



Navigating Rideshares Safely: Tips for People with Disabilities

Communication Matters

Use technology to your advantage. Both Uber and Lyft allow you to share your ride location with others. Additionally, Lyft offers silent 911 alerts, and Uber has similar emergency features. Utilize tools like Google Maps for wheelchair-accessible transit routes, voice guidance, and verbal announcements



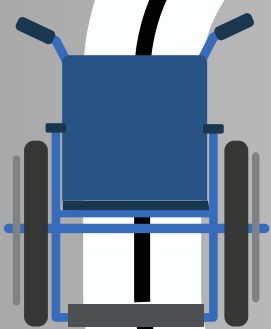
Know Your Rights

Familiarize yourself with the Americans with Disabilities Act (ADA) guidelines and accessible ground transportation regulations. Keep relevant material handy, especially if communication might be an issue¹.



Request Wheelchair Accessibility

If you need help getting into the car, handling mobility aids, or any other accommodations, don't hesitate to ask. Most drivers are willing to assist. You can say, "Could you please help me with [specific request]?"



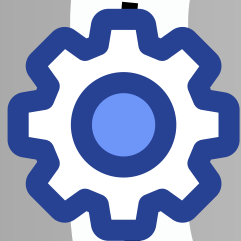
Unexpected Situations

Have a plan in place for emergencies. Know how to handle situations like medical issues, unruly drivers, or unexpected incidents. Being prepared can make a significant difference in your safety and peace of mind.



Arrange your settings

If you have specific requirements (e.g., a wheelchair-accessible vehicle), make sure you've set those preferences in the app. This helps match you with a suitable driver.



Unexpected Cancellations

Premium Ride Types (XL, WAV, Black): Riders are charged a cancellation fee if they cancel 5 or more minutes after requesting. Economy Ride Types (e.g., UberX): Riders are charged a cancellation fee if they cancel 2 or more minutes after requesting.

