CALIFORNIA PUBLIC UTILITIES COMMISSION Consumer Protection and Enforcement Division

Advice Letter Summary Form

TNC & AL FILER INFORMATION

| Date of Submission: | | Date of Service: | |
|------------------------------------|--------|------------------|--|
| TNC Name: | | PSG #: | |
| DBA Name: | | | |
| Address: | | | |
| City: | State: | ZIP Code: | |
| Filer's Name: | | | |
| Filer's Email: | | Filer's Phone: | |
| Address: City: Filer's Name: | State: | | |

AL INFORMATION

| Advice Letter #: | | AL Type: | Offset | Retroactive | Exemption |
|--|---------------------|------------|--------------|---------------|----------------|
| Geographic Area(s): | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Offset/Retroactive Amount: | | Quarter: | | Year: | |
| Documents Included: Cover letter | \Box Service List | | g Declaratic | on 🗌 Market | ing Materials |
| 🗆 Signed Accountir | ng of Funds | Inspection | n Declaratio | n 🛛 🗆 Data Re | eports (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: | | | |

August 26, 2021 Lyft Inc. Advice Letter No. WAV-008A Supplemental

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

Sent Via Email

Pursuant to Decision (D.) 20-03-007, Lyft, Inc. submits this Advice Letter No.WAV-008A Supplement to request to offset, against the quarterly Access Fund payments due, the amounts spent by Lyft, Inc. to improve wheelchair accessible vehicle (WAV) service in Quarter 2 of 2021. The requested effective date is August 14, 2021 (30 days from date of original filing).

The offset amounts requested by county are as follows:

| County | Offset Requested (\$) |
|---------------|-----------------------|
| SAN FRANCISCO | \$190,657.50 |

Subtotal \$ - 190,657.50 Total Offset Request \$ - 190,657.50

Per D.20-03-007, Lyft, Inc 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. Training and Inspections
- 8. Accounting of Funds Expended
- 9. Complaints
- 10. Contract Information

Lyft has previously provided the following documents, on July 15, 2021, in support of its request as indicated in the summary table below (including all counties for which the TNC seeks offsets):

- 1. Evidence of Outreach Efforts
- 2. Trips Completed Standards (TCS)

¹ Lyft's "Exemption Response Time" data sheet is intentionally left blank. Lyft does not have any exemptions under this report.

| Criteria | Must Demonstrate | Satisfied Requirements (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 (c) operating hours for each geographic area | Yes. Lyft, Inc has included in its Advice Letter packet data to reflect the number of WAVs in operation during the quarter; WAV trips by category (completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver); and operating hours for each geographic area. |
| 2. Improved level of service | (a.1) WAV Response Times: Either the Level 1 (50%) or Level 2 (75%) had a response time within the response time standard (see Table A) (a.2) Offset Time Standard: Either the Level 1 (50%) or Level 2 (75%) Offset Time Standard for a quarter in a geographic area, and demonstrated improvement over the prior quarter's performance (see Table B) (b) Trip Completion Standard: Increase in the total number or % of completed WAV trips requested compared to previous quarter (see Table C) | Yes. Lyft, Inc "Response Time" was within the standard, with a time of 00:13:24. Lyft, Inc. demonstrated improvement over the prior quarter's performance for Level 1 as shown in Table B below. In addition there was an increase of 31 "Trips Requested." There was also an increase in percentage of "Completed Trips" of 0.52%. The increase of "Trips Requested" and "Completed Trips" are shown in Table C below. |
| 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 | Yes. Within the Lyft, Inc. Advice Letter packet we have outlined each entity that has been contacted in order to promote Lyft's WAV services. That list also provides how the entities |

| | | were contacted and whether marketing materials were transmitted. Those marketing materials include a Lyft informative WAV presentation, WAV blog post and WAV flyer. |
|--------------------------------------|---|--|
| 4. Full accounting of funds expended | Qualifying offset expenses are: (a) reasonable, legitimate costs that improve a TNC's WAV service, and (b) incurred in the quarter for which a TNC requests an offset, and (c) on the list of eligible expenses attached as Appendix A | Yes. Lyft, Inc. incurred reasonable costs to improve WAV services in Q2 2021 in the amount of \$420,088.76. All costs incurred were eligible and listed on Appendix A. |
| 5. Training and inspections | (a) certification of WAV driver training completion within the past 3 years, (2) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and (3) Certification of WAV inspection and approval | Yes. Lyft, Inc. provides WAV driver training per geographic area. Records include declarations and certification of WAV inspections and approvals. A copy of declarations are included within Lyft, Inc. Advice Letter packet. |
| 6. Reporting complaints | (a) number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category | Not Applicable because Lyft, Inc did not have any complaints related to WAV drivers within the reporting period (Q2). |

Table A: Level 1 and 2 Response Times by County (minutes)

| County | Benchmark Q2 2021 | | Within | | |
|----------|-------------------|-------------------|-------------------|-------------------|---------------|
| | Level 1 (mins) | Level 2 (mins) | Level 1 (mins) | Level 2 (mins) | Benchmark? |
| COUNTY A | 15 | 30 | 13.24 | N/A | Yes (Level 1) |

| County | Q1 2 | 2021 | Q2 2021 | | Demonstrates |
|----------|----------------|----------------|----------------|----------------|---------------|
| | Level 1 (%) | Level 2 (%) | Level 1 (%) | Level 2 (%) | Improvement? |
| COUNTY A | 58.45% | 97.89% | 62.43% | 97.11% | Yes (Level 1) |

Table B: Level 1 and Level 2 Offset Time Standards by County (percent)

Table C: Trip Completion Standard

| County | Option 1 or 2 | (1) # of completed trips previous quarter | (2) % of trip requests that were completed previous quarter | (1) # of completed trips this quarter | (2) % of trip requests that were completed this quarter | |
|----------|---------------|--|--|---|--|--|
| COUNTY A | 1 | 142 | 88.20% | 173 | 88.72% | |

In compliance with General Order 96-B, we served a copy of this advice letter supplement via email upon the parties identified on the attached R.19-02-012 service list on August 26, 2021. If there are any questions regarding this advice letter, please contact Janeé Weaver at <u>jweaver@lyft.com</u>.

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 Janeé Weaver at jweaver@lyft.com .

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at <u>www.cpuc.ca.gov</u> 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,

Janeo Weaver

Janeé Weaver Counsel, Regulatory Compliance Lyft

Attachments:

- 1. 0032513 Lyft Inc Number of WAVs In Operation AL8A Supplemental
- 2. 0032513 Lyft Inc WAV Trips AL8A Supplemental
- 3. 0032513 Lyft Inc Response Times AL8A Supplemental
- 4. 0032513 Lyft Inc OTS Report AL8A Supplemental
- 5. 0032513 Lyft Inc Exemption Response Times AL8A Supplemental
- 6. 0032513 Lyft Inc Outreach AL8A Supplemental
- 7. 0032513 Lyft Inc Training and Inspections AL8A Supplemental
- 8. 0032513 Lyft Inc Funds Expended AL8A Supplemental
- 9. 0032513 Lyft Inc Complaints AL8A Supplemental
- 10. 0032513 Lyft Inc Contract Information AL8A Supplemental



CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION LIST NAME: LIST LAST CHANGED: AUGUST 23, 2021

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