



September 30, 2022

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

Re: Autonomous Vehicle TCP Passenger Service - Cruise Drivered & Driverless Deployment Quarterly Reports 6/1/2022 to 8/31/2022

Dear CPUC Autonomous Vehicle Programs,

On September 30, 2022, along with all other required reports, Cruise submits the narrative responses for the Drivered and Driverless Deployment Quarterly Data Reports. In responding to the questions below, Cruise included information for the approach that Cruise has taken for its services under all of its existing CPUC permits.

Please let me know if you have any questions.

Sincerely,

Prashanthi Raman
VP, Government Affairs

DRIVERED AND DRIVERLESS DEPLOYMENT QUARTERLY REPORT NARRATIVE RESPONSES

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

Yes, Cruise offers rides to members of the public under the CPUC Driverless Deployment Permit. Currently, Cruise is not offering any rides to the public under the CPUC Drivered Deployment Permit.

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.

Cruise is committed to providing an accessible app and in-ride experience. We are continually improving, testing and refining our accessibility features. To date, Cruise has included a number of features to improve accessibility for customers, including native iOS voiceover support for the Cruise app, improved wayfinding – including by giving blind or low-vision users the ability to honk the vehicle horn to identify the vehicle, walking directions from a user's location to the pickup point, two-way communications with Cruise Customer Support before and during the ride, as well as post-ride way finding support.



Additionally, in-cabin buttons for accessing customer support or ending the ride early have tactile features to identify them distinctly. Service animals and guide dogs are welcome for customers to bring in the vehicles.

For riders who are d/Deaf or hard of hearing, Cruise has an RTT service for Cruise Customer Support, prominent display of the vehicle's unique name on all sides of AV, as well as visual trip announcements on the in-car tablet screens.

Riders who utilize a wheelchair can access Cruise's current service by securely fitting a foldable wheelchair on the rear floor or backseat with one passenger. The rear floor and backseat can also accommodate similar sized foldable walkers and foldable scooters, in addition to other smaller assistive devices such as crutches and canes.

In August, 2022, Cruise launched an updated fully accessible website, which includes an accessibility support section with more information on what accessibility features that riders can expect. This information includes details on backseat dimensions and will continually be updated as features are rolled out.

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

Cruise has continued to engage with a range of users and advocacy organizations, such as the National Federation of the Blind, American Council of the Blind, San Francisco Lighthouse for the Blind, American Association of People with Disabilities, We Will Ride, United Spinal Association, the National Disability Institute, and a number of others, to hear feedback, share progress, and gain insights (e.g., through user experience testing). Cruise will continue to engage a range of accessibility stakeholders, from across the disability spectrum, to inform Cruise's service, product, and processes. This summer, Cruise attended the national conventions for both American Council of the Blind and National Federation of the Blind. Cruise is also planning to attend United Spinal's fall event to hear from stakeholders and other advocates about their experiences with transportation, and will host a roundtable discussion at the National Disability Institute's annual convening in October on how autonomous vehicle fleets can help provide affordable mobility solutions to disability-owned businesses and entrepreneurs with disabilities.

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

While safety remains the company's top priority, Cruise will continue to iterate on the current product to improve accessibility for users. Cruise remains committed to improving customer support features for a range of users. Cruise is exploring additional features such as more in-vehicle announcements when appropriate. Context-specific rider alerts for drop-offs near bike and transit lanes are under development to alert riders there might be passing cyclists and MUNI vehicles before opening the door.

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

Cruise is committed to a zero-emission fleet that will help California achieve its greenhouse gas emission reduction goals and reduce local air pollution for communities. Cruise has long operated an all-electric

fleet, including the current R&D and commercial deployment vehicle based on the Chevrolet Bolt, and plans to transition in the future to the Cruise Origin, which is built on General Motors' BEV3 platform and utilizes its advanced Ultium battery pack. Starting in 2020, Cruise began sourcing 100% renewable energy in the form of Renewable Energy Credits (RECs) to power the fleet, and actively participates in the California Air Resources Board's Low Carbon Fuel Standard (LCFS) program. In Summer 2021, Cruise took sustainability commitments one step further by launching the Farm to Fleet initiative, where Cruise now sources RECs directly from family-owned farms in California's Central Valley – ensuring that rural communities can also share in the benefits of electrification, even as Cruise AVs charge hundreds of miles away. In short, not only is Cruise's service 100% electric, it is also 100% emissions-free and renewable-powered mile per mile, presenting a significant reduction of carbon emissions compared to a single-occupant, gas-powered personal vehicle.

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

As Cruise expands its commercial offerings for the public, Cruise continues to explore opportunities to maximize the impact of investments in charging infrastructure that can increase the public's access to clean miles, as well as displace use cases that are known contributors to local air quality hazards. One example of this is Cruise's development of its R&D and charging facility on Cesar Chavez in San Francisco. This development is replacing a medium-duty diesel truck rental facility, and is located in a census tract graded in the 84th percentile for pollution according to CalEnviroScreen 4.0.

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?

As Cruise opened up the pilot service area to the public earlier this year, Cruise has continued to provide transportation service options to a diverse range of communities in San Francisco. The pilot public service launch included the Fillmore District and Western Addition neighborhoods, both traditionally underserved communities. Cruise has since expanded unfared service into the city's southern neighborhoods, which have also traditionally been lower-income, including but not limited to Bayview-Hunters Point, Potrero Hill, and Visitacion Valley.

The initial pilot and driverless deployment public service launch neighborhoods also included large populations of San Francisco's Asian community, particularly the city's Japanese and Chinese community members in Japantown, the Richmond and the Sunset.

In an effort to further familiarize San Francisco's local community members in these neighborhoods with Cruise's current operations, Cruise sent brand ambassadors into the communities we serve to have 1:1 conversations to share the Cruise story and facilitate app downloads. Cruise ambassadors engaged with diverse groups of community members targeting late night hospitality workers, grocery store/market workers and construction workers in addition to general members of the public.



Many of these neighborhoods have not seen a full return of their public transportation options post pandemic especially during overnight hours. Cruise has been able to provide these community members with a safe and reliable transportation option with a fleet of all-electric, autonomous vehicles.

Cruise will continue to emphasize service offerings and outreach to communities of color, non-English-speaking groups, low-income, and under-resourced neighborhoods as Cruise expands and scales operating area and hours.

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

Cruise has continued to engage with an inclusive mix of users and advocates to build meaningful relationships with community groups and neighborhood organizations across the city to ensure operations support the needs of local residents.

Cruise meets regularly with organizations that primarily support San Francisco's Black community. Cruise's focus has continued to be on collaborating and consulting with these advocates to deepen Cruise's community involvement and establish visible partnerships that demonstrate Cruise's commitment to integration in the community.

Cruise has strong communication with local Chinese leaders and advocates as well. Cruise works with organizations, including Self-Help for the Elderly, the Chinatown Community Development Center, and the Chinese Chamber of Commerce. These relationships provide Cruise with critical insight for how operations can support this community particularly for their aging population.

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

Cruise's future plans include expanding to the full 7x7 San Francisco during all hours day and night.

Additionally, Cruise will continue proactive outreach efforts with communities, advocates, and organizations across San Francisco, the Bay Area region, and the state of California – sharing information about the product and services and garnering feedback to inform improvements. Cruise maintains its dedicated social impact program, Cruise for Good, delivering meals to vulnerable San Franciscans through the SF-Marin Food Bank in a fleet of all-electric, self-driving vehicles. Cruise remains committed to serving every neighborhood of San Francisco – including those that currently lack consistent, dependable, affordable, sustainable transportation options – as allowed by Cruise's permits.