



May 15, 2023

## **Important update regarding additional new service providers of LIFT Paratransit Service**

Dear LIFT Rider:

Beginning the week of May 15, 2023, LIFT will start using an additional service provider to aid in providing safe, reliable and dependable LIFT service. This new partner is UZURV.

UZURV is known as the Adaptable Transportation Network Company. Their drivers are credentialed in American's with Disabilities Act (ADA) service requirements, Health Insurance Portability & Accountability Act (HIPAA) confidentiality and privacy requirements, CPR & First Aid, and meet all Federal Transit Administration service requirements for background checks, driving record checks and drug and alcohol testing. Transit agencies throughout the U.S. rely on UZURV as a daily partner in paratransit service delivery, and we are excited to add them to the LIFT family of service providers.

### **How it Works:**

UZURV will be a part of traditional LIFT service delivery for ambulatory riders receiving door-to-door service. The fare is the standard \$2.50 LIFT fare, payable with all acceptable TriMet FARE options: Hop, Cash, and LIFT pink foil tickets. For Hop transactions, just let your reservationist know that you are paying with Hop, or show the driver your LIFT Hop card and your account will be charged when you receive service. If you need help getting or using your LIFT Hop Card, call LIFT Customer Service and they can help.

UZURV vehicles are regular passenger vehicles providing ambulatory LIFT customers with direct, origin-to-destination, door-to-door service with fully credentialed drivers. Each vehicle will be marked with both TriMet LIFT and UZURV stickers in their vehicle windows.

## How Will You know If You Are Receiving an UZURV vehicle for your trip?:

1. Using your primary phone number on your LIFT Customer Record, **you will receive a text message when your UZURV driver is on the way** something comparable to:

Your UZURV driver for your pick-up at 1234 Main Street to 5678 SW Anystreet is on the way and is expected to arrive at 12:39 PM 5/20/23. Look for Donna driving a Black 2021 Buick Enclave with license plate: TTTTYYYY. Click here to view your Driver's profile photo: (Link will be provided in text message)

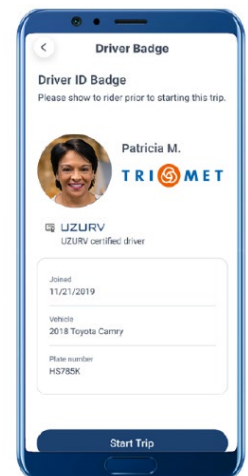
- If you would like to update your primary telephone number to your mobile device, please call LIFT Customer Service and they can assist you, Monday thru Friday from 9:00 a.m. to 5:00 p.m., (503) 962-8000 option 2.

2. **Once the driver arrives at your pick-up location**, you will receive an additional text message stating something comparable to:

Your UZURV driver, Donna has arrived in a Black 2021 Buick Enclave with license plate: TTTTYYYY at 1234 Main Street for your ride to 5678 SW Anystreet. Please call +15039628000 if you have difficulty locating the driver. Click here to view your Driver's profile photo: (Link will be provided in the text message)



3. **When the vehicle arrives**, it will have a TriMet LIFT sticker decal in the passenger side rear window (see image above right- a blue 8” x 5” rectangle with the words “TriMet LIFT” in white letters), and UZURV decal an 8” x 3” gray and neon green sticker with “UZURV” in white letters) in the front vehicle window. The driver will have an electronic badge on their mobile phone, like the example pictured on the right (White screen with the driver’s photo, TriMet logo, vehicle information and “UZURV” certified driver tag).



4. **If you are traveling with a service animal, PCA and/or companion**, they can travel with you, just as they would on any other LIFT partner vehicle.

## TriMet LIFT Service Guidelines for UZURV Rider Service

### Door-to-Door Service

- Upon arrival within the 30-minute window, the driver will wait 5 minutes past their arrival, and notification to customer, prior to recording the trip as a no show.
- The Driver will make themselves known to the Rider upon arrival by calling the Rider through the UZURV app while outside of the car
- The Driver will knock on the door (if appropriate/applicable)
- The Driver will assist the Rider from the door of the pick-up location to the vehicle
- The Driver will assist the Rider from the vehicle to the door of the drop-off location
- The Driver may enter the front foyer of public locations
- The Driver cannot lose line of sight of the vehicle

### Curb-to-Curb Service

- The Driver will exit the vehicle to offer and provide assistance from the curbside to board the vehicle
- The Driver will offer assistance to the Rider disembarking, starting from the Rider's seat, continuing to the outside curb, lending a hand as needed

### Service Animals

- ADA Guidelines & UZURV Standards
- Drivers are not permitted to assist in carrying the animal carrier/container
- At all times, Service Animals shall only be transported if tethered, leashed, or harnessed and at the feet of their owners, not in a carrier on a seat or owner's lap
- Riders are responsible for maintaining control over their service animal and caring for them at all times

### Car Seats

- Rider must provide and properly install required car seats
- Infants and small children must ride in a federally approved child passenger restraint system until at least the age of 5 years old and weigh more than 40 pounds
- Children weighing more than 40 pounds but less than 8 years old or less than 4' 9" tall must ride in a booster seat

## Unaccompanied Minors

- Any person under the age of 18 will be considered a minor
- UZURV does not allow for transport of minors under the age of 18
- Minors must travel with a parent, guardian, or approved PCA
- TriMet LIFT will not knowingly assign Unaccompanied Minors to UZURV for transport services

## FARE collection

### Tips

- **UZURV Drivers do not expect or accept tips.**

### Fare Types Accepted

- UZURV drivers will accept the following valid TriMet Fares (as on May 15, 2023):
  - TriMet Hop Fastpass (LIFT Paratransit Card)
  - Cash – Exact change, No refund will be provided or change given.
    - Drivers will not carry change for Fare overpayments. In the event of a Fare overpayment, the Driver will inform the passenger that the overpayment will **not** be credited towards other rides
  - LIFT Pink Foil Tickets
  - Bus Printer Transfer Tickets

If you have any questions about receiving service from TriMet LIFT through UZURV, LIFT Customer Service is available to help Monday – Friday from 9:00 a.m. to 5:00 p.m., at (503) 962-8000, option 2.

We look forward to enhancing your transportation service needs with this new service partner.

TriMet LIFT Customer Service

503-962-8000 option 2

Days and Hours of Operation: Monday – Friday, 9:00 a.m. – 5:00 p.m.