

KIDDIE COMMUTE INC

Accessibility Plan

To ensure compliance with California Public Utilities Commission Decision 13-09-045, **KIDDIE COMMUTE INC** presents the following accessibility plan:

- a) KIDDIE COMMUTE INC timeline for modifying apps to allow passengers to indicate their access needs, including but not limited to the need for a **wheelchair accessible** vehicle. A passenger will be allowed to state other access needs, either from a drop-down menu with room for comments or through a field requesting information.
- October 2018, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.
 - November 2018, high-level design completed.
 - January 2019, detailed design completed.
 - March 2019, Final design and critical design review completed
 - August 2019, application program with Accessibility Features completed
 - October 2019, beta testing of passenger and driver apps completed
 - December 2019, app development completed and shipped to the iOS and Android app stores.
- b) KIDDIE COMMUTE INC plans to manage accessibility needs by having the features delineated below contained in our apps:

Feature 1.0 In the driver's profile, the driver will be able to address what accessibility needs the driver can handle to include:

- 1.1. Whether or not the driver's vehicle is wheelchair-accessible.
- 1.2. Whether or not the driver accepts passengers who are accompanied by a service animal.

Feature 2.0 In the passenger profile, the passenger will be able to set ride preferences to include:

- 2.1. Whether or not the passenger needs a driver and vehicle that can accept a wheelchair.
- 2.2. Whether or not the passenger needs a driver and passenger that can handle a service animal.
- 2.3. Our app will also include a comment box for the passenger to state other accessibility needs. The completed content in the comment box will go to our support

group in order to assess other needs, e.g., to be flagged in the apps and the response by drivers who would provide the ride services.

c) The timeline displayed below reflects when all KIDDIE COMMUTE INC websites and apps are intended to be modified to satisfy all required accessibility standards:

1. October 2018, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.
2. November 2018, high-level design completed.
3. January 2019, detailed design completed.
4. March 2019, final design and critical design review completed.
5. August 2019, application program with Accessibility features completed.
6. October 2019, beta testing of passenger and driver apps completed.
7. December 2019, app development completed and shipped to the iOS and Android app stores.

d) KIDDIE COMMUTE INC plans to have an application that will be either a drop-down menu with a comments section or through a field that requests completion of the appropriate passenger and service- animal information. In addition, we will modify the driver app to accommodate the same accessibility requirements. This planned timeline is displayed below:

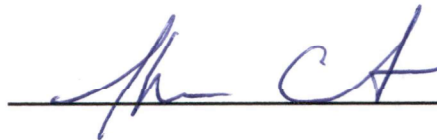
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- e) KIDDIE COMMUTE INC's apps ensure the ratings are not used in a fashion that results in discrimination. This is accomplished using the features defined below:
1. Rating system: Our apps will not use a single rating, instead it takes into account 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, KIDDIE COMMUTE INC's support team 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 support team to take appropriate action.
 2. Comments: Our apps use key words to note unsuitable remarks that reflect discrimination. When key word use is detected, our support team will investigate; and, based on the results, decide whether to dismiss a driver or block a passenger from futures rides,
 3. Escalation policy: If our support team receives a ticket related to discrimination, there is an escalation policy, which requires the ticket to have quick action taken. The support team 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 KIDDIE COMMUTE INC drivers will have to agree to the included antidiscrimination language in our Terms of Service.

I certify the information listed above is true and correct.

Shan Cureton CEO

Print name and title



Signature

8-23-18

Date