



August 3, 2026

California Public Utilities Commission
Ms. Terra Curtis, Director
Consumer Protection and
Enforcement Division
505 Van Ness Ave.
San Francisco, CA 94102

Re: Waymo AV Passenger Service (TCP0038152-A) - Narrative Responses for Q2 2026 (Reporting period: April 1 - June 30, 2026) Quarterly Report.

1. Is your AV service open to the general public? If not, who is eligible to participate?

Waymo is steadily growing our passenger carrier service in the San Francisco Bay Area and Los Angeles metropolitan areas. Waymo riders may request rides immediately after downloading the Waymo app and successfully creating an account with Waymo, except in areas where we may have limited service capacity and are growing to meet anticipated rider demand. We are excited to continue to scale our service capacity to provide all interested riders with quality service. Future riders may indicate their interest in riding with us through the Waymo app and we look forward to serving them as we expand our ridership.

2. What accessibility services does your service provide? Include a description of activities to accommodate customers who use wheelchairs or are otherwise movement impaired; are blind or have other visual impairments; and any other accessible services you provide.

During the second quarter of 2026 (Apr 1 – June 30 reporting period), Waymo continued our ongoing work to study and develop features and service enhancements to help assist and accommodate riders of different abilities. For more on Waymo's accessibility services, please see our Passenger Safety Plan (March 2025).

3. How have you engaged with accessibility advocates to inform your operations?

During the second quarter of 2026 (Apr 1 – June 30 reporting period), Waymo continued to be active and engaged with accessibility advocates. Highlights from our California engagements include:

SF Bay Area:

- April 2026
 - Sponsored and attended [Self-Help for the Elderly's Spring Banquet](#)
 - Provided an in-person educational Waymo presentations for 3 senior groups:
 - [Channing House](#)
 - [The Vi](#)

- [UCSF Board of Directors Retirees Association](#)
 - Sponsored and participated in the [Best Buddies Friendship Walk: Bay Area](#)
 - Sponsored the [Walk for Epilepsy San Francisco](#)
 - Sponsored [Best Buddies Friendship Walk: Sacramento](#)
- May 2026
 - Sponsored and participated in the [BORP Revolution Ride](#)
 - Sponsored, spoke at and tabled at [The Arc California's Disability Community Advocacy Conference](#) (DisCo at the Capitol)
- June 2026
 - Sponsored [Foundation Fighting Blindness' Bay Area Vision Walk](#)
 - Sponsored Self-Help for the Elderly's [Longevity Gala](#)
 - Sponsored LightHouse for the Blind's annual [LightHouse Day](#)

Los Angeles Area:

- April
 - Sponsored Best Buddies of Los Angeles Friendship Walk
 - Conducted educational workshops for seniors at St Barnabas Senior Services
- May
 - Sponsored Epilepsy Foundation of San Diego, [Sharon's Ride Run Walk](#)
 - Sponsored Best Buddies of San Diego Friendship Walk
 - Sponsored San Diego Center for the Blind Strides for Sight Walk
 - Sponsored and participated in the [Bike MS: Los Angeles Coastal Challenge](#)
- June
 - Honored at [Braille Institute's Community Hero Awards](#), as Corporate Partner of the Year
 - Sponsored and showcased Ojai vehicle at Braille Institute's [Braille Challenge Finals](#)

4. Describe any new accessibility services you expect to provide in the near term.

Waymo plans to continue our work to improve the Waymo app user interface for the benefit of our riders, including those with limited mobility.

5. What actions have you taken to ensure your AV operations reduce greenhouse gas emissions and air quality hazards in California?

During the second quarter of 2026 (Apr 1 – June 30 reporting period), Waymo continued to operate a zero-emission battery electric fleet and provide a shared electric mobility service to the public. Waymo's EV chargers in California continue to be powered by renewable electricity when possible through a combination of 1) sourcing renewable electricity from utilities and community choice energy programs and 2) quarterly renewable energy certificate matching under the State's Low Carbon Fuel Standard (LCFS) program. When

possible, Waymo's EV chargers participate in CARB's LCFS program with a fuel carbon intensity of zero.

Waymo announced a partnership with California-based B2U Storage Solutions to repurpose Waymo's retired electric vehicle fleet batteries into stationary grid-scale energy storage, focusing initial deployments on key operational markets like California and Texas. Utilizing B2U's technology, these second-life battery systems—including those at B2U's facilities interconnected to the California Independent System Operator wholesale market in Los Angeles and Santa Barbara Counties—will absorb midday surplus solar power and discharge it during peak demand hours. By repurposing EV batteries before final recycling, the initiative advances California's energy storage goals and enhances grid reliability while maximizing the lifecycle efficiency of Waymo's fleet.

Waymo's [sustainability web page](#) highlights our latest progress across our all-electric global fleet and our vision to expand affordable electric vehicle access while supporting walkable, bikeable, and transit-oriented neighborhoods. During the second quarter of 2026 (Apr 1 – June 30 reporting period), our sustainability metrics include avoiding 530+ tons CO₂ for every 500,000+ trips serviced.¹ The Waymo sustainability web page continues to share information on the clean energy sources and providers that power Waymo's shared all-electric fleet. Our commitment to sourcing renewable energy from local energy suppliers includes collaboration with community choice energy programs like CleanPowerSF and Silicon Valley Clean Energy and municipal utilities like Los Angeles Department of Water and Power, allowing us to make zero-emissions transportation a convenient choice for more people.

In addition to increasing the accessibility and affordability of sustainably powered EV mobility, Waymo is actively involved in promoting safer streets for all road users—including walking and biking—in the communities that we serve and hope to serve.

6. Describe any new activities you expect to take in the near term to reduce greenhouse gas emissions and air quality hazards.

Waymo continues to scale our California passenger carrier service, thereby expanding rider access to Waymo's zero-emissions EVs. In addition to increasing access to shared EVs, Waymo will continue to be actively involved in promoting safer, more walkable, and bikeable communities, fostering cleaner and safer mobility options for all road users. Waymo is also continuing to invest in transit integration partnerships to help bridge first- and last-mile gaps.

¹ Emissions avoidance calculation follows the [Waymo One Avoided Emissions Methodology](#) assuming 500,000 trips per week, an average trip distance of about 4.4 miles per trip, an avoided emissions rate of 161 grams per passenger-mile in 2026 (CA Clean Miles Standard 2026 GHG target), and a vehicle occupancy of 1.5 passengers per trip.

Waymo also plans to continue to participate in the California Air Resource Board's LCFS program and to invest in EV charging infrastructure supported by 100% renewable energy when possible.

7. How have your operations provided service to low-income communities; disadvantaged communities; and communities that are rural, speak a primary language other than English, or are otherwise hard to reach?

During the second quarter of 2026 (Apr 1 – June 30 reporting period), Waymo's efforts to serve low-income, disadvantaged, or otherwise hard-to-reach communities included our ongoing charitable delivery partnership with Openhouse in SF. Since July 2023, we've delivered fresh groceries to up to 30 community members each week using Waymo vehicles. See our [blog and video](#) highlighting this impactful partnership.

We continue to invest in our program aimed at enhancing transportation accessibility for members of our community by offering free ride codes to nonprofit partners who serve community members who face challenges in accessing transportation services, particularly those with limited mobility or financial resources. Through this initiative, individuals from organizations such as Wise and Healthy Aging received ride codes during a recent LA wildfire relief event. Homeboy Industries case workers have access to codes for complimentary rides to help people reach essential destinations such as going to medical appointments, running errands, attending events and receiving services or simply just visiting friends and family.

Waymo provides educational presentations and helpful resource materials, both in person and virtually, to nonprofits and disability advocacy organizations to ensure that communities are familiar with our technology, accessibility features, language options and know how to use their promo codes. These presentations have been [well received](#) and proven helpful to ensure a safe and seamless experience for riders.

This quarter, we hosted many educational presentations for community members, including a presentation and providing free ride promo codes for Veterans in partnership with Open Doors To Future Possibilities in San Jose. Open Doors To Future Possibilities shared, "I wanted to thank Waymo for supporting Veterans in our community through the complimentary rides provided to participants attending our workshops. Transportation can often be a significant barrier for the Veterans we serve, and your support helped make it easier for individuals to access resources, education, and community connections that can have a lasting impact on their lives."

In Los Angeles we continued building our relationship with supporting Harvest Home and Homeboy Industries with in-kind ride credits to help support their ongoing transportation needs. For Homeboy Industries, formerly incarcerated community members were able to take a ride with pride to their annual Lo Maximo gala in April. For Harvest Home we

supported their 2nd annual Broadway Voices benefit event, which was able to raise over \$100,000 for homeless pregnant women.

In an effort to reach more communities with safe and clean mobility, the Waymo Apps and In-Car Experience (ICX) now support over 10 languages including: Japanese, Korean, English, German, Polish, Italian, Spanish, Chinese (Traditional & Simplified), French.

Waymo also successfully completed its participation in LA Metro's Mobility Wallet program, offering all-electric rides, participant discounts, and support for the program's evaluation. By integrating our zero-emission service into this Universal Basic Mobility (UBM) initiative, we provided an affordable option to access an electric vehicle while partnering with LA's broader transit ecosystem. This partnership directly addressed transportation insecurity, as **40% of program participants lived in car-free households and 50% did not possess a driver's license.**

8. How have you engaged with advocates for those communities to inform your operations?

During the second quarter of 2026 (Apr 1 – June 30 reporting period), Waymo continued to be active and engaged with advocates representing low-income and/or disadvantaged communities, including those who may be historically “hard to reach” due to language or other such barriers. Highlights from our California engagement include:

SF Bay Area:

- April
 - Sponsored and attended Self-Help for the Elderly's [Spring 'Super Senior' Banquet](#)
 - Sponsored, attended and provided a discounted ride promo code for Openhouse's [Spring Fling](#) fundraising event
 - Sponsored and attended [SF LGBT Center's Soiree](#) fundraising event
 - Sponsored, attended and provided free ride promo codes for [LifeMove's A Home for Everyone Benefit Luncheon](#)
 - Sponsored, attended and provided a discounted ride promo code for [Compass Family Service's Spring Benefit](#)
 - Sponsored and attended [Community Services Agency's Empty Bowls](#) fundraising event
 - Provided free ride promo codes to:
 - Special Olympics of Northern California
- May
 - Sponsored and participated in the [APA Heritage Awards & Community Gala](#)
 - Facilitated an in-person educational Waymo 101 presentation for Veterans in partnership with [Open Doors To Future Possibilities](#). Everyone who attended the event received free multi-ride promo codes
 - Sponsored and attended [On Lok Celebrates](#)

- Sponsored [St. Anthony's Penny Pitch](#)
- Sponsored and volunteered at Silicon Valley Bike Coalition's [Bike to Wherever Week](#)
- Sponsored and attended The Women's Building [Threads of Hope: Weaving Our Power Together](#)
- Sponsored [Avenidas' Lifetimes of Achievement Garden Party](#)
- Provided free ride promo codes to:
 - [Because Justice Matters](#)
 - [Openhouse](#)
 - [LifeMoves](#)
 - [Cameron House](#)
 - [Sprouts Chef Training](#)
- June
 - Sponsored and participated in the YWCA Golden Gate Silicon Valley [Walk a Mile in Their Shoes](#) event
 - Sponsored and had a booth with a display vehicle at the African American Community Serve Agency's [Juneteenth in the Streets Festival](#)
 - Sponsored and participated in the Lucile Packard Foundation's 2026 Summer Scamper 5k Run/Walk, Kids' Fun Run, and Family Festival
 - Provided a discounted ride promo codes to:
 - MelanInScience
 - African American Art & Culture Complex

Los Angeles Area:

- April
 - Sponsored Santa Monica Education Foundation annual fundraiser event.
 - Sponsored and attended [Homeboy Industries' Annual Lo Maximo Awards](#) fundraising gala
 - Sponsored the LA LGBT Center and San Diego LGBT Center's inaugural Center Ride Out
 - Sponsored and attended the [Karsh Center's Raise the Roof](#) rooftop gala
 - Sponsored and attended the Girls Inc of Los Angeles Annual Girls Rise Gala
- May
 - Sponsored and attended the [People Concern's annual gala](#) at the Petersen Automotive Museum
 - Sponsored and showcased our vehicle the [United Way of Los Angeles Walk](#) at Hollywood Park at Sofi
 - Sponsored and attended the Heart of LA's [HOLA Annual Gala](#)
- June
 - Sponsored and attended [Harvest Home's Broadway Voices United](#) event that raised over \$100,000 for homeless pregnant women
 - Provided free ride promos to [Ebony Beach Club's](#) annual Juneteenth event
 - Sponsored and attended US Vets, Steps for Vets Walk Bike Run fundraiser

9. Describe any new services you plan to add in the near term that will expand service to the communities listed above.

Waymo will continue to engage with riders of diverse backgrounds and needs as we grow our California passenger carrier service. Waymo supports community partners through financial sponsorship, volunteerism and using vehicles for both rides and charitable deliveries. Waymo has built a robust community free and subsidized ride program, offering free and subsidized rides to local nonprofit and disability advocacy partners to help community members access safe and accessible transportation. Current participants include Curry Senior Center, the SF LGBT Center, Daly City Partnership, LifeMoves, AbilityPath, Homeless Prenatal Program, The Arc San Francisco, LifeMoves and many more organizations. These rides help community members reach essential destinations such as going to medical appointments, running errands, attending events and receiving services or simply just visiting friends and family. This is an ongoing program that our community partners have shared has had a tremendous positive impact on their community. For example, Cameron House located in San Francisco recently shared:

Since receiving Waymo community credits, we have seen how something as simple as transportation can open up real access, dignity, and connection for the people we serve. One of the most meaningful examples was during our recent Tien Fuh Wu: Day of Service. A beloved 92-year-old community member had hoped to participate in last year's Day of Service at Florence Fang Community Farm, but transportation challenges prevented her from attending. This year, thanks to Waymo's support, two dedicated volunteers were able to escort her to and from the farm using a Waymo vehicle. What may seem like a simple ride became a moment of inclusion, joy, and belonging. It allowed her to participate in something she had wanted to be part of for a long time.

Waymo's support has also been incredibly helpful for our staff. It has helped staff travel to court, home visits, community events, and partnership opportunities across San Francisco. For an organization like ours, where staff are often moving between direct service, outreach, and community engagement, reliable transportation helps us show up more fully and effectively for our community.

Our weekly grocery delivery partnership with Openhouse and the SF-Marin Food Bank continues to be a success; since July 2023 every Wednesday, Waymo has used three vehicles to deliver groceries to up to 30 LGBTQIA+ seniors.

We also plan to keep offering free ride codes to vulnerable members of the community in LA through our nonprofit partners Harvest Home (single mothers), the LA LGBT Center, Homeboy Industries, The People's Concern, the Karsh Center, and Heart of Los Angeles. We will also continue to sponsor Waymo workshops with organizations such as Wise & Healthy Aging, St. Barnabas Senior Services, and Inglewood Senior Center to give more opportunities for seniors to experience Waymo in Los Angeles.