

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: February 2, 2026	Date AL served on parties: February 2, 2026	
Carrier Name: Uber Technologies, Inc.	PSG #: PSG0038150	
DBA Name: Uber Technologies, Inc.		
Address: 1725 Third Street		
City: San Francisco	State: CA	ZIP Code: 94158
Filer's Name: First, Last Justine Woodland		
Filer's Email: jwoodland@uber.com	Filer's Phone: (415) 494-7405	

AL INFORMATION

Advice Letter #: 39	Requested Effective Date: February 2, 2026	AL Tier: <input type="checkbox"/> I <input checked="" type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> Information Only
Subject of filing: Uber Technologies, Inc.'s Advice Letter 39		
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. Advice Letter amending Table A in Uber's prior Advice Letters 28, 29, 30, 33, and 35.		

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

February 2, 2026
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 39

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. 39

Pursuant to the Consumer Protection Enforcement Division (“CPED”) staff’s request sent via email by Noah Thoron on December 11, 2025, Uber Technologies, Inc. (“Uber”) submits this Tier 2 Advice Letter No. 39 to amend the response time information displayed in Table A in Uber’s prior Advice Letters 28, 29, 30, 33, and 35. This does not change the underlying data submitted in support of those prior advice letters.

Los Angeles Response Time Data

Quarter (AL #)	Reporting Quarter	OTS Level 1	OTS Level 2	Level 1 %	Level 1 Minutes	Level 2 %	Level 2 Minutes
Q2 2024 (AL 28)	5	64%	86%	76.43	24.37	95.68	35.75
Q3 2024 (AL 29)	6	68%	87%	76.6	24.4	96.08	34.62
Q4 2024 (AL 30)	7	71%	89%	81.35	22.43	97.44	30.62

Q1 2025 (AL 33)	8	75%	90%	83.64	21.68	97.78	29.08
Q2 2025 (AL 35)	9	75%	90%	83.91	22.02	99.21	27.98

San Francisco Response Time Data

Quarter (AL #)	Reporting Quarter	OTS Level 1	OTS Level 2	Level 1 %	Level 1 Minutes	Level 2 %	Level 2 Minutes
Q2 2024 (AL 28)	8	75%	90%	82.71	13.18	98.34	17.82
Q3 2024 (AL 29)	8	75%	90%	80.76	13.65	98.28	19.45
Q4 2024 (AL 30)	10	75%	90%	79.5	13.85	98.47	19.28
Q1 2025 (AL 33)	11	75%	90%	78.92	14.08	97.7	19.85
Q2 2025 (AL 35)	12	75%	90%	77.79	14.35	98.06	19.55

San Mateo Response Time Data

Quarter (AL #)	Reporting Quarter	OTS Level 1	OTS Level 2	Level 1 %	Level 1 Minutes	Level 2 %	Level 2 Minutes
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Q2 2024 (AL 28)	9	75%	90%	91.19	18.63	99.87	24
Q3 2024 (AL 29)	10	75%	90%	91.2	18.86	99.92	24.2
Q4 2024 (AL 30)	11	75%	90%	90.39	18.23	99.8	24.67
Q1 2025 (AL 33)	12	75%	90%	90.66	19.35	99.79	24.72
Q2 2025 (AL 35)	13	75%	90%	91.54	19.33	99.82	24.18

* * * * *

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 February 2, 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.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

February 2, 2026
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 39

**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.



California
Public Utilities
Commission



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CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: 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
 LITIGATION AND REGULATORY COUNSEL
 VIA TRANSPORTATION INC.
 95 MORTON STREET, 3RD. FL.
 NEW YORK, NY 10014
 FOR: VIA TRANSPORTATION INC.

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

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

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

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

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

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

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

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

ROBYN WAPNER
 SR. GOV'T RELATIONS ANALYST
 SAN DIEGO ASSOCIATION OF GOVERNMENTS

MARK POTTER
 ALTRUISTIC INC DBA BOUNCE
 9845 ERMA ROAD, STE. 300

401 B STREET, SUITE 800
SAN DIEGO, CA 92101
FOR: SAN DIEGO ASSOCIATION OF
GOVERNMENTS

SAN DIEGO, CA 92131
FOR: ALTRUISTIC INC. DBA BOUNCE

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

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

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

NICOLE BOHN
DIRECTOR
SF MAYOR’S OFFICE ON DISABILITY
1155 MARKET STREET 1ST FLOOR
SAN FRANCISCO, CA 94103
FOR: SAN FRANCISCO OFFICE ON DISABILITY
AND ACCESSIBILITY (ODA) (FORMERLY SAN
FRANCISCO MAYOR’S OFFICE OF DISABILITY
(MOD))

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

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

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

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

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

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

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

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

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

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

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

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

AUSTIN BROWN
EXECUTIVE DIRECTOR
UC DAVIS POLICY INSTITUTE
1605 TILIA STREET, SUITE 100
DAVIS, CA 95616

SEAN TIEDGEN
SR. TRANSP PLANNER
SHASTA REGIONAL TRANSPORTATION AGENCY
1255 EAST STREET, STE. 202
REDDING, CA 96001

FOR: UC DAVIS POLICY INSTITUTE FOR
ENERGY, ENVIRONMENT, AND THE ECONOMY

FOR: SHASTA REGIONAL TRANSPORTATION
AGENCY (SRTA)

Information Only

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

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

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

APARNA PALADUGU
ZOOX
EMAIL ONLY
EMAIL ONLY, AA 00000

AUSTIN HEYWORTH
UBER
EMAIL ONLY
EMAIL ONLY, CA 00000

CALEB CARRIZALES
LYFT
EMAIL ONLY
EMAIL ONLY, CA 00000

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

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

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

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

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

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

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

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

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

LEGAL DIVISION
CPUC
EMAIL ONLY
EMAIL ONLY, CA 00000

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

MADDY RUVOLO
SFMTA
EMAIL ONLY
EMAIL ONLY, CA 00000

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

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

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

PAT PIRAS
EMAIL ONLY
EMAIL ONLY, CA 00000

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

PHILIP LAW
EMAIL ONLY
EMAILONLY, CA 00000

PRISCILLA FREDUAH-AGYEMANG
EMAIL ONLY
EMAIL ONLY, CA 00000

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

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

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

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

TOM ASHLEY
VOLTERA
EMAIL ONLY
EMAIL ONLY, CA 00000

TOM BELLINO
EMAIL ONLY
EMAIL ONLY, CA 00000

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

DAVIS WRIGHT TREMAINE LLP
EMAIL ONLY
EMAIL ONLY, CA 00000

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

HOPSKIPDRIVE, LLC
EMAIL ONLY
EMAIL ONLY, CA 00000

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

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

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

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

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

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

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

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

EDWIN SCHMITT
CALIF PUBLIC UTILITIES COMMISSION
COMMISSIONER JOHN REYNOLDS
320 West 4th Street Suite 500
Los Angeles, CA 90013

JAMES O. JOHNSTON
JONES DAY
555 SOUTH FLOWER ST, FIFTIETH FL.
LOS ANGELES, CA 90071

PARMINDER JOEA
EXECUTIVE RIDE LLC
4532 W IMPERIAL HWY
HAWTHORNE, CA 90304

FOR: INSTITUTIONAL EQUITY INVESTORS

FOR: EXECUTIVE RIDE LLC DBA OPOLI

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

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

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

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

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

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

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

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

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

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

MARI DAVIDSON
MANAGING COUNSEL
WAYMO LLC
100 MAYFIELD AVENUE
MOUNTAIN VIEW, CA 94043

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

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

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

LESLIE FERNANDEZ
CITY ATTORNEY OFFICE
CITY AND COUNTY OF SAN FRANCISCO
1390 MARKET STREET, 7TH FLOOR
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

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

SUSAN CLEVELAND-KNOWLES
GEN. COUNSEL / DEPUTY CITY ATTY.
OFFICE OF THE CITY ATTORNEY
1390 MARKET STREET, 7TH . FOX PLAZA
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

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

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

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

BRIAN KAHS

CAITLIN POLLOCK

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

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

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

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

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

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

JACK CHANG
 CALIF PUBLIC UTILITIES COMMISSION
 ADMINISTRATIVE LAW JUDGE DIVISION
 ROOM 5020
 505 VAN NESS AVENUE
 SAN FRANCISCO, CA 94102-3214

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

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

NIKI BAWA
 CALIF PUBLIC UTILITIES COMMISSION
 LEGAL DIVISION
 ROOM 5029
 505 VAN NESS AVENUE
 SAN FRANCISCO, CA 94102-3214

REAGAN ROCKZSFFORDE
 CALIF PUBLIC UTILITIES COMMISSION
 COMMUNICATIONS DIVISION
 AREA
 505 VAN NESS AVENUE
 SAN FRANCISCO, CA 94102-3214

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

TERENCE SHIA
 CALIF PUBLIC UTILITIES COMMISSION
 DIVISION OF WATER AND AUDITS
 ROOM 5306
 505 VAN NESS AVENUE
 SAN FRANCISCO, CA 94102-3214

TERRA M. CURTIS
 CALIF PUBLIC UTILITIES COMMISSION
 CONSUMER PROTECTION AND ENFORCEMENT DIVI
 AREA
 505 VAN NESS AVENUE
 SAN FRANCISCO, CA 94102-3214

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

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

ALEXANDER LARRO
 UBER TECHNOLOGIES, INC.
 SFMTA
 1455 MARKET STREET, 4TH FLOOR
 SAN FRANCISCO
 , CA 94103

FOREST BARNES
 1 SOUTH VN NESS AVENUE, 7TH FLOOR
 SAN FRANCISCO, CA 94103

JADIE WASILCO
 SR. ANALYST, GOV'T AFFAIRS DIVISON
 SF MUNICIPAL TRANSPORTATION AGENCY
 1 SOUTH VAN NESS AVENUE, 8TH FLOOR
 SAN FRANCISCO, CA 94103

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

JUSTINE WOODLAND
 UBER TECHNOLOGIES, INC.
 1455 MARKET STREET, 4TH FLOOR

KATE TORAN
 DIR.-TAXIS, ACCESS & MOBILITY SVCS DIV.
 S. F. MUNICIPAL TRANSPORTATION AGENCY

SAN FRANCISCO, CA 94103

1 SOUTH VAN NESS AVE., 7TH FLOOR
SAN FRANCISCO, CA 94103

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

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

MEHER DHALIWAL
ACCESSIBLE SVCS
SFMTA
1 SOUTH VAN NESS AVENUE, 7TH FLOOR
SAN FRANCISCO, CA 94103

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

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

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

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

LAURIE EDELSTEIN
ATTORNEY
JENNER & BLOCK LLP
525 MARKET STREET, 29TH FLOOR
SAN FRANCISCO, CA 94105

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

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

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

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

CHRISTOF BAUMBACH
CEO
WINGZ, INC.

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

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

SAN FRANCISCO, CA 94107

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

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

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

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

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

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

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

RACHELLE CHONG
COUNSEL
LAW OFFICES OF RACHELLE CHONG
345 WEST PORTAL AVENUE, STE. 110

SAN FRANCISCO, CA 94127

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

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

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

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

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

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

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

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

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

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

CURTIS L. CHILD
LEGISLATIVE DIR
DISABILITY RIGHTS CALIFORNIA
1831 K STREET
SACRAMENTO, CA 95811-4114

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

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

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

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

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

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

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

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

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

[TOP OF PAGE](#)

[BACK TO INDEX OF SERVICE LISTS](#)