Flight Plan to Recovery
Preparing Airports and their Business Partners for the Return of the Flying Public

May 28, 2020
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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

Rider Education
Go Online Checklist
Mask Verification
Safety Feedback
Safety Cancellation

Rider

Rider Education
Safety Checklist
Mask Verification
Safety Feedback
Safety Cancellation
The passenger journey

Drop off experience
- Request ride & begin trip
- On-trip
- Airport drop off

Pickup experience
- Deplane, walk to PU point, request ride
- Arrive at PU zone
- Driver arrives at the PU zone
- Airport pickup & begin trip

Recovery actions
- In-App safety experience and messaging
- Hand sanitizer stations
- Clear wayfinding
- Hand sanitizer stations; allow for social distancing
- Minimize wait times; improve reliability

Thank you