

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.

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. You can also call for a same-day trip with at least 1 hour 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.

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.

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.



MAINSTREAM ON-DEMAND

POWERED BY
UZURV