer Protection and Protection Division
 Transportation Licensing and Analysis Branch
 505 Van Ness Avenue
 San Francisco, CA 94102

Pursuant to RESOLUTION ALJ-388, served on November 16, 2020, Lyft hereby submits this first Supplemental Advice Letter No. WAV-002A (“AL 002A”). This AL 002A supplements Lyft’s Advice Letter No. WAV-002, by which Lyft requested to offset, against the quarterly Access Fund payments due, the amounts spent by Lyft to improve wheelchair accessible vehicle (WAV) service in Quarter 4 of 2019 (beginning October 1, 2019). The requested effective date is January 15, 2021 (30 days from submission).

The offset amounts requested by geographic areas are as follows:

County	Expenditures (\$)
SAN FRANCISCO	477,177.83
Subtotal	\$ 477,177.83

Total Offset \$ 477,177.83

Per D.20-03-007, Lyft provides the following documents in support of its request:

1. Number of WAVs in operation – aggregated by hour of the day and day of the week
2. Number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – aggregated by hour of the day and day of the week
3. Completed WAV trip request response times in deciles as well as Periods A and B in deciles
4. Evidence of outreach efforts
5. Accounting of Funds expended
6. Certification of WAV driver training
7. WAV driver programs used and number of WAV drivers that completed the training in the quarter
8. Certification that all WAVs operating on its platform have been inspected and approved to conform with Americans with Disabilities Act (ADA) Accessibility Specifications

In compliance with General Order 96-B, Lyft served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on April 15, 2020. If there are any questions regarding this advice letter, please contact Annette Tran at atran@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 Annette Tran at atran@lyft.com.

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at www.cpuc.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 HAS BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Yours truly,



Annette Tran
Counsel, Regulatory
Lyft, Inc.

Attachments:

- Exhibit 1: Data Reporting, Outreach, and Accounting (Items 1 -5 and 7 above)
- Exhibit 2: Training Certification (Item 6 above)
- Exhibit 3: Inspection Certification (Item 8 above)

PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: DECEMBER 16, 2020

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FOR: SANTA CRUZ COUNTY REGIONAL
TRANSPORTATION COMMISSION

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FOR: SANTA CLARA VALLEY TRANSPORTATION
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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

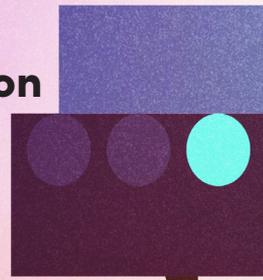


Lyft is Proud to Support the 28th Annual Access Awards Luncheon

We look forward to continued engagement with community partners to increase access to transportation for our disability community.

Lyft's Wheelchair Accessible Vehicle (WAV) Service Operates from 7am to Midnight - 7 Days a Week.

Just toggle on "Wheelchair Access" in Settings and take a ride with us! Pick-ups and drop-offs for WAV service are currently limited to LA county during our pilot program.



Lyft CA Wheelchair Accessible Vehicle Pilot



Aug 21, 2019

Overview of Pilot



What is Lyft's WAV pilot?

Summary:

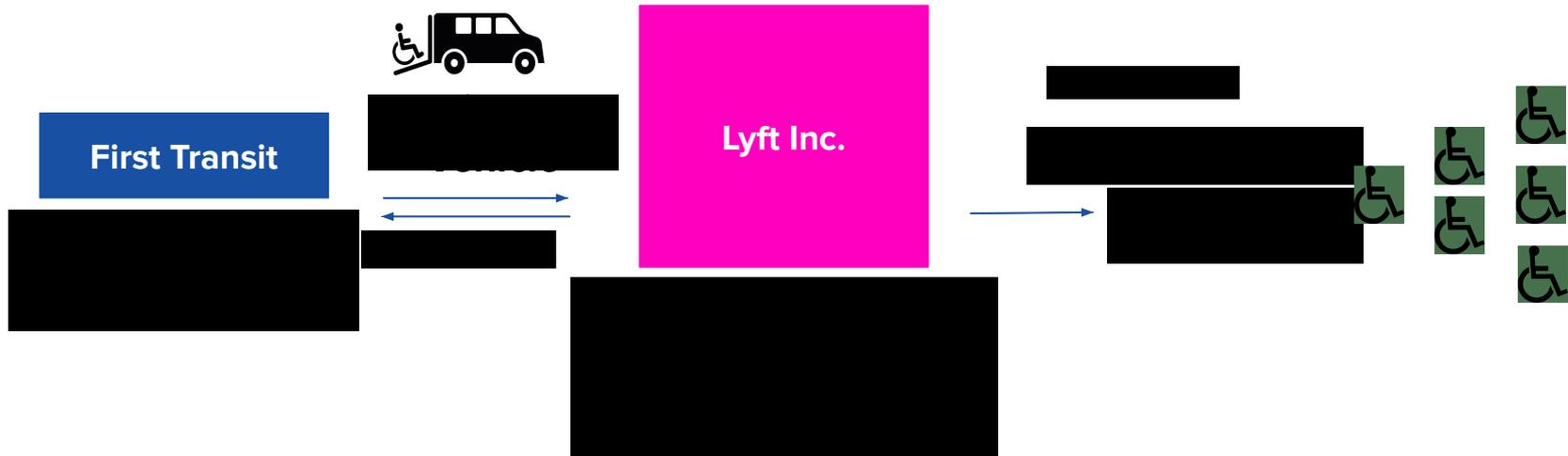
Partner - First Transit:



Partnership Model

Summary:

through the Lyft app.



Pilot Markets:

WAV Pilot

What will Lyft be accomplishing during this pilot?

Where can passengers get picked up and dropped off?

What are the operating hours?

How will we manage the demand for WAV rides.

How much will WAV rides cost?

- Same as Classic Lyft rides



The Drivers

Who are the drivers?



- Drivers must also go through Lyft onboarding process

All drivers will be background checked.

The Cars

What kinds of cars are part of this pilot?

2019 Toyota Sienna Minivans modified by Transitworks 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?

Rear-entry

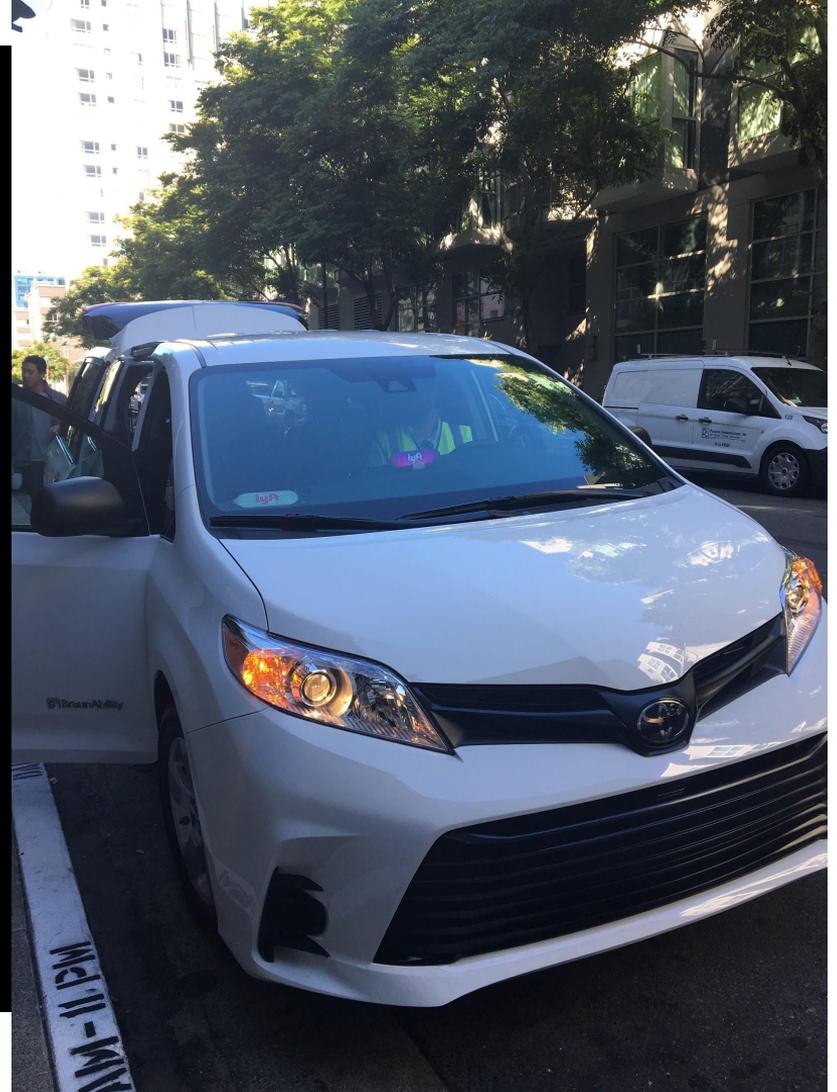
Will these vans be marked as WAV?

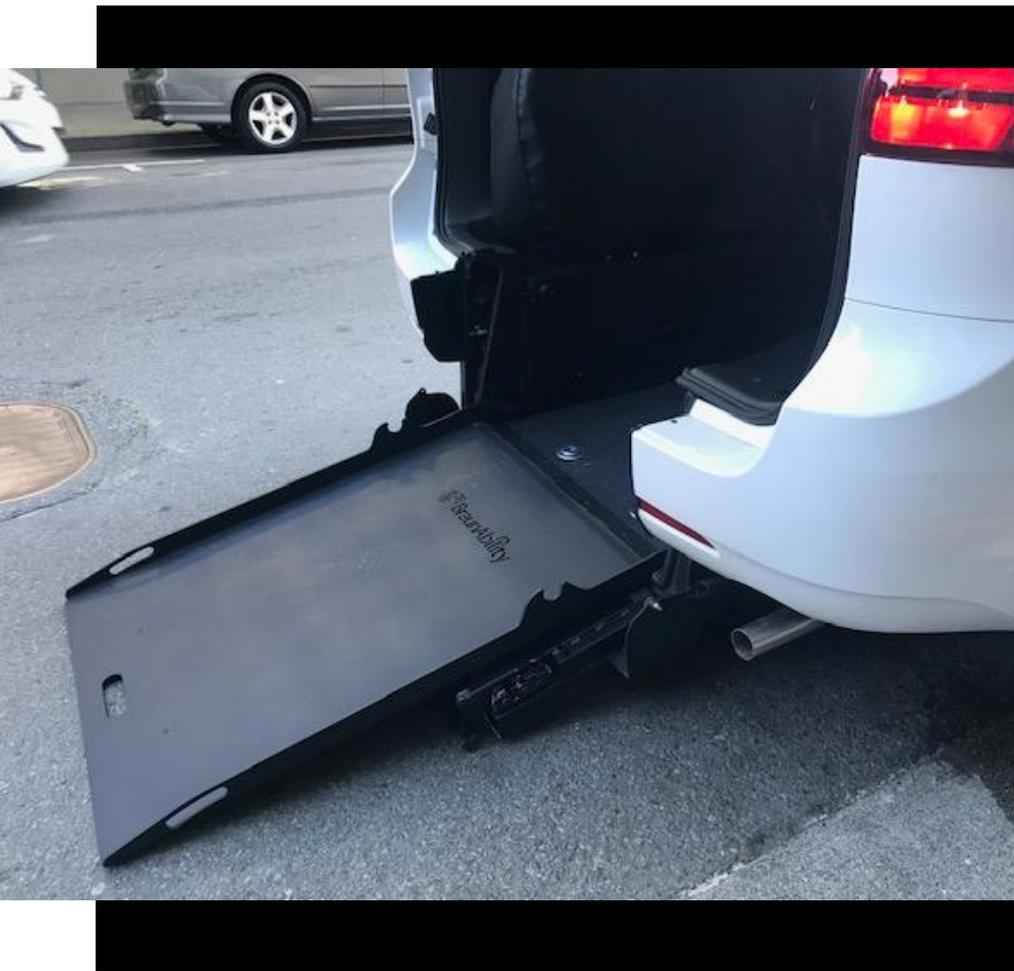
Can I bring companions or aides in a WAV with me?

Are service animals allowed in the WAV?

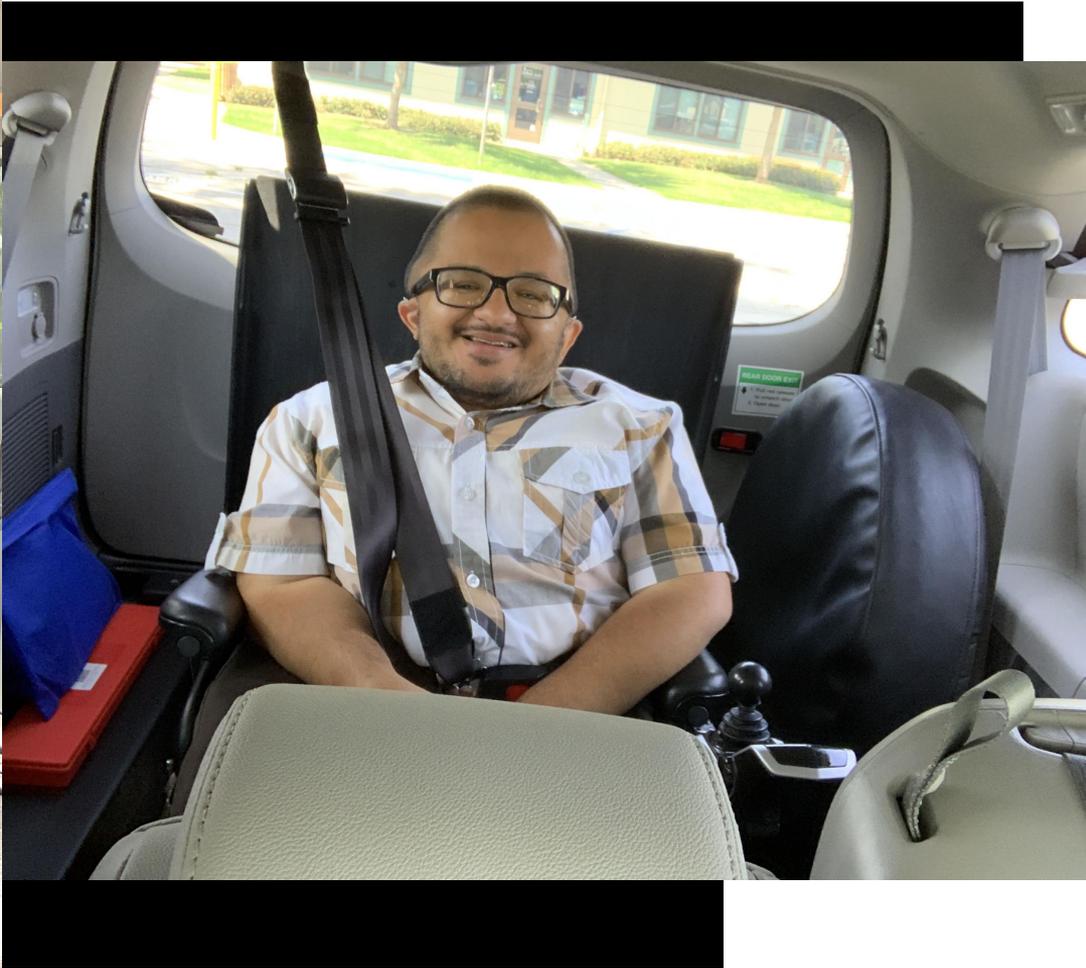
The law and Lyft's Service Animal Policy state that drivers may not deny service or otherwise discriminate against passengers with service animals.











Questions?





Lyft is Proud to Support Disability Pride LA.

We look forward to continued engagement with community partners to increase access to transportation for our disability community.

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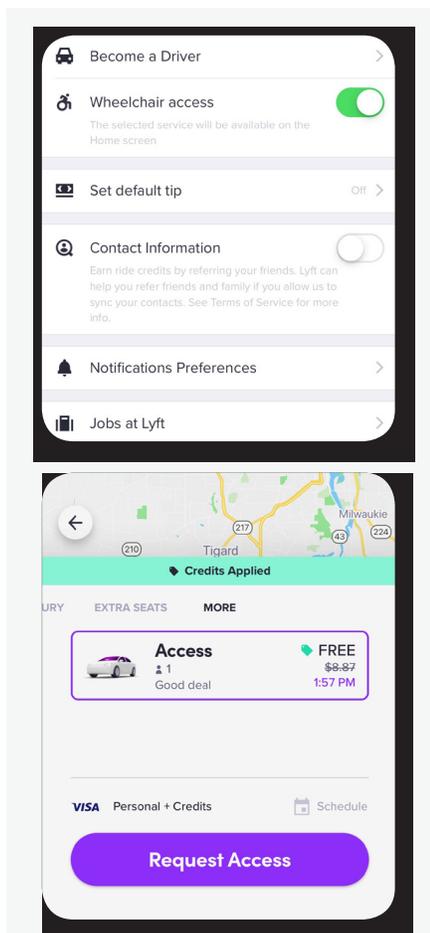


Lyft WAV Service

San Francisco and LA Counties Pilot

To support the transportation needs of people who use fixed-frame (non-foldable/non-collapsible) wheelchairs, Lyft partners with First Transit to provide 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

- 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, then swipe left to see additional modes
- Tap More then tap Access to select Wheelchair Mode
- 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.

Additionally, First Transit emphasizes driver training and best practices through:

- Pre-employment and ongoing random drug and alcohol testing
- Stringent background and record checks
- Physical performance evaluations
- Comprehensive customer service training
- The Smith System of Defensive Driver Training program, which is completed as part of new driver training, as well as refreshers conducted throughout the year
- Extensive ongoing driver training, including in-classroom and behind-the-wheel training
- Specialized training just for WAV and paratransit operations, including how to provide excellent service with patience and compassion for paratransit passengers, including individuals with various disabilities and the elderly. Courses include Interacting with Passengers, Diffusing Conflicts, and Effective Communication

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.

Our Partner

Each year, First Transit provides state-wide and locally-managed paratransit services to more than 8 million passengers and call center support for more than 9.7 million trips – making them the natural choice for this partnership.

Alternative formats available upon request.

Lyft WAV Service

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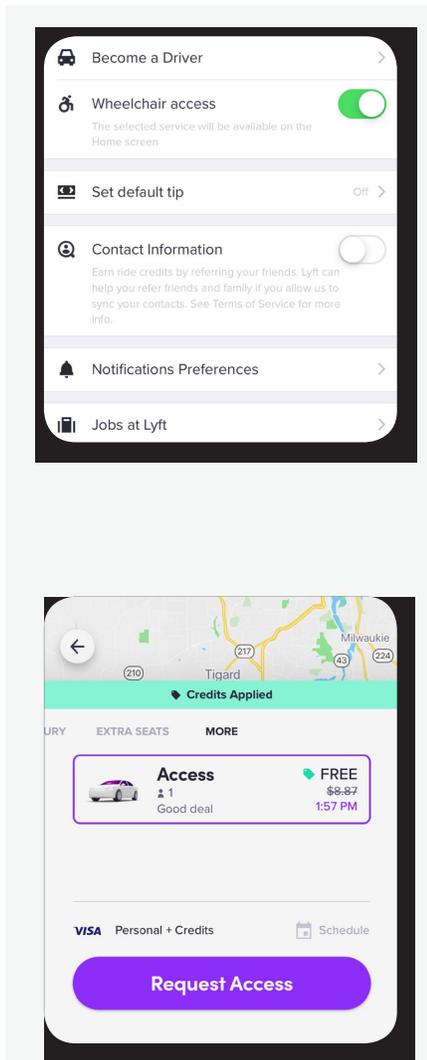
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Alternative formats available upon request.

SB 1376 Workshop

Lyft Presentation

October 10, 2019



Senate Bill 1376

“TNC Access for All Act”

OVERVIEW



Offset Criteria

OFFSET CRITERIA



OFFSET - “IMPROVED LEVEL OF SERVICE”

-

-

-

—

-

-

-

OFFSET - COMPREHENSIVE APPROACH

-
-
-
-
-
-
-

OFFSET - COMPREHENSIVE APPROACH

-

-

-

-

Exemption Criteria

EXEMPTION CRITERIA

-
-
- **Unachievable SLRs will discourage rather than incentivize TNC investments**
-



EXEMPTION - RESPONSE TIMES

-

-

-

-

Request and Review Process

OFFSET - REQUEST AND REVIEW PROCESS

-

-

-

-

-

-



OFFSET - PROPOSED FEE SCHEDULE



EXEMPTION - REQUEST AND REVIEW PROCESS



EXEMPTION - PROPOSED FEE SCHEDULE



Thank You

Traci Lee
Senior Public Policy Manager, Lyft





is proud to work with community partners
to increase access to transportation.

**Lyft's Wheelchair Accessible Vehicle (WAV) Pilot
currently operates from 7am to Midnight, 7 Days a Week**

*Stay tuned for exciting
service updates!*

*Go to Settings
and toggle on
"Wheelchair Access"*

**San Francisco County: Pick ups in
San Francisco County and SFO Airport.
Drop offs anywhere.**

**Los Angeles County: Pick ups and drop
offs in Los Angeles County.**

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: Lyft, Inc.

PSG #: 0032513

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: 4/14/2020

Andres Munoz

Print Name of Applicant/Officer

Andrés Muñoz

Andrés Muñoz (Apr 14, 2020)

Signature of Applicant(s)

Andrés Muñoz

Andrés Muñoz (Apr 14, 2020)

Signature of Corporate Officer

Vice President, Partner Operations

Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: Lyft, Inc.

PSG#: 0032513

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: 4/14/2020

Andrés Muñoz
Print Name of Applicant/Officer

Andrés Muñoz
Andrés Muñoz (Apr 14, 2020)
Signature of Applicant(s)

Andrés Muñoz
Andrés Muñoz (Apr 14, 2020)
Signature of Corporate Officer

Vice President, Partner Operations
Title of Corporate Officer

APPENDIX A

Lyft Inc. Cost Summary

Reporting Period Q4 2019

Vehicle Costs	\$ -
Lease/Rental/Purchase Costs	\$ -
Rental Subsidies for Driver	\$ -
Inspections	\$ -
Maintenance, Service & Warranty	\$ -
Fuel Cost	\$ -
Cleaning Supplies/Services	\$ -
Other (Describe)	\$ -
Partnership Costs	\$ 321,997.20
Transportation Service Partner Fees/Incentives and/or Management Fees	\$ 288,133.76
Vehicle Subsidies	\$ -
Consultants/Legal	\$ 33,863.44
Other (Describe)	\$ -
Marketplace Costs	
Recruiting	\$ -
Driver Onboarding	\$ -
Training Costs	\$ -
Driver Incentives	\$ -
Promo Codes for WAV	
Other (Describe)	\$ -
Operational Costs	\$ 155,180.64
Marketing Costs	\$ -
Technology Investments/Engineering Costs/Enhancements	\$ -
Community Partnership/Engagement Costs	\$ 6,000.00
Rental Management	\$ -
Pilot Management	\$ -
Wages, Salaries and Benefits (non-maintenance personnel)	\$ 148,326.20
Other (Describe)	\$ 854.44
Other (Describe)	\$ -
Total	\$ 477,177.84

and complete to the best of my knowledge and belief.

Signature _____ Mary Cody _____		Title <u>Director of Accounting</u>	
Preparer _____ Mary Cody _____		Date <u>4/15/2020</u>	
Address: 185 Berry Street Suite 5000 San Francisco, CA 94107		Phone _____	
_____		Email _____	

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC Access For All Fund Claim Form
Claim Period: Q4 2019 (October - December 2019)

Carrier Name: Lyft Inc			
PSG#: 0032513			
County	Expenditures (\$)	County	Expenditures (\$)
ALAMEDA	\$ -	ORANGE	\$ -
ALPINE	\$ -	PLACER	\$ -
AMADOR	\$ -	PLUMAS	\$ -
BUTTE	\$ -	RIVERSIDE	\$ -
CALAVERAS	\$ -	SACRAMENTO	\$ -
COLUSA	\$ -	SAN BENITO	\$ -
CONTRA COSTA	\$ -	SAN BERNADINO	\$ -
DEL NORTE	\$ -	SAN DIEGO	\$ -
EL DORADO	\$ -	SAN FRANCISCO	\$ 477,177.84
FRESNO	\$ -	SAN JOAQUIN	\$ -
GLENN	\$ -	SAN LUIS OBISPO	\$ -
HUMBOLDT	\$ -	SAN MATEO	\$ -
IMPERIAL	\$ -	SANTA BARBARA	\$ -
INYO	\$ -	SANTA CLARA	\$ -
KERN	\$ -	SANTA CRUZ	\$ -
KINGS	\$ -	SHASTA	\$ -
LAKE	\$ -	SIERRA	\$ -
LASSEN	\$ -	SISKIYOU	\$ -
LOS ANGELES	\$ -	SOLANO	\$ -
MADERA	\$ -	SONOMA	\$ -
MARIN	\$ -	STANISLAUS	\$ -
MARIPOSA	\$ -	SUTTER	\$ -
MENDOCINO	\$ -	TEHAMA	\$ -
MERCED	\$ -	TRINITY	\$ -
MODOC	\$ -	TULARE	\$ -
MONO	\$ -	TUOLUMNE	\$ -
MONTEREY	\$ -	VENTURA	\$ -
NAPA	\$ -	YOLO	\$ -
NEVADA	\$ -	YUBA	\$ -
	Subtotal		Subtotal \$ 477,177.84
		Total Claim	\$ 477,177.84

I hereby certify under the penalty of perjury under the laws of the State of California that the foregoing has been examined by me and is true, correct and complete to the best of my knowledge and belief.

Signature <u>Mary Cody</u>		Title <u>Director of Accounting</u>
Preparer <u>Mary Cody</u>		Date <u>4/15/2020</u>
Address: <u>185 Berry Street Suite 5000 San Francisco, CA 94107</u>		Phone _____
		Email _____