

# UBER ACCESSIBILITY

Accessibility is a top priority for Uber. Uber's technology increases the mobility, efficiency and freedom of our riders and drivers with accessibility needs.

## Uber riders with accessibility needs laud Uber's technology for:

**Efficiency:** Increasing efficiency and freedom not possible with options requiring pre-arrangement

**Ease:** Ability to contact driver via text or call with any requests, questions or special instructions

**Cashless:** Cashless experience removes payment friction and increases rider and driver safety

**Reliability:** Serving all areas 24/7/365, including those traditionally underserved by existing options

**Accountability:** Enforceable non-discrimination policy, including riders of all abilities and service animals

**Responsiveness:** Ability to provide real-time feedback via app, email and website, with fast follow-up

**Economic Opportunity:** Whether driving on the Uber platform or requesting an efficient ride to work

## BLIND & LOW VISION

With VoiceOver iOS and wireless braille display compatibility, the Uber app provides a safe and reliable transportation option for the blind and low vision community.

## DEAF & HARD-OF-HEARING

Uber designed product innovations to further economic opportunity for our deaf and hard of hearing driver partners. Visible and vibrating alerts aid deaf and hard of hearing riders, and in-app features such as the ability to enter destination ensure effective communication from the rider to the driver partner.

## UBER ASSIST

Top Uber driver-partners receive specialized training on providing additional assistance for seniors and people with disabilities. UberASSIST is available across CA, including the San Francisco Bay Area, Los Angeles, San Diego, Sacramento, the Central Coast, the Inland Empire and the Central Valley.

## WHEELCHAIR ACCESSIBILITY

All transportation providers that partner with Uber are able to accommodate folding wheelchairs. In addition, Uber has leveraged its technology to partner with wheelchair accessible transportation providers in multiple pilot programs across the country, including Los Angeles, San Diego and the San Francisco Bay Area.

## ACCESSIBILITY CURRICULUM AND POLICY

Initially and ongoing, driver partners receive an accessibility compliance notification and video on accommodating riders with disabilities. Uber expects driver partners to comply with all state, federal and local laws governing the transportation of riders with disabilities, including the ADA.

## UBER'S COMMITMENT TO ACCESSIBILITY

A number of riders and drivers with accessibility needs rely on Uber, and we bring the same innovative and solutions-based focus to addressing accessibility as we bring to improving mobility options for everyone.

**"Uber is by far the closest I have come to getting in a car and driving myself."**

VISION IMPAIRED UBER RIDER

**"...the wonderful things we can do by virtue of the technology we've created..."**

RIDER REFLECTION ON HEARING-IMPAIRED DRIVER: MY SURREAL UBERX EXPERIENCE [TOMTUNGUZ.COM/UBER-RIDE](https://tomtunguz.com/uber-ride)

**"Uber is a lifeline for people with disabilities who aren't allowed to operate a vehicle. Uber provides freedom of choice, a safe reliable option, and the ability to take responsibility for their transportation needs."**

UBER RIDER