

CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Passenger Transportation Carrier Advice Letter (AL) Summary Form

PASSENGER TRANSPORTATION CARRIER FILER INFORMATION

Date of Submission: October 15, 2024	Date AL served on parties: October 15, 2024
Carrier Name: Uber Technologies, Inc.	PSG #: 0038150-P
DBA Name: Uber Technologies, Inc.	
Address: 1725 3rd Street	
City: San Francisco State: CA	ZIP Code: 94158
Filer's Name: First, Last Stephanie Kuhlman	
Filer's Email: stephanie.kuhlman@uber.com	Filer's Phone: (415) 494-7405

AL INFORMATION

Advice Letter #: 29	Requested Effective Date: November 14, 2024	AL Tier: <input type="checkbox"/> I <input checked="" type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> Information Only
Subject of filing: Uber Technologies, Inc.'s Advice Letter 29		
Authorization for filing: Resolution #, Decision #, etc. D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-02		
Notes/comments: Other information & reference to advice letter, etc. Uber Technologies, Inc's Advice Letter No. 29 requesting an offset against the quarterly Access For All Fee payments collected for San Francisco County and Los Angeles County.		

SUBMISSION INFORMATION

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.

Questions regarding the Access for All Program Advice Letter filings, please email:
tncaccess@cpuc.ca.gov

Questions regarding the Autonomous Vehicle Passenger Service Programs Advice Letter filings, please email:
AVPrograms@cpuc.ca.gov

Questions regarding the Clean Miles Standard Advice Letter filings, please email:
CleanMiles@cpuc.ca.gov

Questions regarding the Transportation Network Companies general Advice Letter filings, please email:
Licensing_TNC@cpuc.ca.gov



Uber Technologies, Inc.
 1725 3rd Street
 San Francisco, CA 94158
 uber.com

October 15, 2024
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 29

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. 29 (Q3 2024)

I. Offset Request

Pursuant to Decisions (D.) 20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, Uber Technologies, Inc. (“Uber”) submits this Advice Letter No. 29 to request to offset Quarter 3 of 2024 TNC Access For All Fund¹ fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 3 of 2024. The requested effective date of this advice letter is November 14, 2024 (30 days from date of filing).²

The offset amounts requested by county³ are as follows:

County	Offset Expenses (\$)	Percent Allowed (%) ⁴	Offset Requested (\$)
ALAMEDA	\$ -	%	\$ -
ALPINE	\$ -	%	\$ -

County	Offset Expenses (\$)	Percent Allowed (%)	Offset Requested (\$)
ORANGE	\$ -	%	\$ -
PLACER	\$ -	%	\$ -

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 submits 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 also is retaining fees collected in San Mateo County pursuant to the exemption granted from Quarter 2 of 2024 through Quarter 1 of 2025 by the CPUC’s July 9, 2024 approval of Uber’s Advice Letter 23.

⁴ D.23-02-024 OP6.

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AMADOR	\$ -	%	\$ -
BUTTE	\$ -	%	\$ -
CALAVERAS	\$ -	%	\$ -
COLUSA	\$ -	%	\$ -
CONTRA COSTA	\$ -	%	\$ -
DEL NORTE	\$ -	%	\$ -
EL DORADO	\$ -	%	\$ -
FRESNO	\$ -	%	\$ -
GLENN	\$ -	%	\$ -
HUMBOLDT	\$ -	%	\$ -
IMPERIAL	\$ -	%	\$ -
INYO	\$ -	%	\$ -
KERN	\$ -	%	\$ -
KINGS	\$ -	%	\$ -
LAKE	\$ -	%	\$ -
LASSEN	\$ -	%	\$ -

PLUMAS	\$ -	%	\$ -
RIVERSIDE	\$ -	%	\$ -
SACRAMENTO	\$ -	%	\$ -
SAN BENITO	\$ -	%	\$ -
SAN BERNARDINO	\$ -	%	\$ -
SAN DIEGO	\$ -	%	\$ -
SAN FRANCISCO	\$549,458.00	100%	\$549,458.00
SAN JOAQUIN	\$ -	%	\$ -
SAN LUIS OBISPO	\$ -	%	\$ -
SAN MATEO	\$ -	%	\$ -
SANTA BARBARA	\$ -	%	\$ -
SANTA CLARA	\$ -	%	\$ -
SANTA CRUZ	\$ -	%	\$ -
SHASTA	\$ -	%	\$ -
SIERRA	\$ -	%	\$ -
SISKIYOU	\$ -	%	\$ -

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LOS ANGELES	\$1,503,598.20	100%	\$1,503,598.20
MADERA	\$ -	%	\$ -
MARIN	\$ -	%	\$ -
MARIPOSA	\$ -	%	\$ -
MENDOCINO	\$ -	%	\$ -
MERCED	\$ -	%	\$ -
MODOC	\$ -	%	\$ -
MONO	\$ -	%	\$ -
MONTEREY	\$ -	%	\$ -
NAPA	\$ -	%	\$ -
NEVADA	\$ -	%	\$ -
Subtotal	\$ -	%	\$ -

SOLANO	\$ -	%	\$ -
SONOMA	\$ -	%	\$ -
STANISLAUS	\$ -	%	\$ -
SUTTER	\$ -	%	\$ -
TEHAMA	\$ -	%	\$ -
TRINITY	\$ -	%	\$ -
TULARE	\$ -	%	\$ -
TUOLUMNE	\$ -	%	\$ -
VENTURA	\$ -	%	\$ -
YOLO	\$ -	%	\$ -
YUBA	\$ -	%	\$ -
Subtotal	\$ -	%	\$ -
Total Offset Request	\$2,053,056.20	100%	\$2,053,056.20

Per D.20-03-007, D.21-03-005, D.21-11-004, and D.23-02-024, Uber provides the following documents in support of its request as indicated in the summary table below:

Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of on-demand and pre-scheduled⁵ WAVs⁶	(a) the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; (b) the unique number of WAVs in operation – by quarter and by hour of the day and day of the week; and (c) 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; (d) the total WAV trips requested and completed broken out by Census Tract; and (e) operating hours for each geographic area	Y
2a. Improved level of service (on-demand WAVs)⁷	Both the Offset Time and the Trip Completion Standards are satisfied: (a)(1) Offset Time Standard & WAV Response Times ⁸ : Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A)	Y

⁵ As Uber has explained in previous submissions, Uber does not currently have a pre-scheduled WAV offering. As such, information and data tables relating to pre-scheduled trips are marked “N/A”.

⁶ D.20-03-007 Ordering Paragraph 1; D.23-02-024 Ordering Paragraph 11 and 12.

⁷ D.21-11-004 Ordering Paragraph 1-3, 6, and 7.

⁸ D.21-11-004 Ordering Paragraph 1, 2, and 3.

	<p>(b.1) Trip Completion Standard⁹: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and</p> <p>(b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year’s same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year’s same quarter, if applicable (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	
<p>2b. Improved level of service (pre-scheduled WAVs)¹⁰</p>	<p>Both the Pickup Delay Benchmark and the Trip Completion Standards are satisfied:</p> <p>(a) Pickup Delay Standard within the Pickup Delay Benchmark¹¹: Meet or exceed both the relevant Response Time Benchmarks for a given quarter in a given geographic area within the Pre-scheduled Pickup Delay Benchmarks (PDB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table D)</p> <p>(b.1) Pre-scheduled Trip Completion Standard¹²: Meet or exceed the applicable minimum percentage of trip requests completed (see Table E), and</p> <p>(b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of</p>	<p>N/A</p>

⁹ D.21-11-004 Ordering Paragraph 6 and 7.

¹⁰ D.23-02-024 Ordering Paragraph 1-5.

¹¹ D.23-02-024 Ordering Paragraph 4.

¹² D.23-02-024 Ordering Paragraph 5.

	<p>completed trips than in the immediately prior year’s same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year’s same quarter, if applicable (see Table F). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	
<p>3. Efforts to publicize and promote available WAV services¹³</p>	<p>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, including but not limited to:</p> <ul style="list-style-type: none"> (a) Submitted an annual outreach plan (due no later than July 1 of each year), (b) Information about disability access and WAV in general marketing campaigns, (c) Submit a quarterly report for each offset county on the following: Progress made towards implementing the outreach plan; The number of entities contacted; The method, nature, outcome of the contact; the number of partnerships developed; Efforts to publicize and promote WAV service in each offset county and whether efforts were accessible to people with disabilities and limited English proficiency; Educational materials developed and distributed; and outcome of TNCs efforts to outreach and engage wheelchair users. <p>Quarterly Report shall also address the following questions:</p> <ol style="list-style-type: none"> 1. What methods of engagement did the TNC find most effective and why? 2. What common concerns/questions came up during the engagement process? 	<p>Y</p>

¹³ D.20-03-007 Ordering Paragraph 9, and D.23-02-024 Ordering Paragraph 16.

	3. What challenges have you encountered? How do you plan to overcome them?	
4. Full accounting of funds expended¹⁴	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, and (d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset ¹⁵	Y
5. Training and inspections¹⁶	(a) certification of WAV driver training completion within the past 3 years, and (b) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and (c) Certification of WAV inspection and approval	Y
6. Reporting complaints¹⁷	Number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category: Securement Issues; Driver Training; Vehicle Safety and Comfort; Service Animal; Stranded Passenger, Pickup, Drop Off, and Other issues.	Y

¹⁴D.20-03-007 Ordering Paragraph 10.

¹⁵ D.21-11-004 Ordering Paragraph 9.

¹⁶D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h).

¹⁷D.23-02-024 Ordering Paragraph 13.

Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County

County	Q3 2024					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1st, 2nd, 3rd, ...8th)	Level 1 (%)	Level 1 (mins) ¹⁸	Level 2 (%)	Level 2 (mins)	
Los Angeles	6th	76.6	17.3	96.08	24.4	Yes
San Francisco	9th	80.76	10.03	98.28	13.65	Yes

Table B: Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
Los Angeles	6th	B	64.39	Yes
San Francisco	9th	A	76.09	Yes

¹⁸ Level 1 and Level 2 (mins) represent the applicable ORTB percentile for the appropriate quarter submission. Response time minutes for each decile is included in the file UBER_2024Q1_Response_Times_3.

Table C: Trip Completion Standard (part b.2)

County	Option 1 or 2 ¹⁹	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
Los Angeles	1	13,573	9782	14,433	14,433
San Francisco	1	3256	2677	3718	3718

Table D: Pre-scheduled Pickup Delay Standards (PDS) (percent) and Pickup Delay Benchmarks (PDB) (minutes) by County

County	Q3 2024			TNC claims the data demonstrates meeting or exceeding % of completed trips and within PDB?
	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	PDS (%)	PDB (mins)	
Los Angeles	N/A	N/A	N/A	N/A
San Francisco	N/A	N/A	N/A	N/A

Table E: Pre-scheduled Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Pre-scheduled Trip Completion Standard (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
Los Angeles	N/A	B	N/A	N/A
San Francisco	N/A	A	N/A	N/A

¹⁹ See D.21-11-004 Ordering Paragraph 6.

Table F: Pre-scheduled Trip Completion Standard (part b.2)

County	Option 1 or 2²⁰	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
Los Angeles	N/A	N/A	N/A	N/A	N/A
San Francisco	N/A	N/A	N/A	N/A	N/A

Per D.23-02-24²¹, Uber submits information on the on-demand and Pre-scheduled Service Mix as indicated in the table below.

Table G: On-demand and Pre-scheduled Service Mix

County	# of On-Demand WAV Trips	# of Pre-scheduled WAV Trips	% of On-Demand WAV trips out of the total Pre-scheduled WAV trips	% of Pre-scheduled WAV trips out of the total on-demand WAV trips
Los Angeles	14,433	0	100	0
San Francisco	3718	0	100	0

Per D.23-02-24²², Uber submits information on Wait and Save data as indicated in the table below.

²⁰ See D.23-02-024 Ordering Paragraph 5.

²¹ See D.23-02-024 Ordering Paragraph 6.

²² See D.23-02-024 Ordering Paragraph 11.

Table H: Wait and Save

County	# of WAV Wait & Save Trips	# of On-Demand WAV Trips	% of Wait & Save Trips out of the total on-demand WAV trips
Los Angeles	0	14,433	0
San Francisco	0	3718	0

WAV Operating Hours

Where UberWAV is available, prospective passengers can request a WAV ride through Uber’s app 24 hours a day, 7 days a week.

II. Background

In 2018, Senate Bill 1376, the “TNC Access for All Act,” was enacted by the California Legislature.²³ 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.²⁴

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs 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.

²³ S.B. 1376; *see also* Pub. Util. Code § 5440.5.

²⁴ Pub. Util. Code § 5440.5(a)(1)(B)(ii).

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 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 that 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, in Quarter 3 of 2024, Uber spent over **\$3 million** on payments to third-party partners with WAVs.

In Quarter 3 of 2024, UberWAV service levels improved with Uber's ongoing partnership with Tower WAV LLC. Uber continues this partnership to support program reliability across the San

Francisco Bay Area counties and Los Angeles county. Additionally, during the third quarter of 2024, Uber continued working to understand when and where WAV demand was coming from, and made operational improvements to strategically position WAV supply to best address that demand. These optimizations have resulted in increased reliability for WAV riders and an increase in completed WAV trips in the San Francisco Bay Area and Los Angeles.

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 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, D.21-11-004, and D.23-02-024, and the templates provided by the Commission, Uber provides the following supporting information: this Advice Letter "38150 Uber Technologies, Inc. AL 29 Forms," including Attachment A (Training and Inspections Declarations) and Attachment B (Outreach Quarterly Report); and the .csv files referenced below.

1. WAVs in Operation

Data for the WAVs in operation in Quarter 3 of 2024 is provided in the report "UBER_2024Q3_WAVS_In_Operation_1a." 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. Unique WAVs in Operation

Data for unique WAVs in operation in Quarter 3 of 2024 for every county in which Uber requests (or previously requested) an offset is provided in the report "UBER_2024Q3_Unique_WAVS_In_Operation_1b." Per the template provided by the Commission, the data is aggregated by hour of the day and day of the week for each county.

3. WAV Trips

Data detailing WAV trips in Quarter 3 of 2024 for every county in which Uber requests (or previously requested) an offset is provided in the report "UBER_2024Q3_WAV_Trips_2." This report includes data on the percentage, number, and Census Tract²⁵ of WAV trips completed, not

²⁵ Due to default formatting settings on .csv readers, Census Tract information may appear as a 10-digit code instead of an 11-digit code, omitting the 0 in California's 06 state code.

accepted, canceled-no show,²⁶ canceled by passenger, canceled by 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.²⁷

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.

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

Data for response times for completed WAV Trips, including Periods A and B, is provided in the report “UBER_2024Q3_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_2024Q3_OTS_PDS_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 in a given 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 be highly variable due to external factors such as seasonality, local or widespread emergencies, overall traffic patterns (e.g., rush

²⁶ Uber cannot provide information regarding the number of WAV trips canceled 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.”

²⁷ 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_Trips” row of the data file. Similar to previous instructions regarding counting trips, Uber has reported cancellations for the day and hour of the ultimate trip event.

hour), and business events such as onboarding of new third-party WAV service providers and implementation of new outreach and service efforts resulting in increased demand for WAV trips.

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.

5. Trip Completion Standard (TCS)

Data demonstrating that Uber has fulfilled the Trip Completion Standard is provided in the report “UBER_2024Q3_TCS_PTC5.”

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 in a given county 24 hours a day, 7 days a week. Further, completion rates can be highly variable due to the same external factors which can impact response times.

6. Outreach

Between July and September 2024 (Quarter 3 of 2024), Uber began implementing its 2024-2025 Annual Outreach Plan. Details of Uber’s efforts including 1) a narrative of its efforts, 2) a tracker documenting its quarterly efforts pursuant to its plan, 3) answers to questions set forth in D.23-02-024²⁸, and 4) exemplar marketing materials are included as Attachment B.

Additional data detailing Uber’s outreach efforts is provided in the report “UBER_2024Q3_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.

7. WAV Training and Inspections

Information regarding WAV Driver Training is provided in the report “UBER_2024Q3_Training_and_Inspections_8” and required certifications are provided within Attachment A. 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.

²⁸ See D.23-02-024 Ordering Paragraph 16.

8. Complaints

Information regarding complaints related to WAV services for each geographic area is provided in the report “UBER_2024Q3_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.

9. Accounting of Funds Expended

An accounting of certain funds expended in Quarter 3 of 2024 is included in the report “UBER_2024Q3_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, and 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.

10. Contract Information

Information regarding contracts with service providers is included in the report “UBER_2024Q3_Contract_Information_11.” The “Duration” 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 October 15, 2024. If there are any questions regarding this advice letter, please contact Alex Larro 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 Alex Larro 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/ Alexander Larro

Alexander Larro
Counsel, Regulatory
Uber Technologies, Inc.

Attachments

1. Attachment A - Signed Training & Inspection Declarations (PDF)
2. Attachment B - Outreach Quarterly Report (PDF)
3. Data Attachments in CSV format (WAVs in Operation; Unique WAVs in Operation; WAV Trips; Response times; OTS/PDS; TCS/PTC; Outreach; Training and Inspections; Complaints; Funds Expended; and Contract Information)



California
Public Utilities
Commission



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PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: AUGUST 5, 2024

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ATTACHMENT A

**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: 10/4/24

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 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: 10/4/24

Andres Munoz

Print Name of Applicant/Officer

Signature of Applicant(s)

Signature of Corporate Officer

Manager-COO

Title of Corporate Officer

ATTACHMENT B

ATTACHMENT B

Uber Technologies, Inc.'s Outreach Quarterly Report Quarter 3 2024

October 15, 2024

In the third quarter of 2024, Uber Technologies, Inc. continued advancing the outreach of its UberWAV (Wheelchair Accessible Vehicles) program, in line with the goals and metrics outlined in Uber's 2024-2025 outreach plan. This ongoing effort also ensures compliance with California Public Utilities Commission (CPUC) regulations under the TNC Access for All Act (SB 1376). Uber successfully met its outreach and virtual meeting goals for Q3 2024 by delivering three presentations, including one focus group session. Additionally, during this period, Uber contacted 120 organizations, consisting of follow-ups with 95 previously engaged organizations and outreach to 25 new ones.

Third Quarter 2024 Outreach Questions Checklist:

1. What methods of engagement did the TNC find most effective and why?

The most effective engagement methods involved follow up calls and referral relationships. Follow up calls continue to yield positive results, and referral relationships have proven valuable in building strong connections with new organizations. Follow-up calls led to two presentations and generated four requests for clarifications and inquiries via email, further strengthening our engagement and allowing for more in-depth conversations with stakeholders. Additionally, we were able to set up a focus group with Contra Costa's Specialty Health Ambassador Program through an existing referral relationship, which helped us expand our engagement and reach more stakeholders.

2. What common concerns/questions came up during the engagement process?

Below are some of the common questions and concerns raised during Q3 outreach engagements regarding the UberWAV program:

- What is the availability of UberWAV vehicles, and how long is the typical response time?
- Who provides UberWAV services, and how do third-party service providers factor into the program?
- What kind of training do UberWAV drivers receive to assist passengers with physical and intellectual disabilities?
- What is the vehicle capacity for UberWAV?

3. What challenges have you encountered? How do you plan to overcome them?

One of the key challenges this quarter has been establishing initial contact with decision-makers within organizations, as initial outreach efforts, like emails or calls, often go unanswered. Even when contact is made, securing time for focus groups with their members and maintaining consistent communication can be difficult. Scheduling follow-up sessions after initial touchpoints with directors or board members has also posed a challenge. To address these issues, we will continue implementing a more structured follow-up process, combining regular check-ins and direct follow up calls.

Key outreach activities in the third quarter of 2024 included:

- **Stakeholder Engagement:** In Q3, we focused on strengthening relationships with key stakeholders, including advocacy groups and state agencies. Using calls, emails, and interactive formats like focus groups and presentations, we conducted one focus group and two presentations.
- **Outreach Efforts:** We conducted outreach to a total of 120 organizations, initiating dialogue with 25 new entities and engaging in 95 follow-up interactions.
- **Follow-Up Strategy:** For this quarter, we continued to rely on direct phone calls as our primary follow-up strategy, which has enabled us to maintain engagement and address any questions or concerns promptly. We also consistently remind organizations to share information about our presentations, which has generated new engagement opportunities. Following our presentation to the Alameda County Transportation Commission in Q2 and follow-up discussions in Q3, they referred us to the Paratransit Advisory and Planning Committee, and we are now scheduled to present to the Committee in Q4.
- **Post-Engagement Initiatives:** Following the focus groups and presentations, we pursued further engagement opportunities, including follow-up and continued engagement to identify other stakeholder groups.
- **Social Media Influencer:** We engaged a wheelchair user and Instagram influencer (@rollwithguru) in the Southern California area to publish posts on his social media channels demonstrating the use of the UberWAV service. We are hopeful this form of popular marketing—including reposting the content on Uber social media channels—will increase awareness of the service in combination with Uber’s other efforts and we are exploring ways to boost the effectiveness of these types of social media posts in future quarters.

Speaking Engagements

Organization Name	Key Themes	Engagement Type
Contra Costa Specialty Health Ambassador Program	<ul style="list-style-type: none"> ● UberWAV vehicle availability and response times ● UberWAV’s third-party service provider ● Coverage of UberWAV service in the U.S. ● Driver wait time for passengers with disabilities ● Vehicle capacity for passengers and equipment ● Driver training on accessibility and wheelchair handling 	Focus Group
Jewish LA Special Needs Trust and Services	<ul style="list-style-type: none"> ● Driver training for intellectual and cognitive disabilities ● UberWAV toll-free number 	Presentation
Chinatown CDC	<ul style="list-style-type: none"> ● UberWAV vehicle availability and response times ● Coverage of UberWAV service ● Senior accessibility ● Driver training on accessibility and wheelchair handling 	Presentation

Program Information and Community Group Outreach

The outreach team has established a network of over 350 stakeholders across California who receive regular program updates, provide feedback, and help spread the word about UberWAV. During presentation opportunities, Uber utilizes its UberWAV presentation deck to engage with stakeholder groups and educate them about the program. The deck provides an introductory overview of UberWAV, highlighting its features and benefits. It also includes detailed instructions on how to use UberWAV, with step-by-step guidance on booking a ride and what to expect during the ride. The presentation emphasizes the intent of State Bill 1376, which requires transportation network companies to adopt wheelchair-accessible vehicles on their platforms, highlighting the significance of the UberWAV program and Uber’s commitment to improving accessibility and inclusivity for riders with disabilities. (See Section A).

To identify outreach opportunities that effectively reach disabled consumers, Uber has actively sought input from these stakeholders. To support these efforts, Uber has provided a

California-specific instructional fact sheet on accessing UberWAV to stakeholder organizations and has prepared English, Spanish, and Mandarin versions of the sheet for distribution. (See Section B).

In addition to these resources, Uber has created a dedicated webpage for UberWAV and an accessibility webpage that provides regular updates on new products, features, and initiatives aimed at improving the mobility and independence of riders with disabilities. These digital resources are available in four languages and include Frequently Asked Questions, tools for consumers, and a step-by-step explanation of how to use the service. The user-friendly design provides a comprehensive guide to using UberWAV, highlighting Uber's commitment to improving accessibility for all riders. (See Section C). Additionally, Uber has undertaken marketing efforts to expand awareness of UberWAV offerings, such as by engaging with a social media influencer (see Section D) and by including UberWAV in our general mass marketing email campaigns (see Section E).

Finally, to help summarize Uber's various efforts throughout the quarter, Uber is attaching a chart showing its progress towards its quarterly goals established in its outreach plan. (See Section F).

Section A: Ride with UberWAV Community Presentation

Ride with UberWAV

October 2022

Uber

Intros

Seth Smith

Manager, California Public Policy

seth.smith@uber.com

Agenda

01 What is WAV?

02 How to ride with UberWAV

03 SB 1376 (2018) Access For All

04 Uber + Public Transit

05 Q&A

Accessibility using Uber

Our technology and the transportation provided by drivers has transformed mobility for many people with disabilities, and we're committed to continuing to develop technologies that support everyone's ability to easily move around their communities.



Riders with disabilities

Uber's technology is helping to increase mobility and independence for riders with disabilities, with features and capabilities like these:



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.



Upfront pricing

Uber uses upfront pricing to let riders know the cost of their trip before they request a ride. This gives them peace of mind and helps eliminate the risk of fraud.



Anti-discrimination policies

Every trip request a rider makes is automatically matched to a nearby driver by the Uber app, reducing opportunities for unlawful discrimination to interfere with the process of securing reliable, affordable transportation.



Service animal policies

For riders who are blind or low-vision and may be traveling with service animals, Uber's Community Guidelines and Service Animal Policy clearly require drivers to comply with all applicable laws regarding the transportation of service animals.



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.



Wait time fee waivers

Riders with disabilities, or individuals who frequently accompany riders with disabilities on trips, can request a waiver of wait time fees for their accounts by submitting a certification.

Riders with mobility disabilities

We're using technology to make transportation more accessible and reliable for riders with mobility disabilities, including through WAV (wheelchair-accessible vehicles).

[Read more](#)



Equipped vehicles

Uber's WAV lets riders who use non-folding motorized wheelchairs connect with drivers in wheelchair-accessible vehicles equipped with ramps or lifts.



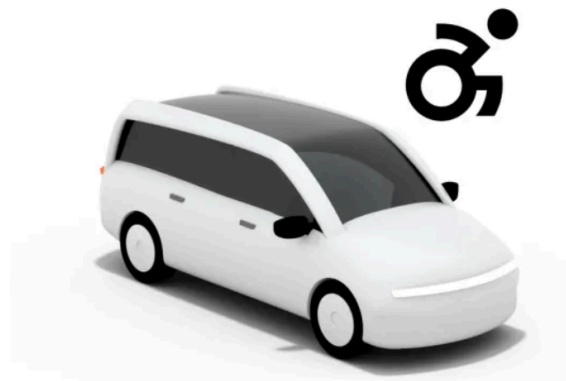
Available around the world

We're using several WAV models in cities around the world (including Bangalore, Boston, Chicago, London, Los Angeles, New York, Philadelphia, San Francisco, Toronto, and Washington, DC) to determine which wheelchair-accessible vehicle options best meet the needs of riders and drivers.

Uber 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.



Why ride with Uber WAV



Fast, flexible rides

When and where WAV is available, request a ride on demand that works around your life, not the other way around.



Trips that fit your budget

The price of a WAV ride in the Uber app is comparable to UberX, our basic ride option.



Specialized drivers to assist you

Every person driving with Uber WAV has completed a certification course offered by a third party to help you enter and exit the vehicle.*

How to ride with WAV

[Read more about how riding works](#)

1. Request

Open the app and enter your destination in the "Where to?" box. Once you confirm your pickup and destination addresses are correct, select WAV at the bottom of your screen (a promo code is required in some cities). Then tap **Confirm WAV**.

If a WAV driver is available and accepts your ride request, you'll see your driver's picture and vehicle details and can track their arrival on the map.

2. Ride

Check that the vehicle details match what you see in the app before getting in your WAV.

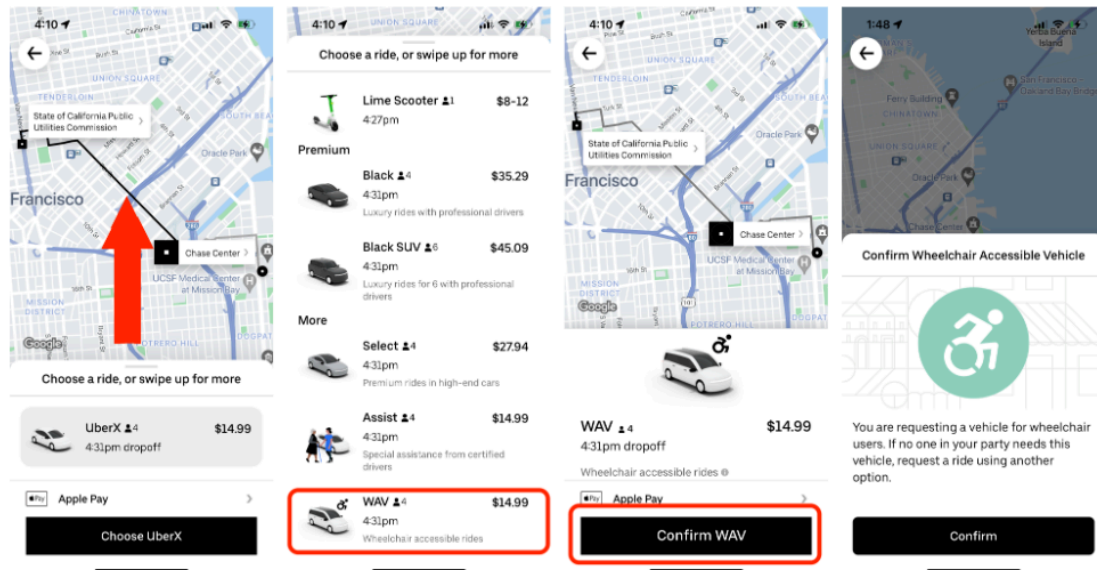
Your driver has your destination and directions for the fastest way to get there, but you can always request a specific route.

3. Exit the vehicle

You'll be automatically charged through your payment method on file, so you can exit your WAV as soon as you arrive.

Remember to rate your driver to help keep Uber safe and enjoyable for everyone.

How to ride with WAV



Intent of State Bill 1376

“It is the intent of the Legislature that wheelchair users who need WAVs have prompt access to TNC services, and for the commission to facilitate greater adoption of wheelchair accessible vehicles on transportation network companies’ online-enabled applications or platforms.”

SB 1376 (2018), Section 3 (adding Public Utilities Code Section 5440(j))

TNC Remittance Offset: Quarterly Evaluation Criteria

Presence & Availability of Drivers with WAVs and Improved Level of Service

- Hours of WAV service
- WAV drivers
- WAV Trips
- Response Time on WAV

Publicize WAV Services to the Disability Community

- Efforts taken by TNC to publicize and promote WAV service to disability communities

Accounting of Funds Expended

- Provide a statement of account for funds expended prepared in accordance with generally accepted accounting principles

Q&A

Thank you

Seth Smith (seth.smith@uber.com)

Uber

Section B: 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 Ángeles 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, asegurándose sus lugares de origen y destino.

Imagen 2: Desplácese hacia abajo hasta la opción WAV

Imagen 3: Elija WAV como su transporte

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 Ángeles 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)

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.

在优步应用中访问 Uber WAV

在南加州和旧金山湾区的部分地区，乘客现可通过优步应用搭乘无障碍车辆

Uber

如何搭乘 Uber WAV

第 1 步 → 下载优步应用 (<https://ubr.to/2wpc9W5>)

第 2 步 → 预约 Uber WAV 第 2 步 (i) - (iv)

经济实惠的无障碍车辆按需接载服务

- 快速灵活的接载服务
在提供 Uber WAV 服务的时间和地点按需叫车
只需输入目的地，然后轻触叫车按钮即可。
- 与您的预算相符的行程
Uber WAV 行程的收费与优选轿车行程相同。
- 专业司机为您提供帮助
Uber WAV 司机需要完成由第三方提供的轮椅安全认证课程。

关注 UberWAV

什么是 UberWAV？网站和常见问题 (uber.com/ride/uberwav)

优步首席执行官关于改善无障碍服务的信 (<https://ubr.to/uberwav>)

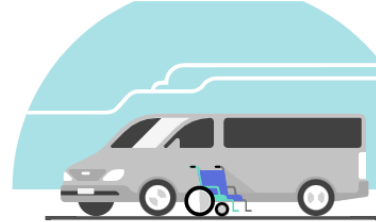
2021 年

Section C: 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.*



Section D: UberWAV Public Information Materials - Social Media Influencer Posts

Instagram Post:

Partnership with social media influencer: @rollwithguru




Section E: UberWAV Public Information Materials - Emails

Uber

Ride on your time

Ready to get on the road again? We have trip options available on demand for when you're on the go.





[Request a trip →](#)



Rides with you in mind

Discover new ways to travel with Uber—check out the range of options available in the app.

Certain products and features are not available in all markets. Check your Uber app for the latest availability.

- **UberXL**
Need room for an extra friend or luggage? Ride with UberXL.
- **Uber Comfort**
Treat yourself to extra leg room on a personalized ride.
- **Uber Black**
Business meeting or big night out? Get dropped off in luxury.
- **Uber WAV**
Need a wheelchair accessible vehicle? Select Uber WAV.

[Try now >](#)

TCP 38150-P and TCP 38150-A

[Help Center](#) [Privacy](#)
[Terms](#) [Community](#)
[Unsubscribe](#) [Email Preferences](#)

This is a promotional email from Uber Technologies
1515 3rd St., San Francisco, CA 94158
Uber.com

[f](#) [X](#) [@](#)

Section F: UberWAV Progress Toward Quarterly Goals

	Objective / Quarter	Q3 2024
1.1	Conduct initial email outreach to at least 25 stakeholder groups per quarter	Email Outreach: 120 SGs contacted Presentation Outreach: 3 SGs contacted (including three focus groups)
1.2	Conduct at least 2 tailored follow-up meeting with responsive stakeholder groups per quarter (8 per year), highlighting UberWAV's features and addressing any specific questions from stakeholders or organizations.	☑
1.3	Collect continuous feedback from stakeholder groups and riders in digital and virtual forms of engagement (via in-app support for riders, Uber's custom feedback form, email input).	☑
2.1	Collaborate with local organizations on at least 1 joint outreach initiative per quarter (4 per year).	☑
2.2	Conduct at least 1 focus group or listening session per quarter (4 per year) with representatives from non-traditional disability communities.	☑
2.3	Engage at least 1 consultant specializing in stakeholder outreach and participation annually to optimize Uber's interaction strategies.	☑
3.1	Provide multilingual materials in three primary languages (English, Spanish, Mandarin-Chinese) to disability advocacy groups in multi-ethnic communities where English is not the predominant language.	Yes: Uber has prepared materials in English, Spanish and Mandarin Chinese for distribution. Tagalog and Vietnamese translation to begin Q1 2025
3.2	Launch at least one mass email campaign per month highlighting UberWAV (with aim to reach at least 35,000 riders per quarter)	51,743 rider emails sent this quarter
3.3	Publish at least one piece of social media content per quarter promoting UberWAV (with aim to reach at least 100,000 impressions per quarter)	21,100 impressions through instagram post
3.4	Partner with a social media influencer once per year to raise awareness of UberWAV and accessibility issues more broadly	☑
4	Monitoring and Evaluation	☑
Deliverable	<ol style="list-style-type: none"> 1. What methods of engagement did the TNC find most effective and why? 2. What common concerns/questions came up during the engagement process? 3. What challenges have you encountered? How do you plan to overcome them? 	<p>The most effective engagement methods involved follow-up calls and referral relationships. Follow-up calls continue to yield positive results, and referral relationships have proven valuable in building strong connections with new organizations. Follow-up calls led to two presentations and generated four requests for clarifications and inquiries via email, further strengthening our engagement and allowing for more in-depth conversations with stakeholders. Additionally, we were able to set up a focus group with Contra Costa's Specialty Health Ambassador Program through an existing referral relationship, which helped us expand our engagement and reach more stakeholders. Organizations most commonly had questions about the availability of UberWAV vehicles, typical response time, third-party service providers, training for UberWAV drivers, and WAV vehicle capacity. One of the key challenges this quarter has been establishing initial contact with decision-makers within organizations, as initial outreach efforts, like emails or calls, often go unanswered. Even when contact is made, securing time for focus groups with their members and maintaining consistent communication can be difficult. Scheduling follow-up sessions after initial touchpoints with directors or board members has also posed a challenge. To address these issues, we will continue implementing a more structured follow-up process, combining regular check-ins and direct follow up calls.</p>