

CHESTERFIELD COUNTY

Program Begins - April 1, 2019

Serving the citizens of Chesterfield County, Virginia

UZURV®

WHAT IS UZURV?

UZURV is a **RICHMOND BASED** Adaptive Transportation Network Company that is specifically focused on providing safe and reliable transportation to individuals with disabilities.

UZURV has been working with the GRTC Care Program since 2017. We are now in 8 states across the United States with more to come!

- **DRIVERS:** Drive approved vehicles, pass comprehensive background checks, complete a training program that includes CPR, First Aid, ADA Disability Sensitivity and HIPAA compliance.
- **SERVICE:** Minimum 2 hour advance notice, Door-to-Door, direct, non-stop, single loaded, ambulatory rides are GPS tracked and monitored.



UZURV®

A SMART CITY SOLUTION FOR AMERICA'S TRANSPORTATION NEEDS

ACCESS ON DEMAND PROVIDES...

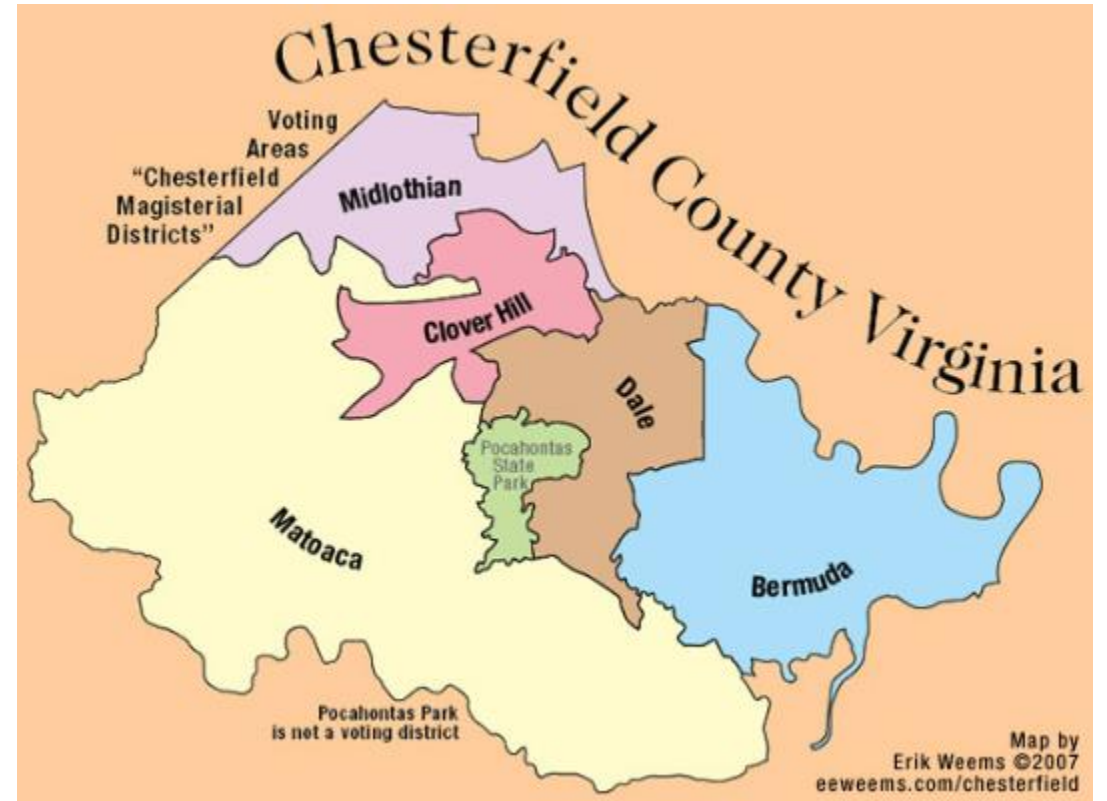


- Safe, reliable, direct, non-stop transportation.
- **Door-to-Door Service** with UZURV Trained Drivers
- Drivers who are trained in ADA disability sensitivity and HIPAA.
- Transportation that ensures an individual with special mobility needs has access to accessible vehicles.
- Favorite Driver Feature

WHO IS ELIGIBLE?



- Pre-qualified users of Mobility Services to anywhere in Chesterfield County.
- In addition, services are provided to Colonial Heights, Hopewell, Petersburg, and Richmond for **employment**, and **medical appointments** for all qualified passengers.
- A caregiver who is accompanying an Access Chesterfield customer.



OUR PARTNER VEHICLES

- 2009 or Newer Vehicles
- Insurance in Place
- Trade Dress/UZURV Logo
- License Plate will match Text Message



MAKING THE RESERVATION

- Call UZURV Call Center, identify yourself as Chesterfield Access On Demand customer and provide:
 - Name, Rider ID and phone number
 - Trip details, including any special accommodations
 - Reason for Trip (Work, Personal, Medical, School)
 - Phone number that can receive text messages (not required)
 - Credit or Debit Card (\$6.00 Co-pay)
- Make multiple reservations at one time up to 2 weeks in advance.
- Set a favorite driver.

BOOK YOUR RIDE

RESERVATION CENTER NUMBER + SERVICE HOURS

Phone Number: (804) 655-0255

Reservation Center and Service Hours:

Monday - Friday 5:30 a.m. - 7:30 p.m.

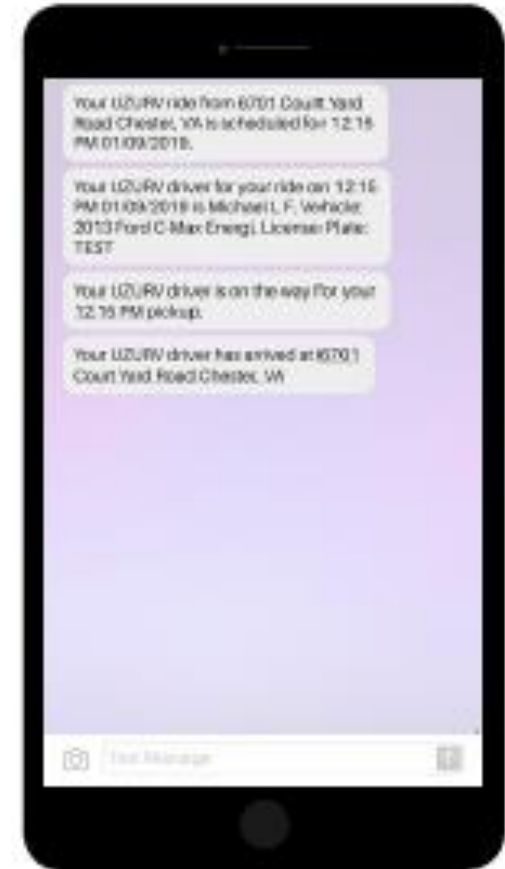
Saturday - Sunday 7:30 a.m. - 7:30 p.m.

WHAT TO EXPECT

TRIP NOTIFICATIONS VIA TEXT MESSAGE

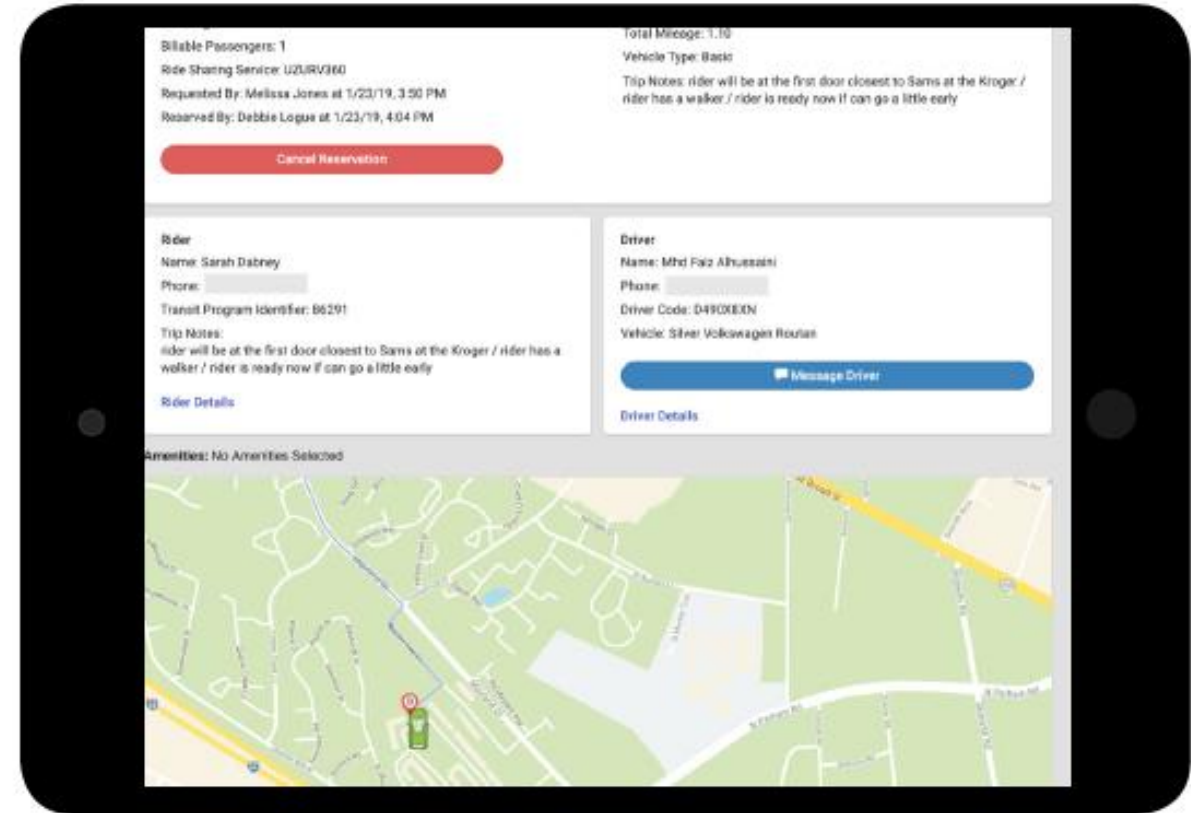
- Trip confirmation with pick-up address and time.
- Driver En Route
 - Driver Name, Vehicle and License Plate Number
- Driver Arrival
 - Arrival Address

Riders without SMS capable phones will receive a phone call from the driver upon arrival.



TRIP TRACKING

- UZURV Operations Team tracks all rides in real time.
- For safety and privacy, phone numbers are masked so real numbers are not given. If you don't recognize a number calling you, it may be your driver.
- UZURV Operations can send and receive messages in app to facilitate the ride with the driver.



ADVANTAGE RIDE POLICIES

TRIP CANCELLATIONS

Trip cancellations should be made no less than 2 hours before the scheduled pick-up. Customers who cancel less than 2 hours before the scheduled pick-up will be charged their co-pay.



RIDER NO-SHOWS

- UZURV drivers will provide Door to Door service and call the rider/caregiver upon arrival. The driver will then wait for up to 10 minutes past the pickup time at the pickup address.
- After 10 minutes, our Operations Team will attempt to contact the rider/caregiver.
- If after making these attempts and the rider does not show, a driver will mark the rider as a “no-show.” Riders who are a no-show will be charged a co-pay and may lose access to the program.

THANK YOU FOR YOUR INTEREST IN ACCESS ON DEMAND!



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FOR INFORMATION

support@uzurv.com

SCHEDULE YOUR FIRST RIDE

(804) 655-0255

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