



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Uber Technologies, Inc.
Attn: Ashley Fillmore, Senior Regulatory Counsel
1515 3rd Street
San Francisco, CA 94158

File: TNC 38150-A
Citation #: T.2025-09-004
Date: September 10, 2025
Case #: CSE-000541

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Code and the California Public Utilities Commission (CPUC) General Order (G.O.) as described below. These violations occurred during the period of October 23, 2024.

- (1) Failure to maintain records on the driver for the required retention period, in violation of G.O. 157-E, Part 6.01 **[1 count]**;
- (2) Utilized a driver who had not completed a criminal background check, in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03 **[1 count]**;
- (3) Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06 **[1 count]**;
- (4) Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07 **[1 count]**;
- (5) Failure to ensure that the driver possessed a valid California Driver's License (CDL) or, in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08 **[1 count]**;
- (6) Conducted operations using an unauthorized driver's unauthorized vehicle, resulting in the driver operating a vehicle not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09 **[1 count]**;
- (7) Failure to maintain required records of driver's personal insurance, in violation of G.O. 157-E, Part 11.18 **[1 count]**; and
- (8) Failure to provide the passenger with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1 **[1 count]**.

STATEMENT OF FACTS

The above violation is documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

TEB used the Penalty Assessment Methodology adopted in Resolution M-4846 and considered mitigating and exacerbating factors in setting the fine.

You are hereby called upon to answer this citation on or before October 1, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to Pub. Util. P.U. Code Section 5378. Submit your check or money order payable to CPUC using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund, and the Commission staff will deem the matter closed, **or**
- (2) Contact the Supervisor below to make payment arrangements, **or**
- (3) Contest this Citation by filing an Appeal. See attached document "*How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal.*"

If you fail to respond by October 1, 2025, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The Commission may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.



Eric Hooks
Program and Project Supervisor
Transportation Enforcement Branch
Telephone number (415) 703-2302
E-mail address: eric.hooks@cpuc.ca.gov

Attachments

INVESTIGATION REPORT

CARRIER: Uber Technologies, Inc.
California Secretary of State No. 3318029 (Active)

OFFICER: Dara Khosrowshahi, Chief Executive Officer
Prashanth Mahendra-Rajah, Chief Financial Officer
Tony West, Secretary
Ashley Fillmore, Senior Regulatory Counsel

AUTHORITY: Transportation Network Company (TNC) 38150-A, Active

MAILING ADDRESS: 1515 3rd Street, San Francisco, CA 94158

PHONE/EMAIL: (415) 237-1384 / regulatory@uber.com / ashley.fillmore@uber.com

VEHICLES: None

EMPLOYEE-DRIVERS: None

**PL&PD¹
INSURANCE (PL&PD):** Blue Hill Specialty Ins. Co. Inc.
Policy Number: [REDACTED]
Effective Date: 09/01/2020

**COMMERCIAL
LIABILITY:** Blue Hill Specialty Ins. Co. Inc.
Policy Number: [REDACTED]
Effective Date: 09/01/2020

**WORKERS'
COMPENSATION
INSURANCE:** Old Republic Insurance Company
Policy Number: [REDACTED]
Effective Date: 04/01/2018

DRUG CONSORTIUM: None

¹ Public Liability and Property Damage (PL&PD)

INTRODUCTION

The Transportation Enforcement Branch (TEB) of the Consumer Protection & Enforcement Division (CPED) of the California Public Utilities Commission (CPUC) investigated Uber Technologies, Inc. (hereinafter referred to as Uber) because of a 15-year-old girl alleging that she was sexually assaulted during an Uber ride in South Gate, CA, on October 23, 2024. In response to the incident, TEB sent CPED Data Request No. 001 to Uber on January 23, 2025 [Attachment 1]. Uber's response to the CPED Data Request No. 001 revealed that [REDACTED] operated for one day and conducted one trip on October 23, 2024, as an unauthorized driver on the Uber platform [Attachment 2].

HISTORY OF ENFORCEMENT

Enforcement case records show Uber has a history of violating the CPUC's rules and regulations, as detailed below.

On April 25, 2025, CPUC's Transportation Enforcement Analyst, Kim Quach-Castro, issued Citation T.2025-04-007 to Uber in the amount of \$20,000 for the following violations [Attachment 3]:

- Failure to maintain records on all drivers for the required retention period;
- Utilized drivers who had not completed a criminal background check;
- Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history;
- Failure to notify a driver with required training;
- Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection;
- Failure to maintain required records of driver's personal insurance;
- Failure to provide passengers with proper driver information disclosures; and
- Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved.

VIOLATIONS

TEB investigated Uber for the period of October 23, 2024, and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and the CPUC General Order (G.O.):

- **Failure to maintain records on the driver for the required retention period, in violation of G.O. 157-E Part 6.01. [1 count]**

Every carrier shall institute and maintain in its office a set of records that reflect information as

to the services performed, including waybills. Uber's response to the CPED Data Request No. 001 identified the account holder as [REDACTED], but the driver who completed the trip was [REDACTED] (see **Attachment 2**). Uber was unable to provide records for the driver [REDACTED].

- **Utilized a driver who had not completed a criminal background check, in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03. [1 count]**

The background screening for each TNC driver must be conducted prior to allowing the driver to operate on the TNC's platform and repeat at least once per year thereafter, for as long as the TNC driver is authorized to operate on the TNC's platform. As a result of Uber's response to the CPED Data Request No. 001, [REDACTED] was not the authorized profile holder, nor had he undergone a criminal background check to be authorized for operation on the Uber platform (see **Attachment 2**).

- **Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06. [1 count]**

TNCs shall obtain each TNC driver's driving record before the driver begins providing service and quarterly thereafter. As a result of Uber's response to the CPED Data Request No. 001, [REDACTED] was not the authorized profile holder, so Uber did not obtain [REDACTED] driving records before his operation on the Uber platform (see **Attachment 2**).

- **Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07. [1 count]**

TNCs shall establish a driver training program to ensure that all drivers are safely operating the vehicle prior to the driver being able to offer service. As a result of Uber's response to the CPED Data Request No. 001, [REDACTED] is not an authorized Uber profile holder (see **Attachment 2**). Hence, driver [REDACTED] did not participate in any driver-required training program with Uber before offering service to the public.

- **Failure to ensure that the driver possessed a valid California Driver's License (CDL) or, in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08. [1 count]**

TNC drivers must possess either: (a) a valid CDL or (b) in the case of a nonresident dependent of

an active military member, a valid driver license issued by the other state or territory of the United States in which the member or dependent is a resident, be at least 21 years of age, and must provide at least one year of driving history before providing TNC services. As a result of Uber's response to Data Request No. 001, Uber failed to verify if the driver, [REDACTED], possessed a valid driver's license before providing service (see **Attachment 2**).

- **Conducted operations using an unauthorized driver's unauthorized vehicle, resulting in the driver operating a vehicle not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09. [1 count]**

Each TNC must ensure that each personal vehicle used by its TNC drivers complies with all applicable regulations, including but not limited to the insurance requirements, a 19-point vehicle inspection performed at a California Bureau of Automotive Repair-licensed facility, and trade dress rules. As a result of Uber's response to the CPED Data Request No. 001, there is insufficient information to confirm the vehicle that driver [REDACTED] was operating during the trip on October 23, 2024 (see **Attachment 2**).

- **Failure to maintain required records of driver's personal insurance, in violation of G.O. 157-E, Part 11.18. [1 count]**

TNCs shall obtain proof of insurance from each TNC driver before the driver begins providing service and for as long as the driver remains available to provide service. As a result of Uber's response to the CPED Data Request No. 001, driver [REDACTED] is not the authorized profile holder, so PL&PD insurance was not collected and verified by Uber before offering service to the public (see **Attachment 2**).

- **Failure to provide the passenger with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1. [1 count]**

A TNC shall provide all the following information to a passenger on its online-enabled application or platform at the time the passenger is matched with a TNC driver: (a) the driver's first name and picture, (b) an image of the make and model of the TNC driver's vehicle, and (c) the license plate number of the TNC driver's vehicle. As a result of Uber's response to the CPED Data Request No. 001, Uber identified the account holder as [REDACTED], but the driver who completed the trip on October 23, 2024, resulting in the incident was [REDACTED] (see **Attachment 2**). Uber failed to provide the passenger with the proper driver information.

DECLARATION

I have read the foregoing and know the contents thereof and I declare under penalty of perjury that the foregoing is true and correct, except as to those matters stated on information and belief, and to those matters, I believe to be true.

Executed on September 10, 2025, in Los Angeles, California.

Manal Antabli

Manal Antabli, Enforcement Analyst
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
Email: manal.antabli@cpuc.ca.gov
Telephone: 213-248-0979

List of Attachments

- Attachment 1. CPED Data Request No. 001
- Attachment 2. Uber's Response to the CPED Data Request No. 001
- Attachment 3. Citation T.2025-04-007

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ATTACHMENT 1

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



**Consumer Protection Enforcement Division
Transportation Enforcement Branch
Data Request**

January 23, 2025

TNC: 38150-A (Active)

Uber Technologies, Inc.
Attn: Jane Lee
1455 Market Street
San Francisco, CA 94103

Via Email: jylee@uber.com; regulatory@uber.com

RE: Uber Technologies, Inc.'s October 23, 2024, Sexual Assault Incident

CPED Data Request No. 001

Due Date: February 6, 2025

Dear Uber Technologies, Inc.:

The California Public Utilities Commission's (CPUC) Consumer Protection and Enforcement Division (CPED) requests information as enumerated below.

Please carefully review the specifics of the attached interrogatories and requests for production. If you have any questions, do not hesitate to contact me via email [manal.antabli@cpuc.ca.gov] or telephone [213-248-0979]. To facilitate an expeditious review of compliance, please submit the information on or before February 6, 2025, to:

California Public Utilities Commission
Consumer Protection and Enforcement Division
Attn: Manal Antabli, Transportation Enforcement Branch
manal.antabli@cpuc.ca.gov

INSTRUCTIONS

You are instructed to answer the following Data Requests with written, verified responses per Public Utilities Code §§ 309.5 and 314, 581, and 582, and Rules 1.1 and 10.1 of the California Public Utilities Commission's Rules of Practice and Procedure. Restate the text of each request prior to providing the response. For any questions, please email the Consumer Protection Enforcement Division's contact(s) above with a copy to the CPED's attorney:

John T. Van Geffen, Esq.
Office: (415)703-2005
Email: John.VanGeffen@cpuc.ca.gov.

Each Data Request is continuing in nature. Provide your response as it becomes available, but no later than the due date noted above. If you are unable to provide a response by this date, notify CPED soon as possible, with a written explanation as to why the response date cannot be met and the best estimate of when the information can be provided. If you acquire additional information after providing an answer to any request, you must supplement your response following the receipt of such additional information.

Identify the person providing the answer to each data request and his/her contact information. Responses should be provided both in the original electronic format. (If available in Word format, send the Word document and do not send the information as a PDF file.) All electronic documents submitted in response to this data request should be in readable, downloadable, printable, and searchable formats unless the use of such formats is infeasible. Each page should be numbered. If any of your answers refer to or reflect calculations, provide a copy of the supporting workbooks and electronic files that were used to derive such calculations, such as Excel-compatible spreadsheets or computer programs, with data and formulas intact and functioning. Documents produced in response to the data requests should be Bates-numbered and indexed if voluminous. Responses to data requests that refer to or incorporate documents should identify the particular documents referenced by Bates numbers or Bates range.

If you believe a request, definition, or instruction is unclear, please notify the people listed above in writing within three (3) business days from the date of receipt of the Data Request, including a specific description of what you find unclear and why, and a proposal for resolving the issue. If after you have sought clarification, you still believe any part of the Data Request to be unclear, answer the request to the fullest extent possible by the original deadline specified, unless directed otherwise by CPED. If necessary, explain why you are unable to answer in full and describe the limitations of your response.

If you object to any portion of this Data Request, please submit specific objections, including the specific legal basis for the objection, to the contact(s) listed above, within three (3) business days from the date of receipt of the Data Request. Failure to provide responses to these questions, or object thereto, by the due date constitutes waiver of any objections to the questions, including but not limited to claims of privilege and "work product protection"

Any and all claims of confidentiality must comport with Decision (D.) 17-09-023, D.16-08-024, and General Order 66-D. If you claim a privilege or legal protection with respect to the production of

any information or document, please prepare a privilege log that identifies the information or document that is being withheld, the privilege that is being asserted, the date, subject matter, and the author and all recipients of the document.

DEFINITIONS

- A. As used herein, the terms “you,” “your(s),” and “Company,” mean the recipient of this Data Request and any and all of its respective present and former employees, agents, consultants, attorneys, officials, and any and all other persons acting on its behalf.
- B. “CPED” means the Consumer Protection Enforcement Division at the California Public Utilities Commission.
- C. The terms “and” and “or” shall be construed either disjunctively or conjunctively whenever appropriate in order to bring within the scope of these Data Requests any information or documents which might otherwise be considered to be beyond their scope.
- D. Date ranges shall be construed to include the beginning and end dates named. For example, the phrases “from January 1 to January 31,” “January 1-31,” “January 1 to 31,” and “January 1 through January 31” should be understood to include both the 1st of January and the 31st of January. Likewise, phrases such as “since January 1” and “from January 1 to the present” should be understood to include January 1st, and phrases such as “until January 31,” “through January 31,” and “up to January 31” should also be understood to include the 31st.
- E. The singular form of a word shall be interpreted as plural, and the plural form of a word shall be interpreted as singular whenever appropriate in order to bring within the scope of these Data Requests any information or documents which might otherwise be considered to be beyond their scope.
- F. The term “communications” includes all verbal and written communications of every kind, including but not limited to telephone calls, conferences, notes, correspondence, emails, messaging applications, text messages, facsimiles and all memoranda concerning the requested communications. Where communications are not in writing, provide copies of all memoranda and documents made relating to the requested communication and describe in full the substance of the communication to the extent that the substance is not reflected in the memoranda and documents provided.
- G. The terms “document,” “documents,” or “documentary material” include, without limitation, the following items, whether in electronic form, printed, recorded, or written or reproduced by hand: reports, studies, statistics, projections, forecasts, decisions, orders, intra-office and interoffice communications, correspondence, memoranda, financial data, summaries or records of conversations or interviews, statements, returns, diaries, calendars, work papers, graphs, notebooks, notes, charts, computations, plans, drawings, sketches, computer printouts, summaries or records of meetings or conferences, summaries or reports of investigations or negotiations, opinions or reports of consultants, photographs, bulletins, records or representations or publications of any kind (including microfilm, videotape, and records however produced or reproduced), electronic or mechanical or electrical records of any kind (including, without limitation, tapes, tape cassettes, discs, emails, and records), other data compilations (including, without limitation, input/output files, source codes, object codes, program documentation, computer programs, computer printouts, cards, tapes,

and discs and recordings used in automated data processing, together with the programming instructions and other material necessary to translate, understand, or use the same), and other documents or tangible things of whatever description which constitute or contain information within the scope of these Data Requests.

- H. “Relate to,” “concern,” and similar terms and phrases shall mean consist of, refer to, reflect, comprise, discuss, underlie, comment upon, form the basis for, analyze, mention, or be connected with, in any way, the subject of these Data Requests.
- I. “Identify”:
 - i. When used in reference to a person, includes stating their full name, most recent known business address and telephone number, and present title or position;
 - ii. When used in reference to documents, includes stating the nature of the document (e.g., letter, memorandum), the date (if any), the title of the document, the identity of the author and/or the document, the location of the document, the identity of the person having possession, control or custody of the document, and the general subject matter of the document.
- J. When requested to “state the basis” for any statement (i.e., any analysis, workpaper, study, proposal, assertion, assumption, premise, description, quantification, or conclusion), please describe every fact, statistic, inference, supposition, estimate, consideration, conclusion, study, and analysis known to you which you believe to support.

DATA REQUESTS

SUBJECT: CPED Data Request No. 001

1. Provide a narrative explanation of the actions taken by Uber in response to the sexual assault incident that occurred on October 23, 2024, alleging that a 15-year-old was raped during an Uber ride in South Gate (October 23, 2024, incident).
2. Provide a detailed description of any procedural changes that Uber has implemented along with any future changes that Uber intends to make in response to the October 23, 2024, incident.
3. Identifying all reported sexual assaults that occurred within three years of the date of this Data Request. Your response shall separately identify (i) incidents involving an unaccompanied minor, and (ii) incidents that were alleged to have been perpetrated by a driver that was not the identified account holder for that ride operation.

Your response shall identify any incidents that involved both an unaccompanied minor and an unauthorized driver.

4. Provide all account information for the vehicle and driver involved with the October 23, 2024, incident. Your response shall include, but not be limited to, full name, contact information, vehicle identification, and background check information.

Your response should separately identify all individuals involved in the October 23, 2024,

incident, including the authorized driver registered to the account and, if different, the driver who conducted the ride operation.

5. Provide all waybill(s) connected to the October 23, 2024, incident.
6. If the alleged perpetrator of the October 23, 2024, incident was not the authorized account holder, provide a narrative as to how they were able to operate a ride on the Uber platform.
7. Provide all map and route data Uber maintains indicating the route taken leading up to, during, and immediately following the October 23, 2024, incident. Your response shall include a narrative explanation of any deviations taken from the intended route.
8. Identify safety measures that Uber has in place during rides with unaccompanied minors and provide a narrative description of safety measures, if any, that were activated leading up to, during, and immediately following the October 23, 2024, incident.

END OF REQUEST

ATTACHMENT 2

Attachment A

**Uber Technologies, Inc.’s
Narrative Response to CPED Data Request No. 001
February 20, 2025**

Pursuant to CPED Data Request No. 001 (“Data Request”) issued by the California Public Utilities Commission (“CPUC”) on January 23, 2025 and the extension of time granted by Manal Antabli on January 24, 2025, Uber respectfully submits responsive information in Confidential Attachment A.

I. EXPRESS RESERVATIONS

- A. No response, limitation or lack thereof, set forth in this narrative shall be deemed an admission or representation by Uber as to the existence or nonexistence of the requested information or that any such information is relevant or admissible.
- B. Uber has made best efforts to provide the requested data as it exists in our internal systems, but cannot guarantee the complete accuracy of the submitted data.
- C. Uber reserves the right to modify or supplement its responses, and the provision of any information pursuant to any request is not a waiver of that right.
- D. Uber reserves the right to rely, at any time, upon subsequently discovered information.
- E. These responses are made solely for the purpose of this Data Request and for no other purpose.

II. GENERAL OBJECTIONS

A. Uber objects to the questions in this Data Request to the extent that they rely on vague or undefined terms. Uber further objects to this Data Request to the extent that it seeks information pertaining to activities outside of the state of California on the grounds that such information is outside the scope of the CPUC’s jurisdiction.

III. CONFIDENTIALITY

Uber notes that the narrative responses below contain confidential information not subject to public disclosure pursuant to the Declaration attached as Attachment B, General Order 66-D, Section 3.2, and the Uniform Trade Secrets Act, and are marked accordingly.

IV. RESPONSES <<<BEGIN CONFIDENTIAL>>>

1. **Provide a narrative explanation of the actions taken by Uber in response to the sexual assault incident that occurred on October 23, 2024, alleging that a 15-year-old was raped during an Uber ride in South Gate (October 23, 2024, incident).**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. Provide a detailed description of any procedural changes that Uber has implemented along with any future changes that Uber intends to make in response to the October 23, 2024, incident.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- 3. Identifying all reported sexual assaults that occurred within three years of the date of this Data Request. Your response shall separately identify (i) incidents involving an unaccompanied minor, and (ii) incidents that were alleged to have been perpetrated by a driver that was not the identified account holder for that ride operation.**

Your response shall identify any incidents that involved both an unaccompanied minor and an unauthorized driver.

[REDACTED]

[REDACTED]

[REDACTED]

- 4. Provide all account information for the vehicle and driver involved with the October 23, 2024, incident. Your response shall include, but not be limited to, full name, contact information, vehicle identification, and background check information.**

Your response should separately identify all individuals involved in the October 23, 2024, incident, including the authorized driver registered to the account and, if different, the driver who conducted the ride operation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- 5. Provide all waybill(s) connected to the October 23, 2024, incident.**

[REDACTED]

- 6. If the alleged perpetrator of the October 23, 2024, incident was not the authorized account holder, provide a narrative as to how they were able to operate a ride on the Uber platform.**

[REDACTED]

[REDACTED]

[REDACTED]

- 7. Provide all map and route data Uber maintains indicating the route taken leading**

[REDACTED]

up to, during, and immediately following the October 23, 2024, incident. Your response shall include a narrative explanation of any deviations taken from the intended route.

[REDACTED]

- 8. Identify safety measures that Uber has in place during rides with unaccompanied minors and provide a narrative description of safety measures, if any, that were activated leading up to, during, and immediately following the October 23, 2024, incident.**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

<<<END CONFIDENTIAL>>>

[REDACTED]

ATTACHMENT 3



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Uber Technologies, Inc.
Attn: Ashley Fillmore, Sr. Counsel, Regulatory
1515 3rd St.,
San Francisco, CA 94158

File No.: TCP 38150-A
Citation #: T.2025-04-007
Date: April 25, 2025
Case #: CSE-000430

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Code and General Order (G.O.) as described below. These violations occurred on December 4, 2024.

- 1) Failure to maintain records on all drivers for the required retention period in violation of G.O. 157-E, Part 6.01.
- 2) Utilized drivers who had not completed a criminal background check in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03.
- 3) Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06.
- 4) Failure to notify a driver with required training in violation of G.O. 157-E, Part 11.07.
- 5) Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection in violation of G.O. 157-E, Part 11.09.
- 6) Failure to maintain required records of driver's personal insurance in violation of G.O. 157-E, Part 11.18.
- 7) Failure to provide passengers with proper driver information disclosures in violation of Pub. Util. Code Section 5445.1.

- 8) Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved in violation of G.O. 157-E, Part 11.23.

STATEMENT OF FACTS

The above violations are documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

You are hereby called upon to answer this citation on or before May 15, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to Pub. Util. Code Section 5378. Submit your check or money order payable to California Public Utilities Commission using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund and the CPUC staff will deem the matter closed, **or**
- (2) Contact the Supervisor below to make payment arrangements, **or**
- (3) Contest this Citation by filing an Appeal. See the attached document "*How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal.*"

If you fail to respond by May 15, 2025, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The CPUC may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and CPUC orders.

Rahmon Momoh

Rahmon Momoh
Program and Project Supervisor
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
Telephone number: (415) 816-5754
E-mail address: rahmon.momoh@cpuc.ca.gov

Cc: Ashley Fillmore, Sr. Counsel, Regulatory, Uber
ashley.fillmore@uber.com

Kenneth Bruno, Chief – Transportation Enforcement
Branch, CPUC kenneth.bruno@cpuc.ca.gov

Attachments



Public Utilities Commission

STATE OF CALIFORNIA

CITATION COMPLIANCE AGREEMENT

File No.: TCP 38150-A
Citation #: T.2025-04-007
Date: April 25, 2025
Case #: CSE-000430

I (we) hereby agree to comply with this citation dated April 25, 2025, and herewith pay the fine of \$20,000.

Uber Technologies, Inc.
Ashley Fillmore, Sr. Counsel, Regulatory
1515 3rd St.,
San Francisco, CA 94158

(Signature)

(Title)

(Date)

Payment is to be submitted online via TCP Portal ([Welcome to TCP Portal \(ca.gov\)](https://www.cpuc.ca.gov/tcp-portal)) using a credit card, ACH, or check. Payment via credit card is recommended as it provides real-time verification, whereas ACH payments take two days to clear with the bank.

Or

Payment (cashier check or money order) should be made payable to *California Public Utilities Commission* and sent to:

California Public Utilities Commission
Attn: Fiscal Office
505 Van Ness Avenue
San Francisco, CA 94102-3298

CERTIFICATE OF SERVICE

I certify that I have this day served the following documents on

Uber Technologies, Inc.

TNC 38150-A

Case # CSE-000541

1. Administrative Citation T.2025-09-004
2. Citation Compliance Agreement
3. Investigation Report and Attachments
4. How to File an Appeal
5. Notice of Appeal Form and Certificates of Service Form (from Resolution ALJ-377)
6. Resolution ALJ-187
7. Certificate of Service

Date: September 10, 2025

Manal Antabli

Manal Antabli
TEB Enforcement Analyst