UBER

30K+
Driver-Partners

25M+
Trips per Year

<5
Avg. Pick-up
ETA (Mins)

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Uber Driver-Partners Come from All Walks of Life

14% Women

71%
Have dependents living
at home (children,
parents, etc.)

25% Over Age 50

19% Under Age 30

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How the Uber App Works
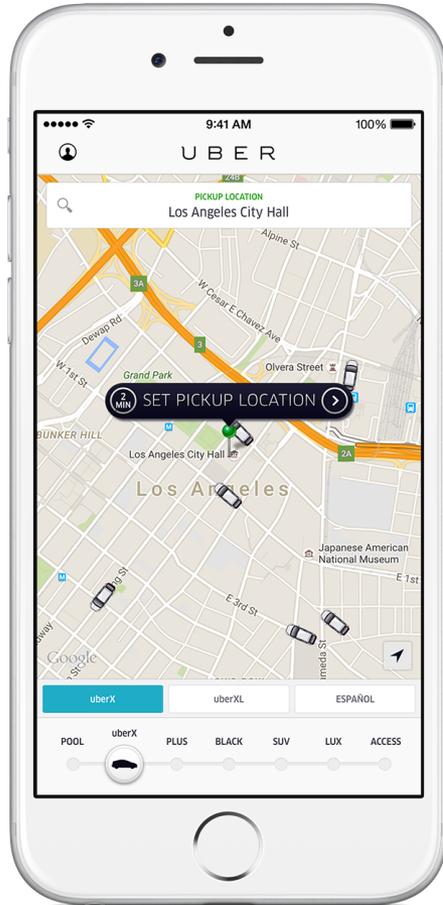
REQUEST   **RIDE**   **RATE**
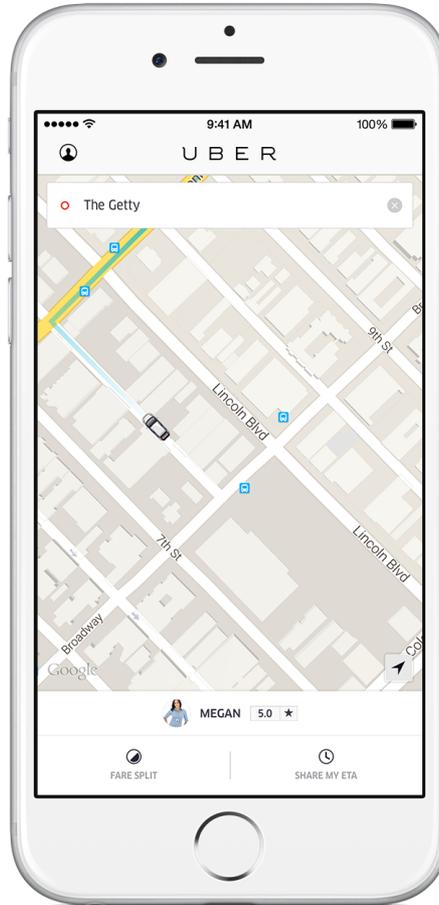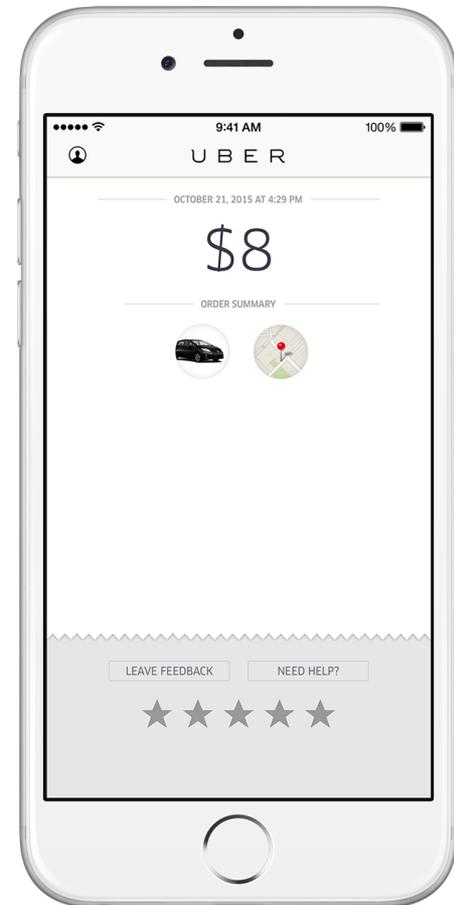
UBER

Connecting Riders and Drivers
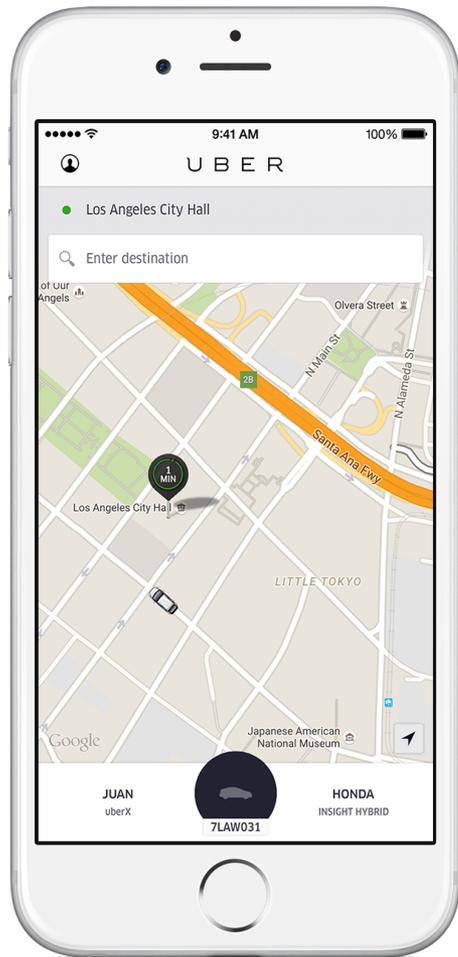
WHAT A RIDER SEES
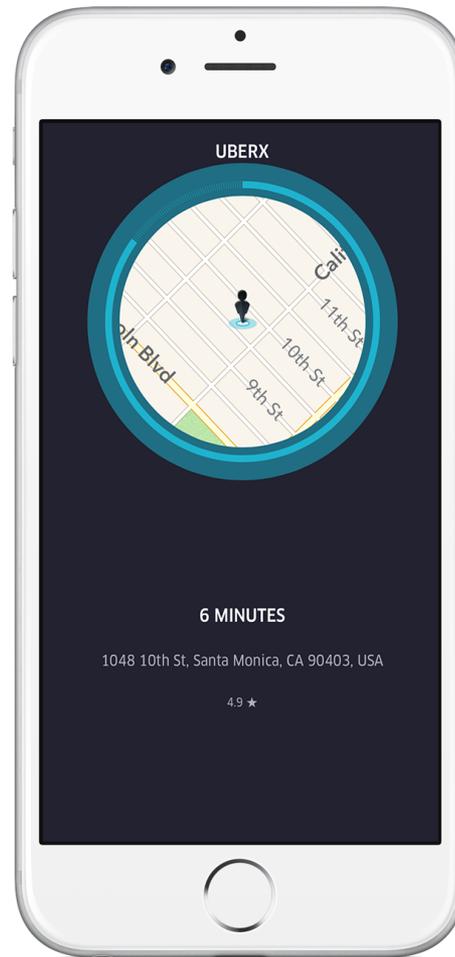
WHAT A DRIVER SEES

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Trip Completion Rates by Los Angeles District

93%	95%	93%	93%	95%
D1	D2	D3	D4	D5
95%	89%	93%	93%	94%
D6	D7	D8	D9	D10
89%	94%	94%	93%	88%
D11	D12	D13	D14	D15

Uber serves riders in all parts of Los Angeles

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Expanding Transportation Options

UberASSIST is designed to provide additional assistance to seniors and people with disabilities. Driver-partners are trained by Open Doors Organization to assist riders into vehicles and can accommodate folding wheelchairs, walkers, and scooters.

UberWAV enables those needing an extra hand or access to wheelchair accessible vehicles to request safe and reliable rides at the tap of a button.

Blind & Vision-Impaired With VoiceOver iOS and wireless braille display compatibility, Uber provides a reliable transportation option for the blind and visually-impaired community.

Deaf and Hard-of-Hearing Riders & Drivers Uber has developed product innovations to make Uber's economic opportunity easier to access for deaf and hard-of-hearing drivers. Visible and vibrating alerts also aid deaf and hard-of-hearing riders.

Non-Discrimination Policy Our Code of Conduct details Uber's policy on accommodating people with disabilities, and specifically prohibits any type of discrimination in serving riders with disabilities.

> *"With ridesharing options like Uber, millions more can now get to work on their own, visit friends, or enjoy an evening out. Uber helps to level the playing field and fulfills the promise of creating a more equal America for the disabled."*
>
> -- Tony Coehlo, **Former US Congressman and author of the Americans with Disabilities Act**

UBER

A Focus on Safety: Before, During and After a Trip

BEFORE

- Background Checks

- Anonymous Phone #s

- Safe Pick Ups

DURING

- Share ETA

- GPS Enabled Map

- No Cash Payments

AFTER

- Ratings & Feedback

- Trip History

- 24/7 Support

UBER

Extensive Background Checks

Uber Approach to Pre-Screening

- Similar process used by **Amazon, UPS, Care.com**

- Uses companies accredited by **National Association of Professional Background Screeners**

- Over 600 people who told us that they previously drove a taxi in LA, San Francisco, or San Diego **failed Uber background screening process**

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Disqualifying Factors for Potential Driver-Partners

Disqualification if potential driver appears on the **Public Sex Offender Registry of Any State** or the **U.S. DOJ National Sex Offender Public Website** or on a **series of databases that flag suspected terrorists**

Disqualification if within the last 7 years, he/she is found to have convictions for any of the below on their record:
- *DUI or other drug-related driving convictions*
- *Fraud*
- *Reckless driving*
- *Hit and runs*
- *Violent crimes (assault, battery, homicide)*
- *Acts of terror*
- *Sexual offenses*
- *A crime involving property damage*
- *Felony or misdemeanor for theft (burglary, stealing, robbery, anything alike)*
- *Fatal accidents*
- *Resisting/evading arrest*
- *Any other felony*

Disqualification if in the state in which the potential driver is currently licensed, the potential driver is found to have any of the below on their record within the past 3 years:
- *Driving on a suspended, revoked, or invalid license*
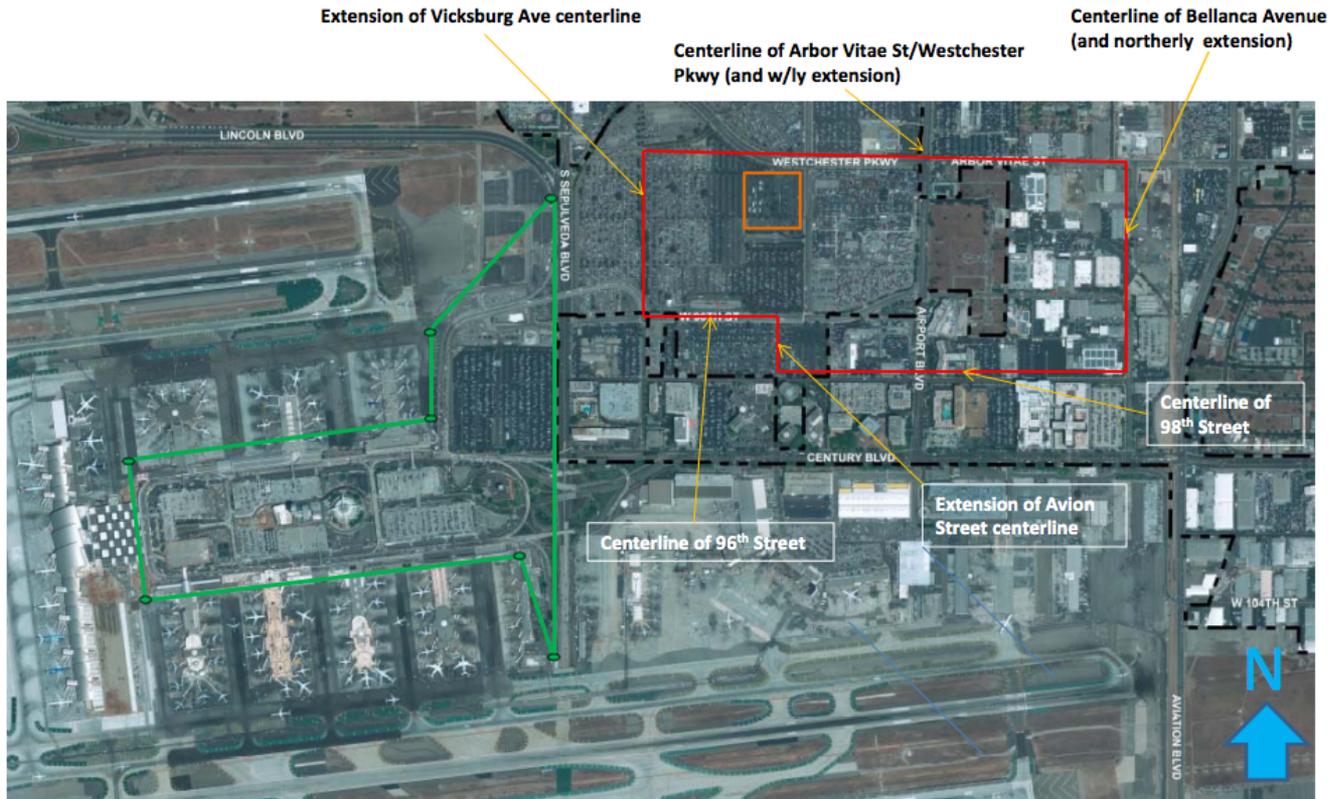- *Driving with a suspended, revoked, or invalid insurance*

In addition, for uberX and uberTaxi: Disqualification if in the state in which potential driver is currently licensed, the potential driver is found to have had a total of 3 minor violations or incidents in the past 3 years:
- *Accidents*
- *Normal speeding tickets*
- *Miscellaneous driving violations (e.g., traffic violations)*

This is not an exhaustive or detailed list, but covers the primary criteria that lead to disqualification

Transportation Network Companies at LAX

Accurately Reporting Trips

- **Transponders** are not an appropriate answer for individuals driving their private vehicles, which they also use for personal use

- **App-based technology** accurately counts trips and precludes the need for the installation of permanent transponders in TNC Drivers' private vehicles

- **LAWA** is empowered to audit TNCs and ensure accurate reporting--a system that is working at other airports (e.g., Denver, San Diego, Portland)

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