

London N. Breed
Mayor

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on Disability

Jeffrey P. Tumlin
Director of
Transportation



Tilly Chang
Executive Director

March 22, 2021

Via E-Mail
TNCaccess@cpuc.ca.gov

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

Re: Request for Commission review of CPED Disposition of Lyft Advice Letter 4B

Pursuant to Rule 7.6.3 of General Order 96-B, the San Francisco Municipal Transportation Agency, San Francisco County Transportation Authority, and San Francisco Mayor's Office on Disability (collectively "San Francisco"), submits this request for Commission review of the Consumer Protection and Enforcement Division (CPED)'s Disposition Letter of Lyft's Advice Letter 4 requesting an offset, dated March 12, 2021 ("Disposition Letter") on the basis that CPED, as the Industry Division designated to review such letters, erred in finding that Lyft met the second element of improved level of service to be entitled to its offset request according to the standard cited by the CPED and in D. 20-03-007, the Commission's decision on Track 2 issues. San Francisco protested Lyft's Advice Letter 4A, which it served on January 19, 2021.¹ The Disposition Letter approved \$531,452.40 in offsets for Quarter 2 of 2020 for San Francisco and Los Angeles.

Alternatively, we ask that upon review of the resolution, the Commission deny the request without prejudice, and request that Lyft resubmit Advice Letter 4B Offset Application data because the data provided by Lyft is facially erroneous, and upon submittal, we request that CPED evaluate the resubmitted data. The data provided by Lyft is facially erroneous and cannot be used to evaluate whether Lyft meets the Qualifying Standard for Improved Level of Service. Specifically, in all of the data reported by Lyft for San Francisco, the PERIOD B (Accepted to Arrival) is less than the TOTAL RESPONSE TIME (Requested to Arrival). This is impossible. In addition, Lyft reports for San Francisco for PERIOD A

¹ Lyft submitted a supplemental Advice Letter 4B on February 24, 2021 at the request of CPED. CPED did not re-open the protest period, so San Francisco's protest to Lyft Advice Letter 4A is applicable.

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cc: Annette Tran, Marilyn Golden, Autumn Elliott