

# U-HOP

## Accessibility Plan

To ensure compliance with California Public Utilities Commission Decision 13-09-045, U-HOP 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, thru direct messaging system, or through a field requesting information.
  - April 2015, requirements definition for Accessibility Features in both driver and passenger apps to include location and function of each feature.
  - May 2015, High Level design completed
  - June 2015, Detailed design completed
  - August 2015, Final Design and Critical Design review completed
  - October 2015, Application program with accessibility features completed
  - December 2015, Beta testing of passenger and driver apps completed
  - March 2016, App development completed and shipped to iOS and Android AppStores and GooglePlay.
  - June 2016, Development of payment system completed
  - October 2016, Development of rating system completed
  - December 2017, Development of Direct Messaging completed
  - March 2018, Development and integration of Waze and Google Map completed
  - June 2018, Development of multi-service request for accessibility completed.
  - August 2018, Development of USD payment integration and credit card payment completed.
  - November 2018, Development of rating system completed
  - December 2018, Development of US vehicle list and models completed
  - February 2019, New UI and Design Completed
  - May 2019, Development of Animal Friendly vehicle options completed
  - June 2019, Integration for Vehicle Inspection, Background Check, and Drivers completed
  
- b) U-HOP, plans to manage accessibility needs by having the features delineated below contained in our apps.

Feature 1.0 Passenger app is developed to provide multiple service options.

- 1.1 The passenger will be able to select specifically a wheelchair accessible vehicle.
- 1.2 The passenger will be able to select an animal friendly vehicle.
- 1.3 The passenger and the drivers can communicate additional accessibility needs through the direct messaging app.

c) The timeline displayed below reflects when all TNC website and apps are intended to be modified to satisfy all required accessibility standards.

- April 2015, requirements definition for Accessibility Features in both driver and passenger apps to include location and function of each feature.
- May 2015, High Level design completed
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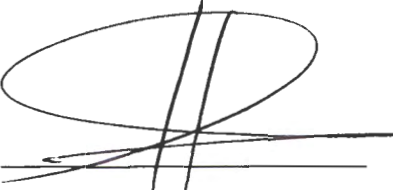
d) U-HOP developed an animal friendly transport service that every passenger will be able to access within the app. In addition, we will intend to modify the driver app to accommodate the same accessibility requirements as needed. This planned timeline displayed below:

- July 2019, Adding icon options for animal friendly vehicle
- August 2019, Adding other animal accessories and accessibility options.

e) U-HOP's apps ensure the ratings are not used in a fashion that result in discrimination. This is accomplished using the features defined below:

1. Rating System: Our apps will not use a single rating. Instead it takes into account a driver's and passenger's ratings over time. Therefore, one poor rating will not unfairly impact either the driver or the passenger. However, if a user gets a low rating, U-HOP's Account Managers will review it to understand why it occurred. If we can determine that a low rating was given because unlawful discrimination, the case will be passed to our internal Account Managers to take appropriate action.
2. Comments: Our apps will create a daily report of the use the key words to note unsuitable remarks that reflect discrimination. When key word use is detected, our account managers will investigate; and, based on the result, decide whether to dismiss a driver or block a passenger from future rides.
3. Escalation Policy: If our Account Managers receives a ticket related to discrimination, there is an escalation policy, which requires the ticket to have a quick action taken. The account manager will also endeavor to follow up directly with both the driver and the passenger to ensure appropriate action was taken.
4. Code of conduct: All of U-HOP drivers will agree to include antidiscrimination language in our Terms of Service.

I certify the information listed above is true and correct.

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Marvin Dela Cruz – CEO	Signature	07.01.2019 Date