

CALIFORNIA PUBLIC UTILITIES COMMISSION

Consumer Protection and Enforcement Division

Passenger Transportation Carrier Advice Letter (AL) Summary Form

PASSENGER TRANSPORTATION CARRIER FILER INFORMATION

Date of Submission: July 17, 2025	Date AL served on parties: July 17, 2025
Carrier Name: Uber Technologies, Inc.	PSG #: 0038150-P
DBA Name: Uber Technologies, Inc.	
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Filer's Name: First, Last Justine Woodland	
Filer's Email: westregs@uber.com	Filer's Phone: (415) 494-7405

AL INFORMATION

Advice Letter #: 36	Requested Effective Date: July 17, 2025	AL Tier: <input checked="" type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> Information Only
Subject of filing: Uber Technologies, Inc.'s Advice Letter 36		
Authorization for filing: Resolution #, Decision #, etc. D.24-12-004		
Notes/comments: Other information & reference to advice letter, etc. Uber Technologies, Inc.'s Tier 1 Advice Letter regarding Uber for Teens.		

SUBMISSION INFORMATION

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.

Questions regarding the Access for All Program Advice Letter filings, please email:
tncaccess@cpuc.ca.gov

Questions regarding the Autonomous Vehicle Passenger Service Programs Advice Letter filings, please email:
AVPrograms@cpuc.ca.gov

Questions regarding the Clean Miles Standard Advice Letter filings, please email:
CleanMiles@cpuc.ca.gov

Questions regarding the Transportation Network Companies general Advice Letter filings, please email:
Licensing_TNC@cpuc.ca.gov



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July 17, 2025

Uber Technologies, Inc.
PSG0038150

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Re: Uber Technologies, Inc. - Advice Letter No. 36 - Submission Pursuant to D. 24-12-004

I. Purpose

Uber Technologies, Inc. (“Uber”) hereby submits this Tier 1 Advice Letter to notify the California Public Utilities Commission (“the Commission”) that Uber will launch its Uber for Teens product on or after September 15, 2025. In light of this launch, Uber provides information about how it will comply with the requirements set forth in Decision (D.) 24-12-004, at Ordering Paragraphs 4 and 6.

II. Background

On December 16, 2024, the Commission issued D.24-12-004 Adopting Background Check Requirements For Transportation Network Company Drivers Who Transport An Unaccompanied Minor, And Adopting Monitoring And Reporting Requirements (“the Decision”). The Decision states that each Transportation Network Company (“TNC”) that offers services to unaccompanied minors must submit a Tier 1 Advice Letter within 60 days of the adoption of the Decision and annually thereafter that describes:

- (1) How the TNC provides a form of real-time ride tracking to unaccompanied minor’s parents or custodial adults so that they can accurately track the initiation and completion of that unaccompanied minor’s transport;
- (2) How they implement safety procedures such as the adoption of a personally identifiable number (PIN) for the pickup of unaccompanied minors so that the minors know that they are entering the correct vehicle;
- (3) How the PIN confirms the unaccompanied minor’s age eligibility without requiring the unaccompanied minor to provide their date of birth;
- (4) How they implement safety procedures for the drop-off of unaccompanied minors so that the drivers know if the unaccompanied minor will be met at the destination spot by the minor’s parent or custodial adult; and

(5) How they provide drivers with training on the transport of unaccompanied minors, including the understanding of the pickup and drop-off procedures.

After the Decision was issued, Uber ceased operating its Uber for Teens product in California and therefore did not submit an Advice Letter. In the meantime, Uber worked to bring the Uber for Teens product back to the California market and anticipates a launch date of September 15, 2025 or after. In anticipation of this launch, Uber contacted members of the Consumer Protection and Enforcement Division to seek guidance on how to meet the requirements of the Decision, including the timing of when to file the Advice Letter. On June 10, 2025, Joshua Huneycutt, Manager, Transportation Licensing & Analysis Branch, advised via email that Uber should file an Advice Letter 60 days prior to launching any service. Accordingly, Uber is making this submission 60 days prior to its anticipated launch date..

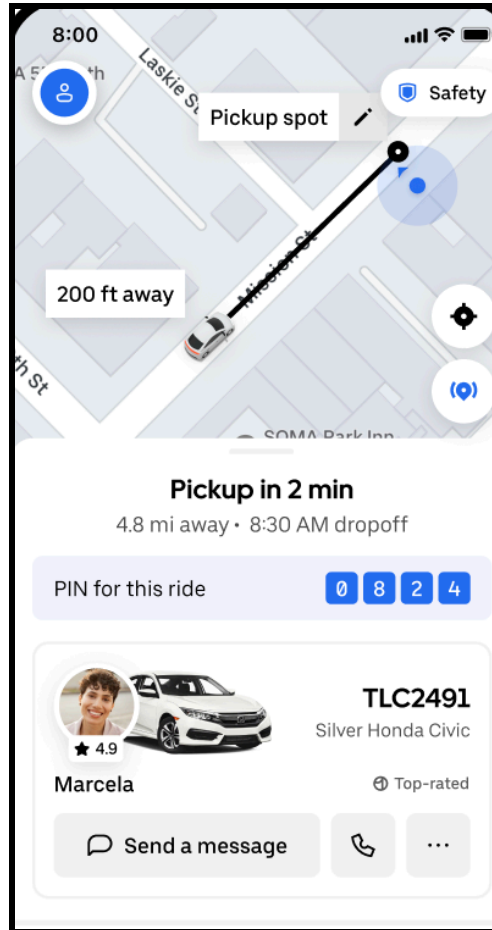
III. Compliance with D. 24-12-004

A. Real Time Tracking

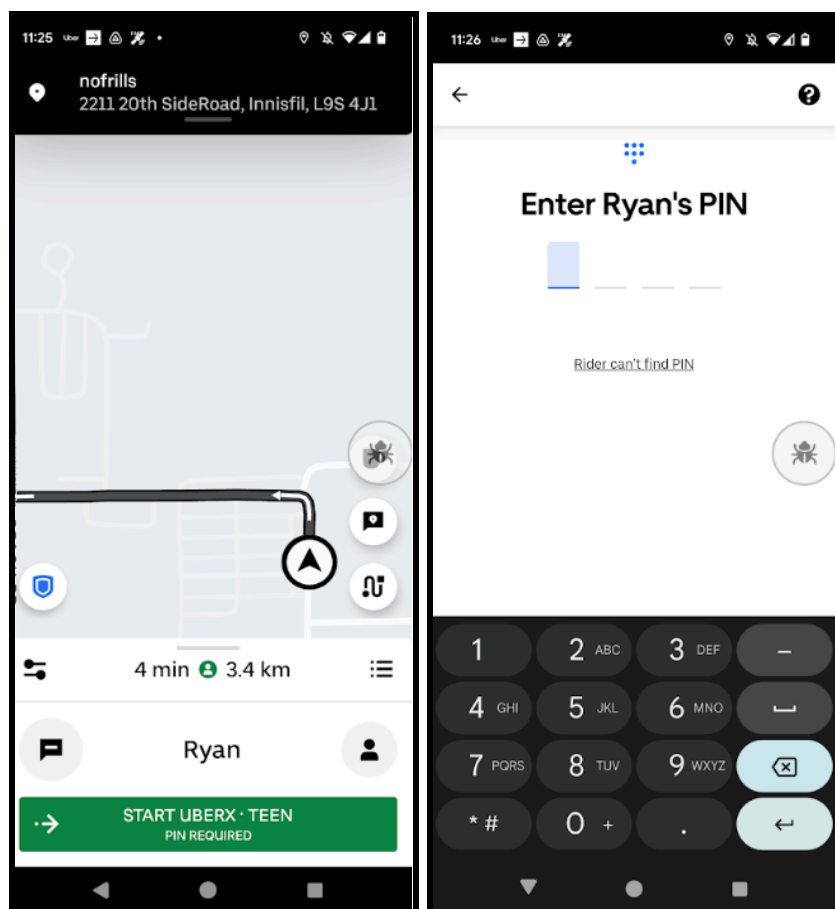
All Uber for Teens trips have the “Share My Trip” feature automatically turned on so that means guardians will receive notifications every time a teen requests and completes a ride. Guardians can also follow along in the app with live trip tracking and get status updates so they can check that their teen has gotten where they need to go safely. Guardians can also view past trips they have taken in the Activity hub. Additionally, teen trips are destination-locked, which means drivers cannot change the destination of the trip—only the teen rider can.

B. Safety Procedures for Pickup

Before a teen rider enters a vehicle, they will be shown the driver’s name and photograph, along with the vehicle’s make, model, and license plate. Upon the driver’s arrival, the teen will be asked to provide the driver with a unique PIN. Drivers cannot begin the trip until they enter the correct PIN code into the app. This ensures that the teen rider enters the correct vehicle. A visual depiction of the rider and driver’s views within the Uber app is shown below.



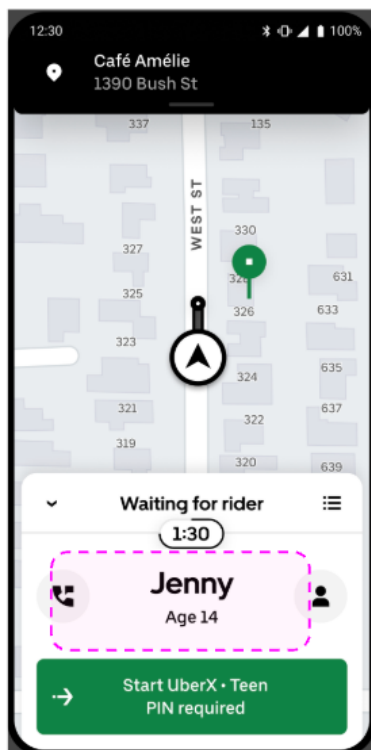
*Teen riders will see a PIN on their trip tracker to be shared with drivers.



*Drivers will be prompted to enter a PIN and cannot begin the trip without the correct PIN provided by the teen rider.

C. Confirmation of Age Eligibility

When a guardian creates an Uber or Teens account, they will be prompted to input their teen's date of birth to ensure the rider is eligible for Uber for Teens. On a driver's pick-up card, the driver will see the rider's name and age (which is based on the guardian's input), allowing them to confirm the Teen's age before swiping to accept the trip. The rider will not be asked to provide their birthdate to the driver nor will the driver have access to the teen rider's date of birth. After swiping, the driver will be prompted to enter the rider's PIN before the trip can begin. This PIN verifies to the driver that the teen rider is eligible to take an Uber for Teens trip. A visual depiction of what the driver sees regarding the rider's age is shown below.



*Drivers will be shown a teen rider's age

D. Safety Procedures for Dropoff

Within the Uber driver app, there is a messaging feature that enables three-way communication between the teen, the guardian, and the driver. This feature becomes available once a teen is matched with a driver. Guardians will be asked if they want to notify the driver that an adult will meet the rider at drop off. They can then send a preloaded message to notify the driver that an adult will be present at drop-off. If selected, the message is sent through the Driver app to the driver.

E. Driver Training

Drivers must complete training that is specific to transporting teens. The training content will be surfaced in the Uber app and will consist of information about safety features, pick up and drop off procedures, communications with parents or guardians, spotting human trafficking, responding to AMBER alerts, Uber's Community Guidelines, and other topics. This training has been developed in consultation with a third party organization, Safe Kids Worldwide¹. Additionally, before a teen can request their first ride, they must complete a safety onboarding process that teaches them about the safety features that are available to them on each trip.

¹ Safe Kids Worldwide (<https://www.safekids.org/>).

IV. Effective Date

Uber requests that this Tier 1 Advice Letter filing become effective upon the date of submission, which is July 17, 2025.

V. Protests

Any Party can protest or respond to this advice letter by sending a written protest or response by email to CPED at transportationprograms@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 Jane Lee at westregs@uber.com.

VI. Notice

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.12-12-011 service list on July 17, 2025. If there are any questions regarding this advice letter, please contact Jane Lee at westregs@uber.com.

Respectfully submitted,

/s/ Jane Lee
Jane Lee
Director, Regulatory
Uber Technologies, Inc.



California
Public Utilities
Commission



[CPUC Home](#)

CALIFORNIA PUBLIC UTILITIES COMMISSION

Service Lists

PROCEEDING: R1212011 - CPUC - OIR ON REGULA
FILER: CPUC
LIST NAME: LIST
LAST CHANGED: JUNE 12, 2025

[Download the Comma-delimited File](#)
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