

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

**VIA ELECTRONIC MAIL**

August 20, 2024

Janeé Weaver

Lyft, Inc.
185 Berry Street, Suite 5000
San Francisco, CA 94107
jweaver@lyft.com

Subject: TNC Access for All Advice Letter 25 Disposition

Dear Janeé Weaver,

Pursuant to Commission Decisions D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, 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Disposition of Filing (Approved, Rejected, Withdrawn, etc.)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 AL 25.

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, protest, and staff's disposition. If you have any questions on this matter, please contact CPED Staff via email at tncaccess@cpuc.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Terra Curtis".

Terra Curtis
Interim Director, Consumer Protection and Enforcement Division
Manager, Transportation Policy & Programs

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Advice Letter Status Certificate

Status of Advice Letter 25 as of August 20, 2024

Lyft, Inc. (TCP 32513)
Attention: Janeé Weaver
185 Berry Street, Suite 5000
San Francisco, CA 94107

Advice Letter Subject: **Additional information related to Q2 and Q3 2023 in compliance with Decisions D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024**

Division Assigned: Consumer Protection and Enforcement

Date Filed: 7-30-2024

Disposition: Approved
Effective Date: 8-20-2024

CPUC Contact Information: tncaccess@cpuc.ca.gov

TNC Contact Information: Janeé Weaver
jweaver@lyft.com

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**Appendix: Staff Review and Disposition****Background**

In accordance with D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024 Lyft, Inc. (Lyft) filed advice letter (AL) 17 on July 14, 2023 and AL 19 on October 19, 2023 to request offsets against quarterly Access Fund payments for amounts it spent during the second quarter (Q2) and third quarter (Q3) of 2023, respectively, to improve wheelchair accessible vehicle (WAV) service. No parties filed protests or responses.

CPED approved AL 17 on September 29, 2023 granting offsets of \$1,107,339.10 for meeting performance requirements in Los Angeles and San Francisco Counties. CPED approved AL 19 on December 29, 2023 granting offsets of \$1,282,558.10 for meeting performance requirements in Los Angeles and San Francisco Counties.

On March 6, 2024, Lyft identified errors in its methodology to report complaints. Lyft reported that this error led to underreporting of complaints in AL 17 and AL 19. On June 26, 2024, Lyft filed AL 22 to amend its complaint reports for Q2 and Q3 of 2023. On July 24, 2024, Lyft withdrew AL 22 as Lyft had previously filed an AL numbered 22. On July 30, 2024, Lyft filed AL 25 to amend its complaint reports for Q2 and Q3 of 2023 under the corrected number 25.

Disposition

CPED Staff appreciates Lyft's identification and correction of these errors in past filings, and reminds Lyft of its obligations to file accurate information before the Commission. CPED Staff finds that the additional complaints data do not impact the approval of offsets for Q2 and Q3 of 2023. Lyft's AL 25 is approved, effective August 20, 2024.