

Pawar Transportation LLC DBA: Spectra Drive

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Accessibility Plan: SPECTRA DRIVE

To ensure compliance with California Public Utilities Commission Decision 13-09-045, Spectra Drive present the following accessibility plan:

- . a) All routes/rides will be pre-arranged and all specific needs will be disclosed and addressed 24hours before ride begins
 - Nov 2018, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.
 - Dec 2018, high-level design completed.
 - January 2019, detailed design completed.
 - February 2019, Final design and critical design review completed
 - February 2019, application program with Accessibility Features completed
 - Febraury 2019, beta testing of passenger and driver apps completed
 - March 2019, app development completed and shipped to the iOS and Android app stores.
- . b) SPECIFIC NEEDS (Disabled/Non Ambulatory)- Company will need a 24 hours notice to proved transport services for any and all special needs. "Details for Route" feature will be a page/option where riders can fill out a form with all their needs, which will be e-mailed to our communications department to forward to drivers.
- c) Timeline for modifying apps and TPC websites so that they meet accessibility standards.

The timeline displayed below reflects when all TPC website and apps are intended to be modified to satisfy all required accessibility standards:

- Nov 2018, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.
 - Dec 2018, high-level design completed.

- Jan 2019, detailed design completed.
- Feb 2019, Final design and critical design review completed
- Feb 2019, application program with Accessibility Features completed
- February 2019, beta testing of passenger and driver apps completed

March 2019, app development completed and shipped to the iOS and Android app stores.

d) SPECIFIC NEEDS (Service Animals)- Company will need a 24 hours notice to provide transport services for any and all special needs. "Details for Route" feature will be a page/option where riders can fill out a form with all their needs, which will be e-mailed to our communications department to forward to drivers. SAME TIMELINE AS ABOVE

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 TPC to enforce this requirement. **Our Vehicles are equipped with A/V digital 1080p camera, so if a complaint is made, we view the footage to ascertain discrimination/claims/complaints from both parties, so we can make a decision to remove driver or remove customer.** Once a complaint is made we enforce the standard corporate 3 warning system. (unless complaint is egregious for a basis for immediate removal).

1. A verbal warning, 2. A written warning. 3. Final warning and removal from company

Escalation policy: If our communications department 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.

Code of conduct: All TPC 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.

Manvir Pawar		10.30.18
PRINT NAME(TITLE)	SIGNATURE	DATE