

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 7, 2014

File: PSG 32512

Travis Kalanick  
Raiser-CA, LLC  
182 Howard Street, #8  
San Francisco, CA 94105

Dear Mr. Kalanick:

This is the 2<sup>nd</sup> deficiency reminder being sent to you. The following documents and/or clarifications are still needed for issuance of your permit:

- On the application (PL739TNC), on page two, please provide fictitious business name(s) that Raiser-CA LLC will be using (e.g., "UberX"). Staff consulted with our Assistant Chief Counsel for Transportation & Water and he did not agree with your outside counsel's view. In short, it could lead to consumer confusion.
- Regarding the 19 point vehicle inspection, please provide the following items:
  - i. Who is conducting the vehicle inspection?
  - ii. What qualifications do they possess to conduct the inspection?
  - iii. Any copies of contracts with outside vendors that may provide these services.
- Because there is no separate agreement between Hirease and Raiser-CA, LLC. Please have Hirease issue a letter stating they will provide services for Raiser-CA, LLC through Raiser, LLC. The agreement must be made out to the entity holding the permit.
- Raiser-CA's Driver Safety Program is inadequate in ensuring safety for both passengers and drivers. D. 13-09-045 stated, "TNCs shall establish a driver training program to ensure that all drivers are safety operating the vehicle prior to the driver being able to offer service." Raiser-CA's program was optional for its drivers. Please evaluate and update this protocol to include a more rigorous safety training program mandatory for new and existing drivers.
- Awaiting Raiser-CA, LLC updated insurance policy.

In order to complete the permit process, please provide the requested documents/information to me in care of the address above. If you have any questions, please contact me at [Licensing\\_TNC@cpuc.ca.gov](mailto:Licensing_TNC@cpuc.ca.gov). Please note you will have 59 days from the date of this letter to complete the deficiencies or the application will be denied. A third and final reminder will be sent to you if there are any pending deficiencies left.

Very truly yours,

A handwritten signature in blue ink that reads "Ricky San".

Ricky San  
Transportation Analyst  
License Section  
Safety and Enforcement Division