Same Rider, Same Subsidy, UZURV Service

4/26/3137

UZURV

In 2017 we launched UZURV's Adaptive Transportation Network Company (Adaptive TNC)

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THE ADA IS A PROMISE, AND

MOBILITY INDEPENDENCE IS FOR EVERYONE.

Real-time compliance monitoring. 24/7.

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sfr vjsf n fout !jo!bmdbuf hpsjf t /

FYBNQMF;

CALIFORNIA STATE REQUIREMENTS:

TNC Law:
Valid Driver's License

DMV:
Smog Inspection

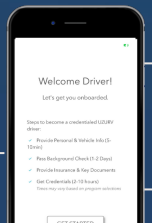
SACRAMENTO REGIONAL TRANSIT REQUIREMENTS:

Pre-service drug screening

DRIVER'S ACTIVE PROGRAMS:

Sacramento (SacRT)

DOTS

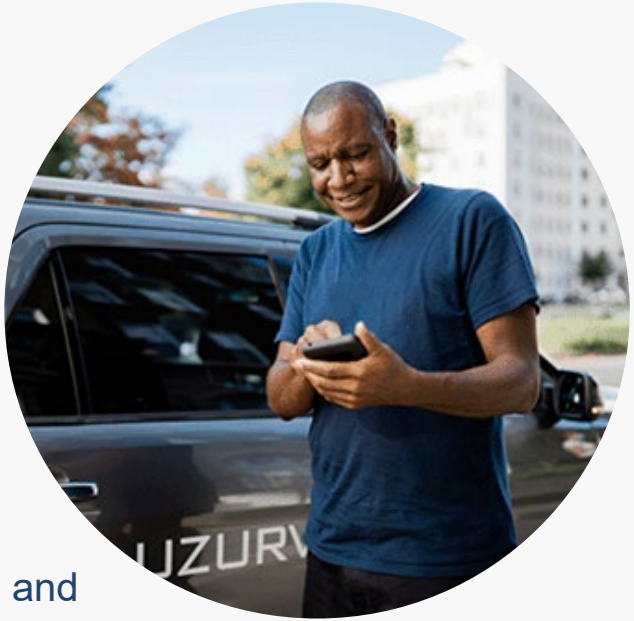


Drivers onboard using the UZURV Drive App

UZURV DRIVE

CLARA

Operator Education



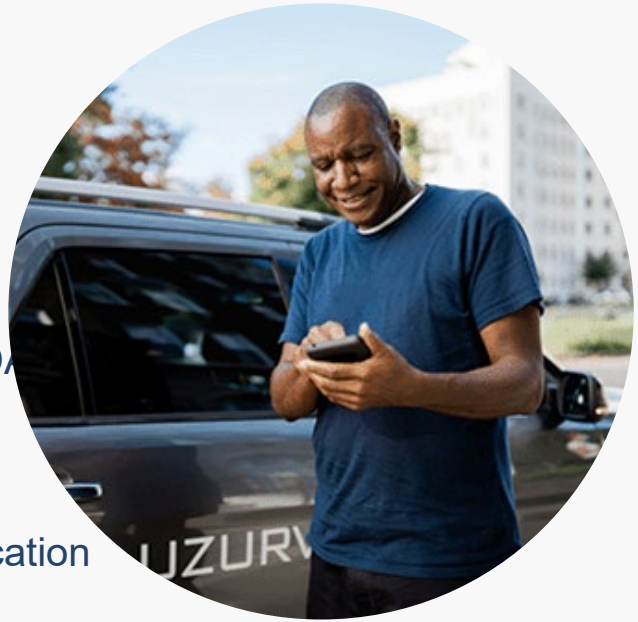
Key required onboarding for drivers prior to receiving rides:

- Defensive driving principles
- Passenger assistance and disability sensitivity
- ADA requirements, rider needs, and appropriate support techniques
- CPR and First Aid Certification
- Door-to-door assistance
- In-vehicle safety - proper use of restraints, rider monitoring, and incident-prevention practices
- Service policies: guidelines for PCAs, service animals, [illegible] (zero-tolerance for denials), and rider rights
- Policies and procedures, including expectations outlined in the Rider's Guide and program updat

Verification: Providers complete a written knowledge assessment to demonstrate proficiency

Ongoing Education: Updates, Refreshers and Required Assessments

Operator Education



Additional WAV Provider Education

- Operation of lifts, ramps, and accessible equipment
- Wheelchair and mobility device securement following ADA and Pace standards
- Safe boarding and alighting procedures for riders using mobility devices
- Sensitivity to diverse mobility needs, including communication and assistance expectations
- Emergency procedures, including actions required during equipment failure or unsafe conditions

Verification: Providers complete a written knowledge assessment to demonstrate proficiency

Ongoing Education: Updates, Refreshers and Required Assessments

UZURV Service Animal Policy

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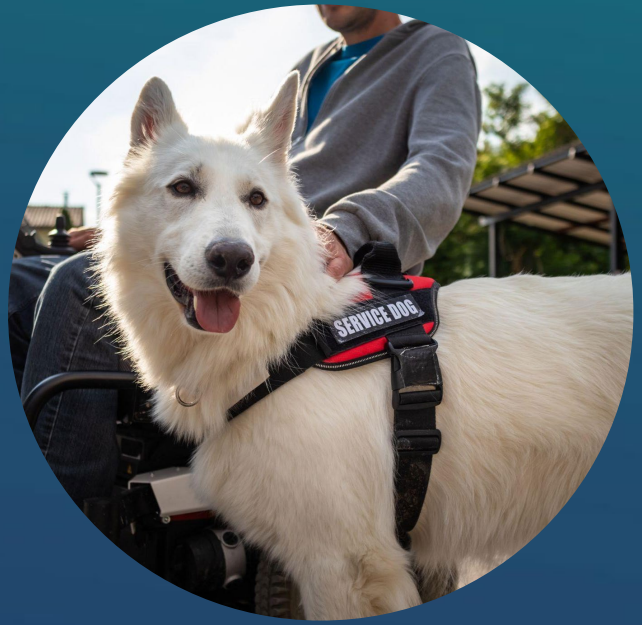

Proven safety record and service outcomes

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Out of every

100,000

miles:

Accidents:	Preventable Accidents:
.66	.21

UZURV RIDER NPS

78-92

JAN 2021 TO PRESENT
ACROSS ALL PROGRAMS

97%+

PO!UJNF
PERFORMANCE

Proven safety record and service outcomes — California Programs

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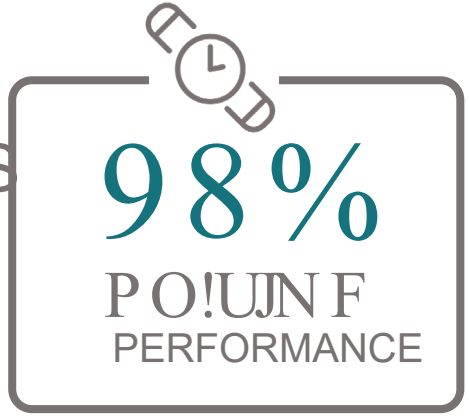

UZURV's driver safety credentialing is thorough and extensive

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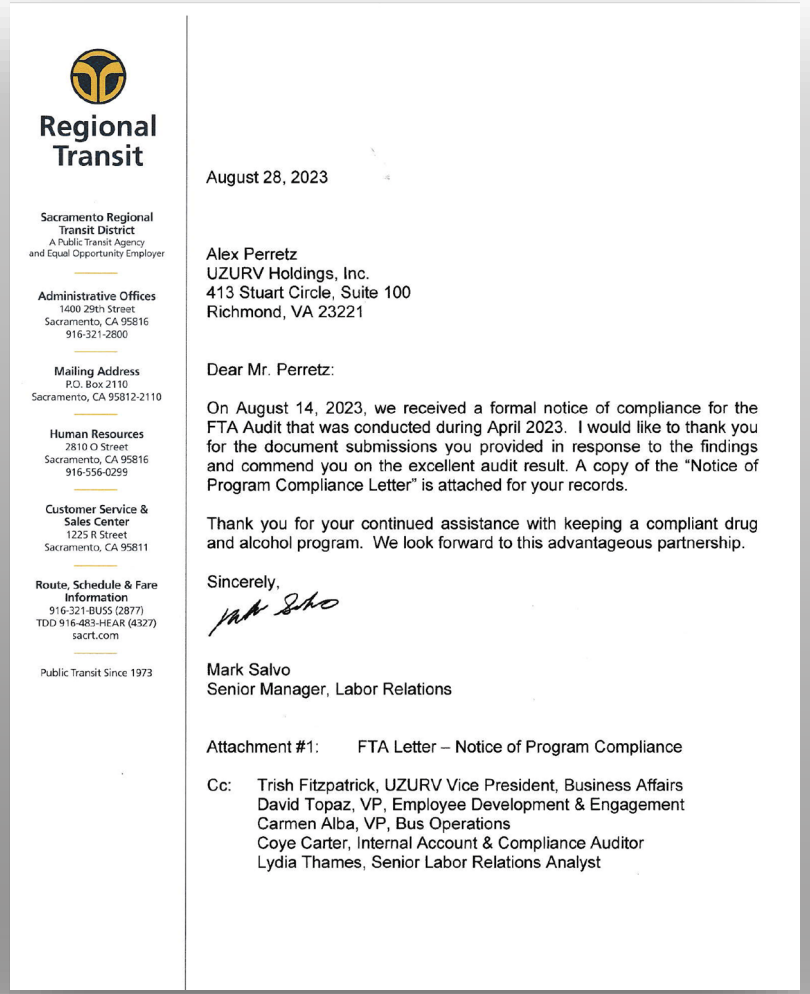
UZURV Has Participated in two FTA Audits

SACRT GO PARATRANSIT SERVICES



Regional Transit

Sacramento Regional Transit District
A Public Transit Agency
and Equal Opportunity Employer

Administrative Offices
1400 29th Street
Sacramento, CA 95816
916-321-2800

Mailing Address
P.O. Box 2110
Sacramento, CA 95812-2110

Human Resources
2810 O Street
Sacramento, CA 95816
916-556-0299

Customer Service & Sales Center
1225 R Street
Sacramento, CA 95811

Route, Schedule & Fare Information
916-321-BUSS (2877)
TDD 916-483-HEAR (4327)
sacrt.com

Public Transit Since 1973

August 28, 2023

Alex Perretz
UZURV Holdings, Inc.
413 Stuart Circle, Suite 100
Richmond, VA 23221

Dear Mr. Perretz:

On August 14, 2023, we received a formal notice of compliance for the FTA Audit that was conducted during April 2023. I would like to thank you for the document submissions you provided in response to the findings and commend you on the excellent audit result. A copy of the "Notice of Program Compliance Letter" is attached for your records.

Thank you for your continued assistance with keeping a compliant drug and alcohol program. We look forward to this advantageous partnership.

Sincerely,

Mark Salvo
Senior Manager, Labor Relations

Attachment #1: FTA Letter – Notice of Program Compliance

Cc: Trish Fitzpatrick, UZURV Vice President, Business Affairs
David Topaz, VP, Employee Development & Engagement
Carmen Alba, VP, Bus Operations
Coye Carter, Internal Account & Compliance Auditor
Lydia Thames, Senior Labor Relations Analyst

SacRT GO
PARATRANSIT SERVICES

SacRT puts customers first in everything we do, and we care deeply about the service provided to our ADA and non-ADA paratransit riders. Finding a partner that has a deep commitment to safe, on-time, and consistent performance is vital in serving our customers. We know the team at UZURV is with us every step of the way, providing excellent service, transparent reporting, and flexibility as we continue to grow our successful SacRT GO paratransit service program. Using an adaptive transportation network company like UZURV has improved our key metrics for SacRT GO, including customer satisfaction. All of this is possible because of the high level of trust established early on between our two organizations.

Henry Li, CEO SacRT

CALIFORNIA
Public Utilities Commission
Insurance Requirements for TNCs

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Additional Insurance Required in Recent RFPs

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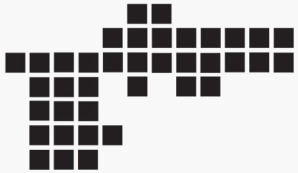

City of West Hollywood
California 1984

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Thank you!