

UZURV

A Guide to UZURV's Door-to-Door Service

UZURV is more than just a ride. We're here to get you where you want to go — reliably, comfortably, and with the support you need.

That's why all drivers on the UZURV platform provide door-to-door service on every ride. It's our commitment to provide accessible transportation options for all riders, especially those with mobility challenges.

What is door-to-door service?

Door-to-door service means your driver walks with you and offers assistance...

**From the door of
your pick-up location**



**To the door of
your destination**

How your driver will assist you

At Pick-Up

- Your driver will meet you at the outermost door of your home or building
- You can expect your driver to arrive on time, so please be ready
- If your driver does not see you, they will knock or ring the doorbell
- Drivers may peek their head in a public building and call for you, but they do not enter private homes or buildings to assist or look for riders

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Getting to and from the Vehicle

- Your driver will introduce themselves and offer assistance
- Your driver will walk with you and assist you, as needed, into the vehicle
- They will fold and store wheelchairs, walkers, or other mobility devices
- For wheelchair-accessible vehicles, your driver will operate the ramp or lift and secure you and your device in the vehicle
- At your destination, your driver will assist you, as needed, from the vehicle to the outermost door of your building.
- They will retrieve and set up your mobility device.

Please note: Drivers will not lift or carry riders for any reason

What does “assistance” mean?

Drivers on the UZURV platform receive education on how to assist older adults and people with disabilities. You are not required to accept assistance, but drivers will walk with you to the vehicle as a safety precaution.

Available assistance includes –

- Support and guidance to and from the vehicle
- Entering and exiting a vehicle
- Fastening seatbelts
- Pushing a wheelchair
- Carrying up to 4 bags or packages

Drivers do not...

- ✗ Provide or secure child safety seats
- ✗ Secure children in vehicles
- ✗ Lift or carry riders, including children
- ✗ Take control of your service animal
- ✗ Carry more than 4 bags or packages
- ✗ Enter your home or building



Learn more about riding with UZURV.

Scan the QR code or visit uzurv.co/ride-uzurv.
