



# Flight Plan to Recovery

Preparing Airports and their Business Partners for the  
Return of the Flying Public

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Uber

# Your Second First Trip



**A company that  
moves people is  
asking you not to  
move**

The world is upside down. Everything has changed. A company that moves people is asking you not to move. Stay home if you can. And with drivers, delivery people, and restaurants, we'll help move what matters. If you stop moving, together we can end this virus.

# Moving Forward: Principles behind our approach

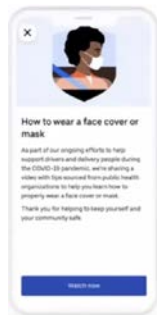
Predictable and consistent experience

Contactless journey

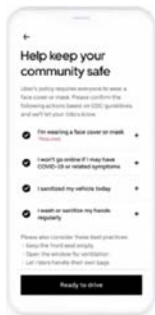
Speed, reliability, and peace of mind

# The new rider and driver experience

## Driver



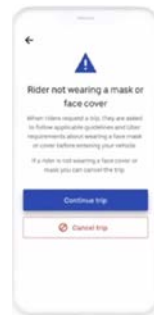
Driver Education



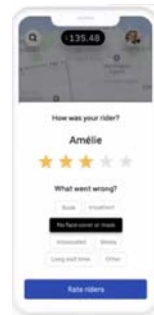
Go Online Checklist



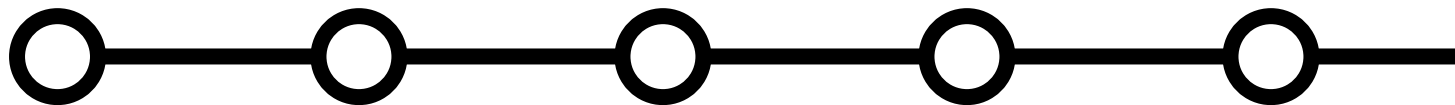
Mask Verification



Safety Feedback



Safety Cancellation



Rider Education

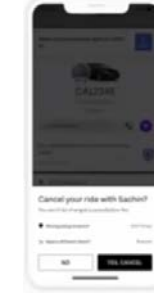
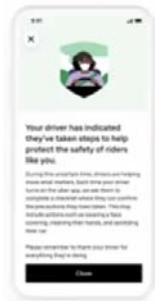
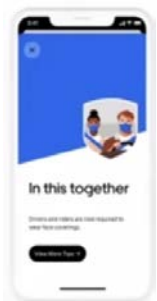
Safety Checklist

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## Rider



# The passenger journey

## Drop off experience



## Pickup experience



Request ride  
& begin trip

On-trip

Airport  
drop off

Airport

Deplane, walk to PU  
point, request ride

Arrive at  
PU zone

Driver arrives  
at the PU zone

Airport pickup  
& begin trip

In-App safety  
experience and messaging

Hand  
sanitizer  
stations

Clear wayfinding

Hand sanitizer  
stations; allow for  
social distancing

Minimize wait  
times; improve  
reliability

Recovery actions

**Thank you**

