

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 30, 2020

To: Transportation Network Companies authorized by the Public Utilities Commission to operate in California  
[VIA E-MAIL]

Subject: COVID-19 (Novel Coronavirus) Response Plans

As part of our state's response to the impacts of the coronavirus, the California Public Utilities Commission (CPUC) is requesting information of CPUC regulated entities. Please provide the CPUC with your company's policies and ongoing actions in response to the continued spread of COVID-19. This should include:

- Policies that provide safe working environments for your drivers and passengers in California in the event of further community transmission, including how you are implementing the Centers for Disease Control and Prevention ("CDC") Interim Guidance for Businesses and Employers. <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>.
- How your company is communicating to your customers and drivers about COVID-19, including providing the CPUC with copies of any communications (such as e-mails, web posts, and screenshots).
- Any specific actions your company is taking to modify operations or services, including any modifications to cancellation policies, fees, or other penalties.
- Specific actions you are taking related to driver compensation in response to COVID-19.

The purpose of this request is to understand how companies regulated by the CPUC provide safe, reliable and reasonable service to customers during the pendency of the COVID-19 pandemic. Please note that this request does not supersede any other requests for information issued by the CPUC, and that companies must continue to respond to all requests for information from the CPUC.

Please submit public and confidential versions of your response electronically to Douglas Ito, Director of the Consumer Protection and Enforcement Division, at [doug.ito@cpuc.ca.gov](mailto:doug.ito@cpuc.ca.gov) by Wednesday, April 8, 2020.

Sincerely,



Alice Stebbins  
Executive Director

CC: President Marybel Batjer, CPUC  
Commissioner Martha Guzman Aceves, CPUC  
Commissioner Liane Randolph, CPUC  
Commissioner Clifford Rechtschaffen, CPUC  
Commissioner Genevieve Shiroma, CPUC  
Maryam Ebke, Deputy Executive Director, CPUC  
Lucian Filler, Deputy Executive Director, CPUC  
Edward Randolph, Deputy Executive Director, CPUC

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