

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

July 15, 2022

Uber Technologies, Inc.

PSG0038150

Advice Letter No. 14

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. 14 (Q2 2022)

I. Offset Request

Pursuant to Decision (D.) 20-03-007, D.21-03-005, and D.21-11-004, Uber Technologies, Inc. (“Uber”) submits this Advice Letter No. 14 to request to offset Quarter 2 of 2022 TNC Access For All Fund¹ fee payments by the amounts Uber spent to improve wheelchair accessible vehicle (“WAV”) service in Quarter 2 of 2022. The requested effective date of this advice letter is August 14, 2022 (30 days from date of filing).²

The offset amounts requested by county are as follows:

County	Offset Requested ³ (\$)
ALAMEDA	\$ 182,718.30
ALPINE	\$ -
AMADOR	\$ -

County	Offset Requested (\$)
ORANGE	\$ -
PLACER	\$ -
PLUMAS	\$ -

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

² 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.

³ 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.

BUTTE	\$ -
CALAVERAS	\$ -
COLUSA	\$ -
CONTRA COSTA	\$ -
DEL NORTE	\$ -
EL DORADO	\$ -
FRESNO	\$ -
GLENN	\$ -
HUMBOLDT	\$ -
IMPERIAL	\$ -
INYO	\$ -
KERN	\$ -
KINGS	\$ -
LAKE	\$ -
LASSEN	\$ -
LOS ANGELES	\$ -
MADERA	\$ -
MARIN	\$ -
MARIPOSA	\$ -
MENDOCINO	\$ -

RIVERSIDE	\$ -
SACRAMENTO	\$ -
SAN BENITO	\$ -
SAN BERNARDINO	\$ -
SAN DIEGO	\$ -
SAN FRANCISCO⁴	\$ -
SAN JOAQUIN	\$ -
SAN LUIS OBISPO	\$ -
SAN MATEO	\$ 161,086.97
SANTA BARBARA	\$ -
SANTA CLARA	\$ -
SANTA CRUZ	\$ -
SHASTA	\$ -
SIERRA	\$ -
SISKIYOU	\$ -
SOLANO	\$ -
SONOMA	\$ -
STANISLAUS	\$ -
SUTTER	\$ -
TEHAMA	\$ -

⁴ Uber has not claimed an offset for San Francisco county because its Level 1 response time was just over the 15 minute response time benchmark, though it did meet the Level 2 response time benchmark.

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

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

Subtotal \$ 182,718.30

Subtotal \$ 161,086.97

Total Offset Request **\$ 343,805.27**

Per D.20-03-007, D.21-03-005, and D.21-11-004, Uber provides the following documents in support of its request as indicated in the summary table below (including all counties for which the TNC seeks offsets):

Criteria	Must Demonstrate	Documentation Included (Y/N)
1. Presence and availability of WAVs ⁵	(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; and (c) operating hours for each geographic area	Y

⁵ D.20-03-007 Ordering Paragraph 1.

<p>2. Improved level of service⁶</p>	<p>(a) Offset Time Standard & WAV Response Times⁷: Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A)</p> <p>(b.1) Trip Completion Standard⁸: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and</p> <p>(b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year’s same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year’s same quarter, if applicable (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	<p>Y</p>
<p>3. Efforts to publicize and promote available WAV services⁹</p>	<p>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</p>	<p>Y</p>

⁶ D.21-11-004 Ordering Paragraph 1-3, 6, and 7.

⁷ D.21-11-004 Ordering Paragraph 1, 2, and 3.

⁸ D.21-11-004 Ordering Paragraph 6 and 7.

⁹ D.20-03-007 Ordering Paragraph 9.

4. Full accounting of funds expended¹⁰	Qualifying offset expenses are: (a) reasonable, legitimate costs that improve a TNC’s WAV service, and (b) incurred in the quarter for which a TNC requests an offset, and (c) on the list of eligible expenses attached as Appendix A, and (d) net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset ¹¹	Y
5. Training and inspections¹²	(a) certification of WAV driver training completion within the past 3 years, and (b) WAV driver training programs used per geographic area, and the number of WAV drivers that completed WAV training in that quarter, and (c) Certification of WAV inspection and approval	Y
6. Reporting complaints¹³	Number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category: Securement Issues; Driver Training; Vehicle Safety and Comfort; Service Animal; and Other issues.	Y

Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County

County	Q2 2022					TNC claims the data demonstrates meeting or exceeding % of
	# Quarter Submissio	Level 1 (%)	Level 1 (mins)	Level 2 (%)	Level 2 (mins)	

¹⁰ D.20-03-007 Ordering Paragraph 10.

¹¹ D.20-03-007 Ordering Paragraph 9.

¹² D.20-03-007 Ordering Paragraph 13 and 15(f), 15(g), and 15(h).

¹³ D.20-03-007 Ordering Paragraph 14.

	n (1st, 2nd, 3rd, ...8th)					completed trips and within ORTB for Level 1 and 2?
ALAMEDA	1st ¹⁴	84.06%	15.83	99.53%	2173	Yes (Both)
SAN MATEO	1st	80.53%	17.18	99.38%	23.25	Yes (Both)

Table B: Trip Completion Standard (part b.1)

County	# Quarter Submission (1 st , 2 nd , 3 rd , ...8 th)	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
ALAMEDA	1st	B	59.78%	Yes
SAN MATEO	1st	B	57.46%	Yes

Table C: Trip Completion Standard (part b.2)

County	Option 1 or 2 ¹⁵	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
ALAMEDA	1	1773	1166	2145	2145
SAN MATEO	1	426	249	647	647

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.

¹⁴ This is the first quarterly submission under the requirements set forth within D.21-11-004.

¹⁵ See D.21-11-004 Ordering Paragraph 6.

II. Background

In 2018, Senate Bill 1376, the “TNC Access for All Act,” was enacted by the California Legislature.¹⁶ 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.¹⁷

Uber recognizes its unique position as a TNC to enable increased access to third-party WAVs¹⁸ 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

¹⁶ S.B. 1376; *see also* Pub. Util. Code § 5440.5.

¹⁷ Pub. Util. Code § 5440.5(a)(1)(B)(ii).

¹⁸ 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 that 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, in Quarter 2 of 2022, Uber spent nearly \$2 million on payments to third-party partners with WAVs.

In Quarter 2 of 2022, UberWAV service levels continued to ramp up in the Los Angeles service area due to Uber's expanded partnership with Tower WAV LLC (launched in Los Angeles in Quarter 1 of 2022). Uber expects this partnership to further support program growth and reliability across the San Francisco Bay Area counties and Los Angeles county.

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 14 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 2 of 2022 is provided in the report “UBER_2022Q2_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 2 of 2022 is provided in the report “UBER_2022Q2_WAV_Trips_2.” This report includes data on the percentage and number of WAV trips completed, not accepted, canceled-no show,¹⁹ canceled by passenger, canceled 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.²⁰

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, variances in the data may appear exaggerated, and true improvement may be difficult to assess

¹⁹ Uber cannot provide information regarding the number of WAV trips canceled 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.”

²⁰ 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 cancelations for the day and hour of the ultimate trip event.

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_2022Q2_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_2022Q1_OTS_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 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_2022Q2_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 the same external factors which can impact response times.

5. Outreach

Between April and June 2022 (Quarter 2 2022), 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 Q2 2022 included:

- **Email and newsletter updates, phone calls, and Q&A with stakeholder organizations**, including disability groups, independent living organizations, 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.
- **Request presentation** with disability groups, independent living organizations to raise awareness about UberWAV and demonstrate to community members how to better utilize the service.

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_2022Q2_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_2022Q2_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_2022Q2_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 2 of 2022 is included in the report “UBER_2022Q2_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_2022Q2_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 July 15, 2022. If there are any questions regarding this advice letter, please contact Alexander Larro at 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. 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 Alexander Larro 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 HAVE BEEN EXAMINED BY ME AND ARE TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Respectfully submitted,

/s/ Alexander Larro

Alexander Larro
Counsel, Regulatory
Uber Technologies, Inc.

Attachments

1. Data Attachments in CSV format (WAVs in Operation; WAV Trips; Response times; OTS; TCS; Outreach; Training and Inspections; Complaints; Funds Expended; and Contract Information)
2. Marketing Materials (PDF)
3. Signed Training Declaration (PDF)
4. Signed Inspection Declaration (PDF)



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: JUNE 28, 2022

[Download the Comma-delimited File](#)
[About Comma-delimited Files](#)

[Back to Service Lists Index](#)

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

JARVIS MURRAY
 ADMIN - FOR-HIRE POLICY & ENFORCEMENT
 LOS ANGELES DEPT. OF TRANSPORTATION
 100 S. MAIN STREET
 LOS ANGELES, CA 90012
 FOR: LOS ANGELES DEPARTMENT OF
 TRANSPORTATION (LADOT)

WIL RIDDER
 EXE. OFFICER - PLANNING & DEVELOPMENT
 LA COUNTY METROPOLITAN TRANSPORT AUTHOR
 ONE GATEWAY PLAZA, MS 99-23-3
 LOS ANGELES, CA 90012
 FOR: LOS ANGELES COUNTY METROPOLITAN
 TRANSPORTATION AUTHORITY

AUTUMN M. ELLIOTT
 SR COUNSEL
 DISABILITY RIGHTS CALIFORNIA
 350 SOUTH BIXEL STREET, STE 290
 LOS ANGELES, CA 90017
 FOR: DISABILITY RIGHTS CALIFORNIA

MAGGIE GREEN
 HOPSKIPDRIVE
 1320 E. 7TH ST., STE. 200
 LOS ANGELES, CA 90021
 FOR: HOPSKIPDRIVE INC.

WHITNEY LEWIS
 MVN 2 LLC
 1048 MARINE AVE APT 10
 GARDENA, CA 90247
 FOR: MVN 2 LLC

LAYLA SOTTO
 EXECUTIVE RIDE LLC
 4532 W IMPERIAL HWY
 HAWTHORNE, CA 90304
 FOR: EXECUTIVE RIDE LLC DBA OPOLI

ANDRE COLAIACE
 ACCESS SERVICES
 PO BOX 5728
 EL MONTE, CA 91734-1738
 FOR: ACCESS SERVICES

ROBYN WAPNER
 SR. GOV'T RELATIONS ANALYST
 SAN DIEGO ASSOCIATION OF GOVERNMENTS
 401 B STREET, SUITE 800

MARK POTTER
 ALTRUISTIC INC DBA BOUNCE
 9845 ERMA ROAD, STE. 300
 SAN DIEGO, CA 92131

SAN DIEGO, CA 92101
FOR: SAN DIEGO ASSOCIATION OF
GOVERNMENTS

FOR: ALTRUISTIC INC. DBA BOUNCE

NANCY WHELAN
GEN. MGR.
MARIN TRANSIT
711 GRAND AVENUE, STE.110
SAN RAFAEL, CA 94000
FOR: MARIN TRANSIT

JOHN I. KENNEDY
DEPUTY CITY ATTORNEY
CITY OF SAN FRANCISCO
SF CITY ATTORNEY'S OFFICE
1390 MARKET STREET, 7TH FL. FOX PLAZA
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

ANNA UHLS
ATTORNEY
RASIER-CA, LLC
1455 MARKET STREET
SAN FRANCISCO, CA 94103
FOR: RASIER-CA, LLC DBA UBER
TECHNOLOGIES INC.

NICOLE BOHN
DIRECTOR
SF MAYOR'S OFFICE ON DISABILITY
1155 MARKET STREET 1ST FLOOR
SAN FRANCISCO, CA 94103
FOR: SAN FRANCISCO MAYOR'S OFFICE OF
DISABILITY

TILLY CHANG
EXE DIR
S. F. COUNTY TRANSPORTATION AUTHORITY
1455 MARKET STREET, 22ND FL.
SAN FRANCISCO, CA 94103
FOR: SAN FRANCISCO TRANSPORTATION
AUTHORITY

VARUN JAIN
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103
FOR: UBER TECHNOLOGIES, INC.

DRENNEN SHELTON
PLANNER
BAY AREA METRO CENTER
375 BEALE STREET, STE.800
SAN FRANCISCO, CA 94105
FOR: METROPOLITAN TRANSPORTATION
COMMISSION (MTC)

SARA SCHAER
DOLIGHTFUL, INC
31 WINFIELD ST
SAN FRANCISCO, CA 94110
FOR: DOLIGHTFUL, INC.

DANIEL ROCKEY
PARTNER
BRYAN CAVE LEIGHTON PAISNER
THREE EMBARCADERO CENTER, 7TH FL.
SAN FRANCISCO, CA 94111-4070
FOR: LYFT, INC.

JEFF MALTZ
CEO
SILVERRIDE, LLC
425 DIVISADERO ST., SUITE 201
SAN FRANCISCO, CA 94117
FOR: SILVERRIDE, LLC

MARK GRUBERG
EXE. BOARD MEMBER
SAN FRANCISCO TAXI WORKERS ALLIANCE
1415 PALOU AVE.
SAN FRANCISCO, CA 94124
FOR: SAN FRANCISCO TAXI WORKERS
ALLIANCE (SFTWA)

RITU NARAYAN
ZUM SERVICES, INC.
555 TWIN DOLPHINE DR STE 350
REDWOOD CITY, CA 94401
FOR: ZUM SERVICES, INC.

DARYL HALLS
EXE. DIR.
SOLANO TRANSPORTATION AUTHORITY
ONE HARBOR CENTER, STE. 130
SUISUN CITY, CA 94585
FOR: SOLANO TRANSPORTATION AUTHORITY

MELISSA W. KASNITZ
LEGAL DIR
CENTER FOR ACCESSIBLE TECHNOLOGY
3075 ADELIN STREET, STE. 220
BERKELEY, CA 94703
FOR: CENTER FOR ACCESSIBLE TECHNOLOGY

MICHELLE UZETA
DREDF
3075 ADELIN STREET, SUITE 210
BERKELEY, CA 94703
FOR: DISABILITY RIGHTS EDUCATION &
DEFENSE FUND (DREDF)

ABHAY JAIN
ACTIVE SCALER INC., DBA TAGSI
1551 MCCARTHY BLVD., STE. 10
MILPITAS, CA 95035
FOR: ACTIVE SCALER INC., DBA TAGSI

AUSTIN BROWN
EXECUTIVE DIRECTOR
UC DAVIS POLICY INSTITUTE
1605 TILIA STREET, SUITE 100

SEAN TIEDGEN
SR. TRANSP PLANNER
SHASTA REGIONAL TRANSPORTATION AGENCY
1255 EAST STREET, STE. 202

DAVIS, CA 95616
 FOR: UC DAVIS POLICY INSTITUTE FOR
 ENERGY, ENVIRONMENT, AND THE ECONOMY

REDDING, CA 96001
 FOR: SHASTA REGIONAL TRANSPORTATION
 AGENCY (SRTA)

Information Only

ABIGAIL COCHRAN
 UNIVERSITY OF CALIFORNIA, BERKELEY
 EMAIL ONLY
 EMAIL ONLY, CA 00000

ANNA FERO
 DAVIS WRIGHT TREMAINE LLP
 EMAIL ONLY
 EMAIL ONLY, CA 00000

ANNETTE WILLIAMS
 SF MUNICIPAL TRANSPORTATION AGENCY
 EMAIL ONLY
 EMAIL ONLY, CA 00000

APARNA PALADUGU
 ZOOX
 EMAIL ONLY
 EMAIL ONLY, AA 00000

AUSTIN HEYWORTH
 UBER
 EMAIL ONLY
 EMAIL ONLY, CA 00000

ERIKA QUINTERO
 LYFT, INC.
 EMAIL ONLY
 EMAIL ONLY, CA 00000

ERIN MCAULIFF
 SF MUNICIPAL TRANSPORTATION AGENCY
 EMAIL ONLY
 EMAIL ONLY, CA 00000

HENRY CLAYPOOL
 CONSULTANT - TECH POLICY
 AMERICAN ASSN OF PEOPLE WITH DISABILITIES
 EMAIL ONLY
 EMAIL ONLY, CA 00000

JAMES ANDREW
 MANAGER, TRANSPORTATION PLANNING
 LA METROPOLITAN TRANSPORTATION AUTHORITY
 EMAIL ONLY
 EMAIL ONLY, CA 00000

JANEE WEAVER
 COUNSEL - REGULATORY
 LYFT, INC.
 EMAIL ONLY
 EMAIL ONLY, CA 00000

JOHN BOWIE
 KEARNS & WEST, INC.
 EMAIL ONLY
 EMAIL ONLY, CA 00000

JOHN ROWLEY
 PRIME TIME SERVICES
 EMAIL ONLY
 EMAIL ONLY, CA 00000

KATHLEEN CORTEZ
 PROGRAM ANALYST - AREA AGENCY ON AGING
 COUNTY OF SONOMA
 HUMAN SERVICES DEPT
 EMAIL ONLY
 EMAIL ONLY, CA 00000

LAURA TIMOTHY
 MGR - ACCESS, PARATRANSIT
 S.F. BAY AREA RAPID TRANSIT DISTRICT
 EMAIL ONLY
 EMAIL ONLY, CA 00000

LEGAL DIVISION
 CPUC
 EMAIL ONLY
 EMAIL ONLY, CA 00000

LEUWAM TESFAI
 EXE. DIV.
 CALIFORNIA PUBLIC UTILITIES COMMISSION
 EMAIL ONLY
 EMAIL ONLY, CA 00000

MADDY RUVOLO
 SFMTA
 EMAIL ONLY
 EMAIL ONLY, CA 00000

MALLORY NESTOR-BRUSH
 MGR - ACCESSIBLE SERVICES
 AC TRANSIT
 EMAIL ONLY
 EMAIL ONLY, CA 00000

MOLLY ZIMNEY
 LYFT, INC
 EMAIL ONLY
 EMAIL ONLY, CA 00000

NEELA PAYKEL
 DEPUTY GENERAL COUNSEL
 EMAIL ONLY
 EMAIL ONLY, CA 00000

PAT PIRAS
 EMAIL ONLY
 EMAIL ONLY, CA 00000

PAUL S. BRANSON
 CEO
 LAKE LINKS
 EMAIL ONLY

EMAIL ONLY, CA 00000

PHILIP LAW
EMAIL ONLY
EMAILONLY, CA 00000

PRISCILLA FREDUAH-AGYEMANG
EMAIL ONLY
EMAIL ONLY, CA 00000

RICHARD SKAFF
EXECUTIVE DIRECTOR
DESIGNING ACCESSIBLE COMMUNITIES
EMAIL ONLY
EMAIL ONLY, CA 00000

ROSS GREEN
ASSOCIATE
KEARNS & WEST, INC
EMAIL ONLY
EMAIL ONLY, CA 00000

STEVEN T. WALLAUCH
PLATINUM ADVISORS
EMAIL ONLY
EMAIL ONLY, CA 00000

THYME CURTIS
EXECUTIVE DIRECTOR
THE CITY OF SAN DIEGO
EMAIL ONLY
EMAIL ONLY, CA 00000

TOM BELLINO
EMAIL ONLY
EMAIL ONLY, CA 00000

TRACI LEE
SENIOR PUBLIC POLICY MANAGER
LYFT
EMAIL ONLY
EMAIL ONLY, CA 00000

HOPSKIPDRIVE, LLC
EMAIL ONLY
EMAIL ONLY, CA 00000

DAVIS WRIGHT TREMAINE LLP
EMAIL ONLY
EMAIL ONLY, CA 00000

CAMERON-DANIEL, P.C.
EMAIL ONLY
EMAIL ONLY, CA 00000

ANDREI GREENAWALT
HEAD OF PUBLIC POLICY
VIA TRANSPORTATION INC.
160 VARICK STREET, 4TH FL.
NEW YORK, NY 10013
FOR: VIA TRANSPORTATION INC.

NOMAD TRANSIT LLC DBA VIA
10 CROSBY STREET, 2ND FL.
NEW YORK, NY 10013

JAMES C. BEH
JONES DAY
51 LOUISIANA AVENUE, N.W.
WASHINGTON, DC 20001
FOR: INSTITUTIONAL EQUITY INVESTORS

KATHERINE SHERIFF
DAVIS WRIGHT TREMAINE LLP
1301 K STREET NW, SUITE 500 EAST
WASHINGTON, DC 20005

ANDREI GREENAWALT
PUBLIC POLICY
NOMAD TRANSIT, LLC
2233 WISCONSIN AVE., STE 201
WASHINGTON, DC 20007

IZZY AALA
CABCONNECT, INC.
714 E. MONUMENT AVE, SUITE 107
DAYTON, OH 45402

ASHAD HAMIDEH, PH.D
SR. DIR. - PLANNING & DEVELOPMENT
L.A. COUNTY METRO TRANSPORT.AUTHORITY
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012

JAMES ANDREW
MGR - PLANNING
L.A. COUNTY METRO TRANSPORT AUTHORITY
ONE GATEWAY PLAZA, MS 99-23-3
LOS ANGELES, CA 90012

JAMES O. JOHNSTON
JONES DAY
555 SOUTH FLOWER ST, FIFTIETH FL.
LOS ANGELES, CA 90071
FOR: INSTITUTIONAL EQUITY INVESTORS

PARMINDER JOEA
EXECUTIVE RIDE LLC
4532 W IMPERIAL HWY
HAWTHORNE, CA 90304
FOR: EXECUTIVE RIDE LLC DBA OPOLI

MEAGAN SCHMIDT
OPERATIONS MANAGER
FACT
600 MISSION AVENUE
OCEANSIDE, CA 92054

ROBERT GEBO
ADA PARATRANSIT PROGRAM ADMINISTRATOR

JACK CHRISTENSEN
GRANTS ADMINISTRATOR

NORTH COUNTY TRANSIT DISTRICT
810 MISSION AVENUE
OCEANSIDE, CA 92054

SANDAG
401 B STREET, STE. 800
SAN DIEGO, CA 92101

AMY KALIVAS
DIRECTOR OF PROGRAMS
ACCESS TO INDEPENDENCE
8885 RIO SAN DIEGO DRIVE NO 131
SAN DIEGO, CA 92108

ERIC DEHATE
RIVERSIDE COUNTY TRANSP. COMMISSION
4080 LEMON STREET, 3RD FL.
RIVERSIDE, CA 92501

ALLISON DRUTCHAS
WAYMO LLC
1600 AMPHITHEATRE PARKWAY
MOUNTAIN VIEW, CA 94043

ANNETTE TRAN
PRODUCT & REGULATORY COUNSEL
AURORA
280 N. BERNARDO AVE
MOUNTAIN VIEW, CA 94043

GEORGE IVANOV
WAYMO LLC
100 MAYFIELD AVENUE
MOUNTAIN VIEW, CA 94043

MARI DAVIDSON
ATTORNEY AT LAW
WAYMO LLC
100 MAYFIELD AVENUE
MOUNTAIN VIEW, CA 94043

MIKE TIEN
REGULATORY COUNSEL
AURORA
280 N. BERNARDO AVE
MOUNTAIN VIEW, CA 94043

VIVEK GARG
ZUM SERVICES, INC.
555 TWIN DOLPHINE DRIVE, STE. 350
REDWOOD CITY, CA 94065

JULIE VEIT
DEPUTY CITY ATTORNEY
S. F. CITY ATTORNEY'S OFFICE
1390 MARKET STREET, 7TH FL.
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

LESLIE FERNANDEZ
S.F. CITY ATTORNEY'S OFFICE
1390 MARKET STREET, 7TH FLOOR
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

LILLIAN LEVY
SAN FRANCISCO CITY ATTORNEY'S OFFICE
1390 MARKET STREET
SAN FRANCISCO, CA 94102

STEPHANIE STUART
DEPUTY CITY ATTORNEY
CITY ATTORNEYS OFFICE
1390 MARKET STREET, 7TH FLOOR
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

SUSAN CLEVELAND-KNOWLES
GEN. COUNSEL / DEPUTY CITY ATTY.
OFFICE OF THE CITY ATTORNEY
1390 MARKET STREET, 7TH . FOX PLAZA
SAN FRANCISCO, CA 94102
FOR: SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY (SFMTA)

ANDREW DUGOWSON
CALIF PUBLIC UTILITIES COMMISSION
COMMISSIONER SHIROMA
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ANNA JEW
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 3-D
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ASHLYN KONG
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

BRIAN KAHRIS
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 2-F
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

CODY NAYLOR
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

DEBBIE CHIV
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION

IRYNA KWASNY
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION

ROOM 5011
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ROOM 4107
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JEFF KASMAR
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
ROOM 2253
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JOANNA PEREZ-GREEN
CALIF PUBLIC UTILITIES COMMISSION
COMMISSIONER RECHTSCHAFFEN
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

MICHAEL LUO
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

NIKI BAWA
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

REAGAN ROCKZSFFORDE
CALIF PUBLIC UTILITIES COMMISSION
BROADBAND, POLICY & ANALYSIS BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ROBERT MASON
CALIF PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE LAW JUDGE DIVISION
ROOM 5016
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

SYCHE CAI
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA 4-A
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

TERENCE SHIA
CALIF PUBLIC UTILITIES COMMISSION
DIVISION OF WATER AND AUDITS
ROOM 5306
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

TERRA M. CURTIS
CALIF PUBLIC UTILITIES COMMISSION
TRANSPORTATION ENFORCEMENT BRANCH
AREA
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

THERESA BUCKLEY
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 5139
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ADAM BIERMAN
UBER TECHNOLOGIES, INC.

ALEXANDER LARRO
UBER TECHNOLOGIES, INC.

1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103
, CA 94103

1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO

JADIE WASILCO
SR. ANALYST, GOV'T AFFAIRS DIVISION
SF MUNICIPAL TRANSPORTATION AGENCY
1 SOUTH VAN NESS AVENUE, 8TH FLOOR
SAN FRANCISCO, CA 94103

JANE Y. LEE
ATTORNEY
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FL.
SAN FRANCISCO, CA 94103

JUSTINE WOODLAND
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103

KATE TORAN
INT. DIR.- TAXIS & ACCESSIBLE SVCS DIV.
S. F. MUNICIPAL TRANSPORTATION AGENCY
1 SOUTH VAN NESS AVE., 7TH FLOOR
SAN FRANCISCO, CA 94103

LAURA GRAY
COMMUNITY & GOVN'T RELATIONS MGR.
CRUISE AUTOMATION
1201 BRYANT STREET
SAN FRANCISCO, CA 94103

LISA TSE
ATTORNEY
RASIER-CA, LLC
1455 MARKET STREET
SAN FRANCISCO, CA 94103
FOR: RASIER-CA, LLC DBA UBER

STEPHANIE KUHLMAN
PARALEGAL, REGULATORY
UBER TECHNOLOGIES, INC.
1455 MARKET STREET, 4TH FL.

VALERIE COLEMAN
PROGRAM ANALYST
SF DEPT OF AGING & ADULT SERVICES
1650 MISSION ST., 5TH FLR

SAN FRANCISCO, CA 94103

SAN FRANCISCO, CA 94103

JOSH RAPOPORT
MORGAN LEWIS & BOCKIUS, LLP
ONE MARKET, SPEAR STREET TOWER
SAN FRANCISCO, CA 94105

KENDALL ALLEN
JENNER & BLOCK LLP
455 MARKET STREET, SUITE 2100
SAN FRANCISCO, CA 94105

PEJMAN MOSHFEGH
ATTORNEY AT LAW
MORGAN, LEWIS & BOCKIUS LLP
ONE MARKET, SPEAR STREET TOWER
SAN FRANCISCO, CA 94105

F. JACKSON STODDARD
ATTORNEY
MORGAN LEWIS & BOCKIUS, LLP
ONE MARKET, SPEAR STREET TOWER
SAN FRANCISCO, CA 94105-1126

LAURIE EDELSTEIN
JENNER & BLOCK LLP
455 MARKET STREET, SUITE 2100
SAN FRANCISCO, CA 94105-2453

AICHI DANIEL
SR COUNSEL, PRODUCT SAFETY, REGULATORY &
CRUISE LLC
COMPLIANCE
333 BRANNAN STREET
SAN FRANCISCO, CA 94107

ANNETTE TRAN
COUNSEL - REGULATORY COMPLIANCE
LYFT, INC.
185 BERRY STREET
SAN FRANCISCO, CA 94107

CHRISTOF BAUMBACH
CEO
WINGZ, INC.
795 FOLSOM STREET
SAN FRANCISCO, CA 94107
FOR: WINGZ, INC.

DEMETRIUS REAGANS
LYFT, INC.
185 BERRY STREET, SUITE 5000
185 BERRY STREET, STE. 5000
SAN FRANCISCO, CA 94107

IZZY GERUNDIO
LYFT, INC.
SAN FRANCISCO, CA 94107

MARGARET TOBIAS
ATTORNEY AT LAW
TOBIAS LAW OFFICE
460 PENNSYLVANIA AVE
SAN FRANCISCO, CA 94107

PAUL AUGUSTINE
SENIOR MANAGER, SUSTAINABILITY
LYFT, INC.
185 BERRY STREET, SUITE 5000
SAN FRANCISCO, CA 94107

ELIZABETH GALLAGHER
LYFT INC.
2300 HARRISON STREET
SAN FRANCISCO, CA 94110
FOR: LYFT INC.

DOLIGHTFUL INC. DBA KANGO
31 WINFIELD STREET
SAN FRANCISCO, CA 94110

TAHIYA SULTAN
ASSOCIATE
DAVIS WRIGHT TREMAINE LLP
505 MONTGOMERY STREET, STE. 800
SAN FRANCISCO, CA 94111

VIDHYA PRABHAKARAN
ATTORNEY
DAVIS WRIGHT TREMAINE LLP
505 MONTGOMERY ST., STE. 800
SAN FRANCISCO, CA 94111-6533

MARTINET PHAN
SILVERRIDE
425 DIVISADERO ST. SUITE 201
SAN FRANCISCO, CA 94117

RACHELLE CHONG
COUNSEL
LAW OFFICES OF RACHELLE CHONG
345 WEST PORTAL AVENUE, STE. 110
SAN FRANCISCO, CA 94127

THOMAS GREGORY
DEPUTY DIR
CENTER FOR INDEPENDENT LIVING
2490 MARINER SQUARE LOOP, STE. 210
ALAMEDA, CA 94501
FOR: CENTER FOR INDEPENDENT LIVING

KATE LEFKOWITZ
ASSOCIATE TRANSPORTATION PLANNER
ALAMEDA TRANSPORTATION COMMISSION
1111 BROADWAY, SUITE 800
OAKLAND, CA 94607

ANH NGUYEN
MGR., ADA PROGRAMS DIV.
CITY OF OAKLAND
1 FRANK OGAWA PLAZA, 11TH FL.

REBECCA RUFF
CENTER FOR ACCESSIBLE TECHNOLOGY
3075 ADELIN STREET, SUITE 220
BERKELEY, CA 94703

OAKLAND, CA 94612

JAMES W. CARSON
ATTORNEY AT LAW
NIELSEN MERKSAMER PARRINELLO GROSS
2350 KERNER BOULEVARD, SUITE 250
SAN RAFAEL, CA 94901

JOANNA HUITT
MOBILITY PLANNER
MARIN TRANSIT
711 GRANVE AVE, SUITE 110
SAN RAFAEL, CA 94901

ACTIVE SCALER INC. DBA TAGSI
1551 MCCARTHY BLVD, STE. 10
MILPITAS, CA 95035

JOANNA EDMONDS
TECHNICIAN - TRANSPORTATION PLANNING
SCCRTC
1523 PACIFIC AVENUE
SANTA CRUZ, CA 95060
FOR: SANTA CRUZ COUNTY REGIONAL
TRANSPORTATION COMMISSION

LORENA BERNAL-VIDAL
PLANNER III
SANTA CLARA VALLEY TRANSP. AUTHORITY
3331 NORTH FIRST STREET, BUILDING A
SAN JOSE, CA 95134-1927
FOR: SANTA CLARA VALLEY TRANSPORTATION
AUTHORITY

ELIZABETH RICHARDS
ER CONSULTING
607 ELMIRA RD. NO. 234
VACAVILLE, CA 95687

CURTIS L. CHILD
LEGISLATIVE DIR
DISABILITY RIGHTS CALIFORNIA
1831 K STREET
SACRAMENTO, CA 95811-4114

DOUGLAS ITO
CALIF PUBLIC UTILITIES COMMISSION
CONSUMER PROTECTION AND ENFORCEMENT DIVI
300 Capitol Mall
Sacramento, CA 95814

LAURA MCWILLIAMS
STATE SENATOR JERRY HILL
STATE CAPITOL, ROOM 5035
SACRAMENTO, CA 95814

MICHAEL MULLANEY
CALIF PUBLIC UTILITIES COMMISSION
PRESIDENT ALICE REYNOLDS
300 Capitol Mall
Sacramento, CA 95814

MANAL YAMOUT MCDERMID
CALIBER STRATEGIES
PO BOX 160724
SACRAMENTO, CA 95816

ZEENAT HASSAN
DISABILITY RIGHTS CALIFORNIA
2111 J ST., NO.406
SACRAMENTO, CA 95816

ANDREW B. BROWN
ATTORNEY AT LAW
ELLISON SCHNEIDER HARRIS & DONLAN LLP
2600 CAPITOL AVENUE, SUITE 400
SACRAMENTO, CA 95816-5931
FOR: INSTITUTIONAL EQUITY INVESTORS

DARIN SANDS
BRADLEY BERNSTEIN SANDS LLP
PO BOX 4120, PMB 62056
PORTLAND, OR 97208

HEIDI BRADLEY
BRADLEY BERNSTEIN SANDS LLP
113 CHERRY STREET
SEATTLE, WA 98104-2205

[TOP OF PAGE](#)
[BACK TO INDEX OF SERVICE LISTS](#)

ATTACHMENT A

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

Carrier Name: _____

PSG#: _____

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: _____

Print Name of Applicant/Officer

Signature of Applicant(s)



~~Signature of Corporate Officer~~

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: 07/08/2022

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 TRAINING DECLARATION FORM**

Carrier Name: Jolie Limo LLC

PSG #: P33256

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: 07/13/2022

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: 07/08/2022

Andres Munoz
Print Name of Applicant/Officer


Signature of Applicant(s)


Signature of Corporate Officer

Manager - COO
Title of Corporate Officer

ATTACHMENT B

ATTACHMENT

Uber Technologies, Inc.'s Outreach Narrative and Materials Quarter 2 2022

July 15, 2022

Overview

Uber Technologies, Inc. (Uber) continues its implementation of UberWAV service under the rules developed by the California Public Utilities Commission (CPUC) under the TNC Access for All Act (SB 1376). Between April and June 2022 (Quarter 2 2022), 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 Q2 2022 included:

- **Email and newsletter updates, phone calls, and Q&A with stakeholder organizations**, including disability groups, independent living organizations, 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.
- **Request presentation** with disability groups, independent living organizations to raise awareness about UberWAV and demonstrate to community members how to better utilize the service.

Speaking Engagements

After extensive outreach to stakeholder groups throughout Quarter 2, Uber had the opportunity to deliver one presentation on UberWAV's functionality and schedule a presentation for Quarter 3. After the presentation, a representative from Uber received questions and feedback from members of the public.

The presentation took place on Tuesday, June 14, 2022 in front of the Accessibility Advisory Committee of the Alameda-Contra Costa Transit District. The Alameda-Contra Costa Transit District is the third-largest public bus system in California, serving 13 cities and adjacent unincorporated areas in Alameda and Contra Costa counties. AC Transit has been serving the East Bay since 1960, taking over from the Key System and its predecessors, to connect communities with safe, reliable, and sustainable transportation. A representative from Uber

presented to roughly 14 members of the Accessibility Advisory Committee on what UberWAV is, how to use the service, and how riders in wheelchairs can utilize UberWAV.

The representative from Uber also responded to questions and feedback from members of the Transportation Subcommittee. Questions ranged from the difference between UberWAV and Uber Assist, UberWAV rates and economic accessibility, the training level of WAV drivers, and eligibility for WAV services. Accessibility Advisory Committee members also expressed that Uber should continue to educate and raise awareness about UberWAV as many in need of services do not know about UberWAV's offerings or do not know about its price-point and on-demand services.

After the meeting, a member of the Board followed up over email with our speaker regarding his experience with the platform in general and UberWAV related to customer service and GPS tracking updates. The UberWAV outreach team drafted a response email, providing answers and resources to issues mentioned in the email and the representative from Uber responded to the Board member over email.

An upcoming UberWAV presentation is scheduled for July 14, 2022 with California Disability Services Association (CDSA). CDSA is a statewide association representing more than 100 community-based organizations that support and empower people with intellectual and developmental disabilities (I/DD) and their families. CDSA is led by a Board of Directors, comprised of different representatives from member organizations like On My Own Services, Adjoin, the Arc of Fresno and Madera Counties and PathPoint. CDSA advocates on behalf of disability groups at the federal level and state level. They work directly with the Department of Developmental Services, the Department of Rehabilitation and legislative offices.

The UberWAV outreach team has requested or is currently scheduling for Q3 2022 similar presentations and Q&A opportunities with 35 other community-based organizations across Alameda, San Francisco, Sacramento, Santa Barbara and Santa Clara Counties. These stakeholders include local Regional Centers serving Californians with developmental disabilities, paratransit coordinating councils, and regional transportation authorities.

Program Information and Community Group Outreach

Between April 1, 2022 and June 30, 2022, 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.

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).

Section A: Ride with UberWAV Community Presentation



Intros

Seth Smith

Manager, California Public Policy

seth.smith@uber.com

Agenda

- 01** What is WAV?
- 02** How to ride with UberWAV
- 03** SB 1376 (2018) Access For All
- 04** Uber + Public Transit
- 05** Q&A

Accessibility Features + Options



For riders who are blind or low vision



For riders who are deaf or hard-of-hearing

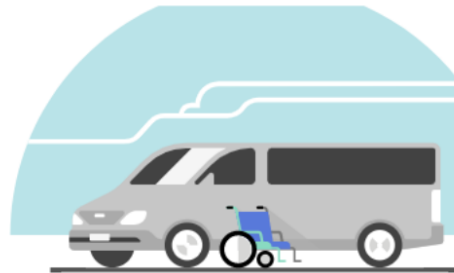


For riders using folding wheelchairs, motorized wheelchairs & scooters

4

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.





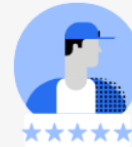
Fast, reliable rides

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

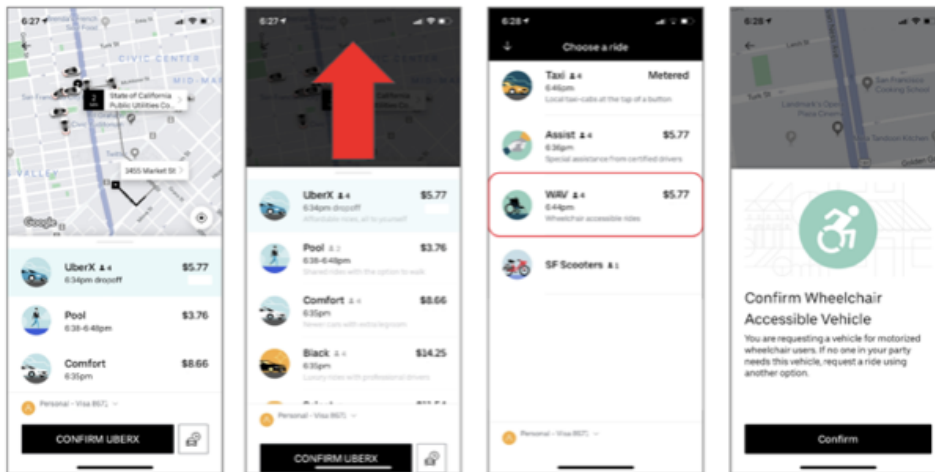
The price of a WAV ride is similar to an uberX trip, our basic ride option.



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.

How to ride with WAV



Intent of State Bill 1376

“It is the intent of the Legislature that wheelchair users who need WAVs have prompt access to TNC services, and for the commission to facilitate greater adoption of wheelchair accessible vehicles on transportation network companies’ online-enabled applications or platforms.”

SB 1376 (2018), Section 3 (adding Public Utilities Code Section 5440(j))

TNC Remittance Offset: Quarterly Evaluation Criteria

Presence & Availability of Drivers with WAVs and Improved Level of Service

- Hours of WAV service
- WAV drivers
- WAV Trips
- Response Time on WAV

Publicize WAV Services to the Disability Community

- Efforts taken by TNC to publicize and promote WAV service to disability communities

Accounting of Funds Expended

- Provide a statement of account for funds expended prepared in accordance with generally accepted accounting principles

Q&A

Thank you

Seth Smith (seth.smith@uber.com)

Uber

Section B: 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 Ángeles 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: Comienza pidiendo un viaje como lo haría con cualquier otro viaje, asegurando sus lugares de origen y destino.

Imagen 2: Desplácese hacia abajo hasta la opción WAV

Imagen 3: Elija WAV como su transporte

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 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.

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)

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)

A Letter from our CEO on Improving Accessible Service

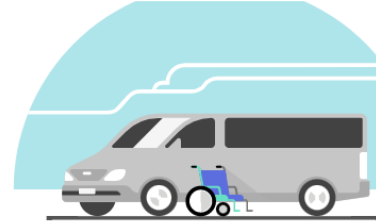
(<https://ubr.to/uberwav>)

Section C: UberWAV Public Information Materials - Webpage

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

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.*

