# Appendix: Uber Testing Questions

The Uber testing tool is designed to gather the following information from participants via an online questionnaire.

* Rider’s name
* Email
* Date ride was ordered
* Time ride was ordered
* Address for pick up
* Address for drop off
* Driver’s name
* Did the rider alert the driver of his/her service animal prior to the ride?
* Did the driver appear to be unaware of his/her responsibility to transport riders with service animals?
* Was the ride denied?
* How was a complaint filed regarding the denial (e.g. via website, app, or complaint hotline)?
* Was the rider treated disrespectfully during the ride (e.g. threatened, harassed, ridiculed, or provided inferior service because of the presence of a service animal)?
* How was a complaint filed regarding the driver’s disrespectful behavior (e.g. via website, app, or complaint hotline)?
* Was the rider charged a cleaning fee because of his/her service animal?
* Did the rider encounter any accessibility bugs with the rideshare service’s app or website?
* Other comments
* Would the rider like to receive information about the National Federation of the Blind?