Premium On Demand (POD):

Transportation Network Company (TNC)/Taxi Contract's Obligations:

- Subsidized taxi/TNC, same day, On-Demand service will be available to all certified, eligible Customers who choose this option, provided the requested trip origin and destination falls within the Metro Mobility Service Area and within Service Hours
- Contractors must have the ability to accept trip requests and deliver rides within the entirety of the Metro Mobility Service Area
- Contractors must attempt to accept and deliver all rides for all Customers who request a trip within the service parameters, regardless of the Customer(s) use of mobility device or need for a lift equipped vehicle.
- Contractors must provide comparable Customer experience provided to all of their clients (response time, courtesy etc.) regardless of a customer's mobility needs or presence of a service animal.
- Contractors must be sensitive to the needs of people using the service regardless of their disability, sexual orientation, cultural background, religion, race, or age.
- Contractors must have a ride hailing app. In addition to app reservations, Contractors must be able to support reservations by phone.
    - Customers, or their agents, must be able to indicate their need for lift equipped vehicle at the time of request.
    - Metro Mobility Customers will be able to rate their driver experience through use of the Contractor's regular ride hailing application, or by contacting the Metro Mobility Customer service center.
    - Customers must be able to call or message the driver to provide essential trip information that will assist the driver in providing the best service, such as identifying pick up location, drop off location or other trip details.
- The Contractor shall make a reasonable effort to locate the Customer at the start location of the Trip, including an announcement of imminent arrival, and waiting at least 5 minutes.
- Any Request cancellations or no-shows by Customer will be subject to Contractor's policy.
    - Customers may have their service suspended or eligibility denied by the Contractor due to excessive no pays or no shows within POD/TNC/Taxi services. The determination of eligibility is at the sole discretion of the contractor.
- If your core eligibility with Metro Mobility / MMSC become ineligible or have their authorization suspended if they are found to be in violation of Metro Mobility's

Customer Conduct Policy or No-Show suspension policy, your POD/TNC/Taxi privileges are also suspended for the same time period. . The determination of eligibility is at the sole discretion of the MMSC.

On Street Service Requirements: Drivers are required to meet the following service delivery requirements:

- The Contractor shall ensure that the driving record, personal background and experience of its employees, agents, or independent Contractors demonstrate an ability to safely operate a motor vehicle.
- Able to communicate clearly and provide information essential to the safe and timely provision of service.
- Provide curb to curb pick-up service. Drivers shall not be required to assist Customers from the door of the residence or other facility to the vehicle.
    - UZURV & CarePool will escort from door-to-Door upon request
- When transporting a customer who uses a mobility or assistive device, the driver must provide reasonable assistance for passengers to safely enter the vehicle and safely secure the mobility or other assistive device. This may include pushing or maneuvering a manual wheelchair, folding walkers, and handling crutches and cane when requested. Drivers should not operate a customer's power wheelchair.
- Validate that the Customer boarding the vehicle matches the Customer authorized to ride the service prior to transporting the Customer.
- Treat all Customers, guests, PCAs, service animals, other motorists and members of the public with courtesy and respect at all times.
- Ask that all passengers, including those using mobility devices, are wearing seat belts.
- Wait 5 minutes after arriving at the pick-up location for Customers who are not ready, available, or able to be located. If the driver arrives prior to the scheduled pickup time, the driver must attempt to contract the Customer and then wait for at least 5 minutes after the scheduled pickup time before departing.
- Allow service animals to stay with the Customer at all times.

Trip Cost and Customer Communication:

- The rates for each Trip is determined by the Contractor. The Council understands trips may be subject to peak demand or surge pricing.
- Ride costs, for authorized Customers, will be subsidized by the Council

Know before you go:

- These are not guaranteed trips even if scheduled by the contractor.
- Client's must follow the Contractors' Policies and Procedures for service.