

**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](mailto: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 15, 2021  
Uber Technologies, Inc.  
PSG0038150  
Advice Letter No. 8

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. 8*

**I. Purpose**

Pursuant to Decision (D.) 20-03-007, Uber Technologies, Inc. (Uber) submits this Advice Letter No. 8 to request to offset Quarter 4 of 2020 “TNC Access For All Fund”<sup>1</sup> fee payments by the amounts spent by Uber to improve wheelchair accessible vehicle (WAV) service in Quarter 4 of 2020. The requested effective date of this advice letter is February 14, 2021 (30 days from date of filing).<sup>2</sup>

The offset amounts requested by geographic areas are as follows:<sup>3</sup>

County	Expenditures <sup>4</sup> (\$)
ALAMEDA	\$ 5,504.75
ALPINE	\$ -
AMADOR	\$ -

County	Expenditures (\$)
ORANGE	\$ 10,600.24
PLACER	\$ -
PLUMAS	\$ -

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

<sup>2</sup> 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 information in the future.

<sup>3</sup> Uber requested a fee exemption for Riverside and Orange Counties for Q4 2020 - Q3 2021 in its Advice Letter No. 7 and 7A Supplement. These requests have not yet been approved. Advice Letter No. 8 requests fee offsets for these counties in the event that such exemption requests are not approved.

<sup>4</sup> The expenditures included here are not exhaustive and inclusive of all amounts spent by Uber in relation to enabling WAV service on the Uber platform.

<b>BUTTE</b>	\$ -
<b>CALAVERAS</b>	\$ -
<b>COLUSA</b>	\$ -
<b>CONTRA COSTA</b>	\$ -
<b>DEL NORTE</b>	\$ -
<b>EL DORADO</b>	\$ -
<b>FRESNO</b>	\$ -
<b>GLENN</b>	\$ -
<b>HUMBOLDT</b>	\$ -
<b>IMPERIAL</b>	\$ -
<b>INYO</b>	\$ -
<b>KERN</b>	\$ -
<b>KINGS</b>	\$ -
<b>LAKE</b>	\$ -
<b>LASSEN</b>	\$ -
<b>LOS ANGELES</b>	\$ 621,641.80
<b>MADERA</b>	\$ -
<b>MARIN</b>	\$ -
<b>MARIPOSA</b>	\$ -
<b>MENDOCINO</b>	\$ -
<b>MERCED</b>	\$ -
<b>MODOC</b>	\$ -
<b>MONO</b>	\$ -
<b>MONTEREY</b>	\$ -
<b>NAPA</b>	\$ -

<b>RIVERSIDE</b>	\$ 1,310.27
<b>SACRAMENTO</b>	\$ -
<b>SAN BENITO</b>	\$ -
<b>SAN BERNARDINO</b>	\$ -
<b>SAN DIEGO</b>	\$ -
<b>SAN FRANCISCO</b>	\$ -
<b>SAN JOAQUIN</b>	\$ -
<b>SAN LUIS OBISPO</b>	\$ -
<b>SAN MATEO</b>	\$ -
<b>SANTA BARBARA</b>	\$ -
<b>SANTA CLARA</b>	\$ -
<b>SANTA CRUZ</b>	\$ -
<b>SHASTA</b>	\$ -
<b>SIERRA</b>	\$ -
<b>SISKIYOU</b>	\$ -
<b>SOLANO</b>	\$ -
<b>SONOMA</b>	\$ -
<b>STANISLAUS</b>	\$ -
<b>SUTTER</b>	\$ -
<b>TEHAMA</b>	\$ -
<b>TRINITY</b>	\$ -
<b>TULARE</b>	\$ -
<b>TUOLUMNE</b>	\$ -
<b>VENTURA</b>	\$ -
<b>YOLO</b>	\$ -

<b>NEVADA</b>	\$ -
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<b>YUBA</b>	\$ -
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**Subtotal**                      \$ 627,146.55

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**Subtotal**                      \$ 11,910.51

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**Total Offset**                      **\$639,057.06**

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**II.     Background**

In 2018, Senate Bill (SB) 1376, the “TNC Access for All Act,” was enacted by the California Legislature.<sup>5</sup> Public Utilities (Pub. Util.) Code § 5440.5 establishes a framework wherein Transportation Network Companies (TNCs) are permitted to offset against quarterly Access Fund payments for amounts spent by the TNC during the quarter to improve WAV service.<sup>6</sup>

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs<sup>7</sup> 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.

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<sup>5</sup> S.B. 1376; *see also* Pub. Util. Code § 5440.5.

<sup>6</sup> D.20-03-007, Decision on Track 2 Issues: Offsets, Exemptions and Access Provider Disbursements (“D.20-03-007”), March 19, 2020; Pub. Util. Code § 5440.5(a)(1)(B)(ii).

<sup>7</sup> 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.”).

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.

While 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 throughout California by partnering with third-party WAV providers. For example, even with ridership down in Quarter 4 of 2020 due to the COVID-19 pandemic, Uber spent approximately \$2 million on payments to third-party partners with WAVs. Further, Uber is investing heavily to keep WAV trips priced the same as a similar UberX trip, and to support this program as it grows and scales. Uber requests the Commission evaluate the supporting documentation provided in light of the amount spent to enable WAV service.

In Quarter 4 of 2020, UberWAV was able to maintain supply levels and increase reliability, even as demand fluctuated, and in some instances, grew. Further, UberWAV successfully resumed service in San Francisco Bay Area counties, and has already begun to improve reliability in those counties. As previously communicated, Uber's main service partner, MV Transportation, left the San Francisco Bay Area market in the third quarter.<sup>8</sup> As soon as Uber was notified of MV

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<sup>8</sup> MV Transportation, Inc. (MV Transportation) is a national provider offering on-demand accessible transportation for people with disabilities and seniors. Uber had partnered with MV Transportation, Inc.,

Transportations plans to exit the San Francisco Bay Area, Uber began an intensive search for alternative options for service providers in the market, including local fleets, other national fleets, and vehicle rental partners. After a comprehensive selection process, Uber identified a new service partner, Tower WAV LLC, to provide UberWAV services in the San Francisco Bay Area. Tower WAV LLC is operating as a full service WAV provider with its own drivers and fleet of WAV vehicles. Uber formally entered into an agreement with Tower WAV LLC on October 16, 2020, and began assisting Tower WAV LLC in preparing to launch its San Francisco Bay Area WAV service immediately thereafter. Tower WAV LLC's service launched in the San Francisco Bay Area on December 14, 2020. Tower WAV LLC continues to build out its capacity, including onboarding new drivers and expanding its fleet. Uber expects Tower WAV LLC's capacity to continually improve through Q1 2021.

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 ways to enable increased access for persons with disabilities, and is committed to working with the Commission and interested stakeholders on this important issue.

In accordance with D.20-03-007 and the templates provided by the Commission, Uber provides the following supporting information within this Advice Letter "38150 Uber Technologies, Inc. AL 8 Forms" and accompanying Attachment A (Training and Inspections Declarations), Attachment B (Accounting of Funds Expended Certification), and Attachment C (Outreach Materials Narrative); and the master data sheet entitled "38150 Uber Technologies, Inc. AL 8 Data."

### **1. Number of WAVs in Operation**

Data for the number of WAVs in operation throughout California in Quarter 4 of 2020 is provided in the tab "WAVs in Operation." 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. Number and Percentage of WAV Trips**

Data for the number and percentage of WAV trips throughout California, in Quarter 4 of 2020, is provided in tabs "WAV Trips Completed" through "%WAV Trips Cancelled Driver" and includes

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to enable their fleet of drivers and WAV vehicles to be available for request via the Uber app. All WAVs added to the Uber platform by MV Transportation were owned by MV Transportation and operated by their drivers, all of whom had been trained in safe wheelchair securement. MV Transportation cited higher than forecasted operating costs and difficulty in hiring and retaining drivers in the San Francisco Bay Area as key reasons underlying its decision.

data on trips completed, not accepted, cancelled by passenger, and cancelled by driver, aggregated by the hour of the day and day of the week.

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.

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

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

Uber has also included data for “Cancellations - Completed” and “Cancellations - Not Completed” based on the CPUC’s latest reporting instructions and revised data template.<sup>9</sup>

### **3. Completed WAV Trip Request Response Times**

Data for response times for completed WAV Trips by Decile, including Periods A and B, is provided in the tab “Offset Response Time.”

Uber urges the Commission to take into consideration numerous factors when evaluating response times. Importantly, WAV service on the Uber app is enabled 24 hours a day, 7 days a

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<sup>9</sup> Per CPUC’s instructions received via email on September 25th, 2020 in the file attachment labeled “Data Template Changes 092520.pdf”, Uber has calculated “Cancellations - Completed” and “Cancellations - Not Completed” as the total number of times that a trip request was accepted and canceled by a driver and redispached among trip requests that were ultimately completed and not completed, respectively. *E.g.*, per CPUC’s example, if trip request A was accepted, canceled and redispached a total of 5 times before being completed, then Uber would add 5 to the total count reported in the “Cancellations - Completed” tab of the templates. Similar to previous instruction regarding counting trips, Uber has reported cancelations for the day and hour of the ultimate trip event.

week. Given Uber’s commitment to providing the most hours of WAV service possible, the fact that WAVs are servicing trips in a reasonable time compared to alternative accessible options should weigh considerably in the evaluation. Improved service levels can be demonstrated by sustaining response times and expanding service through an increasing number of WAV trips, or providing service in previously unserved or underserved counties. Expanding service areas may increase overall response times as riders further from dense urban cores are able to receive service. We caution the Commission against only using response time improvements to measure success, as progressively shorter response time thresholds may disincentivize expansion of WAV service to these unserved or underserved communities.

Additionally, improvements to service levels can be interpreted in a multitude of ways, beyond pure response times. Reduced numbers of complaints may indicate that service is improving. Steady response times during periods of increased WAV availability and trips may also indicate improvements in service. At the same time, response times may vary due to factors such as seasonality, local or widespread emergencies (e.g., the COVID-19 (Novel Coronavirus) pandemic), overall traffic patterns (e.g., rush hour), 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. Outreach Efforts**

Information is provided regarding outreach efforts in the tab “Outreach Efforts,” and related substantive materials are attached to this Advice Letter filing as Attachment C. In the tab “Outreach Efforts” 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.

#### **5. Complaints**

Information is provided regarding complaints related to WAV services for each geographic area in the tab “Complaints.” 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.



## **6. Accounting of Funds Expended**

An accounting of certain funds expended in Quarter 4 of 2020 is included in the tab “Funds Expended,” along with a certification sheet in tab “Funds Expended Certification,” which is also included in this Advice Letter as Attachment B.

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. The amount Uber is investing on a per-trip basis is substantially more than the revenues generated from WAV trips. 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.

## **7. Contract Information**

Information regarding contracts with service providers is in the tab “Contract Information.” 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(s)” indicates that the provider associated with that entry is eligible to provide trips starting in all California counties.

## **8. Certification of WAV Driver Training**

Information regarding WAV Driver Training is provided in the tab “Training and Inspections” and certifications are provided within Attachment A.

## **9. WAV Driver Programs Used and Number of WAV Drivers That Completed the Training**

Information regarding WAV Driver Training is provided in the tab “Training and Inspections.” 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.

**10. Certification That All WAVs Operating On Its Platform Have Been Inspected and Approved to Conform with Americans with Disabilities Act (ADA) Accessibility Specifications**

Information regarding WAV inspections is provided within the tab “Training and Inspections” and certifications are provided within Attachment A.

\* \* \* \* \*

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 15, 2021. If there are any questions regarding this advice letter, please contact Adam Bierman at [westregs@uber.com](mailto: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](mailto:TNCAccess@cpuc.ca.gov). If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to Adam Bierman at [westregs@uber.com](mailto: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](http://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 HAS BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

Respectfully submitted,

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

Attachments



California  
Public Utilities  
Commission



[CPUC Home](#)

## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM**  
**FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**LIST NAME: LIST**  
**LAST CHANGED: JANUARY 14, 2021**

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

[Back to Service Lists Index](#)

## Parties

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 10 CROSBY STREET, 2ND FL.  
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 FOR: NOMAD TRANSIT LLC DBA VIA

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 LITIGATION AND REGULATORY COUNSEL  
 VIA TRANSPORTATION INC.  
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 FOR: VIA TRANSPORTATION INC.

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 HEALTH

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 TRANSPORTATION (LADOT)

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 LA COUNTY METROPOLITAN TRANSPORT AUTHOR  
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 FOR: EXECUTIVE RIDE LLC DBA OPOLI

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ROBYN WAPNER  
 SR. GOV'T RELATIONS ANALYST

MARK POTTER  
 ALTRUISTIC INC DBA BOUNCE

1/15/2021

CPUC - Service Lists - R1902012

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FOR: SAN DIEGO ASSOCIATION OF  
GOVERNMENTS

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FOR: ZUM SERVICES, INC.

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# **ATTACHMENT A**

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

Carrier Name: JOLIE LIMO LLC

PSG #: 33256-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.

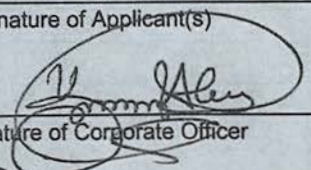
CERTIFICATION

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: July 10<sup>th</sup>, 2020

YOSEF JOE ALEM  
Print Name of Applicant/Officer

\_\_\_\_\_  
Signature of Applicant(s)

  
Signature of Corporate Officer

PRESIDENT  
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 Wave

PSG #: TCPO012064B

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: July 14, 2020

Myron Watkins  
Print Name of Applicant/Officer

\_\_\_\_\_  
Signature of Applicant(s)

  
Signature of Corporate Officer

VP Strategic Operations  
Title of Corporate Officer

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

Carrier Name: Tower WAV LLC

PSG #: 39427A

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: 01/11/2021

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz Digitally signed by Andres Munoz  
Date: 2021.01.11 17:13:08 -08'00'

Signature of Applicant(s)

Andres Munoz Digitally signed by Andres Munoz  
Date: 2021.01.11 17:13:51 -08'00'

Signature of Corporate Officer

Member - COO

Title of Corporate Officer

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

Carrier Name: JOLIE LIMOLLE

PSG#: 33256B

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

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

CERTIFICATION

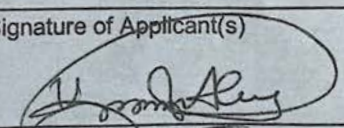
I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, 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: July 10<sup>th</sup>, 2020

JOSEF JOE ALSM

Print Name of Applicant/Officer

Signature of Applicant(s)

  
Signature of Corporate Officer

PRESIDENT  
Title of Corporate Officer

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

Carrier Name: MV Wave

PSG#: TCP0012064B

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**

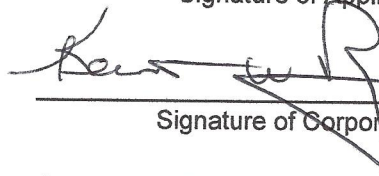
I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, 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: July 14, 2020

Kenneth Pouncey

Print Name of Applicant/Officer

Signature of Applicant(s)



Signature of Corporate Officer

Director, Fleet & Facilities Maintenance

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#: 39427A

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: 01/8/2021

Andres Munoz

Print Name of Applicant/Officer

Andres Munoz Digitally signed by Andres Munoz  
Date: 2021.01.08 09:20:24 -08'00'

Signature of Applicant(s)

Andres Munoz Digitally signed by Andres Munoz  
Date: 2021.01.08 09:20:53 -08'00'

Signature of Corporate Officer

Member - COO

Title of Corporate Officer

# **ATTACHMENT B**

<b>APPENDIX A</b>	
<b>Uber Technologies, Inc. Cost Summary</b>	
<b>Reporting Period Q4 2020</b>	
<b>Vehicle Costs</b>	\$ -
Lease/Rental/Purchase Costs	\$ -
Rental Subsidies for Driver	\$ -
Inspections	\$ -
Maintenance, Service & Warranty	\$ -
Fuel Cost	\$ -
Cleaning Supplies/Services	\$ -
Other (Describe)	\$ -
<b>Partnership Costs</b>	\$ 2,032,302.93
Transportation Service Partner Fees/Incentives and/or Management Fees	\$ 2,019,003.27
Vehicle Subsidies	\$ -
Consultants/Legal	\$ 13,299.66
Other (Describe)	\$ -
<b>Marketplace Costs</b>	\$ -
Recruiting	\$ -
Driver Onboarding	\$ -
Training Costs	\$ -
Driver Incentives	\$ -
Promo Codes for WAV	\$ -
Other (Describe)	\$ -
<b>Operational Costs</b>	\$ 50,489.35
Marketing Costs	\$ -
Technology Investments/Engineering Costs/Enhancements	\$ -
Community Partnership/Engagement Costs	\$ -
Rental Management	\$ -
Pilot Management	\$ -
Wages, Salaries and Benefits (non-maintenance personnel)	\$ 50,489.35
Other (Describe)	\$ -
<b>Other (Describe)</b>	\$ -
<b>Total Expended</b>	\$ 2,082,792.28
<b>Total Offset Requested</b>	\$ 639,057.06

I hereby certify under the penalty of perjury under the laws of the State of California that the foregoing cost summary has been examined by me and is true, correct and complete to the best of my knowledge and belief.

Signature:  \_\_\_\_\_

Preparer: Uber Technologies, Inc.  
Address: 1515 3rd St., San Francisco, CA 94158

Title: Director, Central Operations

Date: January 15, 2021

Phone: (707) 572-5216

Email: WestRegs@uber.com

# **ATTACHMENT C**

## **Uber Technologies, Inc.'s Outreach Materials Narrative Quarter 4, 2020**

January 15, 2021

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### **Overview**

Uber Technologies, Inc. (Uber) continues its implementation of UberWAV service under the rules developed by the California Public Utilities Commission (CPUC) to implement the TNC Access for All Act (SB 1376). Between October 2020 and December 2020, Uber continued outreach to enhance understanding of the UberWAV program, solicit feedback and questions from stakeholders, and strengthen ties for further partnerships in 2021. This quarter's efforts included outreach, consultation, and follow-ups with community groups across Southern California and the San Francisco Bay Area.

Much of this quarter's outreach was focused on delivering community updates and answering questions on the temporary service disruption in the San Francisco Bay Area, as well as notifying customers about Uber's health and safety protocols during COVID-19.

Elements of ongoing UberWAV outreach have included: information provided in-language and in accessible formats via the Uber app; informational web pages; earned and social media; driver training and education via a third-party partner; distribution of informational materials and engagement with stakeholder organizations. Additionally, the UberWAV program has conducted periodic reviews to assess learnings and develop outreach processes and product improvements based on feedback received via outreach.

### **Program Information and Community Group Outreach**

Between October 2020 and December 2020, the UberWAV outreach program contacted, consulted with, or disseminated program information to more stakeholder organizations, including disability groups, local agencies, community service providers, in-language service providers and community-based organizations.

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

Between October 2020 and December 2020, Uber continued to conduct outreach in the areas where UberWAV service is available. UberWAV outreach in the fourth quarter included providing updates on Uber's COVID-19 response to over 90 accessibility and community-based organizations across Los Angeles, Riverside, San Bernardino, San Diego, and Orange counties. This effort included further information on Uber's Door-to-Door Safety Standard, which requires both riders and drivers to wear a face cover or mask.<sup>1</sup> As part of these ongoing communications, an emphasis was placed on urging riders to stay home to stop the spread of COVID-19 — while also taking the necessary steps to keep safe those riders and drivers that are making essential trips. This is especially important to customers who are medically vulnerable. That is why outreach this quarter emphasized ongoing conversations with community groups in 2021 to prudently promote accessible transportation services when it is appropriate in each community.

These efforts are supported by a dedicated webpage for UberWAV, as well as an accessibility webpage that provides updates on new products, features, and initiatives to improve the mobility and independence for riders with disabilities. (See Section B.) 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 B.) This quarter, Uber's accessibility outreach team developed a new outreach presentation for use with community groups.

### **New Bay Area Service Provider Announcement**

During the third quarter, UberWAV experienced a temporary service disruption in the San Francisco Bay Area counties. The disruption began on September 1, 2020, when service provider MV Transportation suspended operations in San Francisco Bay Area counties. MV Transportation cited higher than forecasted operating costs and difficulty in hiring and retaining drivers in the San Francisco Bay Area as key reasons underlying its decision. In October, Uber signed a contract with Tower WAV LLC to replace MV Transportation, and on December 14, 2020, the new service provider's drivers went online and began accepting trips in the Bay Area.

To effectively notify customers of resumed WAV service in the San Francisco Bay Area, while also measuring expectations in light of variable and still improving WAV reliability as the new service provider onboards new drivers, Uber connected with its network of 84 accessibility and community-based organizations across the region. This effort included email outreach as well as follow-up calls with groups in Alameda, Contra Costa, Marin, Santa Clara, San Francisco, and San Mateo counties. These groups include the *Bay Area Outreach and Recreation Group (BORP)*, *Jewish Family & Community Services East Bay*, *Interfaith Council of Alameda County*, *Hospice East Bay*, *Marin Center for Independent Living*, *Institute on Aging*, the *Center for Independence of Individuals with Disabilities*, and the *Silicon Valley Independent Living Center*.

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<sup>1</sup> Uber, *No mask. No ride.*, at <https://www.uber.com/us/en/coronavirus/> (last visited Jan. 15, 2021).

The UberWAV outreach team will continue to provide consultation, responses to community questions, and updates as its accessible service in the Bay Area expands and improves in 2021.

## Section A: 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



### 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



### Cómo solicitar un WAV

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

**Paso 2 →** Solicite su WAV

Imagen 1: Comencio pidiendo un viaje como lo haria 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

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



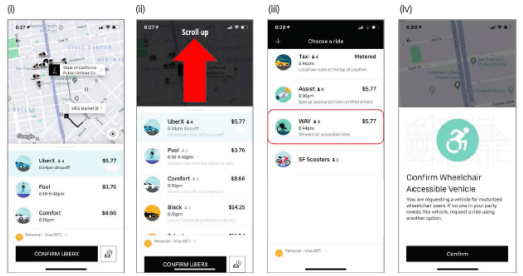
Spanish language screenshots to replace English language screenshots

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.

### 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.

## 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](https://uber.com/ride/uberwav))

A Letter from our CEO on Improving Accessible Service

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



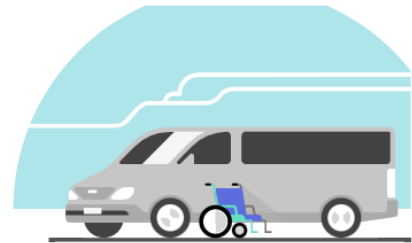
## Section B: UberWAV Public Information Materials - Webpage

Uber Products Company Safety Help COVID-19 resources EN Log in Sign up

### 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](#)

Uber Products Company Safety Help EN Log in Sign up

### 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.\*

