



Tell Uber to Make Rides Accessible for All



The ERC is a civil rights organization that identifies and seeks to eliminate unlawful and unfair discrimination in housing, employment and public accommodations in its home community of Greater Washington DC and Nationwide.

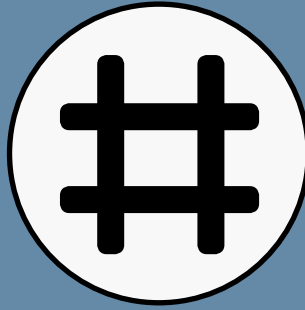
The Issue

Uber's failure to ensure a comparable level of service for wheelchair users in the District of Columbia violates Title III of the Americans with Disabilities Act (ADA), which requires companies like Uber to provide "full and equal enjoyment" of Uber's services. ERC also alleges that Uber has violated the D.C. Human Rights Act, which provides that people with disabilities shall have "an equal opportunity to participate fully in the economic, cultural and intellectual life of the District," which includes transportation and tech company services. ERC is represented by the civil rights firms, Relman, Dane & Colfax, PLLC and Washington Lawyers' Committee for Civil Rights and Urban Affairs.

ERC conducted a testing investigation that compared the experience of customers using "UberX", Uber's most popular application option, to customers using Uber's "TAXI WAV" option. Test results revealed that wheelchair users waited an average of eight times longer for an accessible vehicle to arrive and paid as much as twice as much in fares. The investigation also established that, on occasion, no accessible vehicles were available at all.

How You Can Help

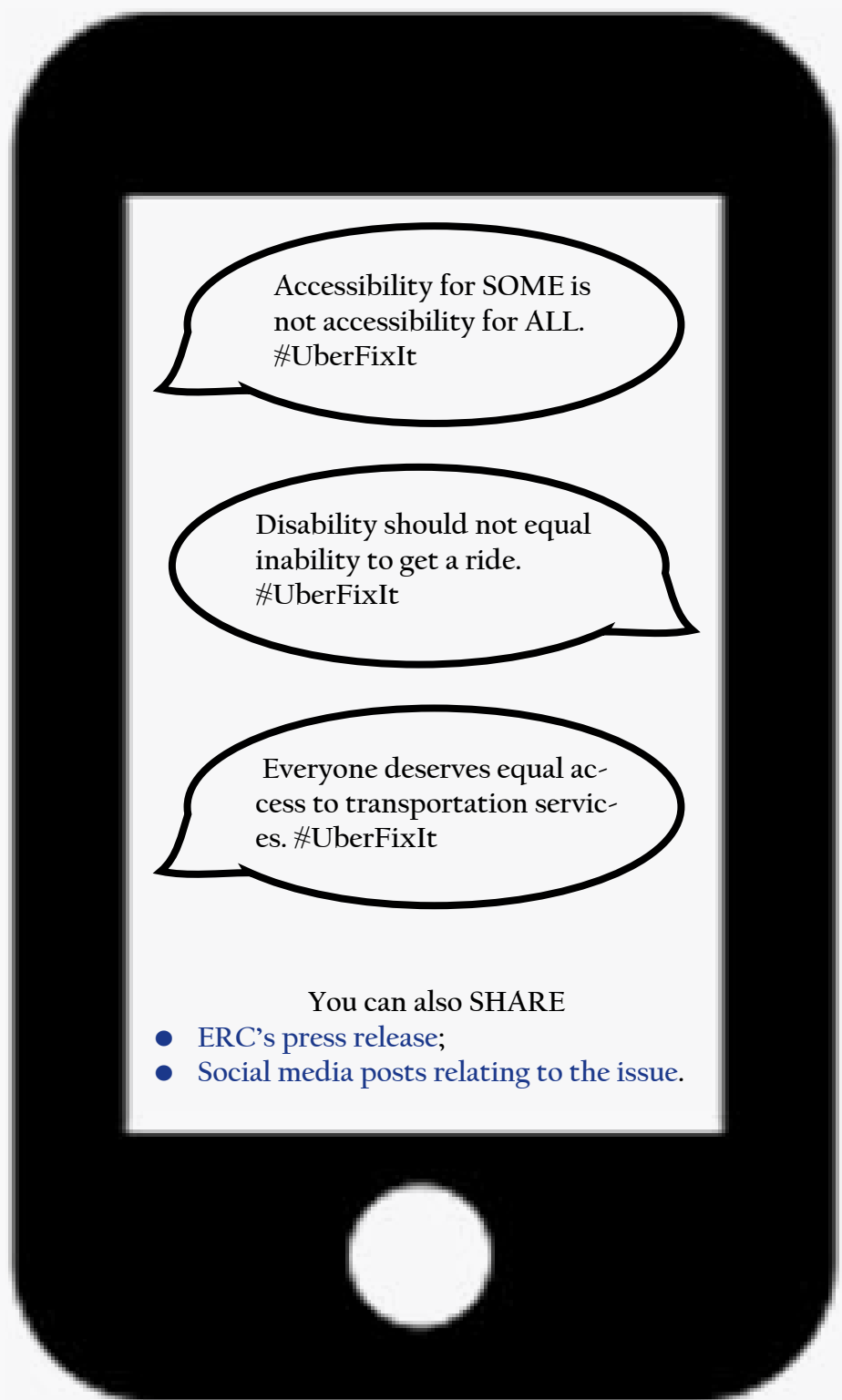
Use our Hashtag:
#UberFixIt



Help us create an online community around this issue to show Uber that the world is watching. Use the hashtag: #UberFixIt

Social Media

Below is sample messaging to help raise awareness about Uber's accessibility issues on your social media platforms:



Write a Letter

If you are feeling particularly passionate and want to write to Uber directly, you can send your concerns by mailing a letter to:

1200 18th Street NW #700
Washington, DC 20036



Connect With Us:

