

# COTA MAINSTREAM ON-DEMAND

## FREQUENTLY ASKED QUESTIONS

### **Will COTA Mainstream On-Demand replace COTA Mainstream?**

Mainstream On-Demand is not a replacement for regular Mainstream. That service will still provide all ADA trips.

### **Will I get every Non-ADA trip I request?**

Right now, there are no capacity restrictions, but depending on demand we might need to institute them. This is a pilot project, and the service will evolve in response to demand.

### **Can I use my COTA Mainstream monthly pass for my Non-ADA Trip? What form of fare is accepted?**

While we hope to eventually integrate additional payment options, currently only credit/debit card will be accepted as payment for Mainstream On-Demand trips.

### **When can I begin scheduling my non-ADA trip?**

The maximum is 30 days, but the On-Demand Call Center will initially open very close to the launch date of May 6. You can also call for a same-day trip with 2 hours' notice.

### **How much is the fare? How far can I travel before I have to pay an additional cost?**

The total fare depends on trip mileage, which is calculated at the time of booking. It will not be less than \$5.

### **If I am unable to take my trip after I've pre-paid with my credit/debit card, can I get a refund?**

Trips may be cancelled up to 2 hours before scheduled pick-up time at no charge to the rider. If a scheduled trip is cancelled or changed after the 2-hour window, the client will be charged the fare for the ride.

### **If a guest rides with me, do they have to pay a fare?**

Guests ride for free (though space is limited). The same applies for personal care attendants.

### **Is COTA Mainstream On-demand wheelchair accessible?**

Yes. There is no difference in fare or booking procedure.

### **How long will the driver wait if my medical treatment is not finished?**

For scheduled rides, the driver will wait 10 minutes past the scheduled pick-up time. The driver will also attempt to call the rider. If we are still unable to locate or communicate the rider, he/she will be marked as a no-show. Riders are able to schedule a will-call trip when making their reservation. When they are ready to be picked up, they can give us a call and a driver will pick them up within 1 hour.

## **What should I do if I am not finished with my medical treatment and I have already scheduled a trip?**

You may call the On-Demand call center and explain your situation. They will rebook your trip to accommodate you. Keep in mind if your return trip was not booked as a will-call, you may have to pay the fare of the cancelled trip.

## **Will I be able to get a receipt for my paid trips?**

Riders can use their credit card statement as proof of ride payment. E-mail receipts will be added to our system at a later date.

## **Will UZURV wait for the client during a quick drop off or pick-up?**

Yes, you should schedule this trip as will-call. They can't guarantee the driver will wait, but you should get a quicker response booking as a will-call.

## **Will I still be able to schedule my Non-ADA trips with the COTA Mainstream service?**

Mainstream On-Demand service replaces the current non-ADA booking process. You will need to call the On-Demand line to schedule a non-ADA trip.

## **How will I be able to recognize a UZURV driver?**

They will have T-shirts with the COTA Mainstream On-Demand logo. Vehicles also have a blue UZURV 360 sticker on the window. Customers can also get a courtesy text with the vehicle details (car model, color, license number, etc.). Drivers can call if your phone does not support texting.

## **I have Mainstream tickets. Since I can't use them on this service, will I be able to get a refund?**

COTA Pass Sales will not refund tickets or monthly passes. If you have an automatic Monthly Pass order and will exclusively use Mainstream On-Demand, contact Pass Sales to cancel the order before April 15.

## **Will individuals be able to have a subscription on this service?**

Yes, On-Demand supports trip subscriptions. You will need to contact the On-Demand call center monthly to confirm the continuation of your subscription.

## **If I have a current non-ADA subscription, will it automatically transfer?**

Subscriptions will not automatically transfer. You will need to call the On-Demand call center to set up your subscription when the pilot launches.



**MAINSTREAM ON-DEMAND**

POWERED BY  
**UZURV**