



Via Transportation, Inc.  
10 Crosby Street, 2nd Floor  
New York, NY 10013  
www.ridewithvia.com

Exhibit E

**Applicant:** NoMad Transit LLC (“*NoMad*”)

*NoMad uses the proprietary mobile apps and software of its parent company, Via Transportation, Inc. (“Via”). NoMad and Via provide the information below.*

**NoMad’s 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.*

Through the in-app ride request process, the Via app can accommodate riders with a wide range of special needs, including riders with service animals, foldable wheelchairs, mobility limitations and aids, visual impairments, hearing impairments and other types of disabilities.

The mobile app also provides riders with a convenient way to indicate their access needs to support staff in real time via SMS/text message. Riders will receive real-time support from a member services agent if they reply to the texts they receive when they book a ride and indicate an accessibility need (for example, “I am traveling with a service animal” or “I have a collapsible wheelchair.”) These agents, who are available to support both the rider and the driver partner, can also help troubleshoot issues during the ride or dispatch a new driver if the assigned driver or his/her vehicle does not meet the rider’s accessibility needs.

If a rider requires a wheelchair accessible vehicle (“WAV”), he or she will also be able to indicate this in the Via app by entering “RIDEWAV” as a promotional code in the promotional codes section of the rider app. This code will identify the rider in the backend system as a passenger who requires a WAV from that point onward. When a rider books a ride after using this code, NoMad will either dispatch a WAV to the rider or refer the rider to a convenient local WAV service. Riders can request to remove the RIDEWAV designation from their account at any time.

Riders will be notified that these support channels for accessibility needs are available in the welcome email that they receive when they download the app.

Via is working on adding additional features to the rider app to improve accessibility, including adding a comment box to the app and/or a drop-down menu for riders to indicate other accessibility needs. Such supplemental features should be available in the app within approximately the next 12 months.



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Driver partners also receive training about accommodating passengers with special needs, as well as people with service animals. If Via receives comments that drivers have not boarded riders with such needs, or have failed to adequately accommodate their needs, Via follows up with the drivers to let them know that they must provide a consistently high quality of service to passengers with disabilities in order to continue to drive on the Via platform. Via reserves the right to disaffiliate or suspend those drivers who are not willing or able to accommodate passengers with special needs. Please see the enclosed addenda regarding NoMad's training and Via's escalations protocol for more information about our processes.

- 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.*

NoMad has contractually committed to its municipal partners that it will provide a WAV solution that provides an equivalent service before launch in West Sacramento and LA. To provide this solution, NoMad will partner with a third party partner that can dispatch WAVs or provide NoMad with access to WAV vehicles to dispatch on the Via platform.

As above, riders with service animals, foldable wheelchairs, and a wide range of other needs can be accommodated by the general pool of Via drivers and can request rides through the mechanism in the app used by other riders.

- 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.*

The mobile apps and website already comply in large part with the accessibility standards set forth in WCAG 2.0 AA. Via is continuing to upgrade its apps with each new version published, and continues to modify its website to add new accessibility features. This process will be completed by the end of 2019.

Via and NoMad are open to CPUC's suggestions regarding what additional modifications are required or recommended. Via and NoMad also plan to engage with local disability rights organizations and advocates, as we have in other jurisdictions where we operate, in order to receive and incorporate feedback from them on how to make our service, website and apps more accessible.

- 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.*

As part of its TNC operations in California, NoMad will have the capacity to accommodate riders with service animals. Nationwide, Via has a policy that affiliated





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driver partners must board service animals. NoMad will also train drivers on the appropriate questions that they may ask of passengers with service animals -- (1) is the animal a service animal required because of a disability? and (2) what work or task has the animal been trained to perform? -- and provide guidance on what they may not ask (i.e., they may not ask to see documentation proving that an animal is a service animal or ask the passenger to have the animal demonstrate the services that it provides). This policy is available at the link below:

- <http://support.ridewithvia.com/customer/portal/topics/742760-via-policies/articles>.

Via and NoMad promote this policy through its driver training process, reminders to driver partners, live support, and a process for quickly escalating complaints about access for riders with service animals. Please see our addenda regarding training and escalations for more information about Via's processes that will apply to NoMad.

- 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.*

Via's app does not provide an option for drivers to rate riders, only an option for riders to rate drivers. Therefore, drivers do not provide any information about riders that could be used in a potentially discriminatory manner. Driver partners are trained not to refuse pickups to passengers based on potentially discriminatory criteria, such as assumptions made about passengers due to their age, gender, perceived race, nationality, religion or appearance or the geographic area requested for the pickup. Drivers are also trained to avoid discussing controversial topics that may result in perceived discrimination or bias.

Via has a strict antidiscrimination policy that is enforced through its training and escalations protocol. Descriptions of our policy are available at the links below:

- <https://dc.drivewithvia.com/viadcsystempolicies/>
- <http://support.ridewithvia.com/customer/en/portal/articles/2463897-anti-discrimination-policy>.

Please see our addenda about training and escalations for a full description of our processes.