

**RASIER LLC REPORT ON AVOIDING A DIVIDE
BETWEEN ABLE AND DISABLED COMMUNITIES**

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Rasier LLC (“Rasier”) supports the California Public Utilities Commission’s (CPUC’s) goal to “avoid creating a divide between the able and disabled communities,” and encourages the transportation providers who accept TNC requests through the Uber Technologies, Inc. (“Uber”) software application (“App”) to provide service that is inclusive.

Rasier licenses technology from Uber that allows Rasier’s partners to accept requests for transportation from users of the Uber App. Uber has taken significant steps to ensure accessibility of its App. For example, the iOS version of the App has full VoiceOver support. VoiceOver is Apple Inc.’s screen-access technology, which allows people with disabilities to use the iPhone even if they are unable to see the screen. A user controls VoiceOver using simple gestures; when a user touches the screen, a description of the item under the finger is read. VoiceOver can also be used in connection with a wireless braille display. Because the App has full VoiceOver support, a person who cannot see the screen can use every feature of the App available to other users. VoiceOver is available for every city and in every language that the App is available. If a user is unable to access the App, or if a user does not own a smartphone, she or he can request a car via text message (SMS) or through Uber’s mobile website.

As indicated in its Accessibility Plan filed with the Commission, Rasier will request that Uber develop additional features that meet CPUC’s accessibility requirements. Within six months of the CPUC’s approval of Rasier’s TNC application, Rasier will ensure that users of Uber’s software who request transportation provided by

Rasier's partners may indicate their access needs. A user's profile will have a field in which the user may indicate that she or he has a need for accessible vehicles and a field that allows a user to specify his or her access needs. In the meantime, a user may utilize Uber's software to contact the driver who has accepted her or his request for transportation, to discuss any access needs that the user may have.

Rasier expects its partners to comply with all applicable laws, including accessibility laws applicable to transportation providers. Within three months of CPUC's approval of Rasier's TNC application, Rasier will add to its onboarding materials, which are presented to a partner before he or she may accept transportation requests through the Uber App, a statement that service animals should be accommodated in compliance with applicable laws. There is no need for a user to indicate ahead of time that he or she is accompanied by a service animal.

Consonant with Rasier's goal that partners provide inclusive service, a partner is not currently able to see the star rating of a particular user until after the partner *has already accepted* the user's request for transportation. When onboarding drivers, Rasier trains drivers on how to properly use the Uber Driver App. As part of the Driver App training, Rasier will add a policy statement that a partner's review of a particular user should be based on that user's behavior and actions, and should not be based on any disability. Rasier will deactivate access to the Driver App for drivers who violate this policy.

In 2012, Uber reached out to a paratransit company in San Francisco to discuss the possibility of the company's drivers using the Uber App to accept requests for transportation services from users who require accessible vehicles. Although that

conversation did not ultimately result in the company's use of the App, Rasier plans to reach out to similar transportation companies about the possibility of their using the App to provide accessible transportation to users. Rasier believes these paratransit companies will be incentivized to use the App to provide accessible transportation in order to generate a significant number of new leads to users who will pay for transportation from these companies.