



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

July 1, 2026

Uber Technologies, Inc.

PSG0038150

Advice Letter No. 41

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. 41 (2026 - 2027 Annual Outreach Plan)

I. Purpose

Pursuant to Decision (D.) 23-02-024, Ordering Paragraph 16, and Rule 6.1 of General Order 96-B, Uber Technologies, Inc. (“Uber”) submits its 2026-2027 Annual Outreach Plan via this Information Only Advice Letter No. 41.

II. Uber’s 2026-2027 Annual Outreach Plan

D.23-02-024 requires any TNC that seeks an offset or an exemption to “submit its annual outreach plan via an Information Only Advice Letter no later than July 1 of each year.”¹ The annual outreach plan is required to contain “measurable goals, objectives, and benchmarks on outreach to disability communities, including to underserved multi-ethnic communities and where English is not the predominant language.”²

Uber’s 2026-2027 Annual Outreach Plan is attached to this Advice Letter No. 41 as **Attachment A**.

III. Effective Date

Uber requests that this Information Only Advice Letter filing become effective on July 1, 2026.

¹ D.23-024-024, Decision on Track 5 Issues, Feb. 27, 2023, at 68 (Ordering Paragraph 16).

² *Id.* at 67.

If there are any questions regarding this advice letter, please contact Ashley Fillmore at westregs@uber.com.

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/ *Ashley Fillmore*
Ashley Fillmore
Senior Counsel, Regulatory
Uber Technologies, Inc.

Attachments

1. Attachment A - UberWAV California Access for All Annual Outreach Plan 2026 - 2027

ATTACHMENT A

UberWAV
California Access for All
Annual Outreach Plan

2026 - 2027

UberWAV Annual Outreach Plan

2026-2027

I. Executive Summary

Uber remains committed to providing reliable transportation access through UberWAV, a service that supports riders who need wheelchair-accessible vehicles. This 2026–2027 Annual Outreach Plan, submitted in accordance with CPUC Decision 23-02-024, outlines Uber’s continued efforts to engage disability communities across California, including those in multi-ethnic and limited-English speaking areas.

Continuing the work of the 2025-2026 plan, this year’s plan keeps its focus on practical, measurable outreach: connecting with community organizations, raising awareness of UberWAV, gathering feedback, and improving communication through multilingual and accessible materials. This work is shaped by direct stakeholder input and supported by the team’s established internal tools and processes.

Uber will continue to focus on the greater Los Angeles and San Francisco Bay Area regions, where it concentrates its efforts to sustain and improve UberWAV availability. Uber will also remain responsive to opportunities to support access elsewhere in the state as they arise.

Overall, the plan reflects Uber’s ongoing work to raise awareness of WAV service and advance equitable mobility for riders across California.

II. Overview of UberWAV

UberWAV is a specialized Uber service aimed at enhancing transportation accessibility for individuals with mobility impairments. This dedicated option seeks to provide a convenient and comfortable journey for passengers who require wheelchair-accessible vehicles (WAVs).

Key Features of UberWAV:

Dedicated Vehicles: UberWAV connects riders to specially equipped vehicles that are wheelchair accessible, allowing passengers to board and disembark with ease. These vehicles are equipped with ramps or lifts to accommodate various types of wheelchairs and mobility aids.

Trained and Supportive Drivers: UberWAV-eligible drivers undergo specific training to assist passengers with disabilities for a safe and respectful experience. These drivers understand the unique needs of passengers with mobility challenges and are committed to providing assistance throughout the trip.

Real-time Accessibility Information: Through the Uber app, passengers can view essential accessibility information about their UberWAV vehicle before booking, including details about the type of accessible vehicle and any specific accessibility features available.

Seamless Booking: The Uber app enables passengers to request a WAV vehicle easily. The same user-friendly interface used for other Uber request options is applied to UberWAV, making it simple for passengers to select the WAV option and receive reliable and accessible transportation.

Availability and Coverage: UberWAV aims for broad availability to serve as many communities as possible. While coverage varies by region, Uber continues to explore the feasibility of expanding the availability of UberWAV to meet the transportation needs of individuals with Disabilities.

By offering UberWAV, Uber reaffirms its commitment to providing inclusive transportation options. Through the convenience, safety, and accessibility of UberWAV, individuals with disabilities can enjoy greater independence and freedom of movement.

III. Outreach Goals Metrics

For 2026–2027, Uber’s outreach focuses on three priorities: raising awareness of UberWAV, building lasting relationships with community organizations, and communicating more effectively with riders who rely on accessible transportation. The team works proactively, reaching out directly by email and phone to a wide range of organizations, including veteran groups, accessibility-focused nonprofits, and independent living centers.

Uber works to maintain and strengthen the relationships it has built, which often lead to new groups and new opportunities for engagement. This past year offered several examples. Uber held an in-person focus group with Open Doors to Future Possibilities that brought together 30 participants from across multiple WAV service regions, and covered roundtrip travel through UberWAV so that cost and distance would not prevent anyone from attending. To reach California’s Chinese-speaking community, Uber delivered its largest in-person UberWAV

presentation conducted entirely in Mandarin, in partnership with Self Help for the Elderly, explaining how the program works and gathering feedback from Chinese-speaking older adults.

When possible, Uber invites partner organizations to include others in joint presentations or to share referrals, which helps widen its network of engagement. This approach keeps participation broad and ensures outreach remains inclusive and informed by the communities it serves.

For the 2026–2027 plan, Uber proposes to broaden how qualifying engagement is measured so that accessibility-related engagement occurring outside the presentation and focus-group formats is also captured. Qualifying engagement may include Uber’s sponsorship of, or partnership with, nonprofit organizations on accessibility-related initiatives, where the activity creates a meaningful stakeholder touchpoint and satisfies the Access for All outreach requirement criteria. Consistent with CPUC Decision 23-02-024, the plan includes measurable goals and targeted outreach to disability communities, including those in underserved, multi-ethnic areas and where English is not the predominant language. Uber’s outreach framework remains centered on the following core goals:

Goal	Objective	Metric	Timeframe
Increase and improve engagement with target communities	Conduct initial email and phone outreach to stakeholder organizations	Minimum 60 organizations contacted per quarter	Quarterly
	Maintain ongoing contact and gather feedback from interested organizations in digital and virtual forms	Feedback collected and shared internally	Quarterly
	Hold tailored follow-up meetings with engaged stakeholders on UberWAV	1 meeting conducted	Quarterly
Build relationships with organizations serving persons with disabilities	Coordinate joint outreach initiatives with local partners	At least 1 joint effort completed	Quarterly
	Conduct focus groups	1 session conducted	Quarterly

	or listening sessions with non-traditional disability orgs		
	Engage consultants to support and strengthen outreach approach	Consultant collaboration initiated and documented	Ongoing

IV. Marketing and Awareness

Alongside its direct outreach, Uber uses a range of practical communication tools to raise awareness of UberWAV and share information about accessible service with the riders who can benefit from it. These efforts focus especially on multi-ethnic communities and on riders who prefer to receive information in a language other than English.

In practice, this means sharing WAV information through channels Uber already uses, such as in-app content and email, and creating clear, accessible materials that community partners can distribute. Where possible, Uber produces this content in multiple languages and looks for opportunities to feature UberWAV within the broader communications riders already receive.

Our strategy this year prioritizes direct community engagement and live events over social media, reflecting findings that partnerships and roundtables are highly effective for our stakeholders. Furthermore, based on feedback emphasizing the need for financial assistance, Uber remains committed to offering ride credits and sponsoring local accessibility organizations. To balance this community-first approach with our ongoing goal of driving awareness, we aim to significantly increase the distribution of our email campaigns. The table below outlines the planned areas of focus for 2026–2027.

Goal	Objective	Metric	Timeframe
Communication and Awareness	Collect ongoing feedback from riders/stakeholders		Quarterly
	Share WAV information through multilingual materials	Materials available in 5+ languages	Quarterly
	Launch 1 WAV-focused social media campaign annually	Aim to reach 100,000+ impressions	Annually

	Hold 2 in-person roundtable working group sessions.		Annually
	Partner/Collaborate with an influential community-based organization to promote hands-on experience with WAV.		Annually
	Launch at least one mass email campaign per month, highlighting UberWAV (with the aim to reach at least 50,000 riders per quarter)	50,000+ emails sent	Quarterly

V. Monitoring and Evaluation

Throughout the year, Uber reviews how well its outreach and marketing efforts are working in order to track progress, respond to feedback, and improve future activities. Input gathered during meetings, focus groups, and follow-up conversations is shared with the relevant teams to help refine outreach materials, engagement methods, and messaging.

In addition to tracking its goals and metrics internally, Uber regularly revisits a consistent set of evaluation questions to guide ongoing improvement:

- What types of outreach (e.g., presentations, one-on-one calls, small group sessions) were most effective?
- What feedback did we receive about UberWAV—both positive and critical?
- Were there any gaps in the groups we connected with? How can we reach them moving forward?
- Did we identify new opportunities to build relationships or strengthen existing ones?

Outreach Objectives

	Objective / Quarter
1.1	Conduct initial email outreach to at least 60 stakeholder groups per quarter

1.2	Conduct at least 1 tailored follow-up meeting with responsive stakeholder groups per quarter (4 per year), highlighting UberWAV's features and addressing any specific questions from stakeholders or organizations.
1.3	Collect continuous feedback from stakeholder groups and riders in digital and virtual forms of engagement (via in-app support for riders, Uber's custom feedback form, email input).
2.1	Collaborate with local organizations on at least 1 joint outreach initiative per quarter (4 per year).
2.2	Conduct at least 1 focus group or listening session per quarter (4 per year) with representatives from non-traditional disability communities.
2.3	Engage at least 1 consultant specializing in stakeholder outreach and participation annually to optimize Uber's interaction strategies.
2.4	Recognize accessibility-related engagement conducted outside the presentation and focus-group formats, including Uber's sponsorship of, or partnership with, nonprofit organizations on accessibility-related initiatives, where the activity creates a meaningful stakeholder touchpoint and satisfies the Access for All outreach requirement criteria.
3.1	Provide multilingual materials in five primary languages (English, Spanish, Mandarin-Chinese, Hindi, and Vietnamese) to disability advocacy groups in multi-ethnic communities where English is not the predominant language.
3.2	Launch at least one mass email campaign per month highlighting UberWAV (with aim to reach at least 50,000 riders per quarter)
3.3	Monitoring and Evaluation
Deliverable	1. What methods of engagement did the TNC find most effective and why? 2. What common concerns/questions came up during the engagement process? 3. What challenges have you encountered? How do you plan to overcome them?

VI. Appendix

Outreach Resources

Uber uses the following resources to help introduce UberWAV during presentations and initial engagement with new organizations

- Attachment A: WAV Overview Deck
- Attachment B: How to request UberWAV one pager - available in English, Spanish and Simplified Chinese

Attachment A: Ride with UberWAV Community Presentation



Agenda

01 Accessibility

02 Features

03 WAV, Seniors, Health, Service Animals

05 Q&A

What does accessibility mean?

1 in 6 Uber users

experiences a disability. Each deserves a platform experience grounded in independence, safety, reliability, and dignity.

Uber is building the world's most accessible mobility and delivery platform with innovations driven by users and expert partners.



Uber |

Building together

We work continuously with disability and aging experts to:

- Design user-centered tools and experiences
- Increase awareness in our communities to ensure people can make the most of our platform
- Identify opportunities to improve affordability for people struggling to afford transport, groceries, and medicine

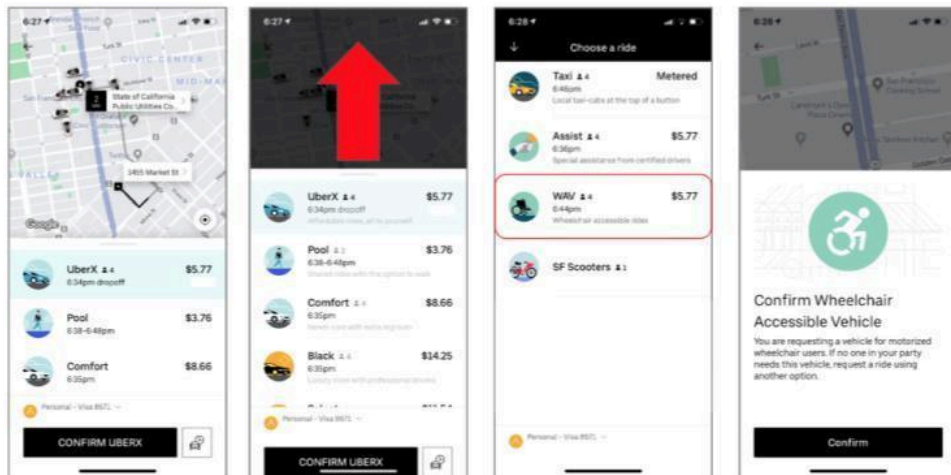


What is WAV?

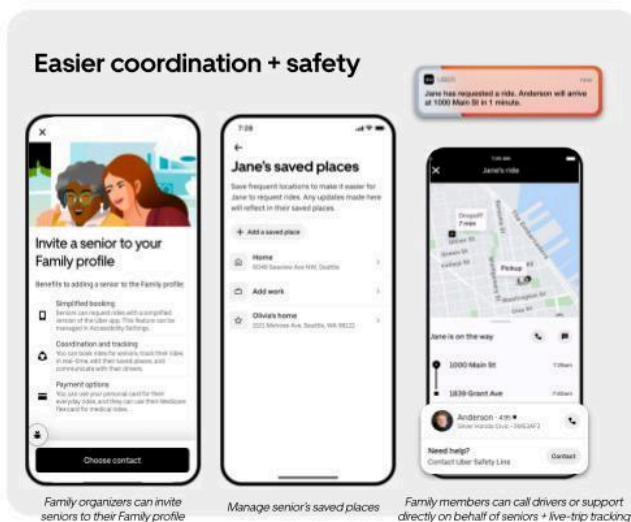
UberWAV provides affordable rides in wheelchair-accessible vehicles (WAV). In certain cities, riders who use motorized wheelchairs or scooters can request a ride in a WAV. WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities.



How to ride with WAV



Older adults can improve safety, health, and socialization with Senior Accounts



Users can invite loved ones to join their Family profile with a Senior account. Once the older adult accepts the invite, the family organizer can:

- Book rides on their behalf
- Enable the senior to book a ride on the family organizer's payment method
- Help manage their Saved places
- Have access to safety features when the senior is taking a ride on their payment profile, such as:
 - a. Live-trip tracking
 - b. 3-way communication with the driver
 - c. Be alerted via RideCheck, which proactively detects if a trip is disrupted
 - d. Access live help with a safety agent at ADT

Uber Health drives more timely healthcare appointments, improving health and reducing costs

We believe a safe, reliable ride should never be a barrier between you and your health.

Uber Health provides a platform for care coordinators to securely order rides and deliveries for members.

4,000+
organizations

Uber Health

60M+

Trips taken with Uber Health

341M+

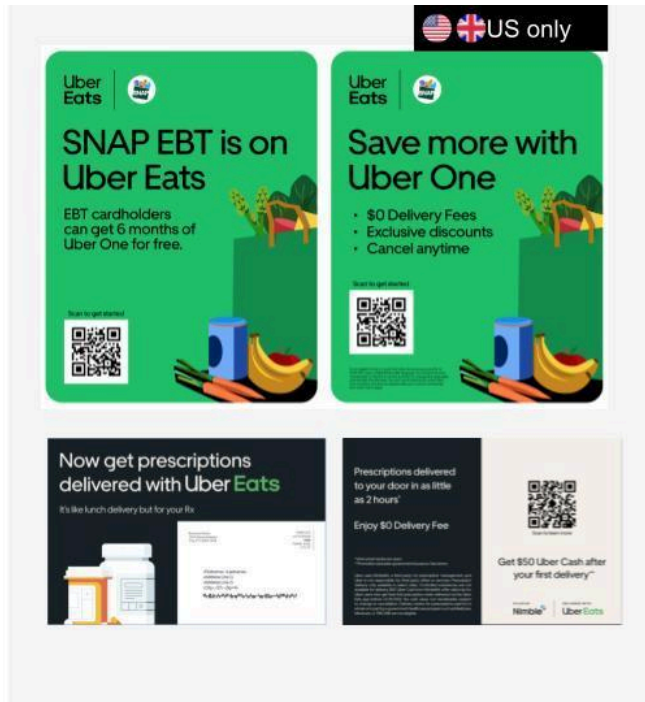
Miles traveled with Uber Health rides



Affordability & Access for Low-income Communities

40% of people with low-income say rideshare is a necessity. We know that making every dollar count is essential to ensuring our communities can thrive.

People can use their benefits cards in their Uber wallet to pay for the rides, grocery, and pharmacy deliveries that support their well-being.



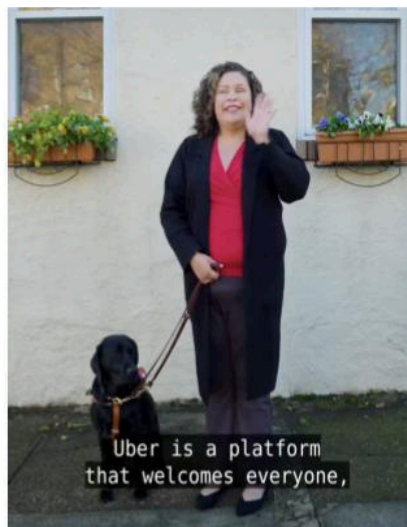
Improving experiences for users with Service Animals

We're working to ensure reliable mobility with user-driven solutions in the Service Animal community.

We've worked with local and global experts for years to improve the trip experience for people traveling with Service Animals.

Our expert-driven solutions have included:

- Increased driver awareness
- Improved customer support experience
- Tools for users to identify as a rider traveling with a Service Animal



Attachment B: UberWAV Public Information Materials - Digital Fact Sheet

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

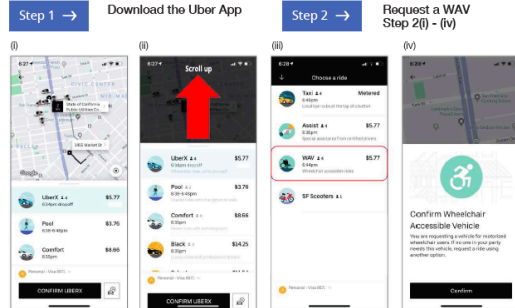
Uber

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



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.

Cómo solicitar un WAV



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.

在优步应用中访问 Uber WAV

在南加州和旧金山湾区的部分地区，乘客现可通过优步应用搭乘无障碍车辆

Uber

如何搭乘 Uber WAV



经济实惠的无障碍车辆按需接载服务

快速灵活的接载服务
在提供 Uber WAV 服务的时间和地点按需叫车

只需输入目的地，然后轻触叫车按钮即可。

与您的预算相符的行程
Uber WAV 行程的收费与优选轿车行程相同。

专业司机为您提供帮助
Uber WAV 司机需要完成由第三方提供的轮椅安全认证课程。

关注 UberWAV

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

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

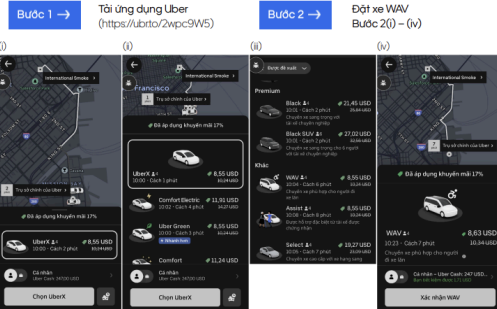
2021

Truy cập WAV trong ứng dụng Uber

Hiện bạn đã có thể đặt xe thuận tiện cho người đi xe lăn thông qua ứng dụng Uber ở một số khu vực miền Nam California và Khu vực Vịnh San Francisco

Uber

Cách đặt xe WAV



Chuyến xe giá rẻ, theo yêu cầu với xe thuận tiện cho người đi xe lăn

Chuyến xe nhanh chóng, linh hoạt

Khi và tại nơi có xe WAV, bạn có thể đặt xe theo yêu cầu – chỉ cần nhấp điểm đến và chọn số yêu cầu.

Các chuyến đi hợp túi tiền

Chuyến xe WAV có giá bằng chuyến xe UberX.

Tài xế chuyến trách hỗ trợ bạn

Tài xế WAV hoàn thành khóa học có chứng nhận do bên thứ ba tổ chức về việc hỗ trợ người khuyết tật an toàn cho xe lăn.

Theo dõi UberWAV

UberWAV là gì? Trang web và Câu hỏi thường gặp (uber.com/ride/uberwav)

Thư từ CEO về việc Cải thiện dịch vụ hỗ trợ người khuyết tật (<https://ubrt.to/uberwav>)

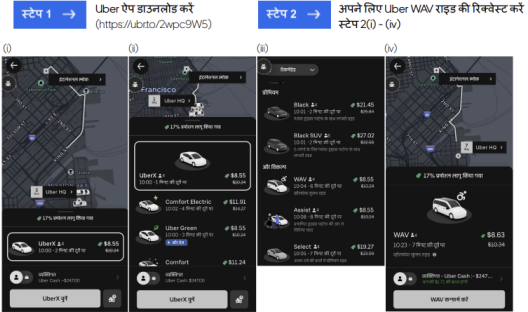
2021

Uber ऐप में Uber WAV को ऐक्सेस करना

दक्षिणी कैलिफोर्निया और सैन फ्रांसिस्को के एरिया के कुछ हिस्सों में अब Uber ऐप के ज़रिए व्हीलचेयर सुलभ गाड़ियों उपलब्ध हैं

Uber

Uber WAV के साथ राइड कैसे लें



व्हीलचेयर सुलभ गाड़ियों में किफ़ायती, माँग पर उपलब्ध राइड

तेज़, सुविधाजनक राइड

Uber WAV की सेवा जहाँ भी उपलब्ध होती है, वहाँ भीग पर राइड की रिक्वेस्ट दी जा सकती है – बस अपना डिस्टिनेशन डालें और रिक्वेस्ट करने के लिए टैप करें।

आपके बजट में फ़िट होने वाली रिड

Uber WAV राइड का फ़िराक़ UberX राइड के बराबर होता है।

आपकी मदद करने के लिए विशेष तरह के ड्राइवर पार्टनर

Uber WAV ड्राइवर पार्टनर, एक खास पार्टी की ओर से सुनिश्चित व्हीलचेयर सिम्बोलिज़ के निशान में प्रदर्शन किया जाने वाला सर्टिफ़िकेशन कोर्स पूरा करते हैं।

Uber WAV को फ़ॉलो करें

Uber WAV क्या है? वेबसाइट और अक्सर पूछे जाने वाले सवाल (uber.com/ride/uberwav)

सुलभता सेवा को बेहतर बनाने के विषय में हमारे CEO का संदेश (<https://ubrt.to/uberwav>)

2021