



National Federation of the Blind of California, et al. v. Uber Technologies, Inc., et al.

[Click here for case documents](#)

Guide-Dog Users Combat Discrimination by Uber

Last Updated April 21st, 2015

Date Settled: **04/30/2016**

Status: **Settled**

DRA has reached an unprecedented settlement with Uber in its case fighting discrimination against blind people who use guide dogs in Uber's transportation services.

DRA, with co-counsel TRE Legal and Rosen Bien Galvan & Grunfeld, represents the National Federation of the Blind (NFB), its California affiliate, and several blind individuals who use guide dogs, who filed this lawsuit to ensure that the blind community has reliable access to Uber's transportation services. After over a year of litigation and settlement negotiations, the parties agreed on a nationwide class-action settlement under which Uber will take important steps to end discrimination against blind individuals who use guide dogs in its transportation network.

Uber provides convenient, on-demand rides to consumers throughout the United States, dispatching cars to drive passengers where they need to go. However, Uber has not provided these services to blind customers who use guide dogs on an equal



basis—drivers have repeatedly refused to transport blind individuals who travel with guide dogs. The transportation services industry is experiencing significant growth and change, and blind individuals who use guide dogs cannot be excluded from the benefits of the new transportation landscape.

Thanks to this lawsuit and the resulting settlement, blind individuals who use guide dogs will be able to use Uber services without the threat of discrimination. Under the terms of the agreement, Uber will take proactive steps to fight discrimination against blind individuals with guide dogs in its system. Uber will improve driver education about service animal laws and will remove discriminatory drivers from the Uber platform. Uber will track and respond to reports of discrimination more effectively. The NFB and its affiliate will deploy blind riders with guide dogs to test for compliance, and an independent monitor will review Uber's compliance with the agreement. These improvements will enhance the reliability and usability of Uber's extensive transportation network for blind and visually-disabled people across the country.

Disability: **Blind/Low Vision**

Case Area: **Private Business, Transportation**

Case Files

[Read the NFB.Uber Settlement Agreement](#)

[Read the NFB.Uber Settlement Addenda](#)

[Read the NFB.Uber Joint Motion for Preliminary Approval of Class Settlement](#)

[Read the NFB.Uber Proposed Order Granting Preliminary Approval](#)

[Read the Decision on Uber's Motion to Dismiss](#)

Read the First Amended Complaint

Read the Complaint

Press Releases

Groundbreaking Settlement to End Discrimination Against Blind Uber Riders Who Use Guide Dogs

VICTORY FOR BLIND RIDERS IN LANDMARK CIVIL RIGHTS LAWSUIT AGAINST UBER; CASE ADVANCES

Lawsuit Challenges Uber's Discrimination Against Blind Customers with Service Animals

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DRA does not charge its clients fees for representation. Please help us continue to improve the lives of people with all types of disabilities.

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Recent Settlements

The United States Equal Employment Opportunity Commission (EEOC) in *Jantz v. Social Security Administration*, has granted final approval of a class-wide settlement on behalf a class of over 570 current and former SSA employees with disabilities. The Settlement Agreement provides for sweeping improvements to SSA's policies and processes impacting the careers of employees with disabilities, including substantial monetary relief in the amount of \$9.98 million and significant programmatic changes at SSA that are approximately valued at an additional \$20 million. For more information, please read the **Notice of Settlement and Press Release**.

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