



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Uber Technologies, Inc.
Attn: Ashley Fillmore, Sr. Regulatory Counsel
1725 3rd Street
San Francisco, CA 94158

File: TCP 38150-A
Citation #: T.2026-03-007
Date: March 13, 2026
Case #: CSE-000749

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Code and the California Public Utilities Commission (CPUC) General Order (G.O.) as described below. These violations occurred on September 9, 2025.

- (1) Failure to maintain records on the driver for the required retention period, in violation of G.O. 157-E, Part 6.01 **[1 count]**;
- (2) Utilized a driver who had not completed a criminal background check, in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03 **[1 count]**;
- (3) Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06 **[1 count]**;
- (4) Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07 **[1 count]**;
- (5) Failure to ensure that the driver possessed a valid California Driver's License (CDL) or, in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08 **[1 count]**;
- (6) Conducted operations using an unauthorized driver's unauthorized vehicle, resulting in the driver operating a vehicle not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09 **[1 count]**;
- (7) Failure to maintain required records of driver's personal insurance, in violation of G.O. 157-E, Part 11.18 **[1 count]**;
- (8) Failure to provide the passenger with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1 **[1 count]**; and
- (9) Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved, in violation of G.O. 157-E, Part 11.23. **[1 count]**.

STATEMENT OF FACTS

The above violation is documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

TEB used the Penalty Assessment Methodology adopted in Resolution M-4846 and considered mitigating and exacerbating factors in setting the fine.

You are hereby called upon to answer this citation on or before April 3, 2026. By way of such an answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to Pub. Util. P.U. Code Section 5378. Submit your check or money order payable to CPUC using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund, and the Commission staff will deem the matter closed, **or**
- (2) Contact the Supervisor below to make payment arrangements, **or**
- (3) Contest this Citation by filing an Appeal. See attached document "*How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal.*"

If you fail to respond by April 3, 2026, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The Commission may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.

Eric Hooks

Eric Hooks
Program and Project Supervisor
Transportation Enforcement Branch
Telephone number (415) 703-2302
E-mail address: eric.hooks@cpuc.ca.gov

Cc: Ashley Fillmore, Sr. Counsel, Regulatory, Uber
ashley.fillmore@uber.com

Kenneth Bruno, Chief – Transportation Enforcement Branch,
CPUC kenneth.bruno@cpuc.ca.gov

Attachments

INVESTIGATION REPORT

CARRIER: Uber Technologies, Inc.
California Secretary of State No. 3318029 (Active)

OFFICERS: Dara Khosrowshahi, Chief Executive Officer
Prashanth Mahendra-Rajah, Chief Financial Officer
Tony West, Secretary

AUTHORITY: Transportation Network Company (TNC) / TCP 38150-A, Active

MAILING ADDRESS: 1725 3rd Street, San Francisco, CA 94158

PHONE/EMAILS: [REDACTED]

VEHICLE: None

EMPLOYEE-DRIVER: None

**PL&PD¹
INSURANCE (PL&PD):** AIG Insurance Company
Primary Policy Number: [REDACTED]
Effective Date: 09/01/2025
Excess Policy Number: [REDACTED]
Effective Date: 09/01/2025

**COMMERCIAL
LIABILITY:** AIG Specialty Insurance Company
Policy Number: [REDACTED]
Effective Date: 09/01/2025

**WORKERS'
COMPENSATION
INSURANCE:** Old Republic Insurance Company
Policy Number: [REDACTED]
Effective Date: 04/01/2018

DRUG CONSORTIUM: None

¹ Public Liability and Property Damage (PL&PD)

INTRODUCTION

The Transportation Enforcement Branch (TEB) of the Consumer Protection & Enforcement Division (CPED) of the California Public Utilities Commission (CPUC) investigated Uber Technologies, Inc. (hereinafter referred to as Uber), for Illegal Application Use, which was discovered during routine enforcement at the San Francisco International Airport (SFO) by the San Francisco Police Department (SFPD) in 2025. SFPD conducted commercial inspections, including checking the TNC application (app) profiles of the vehicles' drivers. In some instances, these SFO violations resulted in the impoundment of drivers' vehicles by the SFPD, including an incident on September 9, 2025.

HISTORY OF ENFORCEMENT

Enforcement case records show Uber has a history of violating the CPUC's rules and regulations, as detailed below.

On April 25, 2025, and September 10, 2025, CPUC's Transportation Enforcement Analysts, Kim Quach-Castro and Manal Antabli, issued Citations T.2025-04-007 [**Attachment 1**] and T.2025.09-004 [**Attachment 2**], respectively, to Uber, for \$20,000 each for the violations listed below:

- Failure to maintain records on all drivers for the required retention period;
- Utilized drivers who had not completed a criminal background check;
- Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history;
- Failure to notify a driver with required training;
- Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection;
- Failure to maintain required records of driver's personal insurance;
- Failure to provide passengers with proper driver information disclosures; and
- Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved.

VIOLATIONS

TEB investigated Uber's conduct on September 9, 2025, and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and the Commission's General Order (G.O.). A Ground Transportation Administrative Citation # [REDACTED], issued to [REDACTED] (Mr. [REDACTED]) by SFPD on September 9, 2025, revealed that Mr. [REDACTED] operated for one day and conducted one trip as an unauthorized driver on the Uber platform [**Attachment 3**]. The citation noted that Mr. [REDACTED] operated

without an airport authorization, off platform, with improper trade dress or placard, and failed to comply with posted signs and road markings.

- **Failure to maintain records on the driver for the required retention period, in violation of G.O. 157-E Part 6.01. [1 count]**

Every carrier shall institute and maintain in its office a set of records that reflect information as to the services performed, including waybills. Uber has failed to maintain such records for Mr. [REDACTED].

- **Utilized a driver who had not completed a criminal background check, in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03. [1 count]**

The background screening for each TNC driver must be conducted prior to allowing the driver to operate on the TNC's platform and repeat at least once per year thereafter, for as long as the TNC driver is authorized to operate on the TNC's platform. As of September 9, 2025, driver [REDACTED] was not the authorized profile holder, nor had he undergone a criminal background check to be authorized for operation on Uber's platform.

- **Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06. [1 count]**

TNCs shall obtain each TNC driver's driving record before the driver begins providing service and quarterly thereafter. Uber failed to obtain [REDACTED] driving records before his operation on the Uber platform.

- **Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07. [1 count]**

TNCs shall establish a driver training program to ensure that all drivers are safely operating the vehicle prior to the driver being able to offer service. Mr. [REDACTED] had not participated in any driver-required training program with Uber before offering service to the public.

- **Failure to ensure that the driver possessed a valid California Driver’s License (CDL) or, in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver’s license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08. [1 count]**

TNC drivers must possess either: (a) a valid CDL or (b) in the case of a nonresident dependent of an active military member, a valid driver license issued by the other state or territory of the United States in which the member or dependent is a resident, be at least 21 years of age, and must provide at least one year of driving history before providing TNC services. Mr. [REDACTED] did not possess a valid California driver's license before providing service. Our records indicated that Mr. [REDACTED] possessed a Mexican driver’s License at the time of detainment on September 9, 2025 [Attachment 4].

- **Conducted operation using an unauthorized driver’s unauthorized vehicle, resulting in the driver operating a vehicle not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09. [1 count]**

Each TNC must ensure that each personal vehicle used by its TNC drivers complies with all applicable regulations, including but not limited to the insurance requirements, a 19-point vehicle inspection performed at a California Bureau of Automotive Repair-licensed facility, and trade dress rules. Mr. [REDACTED] and his vehicle had not undergone the required 19-point inspection, which makes both unauthorized.

- **Failure to maintain required records of driver’s personal insurance, in violation of G.O. 157-E, Part 11.18. [1 count]**

TNCs shall obtain proof of insurance from each TNC driver before the driver begins providing service and for as long as the driver remains available to provide service. Uber did not collect and verify proper insurance prior to Mr. [REDACTED] offering services to the public.

- **Failure to provide the passenger with proper driver information disclosures, in violation of Pub. Util. Code Section 5445.1. [1 count]**

A TNC shall provide all the following information to a passenger on its online-enabled application or platform at the time the passenger is matched with a TNC driver: (a) the driver’s first name and picture, (b) an image of the make and model of the TNC driver’s vehicle, and (c) the license plate number of the TNC driver’s vehicle. On September 9, 2025, the information and vehicle associated with Mr. [REDACTED] were inconsistent with the profile information recorded with Uber; the profile indicates that the vehicle plate number [REDACTED] is registered to [REDACTED] [Attachment 5].

- **Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved, in violation of G.O. 157-E, Part 11.23. [1 count]**

TNCs shall not conduct any operations on the property of or into any airport unless such operations are authorized by the airport authority involved. SFPD cited Mr. [REDACTED] for not having an airport permit granting him the authority to operate at SFO.

DECLARATION

I have read the foregoing and know the contents thereof, and I declare under penalty of perjury that the foregoing is true and correct, except as to those matters stated on information and belief, and to those matters, I believe to be true.

Executed on March 13, 2026, in Los Angeles, California.

Kim Quach-Castro

Kim Quach-Castro, Senior Enforcement Analyst
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
Email: hkq@cpuc.ca.gov Telephone: 626-228-8660

List of Attachments

- ATTACHMENT 1. Prior CPUC Enforcement Citation No. T.2025-04-007
- ATTACHMENT 2. Prior CPUC Enforcement Citation No. T.2025.09-004
- ATTACHMENT 3. Ground Transportation Administrative Citation # [REDACTED]
- ATTACHMENT 4. Mr. [REDACTED] Mexican Driver's License
- ATTACHMENT 5. SFPD's Email Regarding Uber Profile Information

ATTACHMENT 1



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Uber Technologies, Inc.
Attn: Ashley Fillmore, Sr. Counsel, Regulatory
1515 3rd St.,
San Francisco, CA 94158

File No.: TCP 38150-A
Citation #: T.2025-04-007
Date: April 25, 2025
Case #: CSE-000430

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Code and General Order (G.O.) as described below. These violations occurred on December 4, 2024.

- 1) Failure to maintain records on all drivers for the required retention period in violation of G.O. 157-E, Part 6.01.
- 2) Utilized drivers who had not completed a criminal background check in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03.
- 3) Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06.
- 4) Failure to notify a driver with required training in violation of G.O. 157-E, Part 11.07.
- 5) Conducted operations using unauthorized drivers' unauthorized vehicles, resulting in drivers operating vehicles not compliant with the required 19-point vehicle inspection in violation of G.O. 157-E, Part 11.09.
- 6) Failure to maintain required records of driver's personal insurance in violation of G.O. 157-E, Part 11.18.
- 7) Failure to provide passengers with proper driver information disclosures in violation of Pub. Util. Code Section 5445.1.

- 8) Conducting airport operations on the property of or into any airport unless such operations are authorized by the airport authority involved in violation of G.O. 157-E, Part 11.23.

STATEMENT OF FACTS

The above violations are documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

You are hereby called upon to answer this citation on or before May 15, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to Pub. Util. Code Section 5378. Submit your check or money order payable to California Public Utilities Commission using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund and the CPUC staff will deem the matter closed, **or**
- (2) Contact the Supervisor below to make payment arrangements, **or**
- (3) Contest this Citation by filing an Appeal. See the attached document "*How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal.*"

If you fail to respond by May 15, 2025, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The CPUC may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and CPUC orders.

Rahmon Momoh

Rahmon Momoh
Program and Project Supervisor
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
Telephone number: (415) 816-5754
E-mail address: rahmon.momoh@cpuc.ca.gov

Cc: Ashley Fillmore, Sr. Counsel, Regulatory, Uber
ashley.fillmore@uber.com

Kenneth Bruno, Chief – Transportation Enforcement
Branch, CPUC kenneth.bruno@cpuc.ca.gov



Public Utilities Commission

STATE OF CALIFORNIA

CITATION COMPLIANCE AGREEMENT

File No.: TCP 38150-A
Citation #: T.2025-04-007
Date: April 25, 2025
Case #: CSE-000430

I (we) hereby agree to comply with this citation dated April 25, 2025, and herewith pay the fine of \$20,000.

Uber Technologies, Inc.
Ashley Fillmore, Sr. Counsel, Regulatory
1515 3rd St.,
San Francisco, CA 94158

(Signature)

(Title)

(Date)

Payment is to be submitted online via TCP Portal ([Welcome to TCP Portal \(ca.gov\)](https://www.cpuc.ca.gov/tcp-portal)) using a credit card, ACH, or check. Payment via credit card is recommended as it provides real-time verification, whereas ACH payments take two days to clear with the bank.

Or

Payment (cashier check or money order) should be made payable to *California Public Utilities Commission* and sent to:

California Public Utilities Commission
Attn: Fiscal Office
505 Van Ness Avenue
San Francisco, CA 94102-3298

ATTACHMENT 2



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Uber Technologies, Inc.
Attn: Ashley Fillmore, Senior Regulatory Counsel
1515 3rd Street
San Francisco, CA 94158

File: TNC 38150-A
Citation #: T.2025-09-004
Date: September 10, 2025
Case #: CSE-000541

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Code and the California Public Utilities Commission (CPUC) General Order (G.O.) as described below. These violations occurred during the period of October 23, 2024.

- (1) Failure to maintain records on the driver for the required retention period, in violation of G.O. 157-E, Part 6.01 **[1 count]**;
- (2) Utilized a driver who had not completed a criminal background check, in violation of Pub. Util. Code Section 5445.2 and G.O. 157-E, Part 11.03 **[1 count]**;
- (3) Failure to obtain a driver's Department of Motor Vehicles (DMV) driving records and ensure a compliant driving history, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(2)(B) and G.O. 157-E, Part 11.06 **[1 count]**;
- (4) Failure to notify a driver with required training, in violation of G.O. 157-E, Part 11.07 **[1 count]**;
- (5) Failure to ensure that the driver possessed a valid California Driver's License (CDL) or, in the instance of an active-duty military member or nonresident dependent of an active-duty military member, a valid driver's license issued by another state or US territory, in violation of Pub. Util. Code Section 5445.3, subdivision (a)(1)(2) and G.O. 157-E, Part 11.08 **[1 count]**;
- (6) Conducted operations using an unauthorized driver's unauthorized vehicle, resulting in the driver operating a vehicle not compliant with the required 19-point vehicle inspection, in violation of G.O. 157-E, Part 11.09 **[1 count]**;
- (7) Failure to maintain required records of driver's personal insurance, in violation of G.O. 157-E, Part 11.18 **[1 count]**; and
- (8) Failure to provide the passenger with proper driver information disclosures, in violation of Pub. Util.

Code Section 5445.1 [1 count].

STATEMENT OF FACTS

The above violation is documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

TEB used the Penalty Assessment Methodology adopted in Resolution M-4846 and considered mitigating and exacerbating factors in setting the fine.

You are hereby called upon to answer this citation on or before October 1, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$20,000 pursuant to Pub. Util. P.U. Code Section 5378. Submit your check or money order payable to CPUC using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund, and the Commission staff will deem the matter closed, **or**
- (2) Contact the Supervisor below to make payment arrangements, **or**
- (3) Contest this Citation by filing an Appeal. See attached document "*How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal.*"

If you fail to respond by October 1, 2025, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The Commission may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.



ERIC HOOKS
Program and Project Supervisor
Transportation Enforcement Branch
Telephone number (415) 703-2302
E-mail address: eric.hooks@cpuc.ca.gov

Attachments



Public Utilities Commission

STATE OF CALIFORNIA

CITATION COMPLIANCE AGREEMENT

File No.: TNC 38150-A
Citation #: T.2025-09-004
Date: September 10, 2025
Case #: CSE-000541

I (we) hereby agree to comply with this citation dated September 10, 2025, and herewith pay the fine of \$20,000.

Ashley Fillmore, Senior Regulatory Counsel
Uber Technologies, Inc.
1515 3rd Street
San Francisco, CA 94158

(Signature)

(Title)

(Date)

Payment (cashier's check or money order) should be made payable to *California Public Utilities Commission* and sent to:

California Public Utilities Commission
Attn: Fiscal Office
505 Van Ness Avenue
San Francisco, CA 94102-3298

Or

Payment is to be submitted online via TCP Portal ([Welcome to TCP Portal \(ca.gov\)](https://www.cpuc.ca.gov/tcp-portal)) using a credit card, ACH, or check. Payment via credit card is recommended as it provides real-time verification, whereas ACH payments take two days to clear with the bank.

ATTACHMENT 3



**AIRPORT COMMISSION
SAN FRANCISCO INTERNATIONAL AIRPORT
GROUND TRANSPORTATION ADMINISTRATIVE CITATION**



Date of Observation: 9/9/2025 **Time:** 12:07 PDT **Day:** Tuesday
Plate #: [REDACTED] **VIN #:**
Make: Toyota **Model:** Prius **Style:** 4 Door **Color:** Silver
Driver Id: [REDACTED]
Driver First Name: [REDACTED] **Driver Last Name:** [REDACTED]
Company: Uber Technologies Inc **TCP #:** 038150
Location: TNC Lot 3

Violated Rules and Regulations

- 4.7(A) Temporary Removal** Failure to comply with permit terms, directives, and requirements of Rule 4.7(A)
Please temporarily remove vehicle from service until following issue(s) are resolved. Other/Multiple Issues - See Comments for Details.
- Other** See Notes
- 9.2** Operating a Business without Airport Authorization
- 4.7(A)(4)(a)** Lack of or improper trade dress, placard, TCP# or decal
- 4.1(C)** Failure to Comply with All Posted Signs and Road Markings
- 3.7(A)** Off Platform

Comment: ACCOUNT SHARE VIOLATION, APP OFFLINE, DISOBEY POSTED SIGN, VEH DISPLAYING SFO PLACARD FOR VEH [REDACTED], PLACARD RETURNED TO SFO. DRIVER STATED THAT THE ACCOUNT BELONGED TO HIS BROTHER AND THAT HE WAS DRIVING FOR HIM, DRIVER PRESENTED MEXICO DL, MORE PHOTOS ON FILE

Issuing Authority: SFPD **Issuer Id:** [REDACTED]

Date of Notice:

FINES SHALL BE ASSESSED PER RULE 14 OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT. AND/OR APPLICABLE OPERATING PERMIT. Consistent with Rule 14.5(A) of the Airport Rules and Regulations, you may request review of this Citation. All requests for review must include a detailed basis for review and must be received within 10 days of the date of this Notice. Failure to submit a properly documented and timely request for review will be considered acceptance of the Citation.



ATTACHMENT 4



ATTACHMENT 5

From: [Poon, \[REDACTED\]](#)
To: [REDACTED]
Cc: [SFO-SFPD Airport GTU](#); [SFO-GTC Investigators](#)
Subject: TNC Driver (Illegal App Use) - [REDACTED]
Date: Tuesday, September 9, 2025 8:01:46 PM
Attachments: [REDACTED]

Hello [REDACTED],

On 09/09/25, at approximately 1207hrs, I observed a silver Toyota Prius (CA license plate [REDACTED] in TNC Lot 3. The vehicle was displaying an SFO placard [REDACTED] that was not registered to it.

Upon contact, the driver, [REDACTED], admitted to not having his own placard. A check of the Tableau application confirmed that his vehicle was actively online with Uber. Mr. [REDACTED] presented a Mexico driver's license and stated he has never been issued a California driver's license, which was confirmed by a DMV check.

After further questioning, Mr. [REDACTED] provided his driver's application showing an Uber profile for "[REDACTED]," whose profile picture did not match him. Mr. [REDACTED] claimed [REDACTED] is his cousin and that he was using his application. This constituted a case of illegal account use.

I issued SFO e-Cite # [REDACTED] for this incident.

I request that Uber permanently deactivate all associated accounts, including the following:

Driver: [REDACTED]

Account Holder: [REDACTED]

CA License Plate: [REDACTED] (registered owner [REDACTED])

CA License Plate: [REDACTED]

Phone Number: ([REDACTED])

Email Address: [REDACTED]

The use of illegal accounts at SFO jeopardizes passenger safety, undermines trust, and creates unfair competition. I urge Uber to enhance its vetting processes and implement stronger preventative measures. I look forward to an update on this case.

Regards,

Officer [REDACTED] **Poon #** [REDACTED]

San Francisco Police Department - Airport Bureau

Traffic Division - Ground Transportation Unit

San Francisco International Airport | PO Box 8097 | San Francisco, CA 94128

Tel [REDACTED] *| Cell* [REDACTED] *|* [REDACTED]

CONFIDENTIAL NOTICE: This message is intended only for the use of the individual(s) to which it is addressed and may contain information which is privileged, confidential, proprietary or exempt from disclosure under applicable law. If you are not the intended recipient or the person responsible for delivering the message to the intended recipient, you are strictly prohibited from disclosing, distributing, copying or any way using this message. If you have received this communication in error, please notify the sender and destroy or delete any copies you may have received.

CERTIFICATE OF SERVICE

I certify that I have on this day served the following documents on

Uber Technologies, Inc.

TCP 38150-A

Case # CSE-000749

1. Administrative Citation T.2026-03-007
2. Citation Compliance Agreement
3. Investigation Report and Attachments
4. How to File an Appeal
5. Notice of Appeal Form and Certificates of Service Form (from Resolution ALJ-377)
6. Resolution ALJ-187
7. Certificate of Service

March 13, 2026

Kim Quach-Castro

Kim Quach-Castro
TEB Enforcement Analyst