

# 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: <input type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> 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](mailto:tncaccess@cpuc.ca.gov)

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

Questions regarding the Clean Miles Standard Advice Letter filings, please email:  
[CleanMiles@cpuc.ca.gov](mailto:CleanMiles@cpuc.ca.gov)

Questions regarding the Transportation Network Companies general Advice Letter filings, please email:  
[Licensing\\_TNC@cpuc.ca.gov](mailto:Licensing_TNC@cpuc.ca.gov)



September 4, 2025  
Dolightful, Inc

(Via E-mail):  
**California Public Utilities Commission**  
Consumer Protection and Enforcement Division  
Transportation Licensing and Analysis Branch  
505 Van Ness Avenue  
San Francisco, CA 94102

**Re: Advice Letter No. 2**

Dear Consumer Protection and Enforcement Division:

Dolightful, Inc DBA Kango submits this Advice Letter 2 per Decision 24-12-004, to Consumer Protection and Enforcement Division (“CPED”) and the R.12-12-011 Service List. The number of this Advice Letter was corrected to be #2 from #1 (previously sent on 8/8/25), there are no other changes to its content.

The purpose of this filing is to demonstrate compliance with D. 24-12-004 regarding the transportation of minors. Dolightful, Inc requests that this advice letter become effective on September 4, 2025.

This request is filed as a Tier 1 Advice Letter. Dolightful, Inc provides the following documents :

1. Advice Letter (AL) Summary Form (Advice Letter No.2)
2. Cover Letter
3. Summary response to Decision 24-12-004
4. R.12-12-011 Service List

If there are any questions regarding this advice letter, please contact Sara Schaer, CEO, at [sara@kangoapp.com](mailto:sara@kangoapp.com)

Sincerely,

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Sara Schaer  
Dolightful Inc DBA Kango

## **SUMMARY RESPONSE TO DECISION 24-12-004**

### **1. Trustline screening of drivers by Dolightful, Inc DBA Kango:**

- All driver candidates must pass the Trustline background screening process. This is not a new practice at the company and has been in place since initial TNC licensing.
- Dolightful Inc is a registered agency with Trustline.
- Drivers are also background checked in other ways in addition to Trustline, for example via Checkr. The company pays for this cost, which is not a new practice at the company.
- If a new driver is not already registered with Trustline, the company pays for the cost of their Trustline screening which includes fingerprinting and ongoing monitoring. This is not a new practice at the company.

### **2. Live Ride tracking via the Kango app:**

- Parents and/or guardians can track their child's ride on a map in real time via the Kango app while it is in progress
- Parents and/or guardians receive notifications via the Kango app when their child is picked up and when they are dropped off.
- Parents and/or guardians can call or message Kango Live Operations staff directly via instant messaging in the Kango app at any time before, during or after the ride. They can also contact the driver.

### **3. Ride information for passengers:**

- Any special pickup or dropoff instructions for the driver are recorded by the parent or guardian as notes on each ride, including a secret word or code for the driver a) if the parent deems it appropriate and feasible for the minor child to recall, or b) if there is a code the driver needs to provide in order to sign out the child from a daycare or other facility at pickup (approved driver names can also be provided to such facilities, and drivers then show ID at pickup)
- When the driver arrives at the pickup location, all passengers with a cell phone number on file with the company receive a text message informing them that their driver has arrived. The text message contains driver and vehicle information such as driver name, vehicle make and model, driver photo, vehicle photo, and license plate number.

### **4. Ride information for drivers:**

- Ride instructions available to drivers via the Kango Driver app include details about handoff to a responsible adult at dropoff as appropriate, as well as any other relevant instructions.
- Drivers can view the passenger's grade level in the Kango app; it is entered in the passenger's profile by the parent or guardian. Passenger birth date is entered in the passenger profile by the parent or guardian, but it is not visible to the driver. The passenger is not asked for their birth date.

### **5. Pickup and dropoff procedures – Driver training**

- Drivers receive training about safe pickup and dropoff procedures for minor passengers during their initial onboarding orientation.
- Drivers must also complete a specific online training module intitled "Safe Loading and Unloading of Passengers" whose topics include but are not limited to: safe locations for pickup/dropoff, securing child safety seats/restraints, and hand-off to an authorized responsible adult at dropoff.
- A summary of this online training is available to drivers for quick reference from within the Kango Driver app.



California  
Public Utilities  
Commission



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## CALIFORNIA PUBLIC UTILITIES COMMISSION

### Service Lists

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**PROCEEDING: R1212011 - CPUC - OIR ON REGULA**  
**FILER: CPUC**  
**LIST NAME: LIST**  
**LAST CHANGED: JULY 28, 2025**

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