



185 Berry Street  
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## **Accessibility Plan**

Accessibility Plan - Any description to the topics below should be explained under the appropriate topic - This must include the following:

- Timeline for modifying apps so passengers can indicate their access needs.
- Plan for how TNC will work to provide appropriate vehicles who specify access needs and a plan to provide incentive to individuals with accessible vehicles.
- Timeline for modifying apps and TNC websites so that they meet accessibility standards.
- Timeline for modifying apps so that they are accompanied by a service animal.
- Detailed statement on procedures/policies in place to ensure rating are not based on unlawful discrimination.

### **Wheelchair Accessibility and Access Mode**

It is Lyft's policy that passengers who use wheelchairs that can safely and securely fit in a car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair. Drivers who are found to have unreasonably refused to transport passengers with lightweight wheelchairs that can be dismantled or folded are liable to be removed as drivers on the Lyft platform.

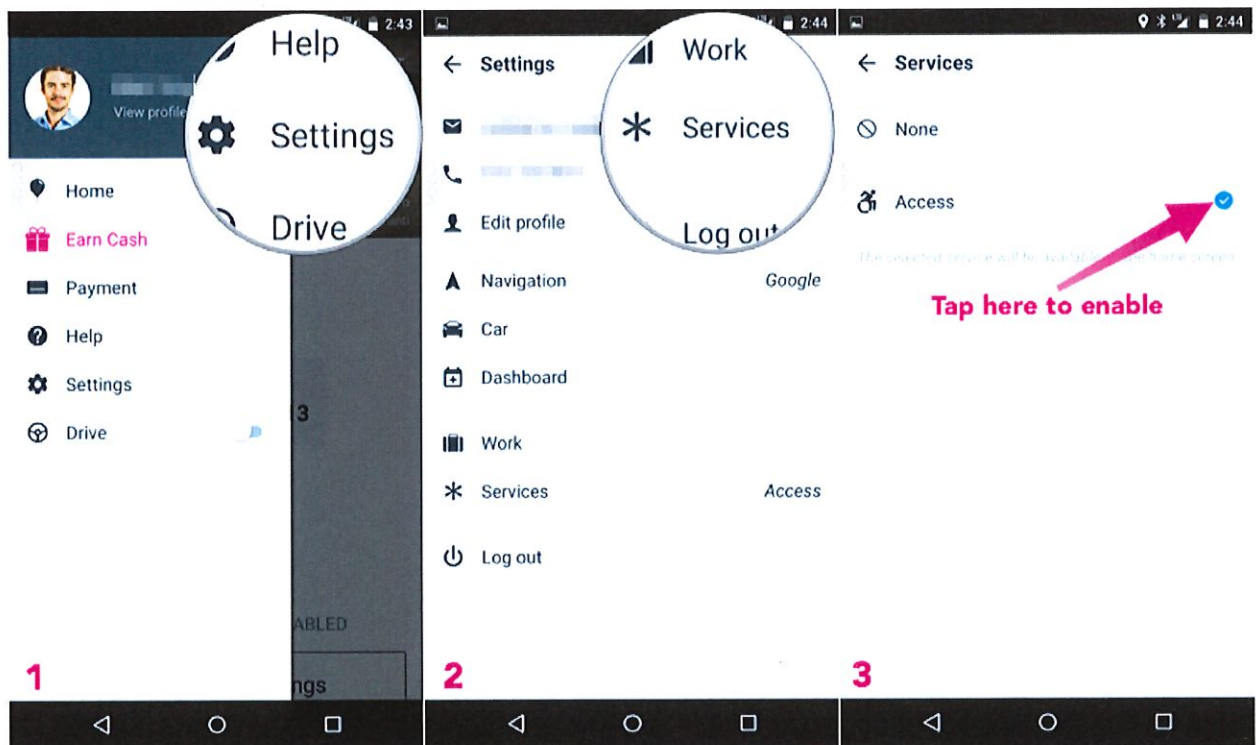
The Lyft app currently features functionality that allows passengers to indicate their access needs. Using the "Access Mode" feature, passengers are able to note their access needs in their Lyft profile. Please see below for screenshots demonstrating how to enable Access Mode in the Lyft app. Upon requesting a ride, passengers who have enabled access mode will receive a text message with a referral to local services that provide WAV vehicles. This feature allows passengers who may not be able to be reasonably accommodated by a Lyft driver to find transportation options that fit their needs.



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To enable Access Mode:

- Tap on your menu, and then tap on Settings.
- Tap on Services.
- Tap on 'Access' to enable.



## Lyft Application Accessibility Standards

Lyft strives to provide a seamless product experience to blind and visually impaired passengers.

Features of the Lyft application including voiceover technology, the ability to digitally hail a ride, cash-free payment and email receipts which include routes (discouraging circuitous routes) have revolutionized on-demand transportation for the blind community. The Lyft iOS application features VoiceOver accessibility, allowing visually impaired passengers to request rides using the Lyft application.



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Lyft conducts regular QA testing to ensure that we are providing the best possible experience for visually-impaired users. All new features are expected to be optimized for VoiceOver from the start, and we are working hard to optimize existing features as well. Lyft has optimized VoiceOver in the main flows of the Lyft app, and we run weekly regression tests to ensure consistency and stability. Lyft will block the release of a new version of the Lyft app if our VoiceOver users experience bugs when going through a ride.

Lyft works with a dedicated accessibility expert, a native VoiceOver user, to constantly validate our work. Lyft's VoiceOver user works directly with our QA engineers to evaluate the functionality of the Lyft app from an accessibility perspective. We also regularly solicit external feedback by inviting outside parties such as The Accessibility Project<sup>1</sup> to provide feedback from the community. We also work with third parties, including Apple, to improve on accessible-focused design. This collaborative effort allows us to continually improve the accessibility features within the Lyft application, so that we can best serve all members of our ridesharing community.

The Lyft application is also accessible to deaf and hearing-impaired passengers, with easy communication tools to facilitate connections between driver and passengers, such as the ability to text drivers and passengers through the Lyft application. Lyft is working on developing additional in-app features to continue to improve the experience of deaf drivers, including notifications to passengers that they are riding with a deaf driver, and new visual notifications of ride requests for deaf drivers. Furthermore, the Lyft application supports deaf and hearing-impaired individuals as drivers on the Lyft platform. The communication technology built into the Lyft application makes driving for Lyft a flexible option for deaf drivers looking for a meaningful source of income.

### **Service Animal Policies**

Drivers on the Lyft platform must comply with applicable federal, state and local law and Lyft's Service Animal Policy. Lyft's Service Animal Policy forbids drivers from refusing service for any reason, including because of a driver's or fellow rider's allergies, religious or cultural objections, or fear of dogs/animals. Refusing service to passengers with service animals may result in the immediate and permanent deactivation of the driver from the Lyft platform. Lyft is planning to implement new driver education measures to strengthen to enforcement of its Service Animal

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<sup>1</sup> <http://a11yproject.com/>



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Policy. These measures include new service animal training videos and ongoing driver communications, such as including regular emails and text messages to drivers reminding them of the policy.

### **Nondiscrimination Policies**

Discrimination against passengers or drivers on the basis of race, national origin, religion, gender, gender identity, physical or mental disability, medical condition, marital status, age, or sexual orientation is not allowed, and can result in deactivation from the Lyft platform.

Lyft ensures the rating and reviews found within the app are not used in a manner that results in discrimination through the following measures:

1. **Rating System:** This system does not take into account a one-off rating, rather, it takes into account a driver or passenger's rating over time. Therefore, one poor rating will not impact that user. However, if a user leaves a low rating with feedback that is flagged for discriminatory or safety related keywords, Lyft's support team will review the case and follow-up to understand why the low rating occurred. If the low rating was given due to discrimination, the case will be passed to Lyft's Trust & Safety team where they will take the appropriate action.
2. **Comments:** Lyft flags keywords that indicate inappropriate remarks around discrimination of any kind. When those keywords come up, our Trust and Safety team investigate and take the appropriate action.
3. **Escalation Policy:** If a member of Lyft's support team receives a ticket related to discrimination, there is an escalation policy that requires the ticket to be transitioned to the Trust and Safety team to ensure swift action. The Trust and Safety team will follow up directly with the parties involved and take appropriate action.
4. **Terms of Service:** Lyft has included anti-discrimination language in its Terms of Service, which all users must agree to before they can access the Lyft platform.

Matthew Reagan, Assistant Secretary

Print Name and Title

  
Signature

2/9/2017

Date