

# UZURV

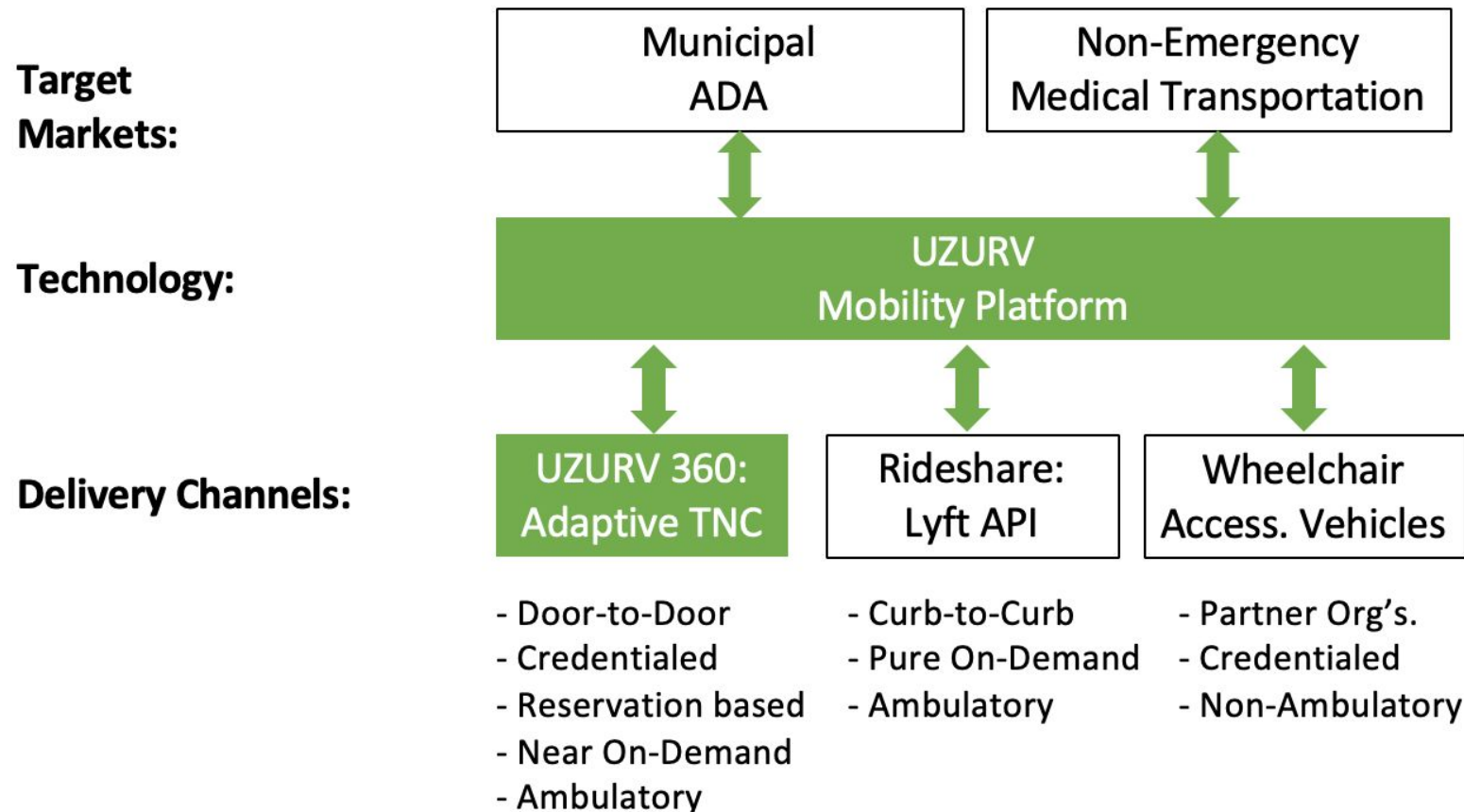
Colorado Department of Transportation

March 25, 2019

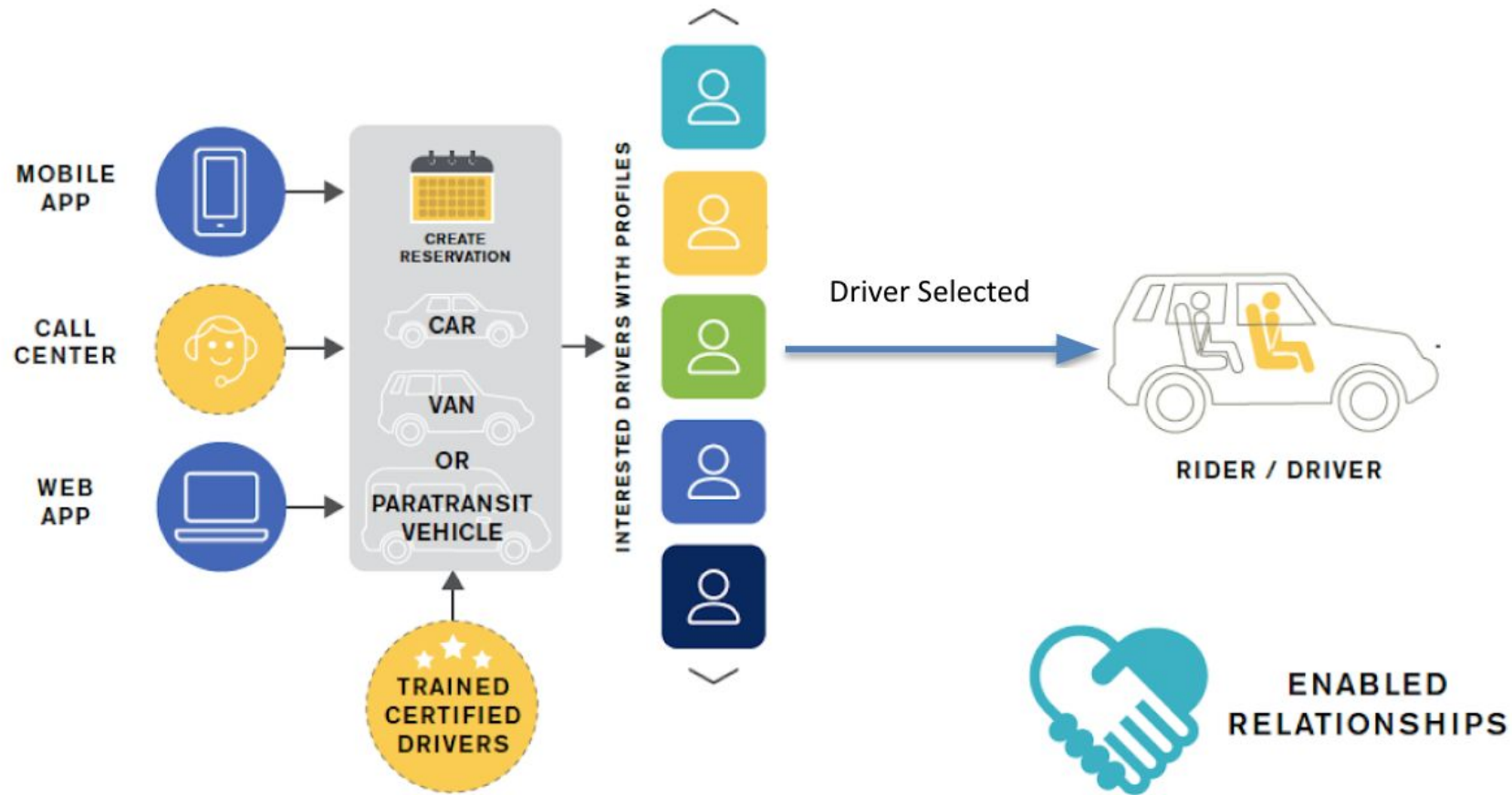


# UZURV Business Overview:

## *Technology Company Serving the Specialty Transportation Market*



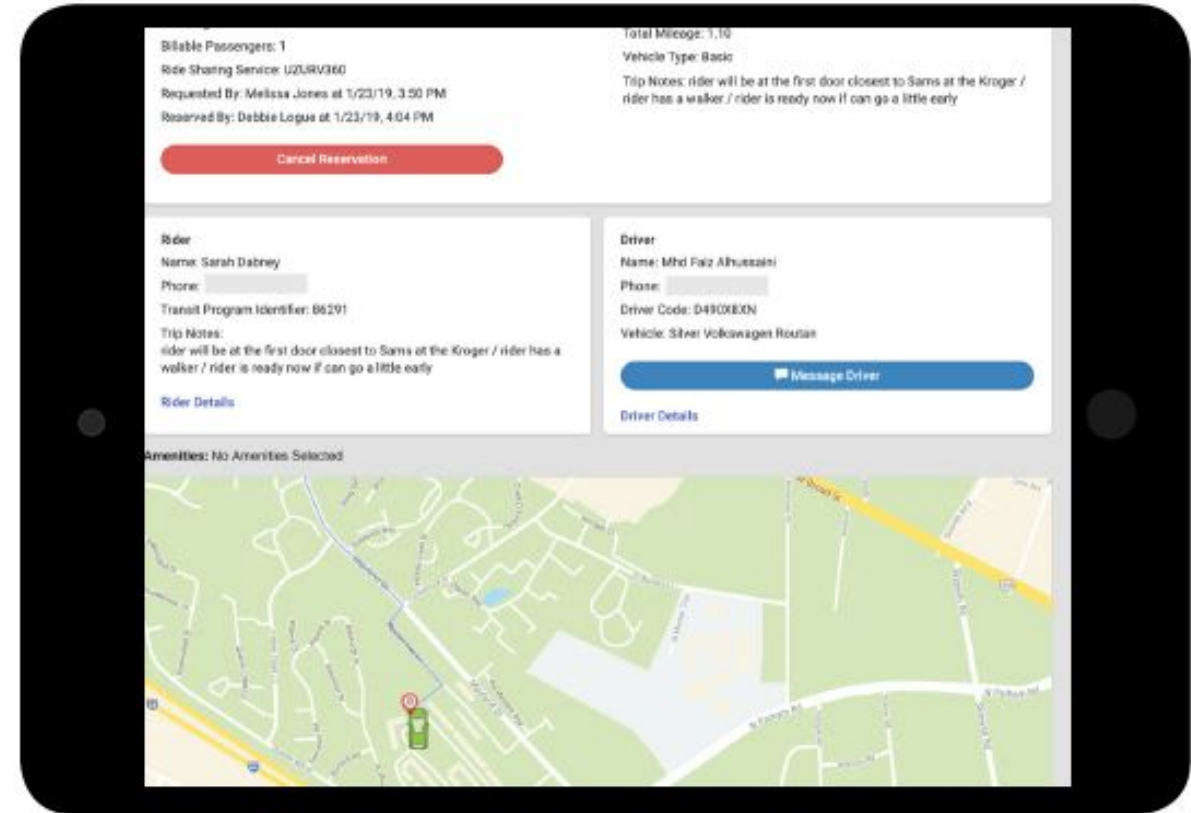
# How UZURV360 Works



# Safety and Reliability

## Trip Tracking/Oversight

- UZURV Operations Team tracks all rides in real time.
- App-Enabled Phone & SMS secure communication between Driver / Rider & UZURV
- Location Management Tools ensure pickup address accuracy



# UZURV Web Portal

## Overview of New Rides Requested pre- Driver Assignment

Transit Program	Rider	Driver	Pickup Date	Status	Service
ACSCOC	Lena Reader	N/A	12/14/18 10:00 am (EST)	Pending	360
ACSCSO	Leo Matthews II	N/A	12/14/18 10:15 am (EST)	Pending	lyft
ACSATL	James Penn	N/A	12/14/18 10:30 am (EST)	Pending	lyft
ACSCHS	William Quarles	N/A	12/14/18 10:30 am (EST)	Pending	lyft
ACSNOV	Christopher Cape	N/A	12/14/18 11:00 am (EST)	Pending	360
ACSBDU	Jeff Merriman	N/A	12/14/18 11:00 am (EST)	Pending	lyft
ACSDAB	Kevin Moseley	N/A	12/14/18 11:00 am (EST)	Pending	360
ACSPSL	Joyce Allen	N/A	12/14/18 11:30 am (EST)	Pending	360

## Ride Specific View with Rider / Driver / Location Detail

Reserved By: Harrison Jones at 12/13/18, 6:35 PM

[Cancel Reservation](#)

**Rider**

Name: LINDA KEATING  
 Phone: +6029809210  
 Transit Program Identifier: 167030  
 Trip Notes:  
 Drop: OA (602) 980-9210 DOOR TO DOOR

[Rider Details](#)

**Driver**

Name: Edmund Olivas  
 Phone: (480) 589-9472  
 Driver Code: 1DXSY560  
 Vehicle: Black Hyundai Accent

[Message Driver](#)

[Driver Details](#)

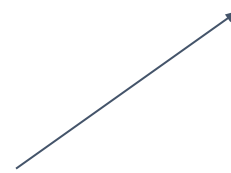
Amenities: No Amenities Selected

**Route Details**  
 Distance: 22.4 mi  
 Estimated Time: 45 min

Transit Program	Rider	Driver
PHXVM	LINDA KEATING	Edmund Olivas
PHXVM	CALLIE ROGERS	Mark Armstrong
PHXVM	ALAN SLAAEN	Greg "G" Smith
PHXVM	JAVONNA WASHINGTON	Jeffrey Flynn
PHXVM	VICTORIA D RAMOS	Stephen Beckett
GRTC	Donna Edwards	Michelle Wachtel
GRTC	Bryan Cooley	Amy Tennessee
ACSATL	Juanita Watkins	Fatimah Ferebee

## Rides with Assigned Drivers Showing Status

Transit Program	Rider	Driver	Pickup Date	Status	Service
PHXVM	LINDA KEATING	Edmund Olivas	12/14/18 6:45 am (MST)	In progress	360
PHXVM	CALLIE ROGERS	Mark Armstrong	12/14/18 6:50 am (MST)	In progress	360
PHXVM	ALAN SLAAEN	Greg "G" Smith	12/14/18 7:00 am (MST)	In progress	360
PHXVM	JAVONNA WASHINGTON	Jeffrey Flynn	12/14/18 7:30 am (MST)	In progress	360
PHXVM	VICTORIA D RAMOS	Stephen Beckett	12/14/18 7:30 am (MST)	In progress	360
GRTC	Donna Edwards	Michelle Wachtel	12/14/18 8:30 am (EST)	In progress	360
GRTC	Bryan Cooley	Amy Tennessee	12/14/18 9:30 am (EST)	In progress	360
ACSATL	Juanita Watkins	Fatimah Ferebee	12/14/18 9:30 am (EST)	Driver en route	lyft



# UZURV Lyft Integration

## Lyft via the UZURV Platform Highlights

- API Integration provides seamless Lyft Access via the UZURV Platform
- Rides are monitored in real-time by UZURV operations staff to ensure connection of rider and driver.
- All Lyft Data (Location, Status, ETA) synced and viewable in the UZURV portal
- Custom features coded into the integration to enhance accuracy and connection of riders & drivers.
- Demonstrated success of managing Lyft-based ride execution with multiple partners across 19 states.

The screenshot displays the UZURV CRM interface. The top navigation bar includes 'UZURV CRM', 'Reservations', 'Map', 'Riders', 'Drivers', and 'Transit Programs'. A 'New Ride Request' button is visible. Below the navigation, there are tabs for 'Pending Ride Requests', 'Active Reservations', and 'Cancelled Reservations'. A filter section allows filtering by 'Status' and 'Transit Program'. A table lists active reservations with columns for 'Transit Program', 'Rider', and 'Driver'. A detailed view of a reservation is shown on the right, including a 'Cancel Reservation' button, rider and driver information, and a map showing the route between points A and B. The map includes a 'Route Details' popup with 'Distance: 22.4 mi' and 'Estimated Time: 45 min'. The reservation details include: 'Reserved By: Harrison Jones at 12/13/18, 6:35 PM', 'Rider Name: LINDA KEATING', 'Driver Name: Edmund Olivas', and 'Vehicle: Black Hyundai Accent'.

Transit Program	Rider	Driver
PHXVM	LINDA KEATING	Edmund Olivas
PHXVM	CALLIE ROGERS	Mark Armstrong
PHXVM	ALAN SLAAEN	Greg "G" Smith
PHXVM	JAVONNA WASHINGTON	Jeffrey Flynn
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Reserved By: Harrison Jones at 12/13/18, 6:35 PM

[Cancel Reservation](#)

**Rider**  
Name: LINDA KEATING  
Phone: +6029809210  
Transit Program Identifier: 167030  
Trip Notes:  
Drop: OA (602) 980-9210 DOOR TO DOOR  
[Rider Details](#)

**Driver**  
Name: Edmund Olivas  
Phone: (480) 589-9472  
Driver Code: 1DX5Y560  
Vehicle: Black Hyundai Accent  
[Message Driver](#)  
[Driver Details](#)

Amenities: No Amenities Selected

Route Details  
Distance: 22.4 mi  
Estimated Time: 45 min



# General Performance - On Time

	January 2019	February 2019
<b>Program On Time % (within 15 min of pickup time)</b>		
Richmond (GRTC)	97.65%	98.11%
Nashville (MTA)	98.77%	96.16%
Phoenix (Valley Metro)	97.53%	99.12%
Florida DOT	100.00%	96.88%
Greensboro	N/A	95.20%
ACS (360 Virginia)	96.76%	96.67%
ACS (360 Florida)	98.16%	96.47%
ACS (360 North Carolina)	99.14%	98.00%
ACS (360 Georgia)	98.72%	97.85%
ACS (360 South Carolina)	85.71%	100.00%
<b>All 360 Rides</b>	<b>97.81%</b>	<b>97.44%</b>



# Current Municipal ADA Projects



## Richmond, VA GRTC

Launched August 2017  
Over 16,000 ADA rides  
Model for Municipal Transit



## Orlando Florida, LYNX

Launch April 2019  
Core Supplemental ADA  
Batch Loaded Custom Integration



## City of Greensboro Transit

Launch January 2019  
Municipal ADA Transportation  
On Demand



## Community Partnership: Hanover Churches, Senior Connections, and Hanover County

Launched August 2018



## Phoenix Valley Metro

Launched November 2018  
Batch Loaded, Custom Integration  
ADA Supplemental Program  
Reservation Based



## Nashville WeGo

Pilot launched February 2018  
Awarded Multi-year contract Sept. 2018  
On demand + Core Supplemental ADA  
System integration with Trapeze



## Jacksonville, Fl. Transit Authority

Launch April, 2019  
Municipal ADA transportation  
On demand





# Healthcare/Specialty Transportation Projects



## State owned MCO

- 320,000 members in VA
- System integration



## Non-Profit serving Seniors in the Greater Richmond Region.

- Transportation program in Hanover County



## American Cancer Society Rides to Recovery Program

- 19 state contract
- Using UZURV and Lyft with system integration
- 25,000 rides executed in 2018



PHYSICAL REHABILITATION CENTERS

## Partnership with Sheltering Arms Foundation

Transportation for rehabilitation appointments

Florida Commission for the



Transportation Disadvantaged

## State of Florida Center for Transportation Disadvantaged

- Program for Individuals with Intellectual or Developmental Disabilities
- Call Center/Rider Training
- Serving 3 Counties around Tampa
- Launch Date January, 2018



# Riders

## Life Changing:

- “I’ve got my life back”
- “I can visit my Grandkids”
- “I can go to the Mall...
  - to the Strawberry Festival,
  - to the Pizza Hut”



Questions / Discussion

Thank You

