TNCs 2020:
A PROFILE OF RIDE HAILING IN CALIFORNIA

San Francisco County Transportation Authority

Background

- **Ridehail companies like Uber and Lyft are called Transportation Network Companies (TNCs)**
- **California Public Utilities Commission (CPUC) Regulates TNCs**
  - CPUC also regulates Autonomous Vehicles (AVs)
- **CPUC requires TNCs to submit Annual Reports, which contain information on**
  - Trips
  - Collisions
  - Assaults and harassment
  - Driver hours and miles
  - Many other topics…
- **TNC Annual Reports have been required since the start of ride-hailing activities in 2014, but CPUC did not share these publicly until recently**
  - 2020 TNC Annual Report provided in response to SFCTA request in February 2022
  - 2021 TNC Annual Report published on CPUC website in October 2022

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Annual Report Contents

Annual Reports

- 19 Public or partly public reports
- 1 Confidential report

Topic Areas

- Trips and requests
- Public safety issues
  - Citations, collisions, assault & harassment, DUI
- Wheelchair access
- Driver mileage and hours worked

Mixed time and location detail

- Zip codes, statewide
- Timestamps, months, driver-day, report year

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Findings

1. Compliance & Integrity
2. General Characteristics
3. Public Safety
4. Labor
5. Environment
6. Accessibility

1. Compliance & Integrity

- The public TNC Annual Reports are incomplete by the standards set by the CPUC

- Lyft's reports are substantially less complete than Uber's

- 2021 TNC Annual Reports are substantially less complete
  - We will analyze when unredacted data is made available

Annual Report Overall % Complete

COMPANY	2020	2021
Uber	> 99.99%	28%
Lyft	36%	30%

REPORT NAME	UBER	LYFT
Driver Names & IDs	Withheld	Withheld
Accessibility Report (Confidential)	100%	100%
Accessibility Report (Public)	100%	100%
Accessibility Complaints (Confidential)	100%	100%
Accessibility Complaints (Pub)	100%	100%
Accidents & Incidents	95%	87%
Assaults & Harassments	100%	79%
50000+ Miles	100%	57%
Number of Hours	100%	100%
Number of Miles	100%	100%
Driver Training	100%	100%
Law Enforcement Citations	100%	81%
Off-platform Solicitation	100%	80%
Aggregated Requests Accepted	100%	100%
Requests Accepted	100%	26%
Aggregated Requests Not Accepted	100%	100%
Requests Not Accepted	100%	38%
Suspended Drivers	100%	100%
Total Violations & Incidents	100%	100%
Zero Tolerance	100%	82%

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1. Compliance & Integrity

- Uber's and Lyft's data is internally inconsistent

- Inconsistencies in Lyft's reports are much greater than Uber's

- It's impossible to determine from the data even the most basic facts, such as the number of TNC trips that occurred in California in 2020

Uber Completed Trips by Report

| SOURCE	TRIP REQUESTS	DIFFERENCE	PERCENT DIFFERENCE
Disaggregate trip list (from *Requests Accepted*)	157,167,691	-	-
Aggregated by zip code (from *Aggregated Requests Accepted*)	166,464,298	9,296,607	6%

Lyft Completed Trips by Report

SOURCE	TRIP REQUESTS	DIFFERENCE	PERCENT DIFFERENCE
Disaggregate trip list (from *Requests Accepted*)	61,072,046	-	-
Aggregated by zip code (from *Aggregated Requests Accepted*)	110,786,422	49,714,376	81%

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1. Compliance & Integrity

- Lyft's implausible aggregated request data made it impossible to perform analysis of trip acceptance rates.

- Uber has perfect trip completion rates in only a handful of zip codes, within which it received fewer than 400 total trip requests.

- Lyft reports perfect trip acceptance rates in half of the zip codes where it provided trips, representing 26 million trip requests

Zip Codes with Perfect 100% Trip Acceptance Rates
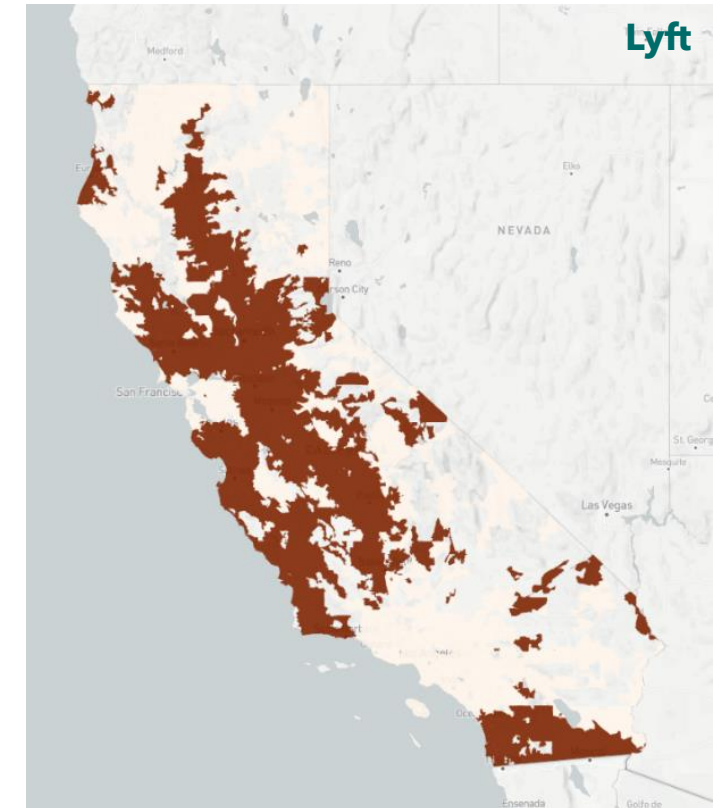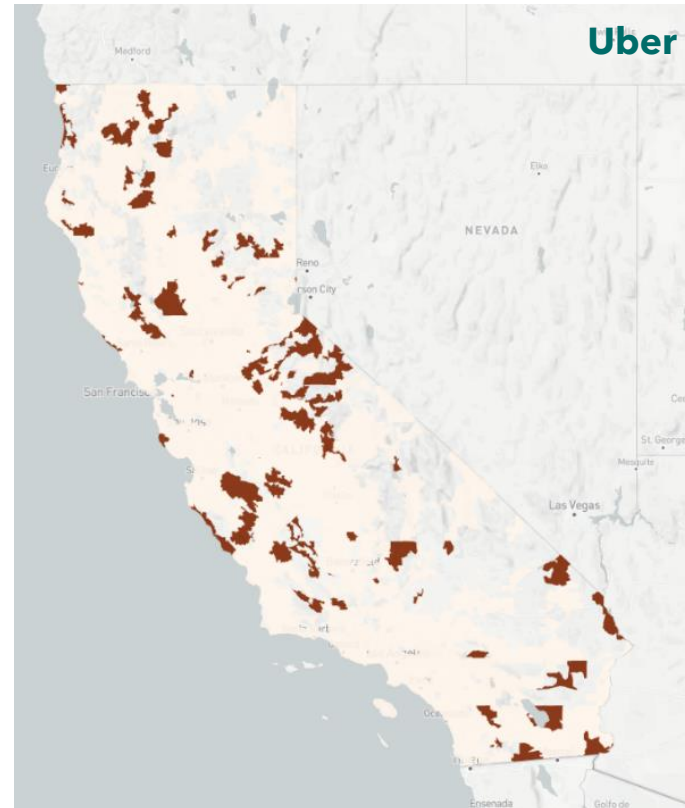
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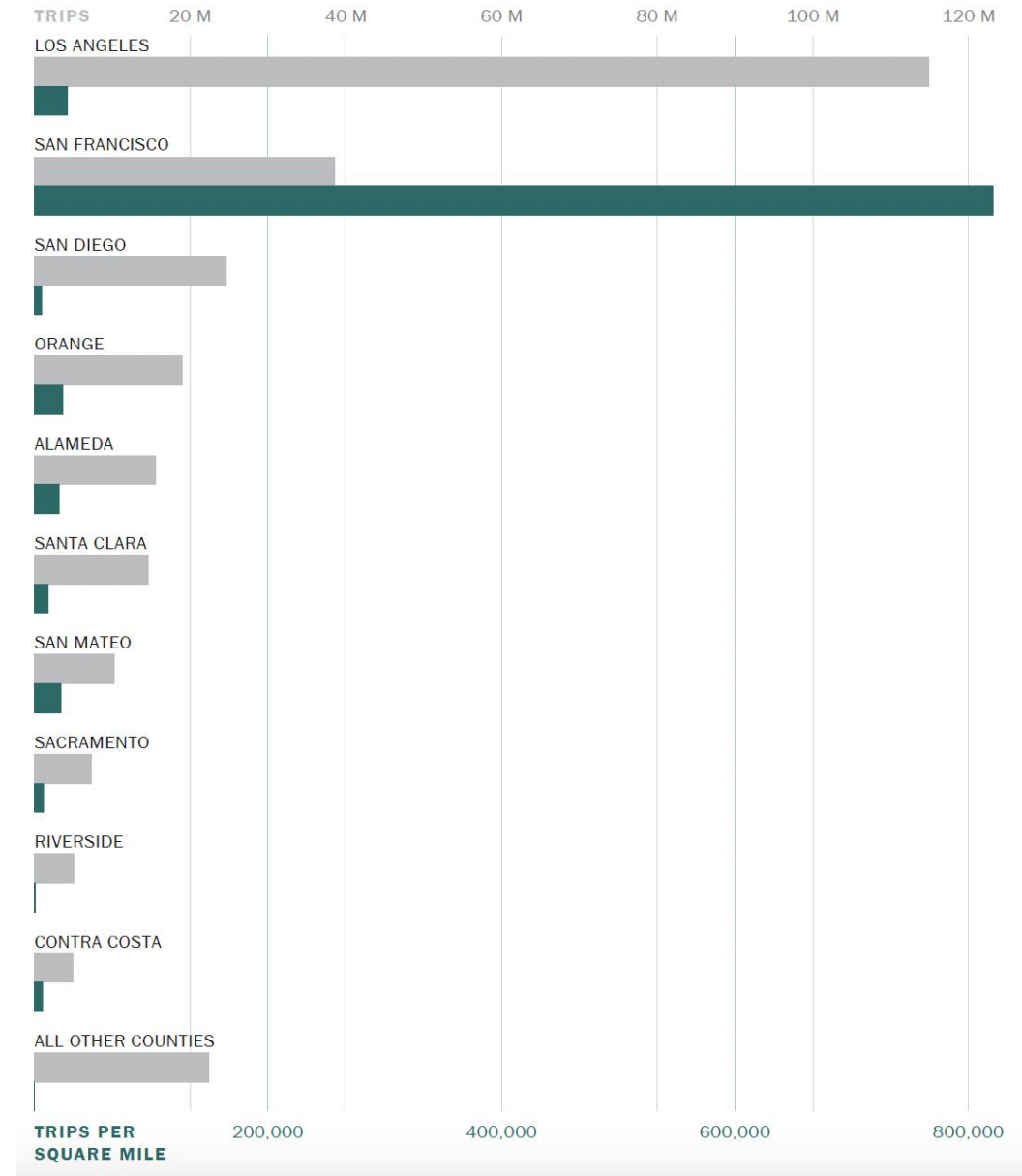Authority

2. General Characteristics

- Most ride-hail trips statewide are in urban areas

- Nearly two-thirds of TNC trips are in San Francisco, Los Angeles, and San Diego Counties

- San Francisco has 500 times more TNC trips per square mile than in the rest of California

TNC Trips per Square Mile

San Francisco
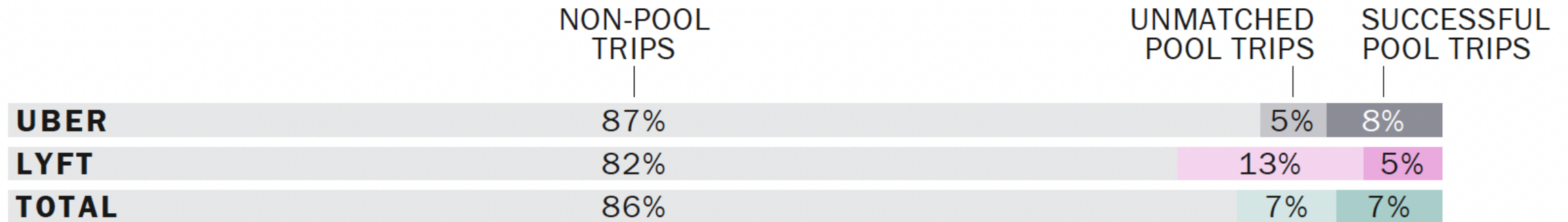County Transportation
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2. General Characteristics

The vast majority (93%) of TNC trips are not "pooled"

	NON-POOL TRIPS	UNMATCHED POOL TRIPS	SUCCESSFUL POOL TRIPS
UBER	87%	5%	8%
LYFT	82%	13%	5%
TOTAL	86%	7%	7%

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3. Public Safety

- Lyft reports:
  - 3 times more public safety incidents per trip
  - 30 times more assaults and harassments per trip than Uber
  - 2 times more collisions per trip than Uber

- Companies may be reporting data differently, suggesting the need for increased review by regulators

Incidents per 100,000 Trips

Legend: Collisions, Assaults and Harassments, DUI Complaints, Citations
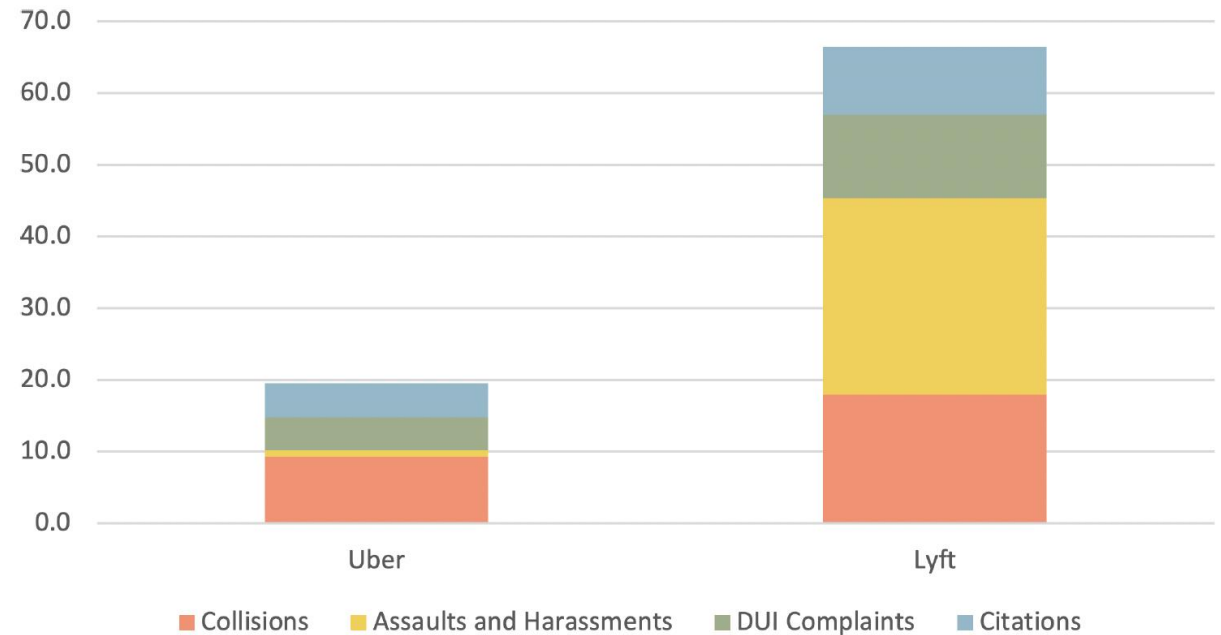
4. Labor

Uber and Lyft drivers may exceed legal drive time limits

- California law limits drivers providing passenger transportation to "10 hours in any 24-hour period unless 8 consecutive hours off duty have elapsed."

- Data suggests there may be ~1.3 million days where drive times may have exceeded legal limits

Driver Days by Hours Worked

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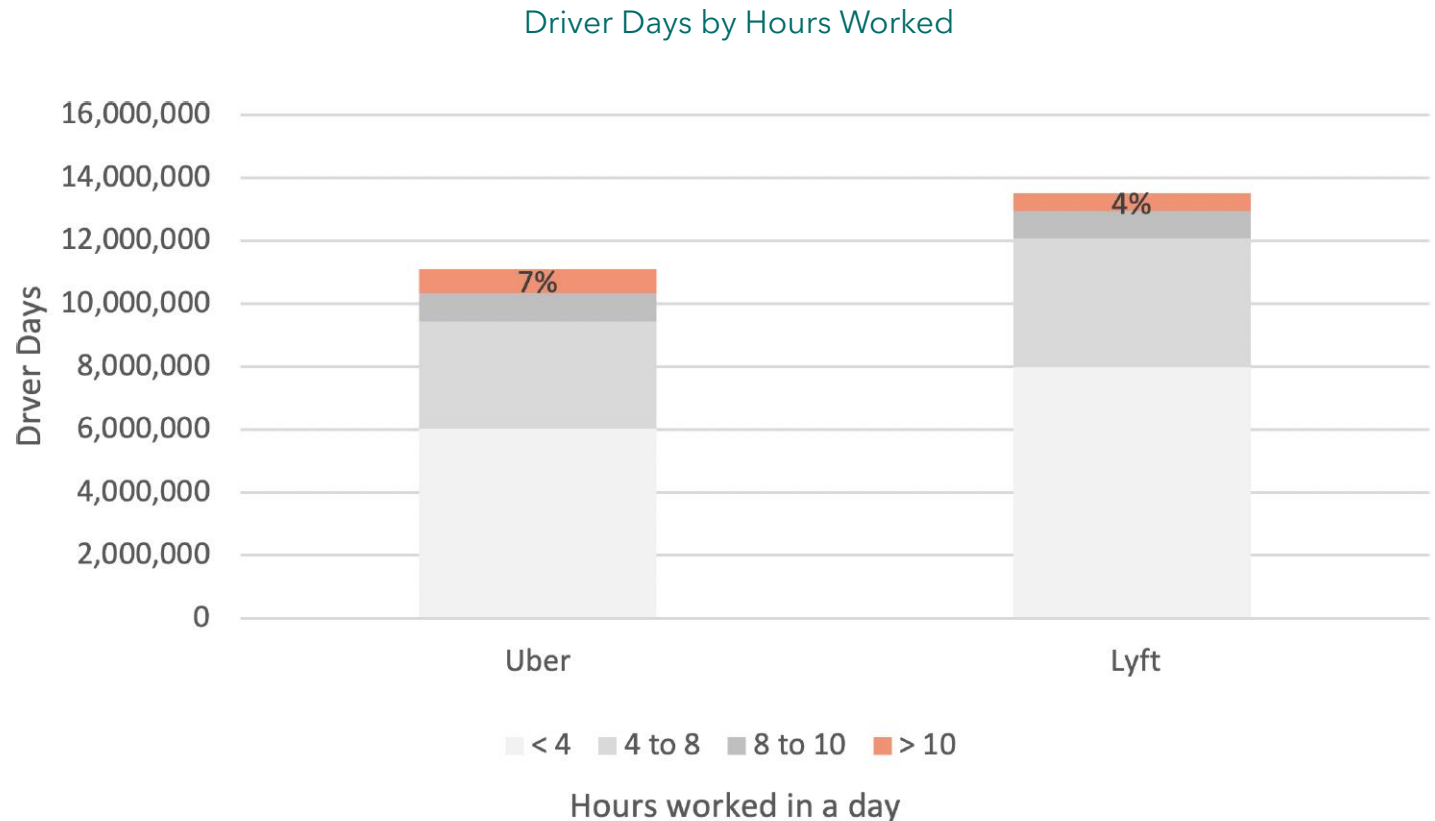
5. Environment

Lyft's incomplete reports prevent environmental analysis
Uber produced an estimated 494,000 metric tons of CO_2

- Similar to the 2020 Caldwell Fire
- About 30% of emissions were with no passenger

Estimated Uber CO_2 Emissions

METRIC	PERIOD 1 *WAITING FOR RIDE REQUEST*	PERIOD 2 *ON THE WAY TO PICKUP PASSENGER*	PERIOD 3 *TRANSPORTING PASSENGER*	TOTAL
Total CO_2	85,408	61,523	346,790	493,722
Share of CO_2	17%	12%	70%	100%

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6. Accessibility

- Only 47% of all WAV (wheelchair access vehicle) trip requests are served

- Uber provides nearly all TNC WAV trips in California

WAV Requests and Completed Trips

METRIC	UBER	LYFT	TOTAL
WAV Requests	217,935	11,605	229,540
Completed WAV Trips	101,594	6,158	107,752
Completion Rate	47%	53%	47%

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Conclusions

- **The CPUC's 2020 TNC Annual Report reveal numerous issues related to basic compliance with data reporting requirements and performance:**

  - Inconsistent and incomplete data on ride-hail activities

  - CPUC's public AV reports are following a similar pattern of non-compliance with data reporting requirements

  - The 2020 TNC Annual Reports indicate potential public safety, labor, environmental, and accessibility issues of concern

- **TNCs operate almost exclusively in dense urban areas, especially SF**

- **The lack of accurate, timely and transparent data has left localities without sufficient information to support a basic understanding of TNC activities in their jurisdictions or their potential impacts**

- **The pervasive data quality issues suggests the need for quality control, greater adherence to Commission direction regarding disclosure of data, and enforcement of reporting requirements**

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Thank you.

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