

C.A.R.S.S. Program

City of Aurora Ride Solution for Seniors



Program Parameters

Each eligible, approved, referred program participant 60 and over with or without a disability will received the following:

6 One-Way Rides - per month, per client (Could total 3 roundtrip rides)
Rider can use rides until rides are used up monthly (If rider exceeds rides but in need of return ride home authorization is needed by COA Staff)
Ride Destination Eligibility: Medical, Nutrition, Employment, or Wellness/Recreation
20-mile limit per one-way ride (Over 20 miles, authorization is needed by COA Staff)
Caregiver (extra passenger) rides free
Vendor partner will track ride balance (And communicate with rider ride availability before booking ride)
COA Staff will send out donation letters bi-monthly to riders (Requirement of AgeGuide Grant)

C.A.R.S.S. Program



City of Aurora Ride Solution for Seniors

Program Participant Process

Client Intake

- CARSS participants must be clients of the project partners.
- CARSS participants will enter, be vetted and referred through project partners.
- Project partners will complete CARSS referral and participant eligibility form.
- Clients must be 60 and over to participate in CARSS

CARSS Enrollment

- A) Project partners will refer eligible CARSS participants to COA team to accept in program.
- B) Project partners will then enroll accepted CARSS participants directly into the project vendors' transportation portal to be set up as an approved rider.

Schedule Rides

- CARSS participant will call Vendor directly to schedule/cancel a ride.
- In the event, secondary assistance is needed to schedule/cancel a ride, CARSS participant can reach out to their referring partner for support.
- Project vendor will track ride availability and ensure participants remain within their monthly ride allowance.
- Project vendor will seek authorization from COA team for any rider exceeding monthly ride or mileage allowance or unexpected/urgent requests.

Reports & Payment

- COA team will provide data metrics desired to be tracked for the project to the vendor for reporting.
- Project Vendor will share program and participant ride reports with COA team monthly for evaluation.
- Project Vendor will submit monthly itemized ride invoice for payment.
- COA team will track which funding source will be used for payments
- Project will be evaluated at the end of the six month pilot for scaling and sustainability.

C.A.R.S.S. Program



City of Aurora Ride Solution for Seniors

Program Services and Cost Model

Program Components and Included Services of Contractor:

- One-time set fee only
- Ride scheduling/calling on behalf of program participants/riders roundtrip
- Ride ETA notification/reminders via calls and texts to riders
- Offer ride scheduling 7 days a week
- Ride monitoring roundtrip
- Curb to curb pick-up and drop-off
- Personal/private rides
- Caregiver/passengers ride free
- Experience partnership with Uber and Lyft
- Capability to track individual rider allowance/rides available
- Capability to pre-schedule ride subscriptions for appointments
- Capability to track required data metrics and submit monthly rider/program reports
- A well vetted software that is used to track rides, other data required and allows COA team to enter participants and view updates.

Anticipated Launch July – December 2023 (6-month pilot)