

**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

October 15, 2021

Uber Technologies, Inc.

PSG0038150

Advice Letter No. 11

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. 11 (Q3 2021)*

**I. Offset Request**

Pursuant to Decisions (D.) 20-03-007 and 21-03-005, Uber Technologies, Inc. (“Uber”) submits this Advice Letter No. 11 to request to offset Quarter 3 of 2021 TNC Access For All Fund<sup>1</sup> fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 3 of 2021. The requested effective date of this advice letter is November 14, 2021 (30 days from date of filing).<sup>2</sup>

The offset amounts requested by geographic areas are as follows:

County	Expenditures <sup>3</sup> (\$)
ALAMEDA	\$ 135,758.10
ALPINE	\$ -
AMADOR	\$ -
BUTTE	\$ -

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

<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 type of information in the future.

<sup>3</sup> 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.

<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>	\$ -
<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>NEVADA</b>	\$ -

<b>SACRAMENTO</b>	\$ -
<b>SAN BENITO</b>	\$ -
<b>SAN BERNARDINO</b>	\$ -
<b>SAN DIEGO</b>	\$ -
<b>SAN FRANCISCO</b>	\$ 333,519.00
<b>SAN JOAQUIN</b>	\$ 381.06
<b>SAN LUIS OBISPO</b>	\$ -
<b>SAN MATEO</b>	\$ 103,552.50
<b>SANTA BARBARA</b>	\$ -
<b>SANTA CLARA</b>	\$ 57,234.44
<b>SANTA CRUZ</b>	\$ -
<b>SHASTA</b>	\$ -
<b>SIERRA</b>	\$ -
<b>SISKIYOU</b>	\$ -
<b>SOLANO</b>	\$ 4,572.76
<b>SONOMA</b>	\$ 381.06
<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>YUBA</b>	\$ -

<b>Subtotal</b>	<u>\$ 135,758.10</u>	<b>Subtotal</b>	<u>\$ 499,640.82</u>
		<b>Total Offset</b>	<u><b>\$ 635,398.92</b></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):

<b>Criteria</b>	<b>Must Demonstrate</b>	<b>Satisfied Requirements (Y/N)</b>
<b>1. Presence and availability of WAVs</b>	(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	<b>Y</b>
<b>2. Improved level of service</b>	(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	<b>Y</b>

	<p>improvement over the prior quarter’s performance (see Table B)<sup>4</sup></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>	
<b>3. Efforts to publicize and promote available WAV services</b>	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	<b>Y</b>
<b>4. Full accounting of funds expended</b>	<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>	<b>Y</b>
<b>5. Training and inspections</b>	<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>	<b>Y</b>
<b>6. Reporting complaints</b>	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and	<b>Y</b>

<sup>4</sup> 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 Q2 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 Q2 2021, Uber will supplement this Advice Letter by removing those counties.

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

County	Benchmark		Q3 2021		Within Benchmark?
	Level 1 (mins)	Level 2 (mins)	Level 1 (mins)	Level 2 (mins)	
<b>ALAMEDA</b>	25	50	18.20	24.63	Yes (Both)
<b>SAN FRANCISCO</b>	15	30	12.18	16.75	Yes (Both)
<b>SAN JOAQUIN</b>	25	50	10.98	10.98	Yes (Both)
<b>SAN MATEO</b>	25	50	13.80	19.50	Yes (Both)
<b>SANTA CLARA</b>	25	50	22.60	28.32	Yes (Both)
<b>SOLANO</b>	25	50	15.07	17.00	Yes (Both)
<b>SONOMA</b>	30	60	1.80	1.80	Yes (Both)

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

County	Q2 2021		Q3 2021		Demonstrates Improvement?
	Level 1 (%)	Level 2 (%)	Level 1 (%)	Level 2 (%)	
<b>ALAMEDA</b>	81.65	99.66	75.79	99.21	No; Q2 2021 offset application pending
<b>SAN FRANCISCO</b>	74.00	98.48	65.64	98.18	No; Q2 2021 offset application pending
<b>SAN JOAQUIN</b>	n/a	n/a	100.00	100.00	Did not apply in Q2 2021

<b>SAN MATEO</b>	93.17	100	89.53	99.66	No; Q2 2021 offset application pending
<b>SANTA CLARA</b>	72.73	99.30	59.33	99.33	Yes (Level 2)
<b>SOLANO</b>	63.64	100.00	91.67	100.00	Yes (Level 1)
<b>SONOMA</b>	n/a	n/a	100.00	100.00	Did not apply in Q2 2021

*Table C: Trip Completion Standard*

<b>County</b>	<b>Option 1 or 2</b>	<b>(1) # of completed trips previous quarter</b>	<b>(2) % of trip requests that were completed previous quarter</b>	<b>(1) # of completed trips this quarter</b>	<b>(2) % of trip requests that were completed this quarter</b>
<b>ALAMEDA</b>	1	1166	54.18	1268	45.14
<b>SAN FRANCISCO</b>	1	854	75.51	1042	78.88
<b>SAN JOAQUIN</b>	1	0	0.00	1	2.38
<b>SAN MATEO</b>	1	249	61.79	296	58.96
<b>SANTA CLARA</b>	1	143	25.77	150	24.47
<b>SOLANO</b>	1	11	37.93	12	20.69
<b>SONOMA</b>	1	0	0.00	1	5.00

### **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.<sup>5</sup> Public Utilities (“Pub. Util.”) Code § 5440.5 establishes a framework whereby Transportation Network Companies (“TNCs”) are permitted to offset against quarterly Access Fund fee payments for amounts spent by the TNC during the quarter to improve WAV service.<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.

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

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

<sup>6</sup> 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.”).



ability to enter a destination, can facilitate non-verbal communication between the rider and driver.

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

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

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

Uber has invested significant capital to increase access to WAV service by partnering with third-party WAV providers. For example, even with ridership down in Quarter 3 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 3 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 11 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 3 of 2021 is provided in the report “UBER\_2021Q3\_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 3 of 2021 is provided in the report “UBER\_2021Q3\_WAV\_Trips\_2.” This report includes data on the percentage and number of WAV trips completed, not accepted, cancelled-no show,<sup>8</sup> 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.<sup>9</sup>

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<sup>8</sup> 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.”

<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\_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.

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

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

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

Data for response times for completed WAV Trips by Decile, including Periods A and B, is provided in the report “UBER\_2021Q3\_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\_2021Q3\_OTTS\_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\_2021Q3\_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 July and September 2021 (Quarter 3, 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 Q3 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 a fall- and winter-2021 accessible transportation roadshow.

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\_2021Q3\_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\_2021Q3\_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\_2021Q3\_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 3 of 2021 is included in the report “UBER\_2021Q3\_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\_2021Q3\_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 October 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 HAVE BEEN EXAMINED BY ME AND ARE TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

Respectfully submitted,

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

Attachments



California  
Public Utilities  
Commission



[CPUC Home](#)

## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

**PROCEEDING: R1902012 - CPUC - OIR TO IMLEM**  
**FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**LIST NAME: LIST**  
**LAST CHANGED: OCTOBER 11, 2021**

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### 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.
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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: 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: 10/11/21

KEITH MBULO  
Print Name of Applicant/Officer

[Signature]  
Signature of Applicant(s)

[Signature]  
Signature of Corporate Officer

VP - Operations Uber  
Title of Corporate Officer

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

Carrier Name: Jolie Limo LLC

PSG #: 33256-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


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Date: 10/11/2021

HANNA ALEM  
Print Name of Applicant/Officer

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

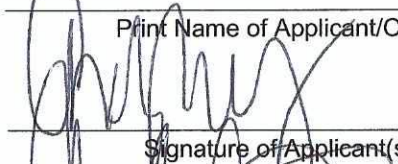
TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

**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: 10/10/2021

Andres Munoz  
Print Name of Applicant/Officer

  
Signature of Applicant(s)

Signature of Corporate Officer

Manager - COO  
Title of Corporate Officer



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

Carrier Name: MY 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.

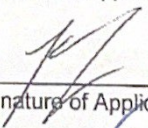
CERTIFICATION

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: 10/11/21

KEITH MBULO

Print Name of Applicant/Officer

  
Signature of Applicant(s)

  
Signature of Corporate Officer

VP OPERATIONS Ubae  
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: 10/11/2021

HANNA ALEM  
Print Name of Applicant/Officer

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

  
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.

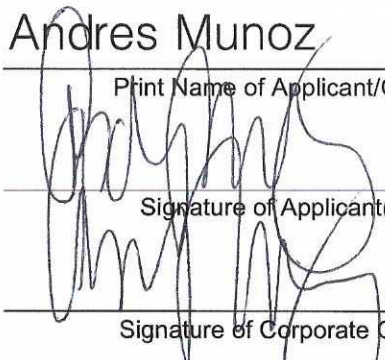
TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

**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: 10/10/2021

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 3 2021

October 15, 2021

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#### 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 July and September 2021 (Quarter 3 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 Q3 2021 included:

- **Email and newsletter 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 presentation** and scheduling for a fall- and winter-2021 accessible transportation roadshow.
- **Recruitment of community partners** to amplify outreach efforts and distribute in-language and 508-accessible program materials to wheelchair users.

#### Speaking Engagements

On August 23, 2021, Contra Costa County's Senior Mobility Action Council (SMAC) hosted Uber for a presentation on UberWAV, the company's safety measures during the COVID-19 pandemic, and recent accessibility improvements on the platform. (*See Section A*). SMAC is a work group of the County's Advisory Council on Aging whose mission is to address transportation barriers and gaps in service experienced by the county's older adults through education, advocacy, and coordination. A representative from Uber fielded questions about Uber's accessible transportation services and welcomed constructive feedback from stakeholders on how to further improve accessibility for riders in wheelchairs, the hearing impaired, and those without access to a smartphone. Following the briefing, the UberWAV outreach team provided promotional materials for SMAC members to circulate with their constituents and shared requested metrics on UberWAV demand and WAV trips facilitated in Contra Costa County.

The UberWAV outreach team has requested or is currently scheduling for Q4 2021 similar presentations and Q&A opportunities with 25 other community-based organizations across Alameda, Los Angeles, and Orange, San Francisco, and Santa Clara Counties. These stakeholders include local Regional Centers serving Californians with developmental disabilities, veterans service organizations, and county and regional transportation authorities.

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

Between July 2021 and September 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.

The UberWAV outreach team continued to circulate its accessibility newsletter to community organizations across Alameda, Contra Costa, Los Angeles, Marin, Orange, Riverside, San Francisco, Sonoma, San Mateo, Santa Clara, and Ventura counties. The newsletter (*See Section B*) provided stakeholders with recent improvements and investments Uber has made to make its platform more accessible, such as a recent technology improvement to more accurately identify which side of the street a rider is on before being picked up on at the most congested or challenging intersections (*e.g.* Jefferson Square in San Francisco). Previous consultation with accessibility stakeholders in California revealed that a lack of visibility into the exact pickup location can be a pain point for riders using wheelchairs.

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*).

## **Upcoming In-Person Engagement**

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

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

**Section A: Ride with UberWAV Community Presentation**

# Ride with UberWAV

August 2021

Uber

## Intros

**Austin Heyworth**

California Public Affairs and Policy

**Ross Green**

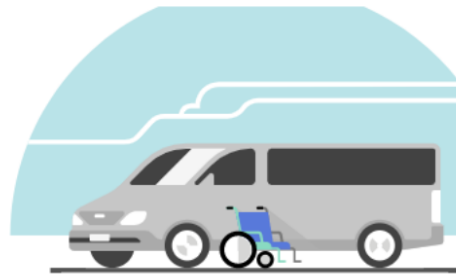
UberWAV Outreach Team

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.



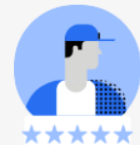
## Fast, reliable rides

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

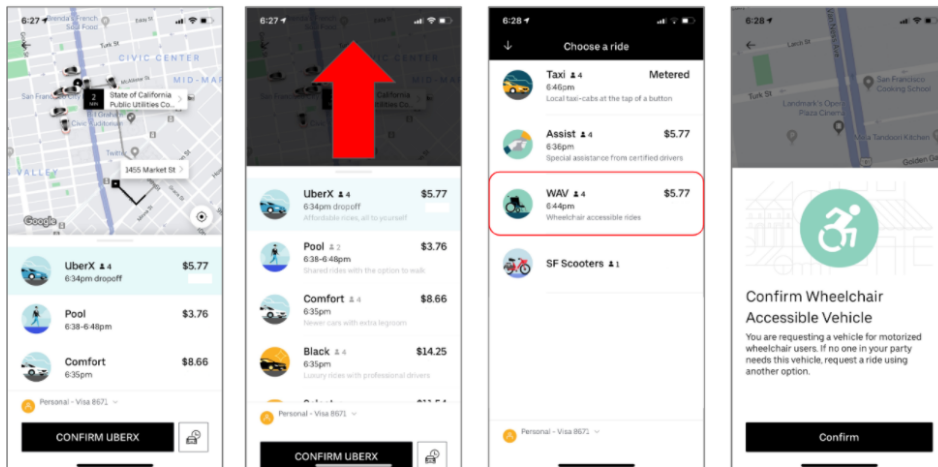
Every WAV driver has completed a certification course offered by a third party to help you enter and exit the vehicle.

# 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.

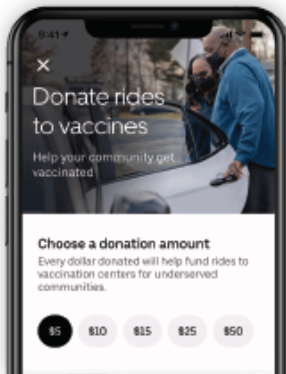


Our app's technology along with the transportation options we deliver to riders have given new mobility to many people with disabilities. We continue to put our energy towards expanding our platform and investing in new technologies that make it possible for people to move around their communities easily.

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

A Letter from our CEO on Improving Accessible Service

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

## Section D: UberWAV Public Information Materials - Webpage

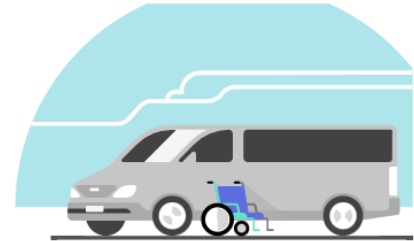
Uber Products Company Safety Help COVID-19 resources

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.\*

