

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



## VIA ELECTRONIC MAIL

September 5, 2025

Sara Schaer  
Dolightful, Inc.  
31 Winfield Street  
San Francisco, CA 94110  
[sara@kangoapp.com](mailto:sara@kangoapp.com)

Subject: Dolightful Advice Letter 2 Disposition

Dear Sara Schaer,

Pursuant to Commission Decision D.24-12-004, the Consumer Protection and Enforcement Division (CPED) of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records. This status certificate indicates:

Advice Letter Number  
Name of Filer  
CPUC Corporate ID number of Filer  
Subject of AL Filing  
Date Filed  
Disposition of Filing (Approved, Rejected, Withdrawn, etc.)  
Effective Date of Filing

CPED did not receive any protests against Dolightful AL 2.

Please review your advice letter filing with the information contained in the attached AL status certificate and the Appendix for a description of the AL and staff's disposition. If you have any questions on this matter, please contact CPED staff via email at [noah.thoron@cpuc.ca.gov](mailto:noah.thoron@cpuc.ca.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Joshua Huneycutt", with a long horizontal flourish extending to the right.

Joshua Huneycutt  
Program Manager, Transportation Licensing and Analysis Branch  
Consumer Protection and Enforcement Division

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**Advice Letter Status Certificate**

Status of Advice Letter 2 as of September 5, 2025

**Dolightful, Inc. (TCP 35591)**

Attention: Sara Schaer  
31 Winfield Street  
San Francisco, CA 94110

Advice Letter Subject: **Compliance regarding services offered to unaccompanied minors**

Division Assigned: Consumer Protection and Enforcement

Date Filed: 9/4/2025

Advice Letter Tier: Tier 1

**Disposition: Approved**

**Effective Date: 9/5/2025**

CPUC Contact Information: [noah.thoron@cpuc.ca.gov](mailto:noah.thoron@cpuc.ca.gov)

TNC Contact Information: Sara Schaer  
[sara@kangoapp.com](mailto:sara@kangoapp.com)

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## Appendix: Staff Review and Disposition

### Background

In accordance with D.24-12-004, Dolightful, Inc. (dba Kango) filed advice letter (AL) 1 on August 8, 2025, describing its compliance regarding services offered to unaccompanied minors. As Dolightful had previously filed an Advice Letter 1 respondent to the Clean Miles Standard Program, Dolightful refiled AL 1 as AL 2 on September 4, 2025. CPED did not receive any protests against AL 2.

This disposition evaluates Dolightful's compliance with the requirements described in D.24-12-004.

D.24-12-004 requires all Transportation Network Companies (TNCs) whose drivers intend to transport unaccompanied minors in California to file a Tier 1 AL within 60 days of the decision's adoption describing how the TNC implements live trip tracking accessible by parents and/or guardians; the safety procedures at pickup and drop-off locations; and how the TNC implements driver training on issues specific to transporting an unaccompanied minor. The deadline for filing was February 14, 2025. Dolightful's AL 2 represents a late filing. This filing was accepted without prejudice.

### Discussion

#### A. Disposition of AL 1

Dolightful, Inc. filed advice letter (AL) 2 describing their compliance regarding services offered to unaccompanied minors. D.24-12-004 provides the requirements for TNCs transporting unaccompanied minors:

*Each Transportation Network Company that offer services to unaccompanied minors must submit informational filings within 60 days of the adoption of this decision and annually thereafter via Tier 1 Advice Letter that:*

- (a) Describes how they provide a form of real-time ride tracking to an unaccompanied minor's parents or custodial adults so that they can accurately track the initiation and completion of that unaccompanied minor's transport;*
- (b) Describes how they implement safety procedures such as the adoption of a personally identifiable number (PIN) for the pickup of unaccompanied minors so that the minors know that they are entering the correct vehicle;*
- (c) Describes how the PIN confirms the unaccompanied minor's age eligibility without requiring the unaccompanied minor to provide their date of birth;*
- (d) Describes how they implement safety procedures for the drop-off of unaccompanied minors so that the drivers know if the unaccompanied minor will be met at the destination spot by the minor's parent or custodial adult; and*
- (e) Describes how they provide drivers with training on the transport of unaccompanied minors, including the understanding of the pickup and drop-off procedures.*

Table 1 below summarizes Dolightful's compliance with the listed requirements.

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Table 1:

Decision Requirements:	Dolightful's compliance with the requirements:	Satisfies Requirements?
Live trip tracking, accessible by parents and/or guardians	Parents and guardians have access to live trip tracking through the Kango app and receive notifications when the trip begins and is completed.	Yes
Safety procedures at pickup	<p>Passengers with cell phone numbers are sent a text message upon the driver's arrival including a photo of the driver, a photo of the car, the license plate number, the driver's name, and the vehicle's make and model.</p> <p>Parents and guardians may also request special pickup instructions, including a secret word or code for the driver to identify them to the passenger, which is provided to the driver through a note.</p>	Yes
Confirming age eligibility without requiring full date of birth	Drivers are provided with the passenger's grade level through the Kango app and are not provided with the passenger's date of birth. Parents enter a child's date of birth into their profile.	Yes
Safety procedures at drop-off	Parents and guardians may request special drop-off instructions, which are provided to the driver through a note.	Yes
Implementation of driver training	Drivers are trained on safe pickup and drop-off procedures for unaccompanied minor passengers.	Yes

Having met all requirements in D.24-12-004 Ordering Paragraph 6, including submission of the required informational filing, Dolightful's AL 2 is approved.