



STATE BOARD OF GUIDE DOGS FOR THE BLIND

1625 N. Market Blvd., N-112, Sacramento, CA 95834

P (916) 574-7826 F (916) 574-8644 | www.guidedogboard.ca.gov

Mr. Travis Kalanick
Chief Executive Officer
Uber Technologies, Inc.
182 Howard St. #8
San Francisco, CA 94105

Dear Mr. Kalanick:

It has recently come to the attention of the California State Board of Guide Dogs for the Blind (Board) that drivers employed by Uber Technologies, Inc. (Uber) have refused service to guide dog users in California. While the scope of the Board is not to regulate the accessibility of guide dog users to public places, we felt it necessary to notify you of the laws that do regulate that accessibility.

Section 36.104 of Title III of the American's with Disabilities Act (ADA) defines a "service animal" as:

"...any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability."

This section also defines "specified public transportation" as:

"...transportation by bus, rail, or any other conveyance (other than by aircraft) that provides the general public with general or special service (including charter service) on a regular and continuing basis."

Under the ADA, service dogs must be allowed in the same areas as the public. Given the definitions above, a guide dog is considered a "service animal" and Uber is considered "specified public transportation." Therefore, the Board urges you to change your policy regarding guide dog users and their service animals' access to your vehicles, and/or educate your drivers about their legal obligation not to discriminate against persons with disabilities as specified in the ADA.

The Board recently participated in an informational hearing with members of the Senate Committee on Business, Professions, and Economic Development, the Department of Justice, Disability Rights California, and members of various restaurant and housing organizations to create a public forum to discuss service animals, the ADA, and how the law affects businesses in California and nationally. The hearing clarified the definition of a service animal as well as identified the types of questions that are allowed to be asked

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of service animal users. Should you be interested, a transcript is available at the following link: http://www.guidedogboard.ca.gov/forms_pubs/service_animal.shtml

The Board refers you to the stated federal and state laws when revising your policies regarding guide dog users.

If you have any questions please contact the Board at the above captioned address.

Thank you for your attention in this matter,



Brian Skewis
Executive Officer
California State Board of Guide Dogs for the Blind
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CC:

Mayor Ed Lee - San Francisco, California
Supervisors Eric Mar, Norman Yee, and David Campos – San Francisco Board of Supervisors, Neighborhood Services and Safety Committee
Michael Nunez – Disability Rights Advocates
Christine Benninger – Guide Dogs for the Blind
Dale Hartford – Guide Dogs of America
Sarah Clapp – Guide Dogs of the Desert
Corey Hudson – Canine Companions for Independence
Mary Willows – National Federation of the Blind of California
Shannon Dillon – National Federation of the Blind of California
Tina Thomas – California Association of Guide Dog Users
Donna Pomerantz – California Council of the Blind
Frank Welte – Guide Dog Users of California
California Public Utilities Commission - Complaint Intake Unit – Transportation Enforcement Section
Eric Holm – California State Board of Guide Dogs for the Blind
Joe Xavier – California State Board of Guide Dogs for the Blind
Kathy Bowler – California State Board of Guide Dogs for the Blind
Don Brown – California State Board of Guide Dogs for the Blind
Catherine Carlton – California State Board of Guide Dogs for the Blind
Carmen Delgado – California State Board of Guide Dogs for the Blind
Gwen Marelli – California State Board of Guide Dogs for the Blind
Sabina Knight – California Department of Consumer Affairs