

## Tickengo Accessibility Plan

We have addressed the questions below (posed by the CPUC) in narrative format.

a. A timeline for modifying apps so that they allow passengers to indicate their access needs, including but not limited to the need for a wheelchair accessible vehicle. A passenger should be allowed to state other access needs, either from a drop-down menu with room for comments or through a field requesting information.

*Tickengo already has this up and running. All users must fill out a box in their request information about their individual needs (access and other needs).*

b. A plan for how the TNC will work to provide appropriate vehicles for passengers who specify access needs, including but not limited to a plan to provide incentive to individuals with accessible vehicles to become TNC drivers.

*Tickengo will launch a recruitment campaign for people who have this kind of vehicle and who have the ability to give rides to people with disabilities. We will reduce our commission paid by drivers with special vehicles to motivate them to participate in this program (the reduced commission amount must be decided; currently Tickengo gets a 15% commission from drivers).*

c. A timeline for modifying apps and TNC websites so that they meet accessibility standards. The relevant standard for web access is WCAG 2.0 AA.

*Tickengo already respects most of these points through the web platform <http://tickengo.com>.*

*Within 2 months we'll review WCAG 2.0 AA standard in its entirety and make sure that Tickengo meets these standards.*

d. A timeline for modifying apps so that they allow passengers to indicate that they are accompanied by a service animal, and for adopting a policy that service animals will be accommodated.

*Tickengo already has this up and running. Users add information about their animal in their request and drivers who have vehicles that can accommodate animals accept these requests. Rides have already been successfully given to riders with service animals.*

e. A plan for ensuring that drivers' review of customers will not be used in a manner that results in discrimination, including any policies that will be adopted and any monitoring that will take place by the TNC to enforce this requirement.

*Tickengo's system is already oriented toward non-discrimination by drivers. When a rider books a ride, the request is transmitted to drivers without any selection based on riders' reviews. In addition Tickengo will set up a new anti-discrimination policy that will indicate that reviews posted by riders will be verified by our team in order to delete any review that could contain discriminatory content.*