

CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Passenger Transportation Carrier Advice Letter (AL) Summary Form

PASSENGER TRANSPORTATION CARRIER FILER INFORMATION

Date of Submission:	July 15, 2026	Date AL served on parties:	July 15, 2026
Carrier Name:	Uber Technologies, Inc.	PSG #:	0038150-P
DBA Name:	Uber Technologies, Inc.		
Address:	1725 Third Street		
City:	San Francisco	State:	CA
		ZIP Code:	94158
Filer's Name: First, Last	Stephanie Kuhlman		
Filer's Email:	stephanie.kuhlman@uber.com	Filer's Phone:	(415) 656-8961

AL INFORMATION

Advice Letter #:	42	Requested Effective Date:	August 14, 2026	AL Tier:	☐ I ☒ II ☐ III ☐ Information Only
Subject of filing:	Uber Technologies, Inc.'s Advice Letter 42				
Authorization for filing:	Resolution #, Decision #, etc. D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-02				
Notes/comments:	Other information & reference to advice letter, etc. Uber Technologies, Inc.'s Advice Letter No. 42 requesting an offset against the quarterly Access For All Fee payments collected for San Francisco County and San Mateo County.				

SUBMISSION INFORMATION

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.

Questions regarding the Access for All Program Advice Letter filings, please email:

tncaccess@cpuc.ca.gov

Questions regarding the Autonomous Vehicle Passenger Service Programs Advice Letter filings, please email:

AVPrograms@cpuc.ca.gov

Questions regarding the Clean Miles Standard Advice Letter filings, please email:

CleanMiles@cpuc.ca.gov

Questions regarding the Transportation Network Companies general Advice Letter filings, please email:

Licensing_TNC@cpuc.ca.gov



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

July 15, 2026

Uber Technologies, Inc.

PSG0038150

Advice Letter No. 42

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. 42 (Q2 2026)

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. 42 to request to offset Quarter 2 of 2026 TNC Access For All Fund¹ fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 2 of 2026. The requested effective date of this advice letter is August 14, 2026 (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.

July 15, 2026
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 42

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

PLUMAS	\$ -	%	\$ -
RIVERSIDE	\$ -	%	\$ -
SACRAMENTO	\$ -	%	\$ -
SAN BENITO	\$ -	%	\$ -
SAN BERNARDINO	\$ -	%	\$ -
SAN DIEGO	\$ -	%	\$ -
SAN FRANCISCO	\$638,553.90	100%	\$638,553.90
SAN JOAQUIN	\$ -	%	\$ -
SAN LUIS OBISPO	\$ -	%	\$ -
SAN MATEO	\$276,861.50	100%	\$276,861.50
SANTA BARBARA	\$ -	%	\$ -
SANTA CLARA	\$ -	%	\$ -
SANTA CRUZ	\$ -	%	\$ -
SHASTA	\$ -	%	\$ -
SIERRA	\$ -	%	\$ -
SISKIYOU	\$ -	%	\$ -

LOS ANGELES	\$ -	%	\$ -
MADERA	\$ -	%	\$ -
MARIN	\$ -	%	\$ -
MARIPOSA	\$ -	%	\$ -
MENDOCINO	\$ -	%	\$ -
MERCED	\$ -	%	\$ -
MODOC	\$ -	%	\$ -
MONO	\$ -	%	\$ -
MONTEREY	\$ -	%	\$ -
NAPA	\$ -	%	\$ -
NEVADA	\$ -	%	\$ -
Subtotal	\$ -	%	\$ -

SOLANO	\$ -	%	\$ -
SONOMA	\$ -	%	\$ -
STANISLAUS	\$ -	%	\$ -
SUTTER	\$ -	%	\$ -
TEHAMA	\$ -	%	\$ -
TRINITY	\$ -	%	\$ -
TULARE	\$ -	%	\$ -
TUOLUMNE	\$ -	%	\$ -
VENTURA	\$ -	%	\$ -
YOLO	\$ -	%	\$ -
YUBA	\$ -	%	\$ -
Subtotal	\$915,415.40	100%	\$915,415.40
Total Offset Request	\$915,415.40	100%	\$915,415.40

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) (b.1) Trip Completion Standard ⁸ : Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and	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.

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

	(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.	
2b. Improved level of service (pre-scheduled WAVs)⁹	Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied: (a) Pickup Delay Standard within the Pickup Delay Benchmark ¹⁰ : 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) (b.1) Pre-scheduled Trip Completion Standard ¹¹ : Meet or exceed the applicable minimum percentage of trip requests completed (see Table E), and (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 F). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.	N/A
3. Efforts to publicize and promote available WAV services¹²	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	Y

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.

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

	activities, including but not limited to: (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. Quarterly Report shall also address the following questions: 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?	
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 offset¹⁴	Y

¹³ D.20-03-007 Ordering Paragraph 10.

¹⁴ D.21-11-004 Ordering Paragraph 9.

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

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

County	Q2 2026					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)	
San Francisco	16	79.09	14.03	98.02	19.48	Yes
San Mateo	17	92.28	17.8	99.93	23.55	Yes

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

¹⁶ D.23-02-024 Ordering Paragraph 13.

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_2026Q1_Response_Times_3.

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?
San Francisco	16	A	78.69%	Yes
San Mateo	17	B	73.54%	Yes

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
San Francisco	2	4793	4129	5218	5218
San Mateo	2	1332	1088	1373	1373

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

County	Q2 2026			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)	
San Francisco	N/A	N/A	N/A	N/A
San Mateo	N/A	N/A	N/A	N/A

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

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?
San Francisco	N/A	N/A	N/A	N/A
San Mateo	N/A	N/A	N/A	N/A

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

County	Option 1 or 2 ¹⁹	(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
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.

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

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

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
San Francisco	5218	0	100	0
San Mateo	1373	0	100	0

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
San Francisco	0	5218	0
San Mateo	0	1373	0

WAV Operating Hours

Where UberWAV is available, prospective passengers can request a WAV ride through Uber’s app 24 hours a day, 7 days a week.

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

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

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

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.

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.

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

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

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

Uber has invested significant capital to increase access to WAV service by partnering with third-party WAV providers. For example, in Quarter 2 of 2026, Uber spent over **\$3M** on payments to third-party partners with WAVs.

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 42 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 2 of 2026 is provided in the report "UBER_2026Q2_WAVS_In_Operation_1a." Per the template provided by the Commission, the data is aggregated by hour of the day and day of the week for each county.

2. Unique WAVs in Operation

Data for unique WAVs in operation in Quarter 2 of 2026 for every county in which Uber requests (or previously requested) an offset is provided in the report

“UBER_2026Q2_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 2 of 2026 for every county in which Uber requests (or previously requested) an offset is provided in the report “UBER_2026Q2_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.

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_2026Q2_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_2026Q2_OTS_PDS_4.”

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 cancellations for the day and hour of the ultimate trip event.

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 in a given 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 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_2026Q2_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 in a given county 24 hours a day, 7 days a week. Further, completion rates can be highly variable due to the same external factors which can impact response times.

6. Outreach

Between April and June 2026 (Quarter 2 of 2026), Uber implemented its 2026-2027 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_2026Q2_Outreach_7.” In this report, there may be date ranges in the columns labeled

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

“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_2026Q2_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_2026Q2_Complaints_9.” In an effort to be comprehensive, some complaint information included may represent a situation unrelated to the actual quality of WAV service provided, such as inquiries regarding lost items and account or payment questions.

9. Accounting of Funds Expended

An accounting of certain funds expended in Quarter 2 of 2026 is included in the report “UBER_2026Q2_Funds_Expended_10.”

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

10. Contract Information

Information regarding contracts with service providers is included in the report “UBER_2026Q2_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 July 15, 2026. If there are any questions regarding this advice letter, please contact Ashley Fillmore 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 Ashley Fillmore at westregs@uber.com.

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at www.cpus.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/ Ashley Fillmore
Ashley Fillmore
Senior Counsel, Regulatory
Uber Technologies, Inc.

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
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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: JANUARY 15, 2026

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Parties

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

JONATHAN COHEN
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ATTACHMENT A

**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: 07/10/26

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz

Signature of Applicant(s)

Andres Munoz

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: 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: 07/10/26

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz

Signature of Applicant(s)

Andres Munoz

Signature of Corporate Officer

Manager-COO

Title of Corporate Officer

ATTACHMENT B

ATTACHMENT B

Uber Technologies, Inc.'s Outreach Quarterly Report Quarter 2 2026

July 15, 2026

In the second quarter of 2026, Uber Technologies, Inc. continued to advance its UberWAV (Wheelchair Accessible Vehicles) program in alignment with the 2025–2026 outreach strategy and in compliance with the California Public Utilities Commission's TNC Access for All Act (SB 1376). During this quarter, Uber delivered two presentations, convened a virtual focus group with 20 participants, and strengthened its investment in a community partnership, broadening outreach through the partner's established peer networks.

Overall, the team engaged 80 organizations this quarter, including initial outreach to 74 new organizations, follow-up outreach to 6 previously contacted groups, and smaller group introductory sessions with community partners. Q2 focused on adding new organizations to the outreach base, resulting in more first-time engagements than in prior quarters.

Second Quarter 2026 Outreach Questions Checklist:

1. What methods of engagement did the TNC find most effective and why?

One-on-one engagement with community organizations proved especially effective this quarter. Direct conversations with partner staff surfaced specific operational and product feedback that broader group settings rarely draw out, and allowed the team to address questions on scheduling, cost, and driver experience in real time. Partner-led amplification through existing peer networks further extended reach beyond organizations Uber contacts directly.

2. What common concerns/questions came up during the engagement process?

Below are some of the common questions and concerns raised during Q2 outreach engagements regarding the UberWAV program:

- How far in advance must a WAV ride be scheduled, and where are the advance-versus-on-demand cutoffs?
- How can a confirmed return ride be guaranteed for older adults at community gatherings?
- Can a third party fund a ride through a voucher or gift-a-ride mechanism, potentially by phone?
- Are drivers reliably aware of and trained on the Uber Assist designation at pickup?
- What transportation options exist for lower-income and non-WAV disabled riders?

- Does ride coverage extend to low-income riders who are regional-center funded and uninsured rather than Medicaid enrolled?
- How can recurring needs be supported, such as after-school programs and summer sessions where transportation often goes unmet?

3. What challenges have you encountered? How do you plan to overcome them?

A central challenge this quarter was advancing initial introductory contacts into substantive engagement. One-on-one meetings generate detailed feedback but require significant staff time from partner organizations, which constrains the number that can be conducted in a given quarter. The majority of newly contacted organizations received introductory calls and program materials, while a smaller number progressed to in-depth discussion. To address this, the outreach team is structuring follow-up communications more systematically, utilizing program materials and peer-network referrals to sustain engagement at scale, and prioritizing one-on-one meetings for organizations that demonstrate readiness for further engagement.

Key outreach activities in the first quarter of 2026 included:

- **Stakeholder Engagement:** This quarter, Uber deepened relationships with older-adult support organizations, veteran support organizations, groups serving people who are blind or have low vision, and networks serving lower-income and non-wheelchair-using disabled riders, prioritizing direct one-on-one engagement and continued partnership outreach established in prior quarters.
- **Outreach Efforts:** Outreach efforts reached 80 organizations this quarter, including 6 previously engaged organizations and 74 new organizations.
- **Follow-Up Strategy:** This quarter, follow-up efforts continue to prioritize timely and structured email communication, with phone outreach used to clarify preliminary questions.
- **Post-Engagement Initiatives:** Distributed multilingual flyers and Q&A summaries following meetings and engagements. Leveraged an existing partner relationship to extend outreach through their peer network.

Speaking Engagements

Organization Name	Key Themes	Engagement Type
Little Brothers Friends of the Elderly (LBFE)	• Third-party ride funding • WAV advance scheduling, confirmed return rides • Uber Assist driver awareness and training	Presentation

Open Doors to Future Possibilities	● Peer-network amplification ● Partner referrals	Follow-Up Partnership Engagement
CARE Network	● Accessible options for lower-income and non-WAV disabled riders. ● Partnership opportunities ● Uber accessibility services to accommodate non-WAV disabled riders	Presentation
Beyond Blindness	● Transportation as a primary barrier to program, event, and on-site therapy access ● Third-party and caregiver booking on behalf of students and clients ● Coverage for low-income, uninsured, regional-center-funded riders ● Support for student transportation to programs and events	Presentation

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, such as by including UberWAV in our general mass marketing email campaigns. (See Section D.)

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 E.)

Section A: Ride with UberWAV Community Presentation



Agenda

01 Accessibility

02 Features

03 WAV, Seniors, Health, Service Animals

05 Q&A

What does accessibility mean?

1 in 6 Uber users

experiences a disability. Each deserves a platform experience grounded in independence, safety, reliability, and dignity.

Uber is building the world's most accessible mobility and delivery platform with innovations driven by users and expert partners.

Uber |



Building together

We work continuously with disability and aging experts to:

- Design user-centered tools and experiences
- Increase awareness in our communities to ensure people can make the most of our platform
- Identify opportunities to improve affordability for people struggling to afford transport, groceries, and medicine



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

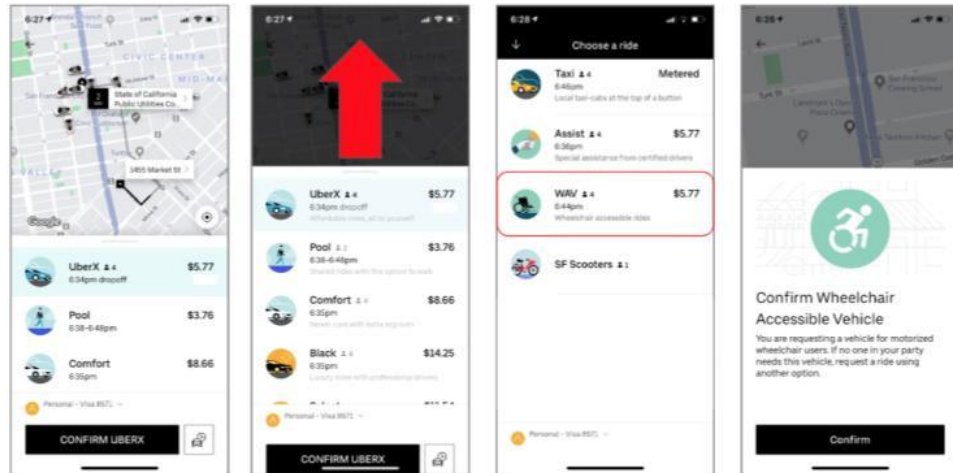
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What is WAV?

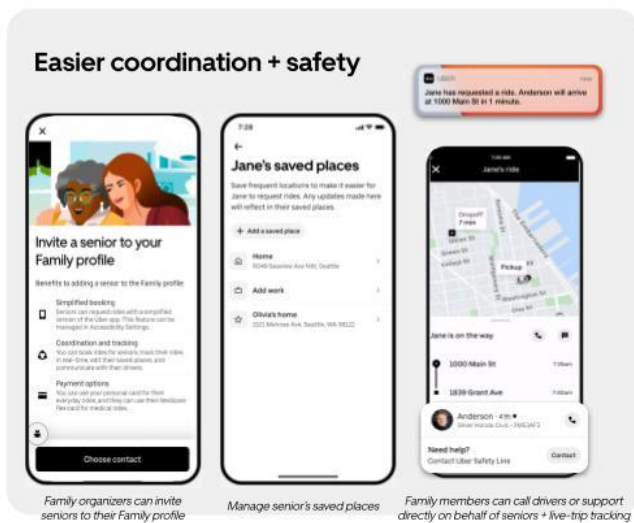
UberWAV provides affordable rides in wheelchair-accessible vehicles (WAV). In certain cities, riders who use motorized wheelchairs or scooters can request a ride in a WAV. WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities.



How to ride with WAV



Older adults can improve safety, health, and socialization with Senior Accounts



Users can invite loved ones to join their Family profile with a Senior account. Once the older adult accepts the invite, the family organizer can:

- Book rides on their behalf
- Enable the senior to book a ride on the family organizer's payment method
- Help manage their Saved places
- Have access to safety features when the senior is taking a ride on their payment profile, such as:
 - a. Live-trip tracking
 - b. 3-way communication with the driver
 - c. Be alerted via RideCheck, which proactively detects if a trip is disrupted
 - d. Access live help with a safety agent at ADT

Uber Health drives more timely healthcare appointments, improving health and reducing costs

We believe a safe, reliable ride should never be a barrier between you and your health.

Uber Health provides a platform for care coordinators to securely order rides and deliveries for members.

4,000+
organizations

Uber Health

60M+

Trips taken with Uber Health

341M+

Miles traveled with Uber Health rides



Affordability & Access for Low-income Communities

40% of people with low-income say rideshare is a necessity. We know that making every dollar count is essential to ensuring our communities can thrive.

People can use their benefits cards in their Uber wallet to pay for the rides, grocery, and pharmacy deliveries that support their well-being.

 **US only**



SNAP EBT is on Uber Eats

EBT cardholders can get 6 months of Uber One for free.





Save more with Uber One

- \$0 Delivery Fees
- Exclusive discounts
- Cancel anytime



Now get prescriptions delivered with Uber Eats

It's like lunch delivery but for your Rx



Prescriptions delivered to your door in as little as 2 hours

Enjoy \$0 Delivery Fee



Get \$50 Uber Cash after your first delivery*

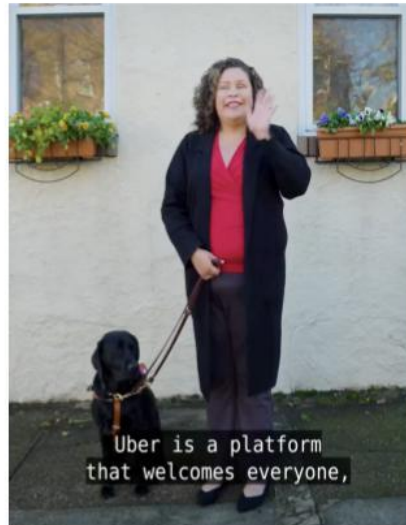
Improving experiences for users with Service Animals

We're working to ensure reliable mobility with user-driven solutions in the Service Animal community.

We've worked with local and global experts for years to improve the trip experience for people traveling with Service Animals.

Our expert-driven solutions have included:

- Increased driver awareness
- Improved customer support experience
- Tools for users to identify as a rider traveling with a Service Animal



Uber |

11



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 Angeles y el Área de la Bahía de San Francisco

Uber

Cómo solicitar un WAV

Paso 1 → Descargue la aplicación Uber
(<https://uber.to/2wpc5W5>)

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: Elja 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 Angeles 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)

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: Elja WAV como su transporte.

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

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://uber.to/2wpc5W5>)

第 2 步 → 预约 Uber WAV
第 2 步 (i) - (iv)

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: Elja WAV como su transporte.

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

经济实惠的无障碍车辆按需搭载服务

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://uber.to/uberwav>)

2021 年

Uber ऐप में Uber WAV को एक्सेस करना

दक्षिणी कैलिफोर्निया और सैन फ्रांसिस्को में एरिया के कुछ हिस्सों में अब Uber ऐप के ज़रिए व्हीलचेयर सुलभ गाड़ियाँ उपलब्ध हैं

Uber

Uber WAV के साथ राइड कैसे लें

स्टेप 1 → Uber ऐप डाउनलोड करें
(<https://uber.to/2wpc5W5>)

स्टेप 2 → अपने लिए Uber WAV/ राइड की रिक्वेस्ट करें
स्टेप 2(i) - (iv)

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: Elja WAV como su transporte.

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

दहीलचेयर सुलभ गाड़ियों में किफायती, मॉग पर उपलब्ध राइड

तेज़, सुविधाजनक राइड
Uber WAV की सेवा जहाँ भी उपलब्ध होती है, वहाँ तेज़ या राइड की रिक्वेस्ट की जा सकती है।
का वाहन डिपेंडिंग ड्राइव और रिक्वेस्ट करने के लिए है।

आपके बजट में फिट होने वाली रिड
Uber WAV राइड का चार्ज, एक वर्ड गाड़ी की ओर से सुविधाजनक वाहन (विशेषता) के फिट में बदल बिना कारी वाहन स्टैंडर्ड के बराबर है।

आपकी मदद करने के लिए विशेष तरह के ड्राइवर पार्टनर
Uber WAV ड्राइवर पार्टनर, एक वर्ड गाड़ी की ओर से सुविधाजनक वाहन (विशेषता) के फिट में बदल बिना कारी वाहन स्टैंडर्ड के बराबर है।

Uber WAV को फॉलो करें

Uber WAV क्या है? वेबसाइट और अक्सर पूछे जाने वाले सवाल (uber.com/ride/uberwav)
सुलभता सेवा को बेहतर बनाने के विचार में हमारे CEO का संदेश (<https://uber.to/uberwav>)

2021 年

Truy cập WAV trong ứng dụng Uber

Hiện bạn đã có thể đặt xe thuận tiện cho người đi xe lăn thông qua ứng dụng Uber ở một số khu vực miền Nam California và Khu vực Vịnh San Francisco

Uber

Cách đặt xe WAV

Bước 1 → Tải ứng dụng Uber
(<https://uber.to/2wpc5W5>)

Bước 2 → Đặt xe WAV/
Bước 2(i) - (iv)

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: Elja WAV como su transporte.

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

Chuyến xe giá rẻ, theo yêu cầu vốn xe thuận tiện cho người đi xe lăn

Chuyến xe nhanh chóng, linh hoạt
Khi và tại nơi có xe WAV, bạn có thể đặt xe theo yêu cầu – chỉ cần nhập điểm đến và chạm để yêu cầu.

Các chuyến đi hợp túi tiền
Chuyến xe WAV có giá bằng chuyến xe UberX.

Tài xế chuyên trách hỗ trợ bạn
Tài xế WAV/ hoàn thành khóa học có chứng nhận các bên thứ ba để chú ý việc có định an toàn cho xe lăn.

Theo dõi UberWAV

UberWAV là gì? Trang web và Câu hỏi thường gặp (uber.com/ride/uberwav)
Thư từ CEO về việc Cải thiện dịch vụ hỗ trợ người khuyết tật (<https://uber.to/uberwav>)

2021 年

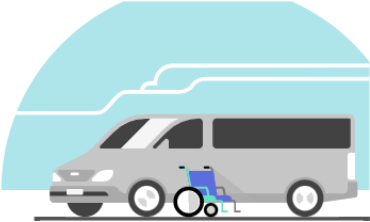
Section C: UberWAV Public Information Materials - Webpage

[Uber](#) [Products](#) [Company](#) [Safety](#) [Help](#) [COVID-19 resources](#) [EN](#) [Log in](#) [Sign up](#)

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](#)

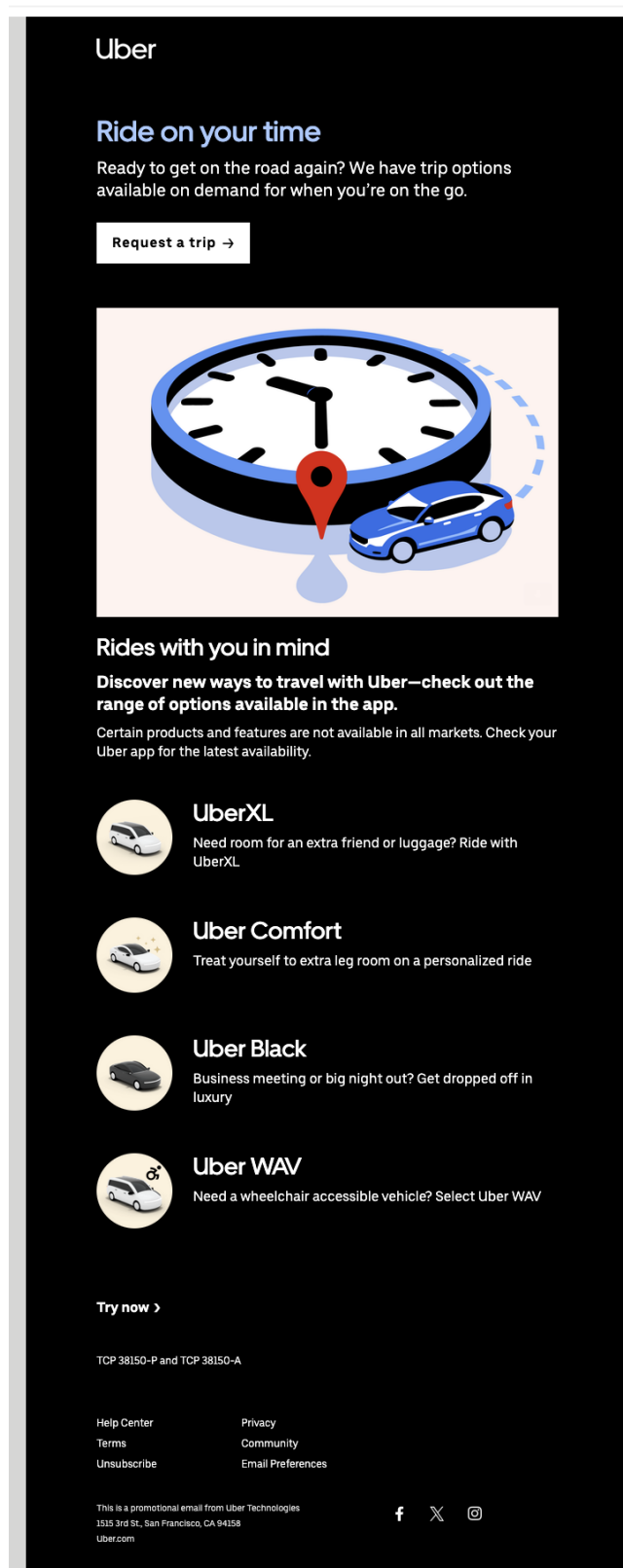
[Uber](#) [Products](#) [Company](#) [Safety](#) [Help](#) [EN](#) [Log in](#) [Sign up](#)

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 - Emails



Section E: UberWAV Progress Toward Quarterly Goals

2025–26 WAV Plan Requirement ID	Objective / Quarter	Q2 2026
1.1	Conduct initial email outreach to at least 60 stakeholder groups per quarter	Email Outreach: 85 SGs contacted Presentation Outreach: Engaged with 3 SGs (including two focus groups)
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.	✓
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 five primary languages (English, Spanish, Mandarin-Chinese, Hindi, and Vietnamese) to disability advocacy groups in multi-ethnic communities where English is not the predominant language.	Yes: Uber has prepared materials in English, Spanish, Mandarin Chinese, Hindi and Vietnamese for distribution.
3.2	Launch at least one mass email campaign per month highlighting UberWAV (with aim to reach at least 40,000 riders per quarter)	42,471 rider emails sent this quarter
3.3	Publish at least two pieces of social media content per year promoting UberWAV (with aim to reach at least 100,000 impressions per post)	24,112 impressions through LinkedIn post
3.4	Partner/Collaborate with a wheelchair user or social media influencer once per year to raise awareness of UberWAV	✓
4	Monitoring and Evaluation	✓
Deliverable	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?	1. One-on-one engagement, which surfaced detailed feedback and enabled real-time responses. Peer-network referrals extended reach. 2. WAV scheduling cutoffs; guaranteed return rides; third-party/voucher-funded rides; Uber Assist driver awareness; options for non-WAV disabled riders. 3. Converting introductory contacts into substantive engagement is limited by staff-intensive one-on-ones; addressing through structured follow-ups and peer-network referrals.

Section F: Social Media Post



Uber
3,550,146 followers
1w · 🌐

...

From one adventure to the next, you can count on Uber WAV to get you there.

