May 31, 2023

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

Dear Consumer Protection and Enforcement Division,

The San Francisco Lesbian, Gay, Bisexual, Transgender Community Center (the Center) opened its doors in 2002 with a mission to connect our diverse community to opportunities, resources and each other to achieve our vision of a stronger, healthier, and more equitable world for LGBTQ people and our allies. We serve the full ethnic/racial, economic, geographic, age, religious, and cultural diversity of the Bay Area. As San Francisco's only organization serving the full spectrum of LGBTQ communities, the Center is a vital hub for providing access to information and resources that address the needs of the LGBTQ community. The Center has become a unique place of unity for our diverse LGBTQ communities, where together we can find strength, friendship, and connection to one another across identities and experiences.

The Center innovates powerful human service programs to meet changing community needs, to address problems that have been neglected, and to shine light on our culture and community in new ways. Our strategy has been to work closely with existing community organizations to identify gaps in services that we can fill and create timely initiatives where the Center's community-wide reach brings added value. The Center normally receives more than 9,000 visits to our building each month and has responded to the challenges posed by COVID-19 via robust hybrid services. We provide direct services to nearly 6,000 people each year, prioritizing programs for the most vulnerable among us, reaching community members from across the city. Approximately 57% of those we serve are Black, Indigenous, or other people of color (BIPOC); 19% are seniors age 65+; and 16% are youth/young adults. We regularly have 900+ volunteers and partner with dozens of local organizations.

Cruise's autonomous ride-hailing service has the potential to improve independence and create new mobility options for people who cannot drive due to age, having a disability or being unable to afford a personally owned vehicle. Specifically, for those within the LGBTQ community who have mobility barriers and face discrimination on public transportation and other forms of transportation. We understand Cruise to be particularly invested in designing and using their products to better serve the LGBTQ+ community.

The Center supports of Draft Resolution TL-19145 to enable Cruise to continue to explore supporting the LGBTQ+ community.

Sincerely,
Rebecca Rolfe Executive Director SF LGBT Center
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