# **The National Federation of the Blind’s Uber Testing Program**

Thank you for supporting the NFB’s Uber testing program. This testing will be a critical tool for measuring Uber’s compliance with its NFB settlement agreement. Participants’ ongoing feedback will allow NFB to closely track Uber’s efforts to provide equal access to riders with service animals. As you know, Uber offers easy and affordable transportation services to the public, and these services should be fully and equally available to blind riders with service animals. The following information will help explain the testing program and your important role in it.

**Who:** This Uber testing program is open to all blind riders with service animals and any individuals traveling with them in all fifty states, the District of Columbia, and Puerto Rico. Participants need not be members of the NFB, rather we strongly encourage nonmembers to participate and by extension learn more about the NFB’s work. (Please note that the NFB will be simultaneously gathering Lyft testing feedback from fourteen target cities for a focused monitoring project.)

**What:** We ask that each affiliate designate one point of contact for the Uber testing program. Valerie Yingling at the NFB Jernigan Institute will coordinate with the designees to ensure that riders with service animals are sufficiently participating in the testing. Specifically, we ask affiliates to ensure that a minimum of two Uber tests are completed per month. A test will be considered complete once the rider submits his/her answers to an online questionnaire that will be linked from the NFB website. It is important that we gather feedback on both good and bad ride experiences. (See the appended testing tool questions.)

This testing effort to ensure that individuals with service animals have equal access to Uber’s rideshare service is an important project for the NFB. It will require affiliates to give serious time and attention in a formal way to the testing project. It will be necessary to find and encourage appropriate individuals to undertake the testing actions, and for those individuals to document the results of those tests in the specific manner and quantity described above. The NFB Jernigan Institute intends to provide support for this project in the form of promotional messaging that affiliates can use for listservs, blogs, and tweets. The NFB Jernigan Institute will also provide annual grants to affiliates whose efforts are successful in securing the requested number of monthly Uber tests.

**When:** Testing will begin on May 8 and will last for three years, with the possibility of a two-year extension if Uber fails to meet the terms outlined in its settlement agreement with the NFB.

## **Key numbers to remember:**

* Affiliates should assign one member to be the Uber testing point of contact for the NFB Jernigan Institute.
* Each affiliate should ensure completion of two Uber tests per month.
* Testing will last for three to five years.
* The testing program will begin on May 8.

## **Questions:** Contact Valerie Yingling at [vyingling@nfb.org](mailto:vyingling@nfb.org) or (410) 659-9314, extension 2440.