



May 1, 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 Q1 2026 (Reporting period: January 1 - March 31, 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 first quarter of 2026 (Jan 1 - Mar 31 reporting period), Waymo continued our ongoing work to study and develop features and service enhancements to help assist and accommodate riders of different abilities. For more on Waymo's accessibility services, please see our Passenger Safety Plan (March 2025).

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

During the first quarter of 2026 (Jan 1 - Mar 31 reporting period), Waymo continued to be active and engaged with accessibility advocates. Highlights from our California engagements include:

SF Bay Area:

- February
 - Provided free ride promo codes to [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

- Provided free ride promo codes to [Dance Film SF](#), to help seniors experience Waymo and get safely to and from a community fundraising event
- March
 - Sponsored [LightHouse for the Blind San Francisco's Braille Challenge](#)
 - Provided a discounted ride promo code to all guests of the [Pomeroy Center's Banner of Love](#) gala. We also provided some free ride promo codes so adults who live with disabilities could safely and accessibly get to and from the gala
 - Sponsored and attended [AbilityPath's Power of Possibilities](#) fundraising event. We also provided free ride promo codes to the AbilityPath Ambassador program, to help adults who live with disabilities get safely and accessibility to and from the event
 - Sponsored and attended [The Arc Annual Breakfast](#)
 - Provided an educational Waymo presentation and demo rides for seniors in partnership with the City of Brisbane. More information about this collaboration [here](#)
 - Provided free multi-ride promo codes to [Achilles San Francisco Bay Area](#) to help alleviate transportation barriers for adult athletes who live with disabilities. The codes will be used for athletes to get to and from various sporting events, races, and Achilles social programming
 - Provided free multi-ride promo codes to [BORP](#) to help alleviate transportation barriers for adult athletes who live with disabilities. The codes will be used for athletes to get to and from various sporting events, races, and BORP social programming
 - Provided free multi-ride promo codes to [Openhouse](#) to help alleviate transportation barriers for LGBTQIA + seniors
 - Sponsored and attended the [Disability Rights California Gala](#).
 - Sponsored the Epilepsy Foundation of Northern California's [Seize the Moment Run for Epilepsy](#)

Los Angeles Area:

- February
 - Sponsored Epilepsy Foundation of Los Angeles Annual Walk at the Rose Bowl
- March
 - Sponsored and showcased new Ojai vehicle at the National Federation of the Blind California convention showcasing accessible features such as braille inside the vehicle doors

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, and has relevant features to enhance the pickup experience planned for future launch.

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

During the first quarter of 2026 (Jan 1 - Mar 31 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. When possible, Waymo's EV chargers participate in CARB's LCFS program with a fuel carbon intensity of zero. Waymo continues to be engaged in the Commission's Clean Miles Standard rulemaking proceeding—R.21-11-014.

Waymo's [sustainability web page](#) highlights our latest progress across our all-electric global fleet and our vision to expand affordable electric vehicle access while supporting walkable, bikeable, and transit-oriented neighborhoods. During the first quarter of 2026 (Jan 1 - Mar 31 reporting period), our sustainability metrics include avoiding 530+ tons CO₂ for every 500,000+ trips serviced.¹ 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 be part of LA Metro's Mobility Wallet, offering all-electric rides, participant discounts, and support for the program's evaluation. By integrating our zero-emission service into this Universal Basic Mobility (UBM) initiative, we provide an affordable option to access an electric vehicle while partnering with LA's broader transit ecosystem. This partnership directly addresses transportation insecurity, as **40% of program participants live in car-free households** and **50% do not possess a driver's license**.

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.

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.

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 is also continuing to invest in transit integration partnerships to help 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. Waymo is evaluating beneficial reuse purposes for EV batteries at their useful end-of-life. Waymo will continue to be engaged in the Commission's Clean Miles Standard rulemaking proceeding—R.21-11-014.

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 first quarter of 2026 (Jan 1 - Mar 31 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. Through this initiative, individuals from organizations such as Wise and Healthy Aging received ride codes during a recent LA wildfire relief event. Homeboy Industries case workers have access to codes for complimentary rides to help people reach essential destinations such as going to medical appointments, running errands, attending events and receiving services or simply just visiting friends and family.

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

This quarter, we hosted many educational presentations for community members, including a presentation and demo rides for seniors at the Brisbane Senior Center in collaboration

with the City of Brisbane. The City of Brisbane shared, “Participants who were curious about autonomous vehicles had the opportunity to learn more about this evolving technology and explore how it can expand accessibility in transportation, including a short drive around town!” More about this successful collaboration [here](#).

In Los Angeles we continued building our relationship with the Santa Monica Boys and Girls Club by participating and judging their annual Youth of the Year competition, giving youth insight into tech career pathways and professional development (LinkedIn). During Black History Month, we partnered with St Joseph’s Center on hosting a “Building Black Futures Salon at the California African American Museum which was attended by over 400 people (Instagram and LinkedIn).

In San Diego we sponsored the 42nd annual Chinese New Year Faire in partnership with the Chinese Benevolent Association of San Diego that hosted over 15,000 attendees and a static showcase of the new Ojai vehicle.

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 (US & UK), German, Polish, Italian, Spanish (Latin America), Chinese (Traditional & Simplified), French.

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

During the first quarter of 2026 (Jan 1 - Mar 31 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:

- January
 - Sponsored the African American Community Service Agency’s [46th Annual Dr. Martin Luther King, Jr. Luncheon](#)
 - Sponsored and attended the [Boys and Girls Clubs of Silicon Valley Youth of the Year Gala](#)
 - Provided free ride promo codes to community members seeking emergency safe transportation in collaboration with the [YWCA Golden Gate Silicon Valley](#)
- February
 - Provided free ride promo codes to community members seeking emergency safe transportation in collaboration with [Because Justice Matters](#)
 - Provided free ride promo codes to seniors facing barriers to transportation to experience the arts in collaboration with [Philharmonia Baroque Orchestra & Chorale](#)
 - Provided a discounted ride promo code to support a community event hosted by [MelanInScience](#)

- Provided free ride promo codes to [The Richmond Neighborhood Center](#) to provide safe transportation for teachers and students to and from a memorial for a student who died due to gun violence
- March
 - Sponsored, attended and provided a discounted ride promo code to all guests at the [American Red Cross Gala](#).
 - Donated 2 catered meals to support the [Free Tax Help Program](#) volunteers (VITA) at The Women's Building.
 - Provided free ride promo codes to the Salvation Army to provide safe, reliable transportation to both frontline staff and participating families at the Kroc Center located in the Tenderloin neighborhood in San Francisco. These promo codes help address safety concerns, reduce transportation barriers, and strengthen program outcomes in one of San Francisco's most vulnerable communities.
 - Provided free ride promo codes to the [Homeless Prenatal Program](#) to support low-income community members access safe and accessible transportation.
 - Provided free multi-ride promo codes to support the [Community Youth Center's](#) (CYC) Parent and Family Wellness program.
 - Provided free multi-ride promo codes to [Larkin Street Youth Services](#) to alleviate transportation barriers for young adults facing homelessness.
 - Provided free ride promo codes to the [Homeless Prenatal Program](#) to support low-income mothers and their children get safely where they need to go.

Los Angeles Area:

- February
 - Sponsored annual San Diego Chinese New Year Faire in partnership with the Chinese Consolidated Benevolent Association
 - Sponsored Black History Month event with St Joseph's Center fostering conversation around black wealth and home ownership
 - Participated and judged in Santa Monica Boys and Girls Club Youth of the Year event
 - Volunteered at the People's Concern Valentine's Day Give Back event, providing unhoused and domestic violence victims with new clothes, community, and support.
- March
 - Provided free ride promo codes for community members seeking safe reliable transportation in collaboration with The People Concern and Sojourn
 - Provided free ride promo codes for community members attending workshops around financial independence in collaboration with The Karsh Center

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 include Curry Senior Center, the SF LGBT Center, Daly City Partnership, LifeMoves, AbilityPath, Homeless Prenatal Program, The Arc San Francisco, LifeMoves 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. We plan to continue this program into the future. 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 3 vehicles to deliver groceries to up to 30 LGBTQIA+ seniors.

We also plan to keep offering free ride codes to vulnerable members of the community in LA through our nonprofit partners Harvest Home (single mothers), the LA LGBT Center, Homeboy Industries, The People's Concern, the Karsh Center, and Heart of Los Angeles. We will also continue to sponsor Waymo workshops with Bridge the Divide to give more opportunities for seniors to experience Waymo in Los Angeles.