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Arrest Of Orlando Uber Driver Sheds Light On Law Requiring Transport Of Service Animals

By Crystal Chavez (WMFE)
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Advocates for the blind are reminding rideshare drivers that they must pick up people with service dogs. An Uber driver was arrested for refusing to serve a group of people who are blind with service dogs.

Judy Mathews of Lighthouse Central Florida gets around with a service dog. She said some Uber drivers have denied her service.

“We’re trying to live our lives and get where we need to go and do what we need to do and when somebody does this it can be not only an inconvenience but humiliating too, you feel like gosh, I can’t even explain sometimes how I felt when drivers have denied me access,” said Mathews.

She said she rides the bus and takes Uber but the rideshare service is more convenient.

“Sometimes it’ll take me an hour and a half to get home on the bus or on ACCESS LYNX whereas with Uber I’ll be home in 15 minutes and if I don’t have time, or say I stay late at work, I don’t want to take the bus at nine o’clock at night or eight thirty or whenever I leave,” said Mathews.



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