

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 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.
 1725 3rd Street
 San Francisco, CA 94158
 uber.com

April 15, 2024
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 22

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. 22 (Q1 2024)

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. 22 to request to offset Quarter 1 of 2024 TNC Access For All Fund¹ fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 1 of 2024. The requested effective date of this advice letter is May 15, 2024 (30 days from date of filing).²

The offset amounts requested by county are as follows:

County	Offset Expenses (\$)	Percent Allowed (%) ³	Offset Requested (\$)
ALAMEDA	\$ -	%	\$ -
ALPINE	\$ -	%	\$ -

County	Offset Expenses (\$)	Percent Allowed (%)	Offset Requested (\$)
ORANGE	\$ -	%	\$ -
PLACER	\$ -	%	\$ -

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

² 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.

³ D.23-02-024 OP6.

April 15, 2024
 Uber Technologies, Inc.
 PSG0038150
 Advice Letter No. 22

AMADOR	\$ -	%	\$ -
BUTTE	\$ -	%	\$ -
CALAVERAS	\$ -	%	\$ -
COLUSA	\$ -	%	\$ -
CONTRA COSTA	\$ -	%	\$ -
DEL NORTE	\$ -	%	\$ -
EL DORADO	\$ -	%	\$ -
FRESNO	\$ -	%	\$ -
GLENN	\$ -	%	\$ -
HUMBOLDT	\$ -	%	\$ -
IMPERIAL	\$ -	%	\$ -
INYO	\$ -	%	\$ -
KERN	\$ -	%	\$ -
KINGS	\$ -	%	\$ -
LAKE	\$ -	%	\$ -
LASSEN	\$ -	%	\$ -

PLUMAS	\$ -	%	\$ -
RIVERSIDE	\$ -	%	\$ -
SACRAMENT O	\$ -	%	\$ -
SAN BENITO	\$ -	%	\$ -
SAN BERNARDINO	\$ -	%	\$ -
SAN DIEGO	\$ -	%	\$ -
SAN FRANCISCO	\$569,516.00	100%	\$569,516.00
SAN JOAQUIN	\$ -	%	\$ -
SAN LUIS OBISPO	\$ -	%	\$ -
SAN MATEO	\$175,492.80	100%	\$175,492.80
SANTA BARBARA	\$ -	%	\$ -
SANTA CLARA	\$ -	%	\$ -
SANTA CRUZ	\$ -	%	\$ -
SHASTA	\$ -	%	\$ -
SIERRA	\$ -	%	\$ -
SISKIYOU	\$ -	%	\$ -

April 15, 2024
 Uber Technologies, Inc.
 PSG0038150
 Advice Letter No. 22

LOS ANGELES	\$1,710,306.20	100%	\$1,710,306.20
MADERA	\$ -	%	\$ -
MARIN	\$ -	%	\$ -
MARIPOSA	\$ -	%	\$ -
MENDOCINO	\$ -	%	\$ -
MERCED	\$ -	%	\$ -
MODOC	\$ -	%	\$ -
MONO	\$ -	%	\$ -
MONTEREY	\$ -	%	\$ -
NAPA	\$ -	%	\$ -
NEVADA	\$ -	%	\$ -
Subtotal	\$ -	%	\$ -

SOLANO	\$ -	%	\$ -
SONOMA	\$ -	%	\$ -
STANISLAUS	\$ -	%	\$ -
SUTTER	\$ -	%	\$ -
TEHAMA	\$ -	%	\$ -
TRINITY	\$ -	%	\$ -
TULARE	\$ -	%	\$ -
TUOLUMNE	\$ -	%	\$ -
VENTURA	\$ -	%	\$ -
YOLO	\$ -	%	\$ -
YUBA	\$ -	%	\$ -
Subtotal	\$ -	%	\$ -
Total Offset Request	\$2,445,315.00	100%	\$2,445,315.00

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:

Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of on-demand and pre-scheduled⁴ WAVs⁵	(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; (d) the total WAV trips requested and completed broken out by Census Tract; and (e) operating hours for each geographic area	Y
2a. Improved level of service (on-demand WAVs)⁶	Both the Offset Time and the Trip Completion Standards are satisfied: (a)(1) Offset Time Standard & WAV Response Times ⁷ : 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)	Y

⁴ As Uber has explained in previous submissions, Uber does not currently have a pre-scheduled WAV offering. As such, information and data tables relating to pre-scheduled trips are marked “N/A”.

⁵ D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12.

⁶ D.21-11-004 Ordering Paragraph 1-3, 6, and 7.

⁷ D.21-11-004 Ordering Paragraph 1, 2, and 3.

	<p>(b.1) Trip Completion Standard⁸: 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>2b. Improved level of service (pre-scheduled WAVs)⁹</p>	<p>Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied:</p> <p>(a) Pickup Delay Standard within the Pickup Delay Benchmark¹⁰: Meet or exceed both the relevant Response Time Benchmarks for a given quarter in a given geographic area within the Pre-scheduled Pickup Delay Benchmarks (PDB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table D)</p> <p>(b.1) Pre-scheduled Trip Completion Standard¹¹: Meet or exceed the applicable minimum percentage of trip requests completed (see Table E), 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</p>	<p>N/A</p>

⁸ D.21-11-004 Ordering Paragraph 6 and 7.

⁹ D.23-02-024 Ordering Paragraph 1-5.

¹⁰ D.23-02-024 Ordering Paragraph 4.

¹¹ D.23-02-024 Ordering Paragraph 5.

	<p>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 F). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	
<p>3. Efforts to publicize and promote available WAV services¹²</p>	<p>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, including but not limited to:</p> <ul style="list-style-type: none"> (a) Submitted an annual outreach plan (due no later than July 1 of each year), (b) Information about disability access and WAV in general marketing campaigns, (c) Submit a quarterly report for each offset county on the following: Progress made towards implementing the outreach plan; The number of entities contacted; The method, nature, outcome of the contact; the number of partnerships developed; Efforts to publicize and promote WAV service in each offset county and whether efforts were accessible to people with disabilities and limited English proficiency; Educational materials developed and distributed; and outcome of TNCs efforts to outreach and engage wheelchair users. <p>Quarterly Report shall also address the following questions:</p> <ul style="list-style-type: none"> 1. What methods of engagement did the TNC find most effective and why? 2. What common concerns/questions came up during the engagement process? 	<p>Y</p>

¹² D.20-03-007 Ordering Paragraph 9, and D.23-02-024 Ordering Paragraph 16.

	3. What challenges have you encountered? How do you plan to overcome them?	
4. Full accounting of funds expended¹³	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 ¹⁴	Y
5. Training and inspections¹⁵	(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	Y
6. Reporting complaints¹⁶	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.	Y

¹³ D.20-03-007 Ordering Paragraph 10.

¹⁴ D.21-11-004 Ordering Paragraph 9.

¹⁵ D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h).

¹⁶ D.23-02-024 Ordering Paragraph 13.

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

County	Q1 2024					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) ¹⁷	Level 2 (%)	Level 2 (mins)	
Los Angeles	4th	75.03	20.27	94.49	30.5	Yes
San Francisco	7th	72.03	14.72	97.78	20.8	Yes
San Mateo	8th	88.03	20.55	99.71	25.83	Yes

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

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	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	4th	B	60.27%	Yes
San Francisco	7th	A	80.85%	Yes
San Mateo	8th	B	74.46%	Yes

¹⁷ Level 1 and Level 2 (mins) represent the applicable ORTB percentile for the appropriate quarter submission. Response time minutes for each decile is included in the file UBER_2024Q1_Response_Times_3.

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

County	Option 1 or 2 ¹⁸	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
Los Angeles	2	8343	3407	10702	10702
San Francisco	2	2656	1052	2656	2656
San Mateo	2	604	411	685	685

Table D: Pre-scheduled Pickup Delay Standards (PDS) (percent) and Pickup Delay Benchmarks (PDB) (minutes) by County

County	Q1 2024			TNC claims the data demonstrates meeting or exceeding % of completed trips and within PDB?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	PDS (%)	PDB (mins)	
Los Angeles	N/A	N/A	N/A	N/A
San Francisco	N/A	N/A	N/A	N/A
San Mateo	N/A	N/A	N/A	N/A

Table E: Pre-scheduled Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Pre-scheduled Trip Completion Standard (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
Los Angeles	N/A	B	N/A	N/A

¹⁸ See D.21-11-004 Ordering Paragraph 6.

San Francisco	N/A	A	N/A	N/A
San Mateo	N/A	B	N/A	N/A

Table F: Pre-scheduled Trip Completion Standard (part b.2)

County	Option 1 or 2¹⁹	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
Los Angeles	N/A	N/A	N/A	N/A	N/A
San Francisco	N/A	N/A	N/A	N/A	N/A
San Mateo	N/A	N/A	N/A	N/A	N/A

Per D.23-02-24²⁰, Uber submits information on the on-demand and Pre-scheduled Service Mix as indicated in the table below.

Table G: On-demand and Pre-scheduled Service Mix

County	# of On-Demand WAV Trips	# of Pre-scheduled WAV Trips	% of On-Demand WAV trips out of the total Pre-scheduled WAV trips	% of Pre-scheduled WAV trips out of the total on-demand WAV trips
Los Angeles	10702	0	100%	N/A
San Francisco	2656	0	100%	N/A

¹⁹ See D.23-02-024 Ordering Paragraph 5.

²⁰ See D.23-02-024 Ordering Paragraph 6.

San Mateo	685	0	100%	N/A
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Per D.23-02-24²¹, Uber submits information on Wait and Save data as indicated in the table below.

Table H: Wait and Save

County	# of WAV Wait & Save Trips	# of On-Demand WAV Trips	% of Wait & Save Trips out of the total on-demand WAV trips
Los Angeles	0	10702	0%
San Francisco	0	2656	0%
San Mateo	0	685	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.

II. Background

In 2018, Senate Bill 1376, the “TNC Access for All Act,” was enacted by the California Legislature.²² 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.²³

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.

²¹ See D.23-02-024 Ordering Paragraph 11.

²² S.B. 1376; *see also* Pub. Util. Code § 5440.5.

²³ Pub. Util. Code § 5440.5(a)(1)(B)(ii).

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.

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 1 of 2024, Uber spent nearly **\$3 million** on payments to third-party partners with WAVs.

In Quarter 1 of 2024, UberWAV service levels improved with Uber's ongoing partnership with Tower WAV LLC. Uber continues this partnership to further support program reliability across the San Francisco Bay Area counties and Los Angeles county. Additionally, during the first quarter of 2024, Uber continued working to 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 22 Forms," including Attachment A (Training and Inspections Declarations) and Attachment B (Outreach Quarterly Report); and the .csv files referenced below.

1. WAVs in Operation

Data for the WAVs in operation in Quarter 1 of 2024 is provided in the report "UBER_2024Q1_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 1 of 2024 for every county in which Uber requests (or previously requested) an offset is provided in the report

“UBER_2024Q1_Unique_WAVS_In_Operation_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 1 of 2024 for every county in which Uber requests (or previously requested) an offset is provided in the report “UBER_2024Q1_WAV_Trips_2.” This report includes data on the percentage, number, and Census Tract²⁴ of WAV trips completed, not accepted, canceled-no show,²⁵ 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.²⁶

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.

²⁴ 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.

²⁵ 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.”

²⁶ 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 “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.

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_2024Q1_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_2024Q1_OTTS_PDS_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 “UBER_2024Q1_TCS_PTC5.”

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 January and March 2024 (Quarter 1 of 2024), Uber continued implementing its 2023-2024 Revised Annual Outreach Plan. Details of Uber’s efforts including 1) a narrative of

its efforts, 2) a tracker documenting its quarterly efforts pursuant to its plan, 3) answers to questions set forth in D.23-02-024²⁷, and 4) exemplar marketing materials are included as Attachment B.

Additional data detailing Uber’s outreach efforts is provided in the report “UBER_2024Q1_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_2024Q1_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_2024Q1_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 1 of 2024 is included in the report “UBER_2024Q1_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.

²⁷ See D.23-02-024 Ordering Paragraph 16.

10. Contract Information

Information regarding contracts with service providers is included in the report “UBER_2024Q1_Contract_Information_11.” The “Duration” 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 April 15, 2024. If there are any questions regarding this advice letter, please contact Alex Larro at 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. 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 Alex Larro at 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 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/ Alex Larro
Alex Larro
Counsel, Regulatory
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Attachments

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



California
Public Utilities
Commission



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CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: APRIL 8, 2024

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[TOP OF PAGE](#)
[BACK TO INDEX OF SERVICE LISTS](#)

EXHIBIT 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.

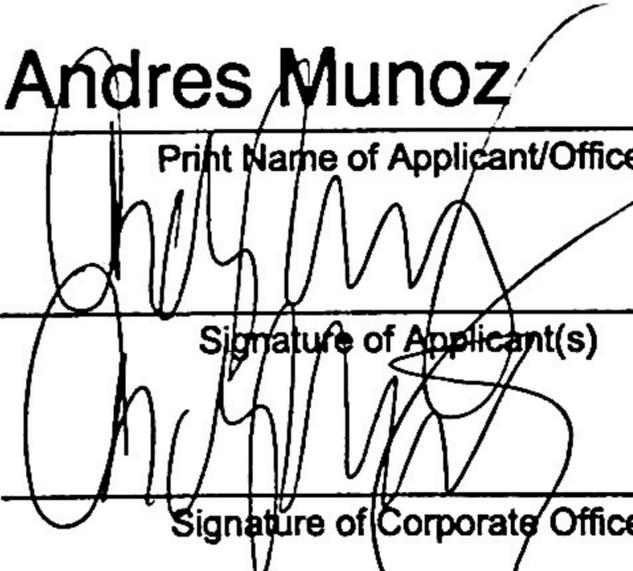
CERTIFICATION

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: 04/02/2024

Andres Munoz

Print Name of Applicant/Officer


Signature of Applicant(s)

Signature of Corporate Officer

Member - Manager

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

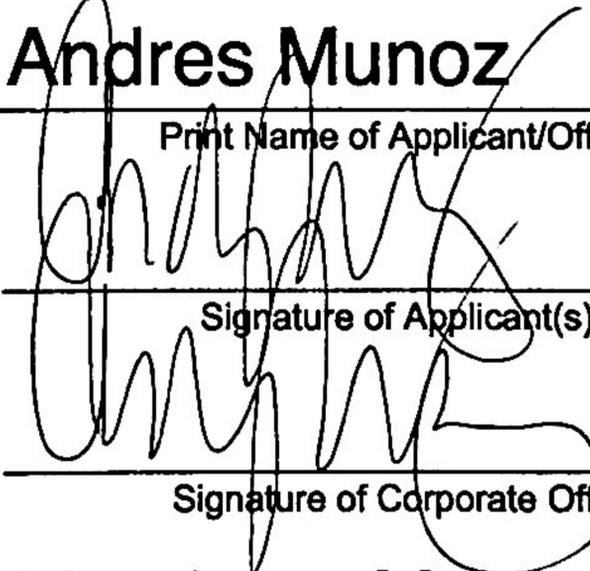
TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

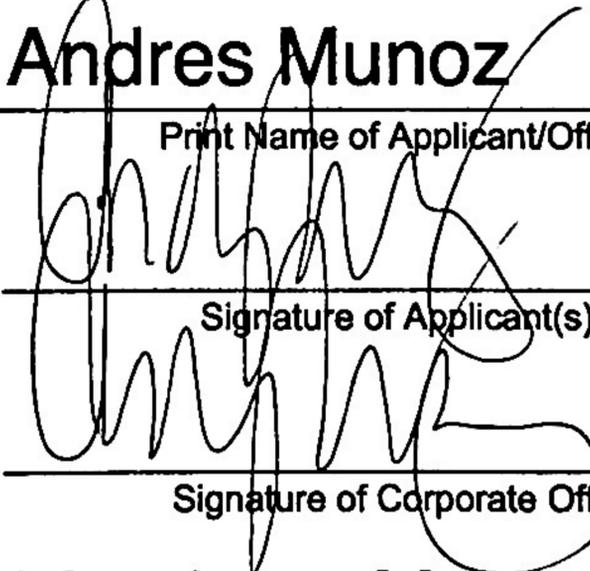
CERTIFICATION

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: 04/02/2024

Andres Munoz
Print Name of Applicant/Officer


Signature of Applicant(s)


Signature of Corporate Officer

Member - Manager
Title of Corporate Officer

EXHIBIT B

ATTACHMENT B

Uber Technologies, Inc.'s Outreach Quarterly Report Quarter 1 2024

April 15, 2024

In the first quarter of 2024, Uber Technologies, Inc. built on the efforts initiated in the latter part of 2023 to further advance the outreach of the UberWAV (Wheelchair Accessible Vehicles) program. Complying with the California Public Utilities Commission (CPUC) regulations under the TNC Access for All Act (SB 1376), this effort is part of Uber's alignment with its revised annual outreach plan as mandated by Decision (D.) 23-02-024, Ordering Paragraph 16, and Rule 6.1 of General Order 96-B.

This period involved executing a structured and direct approach to outreach, engaging with a mix of new and previously contacted organizations to ensure a broad and impactful reach. Uber engaged in 110 interactions, which included follow-up communications with 90 organizations we had previously engaged and initiating contact with 20 new organizations. This approach was characterized by direct outreach to staff of organizations when contact information was provided, aiming to directly address the unique needs and priorities of each organization for more meaningful and effective engagement.

Another key component of Uber's Q1 2024 outreach included engaging in a focused manner with different levels of organizational leadership. This included a focus group session with multiple organizations to capture a wide range of perspectives on the needs around accessibility, and a discussion with the board of an organization Uber had initially approached through conversations with its executive director. During this quarter, Uber conducted two presentations with the boards of accessibility and mental health groups, and held a focus group with 6 organizations to gather insights on accessibility needs.

Looking forward, Uber is dedicated to broadening its outreach initiatives, applying the valuable feedback received to deepen engagement with communities and organizations. Uber's goal is to ensure that the benefits and availability of the UberWAV service are clearly communicated and accessible to those who need it most.

Effective Engagement Methods:

The most effective engagement method involved building relationships through consistent and targeted interactions. Initiating outreach with direct calls to key leaders, such as the executive director of the Paralyzed Veterans of America (PVA), California Chapter, and then engaging the wider board, laid a strong foundation. Planning detailed focus groups for subsequent quarters

further solidified this approach. Furthermore, our collaboration with CALIF-ILC, an independent living center, highlighted another impactful strategy. By inviting six other organizations to participate in focus group discussions, CALIF-ILC significantly broadened our engagement scope. This method not only enriched the dialogue but also emphasized the importance of collaborative problem-solving.

Common Concerns/Questions:

During the engagement process, recurring themes emerged around the accessibility and inclusivity of the UberWAV service. Concerns often centered on the affordability of WAV services generally for individuals with disabilities, the operational logistics of accessing WAV services, and the potential for partnership to tailor the UberWAV product more closely to organizational needs. These questions underline a significant demand for services that are not only physically accessible but also economically viable and easily integrated into existing support frameworks for individuals and partner organizations.

Challenges and Future Plans:

One challenge we encountered was the slow engagement rates from partner organizations, further exacerbated by the specific issue one organization faced regarding insufficient resources to create promotional materials for an UberWAV presentation for their members. To effectively address this concern, we provided a custom flier for their use. Concurrently, we established a regimen of regular follow-ups to ensure continuous communication, mitigating any lapses in dialogue.

Another challenge was ensuring our communications stood out amidst the high volume of correspondence organizations receive. The shift toward more personalized and direct communication strategies has begun to address this issue, but we recognize the need for ongoing adaptation. As we advance, our strategy includes not only refining our approach to communication and deepening our engagement efforts but also extending an invitation to organizations to involve other interested partners.

Key outreach activities in the first quarter of 2024 included:

- **Stakeholder Engagement:** Focused on enhancing relationships with stakeholders, encompassing disability advocacy organizations, groups advocating for independent living, state agencies, and community service providers. Utilized a mix of communication channels, including emails, newsletter updates, phone conversations, and interactive formats like focus groups and board discussions, to ensure comprehensive and meaningful engagement.
- **Outreach Efforts:** Conducted outreach to a total of 110 organizations, initiating dialogue with 20 new entities and engaging in 90 follow-up interactions. Alongside these efforts,

we facilitated a focus group with representatives from 6 organizations and delivered presentations to the boards of two organizations.

- **Follow-Up Strategy:** Refined follow-up efforts, involving targeted communication and the introduction of feedback forms for organizations to self-assess their engagement experience. This approach facilitated direct feedback, helping us address concerns more effectively and tailor our future strategies.
- **Post-Engagement Initiatives:** Following the focus group, Uber pursued further engagement opportunities, including the organization of upcoming focus groups and support in producing and disseminating outreach materials customized for our partner organizations. Uber also aided partners in coordinating events, providing additional opportunities to showcase the UberWAV service directly to potential users.

Speaking Engagements

Paralyzed Veterans of America, California Chapter

In a follow-up to an initial meeting with the executive director, Uber engaged in a more comprehensive discussion with the board of the Paralyzed Veterans of America (PVA), California Chapter, on March 1, 2024. This session represented a deeper dive into understanding and addressing the transportation needs of the veteran community, especially concerning accessibility. Accompanying this engagement, Uber prepared and distributed outreach materials to PVA, aiming to broaden awareness of the UberWAV services among its members.

During this session, board members articulated a series of concerns and inquiries, building upon the initial dialogue with PVA's executive leadership. Discussions centered on ensuring the affordability of UberWAV services for individuals with disabilities, clarity around policies for caregivers in vehicles, and addressing the limitations of current transportation services for veterans, particularly those residing distant from VA hospitals. The conversation highlighted a shared interest in establishing a partnership between Uber and PVA that could offer customized transportation solutions, including specialized pickups and the establishment of an Uber Business account specifically designed for PVA's unique requirements.

Operational aspects of accessing UberWAV services, including the signup process and service availability at critical locations such as airports, were explored. The potential for Uber to support grant-funded initiatives aimed at enhancing accessible transit options was also discussed. Reflecting the strategic focus of these discussions, the executive director of PVA has expressed interest in creating a focus group to delve further into these issues, with Uber planning to facilitate this in the upcoming quarter.

Communities Actively Living Independent & Free (CALIF)

On February 1, 2024, Uber engaged in a focus group alongside Communities Actively Living Independent & Free (CALIF-ILC) and other organizations, including Project AIR, Access Services, Disability Voices United, LA Metro Accessibility Advisory Committee, and AARP. The focus group aimed to assess enhancements for UberWAV to improve transportation accessibility for individuals with disabilities in Los Angeles County.

The purpose of the focus group was to evaluate how the UberWAV service could be enhanced to better meet the transportation needs of people with disabilities. The session provided a platform for a detailed discussion on the specific challenges faced by this community in accessing dependable and accessible transportation options. Input from the various organizations contributed significantly to understanding the critical demand for such services and discussing the potential role of UberWAV in meeting these needs. This focus group also provided Uber with insights on expanding its collaboration with other organizations by suggesting that participants invite additional partners and stakeholders to enhance the discussion and its reach.

National Alliance on Mental Illness (NAMI)

The engagement with the National Alliance on Mental Illness (NAMI) San Mateo County on January 17, 2024, centered on evaluating the potential of UberWAV services to improve transportation accessibility for individuals with disabilities attending NAMI events. NAMI San Mateo County is committed to providing support, education, and advocacy to those affected by mental illness in the region. NAMI San Mateo County is dedicated to offering support, education, and advocacy to individuals and families affected by mental illness within the region. Their services aim to provide compassion, understanding, and practical insights into mental health issues and their treatment.

During the engagement, representatives from NAMI expressed a keen interest in understanding how UberWAV could serve the transportation needs of their community, particularly for those requiring wheelchair or scooter accessibility. The discussion covered various aspects of the UberWAV service, including its features tailored for users with mobility challenges, such as specialized vehicle availability, driver training, and equitable pricing structures. Questions from NAMI focused on service accessibility for individuals without organizational affiliations, the potential for on-demand requests without prior bookings, and the inclusivity of the service for users with varied mobility needs.

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 and has prepared English, Spanish, and Mandarin versions of the sheet for distribution. (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). Additionally, Uber has undertaken marketing efforts to expand awareness of UberWav offerings through its social media posts (see Section D) and by including it in our general mass marketing email campaigns (see Section E).

Finally, to help summarize Uber's various efforts throughout the quarter, Uber is attaching a chart showing its progress towards its quarterly goals established in its outreach plan. (See Section F)

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.



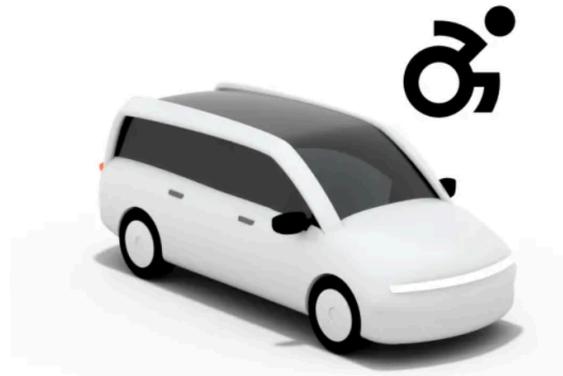
Available around the world

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.

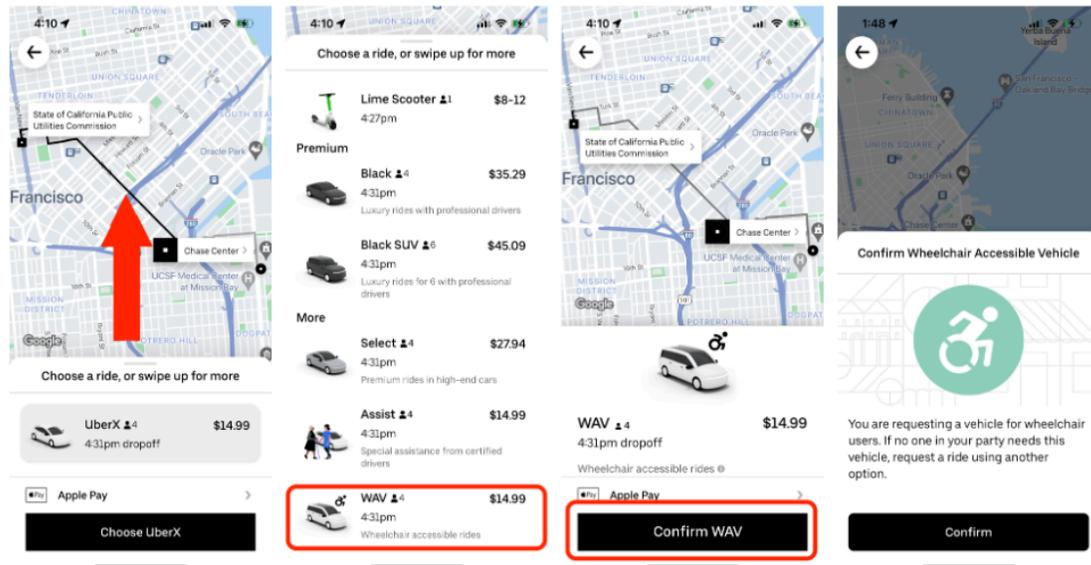
Your driver has your destination and directions for the fastest way to get there, but you can always request a specific route.

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)

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: Comience pidiendo un viaje como lo haría con cualquier otro viaje, asegurándose 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)

(i) Home screen with 'Where to?' and 'Where to?' buttons.

(ii) Scroll down to 'WAV' option.

(iii) Select 'WAV' as the transport option.

(iv) Confirm the request for an accessible vehicle.

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.

在优步应用中访问 Uber WAV

在南加州和旧金山湾区的部分地区，乘客现可通过优步应用搭乘无障碍车辆

Uber

如何搭乘 Uber WAV

第 1 步 → 下载优步应用 (<https://ubr.to/2wpc9W5>)

第 2 步 → 预约 Uber WAV 第 2 步 (i) - (iv)

(i) 主屏幕显示“去哪里？”和“去哪里？”按钮。

(ii) 向下滚动以找到“WAV”选项。

(iii) 选择“WAV”作为您的交通工具。

(iv) 确认您正在请求无障碍车辆。

经济实惠的无障碍车辆按需接载服务

- 快速灵活的接载服务
在提供 Uber WAV 服务的时间和地点按需叫车
只需输入目的地，然后轻触叫车按钮即可。
- 与您的预算相符的行程
Uber WAV 行程的收费与优选轿车行程相同。
- 专业司机为您提供帮助
Uber WAV 司机需要完成由第三方提供的轮椅安全认证课程。

关注 UberWAV

什么是 UberWAV？网站和常见问题 (uber.com/ride/uberwav)

优步首席执行官关于改善无障碍服务的信 (<https://ubr.to/uberwav>)

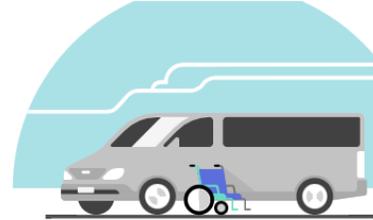
2021 年

Section C: UberWAV Public Information Materials - Webpage

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.



sign up to ride

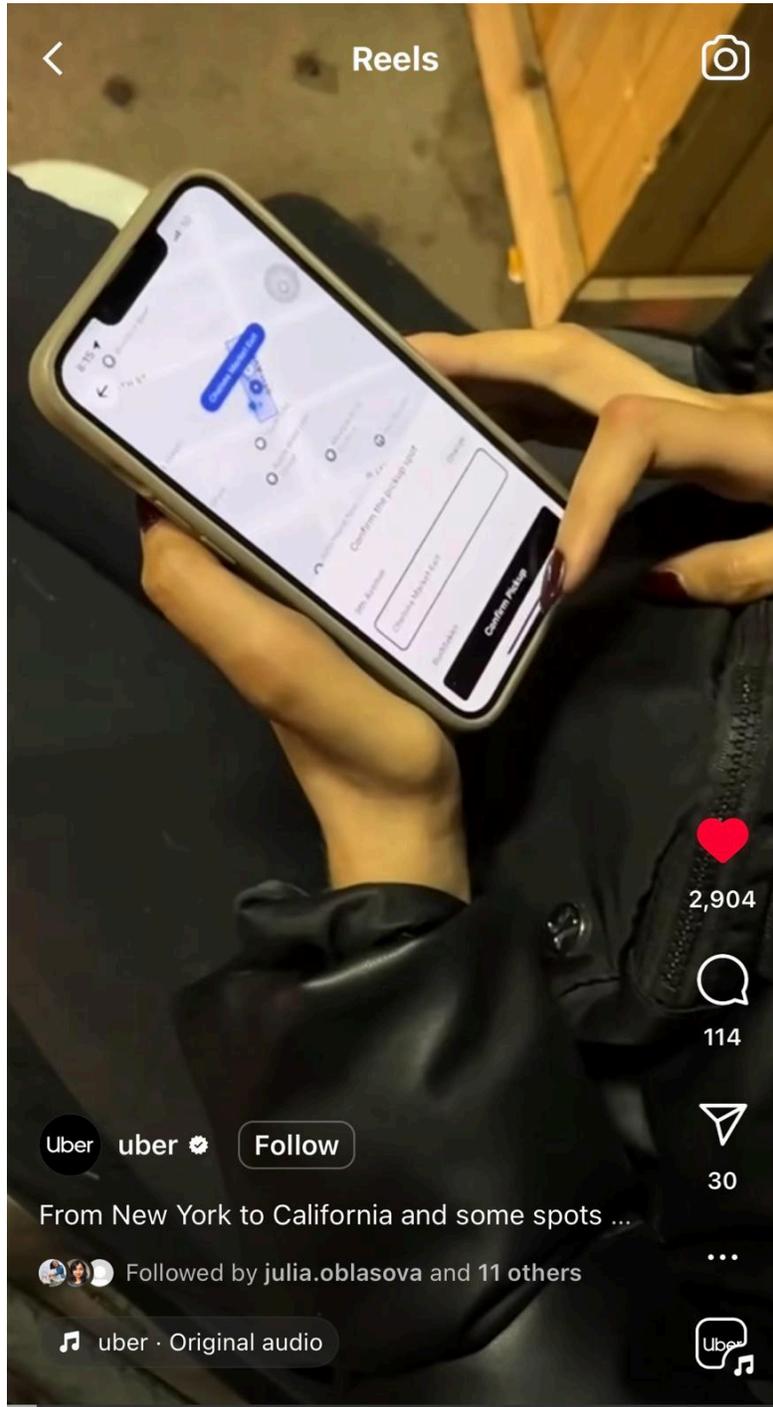
Accessibility at Uber

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.*



Section D: UberWAV Public Information Materials - Social Media Posts

Instagram Post:



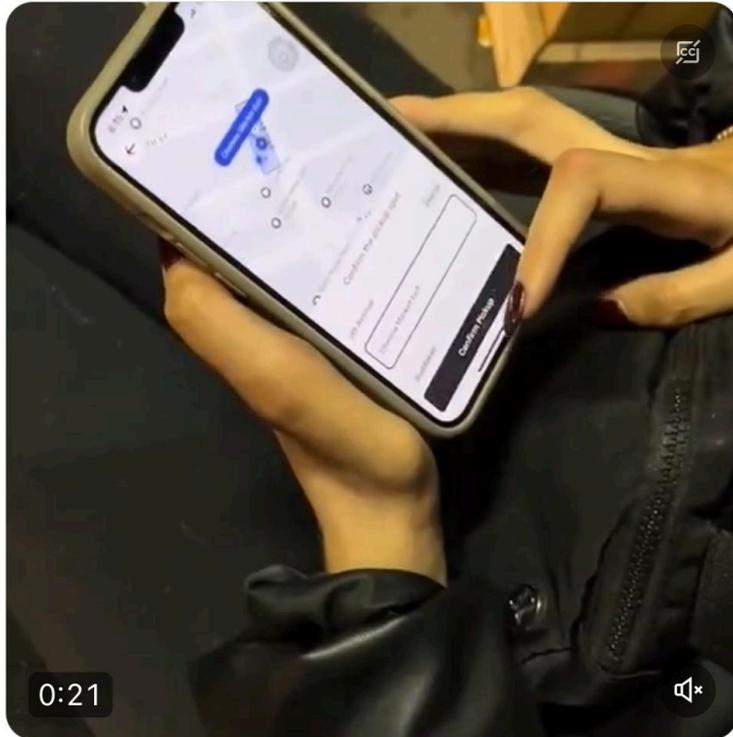
X Post:



Uber  @Uber · 3/25/24



From New York to California and some spots in between, the wheelchair-accessible vehicle (WAV) option allows Uber riders who use wheelchairs to request wheelchair-accessible vehicles in select cities. When riders select the WAV option, they're connected with vehicles equipped... [Show more](#)



 19

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 34

 21K



Section E: UberWAV Public Information Materials - Emails

Uber

Ride on your time

Ready to get on the road again? We have trip options available on demand for when you're on the go.

[Request a trip →](#)



Rides with you in mind

Discover new ways to travel with Uber—check out the range of options available in the app.

Certain products and features are not available in all markets. Check your Uber app for the latest availability.

- **UberXL**
Need room for an extra friend or luggage? Ride with UberXL.
- **Uber Comfort**
Treat yourself to extra leg room on a personalized ride.
- **Uber Black**
Business meeting or big night out? Get dropped off in luxury.
- **Uber WAV**
Need a wheelchair accessible vehicle? Select Uber WAV.

[Try now >](#)

TCP 38150-P and TCP 38150-A

[Help Center](#) [Privacy](#)
[Terms](#) [Community](#)
[Unsubscribe](#) [Email Preferences](#)

This is a promotional email from Uber Technologies
3515 3rd St., San Francisco, CA 94158
Uber.com

[f](#) [X](#) [@](#)

Section F: UberWAV Progress Toward Quarterly Goals

	Objective / Quarter	Q1 2024
1.1	Conduct initial email outreach to at least 20 stakeholder groups per quarter	Email Outreach: 104 SGs contacted Presentation Outreach: 3 SGs contacted (including one focus group w/ 5 additional SGs)
1.2	Conduct at least 1 tailored follow-up meeting with responsive stakeholder groups per quarter (4 per year), highlighting UberWAV's features and addressing any specific questions from stakeholders or organizations.	☑
1.3	Collect continuous feedback from stakeholder groups and riders in digital and virtual forms of engagement (via in-app support for riders, Uber's custom feedback form, email input).	☑
2.1	Collaborate with local organizations on at least 1 joint outreach initiative per quarter (4 per year).	☑
2.2	Conduct at least 1 focus group or listening session per quarter (4 per year) with representatives from non-traditional disability communities.	Uber, alongside six organizations including CALIF-ILC, conducted a focus group to discuss enhancing UberWAV for better transportation access for individuals with disabilities in Los Angeles County. Discussions centered around identifying challenges for improved service.
2.3	Engage at least 1 consultant specializing in stakeholder outreach and participation annually to optimize Uber's interaction strategies.	☑
3.1	Provide multilingual materials in three primary languages (English, Spanish, Mandarin-Chinese) to disability advocacy groups in multi-ethnic communities where English is not the predominant language.	Yes: Uber has prepared materials in English, Spanish and Mandarin Chinese for distribution
3.2	Launch at least one mass email campaign per month highlighting UberWAV (with aim to reach at least 30,000 riders per quarter)	49,415 rider emails sent this quarter
3.3	Publish at least one piece of social media content per quarter promoting UberWAV (with aim to reach at least 100,000 impressions per quarter)	132,599 impressions through Instagram post 20,157 impressions through X post
3.4	Partner with a social media influencer once per year to raise awareness of UberWAV and accessibility issues more broadly	In-Progress
4	Monitoring and Evaluation	☑
Deliverable	<ol style="list-style-type: none"> 1. What methods of engagement did the TNC find most effective and why? 2. What common concerns/questions came up during the engagement process? 3. What challenges have you encountered? How do you plan to overcome them? 	<p>During this period, Uber intensified its outreach efforts, contacting a total of 110 organizations. This included 90 follow-up engagements with previously contacted organizations and outreach to 20 new entities. Uber identified targeted and consistent interactions, such as direct calls to leaders and detailed focus groups, as the most effective engagement methods for building trust and addressing community needs. Partnering with CALIF-ILC and including six other organizations in discussions broadened engagement and emphasized collaborative solutions. Common concerns during engagement involved UberWAV's accessibility, affordability, and integration with organizational needs, highlighting a demand for services that are both accessible and economically viable. Challenges included slow engagement rates and ensuring communications stood out. To overcome these, Uber provided a custom promotional material, initiated regular follow-ups, and shifted towards personalized communication strategies, planning to refine these approaches and invite more organizations to participate.</p>