RIDVY

Accessibility Plan

Background

Ridvy Technology Corporation adopts modern Agile practices for the development and on-going evolution of our ridesharing technology platform. Agile's practices align with our objectives for innovation and speed-to-market, balanced with overarching goals for software quality and responsiveness for new features and/or bug fixes. Our approach addresses shortcomings of traditional "waterfall" software development lifecycle (SDLC) where:

- Development phases are sequential and inefficiencies are introduced in requirements definition;

- Delays user feedback; and

- Impacts software quality and timely releases of new features / bug fixes.

Ridvy understands in a competitive technology-driven market; especially with the current ridesharing industry and our timing to enter the market, shortcomings will not be acceptable in achieving market parity, rapid technology innovation, and competition with larger and more established companies.

Our Agile practices will be applied across the following areas of Ridvy's technology platform development: Mobile apps, Website, and APIs and IT Stack (backend). There are a number of different Agile methodologies in practice today: Scrum, Kanban, Extreme Programming (XP), etc.

To comply with the California Public Utilities Commision's (CPUC) Accessibility Plan, we believe the Scrum methodology is the most prudent method and is adopted by the Ridvy Engineering team. In a nutshell, the common ground of our Agile development is to promote incremental and iterative planning/code and development/testing, collaboration of key stakeholders (product owners, developers, testers and customers).

As such, Ridvy believes in proactiveness and responsiveness to changes, and prioritization of working code over documentation and other processes and henceforth, we have provided the following responses to each CPUC requirement. The following graphic is a representation of our Continuous Integration / Continuous Delivery (CI/CD) software and technology methodology.

Ridvy Technology Corporation
(Software & Technology Methodology)
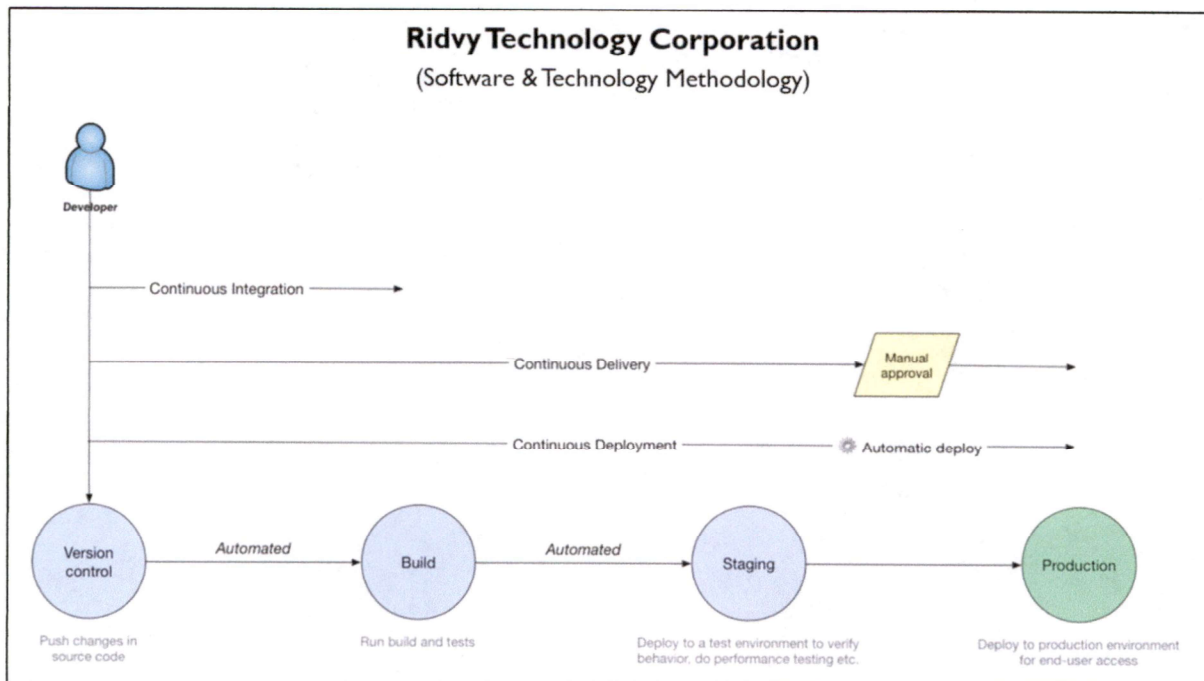
To ensure compliance with California Public Utilities Commission Decision 13-09-045, Ridvy Technology Corporation presents the following accessibility plan.

Timeline for Modifying Apps

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.

- August 2019, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.

- September 2019, high-level design completed.

- December 2019, detailed design completed.

- March 2020, Final design and critical design review completed

- June 2020, application program with Accessibility Features completed
- September 2020, beta testing of passenger and driver apps completed
- December 2020, app development completed and shipped to the iOS and Android app stores.

Plan to Provide Appropriate Vehicles

b) A plan for how the Ridvy Technology Corporation 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 Ridvy Technology Corporation drivers. Ridvy Technology Corporation company, 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; in other words, to be flagged in the apps and the response by drivers who would provide the ride services.

Timeline Reflecting Accessibility Standards

c) Timeline for modifying apps and Ridvy Technology Corporation websites so that they meet accessibility standards.

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

1. August 2019, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.
2. September 2019, high-level design completed.
3. December 2019, detailed design completed.
4. March 2020, final design and critical design review completed.
5. June 2020, application program with Accessibility Features completed.
6. September 2020, beta testing of passenger and driver apps completed.
7. December 2020, app development completed and shipped to the iOS and Android app stores.

Timeline for Modifying Apps for Service Animals

d) A timeline for modifying apps so that they allow passengers to indicate that they are accompanied by a service animal, and for adopting a policy that services animals will be accommodated.

Ridvy Technology Corporation, 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 intend to modify the driver app to accommodate the same accessibility requirements. This planned timeline is displayer below:

1. August 2019, requirements definition for Accessibility Features in both drivers and passenger apps to include the location and function of each feature.
2. September 2019, high-level design completed.
3. December 2019, detailed design completed.
4. March 2020, final design and critical design review completed.
5. June 2020, application program with Accessibility Features completed.
6. September 2020, beta testing of passenger and driver apps completed
7. December 2020, app development completed and shipped to the iOS and Android app stores.

Terms & Conditions for ADA & Service Animals

Provision of Transportation Services. When the Driver App is active, User requests for Transportation Services may appear to you via the Driver App if you are available and in the vicinity of the User. If you accept a User's request for Transportation Services, the Ridvy Services will provide you with certain User Information via the Driver App, including the User's first name and pickup location. In order to enhance User satisfaction with the Ridvy mobile application and your Transportation Services, it is recommended that you wait at least ten (5) minutes for a User to show up at the requested pick-up location.

You will obtain the destination from the User, either in person upon pickup or from the Driver App if the User elects to enter such destination via Ridvy's mobile application. You acknowledge and agree that once you have accepted a User's request for Transportation Services, Ridvy's mobile application may provide certain information about you to the User, including your first name, contact information, photo and location, and your Vehicle's make and license plate number.

You shall not contact any Users or use any User's personal data for any reason other than for the purposes of fulfilling Transportation Services. As between Company and you, you acknowledge and agree that: (a) you shall be solely responsible for determining the most effective, efficient and safe manner to perform each instance of Transportation Services; and (b) except for the Ridvy Services or any Company Devices (if applicable), you shall provide all necessary equipment, tools and other materials, at your own expense, necessary to perform Transportation Services.

You understand and agree that you have a legal obligation under the Americans with Disabilities Act and similar state laws to transport Users with Service Animals (as defined by applicable state and federal law), including guide dogs for the blind and visually impaired Users, and there is no exception to this obligation for allergies or religious objections. Your knowing failure to transport a User with a Service Animal shall constitute a material breach of this Agreement.

You agree that a "knowing failure" to comply with this legal obligation shall constitute either: (1) a denial of a ride where you state the denial was due to a Service Animal; or (2) there is more than one (1) instance in which a User or the companion of a User alleges that you cancelled or refused a ride on the basis of a Service Animal.

Ratings, Escalations, Anti-Discrimination, Etc.

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 Ridvy Technology Corporation to enforce this requirement. Ridvy Technology Corporation'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, Ridvy Technology Corporation'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 Ridvy Technology Corporation 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.

Binh Hua, COO
Print name and title

(signature)
Signature

6/25/19
Date