Partnering to Drive Innovation

San Francisco, CA

January 28, 2020

Uber

Convenience

We strive to make travel more convenient with seamless pickups and dropoffs, smart routing, and amenities.

Flexibility

We offer a flexible range of products, features, and pricing options to match the needs of every traveler.

Peace of mind

We're committed to prioritizing safety, reliability, and transparency, giving travelers and our driver-partners peace of mind.
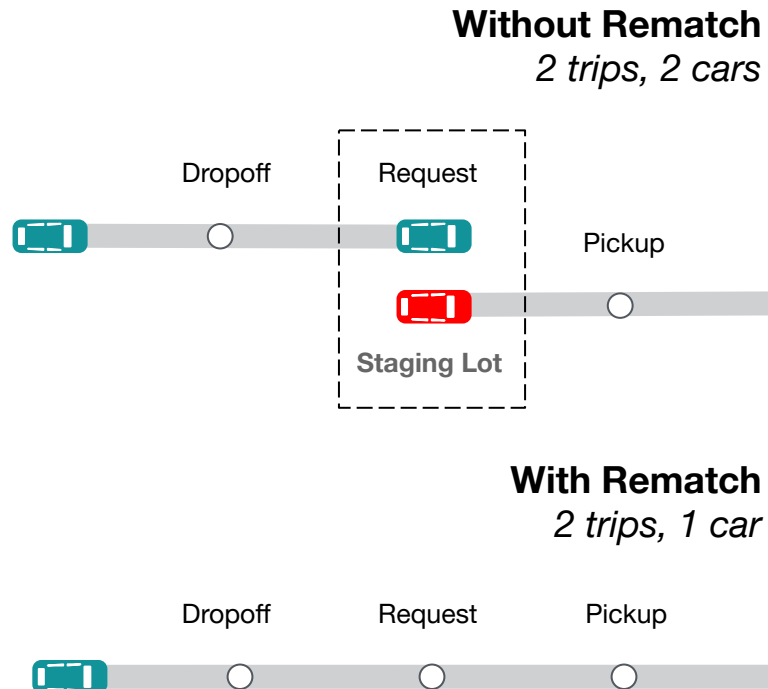
Enhanced Experiences

At Uber we're always looking for creative ways to improve the passenger experience. We've recently tested lounges, waytizing, and kiosks and we're looking for partners to continue to explore new opportunities.
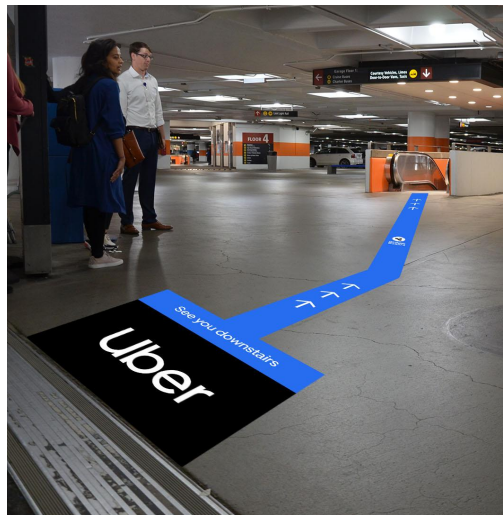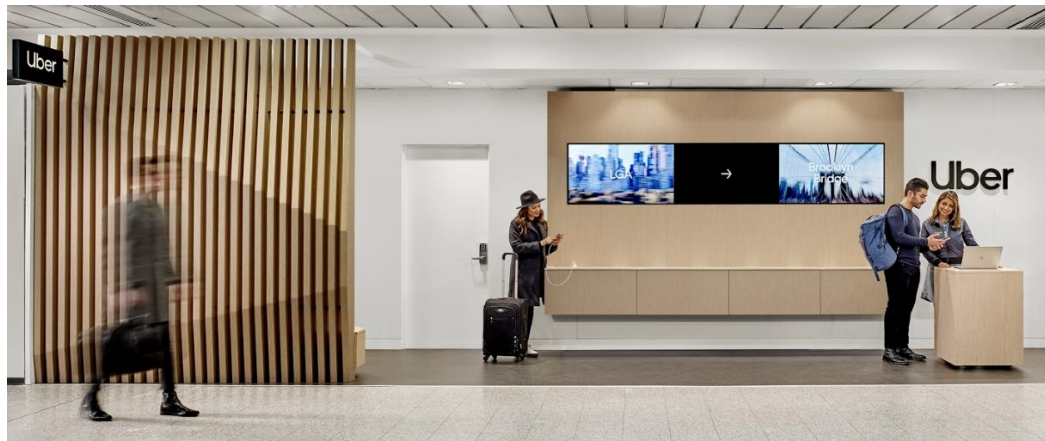
Reducing wait time, congestion: Rematch

Rematch technology helps alleviate airport congestion by enabling one car to serve 2 trips without traveling to a staging area or leaving airport property. By reducing staging lot usage, lowering carbon emissions, and improving wait times, everyone wins.

Without Rematch
2 trips, 2 cars

Dropoff

Request

Pickup

Staging Lot

With Rematch
2 trips, 1 car

Dropoff

Request

Pickup

Improving wait time reliability: Prematch

Prematch prompts drivers waiting for an airport trip request to begin driving toward the terminal just a few minutes before a pickup request is anticipated. By anticipating demand, Prematch matches a driver already en-route to the pickup point with a requesting passenger, resulting in significantly reduced rider wait times.
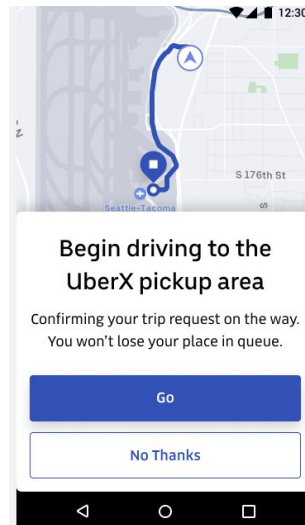
1. Driver receives an alert to begin heading toward the terminal

**2. Driver receives a trip request from a rider while en-route**

Staging Lot

Airport Terminal / Pickup Point

3. Driver arrives at the terminal and meets rider like a normal pickup

Driving Efficiency: PIN

PIN creates a smoother, safer experience for riders and drivers while also reducing rider wait times. We've deployed PIN at 7 airports across the country and plan to continue expanding to airports with setups that can benefit from PIN.
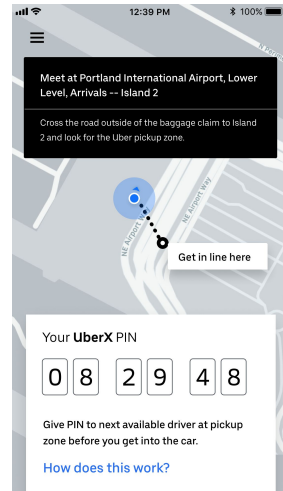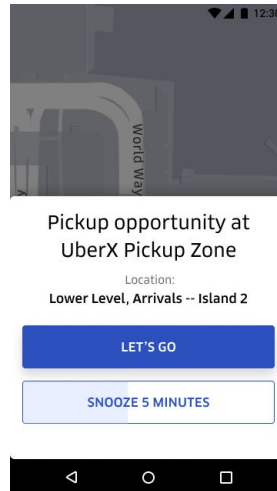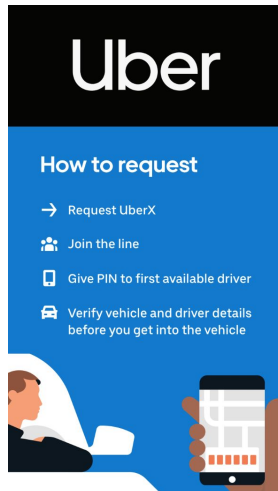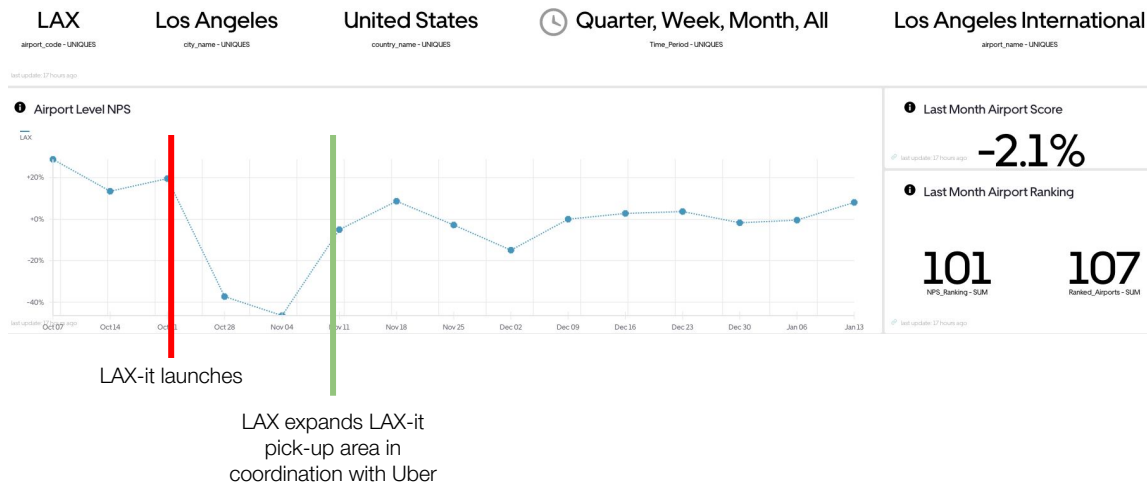
Measuring what matters: NPS

Airports are complex places and each has a unique operating environment. Utilizing the Net Promoter Score (NPS) system, Uber has developed a rider survey that we use to measure how effective the airport pickup experience is for our shared passengers.

The Uber *pickup location* was convenient.

- ○ Strongly agree
- ○ Somewhat agree
- ○ Neither agree nor disagree
- ○ Somewhat disagree
- ○ Strongly disagree

The *airport signage helped me find the Uber pickup location*.

- ○ Strongly agree
- ○ Somewhat agree
- ○ Neither agree nor disagree
- ○ Somewhat disagree
- ○ Strongly disagree

LAX	Los Angeles	United States	🕐 Quarter, Week, Month, All	Los Angeles International
airport_code - UNIQUES	city_name - UNIQUES	country_name - UNIQUES	Time_Period - UNIQUES	airport_name - UNIQUES

last update: 17 hours ago

ⓘ Airport Level NPS

LAX

+20%
+0%
-20%
-40%

last update: 17 hours ago

Oct 07　Oct 14　Oct 21　Oct 28　Nov 04　Nov 11　Nov 18　Nov 25　Dec 02　Dec 09　Dec 16　Dec 23　Dec 30　Jan 06　Jan 13

LAX-it launches

LAX expands LAX-it pick-up area in coordination with Uber

ⓘ Last Month Airport Score

-2.1%

✎ last update: 17 hours ago

ⓘ Last Month Airport Ranking

101
NPS_Ranking - SUM

107
Ranked_Airports - SUM

✎ last update: 17 hours ago

Power of the Platform

We use the power of our rides platform to partner with local transit providers, develop the next generation of flying and autonomous vehicles, remove barriers to care by using the reliable, on-demand Uber experience you know for healthcare rides, and connect America's truckers with suppliers.

Health	Elevate	ATG
Transit	Freight	Works
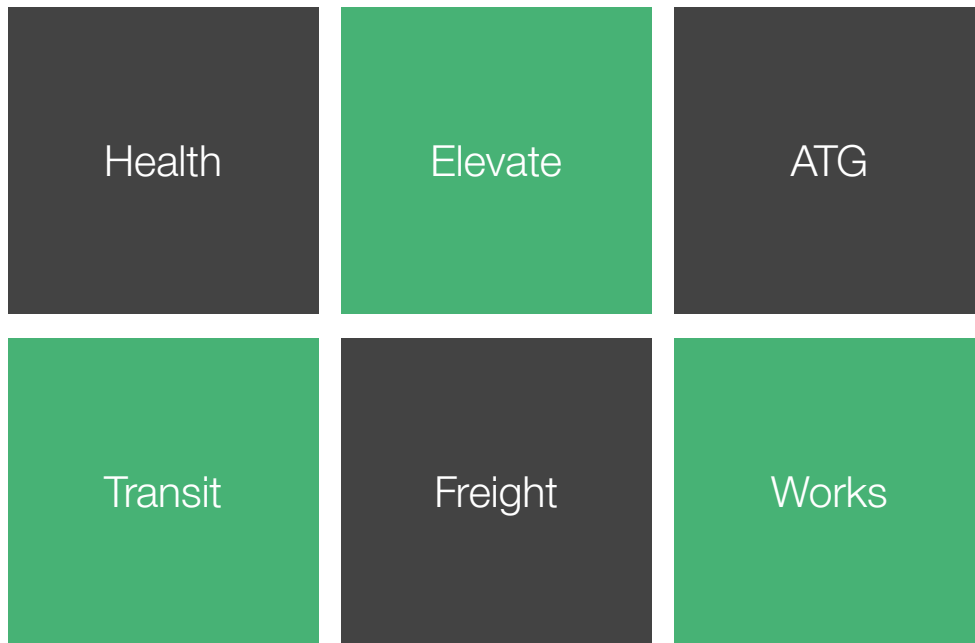
What's Next?

How can we enhance the travel experience from home to destination and back?

Reach out and let's collaborate.

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Uber