

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 Retroactive Exemption
Geographic Area(s):	
Offset/Retroactive 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 (Excel)	
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, Signed Accounting of Funds Expended, and Signed Claim form (if necessary) into a single PDF file. The completed data reports must be in a single Excel file. A complete advice letter submission will consist of only two attachments: the PDF and Excel packets. Submit via email the advice letter with two 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.
1515 3rd Street
San Francisco, CA 94158
uber.com

April 15, 2022
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 13

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. 13 (Q1 2022)

I. Offset Request

Pursuant to Decisions (D.) 20-03-007 and 21-03-005, Uber Technologies, Inc. (“Uber”) submits this Advice Letter No. 13 to request to offset Quarter 1 of 2022 TNC Access For All Fund¹ fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 1 of 2022. The requested effective date of this advice letter is May 15, 2022 (30 days from date of filing).²

The offset amounts requested by geographic areas are as follows:

County	Expenditures ³ (\$)
ALAMEDA	\$153,410.60
ALPINE	\$ -
AMADOR	\$ -
BUTTE	\$ -

County	Expenditures (\$)
ORANGE	\$ -
PLACER	\$ -
PLUMAS	\$ -
RIVERSIDE	\$ -

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 is submitting 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 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.

CALAVERAS	\$ -
COLUSA	\$ -
CONTRA COSTA	\$47,718.30
DEL NORTE	\$ -
EL DORADO	\$ -
FRESNO	\$ -
GLENN	\$ -
HUMBOLDT	\$ -
IMPERIAL	\$ -
INYO	\$ -
KERN	\$ -
KINGS	\$ -
LAKE	\$ -
LASSEN	\$ -
LOS ANGELES	\$469,105.76
MADERA	\$ -
MARIN	\$ -
MARIPOSA	\$ -
MENDOCINO	\$ -
MERCED	\$ -
MODOC	\$ -
MONO	\$ -
MONTEREY	\$ -
NAPA	\$ -
NEVADA	\$ -

SACRAMENTO	\$ -
SAN BENITO	\$ -
SAN BERNARDINO	\$ -
SAN DIEGO	\$ -
SAN FRANCISCO	\$379,119.64
SAN JOAQUIN	\$ -
SAN LUIS OBISPO	\$ -
SAN MATEO	\$117,764.80
SANTA BARBARA	\$ -
SANTA CLARA	\$22,248.62
SANTA CRUZ	\$ -
SHASTA	\$ -
SIERRA	\$ -
SISKIYOU	\$ -
SOLANO	\$4,620.76
SONOMA	\$ -
STANISLAUS	\$ -
SUTTER	\$ -
TEHAMA	\$ -
TRINITY	\$ -
TULARE	\$ -
TUOLUMNE	\$ -
VENTURA	\$149.98
YOLO	\$ -
YUBA	\$ -

Subtotal	\$670,234.66	Subtotal	\$523,903.80
		Total Offset	\$1,194,138.46

Per D.20-03-007 and D.21-03-005, Uber provides the following information in support of its request as indicated in the summary table below (including all counties for which the TNC seeks offsets):

Criteria	Must Demonstrate	Satisfied Requirements (Y/N)
1. Presence and availability of WAVs	(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week, and (b) 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 (c) operating hours for each geographic area	Y
2. Improved level of service	(a.1) WAV Response Times: Either the Level 1 (50%) or Level 2 (75%) had a response time within the response time standard (see Table A) (a.2) Offset Time Standard: Either the Level 1 (50%) or Level 2 (75%) Offset Time Standard for a quarter in a geographic area, and demonstrated	Y

	<p>improvement over the prior quarter’s performance (see Table B)⁴</p> <p>(b) Trip Completion Standard: Increase in the total number or % of completed WAV trips requested compared to previous quarter (see Table C)</p>	
3. Efforts to publicize and promote available WAV services	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	Y
4. Full accounting of funds expended	<p>Qualifying offset expenses are:</p> <p>(a) reasonable, legitimate costs that improve a TNC’s WAV service, and</p> <p>(b) incurred in the quarter for which a TNC requests an offset, and</p> <p>(c) on the list of eligible expenses attached as Appendix A</p>	Y
5. Training and inspections	<p>(a) certification of WAV driver training completion within the past 3 years,</p> <p>(2) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and</p> <p>(3) Certification of WAV inspection and approval</p>	Y
6. Reporting complaints	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and	Y

⁴ Uber notes that “demonstrated improvement over the prior quarter’s performance” for the Offset Time Standard is only required if a TNC “received an offset in the prior quarter.” (See D.20-03-007, Ordering Paragraph 4.) Because Uber’s Q4 2021 Advice Letter has not yet been approved, Uber does not know whether it will receive offsets in the counties for which it applied. Given this uncertainty, Uber has included counties where demonstrated improvement of the Offset Time Standard over the prior quarter’s performance is not shown, but all other offset requirements are met. Uber has noted such instances herein. Should Uber receive offsets for those counties in Q4 2021, Uber will supplement this Advice Letter by removing those counties.

	broken out by category	
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Table A: Level 1 and 2 Response Times by County (minutes)

County	Benchmark		Q1 2022		Within Benchmark?
	Level 1 (mins)	Level 2 (mins)	Level 1 (mins)	Level 2 (mins)	
ALAMEDA	25	50	17.03	23.45	Y - Both
CONTRA COSTA	25	50	21.03	27.03	Y - Both
LOS ANGELES	25	50	24.22	31.22	Y - Both
SAN FRANCISCO	15	30	13.37	18.47	Y - Both
SAN MATEO	25	50	15.03	20.93	Y - Both
SANTA CLARA	25	50	19.27	26.42	Y - Both
SOLANO	25	50	16.90	19.95	Y - Both
VENTURA	25	50	20.92	20.92	Y - Both

Table B: Level 1 and Level 2 Offset Time Standards by County (percent)

County	Q4 2021		Q1 2022		Demonstrates Improvement?
	Level 1 (%)	Level 2 (%)	Level 1 (%)	Level 2 (%)	
ALAMEDA	85.16	99.36	80.26	99.38	Yes (Level 2)
CONTRA COSTA	76.56	98.44	67.43	99.01	Yes (Level 2)
LOS ANGELES	49.62	96.83	53.00	96.92	Yes (Both)
SAN FRANCISCO	65.36	97.91	59.88	96.02	No; Q4 2021 offset application pending

SAN MATEO	89.22	100	84.51	99.77	No; Q4 2021 offset application pending
SANTA CLARA	n/a	n/a	72.37	98.68	Did not apply in Q4 2021
SOLANO	n/a	n/a	81.25	100.00	Did not apply in Q4 2021
VENTURA	n/a	n/a	100.00	100.00	Did not apply in Q4 2021

Table C: Trip Completion Standard

County	Option 1 or 2	(1) # of completed trips previous quarter	(2) % of trip requests that were completed previous quarter	(1) # of completed trips this quarter	(2) % of trip requests that were completed this quarter
ALAMEDA	1	1402	63.04	1773	61.18
CONTRA COSTA	2	320	35.28	304	37.30
LOS ANGELES	2	3317	27.60	3117	31.75
SAN FRANCISCO	1	1247	75.44	1306	74.80
SAN MATEO	1	306	63.22	426	56.72
SANTA CLARA	2	77	18.55	76	19.74
SOLANO	1	5	14.29	16	57.14
VENTURA	1	0	00.00	1	03.57

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.⁵ 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.⁶

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs⁷ 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

⁵ S.B. 1376; *see also* Pub. Util. Code § 5440.5.

⁶ Pub. Util. Code § 5440.5(a)(1)(B)(ii).

⁷ Pub. Util. Code § 5431.5(b) (“‘Wheelchair accessible vehicle’ or ‘WAV’ means a vehicle equipped with a ramp or lift capable of transporting non-folding motorized wheelchairs, mobility scooters, or other mobility devices.”).

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 2022, Uber spent nearly \$1.6 million on payments to third-party partners with WAVs.

In Quarter 1 of 2022, UberWAV service levels continued to ramp up in San Francisco Bay Area counties due to Uber's partnership with Tower WAV LLC (launched in Quarter 4 of 2020). This partnership has improved reliability in the San Francisco Bay Area, and Uber continues to explore additional opportunities to increase reliability in the area. In the Quarter 1 of 2022, Uber expanded its Tower WAV LLC partnership by launching in the broader Los Angeles service area. Uber expects this expansion to further support program growth and reliability across Southern California. This partnership is especially critical as other fleet partners have exited the Southern California on-demand WAV market.

More broadly, Uber remains invested in building an ecosystem that includes multiple WAV partners throughout its active markets to minimize the possibility of future service disruptions. Uber also continues to explore other ways to enable increased access for persons with disabilities, and is committed to working with the Commission and interested stakeholders on this important issue.

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, and the templates provided by the Commission, Uber provides the following supporting information: this Advice Letter “38150 Uber Technologies, Inc. AL 13 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 1 of 2022 is provided in the report “UBER_2022Q1_WAVS_In_Operation_1.” 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. WAV Trips

Data detailing WAV trips in Quarter 1 of 2022 is provided in the report “UBER_2022Q1_WAV_Trips_2.” This report includes data on the percentage and number of WAV trips completed, not accepted, canceled-no show,⁸ 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.⁹

⁸ 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.”

⁹ 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.

Notably, it is difficult to evaluate trends during this nascent stage of the WAV program, and some WAV trip percentages may not be meaningful. Given the very low demand and trip numbers, variances in the data may appear exaggerated, and true improvement may be difficult to assess through analysis of these percentage rates alone. Additionally, the number and percentage of WAV trips can be impacted by the geographical and temporal distribution of WAV trip requests.

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.

3. Response Times and the Offset Time Standard (OTS)

Data for response times for completed WAV Trips by Decile, including Periods A and B, is provided in the report “UBER_2022Q1_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_2022Q1_OTS_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 (e.g., the COVID-19 pandemic), 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.

4. Trip Completion Standard (TCS)

Data demonstrating that Uber has fulfilled the Trip Completion Standard is provided in the report “UBER_2022Q1_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.

5. Outreach

Between January and March 2022 (Quarter 1 of 2022), Uber continued outreach to raise awareness of the UberWAV program, solicit feedback for improving UberWAV as well as the broader accessibility of the Uber app, provide community presentations, and field questions from stakeholders. 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 Q1 of 2022 included:

- **Email updates, newsletter, phone calls, and Q&A with stakeholder organizations**, including disability groups, local agencies, community service providers, in-language service providers, and community-based organizations.
- **Recruitment of community partners** to amplify outreach efforts and distribute in-language and 508-accessible program materials to wheelchair users.
- **Community presentation** and scheduling for an ongoing accessible transportation roadshow in Q1 2022.

Additional narrative regarding Uber's outreach efforts and related substantive materials are attached to this Advice Letter filing as Attachment B.

More data about Uber's specific outreach efforts is provided in the report "UBER_2022Q1_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.

6. WAV Training and Inspections

Information regarding WAV Driver Training is provided in the report "UBER_2022Q1_Training_and_Inspections_8" and required certifications are provided within Attachment B. 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.

7. Complaints

Information regarding complaints related to WAV services for each geographic area is provided in the report “UBER_2022Q1_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.

8. Accounting of Funds Expended

An accounting of certain funds expended in Quarter 1 of 2022 is included in the report “UBER_2022Q1_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, yet Uber keeps WAV trips priced the same as a similar UberX trip. In order to do that, 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.

9. Contract Information

Information regarding contracts with service providers is included in the report “UBER_2022Q1_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 April 15, 2022. If there are any questions regarding this advice letter, please contact Adam Bierman 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 Adam Bierman 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/ Adam Bierman

Adam Bierman
Counsel, Regulatory
Uber Technologies, Inc.

Attachments



California
Public Utilities
Commission



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CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: APRIL 13, 2022

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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: Mv transportation

PSG#: 0012064-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.

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: 4/5/2022

THOMAS CONLON

Print Name of Applicant/Officer



Signature of Applicant(s)

Keith Anglin

Signature of Corporate Officer

Vice President

Title of Corporate Officer

**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.

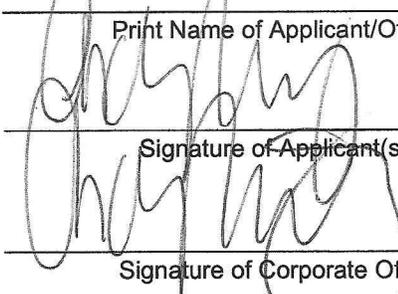
CERTIFICATION

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: 04/07/2022

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: Jolie Limo LLC

PSG#: P33256

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: 04/05/2022

Hanna Alem

Print Name of Applicant/Officer

Signature of Applicant(s)

Hanna Alem

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: Mv Transportation

PSG#: 0012064-b

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(1), 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: 4-5-2022

THOMAS CONLON

Print Name of Applicant/Officer



Signature of Applicant(s)

Keith Anglin

Signature of Corporate Officer

Vice President

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: 04/07/2022

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 TRAINING DECLARATION FORM**

Carrier Name: Jolie Limo LLC

PSG #: P33256

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:

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Date: 04/05/2022

Hanna Alem

Print Name of Applicant/Officer

Signature of Applicant(s)

Hanna Alem

Signature of Corporate Officer

CFO

Title of Corporate Officer

ATTACHMENT B

ATTACHMENT B

Uber Technologies, Inc.'s Outreach Narrative and Materials Quarter 1 2022

April 15, 2022

Overview

Uber Technologies, Inc. (Uber) continues its implementation of UberWAV service per the rules developed by the California Public Utilities Commission (CPUC) under the TNC Access for All Act (SB 1376). Between January and March of 2022 (Quarter 1 2022), Uber continued outreach to raise awareness of the UberWAV program, solicit feedback for improving UberWAV as well as the broader accessibility of the Uber app, provide community presentations, and field questions from stakeholders. 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 Quarter 1 of 2022 included:

- **Email updates, phone calls, and Q&A with stakeholder organizations**, including disability groups, local agencies, community service providers, in-language service providers, and community-based organizations.
- **Community presentations** and scheduling for an ongoing accessible transportation roadshow in Q1 of 2022.
- **Recruitment of community partners** to amplify outreach efforts and distribute in-language and 508-accessible program materials to wheelchair users.

Speaking Engagements and Q&A Sessions

After extensive outreach to stakeholder groups throughout Quarter 1, Uber had the opportunity to deliver a community presentation on UberWAV and schedule two Q&A's with stakeholder agencies.

On January 21, 2022, a representative from Uber presented on and answered questions about UberWAV at a meeting of the San Francisco Mayor's Disability Council. The Mayor's Disability Council is staffed by the Mayor's Office on Disability. The Council serves to advise the Mayor on disability-related issues, work with the Mayor's Office on Disability on ADA compliance, and provide a public forum for the discussion of disability issues. The council has 7 members and the meeting attendance was around 30 people with audience members from the Mayor's Office on Disability, other city agencies, and members of the public. The presentation covered

what UberWAV is, how the service is used, the training of WAV drivers, and the intent of the TNC Access for All Act (State Bill 1376) (*See* Section A).

Audience members asked questions on what kinds of safety features are available for WAV riders, what kinds of WAV services work with UberWAV, and how the Access Fund functions. Once an audience member commented that she hoped Uber's WAV service would continue to grow and expand because it provides her daughter, who uses a wheelchair, critical mobility and flexibility. Other audience members echoed this sentiment. The UberWAV outreach team finds these types of engagements very valuable and will continue to schedule them throughout the year.

Another key element of Uber's outreach this quarter was Q&A's on UberWAV with transit and paratransit agency leaders. For instance, Uber representatives were able to meet with staff of the Metropolitan Transportation Commission's Policy Advisory Committee and San Mateo County's Paratransit Coordinating Council about UberWAV, answer their questions, and express its potential value for their transit riders. These sessions, usually requested by the agencies themselves, are valuable chances to deepen partnerships with transit and paratransit providers and spread awareness about UberWAV.

Program Information and Community Group Outreach

Between January 2022 and March 2022, the UberWAV outreach program contacted, consulted with, or disseminated program information to California accessibility stakeholders, including disability groups, local agencies, community service providers, in-language service providers and community-based organizations. To date the outreach team's growing network of over 350 stakeholders across California receives regular program updates, raises questions and concerns, and facilitates requests to help spread the word about UberWAV.

As part of this outreach, Uber has continued to solicit input on outreach opportunities to reach disabled consumers and provided a California-specific accessibility newsletter (*See* Section B) and instructional fact sheet on accessing UberWAV to these organizations to share with their constituents (*See* Section C). The digital fact sheet is compliant with accessibility requirements to enable public sector entities to post it online, as appropriate.

These efforts are supported by a dedicated webpage for UberWAV, as well as an accessibility webpage that provides updates on new products, features, and initiatives to improve the mobility and independence for riders with disabilities. This digital information is available in four languages and includes Frequently Asked Questions, tools for consumers, and a step-by-step explanation of how to use the service. (*See* Section D).

Section A: Ride with UberWAV Community Presentation

Ride with UberWAV

March 2022

Uber

Intros

Austin Heyworth

California Public Affairs & Policy

heyworth@uber.com

Accessibility Features + Options



For riders who are blind or low vision



For riders who are deaf or hard-of-hearing

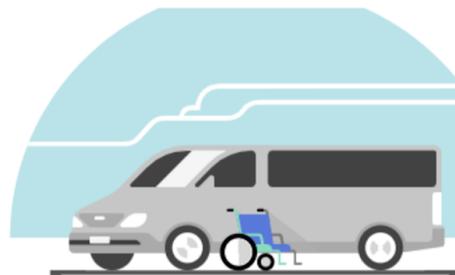


For riders using folding wheelchairs, motorized wheelchairs & scooters

4

What is WAV?

UberWAV provides affordable rides in wheelchair-accessible vehicles (WAV). In certain cities, riders who use motorized wheelchairs or scooters can request a ride in a WAV. WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities.





Fast, reliable rides

When and where WAV is available, rides are requested on demand, and work around your life, not the other way around.



Trips that fit your budget

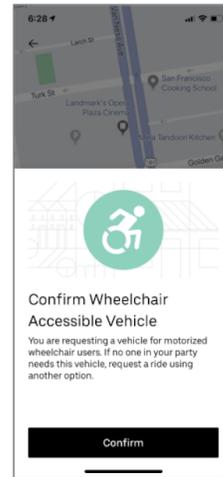
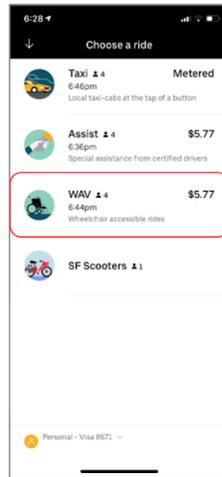
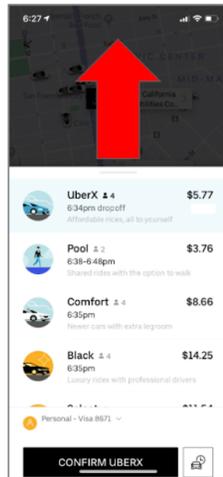
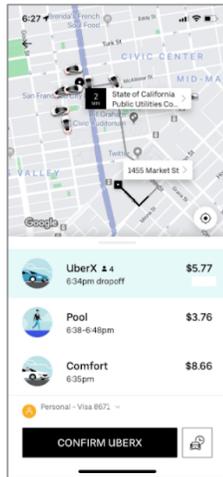
The price of a WAV ride is similar to an uberX trip, our basic ride option.



Specialized drivers to assist you

Every WAV driver has completed a certification course offered by a third party to help you enter and exit the vehicle.

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))

2021

California Accessibility Update

Uber

Uber Prioritizes Platform Accessibility

California's commitment to accessibility is woven into much of the fabric of this state with policies at every level of government enacted to ensure access for all. We're proud of this and as a California based company, Uber believes that our platform must serve all riders. This is why we have implemented solutions across our platform designed to support everyone's ability to easily move around their communities.



Our app's technology along with the transportation options we deliver to riders have given new mobility to many people with disabilities. We continue to put our energy towards expanding our platform and investing in new technologies that make it possible for people to move around their communities easily.

Uber makes transportation more accessible through several foundational features such as:

Policies and technology that support all riders

- **Cashless payment option** that simplifies the payment process;
- **Anti-discrimination policies** that help prevent unlawful discrimination from interfering with securing reliable, affordable transportation by matching ride requests with nearby drivers;
- **On-demand transportation** that makes it simple for riders with disabilities to get to their destinations quickly and without having to pre-arrange rides far in advance
- **Upfront pricing** lets riders know the cost of their trip before the finalize their ride, helping eliminate the risk of fraud
- **Braille display compatibility** through the app is available for IOS and Android users to make it easier for riders who are blind or low vision to get to their destination.
- **Service animal policies** mean that riders who are blind or low vision can travel with their service animals;
- **Assistive technology** such as visible and vibrating alerts and voice command options help riders who are deaf or hard of hearing use the Uber app; and
- **ETA and location sharing** features help friends and family members know where their loved one is traveling and when they'll arrive at their destination and this can be done all without downloading the Uber app.



Donate a Ride to Someone in Need

Uber users can support the Vaccine Access Fund through their Uber or Uber Eats app. Simply tap [here](#) to donate or open your Uber or Uber Eats app, tap the donate message and choose your donation amount. When rides to vaccine sites aren't needed anymore, any remaining funds will be used to advance

health equity in underserved communities including helping to provide rides to medical appointments.

Together with [PayPal](#) and [Walgreens](#), we're excited to expand our impact with the Vaccine Access Fund. We can't move forward until we can all move forward.

Building a smoother experience from pickup to dropoff

As we emerge from the pandemic, cities are moving again—and summer travel is in full swing. Whether people are getting ready to pack their bags for a nearby destination or somewhere farther away, the rebound of summer travel may have some new and familiar stressors. Now,

finding rides with Uber at the pickup spot won't be one of them.

Drivers have told us that one of their biggest pain points when driving or delivering is navigation. This is equally stressful for riders—especially those who are visiting or unfamiliar with the

area. They often don't know which direction their driver is coming from or if the driver will arrive at their pickup spot or across the street. This is also a concern that we have heard from our UberWAV riders using wheelchairs.

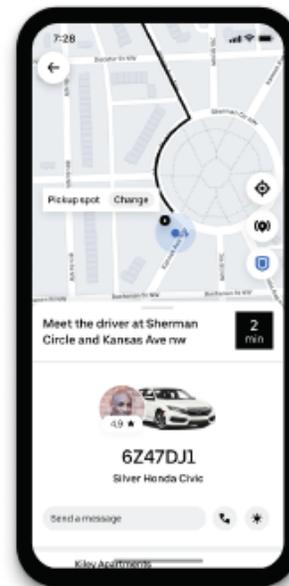
Examining the toughest pickup spots to improve rider experience

Millions of trips daily show a rider's pin may drop in the middle of the street, so it's up to the driver to guess what side of the street the rider is on. To help reduce last-minute "Where are you?" calls, we're introducing new app enhancements for drivers and riders that will help create a smoother pickup process, even in busy areas and confusing cross streets and adjacent streets.

First, we looked at some of the hardest pickup areas across the country.

Based on wait times and the pin falling in the middle or wrong side of the street, we identified the following places as some of the most difficult pickup locations, including places like Jefferson Square in San Francisco.

There are times when a rider requests a trip while on the way to their intended pickup location. Even if the rider moves a little bit after requesting the trip, we will be able to distinguish between the two and make it easier for the driver to get to the rider's pickup location.



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**Interested in hearing more?
Let us know!**

Ramona Prieto (ramona.prieto@uber.com)
California Public Affairs & Policy Manager, Uber

Section C: 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 solicitando un viaje como lo haría con cualquier otro viaje, seleccionando 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.

Confirm Wheelchair Accessible Vehicle

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) (ii) (iii) (iv)

Confirm Wheelchair 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.

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)

A Letter from our CEO on Improving Accessible Service

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

Section D: 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.*

