

INDRIVER CA LLC

Accessibility Plan

To ensure compliance with California Public Utilities Commission Decision 13-09-045, INDRIVER CA LLC (“INDRIVER”) presents the following accessibility plan.

- 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.**

INDRIVER already has its app up and running in various other states and countries. All users must create a profile upon downloading the app that includes their name and any other additional information that is relevant. While requesting a trip, the user has the opportunity to add additional comments and requests for the driver. This ensures that both parties are aware of any relevant information before accepting the fare. Any user in need of accessible services will be matched with an appropriate driver.

- 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.**

INDRIVER will launch a campaign to incentivize vehicle owners with accessible vehicles to work for us. We will do this by offering 10% bonuses on all rides given in an accessible vehicle for a specified period of time. Monetary promotions will incentivize those who own an accessible vehicle to use it for hire as a TNC driver. Passengers who require an accessible vehicle may specify it in their online app profile. Through that profile, accessible vehicles will become available to the recipient upon request.

- 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.**

INDRIVER already respects most of these points through the web platform <http://indriver.ru/en/about.html>. Though the current website is perceivable, operable, understandable, and robust, INDRIVER realizes that as the needs of people grow, the website must develop. As such, INDRIVER will review the WCAG 2.0 AA standard in its entirety and fully meet each and every standard within 2 months.

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

Though the online profile already allows a customer to add comments such as their animal when requesting a trip, INDRIVER plans to expand on that specifically for service animals. Within the next 6 months, the app will include a profile feature for users specifically accompanied by a service animal. Ideally, the profile feature will allow a user to specify what kind of animal they are traveling with then match up the user with a pet friendly vehicle.

- 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.**

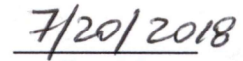
Each driver must sign an independent contractor agreement upon driving for INDRIVER. Part of that agreement specifically states that any discriminatory behavior will result in termination. Through our app, a customer can complain or comment about their trip. If the customer feels discriminated in any way, our Office will contact the driver and look into the allegation. INDRIVER looks into all allegations of discrimination and acts accordingly. In addition, INDRIVER plans on updating our app within 6 months whereby all comments must be verified by a member of our team to ensure compliance with our core values of non-discriminatory behavior.

I certify that the information listed above is both true and correct.

**Oleksandra Ozeran, President
INDRIVER CA LLC**



Signature



Date