Waymo LLC
1600 Amphitheatre Pkwy
Mountain View, CA

November 2, 2026

California Public Utilities Commission
Ms. Terra Curtis, Director
Consumer Protection and
Enforcement Division
505 Van Ness Ave.
San Francisco, CA 94102

Re: Waymo AV Passenger Service (TCP0038152-A) - Narrative Responses for Q3 2026 (Reporting period: July 1 - September 30, 2026) Quarterly Report.

1. **Is your AV service open to the general public? If not, who is eligible to participate?**

   Waymo is steadily growing our passenger carrier service in the San Francisco Bay Area and Los Angeles metropolitan areas. Waymo riders may request rides immediately after downloading the Waymo app and successfully creating an account with Waymo, except in areas where we may have limited service capacity and are growing to meet anticipated rider demand. We are excited to continue to scale our service capacity to provide all interested riders with quality service. Future riders may indicate their interest in riding with us through the Waymo app and we look forward to serving them as we expand our ridership.

2. **What accessibility services does your service provide? Include a description of activities to accommodate customers who use wheelchairs or are otherwise movement impaired; are blind or have other visual impairments; and any other accessible services you provide.**

   During the third quarter of 2026 (Jul 1 – Sep 30 reporting period), Waymo continued our ongoing work to study and develop features and service enhancements to help assist and accommodate riders of different abilities. Waymo upgraded our in-app Rider Support chat on iOS (with Android following in Q4). These enhancements make in-app chat a more seamless and reliable text-based alternative to phone support for riders, including those who are deaf, hard of hearing, or prefer text communication. For more on Waymo's accessibility services, please see our Passenger Safety Plan (August 2026).

3. **How have you engaged with accessibility advocates to inform your operations?**

   During the third quarter of 2026 (Jul 1 – Sep 30 reporting period), Waymo continued to be active and engaged with accessibility advocates. Highlights from our California engagements include:

SF Bay Area:

- September 2026
  - Sponsored and attended the National MS Society's Dinner of Champions and provided a discounted ride promo code for event guests

Los Angeles Area:

- August 2026
  - Conducted product demonstrations for several San Diego based accessibility organizations including the Braille Institute of San Diego and the San Diego Center for the Blind
  - Sponsored Integrated Community Collaborative's annual advocates conference, bringing together disability advocates from Spanish speaking communities
- September 2026
  - Presented at AARP San Diego and Senior Tech Connect's Virtual Roundtable on Transportation for the Aging Population

4. **Describe any new accessibility services you expect to provide in the near term.**

   Waymo plans to continue our work to improve the Waymo app user interface for the benefit of our riders, including those with limited mobility.

5. **What actions have you taken to ensure your AV operations reduce greenhouse gas emissions and air quality hazards in California?**

   Waymo's sustainability goal is to expand access to electric vehicles while supporting walkable, bikeable, and transit-rich communities.

   During the third quarter of 2026 (Jul 1 – Sep 30 reporting period), Waymo continued to operate a zero-emission battery electric fleet and provide a shared electric mobility service to the public. Waymo's EV chargers in California continue to be powered by renewable electricity, when possible, through a combination of 1) sourcing renewable electricity from utilities and community choice energy programs and 2) quarterly renewable energy certificate matching under the State's Low Carbon Fuel Standard (LCFS) program. Waymo's EV chargers participating in CARB's LCFS program achieve a fuel carbon intensity of zero by pairing charging energy with renewable energy sources meeting LCFS standards. During the third quarter of 2026 (Jul 1 – Sep 30 reporting period), our sustainability metrics include avoiding 530+ tons CO_2 for every 500,000+ trips serviced.[1]

[1] Emissions avoidance calculation follows the Waymo One Avoided Emissions Methodology assuming 500,000 trips per week, an average trip distance of about 4.4 miles per trip, an avoided emissions rate of 161 grams per passenger-mile in 2026 (CA Clean Miles Standard 2026 GHG target), and a vehicle occupancy of 1.5 passengers per trip.

The Waymo sustainability web page continues to share information on the clean energy sources and providers that power Waymo's shared all-electric fleet. Our commitment to sourcing renewable energy from local energy suppliers includes collaboration with community choice energy programs like CleanPowerSF and Silicon Valley Clean Energy and municipal utilities like Los Angeles Department of Water and Power, allowing us to make zero-emissions transportation a convenient choice for more people.

Waymo continues to partner with California-based B2U Storage Solutions to repurpose Waymo's retired electric vehicle fleet batteries into stationary grid-scale energy storage, focusing initial deployments on key operational markets like California and Texas. Utilizing B2U's technology, these second-life battery systems—including those at B2U's facilities interconnected to the California Independent System Operator wholesale market in Los Angeles and Santa Barbara Counties—will absorb midday surplus solar power and discharge it during peak demand hours. By repurposing EV batteries before final recycling, the initiative advances California's energy storage goals and enhances grid reliability while maximizing the lifecycle efficiency of Waymo's fleet.

In September, Waymo also announced an innovative transit rewards program in partnership with Visa. This first-of-its-kind initiative rewards riders with Waymo Cash when they connect their Waymo rides with public transit and use their Visa card. Recent surveys show that over 50% of Waymo riders in our most mature service areas (San Francisco, Los Angeles, and Phoenix) use public transit, so we're proud to invest directly in this connectivity to make everyday commutes easier and more affordable. The transit rewards program works alongside the regional transfer discount programs and tap-to-pay model launched in the San Francisco Bay Area last December. The program applies to all 27 San Francisco Bay Area transit agencies that accept contactless Visa tap-to-pay.

To participate, riders will link their Visa card in the Waymo app. When riders in the SF Bay Area use their Visa card to take a Waymo trip and public transit within 2 hours of each other, we will automatically issue $2.85 in Waymo Cash, which is the cost of a bus fare in San Francisco.

Alongside the launch of our transit rewards program, we're also announcing a partnership with Caltrain, which accepts tap-to-pay. Waymo will lease 40 dedicated Caltrain station parking spaces to better serve transit riders with staged vehicles. This is a model we hope to replicate with additional transit agencies, ultimately enabling more seamless connections between Waymo's service and public transit.

In addition to increasing the accessibility and affordability of sustainably powered EV mobility, Waymo is actively involved in promoting safer streets for all road users—including walking and biking—in the communities that we serve and hope to serve. Waymo continues to partner with road safety organizations such as Mothers Against Drunk Driving (MADD), California Walks, and Streets are for Everyone to support initiatives that promote safer, more walkable and bikeable communities. In September, Waymo sponsored MADD Southern

California's annual 5K Walk, which uplifts and honors the victims and families of impaired driving crashes. We also supported the San Diego Bicycle Coalition's effort to propose a regional bike share program that could build a stronger multi-modal network for San Diegans.

6. **Describe any new activities you expect to take in the near term to reduce greenhouse gas emissions and air quality hazards.**

   Waymo continues to scale our California passenger carrier service, thereby expanding rider access to Waymo's zero-emissions EVs. In addition to increasing access to shared EVs, Waymo will continue to be actively involved in promoting safer, more walkable, and bikeable communities, fostering cleaner and safer mobility options for all road users. Waymo will gradually roll out our transit rewards product feature to the SF Bay Area over the next quarter, and partnership with Caltrain, helping our riders bridge first- and last-mile gaps.

   Waymo also plans to continue to participate in the California Air Resource Board's LCFS program and to invest in EV charging infrastructure supported by 100% renewable energy when possible.

7. **How have your operations provided service to low-income communities; disadvantaged communities; and communities that are rural, speak a primary language other than English, or are otherwise hard to reach?**

   During the third quarter of 2026 (Jul 1 – Sep 30 reporting period), Waymo's efforts to serve low-income, disadvantaged, or otherwise hard-to-reach communities included our ongoing charitable delivery partnership with Openhouse in SF. Since July 2023, we've delivered fresh groceries to up to 30 community members each week using Waymo vehicles. See our blog and video highlighting this impactful partnership.

   We continue to invest in our program aimed at enhancing transportation accessibility for members of our community by offering free ride codes to nonprofit partners who serve community members who face challenges in accessing transportation services, particularly those with limited mobility or financial resources. Waymo built a new partnership with Girl Gang Crazy, a nonprofit women's run club, that is aimed at creating safe spaces and empowering women from underinvested communities through sisterhood. Through our partnership, we provide free and subsidized ride codes for women to safely get to and from their runs at any point of the day or night. These rides provided an accessible option that ensured participants were able to focus on their runs and not have to be mindful of their surroundings .

   Waymo provides educational presentations and helpful resource materials, both in person and virtually, to nonprofits and disability advocacy organizations to ensure that communities are familiar with our technology, accessibility features, language options and know how to

use their free and discounted ride promo codes. These presentations have been well received and proven helpful to ensure a safe and seamless experience for riders.

This quarter in San Francisco, Waymo continued to collaborate with Community Youth Center (CYC) to support their Strengthening Families Program (SFP). CYC shared:

> Our team emphasized just how instrumental the Waymo vouchers have been in helping families consistently attend the program. SFP meets in the evenings from 6–8 PM, and reliable transportation can be a significant barrier for some of the families we serve. Having Waymo available has allowed us to better accommodate families who need transportation support and, importantly, help them get to and from our sessions safely. Thank you again for making such a practical and meaningful difference for our families, we really appreciate the partnership.

In Los Angeles we continued building our relationship with supporting Harvest Home and Homeboy Industries with in-kind ride credits to help support their ongoing transportation needs. We also provided several presentations and demonstrations for senior groups and organizations like Saint Barnabas Senior Services, hoping to bridge the digital access divide that many seniors face.

In an effort to reach more communities with safe and clean mobility, the Waymo Apps and In-Car Experience (ICX) now support over 10 languages including: Japanese, Korean, English, German, Polish, Italian, Filipino, Spanish, Chinese (Traditional & Simplified), French.

8. **How have you engaged with advocates for those communities to inform your operations?**

During the third quarter of 2026 (Jul 1 – Sep 30 reporting period), Waymo continued to be active and engaged with advocates representing low-income and/or disadvantaged communities, including those who may be historically "hard to reach" due to language or other such barriers. Highlights from our California engagement include:

SF Bay Area:

- July 2026
  - Sponsored Daly City Partnership's Family Resource Day
  - Sponsored, attended and provided remarks at the MADD Bay Area Law Enforcement Recognition Awards
  - Provided free multi-ride promo codes to:
    - Mission Bit to help alleviate transportation barriers getting instructors, supplies, etc. to and from SFUSD high school computer science classrooms
    - Openhouse to help alleviate transportation barriers and increase safety for LGBTQIA+ seniors

    - Curry Senior Center so they can continue to run their *Joy Ride* program for seniors. This program involves seniors taking Waymo rides to adventure around SF, keep active and avoid isolation.
- August 2026
    - Provided discounted ride promo codes to Compass Family Services to promote safe travel to and from their annual Toast & Taste: City of Magic fundraising event
    - Provided discounted ride promo codes to ColorStack to support their annual Stacked Up Summit, bringing together Black and Latinx computer science students, alumni, and corporate partners
    - Provided free multi-ride promo codes to the Homeless Prenatal Program to support low-income community members having access to safe and accessible transportation
    - Provided free multi-ride promo codes to support the Community Youth Center's (CYC) Strengthening Families Program
- September 2026
    - Sponsored Chinatown Night Out in collaboration with the SF Police Department and local nonprofits
    - Sponsored and attended the Chinatown Community Development Corporation Gala
    - Sponsored and participated in Bike MS: Waves to Wine 2026
    - Hosted a special community-focused event in partnership with the Golden State Valkyries and invited Compass Family Services, The Women's Building and St. Anthony's to participate. The event included family friendly activities, the opportunity to watch the Valkyries warm-up on the court and then attend the game
    - Sponsored and attended the SF Education Fund's Back-to-School Gala
    - Sponsored and attended Curry Senior Center's *Come Fly With Me: A Fundraiser To Remember* and provided a discounted ride promo code for event guests
    - Sponsored and attended Los Altos Mountain View Community Foundation's Oktoberfest

Los Angeles Area:

- July 2026
    - Sponsored and provided free rides for Girl Gang Crazy, a women led run club creating safe spaces and community.
    - Hosted training for staff at Wise and Healthy Aging Senior Club and provided a live demonstration
    - Sponsored and provided subsidized rides at the Downtown Santa Monica Association's Santa Monica Block Fest event series
- August 2026
    - Sponsored and attended United Way of San Diego annual gala
    - Provided demo rides for several San Diego community organizations including Jewish Family Services, Mana De San Diego, Greater than Tech, and the San Diego Seniors Foundation

- September 2026
  - Sponsored and showcased at the Malibu Boys and Girls Club. Annual Chili Cook Off in partnership with Driving Change, a road safety Initiative of the Emily Shane Foundation
  - Sponsored and attended Homeboy Industries annual 5K run in Downtown Los Angeles to raise money for reentry workforce development for former gang members.
  - Provided a technology presentation and demo for seniors at the Inglewood Senior Center
  - Sponsored and showcased the vehicle at the annual Move with MADD walk in Long Beach

9. **Describe any new services you plan to add in the near term that will expand service to the communities listed above.**

Waymo will continue to engage with riders of diverse backgrounds and needs as we grow our California passenger carrier service. Waymo supports community partners through financial sponsorship, volunteerism and using vehicles for both rides and charitable deliveries. Waymo has built a robust community free and subsidized ride program, offering free and subsidized rides to local nonprofit and disability advocacy partners to help community members access safe and accessible transportation. Current participants in the Bay Area include Curry Senior Center, Homeless Prenatal Program, The Arc San Francisco, Mission Bit and many more organizations. These rides help community members reach essential destinations such as going to medical appointments, running errands, attending events and receiving services or simply just visiting friends and family. In Los Angeles, we continue to provide free and subsidized rides to several organizations including Homeboy Industries, U.S. Vets of Los Angeles, Harvest Home, the Karsh Center, and the Brotherhood Crusade. The credits help provide transportation access for homeless pregnant mothers, former gang members, college students, and veterans. This is an ongoing program that our community partners have shared has had a tremendous positive impact on their community.

Our weekly grocery delivery partnership with Openhouse and the SF-Marin Food Bank continues to be a success; since July 2023 every Wednesday, Waymo has used three vehicles to deliver groceries to up to 30 LGBTQIA+ seniors.

Waymo is proud to partner with the American Red Cross this November for our annual rider blood drive. As blood supplies typically decline heading into the holiday season, this initiative aims to support local healthcare needs across the Bay Area. To encourage participation, Waymo will provide two complimentary rides to every rider who donates blood at a Red Cross donation location in the Bay Area. Learn more here.