

**CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**Consumer Protection and Enforcement Division**  
**Advice Letter Summary Form**

**TNC & AL FILER INFORMATION**

Date of Submission:	Date of Service:
TNC Name:	PSG #:
DBA Name:	
Address:	
City:	State: ZIP Code:
Filer's Name:	
Filer's Email:	Filer's Phone:

**AL INFORMATION**

Advice Letter #:	AL Type:    Offset                      Exemption
Geographic Area(s):	
Offset Amount:	Quarter:                      Year:
Documents Included: <input type="checkbox"/> Cover letter <input type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input type="checkbox"/> Signed Accounting of Funds <input type="checkbox"/> Inspection Declaration <input type="checkbox"/> Data Reports (CSV)	
Reason (if not all document boxes above are marked):	

**SUBMISSION INFORMATION**

**Combine (in this order) AL summary form, cover letter, service list, marketing materials, TNC WAV training declaration, TNC vehicle inspection declaration, and signed Accounting of Funds Expended, into a single PDF file. The completed data reports must be in separate CSV files. A complete advice letter submission will consist of the following attachments: the PDF and CSV files. Submit the advice letter via email with the attachments to [TNCAccess@cpuc.ca.gov](mailto:TNCAccess@cpuc.ca.gov) and to the [R.19-02-012 service list](#).**

**The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.**

**FOR CPUC USE ONLY**

Analyst:	30-Day Due Date:
Completion Date:	Disposition:
Approved Offset/Retroactive Amount:	AL Effective Date:
Supervisor:	Supervisor Review Date:



Uber Technologies, Inc.  
1515 3rd Street  
San Francisco, CA 94158  
uber.com

July 14, 2023

Uber Technologies, Inc.

PSG0038150

Advice Letter No. 19

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

*Re: Uber Technologies, Inc. - Advice Letter No. 19 (Q2 2023)*

**I. Offset Request**

Pursuant to Decisions (D.) 20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, Uber Technologies, Inc. (“Uber”) submits this Advice Letter No. 19 to request to offset Quarter 2 of 2023 TNC Access For All Fund<sup>1</sup> fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in the second quarter of 2023. The requested effective date of this advice letter is July 14, 2023 (30 days from date of filing).<sup>2</sup>

The offset amounts requested by county are as follows:

County	Offset Requested <sup>3</sup> (\$)
ALAMEDA	\$ -
ALPINE	\$ -
AMADOR	\$ -

County	Offset Requested (\$)
ORANGE	\$ -
PLACER	\$ -
PLUMAS	\$ -

<sup>1</sup> S.B. 1376, Cal. Legis. Serv. Ch. 701 (2018); *see also* Pub. Util. Code § 5440.5(a)(1)(B)(ii).

<sup>2</sup> As a good faith participant in the TNC Access for All program, Uber submits this advice letter without any request for confidential treatment. While Uber maintains that certain information contained herein is commercially sensitive and constitutes protectable trade secrets, Uber submits this information unredacted in an effort to advance the goals of this program. Uber reserves its right to seek confidential treatment of this type of information in the future.

<sup>3</sup> The expenditures included here are not exhaustive and inclusive of all amounts spent by Uber to enable, expand, and improve WAV service on the Uber platform.

<b>BUTTE</b>	\$ -
<b>CALAVERAS</b>	\$ -
<b>COLUSA</b>	\$ -
<b>CONTRA COSTA</b>	\$ -
<b>DEL NORTE</b>	\$ -
<b>EL DORADO</b>	\$ -
<b>FRESNO</b>	\$ -
<b>GLENN</b>	\$ -
<b>HUMBOLDT</b>	\$ -
<b>IMPERIAL</b>	\$ -
<b>INYO</b>	\$ -
<b>KERN</b>	\$ -
<b>KINGS</b>	\$ -
<b>LAKE</b>	\$ -
<b>LASSEN</b>	\$ -
<b>LOS ANGELES</b>	\$1,409,453.47
<b>MADERA</b>	\$ -
<b>MARIN</b>	\$ -
<b>MARIPOSA</b>	\$ -
<b>MENDOCINO</b>	\$ -
<b>MERCED</b>	\$ -

<b>RIVERSIDE</b>	\$ -
<b>SACRAMENTO</b>	\$ -
<b>SAN BENITO</b>	\$ -
<b>SAN BERNARDINO</b>	\$ -
<b>SAN DIEGO</b>	\$ -
<b>SAN FRANCISCO</b>	\$483,840.58
<b>SAN JOAQUIN</b>	\$ -
<b>SAN LUIS OBISPO</b>	\$ -
<b>SAN MATEO</b>	\$184,654.45
<b>SANTA BARBARA</b>	\$ -
<b>SANTA CLARA</b>	\$ -
<b>SANTA CRUZ</b>	\$ -
<b>SHASTA</b>	\$ -
<b>SIERRA</b>	\$ -
<b>SISKIYOU</b>	\$ -
<b>SOLANO</b>	\$ -
<b>SONOMA</b>	\$ -
<b>STANISLAUS</b>	\$ -
<b>SUTTER</b>	\$ -
<b>TEHAMA</b>	\$ -
<b>TRINITY</b>	\$ -

<b>MODOC</b>	\$ -
<b>MONO</b>	\$ -
<b>MONTEREY</b>	\$ -
<b>NAPA</b>	\$ -
<b>NEVADA</b>	\$ -

<b>TULARE</b>	\$ -
<b>TUOLUMNE</b>	\$ -
<b>VENTURA</b>	\$ -
<b>YOLO</b>	\$ -
<b>YUBA</b>	\$ -

**Subtotal** \$1,409,453.47

**Subtotal** \$668,495.03

**Total Offset Request** **\$2,077,948.50**

Per D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, Uber provides the following documents in support of its request as indicated in the summary table below:

<b>Criteria</b>	<b>Must Demonstrate</b>	<b>Documentation Included (Y/N)</b>
<b>1. Presence and availability of WAVs<sup>4</sup></b>	(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; (b) the unique number of WAVs in operation – by quarter and by hour of the day and day of the week; and (c) the number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week;	<b>Y</b>

<sup>4</sup>D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12.

	<p>(d) the total WAV trips requested and completed broken out by Census Tract; and</p> <p>(e) operating hours for each geographic area</p>	
<p><b>2. Improved level of service<sup>5</sup></b></p>	<p>(a) Offset Time Standard &amp; WAV Response Times<sup>6</sup>: Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A)</p> <p>(b.1) Trip Completion Standard<sup>7</sup>: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and</p> <p>(b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year’s same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year’s same quarter, if applicable (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	<p><b>Y</b></p>

<sup>5</sup> D.21-11-004 Ordering Paragraph 1-3, 6, and 7.

<sup>6</sup> D.21-11-004 Ordering Paragraph 1, 2, and 3.

<sup>7</sup> D.21-11-004 Ordering Paragraph 6 and 7.

<b>3. Efforts to publicize and promote available WAV services<sup>8</sup></b>	Evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, and marketing or promotional materials of those activities	<b>Y</b>
<b>4. Full accounting of funds expended<sup>9</sup></b>	Qualifying offset expenses are: (a) reasonable, legitimate costs that improve a TNC’s WAV service, and (b) incurred in the quarter for which a TNC requests an offset, and (c) on the list of eligible expenses attached as Appendix A, and (d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset <sup>10</sup>	<b>Y</b>
<b>5. Training and inspections<sup>11</sup></b>	(a) certification of WAV driver training completion within the past 3 years, and (b) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and (c) Certification of WAV inspection and approval	<b>Y</b>
<b>6. Reporting complaints<sup>12</sup></b>	Number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category: Securement Issues; Driver Training; Vehicle Safety and Comfort; Service Animal; Stranded Passenger, Pickup, Drop Off, and Other issues.	<b>Y</b>

<sup>8</sup> D.20-03-007 Ordering Paragraph 9.

<sup>9</sup> D.20-03-007 Ordering Paragraph 10.

<sup>10</sup> D.21-11-004 Ordering Paragraph 9.

<sup>11</sup> D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h).

<sup>12</sup> D.23-02-024 Ordering Paragraph 13.

*Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County*

County	Q4 2022					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1st, 2nd, 3rd, ...8th)	Level 1 (%)	Level 1 (mins) <sup>13</sup>	Level 2 (%)	Level 2 (mins)	
Los Angeles	1st	73.74	18.55	99.18	27.28	Yes
San Francisco	4th	66.63	13.95	97.62	19.35	Yes
San Mateo	5th	89.97	16.78	99.86	23.3	Yes

*Table B: Trip Completion Standard (part b.1)*

County	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
Los Angeles	1st	B	58.33%	Yes
San Francisco	4th	A	80.38%	Yes
San Mateo	5th	B	74.13%	Yes

<sup>13</sup> Level 1 and Level 2 (mins) represent the applicable ORTB percentile for the appropriate quarter submission. For example, for San Mateo County, Uber has listed the 64th percentile for Level 1 minutes and 86th percentile for Level 2 minutes because this is the fifth quarter submission. Response time minutes for each decile is included in the file [UBER\\_2023Q2\\_Response\\_Times\\_3](#).

*Table C: Trip Completion Standard (part b.2)*

<b>County</b>	<b>Option 1 or 2<sup>14</sup></b>	<b>(1) # of completed trips previous quarter</b>	<b>(2) # of completed trips in the immediately prior year's same quarter</b>	<b>(1) # of completed trips this quarter</b>	<b>(2) # of completed trip this quarter</b>
<b>Los Angeles</b>	1	3407	5065	8331	8331
<b>San Francisco</b>	1	1052	1572	1807	1807
<b>San Mateo</b>	1	411	647	699	699

Per D.23-02-24<sup>15</sup>, Uber submits information on Wait and Save data as indicated in the table below.

*Table D: Wait and Save*

<b>County</b>	<b># of WAV Wait &amp; Save Trips</b>	<b># of On-Demand WAV Trips</b>	<b>% of Wait &amp; Save Trips out of the total on-demand WAV trips</b>
<b>Los Angeles</b>	0	8331	0%
<b>San Francisco</b>	0	1807	0%
<b>San Mateo</b>	0	699	0%

### **WAV Operating Hours**

Any prospective passenger can request a WAV ride through Uber's app 24 hours a day, 7 days a week in all counties (each geographic area) throughout California.

<sup>14</sup> See D.21-11-004 Ordering Paragraph 6.

<sup>15</sup> See D.23-02-024 Ordering Paragraph 11.

## II. Background

In 2018, Senate Bill 1376, the “TNC Access for All Act,” was enacted by the California Legislature.<sup>16</sup> Public Utilities (“Pub. Util.”) Code § 5440.5 establishes a framework whereby Transportation Network Companies (“TNCs”) are permitted to offset against quarterly Access Fund fee payments for amounts spent by the TNC during the quarter to improve WAV service.<sup>17</sup>

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs available for request via its online-enabled application, and appreciates the opportunity to submit this offset request advice letter.

## III. Accessibility at Uber

As the first TNC in California to address WAV challenges on a widespread basis, Uber understands the hurdles associated with enabling increased access to WAVs on its platform. Uber’s technology is helping to increase mobility and independence for riders with disabilities, with features and capabilities like:

Cashless payments: Uber’s cashless payment option simplifies the payment process, reducing the need for riders to worry about counting out cash or exchanging bills with a driver.

On-demand transportation: The Uber app makes it easier for riders with disabilities to get from A to B at the touch of a button. They no longer have to arrange rides through a dispatcher or resort to other, less convenient, means of finding a ride.

Agreements and policies: Driver agreements, Uber’s Community Guidelines, Uber’s Service Animal Policy, and Uber’s Non-Discrimination Policy confirm that drivers must comply with all applicable laws, including, for example, those relating to their transportation of riders’ service animals.

Riders who are blind or low-vision: With iOS VoiceOver, Android TalkBack, and wireless Braille display compatibility, the Uber app makes it easier for riders who are blind or low-vision to get where they need to go.

Riders who are deaf or hard of hearing: Audio is not needed for full functionality of the Uber app. Assistive technology such as visible and vibrating alerts can help riders who are deaf or hard of hearing use the Uber app easily, and in-app features, such as the ability to enter a destination, can facilitate non-verbal communication between the rider and driver.

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<sup>16</sup> S.B. 1376; *see also* Pub. Util. Code § 5440.5.

<sup>17</sup> Pub. Util. Code § 5440.5(a)(1)(B)(ii).

Share your ETA and location: Riders can easily share their ride details, including the specific route and estimated time of arrival, with loved ones for extra peace of mind. Friends or family members will receive a link where they can see the driver's name, photo, and vehicle information, and track where the rider is on the map in real time until they arrive at their destination—all without downloading the Uber app.

When evaluating a TNC's efforts to increase access to third-party WAVs, Uber requests that the following be taken into consideration: compared to standard vehicles, WAVs have higher purchase prices; higher operating and maintenance costs; higher fuel costs; and higher insurance costs. Additionally, demand for WAV trips is extremely low, representing a very small fraction (less than 1%) of overall TNC demand.

Historically, Uber relied on drivers using their own WAVs to provide WAV services on the Uber platform. However, after observing the trends with individual-WAV ownership, Uber determined there were not enough individual WAV owners willing to make their WAVs available via the Uber app to service the public's demand, especially when geographic and temporal factors were taken into account.

Uber has invested significant capital to increase access to WAV service by partnering with third-party WAV providers. For example, in Quarter 2 of 2023, Uber spent nearly **\$2.6 million** million on payments to third-party partners with WAVs.

In Quarter 2 of 2023, UberWAV service levels continued to ramp up due to Uber's expanded partnership with Tower WAV LLC. Uber expects this partnership to further support program growth and reliability across the San Francisco Bay Area counties and Los Angeles county. Additionally, during the second quarter of 2023, Uber worked to better understand when and where WAV demand was coming from, and made significant operational improvements to strategically position WAV supply to best address that demand. These optimizations have resulted in increased reliability for WAV riders and an increase in completed WAV trips in the San Francisco Bay Area and Los Angeles.

Uber's ability to continue to invest heavily to expand WAV service is dependent on the expectation that it will recoup some of its costs through the Access for All program, especially upon a showing of very high reliability and performance. If the Access for All program's offset rules preclude Uber from qualifying for fee offsets, Uber will not be able to invest at the same levels.

#### **IV. Uber’s Offset Request Advice Letter**

In accordance with D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, and the templates provided by the Commission, Uber provides the following supporting information: this Advice Letter “38150 Uber Technologies, Inc. AL 19 Forms,” including Attachment A (Training and Inspections Declarations) and Attachment B (Outreach Narrative and Materials); and the .csv files referenced below.

##### **1. WAVs in Operation**

Data for the WAVs in operation in Quarter 2 of 2023 is provided in the report “UBER\_2023Q2\_WAVS\_In\_Operation\_1a.” Per the template provided by the Commission, the data is aggregated by hour of the day and day of the week for each county.

##### **2. Unique WAVs in Operation**

Data for unique WAVs in operation in Quarter 2 of 2023 for every county in which Uber requests (or previously requested) an offset is provided in the report “UBER\_2023Q2\_WAVS\_In\_Operation\_Unique\_1b.” Per the template provided by the Commission, the data is aggregated by hour of the day and day of the week for each county.

##### **3. WAV Trips**

Data detailing WAV trips in Quarter 2 of 2023 for every county in which Uber requests (or previously requested) an offset is provided in the report “UBER\_2023Q2\_WAV\_Trips\_2.” This report includes data on the percentage, number, and Census Tract<sup>18</sup> of WAV trips completed, not accepted, canceled-no show,<sup>19</sup> canceled by passenger, canceled by driver, and cancellations within completed trips, cancellations within not completed trips, and unique trips, aggregated by the hour of the day and day of the week.<sup>20</sup>

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<sup>18</sup> Due to default formatting settings on .csv readers, Census Tract information may appear as a 10-digit code instead of an 11-digit code, omitting the 0 in California’s 06 state code.

<sup>19</sup> Uber cannot provide information regarding the number of WAV trips canceled due to passenger “no-shows” because there is insufficient reliable data to report. Attempting to collect data reflecting whether or not the reason for a cancellation is tied to a passenger not showing up would be susceptible to bias and other design issues, which would result in incomplete and inaccurate data collection. For those same reasons, a portion of driver cancellations may be due to rider “no-shows,” yet Uber cannot reasonably ascertain which portion of driver initiated cancellations this would account for. While Uber does not have reliable data to report for this category, for ease of the Commission’s analysis of Uber’s data files, Uber has entered “0” for this data rather than indicating “N/A.”

<sup>20</sup> Per CPUC’s instructions received via email on September 25th, 2020 in the file attachment labeled “Data Template Changes 092520.pdf”, Uber has calculated “Cancellations - Completed” and

When analyzing trip data, it is critical to acknowledge that riders often submit multiple trip requests prior to taking a WAV trip. This may occur because an initial trip request is not matched with a driver, the rider cancels or modifies an initial trip request, or the rider requests multiple times, hoping to find a closer vehicle. A subsequent completed non-WAV trip might also indicate that the prior WAV request was possibly made in error.

#### **4. Response Times and the Offset Time Standard (OTS)**

Data for response times for completed WAV Trips, including Periods A and B, is provided in the report “UBER\_2023Q2\_Response\_Times\_3.” Data demonstrating that Uber has fulfilled the relevant Offset Time Standard percentages for Level 1 and Level 2 is provided in the report “UBER\_2023Q2\_OTTS\_4.”

Uber urges the Commission to take into consideration numerous factors when evaluating response times. First, coverage can vary across counties and providers, making comparisons difficult, if not impossible. For example, some providers may only offer service during certain time windows or in certain areas. These providers cannot be compared to a provider that offers service across an entire county 24 hours a day, 7 days a week. Second, the fact that WAVs are servicing trips in a reasonable time compared to alternative accessible options should weigh considerably in the evaluation. Third, response times can be highly variable due to external factors such as seasonality, local or widespread emergencies, overall traffic patterns (e.g., rush hour), and business events such as onboarding of new third-party WAV service providers and implementation of any new outreach and service efforts resulting in increased demand for WAV trips.

In accordance with Pub. Util. Code § 5440.5, offset requests should be evaluated in light of “reasonable response times.” When analyzing the information presented for a certain county, the data should be considered holistically, as each piece of data is part of an overall picture of the county and California-wide service.

#### **5. Trip Completion Standard (TCS)**

Data demonstrating that Uber has fulfilled the Trip Completion Standard is provided in the report

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“Cancellations - Not Completed” as the total number of times that a trip request was accepted and canceled by a driver and redispached among trip requests that were ultimately completed and not completed, respectively. *E.g.*, per CPUC’s example, if trip request A was accepted, canceled and redispached a total of 5 times before being completed, then Uber would add 5 to the total count reported in the “Cancellations\_Completed\_Trips” row of the data file. Similar to previous instructions regarding counting trips, Uber has reported cancelations for the day and hour of the ultimate trip event.

“UBER\_2023Q2\_TCS\_5.”

Similar to response times, because coverage can vary across counties and providers, comparisons for metrics such as trip completion rate can be difficult, if not impossible. For example, some providers may only offer service during certain time windows or in certain areas. These providers cannot be compared to a provider that offers service across an entire county 24 hours a day, 7 days a week. Further, completion rates can be highly variable due to the same external factors which can impact response times.

## 6. Outreach

Between April and June 2023 (Quarter 2 of 2023), Uber continued outreach to improve understanding of the UberWAV program, solicit feedback for improving UberWAV as well as the broader accessibility of the Uber app, field questions from stakeholders, and strengthen ties for further partnerships to promote UberWAV. This quarter’s efforts included outreach, education, consultation, and follow-ups with community groups across Southern California and the San Francisco Bay Area. Core outreach activities in Q2 of 2023 included:

- **Proactive interaction with key stakeholder entities including independent living organizations, accessibility groups, state agencies, community service providers, and community-based organizations**, utilizing communication channels such as email and newsletter updates, phone calls, and providing presentations and Q&A sessions.
- **Successfully scheduled two informative discussions for Q3 2023** targeting accessibility groups, with a focus on clarifying the exclusive features and advantages of Uber’s services, especially UberWAV, tailored to their members.
- **Undertook a comprehensive research process to identify community-based organizations, independent living organizations, and accessibility groups** that serve individuals with disabilities. Successfully identified and initiated engagement with 41 such organizations for potential discussions and presentations concerning UberWAV.
- **Explored opportunities post-engagement to participate in larger-scale events such as seminars or workshops**. Held ongoing dialogue with stakeholder organizations about having an Uber representative speak to membership and offered assistance in event coordination.

Additional narrative regarding Uber’s outreach efforts and related substantive materials are attached as Attachment B. More data about Uber’s specific outreach efforts is provided in the report “UBER\_2023Q2\_Outreach\_7.” In this report, there may be date ranges in the columns labeled “Date” that are associated with email and phone outreach. These ranges reflect the range of start dates of outreach for specific partners in that county for email and phone outreach.

## 7. WAV Training and Inspections

Information regarding WAV Driver Training is provided in the report “UBER\_2023Q2\_Training\_and\_Inspections\_8” and required certifications are provided within Attachment A. The number of WAV drivers that have completed training is assigned according to the physical location of the fleet partner’s office, as that is where the training takes place.

## 8. Complaints

Information regarding complaints related to WAV services for each geographic area is provided in the report “UBER\_2023Q2\_Complaints\_9.” In an effort to be comprehensive, some complaint information included may represent a situation unrelated to the actual quality of WAV service provided, such as inquiries regarding lost items and account or payment questions.

## 9. Accounting of Funds Expended

An accounting of certain funds expended in Quarter 2 of 2023 is included in the report “UBER\_2023Q2\_Funds\_Expended\_10.”

As indicated in the supporting documentation provided, Uber is investing a significant amount of money to enable increased access to WAVs. It is more expensive to maintain and incentivize WAV trips over UberX trips, and Uber must offer substantial incentives to our partners to make it financially viable for them to operate their WAVs on the Uber platform, given the substantially higher acquisition, operating, and maintenance costs incurred. Further, the amounts included herein are not exhaustive and represent only a subset of the capital expended to enable the WAV program. Simply put, the millions of dollars Uber has demonstrated it invests is intended to achieve an end goal of enabling access to accessible, on-demand transportation to the general population at a price, service level, and scale that simply is not commercially available anywhere else in the market today.

## 10. Contract Information

Information regarding contracts with service providers is included in the report “UBER\_2023Q2\_Contract\_Information\_11.” The “Duration of Contract” column identifies the total length of the contract that was in effect during the reporting quarter. The entry “All CA Counties” under the column “County” indicates that the provider associated with that entry is eligible to provide trips starting in all California counties.

\* \* \* \* \*

In compliance with General Order 96-B, we served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on July 14, 2023. If there are any questions regarding this advice letter, please contact Adam Bierman at [westregs@uber.com](mailto:westregs@uber.com).

Any Party can protest or respond to this advice letter by sending a written protest or response via email to CPED at [TNCAccess@cpuc.ca.gov](mailto:TNCAccess@cpuc.ca.gov). If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to Adam Bierman at [westregs@uber.com](mailto:westregs@uber.com).

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) and look for links to General Order 96-B.

**I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS HAVE BEEN EXAMINED BY ME AND ARE TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

Respectfully submitted,

/s/ Adam Bierman  
Adam Bierman  
Senior Counsel, Regulatory  
Uber Technologies, Inc.

#### Attachments

1. Attachment A - Signed Training & Inspection Declarations (PDF)
2. Attachment B - Outreach Narrative and Marketing Materials (PDF)
3. Data Attachments in CSV format (WAVs in Operation; Unique WAVs in Operation; WAV Trips; Response times; OTS; TCS; Outreach; Training and Inspections; Complaints; Funds Expended; and Contract Information)



California  
Public Utilities  
Commission



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## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM  
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION  
LIST NAME: LIST  
LAST CHANGED: JUNE 23, 2023**

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## Parties

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ALEX LAVOI  
NOMAD TRANSIT LLC DBA VIA  
10 CROSBY STREET, 2ND FL.  
NEW YORK, NY 10013  
FOR: NOMAD TRANSIT LLC DBA VIA

JONATHAN COHEN  
LITIGATION AND REGULATORY COUNSEL  
VIA TRANSPORTATION INC.  
95 MORTON STREET, 3RD. FL.  
NEW YORK, NY 10014  
FOR: VIA TRANSPORTATION INC.

EDWARD HOFFMAN  
RIDE PLUS, LLC  
1275 PEACHTREE ST NE 6TH FL  
ATLANTA, GA 30309  
FOR: RIDE PLUS LLC DBA PROVADO MOBILE  
HEALTH

JARVIS MURRAY  
ADMIN - FOR-HIRE POLICY & ENFORCEMENT  
LOS ANGELES DEPT. OF TRANSPORTATION  
100 S. MAIN STREET  
LOS ANGELES, CA 90012  
FOR: LOS ANGELES DEPARTMENT OF  
TRANSPORTATION (LADOT)

WIL RIDDER  
EXE. OFFICER - PLANNING & DEVELOPMENT  
LA COUNTY METROPOLITAN TRANSPORT AUTHOR  
ONE GATEWAY PLAZA, MS 99-23-3  
LOS ANGELES, CA 90012  
FOR: LOS ANGELES COUNTY METROPOLITAN  
TRANSPORTATION AUTHORITY

AUTUMN M. ELLIOTT  
SR COUNSEL  
DISABILITY RIGHTS CALIFORNIA  
350 SOUTH BIXEL STREET, STE 290  
LOS ANGELES, CA 90017  
FOR: DISABILITY RIGHTS CALIFORNIA

MAGGIE GREEN  
HOPSKIPDRIVE  
1320 E. 7TH ST., STE. 200  
LOS ANGELES, CA 90021  
FOR: HOPSKIPDRIVE INC.

WHITNEY LEWIS  
MVN 2 LLC  
1048 MARINE AVE APT 10  
GARDENA, CA 90247  
FOR: MVN 2 LLC

LAYLA SOTTO  
EXECUTIVE RIDE LLC  
4532 W IMPERIAL HWY  
HAWTHORNE, CA 90304  
FOR: EXECUTIVE RIDE LLC DBA OPOLI

ANDRE COLAIACE  
ACCESS SERVICES  
PO BOX 5728  
EL MONTE, CA 91734-1738  
FOR: ACCESS SERVICES

ROBYN WAPNER  
 SR. GOV'T RELATIONS ANALYST  
 SAN DIEGO ASSOCIATION OF GOVERNMENTS  
 401 B STREET, SUITE 800  
 SAN DIEGO, CA 92101  
 FOR: SAN DIEGO ASSOCIATION OF  
 GOVERNMENTS

MARK POTTER  
 ALTRUISTIC INC DBA BOUNCE  
 9845 ERMA ROAD, STE. 300  
 SAN DIEGO, CA 92131  
 FOR: ALTRUISTIC INC. DBA BOUNCE

NANCY WHELAN  
 GEN. MGR.  
 MARIN TRANSIT  
 711 GRAND AVENUE, STE.110  
 SAN RAFAEL, CA 94000  
 FOR: MARIN TRANSIT

LILLIAN LEVY  
 SAN FRANCISCO CITY ATTORNEY'S OFFICE  
 1390 MARKET STREET  
 SAN FRANCISCO, CA 94102  
 FOR: SAN FRANCISCO MUNICIPAL  
 TRANSPORTATION AGENCY (SFMTA)

ANNA UHLS  
 ATTORNEY  
 RASIER-CA, LLC  
 1455 MARKET STREET  
 SAN FRANCISCO, CA 94103  
 FOR: RASIER-CA, LLC DBA UBER  
 TECHNOLOGIES INC.

NICOLE BOHN  
 DIRECTOR  
 SF MAYOR'S OFFICE ON DISABILITY  
 1155 MARKET STREET 1ST FLOOR  
 SAN FRANCISCO, CA 94103  
 FOR: SAN FRANCISCO MAYOR'S OFFICE OF  
 DISABILITY

TILLY CHANG  
 EXE DIR  
 S. F. COUNTY TRANSPORTATION AUTHORITY  
 1455 MARKET STREET, 22ND FL.  
 SAN FRANCISCO, CA 94103  
 FOR: SAN FRANCISCO TRANSPORTATION  
 AUTHORITY

VARUN JAIN  
 UBER TECHNOLOGIES, INC.  
 1455 MARKET STREET, 4TH FLOOR  
 SAN FRANCISCO, CA 94103  
 FOR: UBER TECHNOLOGIES, INC.

DRENNEN SHELTON  
 PLANNER  
 BAY AREA METRO CENTER  
 375 BEALE STREET, STE.800  
 SAN FRANCISCO, CA 94105  
 FOR: METROPOLITAN TRANSPORTATION  
 COMMISSION (MTC)

SARA SCHAER  
 DOLIGHTFUL, INC  
 31 WINFIELD ST  
 SAN FRANCISCO, CA 94110  
 FOR: DOLIGHTFUL, INC.

DANIEL ROCKEY  
 PARTNER  
 BRYAN CAVE LEIGHTON PAISNER  
 THREE EMBARCADERO CENTER, 7TH FL.  
 SAN FRANCISCO, CA 94111-4070  
 FOR: LYFT, INC.

JEFF MALTZ  
 CEO  
 SILVERRIDE, LLC  
 425 DIVISADERO ST., SUITE 201  
 SAN FRANCISCO, CA 94117  
 FOR: SILVERRIDE, LLC

MARK GRUBERG  
 EXE. BOARD MEMBER  
 SAN FRANCISCO TAXI WORKERS ALLIANCE  
 1415 PALOU AVE.  
 SAN FRANCISCO, CA 94124  
 FOR: SAN FRANCISCO TAXI WORKERS  
 ALLIANCE (SFTWA)

RITU NARAYAN  
 ZUM SERVICES, INC.  
 555 TWIN DOLPHINE DR STE 350  
 REDWOOD CITY, CA 94401  
 FOR: ZUM SERVICES, INC.

DARYL HALLS  
 EXE. DIR.  
 SOLANO TRANSPORTATION AUTHORITY  
 ONE HARBOR CENTER, STE. 130  
 SUISUN CITY, CA 94585  
 FOR: SOLANO TRANSPORTATION AUTHORITY

MELISSA W. KASNITZ  
 LEGAL DIR  
 CENTER FOR ACCESSIBLE TECHNOLOGY  
 3075 ADELINE STREET, STE. 220  
 BERKELEY, CA 94703  
 FOR: CENTER FOR ACCESSIBLE TECHNOLOGY

MICHELLE UZETA  
 DREDF  
 3075 ADELINE STREET, SUITE 210  
 BERKELEY, CA 94703  
 FOR: DISABILITY RIGHTS EDUCATION &  
 DEFENSE FUND (DREDF)

ABHAY JAIN  
 ACTIVE SCALER INC., DBA TAGSI  
 1551 MCCARTHY BLVD., STE. 10  
 MILPITAS, CA 95035  
 FOR: ACTIVE SCALER INC., DBA TAGSI

AUSTIN BROWN  
 EXECUTIVE DIRECTOR  
 UC DAVIS POLICY INSTITUTE  
 1605 TILIA STREET, SUITE 100  
 DAVIS, CA 95616  
 FOR: UC DAVIS POLICY INSTITUTE FOR  
 ENERGY, ENVIRONMENT, AND THE ECONOMY

SEAN TIEDGEN  
 SR. TRANSP PLANNER  
 SHASTA REGIONAL TRANSPORTATION AGENCY  
 1255 EAST STREET, STE. 202  
 REDDING, CA 96001  
 FOR: SHASTA REGIONAL TRANSPORTATION  
 AGENCY (SRTA)

## Information Only

---

ABIGAIL COCHRAN  
 UNIVERSITY OF CALIFORNIA, BERKELEY  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

ANNA FERO  
 DAVIS WRIGHT TREMAINE LLP  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

ANNETTE WILLIAMS  
 SF MUNICIPAL TRANSPORTATION AGENCY  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

APARNA PALADUGU  
 ZOOX  
 EMAIL ONLY  
 EMAIL ONLY, AA 00000

AUSTIN HEYWORTH  
 UBER  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

CALEB CARRIZALES  
 LYFT  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

ERIKA QUINTERO  
 LYFT, INC.  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

ERIN MCAULIFF  
 SF MUNICIPAL TRANSPORTATION AGENCY  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

HEATHER MILLER  
 PROGRAM MANAGER  
 VENTURA COUNTY TRANSPORTATION COMMISSION  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

HENRY CLAYPOOL  
 CONSULTANT - TECH POLICY  
 AMERICAN ASSN OF PEOPLE WITH DISABILITIES  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

JAMES ANDREW  
 MANAGER, TRANSPORTATION PLANNING  
 LA METROPOLITAN TRANSPORTATION AUTHORITY  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

JANEE WEAVER  
 COUNSEL - REGULATORY  
 LYFT, INC.  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

JOHN ROWLEY  
 PRIME TIME SERVICES  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

KATHLEEN CORTEZ  
 PROGRAM ANALYST - AREA AGENCY ON AGING  
 COUNTY OF SONOMA  
 HUMAN SERVICES DEPT  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

LAURA TIMOTHY  
 MGR - ACCESS, PARATRANSIT  
 S.F. BAY AREA RAPID TRANSIT DISTRICT  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

LEGAL DIVISION  
 CPUC  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

LEUWAM TESFAI  
 EXE. DIV.  
 CALIFORNIA PUBLIC UTILITIES COMMISSION  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

MADDY RUVOLO  
 SFMTA  
 EMAIL ONLY  
 EMAIL ONLY, CA 00000

MALLORY NESTOR-BRUSH  
MGR - ACCESSIBLE SERVICES  
AC TRANSIT  
EMAIL ONLY  
EMAIL ONLY, CA 00000

MOLLY ZIMNEY  
LYFT, INC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

NEELA PAYKEL  
DEPUTY GENERAL COUNSEL  
EMAIL ONLY  
EMAIL ONLY, CA 00000

PAT PIRAS  
EMAIL ONLY  
EMAIL ONLY, CA 00000

PAUL S. BRANSON  
CEO  
LAKE LINKS  
EMAIL ONLY  
EMAIL ONLY, CA 00000

PHILIP LAW  
EMAIL ONLY  
EMAILONLY, CA 00000

PRISCILLA FREDUAH-AGYEMANG  
EMAIL ONLY  
EMAIL ONLY, CA 00000

RICHARD SKAFF  
EXECUTIVE DIRECTOR  
DESIGNING ACCESSIBLE COMMUNITIES  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ROSS GREEN  
ASSOCIATE  
KEARNS & WEST, INC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

STEVEN T. WALLAUCH  
PLATINUM ADVISORS  
EMAIL ONLY  
EMAIL ONLY, CA 00000

THYME CURTIS  
EXECUTIVE DIRECTOR  
THE CITY OF SAN DIEGO  
EMAIL ONLY  
EMAIL ONLY, CA 00000

TOM BELLINO  
EMAIL ONLY  
EMAIL ONLY, CA 00000

TRACI LEE  
SENIOR PUBLIC POLICY MANAGER  
LYFT  
EMAIL ONLY  
EMAIL ONLY, CA 00000

DAVIS WRIGHT TREMAINE LLP  
EMAIL ONLY  
EMAIL ONLY, CA 00000

CAMERON-DANIEL, P.C.  
EMAIL ONLY  
EMAIL ONLY, CA 00000

HOPSKIPDRIVE, LLC  
EMAIL ONLY  
EMAIL ONLY, CA 00000

ANDREI GREENAWALT  
HEAD OF PUBLIC POLICY  
VIA TRANSPORTATION INC.  
160 VARICK STREET, 4TH FL.  
NEW YORK, NY 10013  
FOR: VIA TRANSPORTATION INC.

NOMAD TRANSIT LLC DBA VIA  
10 CROSBY STREET, 2ND FL.  
NEW YORK, NY 10013

JAMES C. BEH  
ATTORNEY  
JONES DAY  
51 LOUISIANA AVENUE, N.W.  
WASHINGTON, DC 20001  
FOR: INSTITUTIONAL EQUITY INVESTORS

KATHERINE SHERIFF  
DAVIS WRIGHT TREMAINE LLP  
1301 K STREET NW, SUITE 500 EAST  
WASHINGTON, DC 20005

ANDREI GREENAWALT  
PUBLIC POLICY  
NOMAD TRANSIT, LLC  
2233 WISCONSIN AVE., STE 201  
WASHINGTON, DC 20007

IZZY AALA  
CABCONNECT, INC.  
714 E. MONUMENT AVE, SUITE 107  
DAYTON, OH 45402

ASHAD HAMIDEH, PH.D  
 SR. DIR. - PLANNING & DEVELOPMENT  
 L.A. COUNTY METRO TRANSPORT.AUTHORITY  
 ONE GATEWAY PLAZA, MS 99-23-3  
 LOS ANGELES, CA 90012

JAMES ANDREW  
 MGR - PLANNING  
 L.A. COUNTY METRO TRANSPORT AUTHORITY  
 ONE GATEWAY PLAZA, MS 99-23-3  
 LOS ANGELES, CA 90012

DARA TAVOLADA  
 CALIF PUBLIC UTILITIES COMMISSION  
 CONSUMER PROTECTION AND ENFORCEMENT DIVI  
 320 West 4th Street Suite 500  
 Los Angeles, CA 90013

JAMES O. JOHNSTON  
 JONES DAY  
 555 SOUTH FLOWER ST, FIFTIETH FL.  
 LOS ANGELES, CA 90071  
 FOR: INSTITUTIONAL EQUITY INVESTORS

PARMINDER JOEA  
 EXECUTIVE RIDE LLC  
 4532 W IMPERIAL HWY  
 HAWTHORNE, CA 90304  
 FOR: EXECUTIVE RIDE LLC DBA OPOLI

MEAGAN SCHMIDT  
 OPERATIONS MANAGER  
 FACT  
 600 MISSION AVENUE  
 OCEANSIDE, CA 92054

ROBERT GEBO  
 ADA PARATRANSIT PROGRAM ADMINISTRATOR  
 NORTH COUNTY TRANSIT DISTRICT  
 810 MISSION AVENUE  
 OCEANSIDE, CA 92054

BENJAMIN GEMBLER  
 SAN DIEGO ASSOCIATION OF GOVERNMENTS  
 401 B STREET, SUITE 800  
 SAN DIEGO, CA 92101

JACK CHRISTENSEN  
 GRANTS ADMINISTRATOR  
 SANDAG  
 401 B STREET, STE. 800  
 SAN DIEGO, CA 92101

AMY KALIVAS  
 DIRECTOR OF PROGRAMS  
 ACCESS TO INDEPENDENCE  
 8885 RIO SAN DIEGO DRIVE NO 131  
 SAN DIEGO, CA 92108

ERIC DEHATE  
 RIVERSIDE COUNTY TRANSP. COMMISSION  
 4080 LEMON STREET, 3RD FL.  
 RIVERSIDE, CA 92501

ALAN CAZARES  
 TRANSPORTATION PLANNER  
 SAN LUIS OBISPO COUNCIL OF GOVERNMENTS  
 1114 MARSH ST  
 SAN LUIS OBISPO, CA 93405

ALLISON DRUTCHAS  
 WAYMO LLC  
 1600 AMPHITHEATRE PARKWAY  
 MOUNTAIN VIEW, CA 94043

ANNETTE TRAN  
 PRODUCT & REGULATORY COUNSEL  
 AURORA  
 280 N. BERNARDO AVE  
 MOUNTAIN VIEW, CA 94043

GEORGE IVANOV  
 WAYMO LLC  
 100 MAYFIELD AVENUE  
 MOUNTAIN VIEW, CA 94043

MARI DAVIDSON  
 ATTORNEY AT LAW  
 WAYMO LLC  
 100 MAYFIELD AVENUE  
 MOUNTAIN VIEW, CA 94043

MIKE TIEN  
 REGULATORY COUNSEL  
 AURORA  
 280 N. BERNARDO AVE  
 MOUNTAIN VIEW, CA 94043

VIVEK GARG  
 ZUM SERVICES, INC.  
 555 TWIN DOLPHINE DRIVE, STE. 350  
 REDWOOD CITY, CA 94065

JULIE VEIT  
 DEPUTY CITY ATTORNEY  
 S. F. CITY ATTORNEY'S OFFICE  
 1390 MARKET STREET, 7TH FL.  
 SAN FRANCISCO, CA 94102  
 FOR: SAN FRANCISCO MUNICIPAL  
 TRANSPORTATION AGENCY (SFMTA)

LESLIE FERNANDEZ  
 S.F. CITY ATTORNEY'S OFFICE  
 1390 MARKET STREET, 7TH FLOOR  
 SAN FRANCISCO, CA 94102  
 FOR: SAN FRANCISCO MUNICIPAL  
 TRANSPORTATION AGENCY (SFMTA)

STEPHANIE STUART  
 DEPUTY CITY ATTORNEY

SUSAN CLEVELAND-KNOWLES  
 GEN. COUNSEL / DEPUTY CITY ATTY.

CITY ATTORNEYS OFFICE  
1390 MARKET STREET, 7TH FLOOR  
SAN FRANCISCO, CA 94102  
FOR: SAN FRANCISCO MUNICIPAL  
TRANSPORTATION AGENCY (SFMTA)

OFFICE OF THE CITY ATTORNEY  
1390 MARKET STREET, 7TH . FOX PLAZA  
SAN FRANCISCO, CA 94102  
FOR: SAN FRANCISCO MUNICIPAL  
TRANSPORTATION AGENCY (SFMTA)

ANDREW DUGOWSON  
CALIF PUBLIC UTILITIES COMMISSION  
DISTRIBUTION PLANNING BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ANNA JEW  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA 3-D  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ASHLYN KONG  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

BRIAN KAHR  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA 2-F  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CAITLIN POLLOCK  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER JOHN REYNOLDS  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

CODY NAYLOR  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DEBBIE CHIV  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

GREGORY HARASYM  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

IRYNA KWASNY  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JACK CHANG  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER SHIROMA  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOANNA PEREZ-GREEN  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROGRAMS BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOSHUA HUNEYCUTT  
CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROTECTION AND ENFORCEMENT DIVI  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MICHAEL LUO  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

NIKI BAWA  
CALIF PUBLIC UTILITIES COMMISSION  
COMMISSIONER HOUCK  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

REAGAN ROCKZSFORDE  
CALIF PUBLIC UTILITIES COMMISSION  
BROADBAND, POLICY & ANALYSIS BRANCH  
AREA  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ROBERT MASON  
CALIF PUBLIC UTILITIES COMMISSION  
ADMINISTRATIVE LAW JUDGE DIVISION  
ROOM 5016  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

TERENCE SHIA  
CALIF PUBLIC UTILITIES COMMISSION  
DIVISION OF WATER AND AUDITS  
ROOM 5306

TERRA M. CURTIS  
CALIF PUBLIC UTILITIES COMMISSION  
TRANSPORTATION ENFORCEMENT BRANCH  
AREA

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

THERESA BUCKLEY  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5139  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ADAM BIERMAN  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO, CA 94103

ALEXANDER LARRO  
UBER TECHNOLOGIES, INC.  
SR. ANALYST, GOV'T AFFAIRS DIVISON  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO  
, CA 94103

JADIE WASILCO  
SF MUNICIPAL TRANSPORTATION AGENCY  
1 SOUTH VAN NESS AVENUE, 8TH FLOOR  
SAN FRANCISCO, CA 94103

JANE Y. LEE  
ATTORNEY  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FL.  
SAN FRANCISCO, CA 94103

JUSTINE WOODLAND  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FLOOR  
SAN FRANCISCO, CA 94103

KATE TORAN  
INT. DIR.- TAXIS & ACCESSIBLE SVCS DIV.  
S. F. MUNICIPAL TRANSPORTATION AGENCY  
1 SOUTH VAN NESS AVE., 7TH FLOOR  
SAN FRANCISCO, CA 94103

LAURA GRAY  
COMMUNITY & GOVN'T RELATIONS MGR.  
CRUISE AUTOMATION  
1201 BRYANT STREET  
SAN FRANCISCO, CA 94103

LISA TSE  
ATTORNEY  
RASIER-CA, LLC  
1455 MARKET STREET  
SAN FRANCISCO, CA 94103  
FOR: RASIER-CA, LLC DBA UBER

STEPHANIE KUHLMAN  
PARALEGAL, REGULATORY  
UBER TECHNOLOGIES, INC.  
1455 MARKET STREET, 4TH FL.  
SAN FRANCISCO, CA 94103

VALERIE COLEMAN  
PROGRAM ANALYST  
SF DEPT OF AGING & ADULT SERVICES  
1650 MISSION ST., 5TH FLR  
SAN FRANCISCO, CA 94103

JOSH RAPOPORT  
MORGAN LEWIS & BOCKIUS, LLP  
ONE MARKET, SPEAR STREET TOWER  
SAN FRANCISCO, CA 94105

KENDALL ALLEN  
JENNER & BLOCK LLP  
455 MARKET STREET, SUITE 2100  
SAN FRANCISCO, CA 94105

PEJMAN MOSHFEGH  
ATTORNEY AT LAW  
MORGAN, LEWIS & BOCKIUS LLP  
ONE MARKET, SPEAR STREET TOWER  
SAN FRANCISCO, CA 94105

F. JACKSON STODDARD  
ATTORNEY  
MORGAN LEWIS & BOCKIUS, LLP  
ONE MARKET, SPEAR STREET TOWER  
SAN FRANCISCO, CA 94105-1126

LAURIE EDELSTEIN  
JENNER & BLOCK LLP  
455 MARKET STREET, SUITE 2100  
SAN FRANCISCO, CA 94105-2453

AICHI DANIEL  
SR COUNSEL, PRODUCT SAFETY, REGULATORY &  
CRUISE LLC  
COMPLIANCE  
333 BRANNAN STREET  
SAN FRANCISCO, CA 94107

ANNETTE TRAN  
COUNSEL - REGULATORY COMPLIANCE  
LYFT, INC.  
185 BERRY STREET  
SAN FRANCISCO, CA 94107

CHRISTOF BAUMBACH  
CEO  
WINGZ, INC.

DEMETRIUS REAGANS  
LYFT, INC.  
185 BERRY STREET, SUITE 5000

795 FOLSOM STREET  
SAN FRANCISCO, CA 94107  
FOR: WINGZ, INC.

SAN FRANCISCO, CA 94107

IZZY GERUNDIO  
LYFT, INC.  
185 BERRY STREET, STE. 5000  
SAN FRANCISCO, CA 94107

MARGARET TOBIAS  
ATTORNEY AT LAW  
TOBIAS LAW OFFICE  
460 PENNSYLVANIA AVE  
SAN FRANCISCO, CA 94107

PAUL AUGUSTINE  
SENIOR MANAGER, SUSTAINABILITY  
LYFT, INC.  
185 BERRY STREET, SUITE 5000  
SAN FRANCISCO, CA 94107

ELIZABETH GALLAGHER  
LYFT INC.  
2300 HARRISON STREET  
SAN FRANCISCO, CA 94110  
FOR: LYFT INC.

DOLIGHTFUL INC. DBA KANGO  
31 WINFIELD STREET  
SAN FRANCISCO, CA 94110

VIDHYA PRABHAKARAN  
ATTORNEY  
DAVIS WRIGHT TREMAINE LLP  
50 CALIFORNIA STREET, 23RD FLR  
SAN FRANCISCO, CA 94111

MARTINET PHAN  
SILVERRIDE  
425 DIVISADERO ST. SUITE 201  
SAN FRANCISCO, CA 94117

RACHELLE CHONG  
COUNSEL  
LAW OFFICES OF RACHELLE CHONG  
345 WEST PORTAL AVENUE, STE. 110  
SAN FRANCISCO, CA 94127

THOMAS GREGORY  
DEPUTY DIR  
CENTER FOR INDEPENDENT LIVING  
2490 MARINER SQUARE LOOP, STE. 210  
ALAMEDA, CA 94501  
FOR: CENTER FOR INDEPENDENT LIVING

KATE LEFKOWITZ  
ASSOCIATE TRANSPORTATION PLANNER  
ALAMEDA TRANSPORTATION COMMISSION  
1111 BROADWAY, SUITE 800  
OAKLAND, CA 94607

ANH NGUYEN  
MGR., ADA PROGRAMS DIV.  
CITY OF OAKLAND  
1 FRANK OGAWA PLAZA, 11TH FL.  
OAKLAND, CA 94612

REBECCA RUFF  
CENTER FOR ACCESSIBLE TECHNOLOGY  
3075 ADELIN STREET, SUITE 220  
BERKELEY, CA 94703

JAMES W. CARSON  
ATTORNEY AT LAW  
NIELSEN MERKSAMER PARRINELLO GROSS  
2350 KERNER BOULEVARD, SUITE 250  
SAN RAFAEL, CA 94901

JOANNA HUITT  
MOBILITY PLANNER  
MARIN TRANSIT  
711 GRANVE AVE, SUITE 110  
SAN RAFAEL, CA 94901

ACTIVE SCALER INC. DBA TAGSI  
1551 MCCARTHY BLVD, STE. 10  
MILPITAS, CA 95035

JOANNA EDMONDS  
TECHNICIAN - TRANSPORTATION PLANNING  
SCCRTC  
1523 PACIFIC AVENUE  
SANTA CRUZ, CA 95060  
FOR: SANTA CRUZ COUNTY REGIONAL  
TRANSPORTATION COMMISSION

LORENA BERNAL-VIDAL  
PLANNER III  
SANTA CLARA VALLEY TRANSP. AUTHORITY  
3331 NORTH FIRST STREET, BUILDING A  
SAN JOSE, CA 95134-1927  
FOR: SANTA CLARA VALLEY TRANSPORTATION  
AUTHORITY

ELIZABETH RICHARDS  
ER CONSULTING  
607 ELMIRA RD. NO. 234  
VACAVILLE, CA 95687

CURTIS L. CHILD

DOUGLAS ITO

7/14/23, 11:47 AM

CPUC - Service Lists - R1902012

LEGISLATIVE DIR  
DISABILITY RIGHTS CALIFORNIA  
1831 K STREET  
SACRAMENTO, CA 95811-4114

CALIF PUBLIC UTILITIES COMMISSION  
CONSUMER PROTECTION AND ENFORCEMENT DIVI  
300 Capitol Mall  
Sacramento, CA 95814

LAURA MCWILLIAMS  
STATE SENATOR JERRY HILL  
STATE CAPITOL, ROOM 5035  
SACRAMENTO, CA 95814

MICHAEL MULLANEY  
CALIF PUBLIC UTILITIES COMMISSION  
PRESIDENT ALICE REYNOLDS  
300 Capitol Mall  
Sacramento, CA 95814

MANAL YAMOUT MCDERMID (ELSI)  
CALIBER STRATEGIES  
PO BOX 160724  
SACRAMENTO, CA 95816

ZEENAT HASSAN  
DISABILITY RIGHTS CALIFORNIA  
2111 J ST., NO.406  
SACRAMENTO, CA 95816

ANDREW B. BROWN  
ATTORNEY AT LAW  
ELLISON SCHNEIDER HARRIS & DONLAN LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5931  
FOR: INSTITUTIONAL EQUITY INVESTORS

DARIN SANDS  
BRADLEY BERNSTEIN SANDS LLP  
PO BOX 4120, PMB 62056  
PORTLAND, OR 97208

HEIDI BRADLEY  
BRADLEY BERNSTEIN SANDS LLP  
113 CHERRY STREET  
SEATTLE, WA 98104-2205

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# **ATTACHMENT A**

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TNC ACCESS FOR ALL  
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: Tower WAV LLC

PSG#: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

**CERTIFICATION**

**I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.**

Date: 7/9/2022

**Andres Munoz**

\_\_\_\_\_  
Print Name of Applicant/Officer

\_\_\_\_\_  
Signature of Applicant(s)

\_\_\_\_\_  
Signature of Corporate Officer

**Manager-COO**

\_\_\_\_\_  
Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TNC ACCESS FOR ALL  
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: Precious Memories Limo, Inc.

PSG#: 38951-B

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

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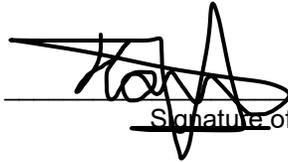
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Date: 07/13/2023

Hanna Alem

Print Name of Applicant/Officer



Signature of Applicant(s)

Signature of Corporate Officer

CFO

Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TNC ACCESS FOR ALL  
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: Tower WAV LLC

PSG #: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures

TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

**CERTIFICATION**

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement that all WAV drivers operating on TNCs platform must have completed WAV driver training within the past three years, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 7/9/2023

**Andres Munoz**

Print Name of Applicant/Officer

Signature of Applicant(s)

Signature of Corporate Officer

**Manager-COO**

Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
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Date: 07/13/2023

Hanna Alem

\_\_\_\_\_  
Print Name of Applicant/Officer



\_\_\_\_\_  
Signature of Applicant(s)

\_\_\_\_\_  
Signature of Corporate Officer

CFO

\_\_\_\_\_  
Title of Corporate Officer

# **ATTACHMENT B**

## ATTACHMENT B

### Uber Technologies, Inc.'s Outreach Narrative and Marketing Materials Quarter 2 2023

July 14, 2023

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Uber Technologies, Inc. (Uber) has continued implementation of its UberWAV offering, in line with the regulations outlined by the California Public Utilities Commission (CPUC) under the TNC Access for All Act (SB 1376). In the second quarter of 2023, Uber engaged in a range of outreach activities, the aim of which was to elevate awareness and comprehension of the UberWAV program, provide opportunities for various stakeholder groups to communicate concerns, compile constructive feedback to refine the UberWAV offering and Uber app's accessibility, address stakeholder queries, and foster collaborations to boost the visibility of UberWAV. These efforts comprised a blend of outreach, education, consultation, and engagement with community groups in Northern and Southern California.

Key outreach initiatives during the second quarter of 2023 included:

- **Proactive interaction with key stakeholder entities including independent living organizations, accessibility groups, state agencies, community service providers, and community-based organizations**, utilizing communication channels such as email and newsletter updates, phone calls, and providing presentations and Q&A sessions.
- **Successfully scheduled two informative discussions for Q3 2023** targeting accessibility groups, with a focus on clarifying the exclusive features and advantages of Uber's offerings, especially UberWAV, tailored to their members.
- **Undertook a comprehensive research process to identify community-based organizations, independent living organizations, and accessibility groups** that serve individuals with disabilities. Successfully identified and initiated engagement with 41 such organizations for potential discussions and presentations concerning UberWAV.
- **Explored opportunities post-engagement to participate in larger-scale events such as seminars or workshops.** Held ongoing dialogue with stakeholder organizations about having an Uber representative speak to membership and offered assistance in event coordination.

## **Speaking Engagements**

Between April and June 2023, the UberWAV outreach program expanded its efforts to engage with various stakeholder organizations, such as accessibility groups, veteran disability groups, local agencies, community service providers, and community-based organizations. The program conducted a second round of outreach to ensure that all opportunities to present UberWAV's accessibility features were captured.

### *DDS*

These engagements resulted in a first-time conversation with a state agency, the Department of Developmental Services (DDS). DDS currently serves over 400,000 people in California, where transportation has been a significant challenge for individuals with disabilities.

In this context, Uber was able to forge an initial dialogue with DDS, a pivotal state agency offering support to individuals with developmental disabilities via 21 Regional Centers (RCs) throughout the state. The RCs have a well-established vendorization process wherein service providers, including those offering transportation services, are directly endorsed by the RCs to meet the individual needs of their clients.

Several questions were raised during the meeting, addressing topics from the rollout plan for the counties Uber is working with, to the impact of driver rejections on transit times, and details about Uber's public transit partnerships. The Uber representative assured attendees that they were actively implementing strategies to enhance Uber's offerings and reach, despite limitations due to the availability of vehicles and drivers, and market forces.

A crucial point of discussion was Uber's understanding of developmental services in California and the support it provides for individuals with intellectual disabilities. The Uber representative emphasized their commitment to supporting individuals with disabilities and improving their transportation options.

Finally, one participant suggested the possibility of an Uber representative presenting at a seminar to the DDS community about the stakeholder workgroup's resources and initiatives. Uber welcomed this idea, signaling a potentially fruitful collaboration between Uber and DDS to enhance transportation options for those in need.

### *CIL*

The second engagement involved a significant presentation to the board of the Center for Independent Living (CIL). As a pioneering establishment in the country, CIL has a rich legacy of

being the first disability rights advocacy group organized and operated by individuals with disabilities. For over half a century, it has provided advocacy, programming, and services for people with diverse disabilities, including those with mobility impairment, visual and hearing impairment, cognitive, psychiatric, and neurological disabilities, chronic illness, and reduced capacity due to aging. Uber's conversation with CIL mainly focused on the extent of driver training programs and the scope of services across the state.

In response to CIL's question about driver training programs, Uber shared its robust initiatives to equip drivers using its platform with the necessary skills to cater to passengers with disabilities. Since 2014, Uber has been in partnership with the Open Doors Organization (ODO). This partnership involves offering training courses and classroom sessions to drivers offering Uber Assist trips. The comprehensive hands-on training provided by ODO for drivers operating wheelchair-accessible vehicles includes demonstrations of the correct procedures for securing passengers in wheelchairs.

### **Program Information and Community Group Outreach**

The outreach team has established a network of over 350 stakeholders across California who receive regular program updates, provide feedback, and help spread the word about UberWAV. During presentation opportunities, Uber utilizes its UberWAV presentation deck to engage with stakeholder groups and educate them about the program. The deck provides an introductory overview of UberWAV, highlighting its features and benefits. It also includes detailed instructions on how to use UberWAV, with step-by-step guidance on booking a ride and what to expect during the ride. The presentation emphasizes the intent of State Bill 1376, which requires transportation network companies to adopt wheelchair-accessible vehicles on their platforms, highlighting the significance of the UberWAV program and Uber's commitment to improving accessibility and inclusivity for riders with disabilities. (See Section A)

To identify outreach opportunities that effectively reach disabled consumers, Uber has actively sought input from these stakeholders. To support these efforts, Uber has provided a California-specific instructional fact sheet on accessing UberWAV to stakeholder organizations. (See Section B)

In addition to these resources, Uber has created a dedicated webpage for UberWAV and an accessibility webpage that provides regular updates on new products, features, and initiatives aimed at improving the mobility and independence of riders with disabilities. These digital resources are available in four languages and include Frequently Asked Questions, tools for consumers, and a step-by-step explanation of how to use the service. The user-friendly design provides a comprehensive guide to using UberWAV, highlighting Uber's commitment to improving accessibility for all riders. (See Section C)

**Section A: Ride with UberWAV Community Presentation**

# **Ride with UberWAV**

October 2022

**Uber**



# Intros

**Seth Smith**

Manager, California Public Policy

seth.smith@uber.com

## Agenda

**01** What is WAV?

**02** How to ride with UberWAV

**03** SB 1376 (2018) Access For All

**04** Uber + Public Transit

**05** Q&A

# Accessibility using Uber

Our technology and the transportation provided by drivers has transformed mobility for many people with disabilities, and we're committed to continuing to develop technologies that support everyone's ability to easily move around their communities.



## Riders with disabilities

Uber's technology is helping to increase mobility and independence for riders with disabilities, with features and capabilities like these:



### Cashless payments

Uber's cashless payment option simplifies the payment process, reducing the need for riders to worry about counting out cash or exchanging bills with a driver.



### On-demand transportation

The Uber app makes it easier for riders with disabilities to get from A to B at the touch of a button. They no longer have to arrange rides through a dispatcher or resort to other, less convenient, means of finding a ride.



### Upfront pricing

Uber uses upfront pricing to let riders know the cost of their trip before they request a ride. This gives them peace of mind and helps eliminate the risk of fraud.



### Anti-discrimination policies

Every trip request a rider makes is automatically matched to a nearby driver by the Uber app, reducing opportunities for unlawful discrimination to interfere with the process of securing reliable, affordable transportation.



### Service animal policies

For riders who are blind or low-vision and may be traveling with service animals, Uber's Community Guidelines and Service Animal Policy clearly require drivers to comply with all applicable laws regarding the transportation of service animals.



### Share your ETA and location

Riders can easily share their ride details, including the specific route and estimated time of arrival, with loved ones for extra peace of mind. Friends or family members will receive a link where they can see the driver's name, photo, and vehicle information, and track where the rider is on the map in real time until they arrive at their destination—all without downloading the Uber app.



### Wait time fee waivers

Riders with disabilities, or individuals who frequently accompany riders with disabilities on trips, can request a waiver of wait time fees for their accounts by submitting a certification.

## Riders with mobility disabilities

We're using technology to make transportation more accessible and reliable for riders with mobility disabilities, including through WAV (wheelchair-accessible vehicles).

[Read more](#)



### Equipped vehicles

Uber's WAV lets riders who use non-folding motorized wheelchairs connect with drivers in wheelchair-accessible vehicles equipped with ramps or lifts.



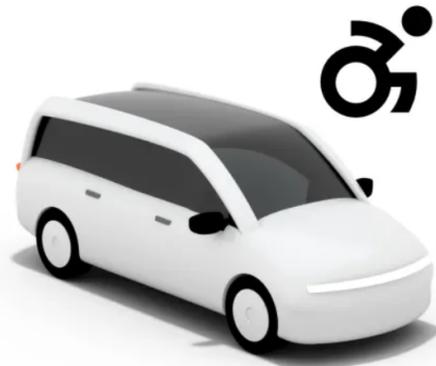
### Available around the world

We're using several WAV models in cities around the world (including Bangalore, Boston, Chicago, London, Los Angeles, New York, Philadelphia, San Francisco, Toronto, and Washington, DC) to determine which wheelchair-accessible vehicle options best meet the needs of riders and drivers.

## Uber WAV

WAV provides affordable rides in wheelchair-accessible vehicles, where available.

We're committed to developing solutions that support everyone's ability to easily move around their communities. Riders who use motorized wheelchairs or scooters can in certain cities\* request a ride in a wheelchair-accessible vehicle (WAV). WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities.



## Why ride with Uber WAV



### Fast, flexible rides

When and where WAV is available, request a ride on demand that works around your life, not the other way around.



### Trips that fit your budget

The price of a WAV ride in the Uber app is comparable to UberX, our basic ride option.



### Specialized drivers to assist you

Every person driving with Uber WAV has completed a certification course offered by a third party to help you enter and exit the vehicle.\*

## How to ride with WAV

[Read more about how riding works](#)

### 1. Request

Open the app and enter your destination in the "Where to?" box. Once you confirm your pickup and destination addresses are correct, select **WAV** at the bottom of your screen (a promo code is required in some cities). Then tap **Confirm WAV**.

If a WAV driver is available and accepts your ride request, you'll see your driver's picture and vehicle details and can track their arrival on the map.

### 2. Ride

Check that the vehicle details match what you see in the app before getting in your WAV.

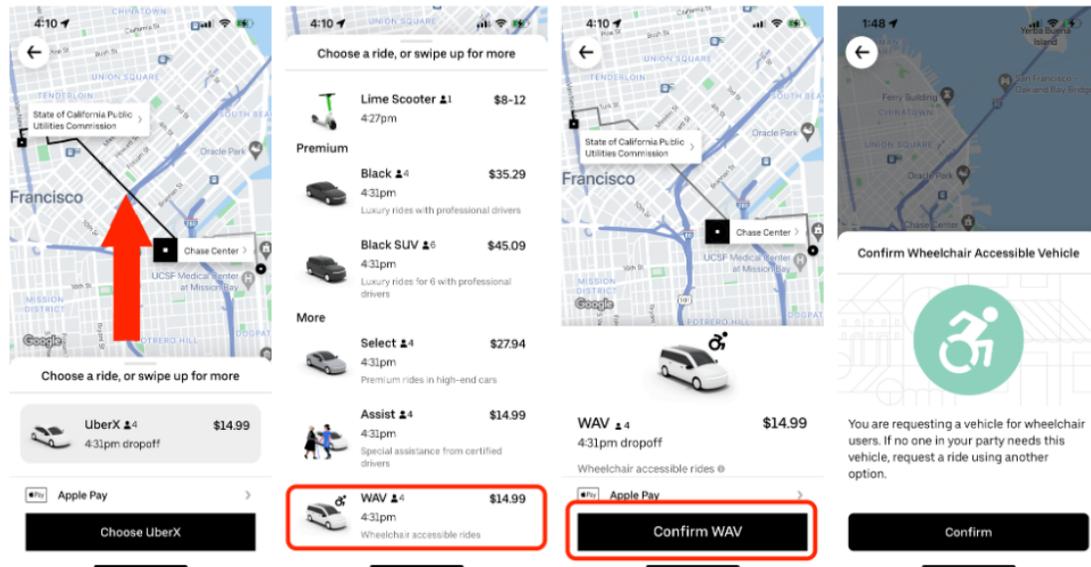
Your driver has your destination and directions for the fastest way to get there, but you can always request a specific route.

### 3. Exit the vehicle

You'll be automatically charged through your payment method on file, so you can exit your WAV as soon as you arrive.

Remember to rate your driver to help keep Uber safe and enjoyable for everyone.

## How to ride with WAV



## Intent of State Bill 1376

*“It is the intent of the Legislature that wheelchair users who need WAVs have prompt access to TNC services, and for the commission to facilitate greater adoption of wheelchair accessible vehicles on transportation network companies’ online-enabled applications or platforms.”*

SB 1376 (2018), Section 3 (adding Public Utilities Code Section 5440(j))

# TNC Remittance Offset: Quarterly Evaluation Criteria

## **Presence & Availability of Drivers with WAVs and Improved Level of Service**

- Hours of WAV service
- WAV drivers
- WAV Trips
- Response Time on WAV

## **Publicize WAV Services to the Disability Community**

- Efforts taken by TNC to publicize and promote WAV service to disability communities

## **Accounting of Funds Expended**

- Provide a statement of account for funds expended prepared in accordance with generally accepted accounting principles

# Q&A

# Thank you

Seth Smith ([seth.smith@uber.com](mailto:seth.smith@uber.com))

Uber

## Section B: UberWAV Public Information Materials - Digital Fact Sheet

### Acceder a WAV con la aplicación Uber

Los vehículos de MV Transportation accesibles para sillas de rueda se encuentran disponibles por medio de la aplicación Uber en el Condado Los Ángeles y el Área de la Bahía de San Francisco

Uber

#### Cómo solicitar un WAV

**Paso 1 →** Descargue la aplicación Uber (<https://ubr.to/2wpc9W5>)

**Paso 2 →** Solicite su WAV

Imagen 1: Comencio pidiendo un viaje como lo haria con cualquier otro viaje, asegurando sus lugares de origen y destino.

Imagen 2: Desplácese hacia abajo hasta la opción WAV

Imagen 3: Elija WAV como su transporte

Imagen 4: Confirme que está solicitando un vehículo accesible para sillas de ruedas.

Spanish language screenshots to replace English language screenshots

Actualmente habilitado para personas con sillas de ruedas motorizadas y scooters en el Condado Los Ángeles y en el área de la Bahía de San Francisco: los condados de San Francisco, Alameda, Contra Costa, Santa Clara, San Mateo, Marin, Sonoma, Solano, Napa y Santa Cruz.

### Accessing WAV in the Uber App

MV Transportation's wheelchair accessible vehicles are now available via the Uber app in Los Angeles County and the San Francisco Bay Area

Uber

#### How to Ride with WAV

**Step 1 →** Download the Uber App

**Step 2 →** Request a WAV Step 2(i) - (iv)

Currently available for riders who use motorized wheelchairs and scooters in Los Angeles County and the San Francisco Bay Area—the counties of San Francisco, Alameda, Contra Costa, Santa Clara, San Mateo, Marin, Sonoma, Solano, Napa, and Santa Cruz.

## Affordable, On-Demand Rides in Wheelchair-Accessible Vehicles

### Fast, flexible rides

When and where WAV is available, rides are requested on demand - simply enter your destination and tap to request.

### Trips that fit your budget

WAV rides are priced the same as UberX rides.

### Specialized drivers to assist you

WAV drivers complete a certification course offered by a third party in safe wheelchair securement.

## Follow UberWAV

What is UberWAV? Website and FAQ ([uber.com/ride/uberwav](https://uber.com/ride/uberwav))

A Letter from our CEO on Improving Accessible Service

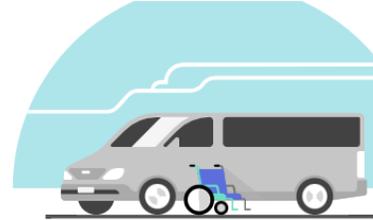
(<https://ubr.to/uberwav>)

## Section C: UberWAV Public Information Materials - Webpage

### WAV

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[sign up to ride](#)

### Accessibility at Uber

Our technology has transformed mobility for many people with disabilities, and we're committed to continuing to develop solutions that support everyone's ability to easily move around their communities.\*

