

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

January 18, 2022
Uber Technologies, Inc.
PSG0038150
Advice Letter No. 12

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. 12 (Q4 2021)

I. Offset Request

Pursuant to Decisions (D.) 20-03-007 and 21-03-005, Uber Technologies, Inc. (“Uber”) submits this Advice Letter No. 12 to request to offset Quarter 4 of 2021 TNC Access For All Fund¹ fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 4 of 2021. The requested effective date of this advice letter is February 17, 2022 (30 days from date of filing).²

The offset amounts requested by geographic areas are as follows:

County	Expenditures ³ (\$)
ALAMEDA	\$ 156,765.60
ALPINE	\$ -
AMADOR	\$ -
BUTTE	\$ -

County	Expenditures (\$)
ORANGE	\$ 1,943.86
PLACER	\$ -
PLUMAS	\$ -
RIVERSIDE	\$ -

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 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.

CALAVERAS	\$ -
COLUSA	\$ -
CONTRA COSTA	\$ 47,040.40
DEL NORTE	\$ -
EL DORADO	\$ -
FRESNO	\$ -
GLENN	\$ -
HUMBOLDT	\$ -
IMPERIAL	\$ -
INYO	\$ -
KERN	\$ -
KINGS	\$ -
LAKE	\$ -
LASSEN	\$ -
LOS ANGELES	\$ 604,565.26
MADERA	\$ -
MARIN	\$ 6,103.34
MARIPOSA	\$ -
MENDOCINO	\$ -
MERCED	\$ -
MODOC	\$ -
MONO	\$ -
MONTEREY	\$ -
NAPA	\$ -
NEVADA	\$ -

SACRAMENTO	\$ -
SAN BENITO	\$ -
SAN BERNARDINO	\$ -
SAN DIEGO	\$ -
SAN FRANCISCO	\$ 417,338.90
SAN JOAQUIN	\$ -
SAN LUIS OBISPO	\$ -
SAN MATEO	\$ 107,785.04
SANTA BARBARA	\$ -
SANTA CLARA	\$ -
SANTA CRUZ	\$ -
SHASTA	\$ -
SIERRA	\$ -
SISKIYOU	\$ -
SOLANO	\$ -
SONOMA	\$ -
STANISLAUS	\$ -
SUTTER	\$ -
TEHAMA	\$ -
TRINITY	\$ -
TULARE	\$ -
TUOLUMNE	\$ -
VENTURA	\$ -
YOLO	\$ -
YUBA	\$ -

Subtotal	<u>\$ 814,474.60</u>	Subtotal	<u>\$ 527,067.80</u>
		Total Offset	<u>\$ 1,341,542.40</u>

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

	<p>improvement over the prior quarter’s performance (see Table B)⁴</p> <p>(b) Trip Completion Standard: Increase in the total number or % of completed WAV trips requested compared to previous quarter (see Table C)</p>	
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	<p>Qualifying offset expenses are:</p> <p>(a) reasonable, legitimate costs that improve a TNC’s WAV service, and</p> <p>(b) incurred in the quarter for which a TNC requests an offset, and</p> <p>(c) on the list of eligible expenses attached as Appendix A</p>	Y
5. Training and inspections	<p>(a) certification of WAV driver training completion within the past 3 years,</p> <p>(2) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and</p> <p>(3) Certification of WAV inspection and approval</p>	Y
6. Reporting complaints	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and	Y

⁴ 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 Q3 2021 Advice Letter has not yet been approved, Uber does not know whether it will receive offsets in the counties for which it applied. Given this uncertainty, Uber has included counties where demonstrated improvement of the Offset Time Standard over the prior quarter’s performance is not shown, but all other offset requirements are met. Uber has noted such instances herein. Should Uber receive offsets for those counties in Q3 2021, Uber will supplement this Advice Letter by removing those counties.

	broken out by category	
--	------------------------	--

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

County	Benchmark		Q4 2021		Within Benchmark?
	Level 1 (mins)	Level 2 (mins)	Level 1 (mins)	Level 2 (mins)	
ALAMEDA	25	50	15.5	21.25	Yes (Both)
CONTRA COSTA	25	50	19.68	24.3	Yes (Both)
LOS ANGELES	25	50	25.08	32.62	Yes (Level 2)
MARIN	30	60	25.63	30.63	Yes (Both)
ORANGE	25	50	11.62	15.08	Yes (Both)
SAN FRANCISCO	15	30	12.42	17.3	Yes (Both)
SAN MATEO	25	50	14.68	20.02	Yes (Both)

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

County	Q3 2021		Q4 2021		Demonstrates Improvement?
	Level 1 (%)	Level 2 (%)	Level 1 (%)	Level 2 (%)	
ALAMEDA	75.79	99.21	85.16	99.36	Yes (Both)
CONTRA COSTA	n/a	n/a	76.56	98.44	Did not apply in Q3 2021
LOS ANGELES	n/a	n/a	49.62	96.83	Did not apply in Q3 2021
MARIN	n/a	n/a	64.71	100	Did not apply in Q3 2021
ORANGE	n/a	n/a	100	100	Did not apply in Q3 2021

SAN FRANCISCO	65.64	98.18	65.36	97.91	No; Q3 2021 offset application pending
SAN MATEO	89.53	99.66	89.22	100	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	1268	45.14	1402	63.04
CONTRA COSTA	1	177	32.72	320	35.28
LOS ANGELES	2	3567	27.24	3317	27.60
MARIN	2	15	27.78	17	42.50
ORANGE	2	11	1.26	10	1.51
SAN FRANCISCO	1	1042	78.88	1247	75.44
SAN MATEO	1	296	58.96	306	63.22

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 1376, the “TNC Access for All Act,” was enacted by the California Legislature.⁵ Public Utilities (“Pub. Util.”) Code § 5440.5 establishes a framework whereby

⁵ S.B. 1376; *see also* Pub. Util. Code § 5440.5.

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.⁶

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs⁷ 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 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.

⁶ Pub. Util. Code § 5440.5(a)(1)(B)(ii).

⁷ 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.”).

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 4 of 2021 due to the COVID-19 pandemic, Uber spent nearly \$1.8 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 4 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 helped improve reliability in the San Francisco Bay Area, and Uber continues to explore additional ways to better position drivers to increase reliability.

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'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: this Advice Letter "38150 Uber

Technologies, Inc. AL 12 Forms,” including Attachment A (Training and Inspections Declarations) and Attachment B (Outreach Narrative and Materials); and the .csv files referenced below.

1. WAVs in Operation

Data for the WAVs in operation in Quarter 4 of 2021 is provided in the report “UBER_2021Q4_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 4 of 2021 is provided in the report “UBER_2021Q4_WAV_Trips_2.” This report includes data on the percentage and number of WAV trips completed, not accepted, cancelled-no show,⁸ cancelled by passenger, cancelled 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.⁹

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

⁸ 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.”

⁹ 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.

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_2021Q4_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_2021Q4_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.

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_2021Q4_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 October and December 2021 (Quarter 4, 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 Q4 2021 included:

- **Email updates, newsletter, phone calls, and Q&A with 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.
- **Community presentation** and scheduling for an ongoing accessible transportation roadshow in Q1 2022.

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

More data about Uber's specific outreach efforts is provided in the report "UBER_2021Q4_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_2021Q4_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 regarding complaints related to WAV services for each geographic area is provided in the report "UBER_2021Q4_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 4 of 2021 is included in the report “UBER_2021Q4_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 included in the report “UBER_2021Q4_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 January 18, 2022. 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/ Alex Larro

Alex Larro
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: JANUARY 14, 2022**

[Download the Comma-delimited File](#)
[About Comma-delimited Files](#)

[Back to Service Lists Index](#)

Parties

ALEX LAVOI
NOMAD TRANSIT LLC DBA VIA
10 CROSBY STREET, 2ND FL.
NEW YORK, NY 10013
FOR: NOMAD TRANSIT LLC DBA VIA

JONATHAN COHEN
LITIGATION AND REGULATORY COUNSEL
VIA TRANSPORTATION INC.
95 MORTON STREET, 3RD. FL.
NEW YORK, NY 10014
FOR: VIA TRANSPORTATION INC.

EDWARD HOFFMAN
RIDE PLUS, LLC
1275 PEACHTREE ST NE 6TH FL
ATLANTA, GA 30309
FOR: RIDE PLUS LLC DBA PROVADO MOBILE
HEALTH

TRISH KRAJNIAK
HOPSKIPDRIVE INC.
1933 S. BROADWAY STE. 1144
LOS ANGELES, CA 90007
FOR: HOPSKIPDRIVE INC.

JARVIS MURRAY
ADMIN - FOR-HIRE POLICY & ENFORCEMENT
LA DEPT OF TRANSPORTATION
100 S. MAIN STREET
LOS ANGELES, CA 90012
FOR: LOS ANGELES DEPARTMENT OF
TRANSPORTATION (LADOT)

WIL RIDDER
EXE. OFFICER - PLANNING & DEVELOPMENT
LA COUNTY METROPOLITAN TRANSPORT AUTHOR
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012
FOR: LOS ANGELES COUNTY METROPOLITAN
TRANSPORTATION AUTHORITY

AUTUMN M. ELLIOTT
SR COUNSEL
DISABILITY RIGHTS CALIFORNIA
350 SOUTH BIXEL STREET, STE 290
LOS ANGELES, CA 90017
FOR: DISABILITY RIGHTS CALIFORNIA

WHITNEY LEWIS
MVN 2 LLC
1048 MARINE AVE APT 10
GARDENA, CA 90247
FOR: MVN 2 LLC

LAYLA SOTTO
EXECUTIVE RIDE LLC
4532 W IMPERIAL HWY
HAWTHORNE, CA 90304
FOR: EXECUTIVE RIDE LLC DBA OPOLI

ANDRE COLAIACE
ACCESS SERVICES
PO BOX 5728
EL MONTE, CA 91734-1738
FOR: ACCESS SERVICES

ROBYN WAPNER
 SR. GOV'T RELATIONS ANALYST
 SAN DIEGO ASSOCIATION OF GOVERNMENTS
 401 B STREET, SUITE 800
 SAN DIEGO, CA 92101
 FOR: SAN DIEGO ASSOCIATION OF
 GOVERNMENTS

MARK POTTER
 ALTRUISTIC INC DBA BOUNCE
 9845 ERMA ROAD, STE. 300
 SAN DIEGO, CA 92131
 FOR: ALTRUISTIC INC. DBA BOUNCE

ANNE MAYER
 EXE. DIR
 RIVERSIDE COUNTY TRANSP. COMMISSION
 4080 LEMON STREET, 3RD FL.
 RIVERSIDE, CA 92501
 FOR: RIVERSIDE COUNTY TRANSPORTATION
 COMMISSION

NANCY WHELAN
 GEN. MGR.
 MARIN TRANSIT
 711 GRAND AVENUE, STE.110
 SAN RAFAEL, CA 94000
 FOR: MARIN TRANSIT

JOHN I. KENNEDY
 DEPUTY CITY ATTORNEY
 CITY OF SAN FRANCISCO
 SF CITY ATTORNEY'S OFFICE
 1390 MARKET STREET, 7TH FL. FOX PLAZA
 SAN FRANCISCO, CA 94102
 FOR: SAN FRANCISCO MUNICIPAL
 TRANSPORTATION AGENCY (SFMTA)

ANNA UHLS
 ATTORNEY
 RASIER-CA, LLC
 1455 MARKET STREET
 SAN FRANCISCO, CA 94103
 FOR: RASIER-CA, LLC DBA UBER
 TECHNOLOGIES INC.

NICOLE BOHN
 DIRECTOR
 SF MAYOR'S OFFICE ON DISABILITY
 1155 MARKET STREET 1ST FLOOR
 SAN FRANCISCO, CA 94103
 FOR: SAN FRANCISCO MAYOR'S OFFICE OF
 DISABILITY

TILLY CHANG
 EXE DIR
 S. F. COUNTY TRANSPORTATION AUTHORITY
 1455 MARKET STREET, 22ND FL.
 SAN FRANCISCO, CA 94103
 FOR: SAN FRANCISCO TRANSPORTATION
 AUTHORITY

VARUN JAIN
 UBER TECHNOLOGIES, INC.
 1455 MARKET STREET, 4TH FLOOR
 SAN FRANCISCO, CA 94103
 FOR: UBER TECHNOLOGIES, INC.

DRENNEN SHELTON
 PLANNER
 BAY AREA METRO CENTER
 375 BEALE STREET, STE.800
 SAN FRANCISCO, CA 94105
 FOR: METROPOLITAN TRANSPORTATION
 COMMISSION (MTC)

CHRISTOF BAUMBACH
 CEO
 WINGZ, INC.
 795 FOLSOM STREET
 SAN FRANCISCO, CA 94107
 FOR: WINGZ, INC.

SARA SCHAER
 DOLIGHTFUL, INC
 31 WINFIELD ST
 SAN FRANCISCO, CA 94110
 FOR: DOLIGHTFUL, INC.

DANIEL ROCKEY
 PARTNER
 BRYAN CAVE LEIGHTON PAISNER
 THREE EMBARCADERO CENTER, 7TH FL.
 SAN FRANCISCO, CA 94111-4070
 FOR: LYFT, INC.

JEFF MALTZ
 CEO
 SILVERRIDE, LLC
 425 DIVISADERO ST., SUITE 201
 SAN FRANCISCO, CA 94117
 FOR: SILVERRIDE, LLC

MARK GRUBERG
 MEMBER OF EXE. BOARD
 S. F. TAXI WORKERS ALLIANCE
 1415 PALOU AVE.
 SAN FRANCISCO, CA 94124
 FOR: SAN FRANCISCO TAXI WORKERS
 ALLIANCE (SFTWA)

RITU NARAYAN
 ZUM SERVICES, INC.
 555 TWIN DOLPHINE DR STE 350
 REDWOOD CITY, CA 94401
 FOR: ZUM SERVICES, INC.

DARYL HALLS
 EXE. DIR.
 SOLANO TRANSPORTATION AUTHORITY
 ONE HARBOR CENTER, STE. 130

MARILYN GOLDEN
 SR POLICY ANALYST
 DISABILITY RIGHTS EDU. & DEFENSE FUND
 3075 ADELIN STREET, STE. 210

1/18/22,9:32 AM

CPUC - Service Lists - R1902012

SUISUN CITY, CA 94585
FOR: SOLANO TRANSPORTATION AUTHORITY

BERKELEY, CA 94703
FOR: DISABILITY RIGHTS EDUCATION &
DEFENSE FUND (DREDF)

MELISSA W. KASNITZ
LEGAL DIR
CENTER FOR ACCESSIBLE TECHNOLOGY
3075 ADELINE STREET, STE. 220
BERKELEY, CA 94703
FOR: CENTER FOR ACCESSIBLE TECHNOLOGY

ABHAY JAIN
ACTIVE SCALER INC., DBA TAGSI
1551 MCCARTHY BLVD., STE. 10
MILPITAS, CA 95035
FOR: ACTIVE SCALER INC., DBA TAGSI

AUSTIN BROWN
EXECUTIVE DIRECTOR
UC DAVIS POLICY INSTITUTE
1605 TILIA STREET, SUITE 100
DAVIS, CA 95616
FOR: UC DAVIS POLICY INSTITUTE FOR
ENERGY, ENVIRONMENT, AND THE ECONOMY

SEAN TIEDGEN
SR. TRANSP PLANNER
SHASTA REGIONAL TRANSPORTATION AGENCY
1255 EAST STREET, STE. 202
REDDING, CA 96001
FOR: SHASTA REGIONAL TRANSPORTATION
AGENCY (SRTA)

Information Only

ABIGAIL COCHRAN
UNIVERSITY OF CALIFORNIA, BERKELEY
EMAIL ONLY
EMAIL ONLY, CA 00000

ANNA FERO
DAVIS WRIGHT TREMAINE LLP
EMAIL ONLY
EMAIL ONLY, CA 00000

ANNETTE WILLIAMS
SF MUNICIPAL TRANSPORTATION AGENCY
EMAIL ONLY
EMAIL ONLY, CA 00000

APARNA PALADUGU
ZOOX
EMAIL ONLY
EMAIL ONLY, AA 00000

AUSTIN HEYWORTH
UBER
EMAIL ONLY
EMAIL ONLY, CA 00000

ERIKA QUINTERO
LYFT, INC.
EMAIL ONLY
EMAIL ONLY, CA 00000

ERIN MCAULIFF
SF MUNICIPAL TRANSPORTATION AGENCY
EMAIL ONLY
EMAIL ONLY, CA 00000

HENRY CLAYPOOL
CONSULTANT - TECH POLICY
AMERICAN ASSN OF PEOPLE WITH DISABILITIES
EMAIL ONLY
EMAIL ONLY, CA 00000

JAMES ANDREW
MANAGER, TRANSPORTATION PLANNING
LA METROPOLITAN TRANSPORTATION AUTHORITY
EMAIL ONLY
EMAIL ONLY, CA 00000

JOHN BOWIE
KEARNS & WEST, INC.
EMAIL ONLY
EMAIL ONLY, CA 00000

JOHN ROWLEY
PRIME TIME SERVICES
EMAIL ONLY
EMAIL ONLY, CA 00000

KATHLEEN CORTEZ
PROGRAM ANALYST - AREA AGENCY ON AGING
COUNTY OF SONOMA
HUMAN SERVICES DEPT
EMAIL ONLY
EMAIL ONLY, CA 00000

LAURA TIMOTHY
MGR - ACCESS, PARATRANSIT
S.F. BAY AREA RAPID TRANSIT DISTRICT
EMAIL ONLY
EMAIL ONLY, CA 00000

LEGAL DIVISION
CPUC
EMAIL ONLY
EMAIL ONLY, CA 00000

LEUWAM TESFAI
EXE. DIV.

MADDY RUVOLO
SFMTA

CALIFORNIA PUBLIC UTILITIES COMMISSION
 EMAIL ONLY
 EMAIL ONLY, CA 00000

EMAIL ONLY
 EMAIL ONLY, CA 00000

MALLORY NESTOR-BRUSH
 MGR - ACCESSIBLE SERVICES
 AC TRANSIT
 EMAIL ONLY
 EMAIL ONLY, CA 00000

MOLLY ZIMNEY
 LYFT, INC
 EMAIL ONLY
 EMAIL ONLY, CA 00000

NEELA PAYKEL
 DEPUTY GENERAL COUNSEL
 EMAIL ONLY
 EMAIL ONLY, CA 00000

PAT PIRAS
 EMAIL ONLY
 EMAIL ONLY, CA 00000

PAUL S. BRANSON
 CEO
 LAKE LINKS
 EMAIL ONLY
 EMAIL ONLY, CA 00000

PHILIP LAW
 EMAIL ONLY
 EMAILONLY, CA 00000

PRISCILLA FREDUAH-AGYEMANG
 EMAIL ONLY
 EMAIL ONLY, CA 00000

RICHARD SKAFF
 EXECUTIVE DIRECTOR
 DESIGNING ACCESSIBLE COMMUNITIES
 EMAIL ONLY
 EMAIL ONLY, CA 00000

ROSS GREEN
 ASSOCIATE
 KEARNS & WEST, INC
 EMAIL ONLY
 EMAIL ONLY, CA 00000

STEVEN T. WALLAUCH
 PLATINUM ADVISORS
 EMAIL ONLY
 EMAIL ONLY, CA 00000

THYME CURTIS
 EXECUTIVE DIRECTOR
 THE CITY OF SAN DIEGO
 EMAIL ONLY
 EMAIL ONLY, CA 00000

TOM BELLINO
 EMAIL ONLY
 EMAIL ONLY, CA 00000

TRACI LEE
 SENIOR PUBLIC POLICY MANAGER
 LYFT
 EMAIL ONLY
 EMAIL ONLY, CA 00000

DAVIS WRIGHT TREMAINE LLP
 EMAIL ONLY
 EMAIL ONLY, CA 00000

CAMERON-DANIEL, P.C.
 EMAIL ONLY
 EMAIL ONLY, CA 00000

ANDREI GREENAWALT
 HEAD OF PUBLIC POLICY
 VIA TRANSPORTATION INC.
 160 VARICK STREET, 4TH FL.
 NEW YORK, NY 10013
 FOR: VIA TRANSPORTATION INC.

NOMAD TRANSIT LLC DBA VIA
 10 CROSBY STREET, 2ND FL.
 NEW YORK, NY 10013

JAMES C. BEH
 JONES DAY
 51 LOUISIANA AVENUE, N.W.
 WASHINGTON, DC 20001
 FOR: INSTITUTIONAL EQUITY INVESTORS

ANDREI GREENAWALT
 PUBLIC POLICY
 NOMAD TRANSIT, LLC
 2233 WISCONSIN AVE., STE 201
 WASHINGTON, DC 20007

IZZY AALA
 CABCONNECT, INC.
 714 E. MONUMENT AVE, SUITE 107
 DAYTON, OH 45402

ASHAD HAMIDEH, PH.D
SR. DIR. - PLANNING & DEVELOPMENT
L.A. COUNTY METRO TRANSPORT.AUTHORITY
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012

JAMES ANDREW
MGR - PLANNING
L.A. COUNTY METRO TRANSPORT AUTHORITY
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012

JAMES O. JOHNSTON
JONES DAY
555 SOUTH FLOWER ST, FIFTIETH FL.
LOS ANGELES, CA 90071
FOR: INSTITUTIONAL EQUITY INVESTORS

PARMINDER JOEA
EXECUTIVE RIDE LLC
4532 W IMPERIAL HWY
HAWTHORNE, CA 90304
FOR: EXECUTIVE RIDE LLC DBA OPOLI

MEAGAN SCHMIDT
OPERATIONS MANAGER
FACT
600 MISSION AVENUE
OCEANSIDE, CA 92054

ROBERT GEBO
ADA PARATRANSIT PROGRAM ADMINISTRATOR
NORTH COUNTY TRANSIT DISTRICT
810 MISSION AVENUE
OCEANSIDE, CA 92054

JACK CHRISTENSEN
GRANTS ADMINISTRATOR
SANDAG
401 B STREET, STE. 800
SAN DIEGO, CA 92101

AMY KALIVAS
DIRECTOR OF PROGRAMS
ACCESS TO INDEPENDENCE
8885 RIO SAN DIEGO DRIVE NO 131
SAN DIEGO, CA 92108

DAVID KNUDSEN
RIVERSIDE COUNTY TRANSP. COMMISSION
4080 LEMON STREET, 3RD FL.
RIVERSIDE, CA 92501

ERIC DEHATE
RIVERSIDE COUNTY TRANSP. COMMISSION
4080 LEMON STREET, 3RD FL.
RIVERSIDE, CA 92501

LORELLE MOE-LUNA
RIVERSIDE COUNTY TRANSP. COMMISSION
4080 LEMON STREET, 3RD FL.
RIVERSIDE, CA 92501

MONICA MORALES
RIVERSIDE COUNTY TRANSP. COMMISSION
4080 LEMON STREET, 3RD FL.
RIVERSIDE, CA 92501

ALLISON DRUTCHAS
WAYMO LLC
1600 AMPHITHEATRE PARKWAY
MOUNTAIN VIEW, CA 94043

ANNETTE TRAN
PRODUCT & REGULATORY COUNSEL
AURORA
280 N. BERNARDO AVE
MOUNTAIN VIEW, CA 94043

GEORGE IVANOV
WAYMO LLC
100 MAYFIELD AVENUE
MOUNTAIN VIEW, CA 94043

MARI DAVIDSON
ATTORNEY AT LAW
WAYMO LLC
100 MAYFIELD AVENUE
MOUNTAIN VIEW, CA 94043

MIKE TIEN
REGULATORY COUNSEL
AURORA
280 N. BERNARDO AVE
MOUNTAIN VIEW, CA 94043

VIVEK GARG
ZUM SERVICES, INC.
555 TWIN DOLPHINE DRIVE, STE. 350
REDWOOD CITY, CA 94065

JULIE VEIT
DEPUTY CITY ATTORNEY
S. F. CITY ATTORNEY'S OFFICE
1390 MARKET STREET, 7TH FL.
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

LESLIE FERNANDEZ
S.F. CITY ATTORNEY'S OFFICE
1390 MARKET STREET, 7TH FLOOR
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

STEPHANIE STUART
DEPUTY CITY ATTORNEY
CITY ATTORNEYS OFFICE
1390 MARKET STREET, 7TH FLOOR
SAN FRANCISCO, CA 94102

SUSAN CLEVELAND-KNOWLES
GEN. COUNSEL / DEPUTY CITY ATTY.
OFFICE OF THE CITY ATTORNEY
1390 MARKET STREET, 7TH . FOX PLAZA
SAN FRANCISCO, CA 94102

FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

ANDREW DUGOWSON
CALIF PUBLIC UTILITIES COMMISSION
COMMISSIONER SHIROMA
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ANNA JEW
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 3-D
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ASHLYN KONG
CALIF PUBLIC UTILITIES COMMISSION
ELECTRICITY PRICING AND CUSTOMER PROGRAM
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

BRIAN KAHR
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 2-F
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

CODY NAYLOR
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

DEBBIE CHIV
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION
ROOM 5011
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

IRYNA KWASNY
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 4107
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JEFF KASMAR
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
ROOM 2253
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JOANNA PEREZ-GREEN
CALIF PUBLIC UTILITIES COMMISSION
COMMISSIONER RECHTSCHAFFEN
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

MICHAEL LUO
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

NIKI BAWA
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

REAGAN ROCKZSFFORDE
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ROBERT MASON
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION
ROOM 5016
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

SYCHE CAI
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 4-A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

TERENCE SHIA
CALIF PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS
ROOM 5306
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

TERRA M. CURTIS
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

THERESA BUCKLEY
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 5139
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ADAM BIERMAN
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103

ALEXANDER LARRO
 UBER TECHNOLOGIES, INC.
 SR. ANALYST, GOV'T AFFAIRS DIVISION
 1455 MARKET STREET, 4TH FLOOR
 SAN FRANCISCO
 , CA 94103

JADIE WASILCO
 SF MUNICIPAL TRANSPORTATION AGENCY
 1 SOUTH VAN NESS AVENUE, 8TH FLOOR
 SAN FRANCISCO, CA 94103

JANE Y. LEE
 ATTORNEY
 UBER TECHNOLOGIES, INC.
 1455 MARKET STREET, 4TH FL.
 SAN FRANCISCO, CA 94103

JUSTINE WOODLAND
 UBER TECHNOLOGIES, INC.
 1455 MARKET STREET, 4TH FLOOR
 SAN FRANCISCO, CA 94103

KATE TORAN
 INT. DIR.- TAXIS & ACCESSIBLE SVCS DIV.
 S. F. MUNICIPAL TRANSPORTATION AGENCY
 1 SOUTH VAN NESS AVE., 7TH FLOOR
 SAN FRANCISCO, CA 94103

LAURA GRAY
 COMMUNITY & GOVN'T RELATIONS MGR.
 CRUISE AUTOMATION
 1201 BRYANT STREET
 SAN FRANCISCO, CA 94103

LISA TSE
 ATTORNEY
 RASIER-CA, LLC
 1455 MARKET STREET
 SAN FRANCISCO, CA 94103
 FOR: RASIER-CA, LLC DBA UBER

STEPHANIE KUHLMAN
 PARALEGAL, REGULATORY
 UBER TECHNOLOGIES, INC.
 1455 MARKET STREET, 4TH FL.
 SAN FRANCISCO, CA 94103

VALERIE COLEMAN
 PROGRAM ANALYST
 SF DEPT OF AGING & ADULT SERVICES
 1650 MISSION ST., 5TH FLR
 SAN FRANCISCO, CA 94103

JOSH RAPOPORT
 MORGAN LEWIS & BOCKIUS, LLP
 ONE MARKET, SPEAR STREET TOWER
 SAN FRANCISCO, CA 94105

KENDALL ALLEN
 JENNER & BLOCK LLP
 455 MARKET STREET, SUITE 2100
 SAN FRANCISCO, CA 94105

PEJMAN MOSHFEGH
 ATTORNEY AT LAW
 MORGAN, LEWIS & BOCKIUS LLP
 ONE MARKET, SPEAR STREET TOWER
 SAN FRANCISCO, CA 94105

F. JACKSON STODDARD
 ATTORNEY
 MORGAN LEWIS & BOCKIUS, LLP
 ONE MARKET, SPEAR STREET TOWER
 SAN FRANCISCO, CA 94105-1126

LAURIE EDELSTEIN
 JENNER & BLOCK LLP
 455 MARKET STREET, SUITE 2100
 SAN FRANCISCO, CA 94105-2453

AICHI DANIEL
 SR COUNSEL, PRODUCT SAFETY, REGULATORY &
 CRUISE LLC
 COMPLIANCE
 333 BRANNAN STREET
 SAN FRANCISCO, CA 94107

ANNETTE TRAN
 COUNSEL - REGULATORY COMPLIANCE
 LYFT, INC.
 185 BERRY STREET
 SAN FRANCISCO, CA 94107

DEMETRIUS REAGANS
 LYFT, INC.
 185 BERRY STREET, SUITE 5000
 185 BERRY STREET, STE. 5000
 SAN FRANCISCO, CA 94107

IZZY GERUNDIO
 LYFT, INC.
 SAN FRANCISCO, CA 94107

MARGARET TOBIAS
 ATTORNEY AT LAW
 TOBIAS LAW OFFICE
 460 PENNSYLVANIA AVE
 SAN FRANCISCO, CA 94107

PAUL AUGUSTINE
 SENIOR MANAGER, SUSTAINABILITY
 LYFT, INC.
 185 BERRY STREET, SUITE 5000
 SAN FRANCISCO, CA 94107

ELIZABETH GALLAGHER
 LYFT INC.
 2300 HARRISON STREET
 SAN FRANCISCO, CA 94110
 FOR: LYFT INC.

DOLIGHTFUL INC. DBA KANGO
 31 WINFIELD STREET
 SAN FRANCISCO, CA 94110

JANEE WEAVER
 COUNSEL - REGULATORY
 LYFT, INC.
 185 BERRY STREET, STE. 5000
 SAN FRANCISCO, CA 94111

TAHIYA SULTAN
 ASSOCIATE
 DAVIS WRIGHT TREMAINE LLP
 505 MONTGOMERY STREET, STE. 800
 SAN FRANCISCO, CA 94111

VIDHYA PRABHAKARAN
 ATTORNEY
 DAVIS WRIGHT TREMAINE LLP
 505 MONTGOMERY ST., STE. 800
 SAN FRANCISCO, CA 94111-6533

MARTINET PHAN
 SILVERRIDE
 425 DIVISADERO ST. SUITE 201
 SAN FRANCISCO, CA 94117

RACHELLE CHONG
 COUNSEL
 LAW OFFICES OF RACHELLE CHONG
 345 WEST PORTAL AVENUE, STE. 110
 SAN FRANCISCO, CA 94127

THOMAS GREGORY
 DEPUTY DIR
 CENTER FOR INDEPENDENT LIVING
 2490 MARINER SQUARE LOOP, STE. 210
 ALAMEDA, CA 94501
 FOR: CENTER FOR INDEPENDENT LIVING

KATE LEFKOWITZ
 ASSOCIATE TRANSPORTATION PLANNER
 ALAMEDA TRANSPORTATION COMMISSION
 1111 BROADWAY, SUITE 800
 OAKLAND, CA 94607

ANH NGUYEN
 MGR., ADA PROGRAMS DIV.
 CITY OF OAKLAND
 1 FRANK OGAWA PLAZA, 11TH FL.
 OAKLAND, CA 94612

REBECCA RUFF
 CENTER FOR ACCESSIBLE TECHNOLOGY
 3075 ADELINE STREET, SUITE 220
 BERKELEY, CA 94703

JAMES W. CARSON
 ATTORNEY AT LAW
 NIELSEN MERKSAMER PARRINELLO GROSS
 2350 KERNER BOULEVARD, SUITE 250
 SAN RAFAEL, CA 94901

JOANNA HUITT
 MOBILITY PLANNER
 MARIN TRANSIT
 711 GRANVE AVE, SUITE 110
 SAN RAFAEL, CA 94901

ACTIVE SCALER INC. DBA TAGSI
 1551 MCCARTHY BLVD, STE. 10
 MILPITAS, CA 95035

JOANNA EDMONDS
 TECHNICIAN - TRANSPORTATION PLANNING
 SCCRTC
 1523 PACIFIC AVENUE
 SANTA CRUZ, CA 95060
 FOR: SANTA CRUZ COUNTY REGIONAL
 TRANSPORTATION COMMISSION

LORENA BERNAL-VIDAL
 PLANNER III
 SANTA CLARA VALLEY TRANSP. AUTHORITY
 3331 NORTH FIRST STREET, BUILDING A
 SAN JOSE, CA 95134-1927
 FOR: SANTA CLARA VALLEY TRANSPORTATION
 AUTHORITY

ELIZABETH RICHARDS
 ER CONSULTING
 607 ELMIRA RD. NO. 234
 VACAVILLE, CA 95687

CURTIS L. CHILD
 LEGISLATIVE DIR
 DISABILITY RIGHTS CALIFORNIA
 1831 K STREET
 SACRAMENTO, CA 95811-4114

DOUGLAS ITO
 CALIF PUBLIC UTILITIES COMMISSION
 CONSUMER PROTECTION AND ENFORCEMENT DIVI
 300 Capitol Mall
 Sacramento, CA 95814

LAURA MCWILLIAMS
 STATE SENATOR JERRY HILL
 STATE CAPITOL, ROOM 5035
 SACRAMENTO, CA 95814

MICHAEL MULLANEY
 CALIF PUBLIC UTILITIES COMMISSION

ANDREW B. BROWN
 ATTORNEY AT LAW

1/18/22, 9:32 AM

CPUC - Service Lists - R1902012

PRESIDENT ALICE REYNOLDS
300 Capitol Mall
Sacramento, CA 95814

ELLISON SCHNEIDER HARRIS & DONLAN LLP
2600 CAPITOL AVENUE, SUITE 400
SACRAMENTO, CA 95816-5931
FOR: INSTITUTIONAL EQUITY INVESTORS

DARIN SANDS
BRADLEY BERNSTEIN SANDS LLP
PO BOX 4120, PMB 62056
PORTLAND, OR 97208

HEIDI BRADLEY
BRADLEY BERNSTEIN SANDS LLP
113 CHERRY STREET
SEATTLE, WA 98104-2205

[TOP OF PAGE](#)
[BACK TO INDEX OF SERVICE LISTS](#)

ATTACHMENT A

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

Carrier Name: Mv Transportation

PSG#: 0012064-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: 1/5/2022

Thomas Conlon

Print Name of Applicant/Officer



Signature of Applicant(s)



Signature of Corporate Officer

VP 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: Jolie Limo LLC

PSG#: P33256

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: 01/06/2022

Hanna Alem

Print Name of Applicant/Officer

Signature of Applicant(s)

Hanna Alem

Signature of Corporate Officer

CFO

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.

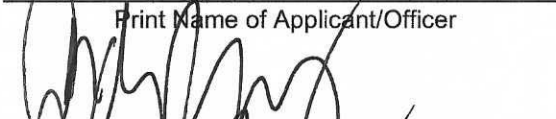
CERTIFICATION

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: 01/07/2022

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: Mv Transportation

PSG #: 0012064-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: 1/5/2021

Thomas Conlon

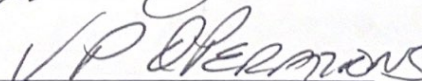
Print Name of Applicant/Officer



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 TRAINING DECLARATION FORM**

Carrier Name: Jolie Limo LLC

PSG #: P33256

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: 01/06/2022

Hanna Alem

Print Name of Applicant/Officer

Signature of Applicant(s)

Hanna Alem

Signature of Corporate Officer

CFO

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: 01/07/2022

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 Narrative and Materials Quarter 4 2021

January 18, 2022

Overview

Uber Technologies, Inc. (Uber) continues its implementation of UberWAV service per the rules developed by the California Public Utilities Commission (CPUC) under the TNC Access for All Act (SB 1376). Between October and December, 2021 (Quarter 4 2021), Uber continued outreach to raise awareness of the UberWAV program, solicit feedback for improving UberWAV as well as the broader accessibility of the Uber app, provide community presentations, and field questions from stakeholders. 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 Q4 2021 included:

- **Email updates, phone calls, and Q&A with stakeholder organizations**, including disability groups, local agencies, community service providers, in-language service providers, and community-based organizations.
- **Community presentations** and scheduling for an ongoing accessible transportation roadshow in Q1 2022.
- **Recruitment of community partners** to amplify outreach efforts and distribute in-language and 508-accessible program materials to wheelchair users.

Speaking Engagements

After extensive outreach to stakeholder groups throughout Quarter 4, Uber had the opportunity to deliver two presentations on UberWAV's functionality and receive questions and feedback from members of the public.

The first presentation took place on Wednesday October 27, 2021 in front of the Transportation Committee of the Eastern Los Angeles Regional Center. The Eastern Los Angeles Regional Center is one of 21 regional centers across the state that is contracted by the California Department of Development Services to assess, support, and connect individuals with developmental disabilities. This includes intellectual disabilities like autism as well as physical limitations from cerebral palsy to epilepsy. A representative from Uber presented to around 15

members of the Transportation Committee on what UberWAV is, safety in the context of the ongoing Covid-19 pandemic, and how riders in wheelchairs can use the service (*See Section A*).

The representative from Uber also responded to questions and feedback from members of the Transportation Subcommittee. Questions ranged from whether parents or other support network members were allowed to ride with users, the training level of WAV drivers, and eligibility for WAV services. Transportation Committee members also expressed that Uber should continue to educate and raise awareness about UberWAV as many in need of services do not know about UberWAV's offerings or do not know about its price-point and on-demand services.

The second presentation occurred on Thursday November 11, 2021 at a meeting of the Long Beach Citizens Advisory Commission on Disabilities (CACoD) The Long Beach CACoD is composed of 9 commissioners, all approved by the Mayor and City Council, who represent community members and public and private agencies that provide disability services to the local community. The CACoD acts as an advisory body to the mayor and city council, compiles information on the issues affecting those living with disabilities in Long Beach, provide recommendations for removing barriers for full living for people with disabilities, coordinate disability programming in the Long Beach area, and conduct studies requested by City Council. A representative for Uber also gave a similar presentation detailing what the WAV service is, safety, and how it is used (*See Section A*).

In this Q&A session, CACoD Commissioners asked about average wait times and what kinds of ramps are found in WAV vehicles. Other comments offered included a suggestion that Uber direct WAV vehicles to drop off passengers as close to wheelchair-accessible entrances as possible and that the app make the WAV features more readily visible when opening the Uber app. In addition, Uber's representative detailed how WAV riders who have faced late fees can secure reimbursements and how said riders can self-certify to ensure these fees are entirely waived in the future. The link to the self-certification form was then sent to the commission after the presentation.

The UberWAV outreach team has requested or is currently scheduling for Q1 2022 similar presentations and Q&A opportunities with 25 other community-based organizations across Alameda, Los Angeles, San Francisco, Contra Costa, San Mateo and Santa Clara Counties. These stakeholders include local Regional Centers serving Californians with developmental disabilities, paratransit coordinating councils, and regional transportation authorities.

Program Information and Community Group Outreach

Between October 2021 and December 2021, the UberWAV outreach program contacted, consulted with, or disseminated program information to California accessibility stakeholders,

including disability groups, local agencies, community service providers, in-language service providers and community-based organizations. To date the outreach team's growing network of over 350 stakeholders across California receives regular program updates, raises questions and concerns, and facilitates requests to help spread the word about UberWAV.

As part of this outreach, Uber has continued to solicit input 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. 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 D*).

Section A: Ride with UberWAV Community Presentation

Ride with UberWAV

November 2021

Uber

Intros

Chris Pangilinan

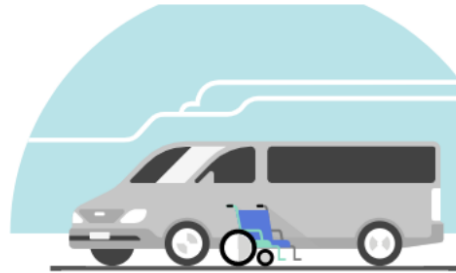
Head of Global Policy for Public Transportation and
Accessibility

Cameron Hendrickson

UberWAV Outreach Team
Kearns & West

What is WAV?

UberWAV provides affordable rides in wheelchair-accessible vehicles (WAV). In certain cities, riders who use motorized wheelchairs or scooters can request a ride in a WAV. WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities.



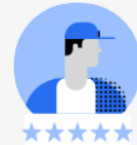
Fast, reliable rides

When and where WAV is available, rides are requested on demand, and work around your life, not the other way around.



Trips that fit your budget

The price of a WAV ride is similar to an uberX trip, our basic ride option.



Specialized drivers to assist you

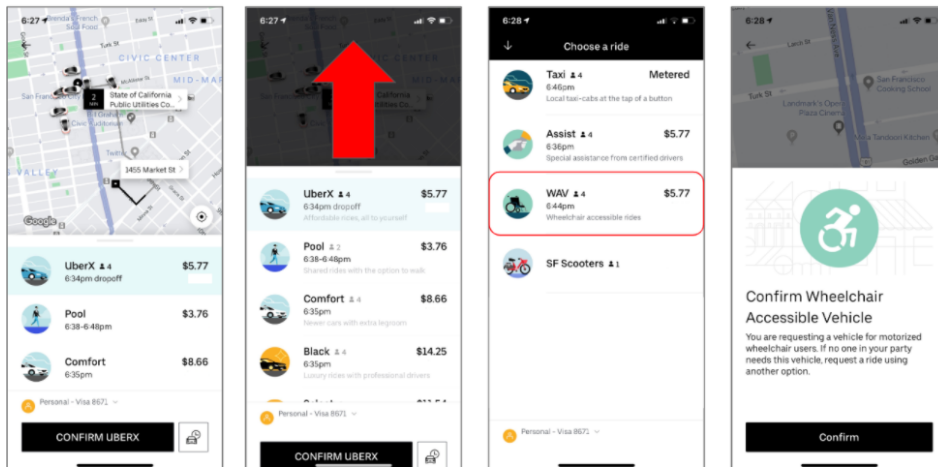
Every WAV driver has completed a certification course offered by a third party to help you enter and exit the vehicle.

Safety

Uber has implemented comprehensive health and safety standards for the protection of both riders and drivers, including:

- **“Go Online” Checklist and Mask Verification.** Before a driver can go online and become active, they will be asked to confirm, via a new Go Online Checklist, that they’ve taken certain safety measures and are wearing a mask or face cover.
- **Supplies for Riders and Drivers.** To assist with sanitization, Uber is dedicating \$50 million to purchase and distribute cleaning supplies and protective equipment to active drivers.
- **Accountability.** Accountability works best when it goes both ways. That’s why we’re encouraging drivers to cancel trips without penalty if they don’t feel safe, including if a rider isn’t wearing a face cover.

How to ride with WAV



2021

California Accessibility Update

Uber

Uber Prioritizes Platform Accessibility

California's commitment to accessibility is woven into much of the fabric of this state with policies at every level of government enacted to ensure access for all. We're proud of this and as a California based company, Uber believes that our platform must serve all riders. This is why we have implemented solutions across our platform designed to support everyone's ability to easily move around their communities.

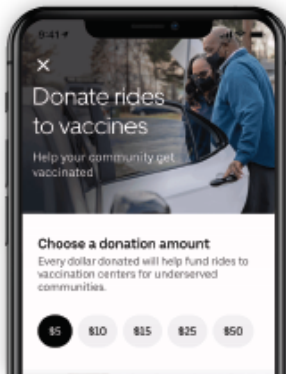


Our app's technology along with the transportation options we deliver to riders have given new mobility to many people with disabilities. We continue to put our energy towards expanding our platform and investing in new technologies that make it possible for people to move around their communities easily.

Uber makes transportation more accessible through several foundational features such as:

Policies and technology that support all riders

- **Cashless payment option** that simplifies the payment process;
- **Anti-discrimination policies** that help prevent unlawful discrimination from interfering with securing reliable, affordable transportation by matching ride requests with nearby drivers;
- **On-demand transportation** that makes it simple for riders with disabilities to get to their destinations quickly and without having to pre-arrange rides far in advance
- **Upfront pricing** lets riders know the cost of their trip before the finalize their ride, helping eliminate the risk of fraud
- **Braille display compatibility** through the app is available for IOS and Android users to make it easier for riders who are blind or low vision to get to their destination.
- **Service animal policies** mean that riders who are blind or low vision can travel with their service animals;
- **Assistive technology** such as visible and vibrating alerts and voice command options help riders who are deaf or hard of hearing use the Uber app; and
- **ETA and location sharing** features help friends and family members know where their loved one is traveling and when they'll arrive at their destination and this can be done all without downloading the Uber app.



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.

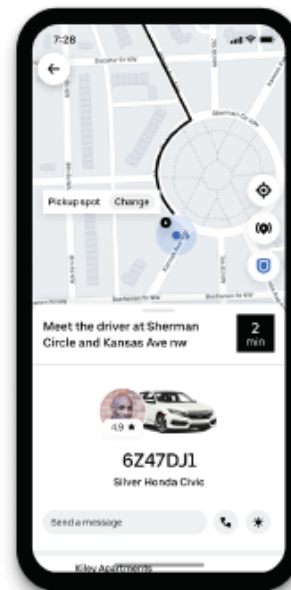
Examining the toughest pickup spots to improve rider experience

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 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

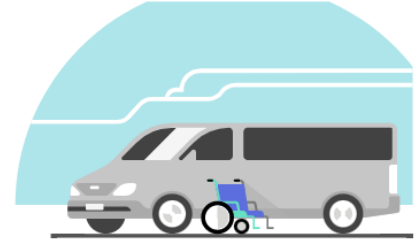
(<https://ubr.to/uberwav>)

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.*

