

City of Kyle Transportation and Rideshare Policies

Purpose

The City of Kyle ("City") continuously explores strategies and initiatives for providing cost effective transit services to all its residents and visitors. Initiatives consisting of agreements with transit and rideshare vendors and/or third-party drivers and evaluating the performance and transit service provided by them including evaluating the performance and services provided to individuals with disabilities.

Uber Kyle \$3.14

Uber Kyle \$3.14 ("Program") is the City of Kyle's transportation initiative designed to offer a transportation alternative to our residents and visitors. Anyone in the City can travel on an Uber X vehicle to anywhere in Kyle's city limits for as little as \$3.14. The City picks up the next \$10 for each one-way trip. Riders are issued a monthly voucher from the City's mobile app that applies the per-trip subsidy for the rides.

The Program also includes rides for people with disabilities via the Uber WAV (Wheelchair Accessible Vehicles) program, also accessible via the Uber mobile application. The same rider cost of \$3.14, and City subsidy of up to \$10, applies to riders requesting rides on the Uber WAV platform. The City will also pay for any additional charges incurred that are specific to providing Uber WAV services to riders.

Accessibility

The following are specific policies regarding access to wheelchair accessible vehicles related to rideshare programs, including Uber Kyle \$3.14.

1. The City shall not discriminate against any qualified individual with a disability, on the basis of such disability, by excluding such individuals or denying them the benefits of its services, programs or activities, within the meaning of Title II of the ADA.
2. The City shall not exclude qualified individuals with disabilities, including individuals with mobility disabilities from participation in or deny them the benefits of the Program, or subject them to discrimination, because of a disability.
3. The City shall provide Program participants with mobility disabilities, including participants who use wheelchairs, transportation options through Uber X and WAV so individuals may request and are provided with accessible transportation. The City agrees to ensure that the Program, provided through Uber, will meet the equivalent service standard with consideration that services are provided to participants with mobility disabilities. Such services will remain in effect for the remainder of the duration of the Program, which is currently planned through the end of September 2021.
4. The City will require that Uber, or any other selected vendor or third-party drivers providing accessible transportation participating in the Program, be trained to

proficiency, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities, including individuals with mobility disabilities who use the service in a respectful and courteous way.

5. For the duration of the Program, which is contingent on authorized funding being allocated and distributed, the City agrees to ensure that it provides the equivalent geographic area of service and the equivalent hours and days of service for Program participants with disabilities, and participants with mobility disabilities, including participants who use wheelchairs, as for Program participants without disabilities. If there are any restrictions based on trip purpose, the restrictions shall be the same for Program participants with disabilities, and participants with mobility disabilities, including participants who use wheelchairs, and for Program participants without disabilities.
6. The City shall hold Uber and other third-party service providers accountable for the proper and appropriate administration of their accessibility policies. These policies shall include:
 - a. Accessibility compliance notification.
 - b. Drivers must comply with all applicable state, federal, and local laws governing the transportation of riders with disabilities. Violating those laws constitutes a breach of the parties' agreement with the City.
 - c. Accordingly, drivers are expected to accommodate riders using walkers, canes, folding wheelchairs, or other assistive devices to the maximum extent feasible.
 - d. Drivers are expected to accommodate riders requiring the use of a service animal in accordance with applicable law.
 - e. Any report of unlawful discrimination will result in the temporary deactivation of a driver's account while Uber reviews the incident. Confirmed violations of the law with respect to riders with disabilities may result in permanent loss of a driver's access to the Uber platform.
7. The City shall ensure that all promotions and advertising for the Program is accessible to residents with disabilities, including residents who use wheelchairs, in the following ways:
 - a. A post on the main page at www.cityofkyle.com, which announces the formal launch of the "Uber Kyle \$3.14" Program including the availability of Uber WAV as part of the Program. The post will include details of the Program and instructions for accessing Uber WAV.
 - b. Posts on the City's Twitter account (currently **@KyleGovernment**) throughout the duration of the Program that includes the information included on the City's webpage as further described in (a) above.
 - c. Post on the City's Facebook account (currently www.facebook.com/cityofkyletx) throughout the duration of the Program that includes the information included on the City's webpage as further described in (a) above.
 - d. Include information about how to access wheelchair accessible rides, including Uber WAV, as part of the Program on all Program promotions and advertising.
8. The City shall ensure that open and accessible communication channels are readily available

for all riders, including those using WAV, and that each rider expressing concerns, complaints, or other feedback are responded to within one (1) business day of the City receiving their communication. Two channels will be available:

- a. Riders can email their concerns, complaints, or general feedback to:
uberkyle314@cityofkyle.com
- b. Riders can also call a dedicated number to leave a message at 512-234-3122.