



FOR IMMEDIATE RELEASE

Denver International Airport and Uber Partner to Improve Physical Distancing, Reduce Wait Times at Airport

DENVER – Aug. 20, 2020 – Denver International Airport (DEN) has partnered with Uber to improve the pickup experience with reduced wait times for riders at the airport by pre-staging vehicles along the curb. DEN is the first top 20 airport in the country to implement Uber’s innovative ExpressMatch program.

ExpressMatch, first piloted in late June at DEN, allows a small number of vehicles to pre-stage at pick up areas along the pickup curb on both the east and west side, instead of waiting in a remote staging lot dedicated for ride app vehicles. By having vehicles ready to go immediately on request, passengers wait for less time, reducing crowds on the curb and allowing for greater physical distancing.

“We’re proud to partner with Uber on this effort to reduce wait times and allow for greater physical distancing when passengers are waiting for a ride,” said Kim Day, DEN CEO. “The health of our passengers remains our top priority and we continue to look for innovative solutions to keep people safe when traveling.”

During the pilot phase of the program, wait times for ExpressMatch riders were reduced by about 65%, and the majority of these customers waited a minute and a half or less to be picked up. The data also shows positive signs around the way users interact with the new product. The intuitive user experience helps drive high trip completion rates. The new program is a result of efforts by DEN and Uber to protect passengers from the spread of COVID-19 and it has led to great improvement in the passenger experience.

"The results show that Uber and leaders like Denver airport can partner to create even more peace of mind for travelers during these challenging times," said Niraj Patel, Director of Rider Operations at Uber. "With physical distancing and public health top of mind, ExpressMatch was built to reduce wait times at the curb and we're thrilled that the pilot has been so successful. Denver's airport is one of the busiest hubs in the world, and continues to be one of the most innovative when it comes to facilitating seamless ground transportation."

ExpressMatch is a product that has been designed to meet the needs of passengers post COVID as they return to travel. It is a dynamic, intelligent dispatching tool that reduces rider wait time to almost zero by sending drivers to the pickup curb to wait briefly before they receive a ride request. The technology issues an alert only when there’s sufficient curb space available. Giving riders a reliable, no-wait experience is particularly important now. And by cutting wait time, we help promote social distancing by reducing the chance that crowds build up on terminal curbs

In 2019 Denver International Airport was the fifth-busiest airport in the United States. DEN is the primary economic engine for the state of Colorado, generating more than \$33 billion for the region annually. For more information visit www.FlyDenver.com, check us out on [YouTube](#) and [Instagram](#), like us on [Facebook](#) and follow us on [Twitter](#).

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