# **Uber Accessibly Journey Map**

A journey map exploring communication accessibility for Uber drivers and riders.

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## **SCENARIO**

Hailing an Uber with the passenger having knowledge of driver's disability.

#### **GOALS**

To decrease tension and create

2

# THE EXPERIENCE

Title Goes Here

Riders order an Uber, getting ready to go enjoy a Saturday night and being safe.

The Uber cancels the ride, on the application.

Riders call Uber driver driver admits the app dropped the ride and sent driver to pick up other riders.

Title goes here

Riders are very frustrated and angry that their Uber is no longer picking them up.

Riders order another ride through Uber due to lack of options.

Riders needed to contact
Uber driver, ends up calling

Title goes here

Uber driver is slurring his words over the phone as

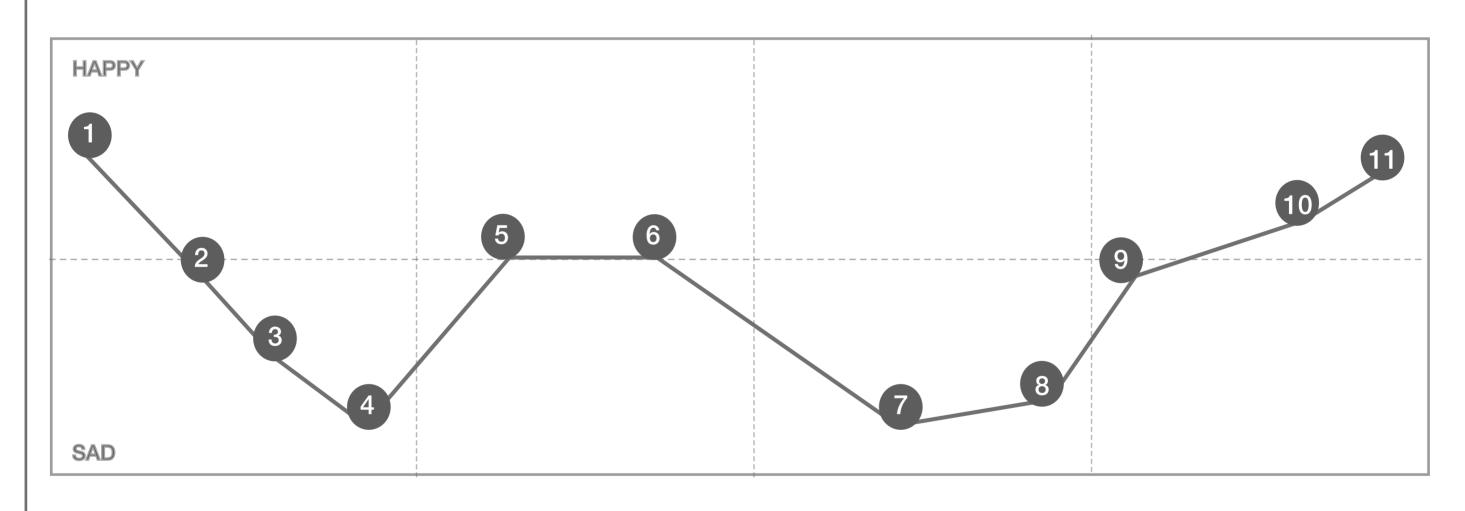
Riders think the Uber driver is intoxicated. About to cancel ride and call it a night.

Uber driver pulls up as riders are about to cancel.

Title goes here

Driver points to a printed out sheet in the back explaining that he has a disability affecting communication skills, but is still good to drive.

Riders end up chatting with the Uber driver while thinking this could have been a lot easier.



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## **OPPORTUNITIES**

Create a better rider alert system.

 For letting riders know when driver's plans change. Work on accessible communications for all (riders and drivers).

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