

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 9, 2022

Stephanie Kuhlman
Uber Technologies, Inc.
1455 Market Street
San Francisco, CA 94103

Subject: TNC Access for All Advice Letter AL 10A

Dear Stephanie Kuhlman,

Pursuant to Decision D.20-03-007, the Consumer Protection and Enforcement Division (CPED) of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records. This status certificate indicates:

Advice Letter Number
Name of Filer
CPUC Corporate ID number of Filer
Subject of AL Filing
Date Filed
Disposition of Filing (Approved, Rejected, Withdrawn, etc.)
Amount of Approved Offsets by County
Effective Date of Filing

CPED did not receive any protests against AL 10. The protest period was not reopened for supplemental AL 10A.

Please review your advice letter filing with the information contained in the attached AL status certificate and the Appendix for a description of the AL, protest, and staff's disposition. If you have any questions on this matter please contact CPED Staff via email at tncaccess@cpuc.ca.gov.

Sincerely,

A handwritten signature in cursive script that reads "Jeff Kassar".

Program Manager, Consumer Protection and Enforcement Division

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Advice Letter Status Certificate

**Status of Advice Letter 10A
As of March 8, 2022**

Uber Technologies, Inc.

TCP 38150
Attention: Stephanie Kuhlman
1455 Market Street
San Francisco, CA 94103

Advice Letter Subject: **Offset for Q2 2021 in compliance with Decisions D.20-03-007 and D.21-03-005**

Division Assigned: Consumer Protection and Enforcement

Date Filed: 03-03-2022

Disposition: **Approved**
Effective Date: **03-08-2022**
Approved Offsets:

COUNTY	APPROVED OFFSETS \$	COUNTY	APPROVED OFFSETS \$
ALAMEDA	\$112,133.50	SAN MATEO	\$79,585.40
MARIN	\$7,134.30	SANTA CLARA	\$52,985.69
MERCED	\$368.22	SOLANO	\$4,050.41
NAPA	\$368.22	STANISLAUS	\$4,256.20
SAN FRANCISCO	\$262,733.40		

TOTAL AMOUNT APPROVED	\$523,615.34
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CPUC Contact Information: tncaccess@cpuc.ca.gov

TNC Contact Information: Stephanie Kuhlman
stephanie.kuhlman@uber.com

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Appendix: Staff Review and Disposition

Background

In accordance with D.20-03-007 and D.21-03-005, Uber Technologies, Inc. (Uber) filed advice letter (AL) 10 on July 15, 2021 to request offsets against quarterly Access Fund payments for amounts it spent during the Second Quarter (Q2) of 2021 to improve wheelchair accessible vehicle (WAV) service. No parties filed protests or responses.

To qualify for an offset in a geographic area, a Transportation Network Company (TNC) must provide the following in its quarterly advice letter filing: (1) presence and availability of WAVs, (2) improved level of service, (3) outreach efforts, (4) accounting of funds expended, (5) training and inspections, and (6) complaints related to WAV service. D.21-03-005 added the Trip Completion Standard as one component of demonstrating the improved level of service. Table 1 below summarizes the evaluation criteria adopted in D.20-03-007 and D.21-03-005:

Table 1: Criteria for Evaluating Offsets

Evaluation Criteria	Must Demonstrate	Satisfied By
1. Presence and availability of WAVs	(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	Submission of the relevant data
2. Improved level of service	Both the Offset Time and the Trip Completion Standards are satisfied: (a) (1) Either the Level 1 (50%) or Level 2 (75%) Offset Time Standard for a quarter in a geographic area, and (2) demonstrated improvement over the prior quarter's performance, and (b) an increase in the total number of completed wheelchair accessible vehicle (WAV) trips compared to the previous quarter in that geographic area, or an increase in the percentage	Achievement of the Offset Time Standard ¹ and Trip Completion Standard ²

¹ D.20-03-007, Ordering Paragraphs 2, 3, and 4

² D.21-03-005, Ordering Paragraphs 1, 2, and 3

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Evaluation Criteria	Must Demonstrate	Satisfied By
	of completed WAV trips compared to the previous quarter in that geographic area	
3. Efforts to publicize and promote available WAV services	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	Submission of the relevant data
4. Full accounting of funds expended	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 ³ attached as Appendix A	Submission of the relevant data
5. Training and inspections	(a) certification of WAV driver training completion within the past 3 years, ⁴ (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 ⁵	Submission of the relevant data
6. Reporting complaints	(a) number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category ⁶	Submission of the relevant data

The Commission adopted standards for demonstrating improved level of service in D.20-03-007 and D.21-03-005 (see Table 2 below), but it did not set qualifying standards for the five other evaluation criteria. **As long as a TNC satisfies both the Offset Time and Trip Completion Standards for improved level of service and submitted all the required data showing WAV presence and availability, outreach efforts, accounting of expended funds, training and inspections, and complaints related to WAV service, it is eligible to receive offsets and its advice letter will be approved.**

³ D.20-03-007, Appendix A

⁴ Must include: sensitivity training, passenger assistance techniques, accessibility equipment use, door-to-door service, and safety procedures, D.20-03-007, Ordering Paragraph 13.

⁵ Should state that WAVs conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year, D.20-03-007, Ordering Paragraph 13.

⁶ Categories include securement issue, driving training, vehicle safety and comfort, service animal issue, stranded passenger, and others, D.20-03-007, Ordering Paragraph 14.

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Table 2: Interim WAV Response Times and Offset Time Standard

Geographic Area/County	Level 1 WAV Response Time (mins)	Level 2 WAV Response Time (mins)
San Francisco	15	30
San Diego, Santa Clara, Alameda, Sacramento, Contra Costa, Ventura, San Joaquin, Stanislaus, Santa Barbara, Solano, San Luis Obispo, Santa Cruz, Shasta, Imperial, Madera Los Angeles, Orange County, San Mateo	25	50
Riverside, San Bernardino, Fresno, Kern, Sonoma, Tulare, Monterey, Placer, Merced, Marin, Butte, Yolo, El Dorado, Napa, Humboldt, Kings, Nevada, Sutter, Mendocino, Yuba, Lake, Tehama, San Benito, Tuolumne, Calaveras, Siskiyou, Amador, Glenn, Del Norte, Lassen, Colusa, Plumas, Inyo, Mariposa, Mono, Trinity, Modoc, Sierra, Alpine	30	60

Offset Time Standard	Offset Service	Offset Service
April 2020 until subsequent Commission decision	50%	75%

	Must meet at least one of:	
Trip Completion Standard	Number of Completed Trips	Percentage of Completed Trips
Effective Q2 2021 to Q2 2022	Improvement (higher) than prior quarter	Improvement (higher) than prior quarter

Discussion

A. Offset Requirements

To qualify for an offset, a TNC must demonstrate improved level of service by satisfying both the Offset Time Standard (OTS) and Trip Completion Standard (TCS) established in Decisions D.20-03-007 and D.21-05-003. Ordering Paragraph 4 in D.20-03-007 sets forth the requirements that must be satisfied to meet the OTS:

To demonstrate improved level of service for offset eligibility, a Transportation Network Company (TNC) must demonstrate that it achieved either a Level 1 or Level 2 Offset Time Standard for a quarter in that implementation year. If a TNC received an offset in the prior quarter, the TNC must achieve an Offset

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Time Standard that exceeds the percentage achieved in the prior quarter in either, a Level 1 or a Level 2 Offset Time Standard.

This means that a TNC must: (1) meet either the Level 1 or 2 response time benchmark for that county (first test), and (2) show improvement in the OTS percentage from the previous quarter (second test).

Ordering Paragraph 1 in D.21-03-005 added the TCS, effective starting with the second quarter of 2021, which requires a TNC to increase the number or percentage of completed WAV trips (third test):

To show “improved level of service” for an Offset Request or an Exemption Request, a Transportation Network Company (TNC) must demonstrate either:

(a) an increase in the total number of completed wheelchair accessible vehicle (WAV) trips compared to the previous quarter in that geographic area, or

(b) an increase in the percentage of completed WAV trips compared to the previous quarter in that geographic area.

B. Review of Offset Requests

Uber’s AL 10 requested offsets in Q2 2021 totaling \$561,539.04 in 10 counties. Tables 3 and 4 below summarize the Q2 2021 Offset Time Standard (response times and OTS percentages), while Table 5 summarizes the Trip Completion Standard (percentages and numbers) for each geographic area eligible for offsets.

The review of AL 10 showed that Uber satisfied the first and second tests as its response times in all 10 counties met either the Level 1 or 2 benchmark (see Table 3) and its OTS percentages improved from the prior quarter of Q1 2021 (see Table 4). It also satisfied the third test in all 10 counties as the number or percentage of completed trips improved from the previous quarter (see Table 5). However, Uber requested offsets for Contra Costa County, which is currently in exemption.⁷

As a result, Staff required Uber to remove its request for offsets in Contra Costa County. On March 3, 2022, Uber complied with Staff directive and submitted supplemental AL 10A with updated offset amounts for 9 counties totaling \$523,615.34.

⁷ Exemption for Contra Costa, Orange and Riverside counties from Q4 2020 – Q3 2021 was approved in Advice Letter 7 on December 6, 2021.

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Additionally, Uber submitted the required information regarding WAV presence and availability, outreach efforts, full accounting of funds expended, complaints related to WAV service, and training and inspections.

Table 3: Uber's Level 1 and 2 Response Times (minutes) by County in Q2 2021

County	Benchmark (minutes)		Q2 2021 (minutes)		Within Benchmark?
	Level 1	Level 2	Level 1	Level 2	
ALAMEDA	25	50	16.75	21.67-24.28	Yes (Level 1 and 2)
CONTRA COSTA	25	50	- *	- *	Not applicable
MARIN	30	60	23.35	25.22-25.47	Yes (Level 1 and 2)
MERCED	30	60	25.23	25.23-25.23	Yes (Level 1 and 2)
NAPA	30	60	28.82	28.82-28.82	Yes (Level 1 and 2)
SAN FRANCISCO	15	30	11.15	14.28-16.70	Yes (Level 1 and 2)
SAN MATEO	25	50	13.00	17.23-19.73	Yes (Level 1 and 2)
SANTA CLARA	25	50	21.10	24.48-26.87	Yes (Level 1 and 2)
SOLANO	25	50	21.20	25.42-28.65	Yes (Level 1 and 2)
STANISLAUS	25	50	14.27	19.90-22.88	Yes (Level 1 and 2)

*This county is currently in exemption, and therefore, ineligible for offsets.

Table 4: Uber's Level 1 and 2 Offset Time Standards (percent) by County in Q2 2021

County	Q1 2021 (OTS %)		Q2 2021 (OTS %)		Demonstrated Improvement?
	Level 1	Level 2	Level 1	Level 2	
ALAMEDA	76.59	99.67	81.65	99.66	Yes (Level 1 only)
MARIN	100	100	81.82	100	Yes (Level 2 only)
MERCED	97.22	100	100	100	Yes (Level 1 and 2)
NAPA	100	100	100	100	Yes (Level 1 and 2)
SAN FRANCISCO	60.35	96.49	74.00	98.48	Yes (Level 1 and 2)
SAN MATEO	85.05	100	93.17	100	Yes (Level 1 and 2)
SANTA CLARA	- *	- *	72.73	99.30	Not applicable
SOLANO	100	100	63.64	100	Yes (Level 2 only)
STANISLAUS	100	100	83.72	100	Yes (Level 2 only)

*Uber did not receive an offset for this county in the prior quarter of Q1 2021. Therefore, the requirement to show improvement in OTS does not apply here.

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Table 5: Uber's Trip Completion Standards by County in Q2 2021

County	Q1 2021 (TCS)		Q2 2021 (TCS)		Demonstrated Improvement?
	%	#	%	#	
ALAMEDA	32.15	299	54.18	1166	Yes (% and #)
MARIN	10.00	2	40.00	22	Yes (% and #)
MERCED	- *	- *	1.69	1	Not applicable
NAPA	- *	- *	6.25	1	Not applicable
SAN FRANCISCO	60.38	285	75.51	854	Yes (% and #)
SAN MATEO	28.84	107	61.79	249	Yes (% and #)
SANTA CLARA	- *	- *	25.77	143	Not applicable
SOLANO	4.35	1	37.93	11	Yes (% and #)
STANISLAUS	8.22	6	12.43	43	Yes (% and #)

*Uber did not receive an offset in these counties in the prior quarter of Q1 2021. Therefore, the requirement to show improvement in TCS does not apply here.

C. Disposition of AL 10A

After review of AL 10A, Staff concluded that Uber complied with all the offset eligibility requirements in D.20-03-007 and in D.21-05-003. Therefore, Uber's AL 10A is approved, effective March 8 2022. The approved total offset amount is \$523,615.34.