UBER TECHNOLOGIES, INC. ACCESSIBILITY PLAN
Effective on February 4, 2019

Uber Technologies, Inc. ("Uber" or "UTI") contracts with independent third-party transportation providers ("Driver-Partners") to provide them with access to technology products from Uber. Uber's technology allows Driver-Partners to seek, receive, and accept requests for transportation from users ("Riders") of Uber's rider-facing software application (the "Rider App"). Driver-Partners seek and accept such requests using a separate software application (the "Driver App").

Uber believes that everyone should have access to safe and reliable transportation. Unfortunately, mobility continues to prove a major challenge for people with disabilities. Whether it is getting to work, a social outing, or visiting family, transit options are often limited. For those who need a wheelchair-accessible vehicle (WAV), these options can be extremely inconvenient, even requiring a day's advance notice to schedule. Uber's Rider App can help meet this challenge and empower people with disabilities with greater freedom to get around.

Element 1 - Timeline for modifying apps so passengers can indicate their access needs.

It is not necessary to modify the Uber app to allow passengers to indicate their access needs. The Rider App currently permits Riders to communicate any accessibility needs to Driver-Partners using voice- and/or text-based communications. These modes of communication are simple. Once a Driver accepts a Rider's ride request, the Rider need only tap or swipe-up on their mobile phone screen, tap a button clearly labeled "contact," and then select whether they would like to communicate by way of a voice call or a text message.

Element 2 - 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.

The Rider App already enables Riders with a wide variety of accessibility needs to request appropriate transportation services from Driver-Partners. Many types of assistive devices may be stowed in regular passenger vehicles operated by Driver-Partners. These include canes, crutches, and folding wheelchairs. When contracting with Uber, Driver-Partners agree that they will provide transportation services in compliance with all applicable laws, including but not limited to those relating to accessibility.

In addition, Uber is presently piloting different models for contracting with entities and individuals who operate wheelchair accessible vehicles. These contractual arrangements include taxi companies, commercial-scale private transportation businesses, and individual Driver-Partners. To encourage participation through enhanced economic opportunities, Uber may include promotional offers.

Through such pilot programs, Riders in California are currently able to request wheelchair accessible vehicles in certain California cities.

Most recently, Uber has entered an agreement with MV Transportation, a national third-party transportation provider, to facilitate access to their WAV vehicles driven by their drivers via the Rider app in several cities nationwide, including San Francisco and Los Angeles.

Element 3 - Timeline for modifying apps and TNC websites so that they meet accessibility standards.

Uber has already taken significant steps to ensure the accessibility of its software applications and websites. The Rider App is accessible using screen-reader technology (VoiceOver for Apple iOS operating systems and TalkBack for Google Android operating systems), which allow people who are blind or have low vision to use the Rider App even if they are unable to see the screen. TalkBack and VoiceOver are operated using simple gestures; when a user touches the screen, a description of the item under their finger is read. Depending on the device, TalkBack and VoiceOver are also compatible with wireless braille displays and other accessible peripherals. We've also introduced compatibility with the Dynamic Type setting in iOS to help riders with low vision more easily use the app. Uber is also working to ensure that its websites are accessible using these and other assistive technologies.

Additionally, the Rider App is fully functional without audio, and deaf and hard-of-hearing Riders can enable visible and vibrating alerts within the Rider App for greater ease of use. Furthermore, the Rider App allows Riders to enter their destination and communicate with Driver-Partners via text message. The Rider App also now includes a feature in which Riders can share their ride details, including the specific route and estimated time of arrival, with friends or family for peace of mind.

Many of these same features are also available for the Driver App, as are features that enable deaf and hard-of-hearing Driver-Partners to enable flashing trip requests, turn off voice calling, prompt Riders to input their destination, and instruct Riders to communicate with them by text message instead of voice calling. There are now thousands of deaf and hard-of-hearing Driver-Partners who have access to Uber's TNC application in the U.S. Uber has also introduced an "Uber Sign Language" webpage as a way of teaching riders how to communicate with their deaf or hard of hearing drivers.

Element 4 - Timeline for modifying apps so that they are accompanied by a service animal.

There is no need for Riders to indicate that they are traveling with service animals because Driver-Partners have independent legal obligations, and contractually agree, to refrain from declining a trip because of a service animal. As stated above, when contracting with Uber, Driver-Partners indicate that they will provide their transportation services in compliance with all applicable laws,

including but not limited to those relating to accessibility. They further agree that any knowing failure to transport Riders traveling with service animals may be considered a material breach of their contractual relationship with Uber.

Uber also maintains a dedicated team of customer support agents that are specially trained to address - among other issues - complaints of discriminatory service denials by Driver-Partners. Confirmed reports of discrimination with respect to service animals refusals may result in permanent loss of access to the Uber platform. Additionally, Uber previously launched a new service animal policy, inserted a service animal compliance acknowledgement into the Driver-Partner sign-up process, and began sending quarterly service animal compliance reminders to all Driver-Partners nationwide.

Element 5 - Detailed statement on procedures/policies in place to ensure rating are not based on unlawful discrimination.

When contracting with Uber, all Driver-Partners explicitly agree that they will provide all Rider ratings and feedback in good faith. Uber also maintains explanatory Community Guidelines, which clearly prohibit any discriminatory conduct by Riders and Driver-Partners in connection with their use of the Rider and Driver Apps. Confirmed reports of discrimination with respect to the accommodation of Riders with disabilities may result in permanent loss of access to the Uber platform.