

Ziro Ride LLC

Accessibility Plan

To ensure compliance with California Public Utilities Commission Decision 13-09-045, Ziro Ride LLC ("Ziro") 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.**

Ziro already has a plan to allow users to indicate whether they are in need of an accessible vehicle. 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 will have the option for a wheelchair accessible vehicle. Furthermore, as incentive for drivers, any driver who operates a "Premium" vehicle, one that is wheelchair accessible, will have monetary rewards through Ziro. 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.**

Ziro will launch a campaign to incentivize vehicle owners with accessible vehicles to operate on the platform. Ziro will offer a free subscription to be a driver on the platform for one year to any driver who has an accessible vehicle. Monetary promotions and campaigns 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.**

Ziro already respects most of these points through the web platform. Though the current website is perceivable, operable, understandable, and robust, Ziro realizes that as the needs of people grow, the website must develop. As such, Ziro will review the WCAG 2.0 AA standard in its entirety and fully meet each and every standard within 2-3 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.**

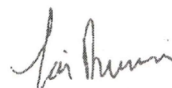
Though the online profile already allows a customer to add comments such as their animal when requesting a trip, Ziro plans to expand on that specifically for service animals. Within the next 6-8 months, the app will include a profile feature for users specifically accompanied by a service animal. Ideally, the profile feature will include a drop box option that allows 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 Ziro.. Part of that agreement specifically states that any discriminatory behavior will result in termination. Through the app, a customer can complain or comment about their trip. If the customer feels discriminated in any way, the Ziro Office will contact the driver and look into the allegation. Ziro looks into all allegations of discrimination and acts accordingly. In addition, Ziro plans on updating the 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.

**Jai Rangwani
Ziro Ride LLC**



Signature

3/11/19
Date