

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



August 31, 2018

TNC Representatives:

This is a courtesy reminder that, pursuant to Decision (D.)13-09-045 Ordering Paragraph 1 and D.16-04-041, each TNC is required to submit the reports as required in the aforementioned Decisions. Please provide the required data no later than September 19, 2018, as required by law. Please utilize the data templates posted on the Commission website at <http://www.cpuc.ca.gov/General.aspx?id=3989>. All data should be PC compatible. In the bullet points below, Staff seeks to clarify the types of data that are required and requests a few additional pieces of information.

- Safety Requirement f: the number of drivers that became eligible and completed the TNC's driver training course.
- Regulatory Requirement g and D.13-09-045, Section 5.2: A report detailing the number and percentage of customers who requested accessible vehicles, and how often the TNC was able to comply with requests for accessible vehicles. This report shall also contain a description of any instances or complaints of unfair treatment or discrimination of persons with disabilities.
 - Staff directs each TNC to provide data to the CPUC in the format that is provided at the following link:
http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Licensing/Regulatory_Information/ReportonAccessibleVehicles_rev1.xls
 - Staff also directs each TNC to provide Accessibility Data in both confidential and public formats that detail the number and percentage of customers who requested accessible vehicles, and how often the TNC was able to comply with requests for accessible vehicles, as can be found at the following CPUC website:
<http://www.cpuc.ca.gov/General.aspx?id=3046>. An example of the format to provide this data can be found at the following link for "Lyft Accessibility Data 2014-2017":
http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Licensing/Transportation_Network_Companies/Lyft%20Accessibility%20Reports%20PUBLIC.xlsx. A public version of the data report shall contain numbers that have been rounded according to the following schedule:
 - Numbers 100 or smaller: round to nearest 10
 - Numbers 101 - 1000: round to nearest 100
 - Numbers 1,001 - 100,000: round to nearest 1,000
 - Staff further directs each TNC to provide a data report of instances or complaints of unfair treatment or discrimination of persons with disabilities. A public

version of this data report shall follow the format that can be found at the link http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Licensing/Transportation_Network_Companies/Uber%20Complaints%20on%20Unfair%20Treatment%20PUBLIC.XLSX that is available at the following CPUC webpage: <http://www.cpuc.ca.gov/General.aspx?id=3046>. A confidential version shall follow the format provided below.

Annual Report on Providing Accessible Vehicles		
Reporting Period: September 1, 2017 - August 31, 2018		
Date	Alleged transportation service issue	Resolution

- Regulatory Requirement j: A verified report detailing the number of rides requested and accepted by TNC drivers within each zip code where the TNC operates and the number of rides that were requested but not accepted by TNC drivers within each zip code where the TNC operates. The verified report provided by TNCs must contain the above ride information in electronic Excel or other spreadsheet format with information, separated by columns, of the date, time, and zip code of each request and the concomitant date, time, and zip code of each ride that was subsequently accepted or not accepted. In addition, for each ride that was requested and accepted, the information must also contain a column that displays the zip code of where the ride began, a column where the ride ended, the miles travelled, and the amount paid/donated. Also, each report must contain information aggregated by zip code and by the total for California of the number of rides requested and accepted by TNC drivers within each zip code where the TNC operates and the number of rides that were requested but not accepted by TNC drivers.
 - Staff also directs each TNC to include a column that displays the time that each accepted ride began and a column that displays the time that each accepted ride ended. Note that the time of each request and the time that each request is subsequently accepted or not accepted is included in Regulatory Requirement j.
 - Staff also directs each TNC to include a column that displays the name of the driver and a unique identification number representing the driver for each ride that was requested and accepted by TNC drivers and rides that were requested but not accepted by TNC drivers. The unique identification number shall be consistent for each driver and shall be the same unique identification number in all the document reports provided to the Commission under D.13-09-045 and D.16-04-041. For example, if Jane Smith did not accept Ride 1 that was requested on January 1, 2018 at 12:05am but did accept Ride 2 that was requested on January 2, 2018 at 12:10am, then the unique identification number for Jane Smith will be the same in the data provided in the reports for both instances.
- Regulatory Requirement k: A verified report in electronic Excel or other spreadsheet format detailing the number of drivers that were found to have committed a violation

and/or were suspended, including a list of zero tolerance complaints and the outcome of the investigation into those complaints. Each TNC shall also provide a verified report, in electronic Excel or other spreadsheet format, of each accident or other incident that involved a TNC driver and was reported to the TNC, the cause of the incident, and the amount paid, if any, for compensation to any party in each incident. The verified report will contain information of the date of the incident, the time of the incident, and the amount that was paid by the driver’s insurance, the TNC’s insurance, or any other source. Also, the report will provide the total number of incidents during the year.

- For zero tolerance complaints, Staff directs each TNC to confirm whether each driver is currently authorized to drive for that TNC.
- For incidents and collisions, Staff directs each TNC to specify the time period during which each incident/collision occurred, and the location of each incident/collision.
- For the cause of each incident and each collision, each record should at minimum include the following items of information:
 - What other party or parties were involved in the incident or collision? Specify whether other parties were pedestrians, bicyclists, motorcyclists, motorists, or another mode of transportation.
 - What was the sequence of events, and by which party, that led to the incident or collision? Specify which party or parties (if any) committed a traffic violation that contributed to the incident or collision. If such details are disputed by the parties involved, include the specific claim(s) of each party as to what caused the incident and/or collision.
 - If injuries and/or damages were alleged, specify the type (e.g., bodily, property damage) and amount of each allegation, by which party and against which party or parties.
- Staff directs each TNC to include incident data regarding assaults and harassments (sexual and non-sexual) committed by a TNC driver or passenger utilizing the format of the table below.

Complaint ID	Date of incident	Time of incident	Date Complaint Filed (month/day/year)	Time Complaint Filed	Date Complaint Resolved (month/day/year)	Time Complaint Resolved	Name of Driver (last, first)	Unique Identification of Driver	Waybill # Associated with Incident	VIN #	Description of Alleged Sexual Assault/Harassment	Investigation (Yes/No)	Consequence to Driver	Description of How Complaint Was Resolved

- In regards to the table above, examples of a description of the alleged sexual assault or harassment would include, but not be limited to, “Alleged sexual harassment”, “Alleged Verbal Sexual Harassment”,

“Alleged sexist comment,” “Alleged sexual exposure,” “Alleged stalking”
“Alleged unwanted physical advances,” “Alleged unwanted physical
contact,” “Driver allegedly kissed passenger.”

- In regards to the table above, examples of consequences to driver would include, but not be limited to, “Driver deactivated” or “Driver deactivated, then reactivated following investigation.”
 - Include a description of each TNC’s internal definition and, if different, working definition of assault, harassment, sexual harassment and sexual assault. If applicable, provide any citations or references to California state law.
- Staff further directs each TNC to include data regarding each citation that a TNC and/or driver receives from law enforcement. The data should include the name of the driver and a unique identification number representing the driver who was cited, the date and time of the citation, the location of the citation (e.g. at San Francisco International Airport), the amount of the citation, whether the citation was appealed, the final amount of the citation and who paid the citation (e.g. driver, TNC, other) . Finally, the data should contain a description of why the citation was issued. i.e. the violation that resulted in the citation.
 - As per the description in Regulatory Requirement j above, the unique identification number shall be consistent for each driver and shall be the same unique identification number in all the document reports provided to the Commission under D.13-09-045 and D.16-04-041. For example, if Jane Smith did not accept a ride requested on January 1, 2018 at 12:05am and was cited by law enforcement for a violation on January 2, 2018 at 1:00pm, then the unique identification number for Jane Smith will be the same in the data provided for the rides accepted and rejected under Regulatory Requirement j as well as the data provided under Regulatory Requirement k.
- Regulatory Requirement l: A verified report detailing the average and mean number of hours and miles each TNC driver spent driving for the TNC.
 - D.16-04-041: For each TNC that has a fare-splitting operation, the annual report shall contain evidence of the impact of fare-splitting operations on the environment and on reducing traffic-related injuries.
 - Staff directs each TNC to report the structure of the fares charged for each split-fare ride.
 - In compliance with Ordering Paragraph 1 of D.16-04-041, Staff directs each TNC to provide the number of TNC vehicles that have traveled more than 50,000 miles within a year.

- Staff further directs each TNC to provide a report on any incidents arising from fare-splitting operations.

The reporting period should begin on September 1, 2017, and should end on August 31, 2018. TNCs that received a permit to operate after September 19, 2017 should submit data beginning the first date of their operations.

We advise that you use the CPUC's secure ftp service, accessible here: cpucftp.cpuc.ca.gov/, to transmit your reports. Address your report submissions to Licensing_TNC@cpuc.ca.gov.

If you have any questions regarding these reporting requirements, please contact Brewster Fong by phone at (415) 703-2187 or email at Brewster.Fong@cpuc.ca.gov as soon as possible in order to avoid late-filing any of the required reports.

Very truly yours,

Brewster Fong
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California Public Utilities Commission

Consumer Protection and Enforcement Division - Transportation Enforcement Branch