

CALIFORNIA PUBLIC UTILITIES COMMISSION
Consumer Protection and Enforcement Division
Advice Letter Summary Form

TNC & AL FILER INFORMATION

Date of Submission:	Date of Service:
TNC Name:	PSG #:
DBA Name:	
Address:	
City:	State: ZIP Code:
Filer's Name:	
Filer's Email:	Filer's Phone:

AL INFORMATION

Advice Letter #:	AL Type: Offset Retroactive Exemption
Geographic Area(s):	
Offset/Retroactive Amount:	Quarter: Year:
Documents Included: <input type="checkbox"/> Cover letter <input type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input type="checkbox"/> Signed Accounting of Funds <input type="checkbox"/> Inspection Declaration <input type="checkbox"/> Data Reports (Excel)	
Reason (if not all document boxes above are marked):	

SUBMISSION INFORMATION

Combine (in this order) AL summary form, cover letter, service list, Marketing Materials, TNC WAV training declaration, TNC vehicle inspection declaration, Signed Accounting of Funds Expended, and Signed Claim form (if necessary) into a single PDF file. The completed data reports must be in a single Excel file. A complete advice letter submission will consist of only two attachments: the PDF and Excel packets. Submit via email the advice letter with two attachments to TNCAccess@cpuc.ca.gov and to the [R.19-02-012 service list](#).

The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.

FOR CPUC USE ONLY

Analyst:	30-Day Due Date:
Completion Date:	Disposition:
Approved Offset/Retroactive Amount:	AL Effective Date:
Supervisor:	Supervisor Review Date:



Uber Technologies, Inc.
 1515 3rd Street
 San Francisco, CA 94158
 uber.com

July 15, 2021
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 10

California Public Utilities Commission
 Consumer Protection and Enforcement Division
 Transportation Licensing and Analysis Branch
 505 Van Ness Avenue
 San Francisco, CA 94102

Re: Uber Technologies, Inc. - Advice Letter No. 10 (Q2 2021)

I. Offset Request

Pursuant to Decisions (D.) 20-03-007 and 21-03-005, Uber Technologies, Inc. (“Uber”) submits this Advice Letter No. 10 to request to offset Quarter 2 of 2021 TNC Access For All Fund¹ fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 2 of 2021. The requested effective date of this advice letter is August 14, 2021 (30 days from date of filing).²

The offset amounts requested by geographic areas are as follows:³

County	Expenditures ⁴ (\$)
ALAMEDA	\$ 112,133.50
ALPINE	\$ -
AMADOR	\$ -

County	Expenditures (\$)
ORANGE	\$ -
PLACER	\$ -
PLUMAS	\$ -

¹ S.B. 1376, Cal. Legis. Serv. Ch. 701 (2018); *see also* Pub. Util. Code § 5440.5(a)(1)(B)(ii).

² As a good faith participant in the TNC Access for All program, Uber is submitting this advice letter without any request for confidential treatment. While Uber maintains that certain information contained herein is commercially sensitive and constitutes protectable trade secrets, Uber submits this information unredacted in an effort to advance the goals of this program. Uber reserves its right to seek confidential treatment of this type of information in the future.

³ Uber requested a fee exemption for Contra Costa County for Q4 2020 - Q3 2021 in its Advice Letter No. 7 and 7A Supplement. This request has not yet been approved. Advice Letter No. 10 requests a fee offset for this county in the event that this exemption request is not approved.

⁴ The expenditures included here are not exhaustive and inclusive of all amounts spent by Uber to enable, expand, and improve WAV service on the Uber platform.

BUTTE	\$ -
CALAVERAS	\$ -
COLUSA	\$ -
CONTRA COSTA	\$ 37,933.70
DEL NORTE	\$ -
EL DORADO	\$ -
FRESNO	\$ -
GLENN	\$ -
HUMBOLDT	\$ -
IMPERIAL	\$ -
INYO	\$ -
KERN	\$ -
KINGS	\$ -
LAKE	\$ -
LASSEN	\$ -
LOS ANGELES	\$ -
MADERA	\$ -
MARIN	\$ 7,134.30
MARIPOSA	\$ -
MENDOCINO	\$ -
MERCED	\$ 368.22
MODOC	\$ -
MONO	\$ -
MONTEREY	\$ -
NAPA	\$ 368.22

RIVERSIDE	\$ -
SACRAMENTO	\$ -
SAN BENITO	\$ -
SAN BERNARDINO	\$ -
SAN DIEGO	\$ -
SAN FRANCISCO	\$ 262,733.40
SAN JOAQUIN	\$ -
SAN LUIS OBISPO	\$ -
SAN MATEO	\$ 79,585.40
SANTA BARBARA	\$ -
SANTA CLARA	\$ 52,985.69
SANTA CRUZ	\$ -
SHASTA	\$ -
SIERRA	\$ -
SISKIYOU	\$ -
SOLANO	\$ 4,050.41
SONOMA	\$ -
STANISLAUS	\$ 4,256.20
SUTTER	\$ -
TEHAMA	\$ -
TRINITY	\$ -
TULARE	\$ -
TUOLUMNE	\$ -
VENTURA	\$ -
YOLO	\$ -

NEVADA	\$ -
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YUBA	\$ -
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Subtotal \$ 157,937.94

Subtotal \$ 403,601.10

Total Offset \$ 561,539.04

Per D.20-03-007 and D.21-03-005, Uber provides the following information in support of its request as indicated in the summary table below (including all counties for which the TNC seeks offsets):

Criteria	Must Demonstrate	Satisfied Requirements (Y/N)
1. Presence and availability of WAVs	(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week, and (b) the number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week (c) operating hours for each geographic area	Y
2. Improved level of service	(a.1) WAV Response Times: Either the Level 1 (50%) or Level 2 (75%) had a response time within the response time standard (see Table A) (a.2) Offset Time Standard: Either the Level 1 (50%) or Level 2 (75%) Offset Time Standard for a quarter in a geographic area, and demonstrated	Y

	improvement over the prior quarter’s performance (see Table B) ⁵ (b) Trip Completion Standard: Increase in the total number or % of completed WAV trips requested compared to previous quarter (see Table C)	
3. Efforts to publicize and promote available WAV services	Evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, and marketing or promotional materials of those activities	Y
4. Full accounting of funds expended	Qualifying offset expenses are: (a) reasonable, legitimate costs that improve a TNC’s WAV service, and (b) incurred in the quarter for which a TNC requests an offset, and (c) on the list of eligible expenses attached as Appendix A	Y
5. Training and inspections	(a) certification of WAV driver training completion within the past 3 years, (2) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and (3) Certification of WAV inspection and approval	Y
6. Reporting complaints	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and	Y

⁵ Uber notes that “demonstrated improvement over the prior quarter’s performance” for the Offset Time Standard is only required if a TNC “received an offset in the prior quarter.” (See D.20-03-007, Ordering Paragraph 4.) Because Uber’s Q1 2021 Advice Letter has not yet been approved or rejected, Uber does not know whether its Q1 2021 offset requests will be approved. Given this uncertainty, Uber reserves the right to include counties where demonstrated improvement of the Offset Time Standard over the prior quarter’s performance is not shown. Further, pursuant to conversations with CPUC staff, Uber has included in its offset request counties where Uber has demonstrated that 100% of trips in a county met the Offset Time Standard in two consecutive quarters, given that improvement over 100% is not possible.

	broken out by category	
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Table A: Level 1 and 2 Response Times by County (minutes)

County	Benchmark		Q2 2021		Within Benchmark?
	Level 1 (mins)	Level 2 (mins)	Level 1 (mins)	Level 2 (mins)	
ALAMEDA	25	50	16.75	22.93	Yes (Both)
CONTRA COSTA	25	50	18.38	24.25	Yes (Both)
MARIN	30	60	23.35	25.43	Yes (Both)
MERCED	30	60	25.23	25.23	Yes (Both)
NAPA	30	60	28.82	28.82	Yes (Both)
SAN FRANCISCO	15	30	11.15	15.38	Yes (Both)
SAN MATEO	25	50	13.00	18.08	Yes (Both)
SANTA CLARA	25	50	21.10	25.32	Yes (Both)
SOLANO	25	50	21.20	28.65	Yes (Both)
STANISLAUS	25	50	14.27	20.2	Yes (Both)

Table B: Level 1 and Level 2 Offset Time Standards by County (percent)

County	Q1 2021		Q2 2021		Demonstrates Improvement?
	Level 1 (%)	Level 2 (%)	Level 1 (%)	Level 2 (%)	
ALAMEDA	76.59	99.67	81.65	99.66	Yes (Level 1)
CONTRA COSTA	77.50	97.50	78.38	100.00	Yes (Level 1)
MARIN	100.00	100.00	81.82	100.00	Yes (Level 2)

MERCED	n/a	n/a	100.00	100.00	Did not apply in Q1 2021
NAPA	n/a	n/a	100.00	100.00	Did not apply in Q1 2021
SAN FRANCISCO	60.35	96.49	74.00	98.48	Yes (Level 1)
SAN MATEO	85.05	100.00	93.17	100.00	Yes (Level 1)
SANTA CLARA	n/a	n/a	72.73	99.30	Did not apply in Q1 2021
SOLANO	100.00	100.00	63.64	100.00	Yes (Level 2)
STANISLAUS	100.00	100.00	83.72	100.00	Yes (Level 2)

Table C: Trip Completion Standard

County	Option 1 or 2	(1) # of completed trips previous quarter	(2) % of trip requests that were completed previous quarter	(1) # of completed trips this quarter	(2) % of trip requests that were completed this quarter
ALAMEDA	1	299	32.15	1166	54.18
CONTRA COSTA	1	40	25.32	185	39.19
MARIN	1	2	10.00	22	40.00
MERCED	1	0	0.00	1	1.69
NAPA	1	0	0.00	1	6.25
SAN FRANCISCO	1	285	60.38	854	75.51
SAN MATEO	1	107	28.84	249	61.79
SANTA CLARA	1	0	0.00	143	25.77

SOLANO	1	1	4.35	11	37.93
STANISLAUS	1	6	8.22	43	12.43

WAV Operating Hours

Any prospective passenger can request a WAV ride through Uber’s app 24 hours a day, 7 days a week in all counties (each geographic area) throughout California.

II. Background

In 2018, Senate Bill (SB) 1376, the “TNC Access for All Act,” was enacted by the California Legislature.⁶ Public Utilities (Pub. Util.) Code § 5440.5 establishes a framework whereby Transportation Network Companies (TNCs) are permitted to offset against quarterly Access Fund fee payments for amounts spent by the TNC during the quarter to improve WAV service.⁷

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs⁸ available for request via its online-enabled application, and appreciates the opportunity to submit this offset request advice letter.

III. Accessibility at Uber

As the first TNC in California to address WAV challenges on a widespread basis, Uber understands the hurdles associated with enabling increased access to WAVs on its platform. Uber’s technology is helping to increase mobility and independence for riders with disabilities, with features and capabilities like:

Cashless payments: Uber’s cashless payment option simplifies the payment process, reducing the need for riders to worry about counting out cash or exchanging bills with a driver.

On-demand transportation: The Uber app makes it easier for riders with disabilities to get from A to B at the touch of a button. They no longer have to arrange rides through a dispatcher or resort to other, less convenient, means of finding a ride.

Agreements and policies: Driver agreements, Uber’s Community Guidelines, Uber’s Service Animal Policy, and Uber’s Non-Discrimination Policy confirm that drivers must

⁶ S.B. 1376; *see also* Pub. Util. Code § 5440.5.

⁷ Pub. Util. Code § 5440.5(a)(1)(B)(ii).

⁸ Pub. Util. Code § 5431.5(b) (“‘Wheelchair accessible vehicle’ or ‘WAV’ means a vehicle equipped with a ramp or lift capable of transporting non-folding motorized wheelchairs, mobility scooters, or other mobility devices.”).

comply with all applicable laws, including, for example, those relating to their transportation of riders' service animals.

Riders who are blind or low-vision: With iOS VoiceOver, Android TalkBack, and wireless Braille display compatibility, the Uber app makes it easier for riders who are blind or low-vision to get where they need to go.

Riders who are deaf or hard of hearing: Audio is not needed for full functionality of the Uber app. Assistive technology such as visible and vibrating alerts can help riders who are deaf or hard of hearing use the Uber app easily, and in-app features, such as the ability to enter a destination, can facilitate non-verbal communication between the rider and driver.

Share your ETA and location: Riders can easily share their ride details, including the specific route and estimated time of arrival, with loved ones for extra peace of mind. Friends or family members will receive a link where they can see the driver's name, photo, and vehicle information, and track where the rider is on the map in real time until they arrive at their destination—all without downloading the Uber app.

When evaluating a TNC's efforts to increase access to third-party WAVs, Uber requests, at a minimum, the following be taken into consideration: compared to standard vehicles, WAVs have higher purchase prices; higher operating and maintenance costs; higher fuel costs; and higher insurance costs. Additionally, demand for WAV trips is extremely low, representing a very small fraction (less than 1%) of overall TNC demand.

Historically, Uber relied on drivers using their own WAVs to provide WAV services on the Uber platform. However, after observing the trends with individual-WAV ownership, Uber determined there were not enough individual WAV owners willing to make their WAVs available via the Uber app to service the public's demand, especially when geographic and temporal factors were taken into account.

Uber has invested significant capital to increase access to WAV service by partnering with third-party WAV providers. For example, even with ridership down in Quarter 2 of 2021 due to the COVID-19 pandemic, Uber spent over \$2.1 million on payments to third-party partners with WAVs. Further, Uber is investing heavily to keep WAV trips priced the same as similar UberX trips. Uber requests the Commission evaluate the supporting documentation provided in light of the amount spent to enable WAV service.

In Quarter 2 of 2021, UberWAV service levels continued to ramp up in San Francisco Bay Area counties due to Uber's new partnership with Tower WAV LLC (launched in Quarter 4 of 2020). This partnership has improved UberWAV reliability in the San Francisco Bay Area, and we expect further improvement in the coming quarters.

More broadly, Uber remains invested in building an ecosystem that includes multiple WAV partners throughout its active markets to minimize the possibility of future service disruptions. Uber also continues to explore other ways to enable increased access for persons with disabilities, and is committed to working with the Commission and interested stakeholders on this important issue.

Uber seeks improved accessibility on the Uber platform. However, Uber's ability to continue to invest heavily to expand WAV service is dependent on the expectation that it will recoup some of its costs through the Access for All program, especially upon a showing of very high reliability and performance. If the Access for All program's offset rules preclude Uber from qualifying for fee offsets, Uber will not be able to invest at the same levels.

IV. Uber's Offset Request Advice Letter

In accordance with D.20-03-007, D.21-03-005, and the templates provided by the Commission, Uber provides the following supporting information within the Advice Letter "38150 Uber Technologies, Inc. AL 10 Forms," accompanying Attachment A (Training and Inspections Declarations), Attachment B (Outreach Narrative and Materials); and the .csv files referenced below.

1. WAVs in Operation

Data for the WAVs in operation in Quarter 2 of 2021 is provided in the report "UBER_2021Q2_WAVS_In_Operation_1." Per the template provided by the Commission, the data is aggregated by hour of the day and day of the week for each county.

2. WAV Trips

Data detailing WAV trips in Quarter 2 of 2021 is provided in the report "UBER_2021Q2_WAV_Trips_2." This report includes data on the percentage and number of WAV trips completed, not accepted, cancelled-no show,⁹ cancelled by passenger, cancelled by

⁹ Uber cannot provide information regarding the number of WAV trips cancelled due to passenger "no-shows" because there is insufficient reliable data to report. Attempting to collect data reflecting whether or not the reason for a cancellation is tied to a passenger not showing up would be susceptible to bias and other design issues, which would result in incomplete and inaccurate data collection. For those same reasons, a portion of driver cancellations may be due to rider "no-shows," yet Uber cannot reasonably ascertain which portion of driver initiated cancellations this would account for. While Uber does not have reliable data to report for this category, for ease of the Commission's analysis of Uber's data files, Uber has entered "0" for this data rather than indicating "N/A."

driver, and cancellations within completed trips, cancellations within not completed trips, and unique trips, aggregated by the hour of the day and day of the week.¹⁰

Notably, it is difficult to evaluate trends during this nascent stage of the WAV program, and some WAV trip percentages may not be meaningful. Given the very low demand and trip numbers and minimal amounts of data available in the early stages of this program, variances in the data may appear exaggerated, and true improvement may be difficult to assess through analysis of these percentage rates alone. Additionally, the number and percentage of WAV trips can be impacted by the geographical and temporal distribution of WAV trip requests.

When analyzing trip data, it is critical to acknowledge that riders often submit multiple trip requests prior to taking a WAV trip. This may occur because an initial trip request is not matched with a driver, the rider cancels or modifies an initial trip request, or the rider requests multiple times, hoping to find a closer vehicle. A subsequent completed non-WAV trip might also indicate that the prior WAV request was possibly made in error.

3. Response Times and the Offset Time Standard (OTS)

Data for response times for completed WAV Trips by Decile, including Periods A and B, is provided in the report “UBER_2021Q2_Response_Times_3.” Data demonstrating that Uber has fulfilled the relevant Offset Time Standard percentages for Level 1 and Level 2 is provided in the report “UBER_2021Q2_OTS_4.”

Uber urges the Commission to take into consideration numerous factors when evaluating response times. First, coverage can vary across counties and providers, making comparisons difficult, if not impossible. For example, some providers may only offer service during certain time windows or in certain areas. These providers cannot be compared to a provider that offers service across an entire county 24 hours a day, 7 days a week. Second, the fact that WAVs are servicing trips in a reasonable time compared to alternative accessible options should weigh considerably in the evaluation. Third, response times can also be highly variable due to external factors such as seasonality, local or widespread emergencies (e.g., the COVID-19 pandemic), overall traffic patterns (e.g., rush hour), and business events such as onboarding of new third-party WAV service providers and implementation of any new outreach and service efforts resulting in increased demand for WAV trips. We caution the Commission against only using

¹⁰ Per CPUC’s instructions received via email on September 25th, 2020 in the file attachment labeled “Data Template Changes 092520.pdf”, Uber has calculated “Cancellations - Completed” and “Cancellations - Not Completed” as the total number of times that a trip request was accepted and canceled by a driver and redispached among trip requests that were ultimately completed and not completed, respectively. *E.g.*, per CPUC’s example, if trip request A was accepted, canceled and redispached a total of 5 times before being completed, then Uber would add 5 to the total count reported in the “Cancellations - Completed” tab of the templates. Similar to previous instructions regarding counting trips, Uber has reported cancelations for the day and hour of the ultimate trip event.

response time improvements to measure success, as requiring progressively shorter response time thresholds may disincentivize expansion or improvement of WAV service by measures other than response time.

In accordance with Pub. Util. Code § 5440.5, offset requests should be evaluated in light of “reasonable response times.” When analyzing the information presented for a certain county, the data should be considered holistically, as each piece of data is part of an overall picture of the county and California-wide service.

4. Trip Completion Standard (TCS)

Data demonstrating that Uber has fulfilled the Trip Completion Standard is provided in the report “UBER_2021Q2_TCS_5.”

Similar to response times, because coverage can vary across counties and providers, comparisons for metrics such as trip completion rate can be difficult, if not impossible. For example, some providers may only offer service during certain time windows or in certain areas. These providers cannot be compared to a provider that offers service across an entire county 24 hours a day, 7 days a week. Further, completion rates can be highly variable due to external factors such as seasonality, local or widespread emergencies (e.g., the COVID-19 pandemic), overall traffic patterns (e.g., rush hour), and business events such as onboarding of new third-party WAV service providers and implementation of any new outreach and service efforts resulting in increased demand for WAV trips.

5. Outreach

Between April and June 2021 (Quarter 2, 2021), Uber continued outreach to enhance understanding of the UberWAV program, solicit feedback for improving UberWAV as well as the broader accessibility of the Uber app, field questions from stakeholders, and strengthen ties for further partnerships to promote UberWAV post-pandemic. This quarter’s efforts included outreach, education, consultation, and follow-ups with community groups across Southern California and the San Francisco Bay Area. Core outreach activities in Q2 2021 included:

- Email updates, newsletter, phone calls, and/or Q&A to over **300 stakeholder organizations**, including disability groups, local agencies, community service providers, in-language service providers, and community-based organizations.
- **Recruitment of community partners** to amplify outreach efforts and distribute in-language and 508-accessible program materials to wheelchair users.
- Solicitation of accessibility **stakeholder input to inform Uber’s Track 4 proposal** for CPUC Rulemaking 19-02-012.

Additional narrative regarding Uber’s outreach efforts and related substantive materials are attached to this Advice Letter filing as Attachment A.

More information about Uber’s specific outreach efforts is provided in the report “UBER_2021Q2_Outreach_7.” In this report, there may be date ranges in the columns labeled “Date” that are associated with email and phone outreach. These ranges reflect the range of start dates of outreach for specific partners in that county for email and phone outreach.

6. WAV Training and Inspections

Information regarding WAV Driver Training is provided in the report “UBER_2021Q2_Training_and_Inspections_8” and required certifications are provided within Attachment B. The number of WAV drivers that have completed training is assigned according to the physical location of the fleet partner’s office, as that is where the training takes place.

7. Complaints

Information is provided regarding complaints related to WAV services for each geographic area in the report “UBER_2021Q2_Complaints_9.” In an effort to be comprehensive, some complaint information included may represent a situation unrelated to the actual quality of WAV service provided, such as inquiries regarding lost items and account or payment questions.

8. Accounting of Funds Expended

An accounting of certain funds expended in Quarter 2 of 2021 is included in the report “UBER_2021Q2_Funds_Expended_10.”

As indicated in the supporting documentation provided, Uber is investing a significant amount of money to enable increased access to WAVs. It is more expensive to maintain and incentivize WAV trips over UberX trips, yet Uber keeps WAV trips priced the same as a similar UberX trip. In order to do that, Uber must offer substantial incentives to our partners to make it financially viable for them to operate their WAVs on the Uber platform, given the substantially higher acquisition, operating, and maintenance costs incurred. Further, the amounts included herein are not exhaustive and represent only a subset of the capital expended to enable the WAV program. Simply put, the millions of dollars Uber has demonstrated it invests is intended to achieve an end goal of enabling access to accessible, on-demand transportation to the general population at a price, service level, and scale that simply is not commercially available anywhere else in the market today.

9. Contract Information

Information regarding contracts with service providers is in the tab “UBER_2021Q2_Contract_Information_11.” The “Duration of Contract” column identifies the total length of the contract that was in effect during the reporting quarter. The entry “All CA Counties” under the column “County” indicates that the provider associated with that entry is eligible to provide trips starting in all California counties.

* * * * *

In compliance with General Order 96-B, we served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on July 15, 2021. If there are any questions regarding this advice letter, please contact Adam Bierman at westregs@uber.com.

Any Party can protest or respond to this advice letter by sending a written protest or response via email to CPED at TNCAccess@cpuc.ca.gov. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to Adam Bierman at westregs@uber.com.

To obtain information about the CPUC’s procedures for advice letters and protests, visit CPUC’s website at www.cpuc.ca.gov and look for links to General Order 96-B.

I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS HAVE BEEN EXAMINED BY ME AND ARE TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Respectfully submitted,

/s/ Adam Bierman
Adam Bierman
Counsel, Regulatory
Uber Technologies, Inc.

Attachments



California
Public Utilities
Commission



[CPUC Home](#)

CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: JULY 13, 2021

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ATTACHMENT A

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: MY TRANSPORTATION

PSG #: 0017064-B

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures


TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement that all WAV drivers operating on TNCs platform must have completed WAV driver training within the past three years, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 7/1/2021

KEITH MBULO
Print Name of Applicant/Officer


Signature of Applicant(s)


Signature of Corporate Officer

V.P. Operations
Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: Tower WAV LLC

PSG #: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures

TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement that all WAV drivers operating on TNCs platform must have completed WAV driver training within the past three years, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 6/30/2021

ANDRES MUNOZ
Print Name of Applicant/Officer

[Signature]
Signature of Applicant(s)

Signature of Corporate Officer

MANAGER - COO
Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: Jolie Limo LLC

PSG #: 33256

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures

TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement that all WAV drivers operating on TNCs platform must have completed WAV driver training within the past three years, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 07/12/2021

Hanna Alem, CFO
Print Name of Applicant/Officer



Signature of Applicant(s)



Signature of Corporate Officer

Title of Corporate Officer

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM

Carrier Name: MV TRANSPORTATION

PSG#: DD12064-B

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 7/1/2021

KEITH MENDO
Print Name of Applicant/Officer

[Signature]
Signature of Applicant(s)

[Signature]
Signature of Corporate Officer

V.P. Operations
Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: TOWER WAV LLC

PSG#: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 6/30/2021

ANDRES MUNOZ

Print Name of Applicant/Officer



Signature of Applicant(s)

Signature of Corporate Officer

MANAGER - COO

Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
TNC ACCESS FOR ALL
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: Jolie Limo LLC

PSG#: 33256B

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.


TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.


CERTIFICATION

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Date: 07/12/2021

Hanna Alem, Cfo
Print Name of Applicant/Officer


Signature of Applicant(s)


Signature of Corporate Officer

Title of Corporate Officer

ATTACHMENT B

Uber Technologies, Inc.'s Outreach Narrative and Materials Quarter 2 2021

July 15, 2021

Overview

Uber Technologies, Inc. (Uber) continues its implementation of UberWAV service under the rules developed by the California Public Utilities Commission (CPUC) under the TNC Access for All Act (SB 1376). Between April and June 2021 (Quarter 2 2021), Uber continued outreach to enhance understanding of the UberWAV program, solicit feedback for improving UberWAV as well as the broader accessibility of the Uber app, field questions from stakeholders, and strengthen ties for further partnerships to promote UberWAV post-pandemic. This quarter's efforts included outreach, education, consultation, and follow-ups with community groups across Southern California and the San Francisco Bay Area.

Core outreach activities in Q2 2021 include:

- Email updates, newsletter, phone calls, and/or Q&A to over **300 stakeholder organizations**, including disability groups, local agencies, community service providers, in-language service providers, and community-based organizations.
- **Recruitment of community partners** to amplify outreach efforts and distribute in-language and 508-accessible program materials to wheelchair users.
- Solicitation of accessibility **stakeholder input to inform Uber's Track 4 proposal** for CPUC Rulemaking 19-02-012.

Program Information and Community Group Outreach

Between April 2021 and June 2021, the UberWAV outreach program contacted, consulted with, or disseminated program information to more stakeholder organizations, including disability groups, local agencies, community service providers, in-language service providers and community-based organizations.

In June, the UberWAV outreach team distributed the second in a series of quarterly newsletters expanding to over 300 community organizations across Alameda, Contra Costa, Los Angeles, Marin, Orange, Riverside, San Francisco, Sonoma, San Mateo, Santa Clara, and Ventura counties (up from 220 in Q1 2021). The quarterly newsletter (*See Section A*) provided stakeholders with recent improvements and investments Uber has made to make its platform more accessible and information for riders to access free rides to COVID-19 vaccination appointments. Groups forwarded the quarterly accessibility newsletter and "Free Rides to Vaccines" rider 1-pager to their stakeholders, and some stakeholders opted in to future communications. As part of this

outreach, Uber has requested feedback on outreach opportunities to reach disabled consumers and provided a California-specific instructional fact sheet on accessing UberWAV to these organizations to share with their constituents. (See Section C). The digital fact sheet is compliant with accessibility requirements to enable public sector entities to post it online, as appropriate.

These efforts are supported by a dedicated webpage for UberWAV, as well as an accessibility webpage that provides updates on new products, features, and initiatives to improve the mobility and independence for riders with disabilities. (See Section C). This digital information is available in four languages and includes Frequently Asked Questions, tools for consumers, and a step-by-step explanation of how to use the service. (See Section C). This quarter, Uber's accessibility outreach team developed a new outreach presentation for use with community groups.

Stakeholder Consultation on Track 4 Proposals

In April 2021, the UberWAV outreach team solicited input from California accessibility stakeholders on Uber's Track 4 proposals for CPUC Rulemaking 19-02-012. Local service providers and accessibility advocates provided perspectives on their constituents' most important features and characteristics of on-demand WAV service, additional reporting metrics that should be adopted to measure "improved level of service" for WAV service, and considerations for how the Commission should define "community WAV demand."

Ongoing Vaccine Transportation Education

Millions of older adults, medically vulnerable, and low-income people of color who are at higher risk of contracting the virus do not have cars, do not drive, or do not live near public transit.¹ That is why in December 2020, Uber pledged 10 million free or discounted rides to make sure transportation is not a barrier to getting the vaccine. To continue this commitment of safely transporting Americans to their vaccine appointments, Uber teamed up with the White House in Q2 2021 to provide free rides to and from vaccination centers across the country.² The UberWAV outreach team helped spread the word and provided detailed instructions for riders to redeem free rides to and from vaccine appointments, including for UberWAV service. This information was also translated in Spanish upon request.

¹ Bergal, Jenni, *Without a Ride, Many in Need Have No Shot at COVID-19 Vaccine*, Pew (Feb. 1, 2021), at <https://www.pewtrusts.org/en/research-and-analysis/blogs/stateline/2021/02/01/without-a-ride-many-in-need-have-no-shot-at-covid-19-vaccine>.

² Up to \$25 each. Read the White House Fact Sheet:

<https://www.whitehouse.gov/briefing-room/statements-releases/2021/05/11/fact-sheet-president-biden-to-announce-additional-efforts-to-get-america-vaccinated-including-free-rides-to-vaccination-sites-from-lyft-and-uber-vaccination-clinics-at-community-colleges-and-addit/>.

Upcoming In-Person Engagement

During the State's Shelter-in-Place orders, UberWAV outreach efforts emphasized updates on COVID-19 response, including our Door-to-Door Safety Standard, which requires both riders and drivers to wear a face cover or mask. As part of these ongoing communications, an emphasis was placed on urging riders to stay home to stop the spread of COVID-19—while also taking the necessary steps to keep safe those riders and drivers that are making essential trips.

As we emerge from the pandemic Uber is exploring more partnerships, to promote its WAV service offerings as we continue to add new features to improve supply and reliability. This also includes more in-person engagement in our Bay Area and Southern California service areas. The UberWAV outreach team is exploring opportunities such as paid event sponsorships, in-person tabling at events , and future in-community speaking engagements.

Q2 2021

California Accessibility Update

Uber

Free Rides to Vaccine Appointments



We can all agree—not having transportation shouldn't be a barrier to vaccination, which is why, in December 2020, Uber pledged 10 million free or discounted rides to make sure that transportation is not a barrier to getting the vaccine.

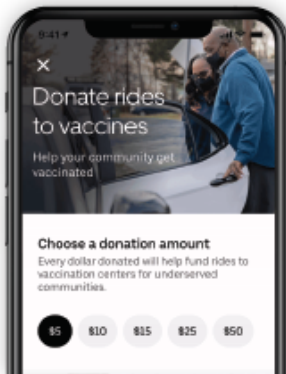
To continue our commitment of safely transporting Americans to their vaccination appointments,

Uber has teamed up with the **White House** to provide free rides to and from vaccination centers across the country, now through July 4. We will be providing free rides (up to \$25 each) for each leg of the trip so people can easily get to and from both shots.

This effort is in support of the White House's critical goal of having 70% percent of the US population fully vaccinated by July 4. For more details on the partnership, please see the [White House Fact Sheet](#).

Not only are we supporting with free rides, but we've built a new easy-to-use in-app experience, integrating vaccines.gov data directly into the Uber app, where users can find nearby available vaccines from tens of thousands of local providers, in addition to information about supply and manufacturers at each location.





Donate a Ride to Someone in Need

Uber users can support the Vaccine Access Fund through their Uber or Uber Eats app. Simply tap [here](#) to donate or open your Uber or Uber Eats app, tap the donate message and choose your donation amount. When rides to vaccine sites aren't needed anymore, any remaining funds will be used to advance

health equity in underserved communities including helping to provide rides to medical appointments.

Together with [PayPal](#) and [Walgreens](#), we're excited to expand our impact with the Vaccine Access Fund. We can't move forward until we can all move forward.

Building a smoother experience from pickup to dropoff

As we emerge from the pandemic, cities are moving again—and summer travel is in full swing. Whether people are getting ready to pack their bags for a nearby destination or somewhere farther away, the rebound of summer travel may have some new and familiar stressors. Now,

finding rides with Uber at the pickup spot won't be one of them.

Drivers have told us that one of their biggest pain points when driving or delivering is navigation. This is equally stressful for riders—especially those who are visiting or unfamiliar with the

area. They often don't know which direction their driver is coming from or if the driver will arrive at their pickup spot or across the street. This is also a concern that we have heard from our UberWAV riders using wheelchairs.

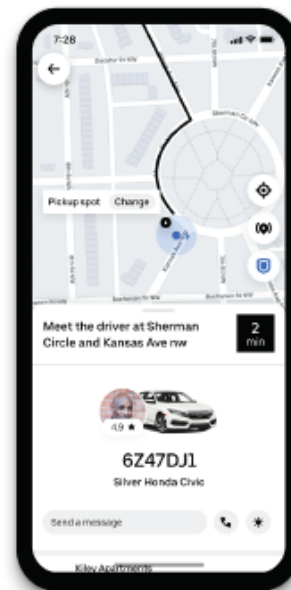
Examining the toughest pickup spots to improve rider experience

Millions of trips daily show a rider's pin may drop in the middle of the street, so it's up to the driver to guess what side of the street the rider is on. To help reduce last-minute "Where are you?" calls, we're introducing new app enhancements for drivers and riders that will help create a smoother pickup process, even in busy areas and confusing cross streets and adjacent streets.

First, we looked at some of the hardest pickup areas across the country.

Based on wait times and the pin falling in the middle or wrong side of the street, we identified the following places as some of the most difficult pickup locations, including places like Jefferson Square in San Francisco.

There are times when a rider requests a trip while on the way to their intended pickup location. Even if the rider moves a little bit after requesting the trip, we will be able to distinguish between the two and make it easier for the driver to get to the rider's pickup location.



2

Interested in hearing more?
Let us know!

Ramona Prieto (ramona.prieto@uber.com)
California Public Affairs & Policy Manager, Uber

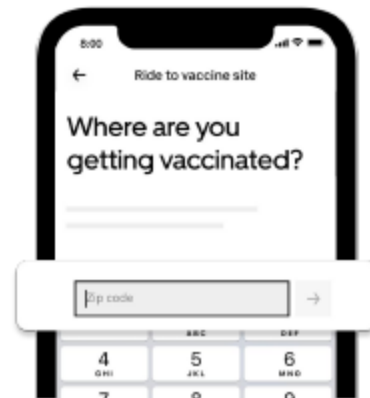
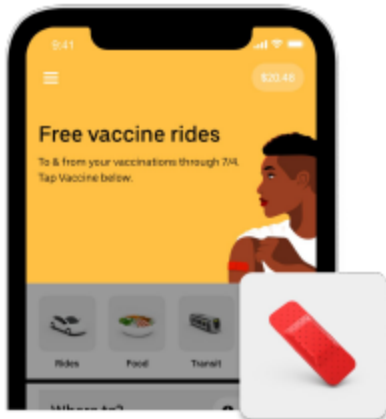
Section B: Free Rides to Vaccines 1-Pager (English and Spanish)



Transportation should never be a barrier to getting the vaccine. That's why Uber is helping to provide free rides to and from vaccination appointments across the nation.

From May 24 through July 4, everyone in America can get up to 4 free rides (up to \$25 each) to and from their vaccination appointments*.

Consistent with the latest CDC guidelines, we still require face coverings for both riders and drivers on Uber. **So please remember to bring your mask!**



How to redeem your free rides*

Follow these steps only after you have booked a vaccine appointment and are ready to ride to or from a vaccination center.

- Open the app and tap **Vaccine**
- Tap **Get your free ride**, between 6am and 8pm, through 7/4
- Find your vaccination location
- Select your ride and go

Your rides will be free, and your drivers will be paid in full. But don't forget to give some extra thanks to your drivers by remembering to tip!

Don't have a vaccination appointment yet? We can help you find sites near you.

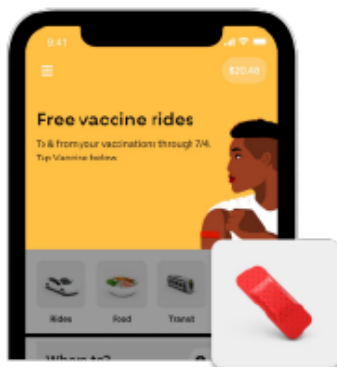
To find a vaccination site near you, head into the Uber app and tap **Vaccine**. You'll be able to search for locations and even filter to see which vaccines are being offered at different sites.

**Up to \$25 off each ride, up to four (4) Uber X or WAV rides per person to and from eligible vaccination sites between 6am and 8pm, daily. Each of 2 round trips must be 3 weeks apart, between 5/24/2021 and 7/4/2021 only. See app for other terms and conditions.*

Para todos en Estados Unidos, Uber te da viajes gratis para vacunarte

Uber

La falta de transporte nunca debe ser una barrera para recibir la vacuna. Es por eso que Uber está brindando transporte gratuito hacia y desde las centros de vacunación en todo el país.



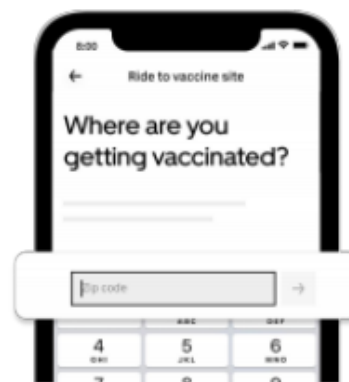
Desde el 24 de mayo hasta el 4 de julio, todas las personas en Estados Unidos pueden obtener hasta 4 viajes gratis (hasta \$ 25 cada uno) hacia y desde centros de vacunación*.

De acuerdo con las últimas guías del CDC, seguimos requiriendo mascarillas tanto para los usuarios como para los conductores en Uber. ¡Así que recuerda traer tu máscara!

Cómo canjear los viajes gratis*

Sigue estos pasos solo después de haber reservado una cita para vacunarte y estés listo para viajar hacia o desde un centro de vacunación.

- Abre la aplicación y toca Vacuna.
- Toca Obtén tu viaje gratis, entre las 6 a.m. y las 8 p.m., hasta el 7/4
- Encuentra tu lugar de vacunación
- Selecciona tu viaje y listo.



¿Aún no tienes una cita de vacunación? Podemos ayudarte a encontrar sitios cerca de donde estás. Para encontrar un sitio de vacunación cerca de donde estés, dirígete a la aplicación Uber y presione Vacuna. Podrás buscar ubicaciones e incluso filtrar para ver qué vacunas se ofrecen en diferentes lugares.

Tus viajes serán gratuitos y los conductores recibirán el pago completo. Pero no olvides dar ¡Un agradecimiento adicional a los conductores dándoles propina!

* Hasta \$ 25 de descuento en cada viaje, hasta cuatro (4) viajes en Uber X o WAV por persona hacia y desde los sitios de vacunación elegibles entre las 6 a. m. y las 8 p. m., Todos los días; Cada uno de los 2 viajes de ida y vuelta debe tener una diferencia de 3 semanas, entre el 24/5/2021 y el 4/7/2021 únicamente. Consulte la aplicación para conocer otros términos y condiciones.

Uber

www.uber.com

Section C: UberWAV Public Information Materials - Digital Fact Sheet

Acceder a WAV con la aplicación Uber

Los vehículos de MV Transportation accesibles para sillas de rueda se encuentran disponibles por medio de la aplicación Uber en el Condado Los Angeles y el Área de la Bahía de San Francisco

Uber

Cómo solicitar un WAV

Paso 1 → Descargue la aplicación Uber (<https://ubr.to/2wpc9W5>)

Paso 2 → Solicite su WAV

Imagen 1: Comience pidiendo un viaje como lo haría con cualquier otro viaje, seleccionando sus lugares de origen y destino.

Imagen 2: Desplácese hacia abajo hasta la opción WAV

Imagen 3: Elija WAV como su transporte un vehículo accesible para sillas de ruedas.

Imagen 4: Confirme que está solicitando un vehículo accesible para sillas de ruedas.

Spanish language screenshots to replace English language screenshots

Actualmente habilitado para personas con sillas de ruedas motorizadas y scooters en el Condado Los Angeles y en el área de la Bahía de San Francisco: los condados de San Francisco, Alameda, Contra Costa, Santa Clara, San Mateo, Marin, Sonoma, Solano, Napa y Santa Cruz.

Accessing WAV in the Uber App

MV Transportation's wheelchair accessible vehicles are now available via the Uber app in Los Angeles County and the San Francisco Bay Area

Uber

How to Ride with WAV

Step 1 → Download the Uber App

Step 2 → Request a WAV Step 2(i) - (iv)

(i) (ii) (iii) (iv)

Currently available for riders who use motorized wheelchairs and scooters in Los Angeles County and the San Francisco Bay Area—the counties of San Francisco, Alameda, Contra Costa, Santa Clara, San Mateo, Marin, Sonoma, Solano, Napa, and Santa Cruz.

Affordable, On-Demand Rides in Wheelchair-Accessible Vehicles

Fast, flexible rides

When and where WAV is available, rides are requested on demand - simply enter your destination and tap to request.

Trips that fit your budget

WAV rides are priced the same as UberX rides.

Specialized drivers to assist you

WAV drivers complete a certification course offered by a third party in safe wheelchair securement.

Follow UberWAV

What is UberWAV? Website and FAQ (uber.com/ride/uberwav)

A Letter from our CEO on Improving Accessible Service

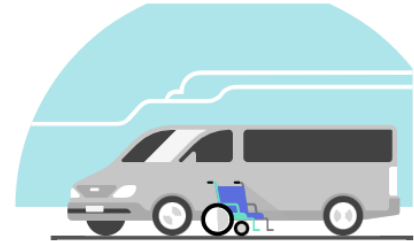
(<https://ubr.to/uberwav>)

Section D: UberWAV Public Information Materials - Webpage

WAV

WAV provides affordable rides in wheelchair-accessible vehicles, where available.

We're committed to developing solutions that support everyone's ability to easily move around their communities. Riders who use motorized wheelchairs or scooters can in certain cities* request a ride in a wheelchair-accessible vehicle (WAV). WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities.



[sign up to ride](#)

Accessibility at Uber

Our technology has transformed mobility for many people with disabilities, and we're committed to continuing to develop solutions that support everyone's ability to easily move around their communities.*

