

# ADROIT ADVANCED TECHNOLOGIES

## ACCESSIBILITY PROGRAM

To ensure with California Utilities Commission Decision 13-09-045, Adroit Advanced Technologies presents the following accessibility plan.

- a) Adroit Advanced Technologies allows clients to request directly through the app access to vehicles that can accommodate their needs, such as a wheelchair, walker etc.
  - a. September 2018, designers and developers discuss requirements.
  - b. October 2018, designers submit proposals and discuss functions with operations team.
  - c. November 2018, developers start working on Beta version that will allow clients to request accessibility vehicles.
  - d. December 2018, drivers will test Beta version.
  - e. January 2019, developers finish app for Android and IOS.
  
- b) Adroit Advanced Technologies vets drivers with vehicles that can accommodate wheelchairs, walkers, scooters etc. Also provides individuals with the necessary access for their transportation.
  - a. During driver application process, the driver's vehicle is inspected, and he will be able to demonstrate how his vehicle can provide value to Adroit by accommodating passengers with special needs.
  - b. When the client requests a transportation service through Adroit's software, the client has access the necessary tools to request any special preferences to accommodate.

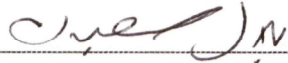
- c. Before the drivers are out on the road, the system will put the drivers who can handle passengers with accessibility requirements in a separate pool in order to make sure all passengers receive the appropriate vehicles and well-trained drivers.
  
- c) Timeline for website modification to show that Adroit meets accessibility standards.
  - a. December 2018, Operations and technology departments meet to define needs and develop a plan to present to the designers
  - b. January 2019, designers present drafts and plan is approved.
  - c. February 2019, developers complete Website and App features.
  - d. March 2019, all features and information regarding accessibility are displayed in websites, social media and app.
  
- d) Timeline for app modification to allow passengers indicate if they are accompanied by a service animal.
  - a. October 2018, Adroit's policy already includes allowing passengers with service animals.
  - b. November 2018, designers and developers meet to discuss adding a feature to allow the passenger indicate that they will be accompanied by a service animal.
  - c. December 2018, designers submit final proposal.
  - d. January 2019, developers finalize features and beta testing starts
  - e. February 2019, all features available in IOS and Android apps.
  
- e) Adroit developed training guide that covers safety and sensitivity to ensure drivers are being professional and courteous. At the same time it is in Adroit's interest to receive feedback from the passengers in order to make necessary corrections and improvements. Incidents such as discrimination

- a. Adroit will have a rating system with the existing clients to allow them express level of satisfaction.
- b. The system will also allow the customers to voice their concerns as well as positive information.
- c. All incidents are handled as a priority, Adroit has zero tolerance for discrimination of any type.
- d. All drivers agree to abide by Adroit's Code of Conduct while under dispatch.

I certify the information listed above is true and correct.

Bikal Seadon COO

Print name and title



Signature

1/19/2018

Date