November 2, 2026

California Public Utilities Commission
ATTN: Terra Curtis
505 Van Ness Avenue
San Francisco, CA 94102

Re: Zoox Autonomous Vehicle TCP (TCP 0038380-P) Pilot Passenger Service Quarterly Data Report (July 1, 2026 to September 30, 2026) - Narrative Data Responses

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

The Zoox Explorers program is live in San Francisco and, as we grow, we will continue to welcome members of the public off our waitlist to be among the first to ride.[1]

Zoox continues to operate our Rider Lounge in San Francisco's Union Square, which is staffed by a Zoox concierge team.[2] All members of the public are welcome at the Rider Lounge where the concierge team will answer any questions, introduce visitors to the robotaxi, and explain its technology and our service. The concierge team can also hail a ride for visitors, either a loop route or to a destination in the service area.

(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.

To create an inclusive transportation service, Zoox is working towards enhancing the applications, products, and services we offer to align with the needs of communities with disabilities. Our current fleet is made up of our first vehicle platform intended for public road operations. It won't be our last. We are exploring future products that will be even more inclusive and reflect the needs of diverse community members.

[1] The Zoox Explorers program is an early iteration of our public ridehail service under the Commission's Driverless AV Pilot permit. This program will open to a wider segment of riders who can receive free rides as we continue to collect feedback and refine our operations in preparation for a commercial service.

[2] More information about the Zoox Rider Lounge is available at: https://zoox.com/journal/rider-lounge-san-francisco.

Our service and the Zoox robotaxi have accessibility features designed to support those with low vision and blindness, deafness and difficulty hearing, or mobility challenges. For those bringing assistive mobility devices such as a walker or foldable wheelchair, riders should keep the devices on the floor of the robotaxi. With an assistive mobility device, the vehicle may be unable to support four passengers depending on the device's size.

Zoox continues to work towards enhancing vehicle identification features for riders using light and sound. For example, the "Find My Zoox" feature allows riders to choose from one of five unique color and sound themes to help to identify their robotaxi at pick up. The feature also allows riders to prompt the vehicle to play an audio chime to assist with identifying and locating their vehicle. This experience follows a rider inside, as their initials appear on the in-cabin screens at each seating position and their theme color fills the interior, providing instant confirmation that a rider is in the right place.

Our in-cabin audio notifications help passengers know what to do throughout the journey. Our mobile app and touchscreens meet contrast minimums for those with low vision, and the mobile app is screen reader capable. During emergency scenarios, our vehicle has Emergency Call Buttons on the light bar above the seat. Both buttons have "emergency" written in English and "emerg" in Braille. Pressing this button connects passengers to Zoox Support, who can remotely support passengers in various scenarios. The Emergency Call Buttons are reachable above the seats.

Important ride information, including safety critical instructions, is provided visually on the touchscreen. Deaf or hard of hearing riders can reach Zoox Support by texting the phone number in the help menu on the Touchscreen.

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

We engage with several leading accessibility advocacy organizations, including but not limited to: the American Association of People with Disabilities' We Will Ride Coalition; the American Council of the Blind; Lighthouse for the Blind and Visually Impaired; the National Federation of the Blind; and the United Spinal Association. Through these relationships, we participate in annual conferences and convenings, providing valuable opportunities to connect directly with organizational leadership and the communities they serve. These relationships help us learn from accessibility experts and advocates with lived experience while advancing our shared goal of building more inclusive mobility solutions.

Past examples of our engagement include:

- AccessSFUSD: The Arc: Hosting students with disabilities for rides in the Zoox robotaxi and requesting feedback on their experience.[3]

- AAPD & We Will Ride Coalition: Participating in developing and discussing the coalition's Scorecard Evaluation Criteria, which assesses the automotive and autonomous vehicle industries on accessibility progress from community outreach and design to production plans. The Scorecard helps track industry-wide efforts toward creating vehicles that serve a broad range of people with disabilities.

- United Spinal Association: Reviewing and discussing the organization's Corporate Challenge criteria, which promote disability inclusion in workplace culture, and participated in virtual Tech Access Council meetings for relevant working groups. Supporting and joining the SecureRide Coalition, exploring how to safely self-secure wheelchairs in autonomous vehicles.

- Lighthouse for the Blind and Visually Impaired: Entering into conversations with the CEO and Director of Accessible User Experience to explore opportunities for hands-on evaluation of our mobile app's compatibility with Web Content Accessibility Guidelines (WCAG). We also participated in their Lighthouse Day and White Cane Day community events.

- American Council for the Blind: Presenting at their annual leadership conference to share details about planned operations and addressing questions about our accessibility features. Also, participating on a policy panel at their 2026 DC Leadership Conference.

- American Federation for the Blind: Hosting their research team at the Zoox headquarters for a hands-on demo of vehicle identification on using light and sound demo and further discussion on accessibility.

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

[3] More information on AccessSFUSD: The Arc is available at: https://www.sfusd.edu/school/accesssfusd-arc/details.

In addition to the features described in the "Accessibility" section of our Passenger Safety Plan and included in our response to Question 2 above, we have implemented new capabilities and service offerings as we move toward a more publicly accessible passenger service – our Zoox Explorers program and Rider Lounge – in San Francisco. For example, our vehicle can accommodate riders who use foldable wheelchairs or other compact mobility devices. We will also provide information to dedicated, third-party wheelchair transportation services providers to riders who indicate that they need such services. Additionally, the "Find My Zoox" feature uses distinctive colored lights and sound patterns to help riders with vision issues identify their vehicle. Zoox also continues to improve our app more generally to support riders with visual disabilities.

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

The Zoox purpose-built robotaxi is an all-electric vehicle, thereby eliminating tailpipe emissions that contribute to greenhouse gas emissions and poor air quality in California communities. The Zoox robotaxi fleet is also designed for shared mobility, which means that it is meant to carry more passengers with a relatively modest fleet of electric vehicles. The intended effect is to reduce the number of individually occupied vehicles, many of which may very well be gasoline-powered, and move more people with fewer robotaxis.

Additionally, as a subsidiary of Amazon, we are aligned to The Climate Pledge, a commitment to reach net-zero carbon emissions by 2040, 10 years ahead of the Paris Agreement.[4] Companies that sign The Climate Pledge agree to measure and report greenhouse gas emissions on a regular basis.

This commitment by Zoox has taken several forms. Since 2019, for example, we have adopted a phased renewable energy strategy, starting with buying RECs (Renewable Energy Credits) to reduce our electricity consumption with renewables. We also have an ongoing effort to conduct a corporate GHG inventory for all scopes, which has helped to define our emissions hot spots and potential reduction areas. Finally, we are putting concerted effort into developing recycling partnerships for our high-voltage battery and other vehicle components when they reach the end of life.

[4] More information is available at: https://www.aboutamazon.com/planet/climate-pledge.

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

Please refer to our response to Question 5 above.

(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?

Zoox's operations under the Driverless AV Pilot permit are currently constrained to a modest geofence, serving a growing but select group of riders. As our operations grow and expand, we will provide more meaningful passenger service to an increasing number of the public within San Francisco.

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

Zoox sponsors and collaborates with several leading advocacy organizations focused on underserved and equity-centered communities, including the Brotherhood Crusade; Chinatown Community Development Center; Community Coalition; Community Youth Center (San Francisco); Cultura y Arte Nativa de las Americas (CANA); Hack the Hood; MissionBit; Vision Zero; Self-Help for the Elderly; San Francisco Chinese Chamber of Commerce; and Transform (TransformCA).

These organizations drive community-led solutions, policy advocacy, and innovative programming to build equitable and sustainable systems in housing, transportation, education, and cultural resources for those most impacted by historic disinvestment. Key areas of impact include transit equity and safety advocacy; youth mentorship and computer science access programs to high school students from underserved and underrepresented communities; arts education, mural projects, and cultural events for underrepresented communities; critical services to monolingual and limited English proficient populations; and developing affordable housing by supporting low-income families, adults, and seniors across dozens of San Francisco properties.

These partnerships enable us to participate in one-on-one meetings, annual conferences, fundraising events, and community events, offering invaluable opportunities to connect with organizational leadership and engage meaningfully with the communities they serve.

(9). Describe any new services you plan to add in the near term that will expand service to those communities.

Please refer to our response to Question 7 above.