

Case Study

Providing a higher level of care for a business that provides the highest level of care



Context

UZURV works with municipal and healthcare organizations to provide the highest quality door-to-door adaptive transportation for those that need it. The company takes great care to establish trust with drivers and customers, as rides require personal attention and often involve drivers entering riders' homes.

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“The clients that we serve are more vulnerable than the general population...They depend on us. We've done our ultimate best to make sure our drivers have been properly vetted.”

- Trish FitzPatrick
VP Corporate Outreach, UZURV

Challenge

Working with sensitive populations meant that UZURV needed stringent and reliable background screening for new drivers. In addition, the service has to navigate complex laws and regulations that often vary by city, state, and region. As UZURV grew, it needed a partner, not just a service provider.

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“When you make a bad hire, you risk putting your riders in jeopardy. That's the worst thing. There's also a risk to our reputation, and ultimately, our business.”

- Trish FitzPatrick

About

UZURV provides on-demand, door-to-door transportation service for the elderly, the disabled, and riders needing a higher level of care. UZURV sets higher standards than many states mandate.

Industry: Transportation

Location: Based in Richmond, VA; operates in 22 states (and growing)

Drivers: 3K

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“People trust UZURV to take their most fragile clients from point A to point B. Because of our business model, we needed a screening company that operated at this same high level of care. We chose Sterling.”

- Trish FitzPatrick

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Solution

UZURV incorporated the Sterling API into its app and instantly streamlined the driver screening and onboarding process, including the ongoing monitoring and random drug testing required by some of their contracts throughout the year. When it comes to launching in new markets and navigating compliance issues across the country, UZURV turns to Sterling firsthand.

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“Sterling is very knowledgeable about the various regulations and how to navigate them. We’ve relied on them so much to educate us.”

- Trish FitzPatrick

Results

UZURV continues to grow its business in the U.S. and relies on support from its Sterling partners. For more complicated matters, it has been able to turn to industry experts like Sterling SVP & Counsel, Angela Preston, Chair of the National Association of Professional Background Screeners. Today, UZURV and Sterling work collaboratively to provide a trusted experience for people living with disabilities and medical conditions.

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“Sterling has been responsive to our questions and our needs...That went well beyond what I would’ve gotten somewhere else.”

- Trish FitzPatrick



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“The emphasis here is the service. You can get background checks from a multitude of different companies... But it’s really the partnership, that’s the key element.”

- Trish FitzPatrick

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About Sterling

Sterling — a leading provider of background and identity services — offers background and identity verification to help over 40,000 clients create people-first cultures built on a foundation of trust and safety. Sterling’s tech-enabled services help organizations across all industries establish great environments for their workers, partners, and customers. With operations around the world, Sterling conducts more than 75 million background checks annually. Visit us at sterlingcheck.com.

