

# Uber Accessibly Journey Map

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

1

## SCENARIO

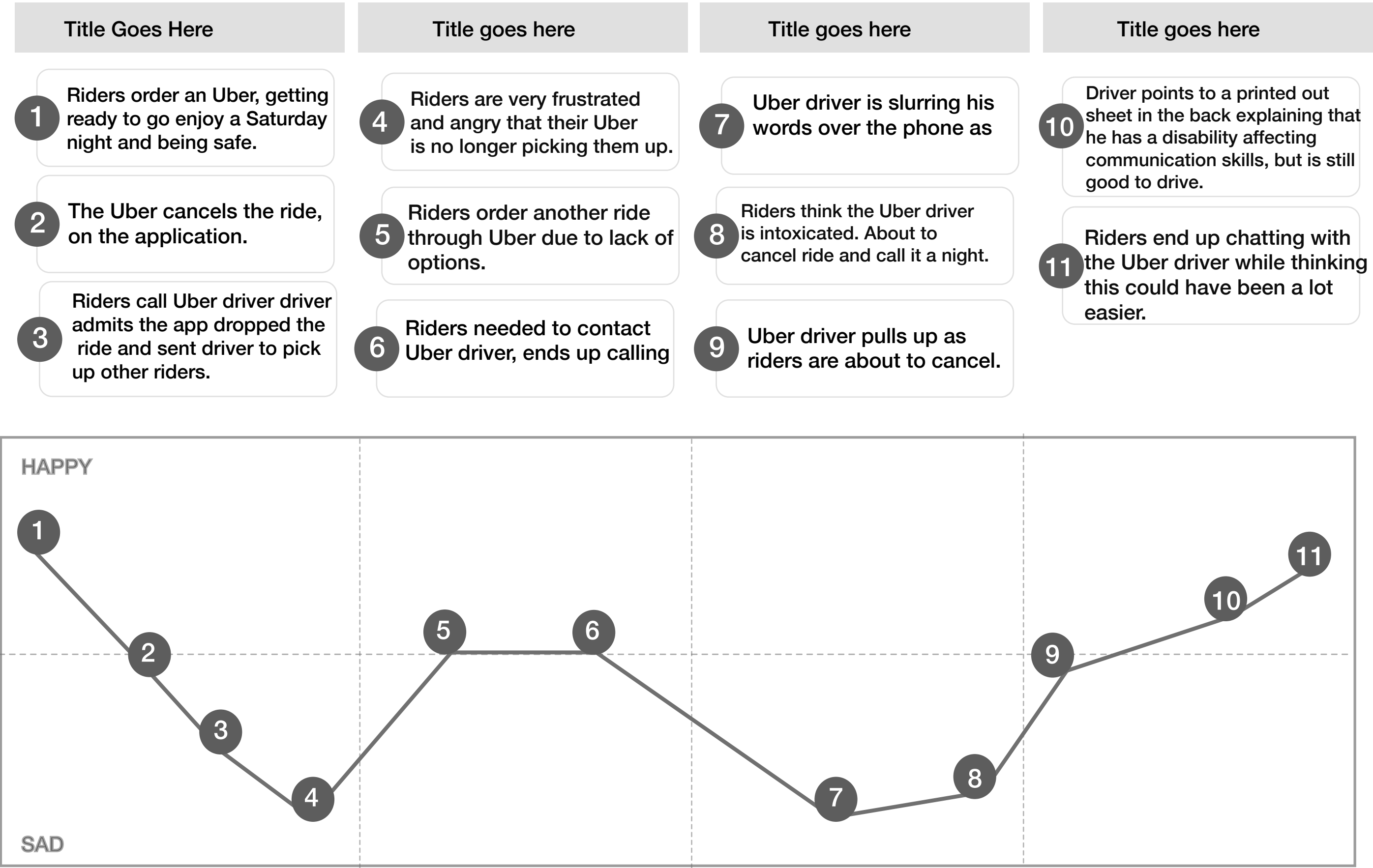
Hailing an Uber with the passenger having knowledge of driver’s disability.

## GOALS

To decrease tension and create

2

## THE EXPERIENCE



3

## 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).