

# **RASIER LLC ACCESSIBILITY PLAN**

November 7, 2013

(Pursuant to Decision 13-09-045 issued on September 23, 2013, Rasier LLC is submitting this report 45 days after the decision's issuance.)

## **RASIER LLC ACCESSIBILITY PLAN**

Rasier LLC (“Rasier”) licenses technology from Uber Technologies, Inc. (“Uber”) that allows Rasier’s partners to accept requests for transportation from users of the Uber software application (“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.

Rasier will request that Uber develop additional features that meet CPUC’s accessibility requirements. Within six months of the California Public Utilities Commission’s (CPUC’s) approval of Rasier’s TNC application, Rasier will ensure that users of Uber’s request 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. Rasier will reach out to transportation companies with

accessible vehicles about the possibility of partnering with Rasier to provide accessible transportation to users of the App.

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.

Partners' reviews of users will not be used in a manner that results in discrimination. 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.