PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

VIA ELECTRONIC MAIL

August 8, 2025

Justine Woodland
Uber Technologies, Inc.
1515 Third Street
San Francisco, CA 94158
jwoodland@uber.com

Subject: Uber Advice Letter 36 Disposition

Dear Justine Woodland,

Pursuant to Commission Decision D.24-12-004, the Consumer Protection and Enforcement Division (CPED) of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records. This status certificate indicates:

> Advice Letter Number
> Name of Filer
> CPUC Corporate ID number of Filer
> Subject of AL Filing
> Date Filed
> Disposition of Filing (Approved, Rejected, Withdrawn, etc.)
> Effective Date of Filing

CPED did not receive any protests against Uber AL 36.

Please review your advice letter filing with the information contained in the attached AL status certificate and the Appendix for a description of the AL and staff's disposition. If you have any questions on this matter, please contact CPED Staff via email at noah.thoron@cpuc.ca.gov.

Sincerely,

Joshua Huneycutt
Program Manager, Transportation Licensing and Analysis Branch
Consumer Protection and Enforcement Division

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Advice Letter Status Certificate

Status of Advice Letter 36 as of August 8, 2025

Uber Technologies, Inc. (TCP 38150)
Attention: Justine Woodland
1515 Third Street
San Francisco, CA 94158

Advice Letter Subject:	**Compliance regarding services offered to unaccompanied minors**
Division Assigned:	Consumer Protection and Enforcement
Date Filed:	7/19/2025
Advice Letter Tier:	Tier 1
Disposition:	**Approved**
Effective Date:	**8/8/2025**
CPUC Contact Information:	noah.thoron@cpuc.ca.gov
TNC Contact Information:	Justine Woodland jwoodland@uber.com

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Appendix: Staff Review and Disposition

<u>Background</u>

In accordance with D.24-12-004, Uber Technologies, Inc. filed advice letter (AL) 36 on July 19, 2025, describing their compliance regarding services offered to unaccompanied minors. CPED did not receive any protests against AL 36.

This disposition evaluates Uber's compliance with the requirements described in D.24-12-004.

D.24-12-004 requires all Transportation Network Companies (TNCs) whose drivers intend to transport unaccompanied minors in California to file a Tier 1 AL within 60 days of the decision's adoption describing how the TNC implements live trip tracking accessible by parents and/or guardians; the safety procedures at pickup and drop-off locations; and how the TNC implements driver training on issues specific to transporting an unaccompanied minor. The deadline for filing was February 14, 2025. Uber was not transporting unaccompanied minors on that date. Following consultation with CPED and in preparation for an anticipated relaunch of this service on or after September 15, 2025, Uber filed AL 36.

<u>Discussion</u>

A. Disposition of AL 36

Uber Technologies, Inc. filed advice letter (AL) 36 describing their compliance regarding services offered to unaccompanied minors. D.24-12-004 provides the requirements for TNCs transporting unaccompanied minors:

> *Each Transportation Network Company that offer services to unaccompanied minors must submit informational filings within 60 days of the adoption of this decision and annually thereafter via Tier 1 Advice Letter that:*
>
> > *(a) Describes how they provide a form of real-time ride tracking to an unaccompanied minor's parents or custodial adults so that they can accurately track the initiation and completion of that unaccompanied minor's transport;*
> >
> > *(b) Describes how they implement safety procedures such as the adoption of a personally identifiable number (PIN) for the pickup of unaccompanied minors so that the minors know that they are entering the correct vehicle;*
> >
> > *(c) Describes how the PIN confirms the unaccompanied minor's age eligibility without requiring the unaccompanied minor to provide their date of birth;*
> >
> > *(d) Describes how they implement safety procedures for the drop-off of unaccompanied minors so that the drivers know if the unaccompanied minor will be met at the destination spot by the minor's parent or custodial adult; and*
> >
> > *(e) Describes how they provide drivers with training on the transport of unaccompanied minors, including the understanding of the pickup and drop-off procedures.*

Table 1 below shows whether Uber has met all the listed requirements.

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Table 1:

Decision Requirements:	Uber's compliance with the requirements:	Satisfies Requirements?
Live trip tracking, accessible by parents and/or guardians	All Uber for Teens trips have live trip tracking on by default, sharing a trip status with their guardians.	**Yes**
Safety procedures at pick-up	Teen riders are provided a unique PIN in their app and are required to provide it to the driver before a trip can start. Teenage riders are also provided with the driver's name and photograph and the vehicle's make, model, and plate number.	**Yes**
Confirming age eligibility without requiring full date of birth	Guardians create Uber for Teens accounts for their teenagers, inputting the date of birth at this stage. Drivers are provided a rider's name and age in whole years. Uber uses the aforementioned PIN for drivers to verify a rider's age.	**Yes**
Safety procedures at drop-off	Uber uses a three-way messaging feature to communicate between driver, passenger, and guardian. Guardians are asked if they want to notify the driver that an adult will be present at drop-off, and if so, the app sends a preloaded notification to the driver.	**Yes**
Implementation of driver training	Drivers are required to complete teen transportation specific trainings. The trainings cover: safety features, pick up and drop off procedures, communications with parents or guardians, spotting human trafficking, responding to AMBER alerts, and Uber's Community Guidelines.	**Yes**

Having met all parts of the criteria in D.24-12-004 Ordering Paragraph 6 and having submitted the required informational filing, Uber's AL 36 is approved.