Alto Operations California LLC

Accessibility Plan

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

   Alto already allows users to indicate whether they are in need of an accessible vehicle or to state other access needs. While requesting a ride, users have the ability to enter comments that are shared both with the Alto driver and Alto Dispatch and Support team which operates anytime Alto is open. If a request for a wheelchair accessible vehicle is made and, for some reason, one is unavailable, Alto will provide that customer with an alternative using a partner supplier in the city of the request. The alternative will be booked directly for the customer by Alto's Dispatch and Support team who will also contact the customer to share more details of their vehicle, driver, and arrival time.

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.**

   Alto owns its own fleet of vehicles and provides these vehicles to its W2 employee drivers for use while working on the Alto platform. Therefore, Alto monitors the demand for all vehicle types (including wheelchair accessible vehicles) and will add those vehicle types to its fleet and staff them with drivers when there is sufficient demand to do so. Until that point, Alto contracts with a network of third-party suppliers to meet the needs of Alto customers if and when Alto is not able to do so itself.

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.**

   Alto already respects most of these points through its web platform and consumer mobile applications. Though the current website and mobile applications are perceivable, operable, understandable, and robust, Alto realizes that as the needs of people grow, the website and applications must develop. As such Alto will review the WCAG 2.0 AA standard in its entirety and fully meet each and every standard within the first two years of licensure.

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.**
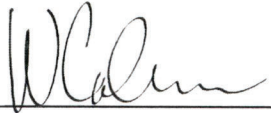
Alto's policy is to never refuse a ride to a rider with a service animal. Alto's company-owned fleet of mid-sized SUVs can accommodate service animals with all riders and our W2 employee drivers are trained on our policies and procedures for service animals. Alto also allows riders to ride with any non-aggressive pet so there is no need for any rider to specify their desire to ride with a service animal while using our application.

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.**

Alto driver do not review customers.

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

10/16/2020

Winton L. Coleman, CEO
Alto Operations California LLC

                Signature   **Date**