

April 18, 2025

Dear On the Go Partner,

I want to personally thank you for your partnership and the trust you've placed in On the Go to provide safe, dependable rides for people across your community. It has been an honor to support your organization in providing life-changing transportation services for your clients.

After much consideration, we have made the difficult decision to discontinue our full-service ride scheduling, dispatch, and call center service effective **June 15, 2025**. This decision was not made lightly, and we deeply appreciate the relationships we have built with our partners and riders along the way.

From April 27, 2025 - June 15, 2025, On the Go's call center will be open during the following reduced hours:

Monday - Friday: 6:00 AM PT – 5:00 PM PT
Saturday - Sunday: 7:00 AM PT – 3:30 PM PT

On the Go will notify riders of the upcoming change to call center hours during scheduling calls the week before the reduction goes into effect. Additionally, the change will be noted in the recording riders hear when they call in. Beginning on 4/27/25, the message will reflect the new hours.

Rides may be scheduled outside of the reduced hours; however, riders will be informed at the time of scheduling that staff will not be available during those off-hours to assist with missed rides or schedule changes.

On the Go will utilize an after-hours monitoring service to support riders who may be stranded. An on-call supervisor will monitor messages, and if a rider has missed a previously scheduled return ride, a callback will be made as soon as possible. Please note that Will Call rides must be arranged during regular call center hours. Riders who call after hours for a Will Call ride will not receive a return call.

While we will no longer provide full-service support after June 15, our ride scheduling, dispatch, and reporting software is available if you would like to continue using it in a self-managed capacity. The self-managed On the Go software platform integrates with Uber, Lyft, and local transportation providers. It also includes an automated rider reminder call feature. If this is something you'd like to explore, we are happy to discuss how your team can transition to managing scheduling and dispatch in-house. Attached please find an overview of the On the Go software.

If you choose not to continue with the software, your contract will end on June 15, and we will work closely with you to ensure a smooth transition and fulfillment of any outstanding obligations.

If we have not spoken yet, I will reach out to you soon to schedule a meeting to review your organization's transition and answer any questions. We sincerely appreciate the community-centered work we have been able to do in partnership with your organization.

With Appreciation,

Maureen Glaser

Maureen Glaser
Director of Operations