Consumer Protection and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3214

RE: Support for Draft Resolution TL-19145

Dear Consumer Protection and Enforcement Division,

This letter is in support of Cruise's application for 24/7 service in San Francisco as described in Draft Resolution TL-19145.[1] I previously shared my support of Cruise's expansion during the December/January 2023 comment period for Advice Letter 002.

Cruise's electric, shared, and inclusive-design approach has the potential to improve mobility for those who need it most, such as:

- Those in wheelchairs or who are blind.
- People without a car, who, for example, need to get to their job at 4 AM when public transit does not operate.
- People who do not qualify for a driver's license.

I had the pleasure of interviewing Michele Lee, Senior Public Affairs Manager at Cruise, about the challenges of navigating the world while in a wheelchair.[2] Michele and others with disabilities and limited mobility shouldn't have to worry about whether they can easily or safely make it to their destination.[3] Disabled communities would be able to feel empowered and exercise more independence with Cruise's ride hail service and self-driving technology.

Cruise's electric vehicles, particularly as they are shared, also meet the objectives of California's climate goals. As Cruise and its competitors scale, the convenience and cost are sure to appeal to a larger market, reducing the need for single occupant vehicles and furthering progress in reducing climate impacts.

> Simply, what Cruise is proposing is going to change the way we live, just like the iPhone did 16 years ago.

Cruise can only change the world, if it can get to work moving people on a commercial basis. For that reason, I urge the commissioners to allow Cruise to operate 24/7 across San Francisco.

Best,
Ken Pyle

Cc: Douglas Ito, Director, Consumer Protection and Enforcement Division

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[1] These views are my own. Neither my company, Viodi, LLC, or myself are being paid by GM/Cruise, its competitors, or anyone else in the autonomous vehicle industry.
[2] See https://viodi.com/2023/03/24/designing-mobility-for-the-next-billion-passengers/
[3] See https://sfstandard.com/community/i-spent-weeks-traversing-sfs-unforgiving-streets-with-mobility-scooter-users/