

# 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:<br>9/14/2026      | Date AL served on parties:<br>9/14/2026 |
| Carrier Name: Dolightful, Inc.        | PSG #: PSG0035591                       |
| DBA Name: Kango                       |                                         |
| Address: 31 Winfield Street           |                                         |
| City: San Francisco                   | State: CA                               |
| ZIP Code: 94110                       |                                         |
| Filer's Name: First, Last Sara Schaer |                                         |
| Filer's Email: sara@kangoapp.com      | Filer's Phone: 415 609 4901             |

#### AL INFORMATION

|                                                                                                                                                                                                                                                                          |                                      |                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advice Letter #:<br>03                                                                                                                                                                                                                                                   | Requested Effective Date:<br>9/14/26 | AL Tier: <input checked="" type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III<br><input type="checkbox"/> Information Only |
| Subject of filing:<br>Compliance with Decision(D.) 24-12-004                                                                                                                                                                                                             |                                      |                                                                                                                                                      |
| Authorization for filing: Resolution #, Decision #, etc.<br>Decision(D.) 24-12-004                                                                                                                                                                                       |                                      |                                                                                                                                                      |
| Notes/comments: Other information & reference to advice letter, etc.<br>This purpose of this advice letter is to submit the required information regarding Dolightful, Inc ' s transportation of minors as described per Decision (D.) 24-12-004. (annual advice letter) |                                      |                                                                                                                                                      |

#### 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 14, 2026  
Dolightful, Inc

**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. 3**

Dear Consumer Protection and Enforcement Division:

Dolightful, Inc DBA Kango submits this informational Advice Letter 3 per Decision 24-12-004, to Consumer Protection and Enforcement Division (“CPED”).

The purpose of this filing is to provide CPED with the required information regarding the company’s transportation of minors. Dolightful, Inc requests that this advice letter become effective on September 14, 2026. This request is filed as a Tier 1 informational filing. Dolightful, Inc provides the following documents :

1. Advice Letter (AL) Summary Form (Advice Letter No.3)
2. Cover Letter
3. Summary of information in response to Decision 24-12-004

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

I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE INFORMATION PROVIDED HAS BEEN EXAMINED BY ME AND ARE TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Sincerely,

---

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



[CPUC Home](#)

## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: R1212011 - CPUC - OIR ON REGULA**  
**FILER: CPUC**  
**LIST NAME: LIST**  
**LAST CHANGED: SEPTEMBER 4, 2026**

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