

CALIFORNIA PUBLIC UTILITIES COMMISSION
Consumer Protection and Enforcement Division
Advice Letter Summary Form

TNC & AL FILER INFORMATION

Date of Submission:	Date of Service:
TNC Name:	PSG #:
DBA Name:	
Address:	
City:	State: ZIP Code:
Filer's Name:	
Filer's Email:	Filer's Phone:

AL INFORMATION

Advice Letter #:	AL Type: Offset Retroactive Exemption
Geographic Area(s):	
Offset/Retroactive Amount:	Quarter: Year:
Documents Included: <input type="checkbox"/> Cover letter <input type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input type="checkbox"/> Signed Accounting of Funds <input type="checkbox"/> Inspection Declaration <input type="checkbox"/> Data Reports (Excel)	
Reason (if not all document boxes above are marked):	

SUBMISSION INFORMATION

Combine (in this order) AL summary form, cover letter, service list, Marketing Materials, TNC WAV training declaration, TNC vehicle inspection declaration, Signed Accounting of Funds Expended, and Signed Claim form (if necessary) into a single PDF file. The completed data reports must be in a single Excel file. A complete advice letter submission will consist of only two attachments: the PDF and Excel packets. Submit via email the advice letter with two attachments to TNCAccess@cpuc.ca.gov and to the [R.19-02-012 service list](#).

The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.

FOR CPUC USE ONLY

Analyst:	30-Day Due Date:
Completion Date:	Disposition:
Approved Offset/Retroactive Amount:	AL Effective Date:
Supervisor:	Supervisor Review Date:



Uber Technologies, Inc.
1515 3rd Street
San Francisco, CA 94158
uber.com

January 12, 2021

Uber Technologies, Inc.

PSG0038150

Advice Letter No. 4B Supplement

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. 4B Supplement

I. Purpose

Pursuant to Decision (D.) 20-03-007, Uber Technologies, Inc. (Uber) submits this Advice Letter No. 4B Supplement to request to offset Quarter 2 of 2020 “TNC Access For All Fund”¹ fee payments by the amounts spent by Uber to improve wheelchair accessible vehicle (WAV) service in Quarter 2 of 2020. Consistent with Rule 7.5.1 of General Order 96-B, Uber makes no changes from Advice Letter No. 4 and Advice Letter No. 4A regarding the requested effective date.²

Uber submits this supplement to address a California Public Utilities Commission (“Commission”) Consumer Protection Enforcement Division (“CPED”) staff directive sent via email by Ms. Terra Curtis on January 11, 2021. In that email, the CPED staff directs Uber to file a supplement to Advice Letter No. 4 (filed on July 15, 2020) and Advice Letter No. 4A (filed on December 4, 2020) to provide all data unredacted to the service list. This Advice Letter No. 4B Supplement complies with CPED staff’s directive.³ Other than providing unredacted data and removing Uber’s confidentiality request, this Advice Letter No. 4B Supplement is materially unchanged from Advice Letter No. 4A.⁴

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

² The filing of an advice letter supplement does not automatically continue or reopen the protest period or delay the effective date of an advice letter. *See* General Order 96-B, Rule 7.5.1.

³ As a good faith participant in the TNC Access for All program, Uber is submitting this Advice Letter Supplement 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.

⁴ Attachment names and other identifying titles have been updated for ease of reference.

The offset amounts requested by geographic areas are as follows:

County	Expenditures⁵ (\$)
ALAMEDA	\$ 62,156.00
ALPINE	\$ -
AMADOR	\$ -
BUTTE	\$ -
CALAVERAS	\$ -
COLUSA	\$ -
CONTRA COSTA	\$ 24,426.00
DEL NORTE	\$ -
EL DORADO	\$ -
FRESNO	\$ -
GLENN	\$ -
HUMBOLDT	\$ -
IMPERIAL	\$ -
INYO	\$ -
KERN	\$ 716.28
KINGS	\$ -
LAKE	\$ -
LASSEN	\$ -
LOS ANGELES	\$ 557,936.20
MADERA	\$ -
MARIN	\$ 2,507.97

County	Expenditures (\$)
ORANGE	\$ 21,488.29
PLACER	\$ -
PLUMAS	\$ -
RIVERSIDE	\$ 716.28
SACRAMENTO	\$ -
SAN BENITO	\$ -
SAN BERNARDINO	\$ -
SAN DIEGO	\$ -
SAN FRANCISCO	\$ 89,046.52
SAN JOAQUIN	\$ 5,015.94
SAN LUIS OBISPO	\$ -
SAN MATEO	\$ 34,735.80
SANTA BARBARA	\$ -
SANTA CLARA	\$ 43,305.80
SANTA CRUZ	\$ -
SHASTA	\$ -
SIERRA	\$ -
SISKIYOU	\$ -
SOLANO	\$ -
SONOMA	\$ -
STANISLAUS	\$ 1,253.98

⁵ 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.

MARIPOSA	\$ -
MENDOCINO	\$ -
MERCED	\$ -
MODOC	\$ -
MONO	\$ -
MONTEREY	\$ -
NAPA	\$ -
NEVADA	\$ -

Subtotal \$647,742.45

SUTTER	\$ -
TEHAMA	\$ -
TRINITY	\$ -
TULARE	\$ -
TUOLUMNE	\$ -
VENTURA	\$ -
YOLO	\$ -
YUBA	\$ -

Subtotal \$195,562.61

Total Offset **\$ 843,305.06**

II. Background

In 2018, Senate Bill (SB) 1376, the “TNC Access for All Act,” was enacted by the California Legislature.⁶ 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.⁷

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs⁸ 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 wide-spread 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:

⁶ S.B. 1376; *see also* Pub. Util. Code § 5440.5.

⁷ 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).

⁸ Pub. Util. Code § 5431.5(b) (“‘Wheelchair accessible vehicle’ or ‘WAV’ means a vehicle equipped with a ramp or lift capable of transporting nonfolding motorized wheelchairs, mobility scooters, or other mobility devices.”).

Cashless payments: Uber’s cashless payment option simplifies the payment process, reducing the need for riders to worry about counting out cash or exchanging bills with a driver.

On-demand transportation: The Uber app makes it easier for riders with disabilities to get from A to B at the touch of a button. They no longer have to arrange rides through a dispatcher or resort to other, less convenient, means of finding a ride.

Agreements and policies: Driver agreements, Uber’s Community Guidelines, Uber’s Service Animal Policy, and Uber’s Non-Discrimination Policy confirm that drivers must comply with all applicable laws, including, for example, those relating to their transportation of riders’ service animals.

Riders who are blind or low-vision: With iOS VoiceOver, Android TalkBack, and wireless Braille display compatibility, the Uber app makes it easier for riders who are blind or low-vision to get where they need to go.

Riders who are deaf or hard of hearing: Audio is not needed for full functionality of the Uber app. Assistive technology such as visible and vibrating alerts can help riders who are deaf or hard of hearing use the Uber app easily, and in-app features, such as the ability to enter a destination, can facilitate non-verbal communication between the rider and driver.

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

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 enable increased access to WAV service throughout California by partnering with third-party WAV providers. For example, even with ridership down *significantly* in Quarter 2 of 2020 due to the COVID-19 pandemic, Uber spent approximately \$3.8M 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.

During Quarter 2 of 2020, Uber partnered with MV Transportation, Inc. (MV Transportation), a national transportation provider offering on-demand accessible transportation for people with disabilities and seniors, 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.

Uber 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 supporting information within this Advice Letter Supplement “38150 Uber Technologies, Inc. AL 4B Supplement Forms” and accompanying Attachments A - C; and the master data sheet entitled “38150 Uber Technologies, Inc. AL 4B Supplement Data.”

1. Number of WAVs in Operation

Data on the number of WAVs in operation throughout California, in Quarter 2 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.

2. Number and Percentage of WAV Trips

Data provided on the number and percentage of WAV trips throughout California, in Quarter 2 of 2020, is provided in tabs “WAV Trips Completed” through “%WAV Trips Cancelled Driver” and includes 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.⁹

3. Completed WAV Trip Request Response Times

Data provided 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 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 away 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.

⁹ Per CPUC’s instructions received via email on September 25th, 2020 in the file attachment labeled “Data Template Changes 092520.pdf”, Uber has calculated “Cancellations - Completed” and “Cancellations - Not Completed” as the total number of times that a trip request was accepted and canceled by a driver and redispached among trip requests that were ultimately completed and not completed, respectively. E.g., per CPUC’s example, if trip request A was accepted, canceled and redispached a total of 5 times before being completed, then Uber would add 5 to the total count reported in the “Cancellations - Completed” 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.

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), 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 on outreach efforts is provided 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 2 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 strives to keep WAV trips priced the same as a similar UberX trip. In order to do that, Uber must offer substantial incentives to drivers to make it financially viable for them to operate their WAVs on the Uber platform, given the substantially higher acquisition, operating and maintenance costs these drivers incur. 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, the millions of dollars Uber has demonstrated it invests is purely 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 Supplement via email upon the parties identified on the attached R.19-02-012 service list on January 12, 2021. If there are any questions regarding this Advice Letter Supplement, please contact Adam Bierman at westregs@uber.com.

Any Party can protest or respond to an Advice Letter by sending a written protest or response via email to CPED at TNCAccess@cpuc.ca.gov. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A

protest or response to an 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 Supplement to Adam Bierman at westregs@uber.com.

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at www.cpuc.ca.gov and look for links to General Order 96-B.

I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS 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: DECEMBER 16, 2020

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CPUC - Service Lists - R1902012

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1/12/2021

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1/12/2021

CPUC - Service Lists - R1902012

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1/12/2021

CPUC - Service Lists - R1902012

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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.

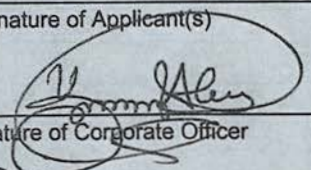
CERTIFICATION

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 10th, 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 INSPECTION DECLARATION FORM

Carrier Name: JOLIE LIMOLLC

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

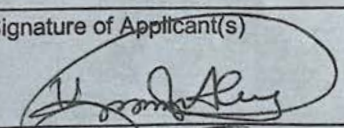
I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles,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

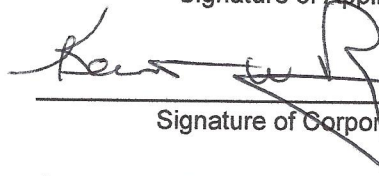
I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles,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

ATTACHMENT B

APPENDIX A

**Uber Technologies, Inc. Cost Summary
Reporting Period Q2 2020**

Vehicle Costs	\$	-
Lease/Rental/Purchase Costs	\$	-
Rental Subsidies for Driver	\$	-
Inspections	\$	-
Maintenance, Service & Warranty	\$	-
Fuel Cost	\$	-
Cleaning Supplies/Services	\$	-
Other (Describe)	\$	-
Partnership Costs	\$	3,862,279.14
Transportation Service Partner Fees/Incentives and/or Management Fees	\$	3,831,987.40
Vehicle Subsidies	\$	-
Consultants/Legal	\$	30,291.74
Other (Describe)	\$	-
Marketplace Costs	\$	-
Recruiting	\$	-
Driver Onboarding	\$	-
Training Costs	\$	-
Driver Incentives	\$	-
Promo Codes for WAV	\$	-
Other (Describe)	\$	-
Operational Costs	\$	-
Marketing Costs	\$	-
Technology Investments/Engineering Costs/Enhancements	\$	-
Community Partnership/Engagement Costs	\$	-
Rental Management	\$	-
Pilot Management	\$	-
Wages, Salaries and Benefits (non-maintenance personnel)	\$	-
Other (Describe)	\$	-
Other (Describe)	\$	-
Total Expended	\$	3,862,279.14
Total Offset Requested	\$	843,305.06

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: 1455 Market Street, 4th Floor, San Francisco, CA 94103

Title: Director, Central Operations

Date: December 4, 2020

Phone: (707) 572-5216

Email: WestRegs@uber.com

ATTACHMENT C

Uber Technologies, Inc.
UberWAV Outreach Narrative
Q2 2020

December 4, 2020

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 April and June 2020, Uber continued outreach to build understanding of the UberWAV program and solicit feedback from stakeholders. Efforts in this quarter included expanding outreach to community groups, including those that serve vulnerable populations, consulting with community groups on the needs of their constituents in light of the COVID-19 crisis, and answering questions about UberWAV service.

Elements of 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 April 2020 and June 2020, the UberWAV outreach program contacted, consulted with, or disseminated program information to stakeholder organizations, including disability groups, local agencies, community service providers, in-language service providers and community-based organizations. This quarter, Uber placed an emphasis on working to expand relationships with stakeholder groups outside its core urban areas and gaining an understanding of stakeholder needs and concerns in light of the COVID-19 crisis.

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 screenshots below). Translations of the fact sheet are available in Spanish, simplified Chinese, Tagalog, and Vietnamese. The digital fact sheet is compliant with accessibility requirements to enable public sector entities to post it online, as appropriate.

Outreach efforts in this quarter were conducted in twelve counties where UberWAV service is available. UberWAV outreach included the distribution of program materials via email, outreach phone calls, and consultation interviews, collectively totaling approximately 180 outreach contact points (with some

stakeholder organizations being reached both by email and phone). Uber prioritized outreach to include a wider range of stakeholders.

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 screenshots below).

Stakeholder Interviews and Feedback

Uber conducted interviews with ten stakeholder organizations, including the Pacific ADA Center, the College of Marin Disabled Students Program, and Asians and Pacific Islanders with Disabilities of California (APIDC). The purpose of the interviews was to consult with stakeholder organizations on the needs of wheelchair users, including any specific challenges as a result of COVID-19, inform outreach to wheelchair users, and identify outreach and partnership opportunities.

Interviewees provided feedback on how the COVID-19 crisis is impacting their constituents and services. Interviewee responses included requests for information on how Uber is responding to COVID-19 and safety protocols for riders and drivers; interest in communicating the service to constituents; requests for in-language outreach; questions about how different stakeholders can access the UberWAV service; and opportunities for outreach including speaking engagements and potential community partners to reach. Learnings from these interviews will be used to inform future outreach. Additionally, the UberWAV program team meets regularly to discuss and implement process improvements, as appropriate, as a result of multilayered stakeholder feedback.

ATTACHMENTS

UberWAV Public Information Materials - Fact Sheets Samples

Accessing WAV in the Uber App

MV Transportation's wheelchair accessible vehicles are now available via the Uber app in parts of Southern California and the San Francisco Bay Area

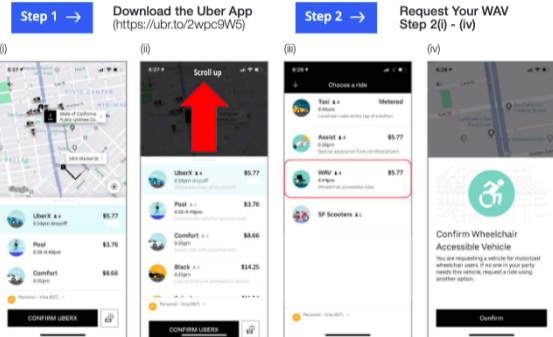
Uber

Acceder a WAV con la aplicación Uber

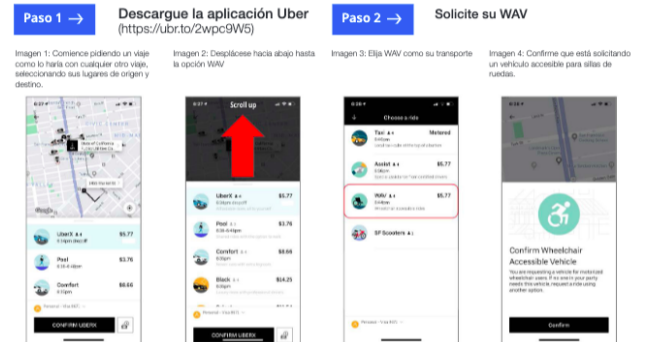
Los vehículos de MV Transportation accesibles para sillas de rueda se encuentran disponibles por medio de la aplicación Uber en el Condado Los Ángeles y el Área de la Bahía de San Francisco

Uber

How to Ride with WAV



Cómo solicitar un WAV



Affordable, On-Demand Rides in Wheelchair-Accessible Vehicles

Fast, flexible rides

When and where WAV is available, rides are requested on demand - simply enter your destination and tap to request.

Trips that fit your budget

WAV rides are priced the same as UberX rides.

Specialized drivers to assist you

WAV drivers complete a certification course offered by a third party in safe wheelchair securement.

Follow UberWAV

What is UberWAV? Website and FAQ (uber.com/ride/uberwav)

A Letter from our CEO on Improving Accessible Service

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

UberWAV Public Information Materials - Accessibility and UberWAV Webpages

Accessibility at Uber

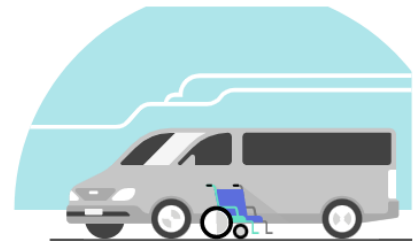
Our technology has transformed mobility for many people with disabilities, and we're committed to continuing to develop solutions that support everyone's ability to easily move around their communities.*



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.



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