

CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Advice Letter Summary Form

TNC & AL FILER INFORMATION

Date of Submission: 3/3/23	Date of Service: 3/3/23	
TNC Name: Lyft, Inc.	PSG #: 0032513	
DBA Name: Lyft		
Address: 185 Berry St., Suite 400		
City: San Francisco	State: CA	ZIP Code: 94107
Filer's Name: Caleb Carrizales		
Filer's Email: calebc@lyft.com	Filer's Phone: 972-415-4534	

AL INFORMATION

Advice Letter #: WAV-015A	AL Type: <input checked="" type="checkbox"/> Offset	<input type="checkbox"/> Exemption
Geographic Area(s): Los Angeles and San Francisco Counties		
Offset Amount: \$ 545,226.24	Quarter: Q4	Year: 2022 <input type="checkbox"/>
Documents Included: <input checked="" type="checkbox"/> Cover letter <input checked="" type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input checked="" type="checkbox"/> Signed Accounting of Funds <input 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 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
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 San Francisco, CA 94107

March 3, 2023

Lyft, Inc.

Advice Letter No. 15A - Supplemental

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, and D.21-11-004, Lyft, Inc. (“Lyft”) submits this Advice Letter No. 15A Supplemental to request 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 2022. The requested effective date is February 12, 2023 (30 days from date of filing).

The offset amounts requested by county are as follows:

County	Offset Requested (\$)
SAN FRANCISCO	\$ 80,453.26
LOS ANGELES	\$ 464,772.98

Subtotal: \$545,226.24
 Total Offset Request: \$545,226.24

Per D.20-03-007, Lyft 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):

1. Number of WAVs in Operation
2. Number and Percentage of WAV Trips
3. Completed WAV Trip Request Response Times
4. OTS Report
5. Exemption Response Times¹
6. Outreach
7. Evidence of Outreach Efforts
8. Training, Inspections and Declarations
9. Complaint
10. Trips Completed Standards (TCS)

¹ This tab is intentionally blank as Lyft is not seeking an exemption for Q4 2022.



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Lyft resubmits the following documents per D.20-03-007:

1. Accounting of Funds Expended
2. Contract Information

These documents have been updated to reflect the following changes that were not included in Lyft’s original submission:

- Lyft’s Funds Expended report includes an updated value for “Transportation Service Partner Fees/ Incentives and/ or Management Fees” and “Total Offset Requested” for San Francisco and Los Angeles counties. In Lyft’s previous request, the value for these fields included expenses determined to be ineligible.
- Lyft’s Contract Information report includes updated values for the “Amount Spent” fields. In Lyft’s previous request, the value for these fields included expenses determined to be ineligible.

Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of WAVs	a. the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and b. 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; and c. operating hours for each geographic area	Y
2. Improved level of service	(a) Offset Time Standard & WAV Response Times: 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: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and	Y



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	(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.	
3. Efforts to publicize and promote available WAV services	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	Y
4. Full accounting of funds expended	Qualifying offset expenses are: <ul style="list-style-type: none">a. reasonable, legitimate costs that improve a TNC's WAV service, andb. incurred in the quarter for which a TNC requests an offset, andc. on the list of eligible expenses attached as Appendix A, andd. net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset	Y
5. Training and inspections	(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
6. Reporting complaints	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; and Other issues.	Y



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Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County

County	Q4 2022					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	Level 1 (%)	Level 1 (mins)	Level 2 (%)	Level 2 (mins)	
San Francisco	3	70.27%	11.71	98.92%	15.74	Y
Los Angeles	3	61.07%	21.72	96.46%	30.53	Y

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

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
San Francisco	3	A	89.37%	Y
Los Angeles	3	B	75.20%	Y

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

County	Option 1 or 2	(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
San Francisco	1	270	213	370	370
Los Angeles	1	5266	3285	5463	5643



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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 March 3, 2023. If there are any questions regarding this advice letter, please contact Janeé Weaver at jweaver@lyft.com.

Any Party can protest or respond to this advice letter by sending a written protest or response via email at 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 Janeé Weaver at 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 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 HAVE BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Yours truly,

A handwritten signature in blue ink that reads "Janeé Weaver".

Janeé Weaver
Counsel
Lyft, Inc
Registered In House Counsel - California Bar

Attachments

1. 0032513 Lyft Inc Funds Expended AL15A Supplemental
2. 0032513 Lyft Inc Contract Information AL15A Supplemental



California
Public Utilities
Commission



[CPUC Home](#)

CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: MARCH 2, 2023**

[Download the Comma-delimited File](#)
[About Comma-delimited Files](#)

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Lyft Inc.
Q4 2022

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	28,171.70
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Consultants/Legal	1,551.00
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Promo Codes for WAV	0.00
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	50,730.56
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q4 2022	Other	Total Offset Requested	80,453.26
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	412,223.96
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Consultants/Legal	1,551.00
Lyft, Inc.	LOS ANGELES	Q4 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Promo Codes for WAV	179.28
Lyft, Inc.	LOS ANGELES	Q4 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	50,818.74
Lyft, Inc.	LOS ANGELES	Q4 2022	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q4 2022	Other	Total Offset Requested	464,772.98

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