[GOGO TECHNOLOGIES, INC] RESPONSE DOCUMENT REPORT

RFP No. 26-047

City of Aurora Ride Solution (C.A.R.S) Transportation Program

RESPONSE DEADLINE: June 10, 2026 at 11:00 am

Report Generated: Monday, August 10, 2026

GoGo TECHNOLOGIES, INC Response

CONTACT INFORMATION

Company:
GoGo TECHNOLOGIES, INC

Email:
ben@gogoforbusiness.com

Contact:
Benjamin Eachus

Address:
2810 N Church St.
Wilmington, DE 19802

Phone:
N/A

Website:
https://www.gogograndparent.com/

Submission Date:
Jun 9, 2026 4:34 PM (Central Time)

ADDENDA CONFIRMATION

No addenda issued

QUESTIONNAIRE

1. Technical Proposal*

Pass

See Submittal Content Section for more information.

Pricing shall not be mentioned anywhere in the body of the Technical Proposal.

Aurora_RFP-ben_gogoforbusiness.com.pdf

2. Standard City of Aurora Contract*

Pass

Please download the below documents, complete, and upload.

- Sample_Standard_Contract_RF...

9bab370f-d265-4044-bd1d-3fe32f2d1246_Sample_Standard_Contract_RFP.pdf

3. Contact Information*

Pass

Please download the below documents, complete, and upload.

- COA_Contact_Information.docx

Aurora__IL_Contact_Page-ben_gogoforbusiness.com.pdf

4. References*

Pass

Sufficient references of all like public and/or private agencies must be presented below. Listing must include company name, contact person, telephone number and date purchased. All Proposers, as a condition of and prior to entry into a contract, agree that a complete background investigation of the principals of the Proposer and all employees who will work on the project may be made. Proposers agree to cooperate with the appropriate City of Aurora personnel to supply all information necessary to complete these investigations. The City of Aurora in its complete discretion may disqualify any Proposer, including low Proposer, and may void any contract previously entered into based on its background investigation.

Reference 1

Customer Name: New York State Office for the Aging (NYSOFA)

Project Name: GoGo Offices of the Aging Subsidy Program

Award Date: 01/2024

Completion Date: Ongoing

Reference Contact: Greg Olsen, Acting Director, 518-486-6067, greg.olsen@aging.ny.gov

Project Description: GoGo partners with the New York State Office for the Aging to operate one of the largest state-level TNC-based transportation coordination programs for older adults in the country, described by Governor Kathy Hochul's office as the first program of its kind in the country at launch. GoGo coordinates demand-responsive rides for older adults through Uber and Lyft across 38 county-based offices for the aging statewide, managing program guideline enforcement, new member registrations, and administrative support for agency staff. The program demonstrates GoGo's capacity to deliver consistent, compliant transportation coordination at significant scale under OAA-funded program requirements.

Reference 2

Customer Name: City of Newton, MA

Project Name: GoGo Newton Transportation System

Award Date: 06/2024

Completion Date: Ongoing

Reference Contact: Jenn Martin, Director of Transportation Planning, 617-796-1481, jmartin@newtonma.gov

Project Description: GoGo partnered with the City of Newton to replace an unsustainable microtransit program operating on a $1.3 million annual budget dependent on expiring federal and state grants. GoGo designed and operates a tiered subsidy structure segmented by age, income, and disability status, providing 24/7 demand-responsive transportation for older adults and individuals with disabilities, including service beyond the city's borders to regional medical providers across Greater Boston. GoGo provides phone-based booking requiring no smartphone or app, real-time GoGoGuardian trip monitoring, and monthly consolidated invoicing. The program operates under a 3-year agreement and remains active.

Reference 3

Customer Name: Solano Transportation Authority

Project Name: Solano Older Adults Medical Trip Concierge Service

Award Date: 01/2019

Completion Date: Ongoing

Reference Contact: Debbie McQuilkin, Mobility Program Manager, 707-399-3231, dmcquilkin@sta.ca.gov

Project Description: GoGo has operated the Solano Older Adults Medical Trip Concierge Service since 2019, serving adults aged 60 and older, ADA-qualified individuals, and veterans across more than 900 square miles and approximately 450,000 residents in Solano County, California. GoGo coordinates trips through Uber, Lyft, local taxi companies, and WAV providers with 24/7 phone-based booking requiring no smartphone or app. The program completed more than 29,000 rides in 2025, serves over 600 active riders, and maintains full FTA compliance through GoGo's multi-vendor rider choice framework. The partnership is currently renewing for FY 2026-27.

Reference 4

Customer Name: City of Diamond Bar, CA

Project Name: Diamond Ride Dial-A-Ride Program

Award Date: 07/2025

Completion Date: Ongoing

Reference Contact: Dannette Mansfield, Principal Management Analyst, 909-839-7012, dmansfield@diamondbarca.gov

Project Description: GoGo partners with the City of Diamond Bar to administer the Diamond Ride Program, providing demand-responsive and pre-scheduled Dial-A-Ride transportation for residents aged 60 and older and adults with disabilities aged 18 and older. GoGo coordinates trips through direct integrations with Uber, Lyft, and local WAV providers, with 24/7 phone-based booking, GoGoGuardian real-time trip monitoring, a tiered subsidy structure, and monthly consolidated invoicing. GoGo completed 12,286 trips from July 2025 through May 2026. The program operates under a 3-year agreement and remains active.

5. Sub-Contractor List

Pass

Please provide the following information for each subcontractor:

Company:

Address:

City, State, Zip:

Phone Number:

Contact Person:

WAV Subcontractor 1

Company: Disabled On The Go Transit, Inc. (DOTGT)

Address: 256 Timber Ridge Court

City, State, Zip: Joilet, IL 60431

Phone Number: (630) 951-1128

Contact Person: Mark Frueh

WAV Subcontractor 2

Company: United Safety Transfer

Address: P.O. Box 2286

City, State, Zip: Batavia, IL, 60510

Phone Number: (630) 701-8978

Contact Person: Curt Croson

6. Eligibility*

Pass

By signing this Proposal, the Proposer hereby certifies that they are not barred from bidding on this Proposal as a result of a violation of Article 33E, Public Bids of the Illinois Criminal Code of 1961, as amended (Illinois Compiled Statutes, 720 ILCS 5/33E-1).

Confirmed

7. Proposer's Certification*

Pass

I/We hereby certify that:

A. A complete set of proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.

B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.

C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).

D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.

E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of “bid rigging” or “bid rotating” of any state or the United States.

F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

Confirmed

8. Proposer's Tax Certification*

Pass

The Proposer's Executing Officer, being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Proposer, that this deponent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

Confirmed

9. Certificate of Insurance (COI)*

Pass

A prospective contractor shall submit a compliant Certificate of Insurance (COI) with its bid or proposal, evidencing the coverage required for the project in accordance with City of Aurora Policy No. 2026-2502-002. All required insurance policies must remain in full force and effect for the duration of the project.

GoGoGrandparent_-_Liability_COI_-_City_of_Aurora.pdf

10. Additional Information

Pass

GOGO_BANK_LETTER.pdf
20B_2024_Tax_Returns-_Federal.pdf
GoGo_Pricing_Methodology_Aurora_IL_RFP.pdf

PRICE TABLES

IMPLEMENTATION COST

One time Set-Up or Administration Fee

Line Item	Description	Unit of Measure	Unit Cost
1	Implementation Fee	Lump Sum	$40,000.00

STANDARD TRANSPORTATION SERVICES (AMBULATORY)

Line Item	Description	Unit of Measure	Unit Cost	No Bid
2	Base Fare Charges	Per Ride	$3.92	
3	Dispatch Coordination Calls	Per Ride	No Bid	X

Line Item	Description	Unit of Measure	Unit Cost	No Bid
4	Ride Monitoring and Destination Confirmation	Per Ride	$5.50	
5	Ride scheduling/calling on behalf of program participants	Per Ride	No Bid	X
6	Ride ETA notification/reminders via calls and texts to riders	Per Ride	No Bid	X
7	Ride Cancellation /No Show Fee	Per Ride	$5.15	
Optional Fare Type				
8	Base Fare - Per mile cost	Per Mile	$3.06	

ACCESSIBLE TRANSPORTATION SERVICES (MOBILITY-ASSISTED)

Line Item	Description	Unit of Measure	Unit Cost	No Bid
2	Base Fare Charges	Per Ride	$45.00	
3	Dispatch Coordination Calls	Per Ride	$5.00	
4	Ride Monitoring and Destination Confirmation	Per Ride	No Bid	X
5	Ride scheduling/calling on behalf of program participants	Per Ride	No Bid	X
6	Ride ETA notification/reminders via calls and texts to riders	Per Ride	No Bid	X
7	Ride Cancellation /No Show Fee	Per Ride	$50.00	
Optional Fare Type				
8	Base Fare - Per mile cost	Per Mile	$4.00	

CITY OF AURORA RIDE SOLUTION (C.A.R.S.) TRANSPORTATION PROGRAM

RFP #26-047

Response Deadline: June 10, 2026, 11:00 AM CT

Submitted By	GoGo Technologies, Inc dba GoGoGrandparent
Primary Contact	AJ Flint Dir. of Partnerships
Phone	801-369-8050
Email	ajflint@gogograndparent.com
Address	2810 N. Church St., PMB 258182, Wilmington, DE 19802
Date Submitted	June 10, 2026

TABLE OF CONTENTS

SECTION 1 — COVER TRANSMITTAL LETTER

Company Name (Legal):
GoGo Technologies, Inc dba GoGoGrandparent

Address:
2810 N. Church St., PMB 258182, Wilmington, DE 19802

Date:
June 10, 2026

To:
City of Aurora, Purchasing Division, 44 E. Downer Place, Aurora, IL 60507

Re:
RFP #26-047 — City of Aurora Ride Solution (C.A.R.S.) Transportation Program

1.1 Statement of Interest

GoGo Technologies, Inc. (DBA GoGoGrandparent) is pleased to submit this proposal in response to RFP #26-047 for the continued operation of the City of Aurora Ride Solution (C.A.R.S.) Transportation Program. As the City's current transportation coordination partner since July 1, 2025, GoGo submits this proposal as a continuation and is committed to building on what has already been proven to work for Aurora's older adults and individuals with disabilities.

Since program launch, GoGo has coordinated over 5,500 trips for eligible Aurora residents, connecting older adults 60 and older and individuals with disabilities to the medical appointments, nutrition resources, employment opportunities, and recreational activities that make independent living possible.

GoGo's service model is purpose-built for programs like C.A.R.S. As a transportation coordination platform, GoGo connects eligible riders with vetted Uber and Lyft drivers through a phone-first, human-assisted interface with no smartphone, app, or technical literacy required. A live GoGo operator answers the call, orders the ride, monitors the trip from pickup to dropoff, and staff remains available throughout. For riders requiring wheelchair-accessible vehicles, GoGo coordinates with local WAV subcontractors to ensure appropriate service is available. This model eliminates the fixed costs of fleet ownership while delivering the flexibility, coverage, and reliability for qualified City residents seven days a week, across all eligible trip purposes and service hours specified in this RFP.

GoGo is not a newcomer to government-funded senior transportation. We currently serve more than 150 active city, county, and state government partners, and have coordinated more than 5.5 million rides for over 100,000 individual clients since our founding in 2016. Our partners include the New York State Office for the Aging, the Solano Transportation Authority, and the City of Newton, Massachusetts, among many others. The C.A.R.S. program reflects exactly the kind of mission-aligned, community-rooted partnership GoGo was built to support.

We are proud of the positive outcomes the C.A.R.S. program has delivered for Aurora residents since July 1, 2025, and we are committed to growing its impact across the community. GoGo respectfully requests the opportunity to continue serving as the City's transportation coordination partner through the next contract period.

1.2 Exceptions to RFP Requirements

GoGo is currently preparing for its first independent financial audit, covering fiscal year 2025, with the engagement expected to commence in the fall of 2026.

1.3 Contact & Organizational Information

Firm Legal Name:
GoGo Technologies, Inc. DBA GoGoGrandparent

Mailing Address:
2810 N. Church St., PMB 258182, Wilmington, DE 19802

Primary Contact Name & Title:
Cameo White, Customer Success Manager

Phone:
844-901-1678

Email:
cameo@gogoforbusiness.com

Business Type (e.g., for-profit corporation):
For-profit corporation

State of Incorporation:
Delaware

Chief Executive / Administrator:
Justin Boogaard, CEO & Co-Founder | justin@gogograndparent.com

Authorized Representative for Negotiations:
Benjamin Eachus, Head of Partnerships | ben@gogoforbusiness.com | (570) 401-6399

Authorized Signature: BE

Printed Name & Title: Benjamin Eachus Head of Partnerships

Date: 06 / 09 / 2026

SECTION 2 — ORGANIZATION, PERSONNEL AND STAFFING

2.1 Organizational Overview

Organization History & Mission:

GoGoGrandparent was founded in 2016 by CEO Justin Boogaard and Co-Founder and Chief Technology Officer, David Lung. The idea for the company came a year earlier, at a dinner table in Torrance, California.

In 2015, Justin was living with his grandmother, Betty, when she needed a ride to a social event and asked for Uber's phone number. Justin explained there wasn't one. Betty's response was simple: "Well, why don't you make that?"

Justin and David built exactly what Betty asked for: a phone number she could call with a real person on the other end, who would handle the ride from start to finish. No smartphone. No app. No technical knowledge required. Betty's first trip was a success, and word spread through her three book clubs and two social clubs across Torrance. GoGo's first 400 riders came from Betty's network alone.

Ten years later, that founding insight remains the organizing principle of everything GoGo does: the people who need transportation most are often the least able to navigate the systems designed to provide it. We serve more than 150 active government and nonprofit partner accounts, including city and county agencies, transit authorities, state offices for aging, and Area Agencies on Aging. Each partnership is configured to the specific requirements of the program it supports, including eligibility criteria, ride limits, service area boundaries, and budget structures.

GoGo's mission is to help people age and thrive independently and confidently at home. We pursue that mission by making on-demand transportation accessible and reliable for older adults and individuals with disabilities, and by partnering with the public agencies and nonprofits that serve them. As the City of Aurora's C.A.R.S. transportation coordination partner since July 2025, GoGo brings that mission directly to Aurora's residents every day.

2.2 Key Personnel

GoGo will assign a dedicated, experienced team to the City of Aurora C.A.R.S. program. All personnel operate remotely. The City will be notified in writing prior to any change in key personnel, and any replacement is subject to City approval.

Cameo White -- Client Success Manager (Project Manager)

Cameo White serves as the day-to-day Project Manager for the Aurora C.A.R.S. program. She brings direct prior experience supporting a C.A.R.S.-model transportation program through her previous role as Partner Support Liaison at On The Go Powered by C.A.R.S., Inc. (August 2022 -- June 2025), where she managed partner onboarding, implementation, and multi-stakeholder coordination for senior transportation programs. Since joining GoGo in July 2025, she has managed the full client lifecycle for government and nonprofit senior transportation partners, including program configuration, staff training, rider activation, and ongoing account support. She holds a Bachelor of Social Work from Bowie State University.

Danny Angel -- Customer Success Lead

Danny Angel leads GoGo's Client Success and Customer Support teams and serves as the senior escalation point for the Aurora program. He has six years of experience at GoGo overseeing partner implementation, account management, performance monitoring, and ongoing program support across GoGo's active government partner portfolio. He holds a degree in Social Work from Weber State University.

Amy Adams -- Operations Lead

Amy Adams serves as Operations Lead, overseeing day-to-day operational coordination, service delivery consistency, and program compliance. She brings 15 years of senior healthcare and aging-services leadership, including prior roles as Transportation Services Director at the American Red Cross and as a program manager at the Area Agency on Aging of Tarrant County under the Older Americans Act framework. She holds a Master of Science and Bachelor of Science in Gerontology from the University of Northern Colorado.

Benjamin Eachus -- Head of Partnerships (Executive Sponsor)

Benjamin Eachus provides executive-level oversight, contract escalation authority, and long-term program accountability. He has over 15 years of experience in technology-driven organizations and leads GoGo's full public sector and nonprofit partnership function. He holds a Bachelor of Arts from Pitzer College.

AJ Flint -- Director, Enterprise Growth

AJ Flint serves as the primary point of contact during program onboarding and implementation, coordinating directly with City of Aurora staff through setup and transition to the assigned Client Success Manager. He is a founding member of GoGo's enterprise team with a background in government agency partnership management. He holds a Bachelor of Science in Business Administration from Utah Valley University.

Supporting Team

This core team is supported by dedicated Client Support Specialists, including Jerry De La Mora and Daphne Cabaluna, who handle day-to-day administrator inquiries, front-line technical support, and operator quality monitoring. GoGo's centralized 24/7/365 call center ensures continuous operational coverage across all program service hours.

2.3 Staffing Levels

Total Full-Time Employees (currently on staff):

7 partnerships-focused staff that provide various support services for program admins such as training & implementation, customer support and operational oversight. We also have 600+ operations staff that assist with ride ordering and rider support.

Total Part-Time Employees (currently on staff):

1 operations & customer relationship management.

2.4 Driver Qualifications & Minimum Hiring Criteria

Minimum Hiring Criteria for Drivers:

GoGo Technologies does not directly employ drivers. Transportation services for the C.A.R.S. program are fulfilled through GoGo's vetted network of TNC partners, Uber and Lyft, whose platform-level screening requirements establish the baseline qualification standard for all drivers. GoGo supplements those baseline requirements with its own elevated eligibility criteria, described below.

Uber — Driver Qualification Standards

All drivers operating through the Uber platform are subject to a multi-step screening process administered by third-party, FCRA-compliant background check providers including Checkr, HireRight, and Samba Safety. Screening covers identity verification, driving history, and criminal background.

Prior to screening, every driver must submit their Social Security number validated directly with the IRS, along with their full legal name, date of birth, a valid government-issued photo ID, and a live profile photo.

Uber pulls each driver's Motor Vehicle Record to confirm license validity and review driving history. Drivers are disqualified for an invalid, suspended, surrendered, or expired license; three or more minor moving violations within the past three years; any major moving violation within the past three years including reckless driving or driving on a suspended license; and any DUI or drug-related driving violation within the past seven years.

Criminal records are verified directly at the source through county courthouse records, with human review applied to all final disqualification decisions. Uber permanently disqualifies any driver convicted of murder, sexual assault, terrorism-related offenses, or any offense listed on the National Sex Offender Registry, regardless of when those offenses occurred. For other offenses including felonies, robbery, and fraud, Uber applies a standard seven-year lookback period. All active drivers must complete a new background check at minimum once per year, and Uber's continuous monitoring system flags new criminal charges or convictions between annual checks, removing any driver from the platform immediately upon identification of a disqualifying offense.

Lyft — Driver Qualification Standards

All drivers operating through the Lyft platform are subject to a comprehensive screening process administered by Checkr and Safety Holdings Inc., covering criminal history, driving record, and identity verification.

Lyft reviews each driver's motor vehicle record and disqualifies applicants for an invalid, suspended, surrendered, or expired license; four or more moving violations within the past three years; any single major moving violation within the past three years including reckless driving or driving on a suspended license; any DUI or drug-related driving violation within the past seven years; and any serious driving-related conviction within the past seven years including hit-and-run or a felony involving a vehicle.

Lyft permanently disqualifies any driver convicted of a violent crime including homicide, kidnapping, human trafficking, arson, burglary, carjacking, robbery, or aggravated assault; any sexual offense including rape, sexual assault, or child pornography; any act of terror; or any offense listed on the National Sex Offender Registry, regardless of when those offenses occurred. For other offenses, Lyft applies a seven-year lookback period. All active drivers are required to pass an updated background check annually, and Lyft conducts continuous criminal and driving record monitoring with immediate deactivation upon any newly identified disqualifying offense.

GoGo Elevated Driver Filtering Standards

In addition to the platform-level requirements maintained by Uber and Lyft, GoGo applies its own elevated eligibility criteria to all drivers serving C.A.R.S. program riders. Only drivers with a minimum rating of 4.7 or higher are eligible to serve the GoGo program. Drivers must also actively opt in to supporting older adults and individuals with disabilities, which includes assisting with alighting, folding and storing ambulatory equipment such as foldable walkers and wheelchairs. Any driver reported for a serious infraction or failure to meet program service standards is removed from the GoGo dispatch pool immediately, and reported to the appropriate TNC provider.

All driver screening records are maintained by each TNC platform in accordance with applicable state and federal regulations.

2.5 Dispatcher Experience & Qualifications

In GoGo's coordination model, the dispatcher function is performed by GoGo's call center operators and GoGoGuardians: the live, human staff who answer calls, process trip requests, monitor rides, and provide rider support. GoGo operates a 24/7/365 call center staffed by more than 600+ trained operators, available every day of the year including holidays.

Onboarding and Training

All operators complete a structured 15-day onboarding program before handling any live calls independently. The curriculum covers GoGo's core service model, IVR and platform navigation, ride booking and scheduling, customer registration workflows, account types, payment processing, fraud identification, call flow and disposition, and communication standards appropriate for older adults and individuals with disabilities. The third week of orientation is dedicated entirely to supervised live calls, call review sessions, and independent performance under observation.

Operator readiness is assessed through a formal Service Level Indicator framework across six weighted competency areas: Knowledge (30%), Call Handling (25%), System Navigation (20%), Punctuality and Participation (10%), Engagement (10%), and Technical Readiness (5%). To graduate, operators must achieve a minimum score of 80% across module quizzes, topic-specific assessments, mock calls, and a final knowledge evaluation. Operators who do not meet that threshold do not advance to live operations.

Ongoing Performance Standards

Following graduation, all operators enter a 90-day performance monitoring period. Ongoing standards include a Quality Assurance target of 97% on all call interactions, a driver cancellation rate below 4%, and zero tolerance for tardiness or unresolved technical disruptions. GoGo's quality assurance program regularly reviews and scores operator interactions against internal best practices, with targeted coaching and upskilling provided based on findings.

Program-Specific Support

When a C.A.R.S. program rider calls GoGo's dedicated program phone number, GoGo's system automatically identifies the caller by their phone number and surfaces all relevant program details to the operator in real time, including the rider's eligibility status, monthly ride allotment, mobility profile, and any special instructions. This means operators can accurately explain program parameters and assist with ride scheduling without requiring the rider to re-explain their situation on every call. Riders and the City of Aurora program staff may request to escalate to a team lead at any time.

SECTION 3 — FIRM QUALIFICATIONS, EXPERIENCE AND REFERENCES

3.1 Company Qualifications

Years in Ground Transportation Industry: 10 Years (founded 2016)

Summary of Relevant Qualifications

GoGo Technologies, Inc. (DBA GoGoGrandparent) is a technology-driven transportation coordination platform with ten years of experience designing, launching, and managing on-demand transportation programs for government and nonprofit partners across the United States. GoGo brings the following qualifications directly relevant to the C.A.R.S. program.

TNC Coordination Platform

GoGo's service model operates as a coordination layer between eligible riders and the on-demand transportation networks that serve them. Rather than owning or operating a dedicated fleet, GoGo manages the full rider experience through its proprietary platform: receiving trip requests by phone, dispatching through direct integrations with Uber and Lyft, monitoring every trip in real time through GoGoGuardian, and confirming delivery at the destination. This model eliminates fixed fleet costs while delivering the flexibility, coverage, and responsiveness that municipal senior transportation programs require. GoGo holds direct platform integrations with Uber and Lyft -- not pass-through broker arrangements -- giving GoGo direct control over dispatch, monitoring, and driver standards.

National Presence and Proven Government Partnerships

GoGo currently serves more than 150 active government and nonprofit partner accounts across all 50 states, Canada, and Australia, including city and county agencies, transit authorities, state offices for aging, and Area Agencies on Aging. Over its ten-year operating history, GoGo has coordinated more than 5.5 million rides for over 100,000 individual clients. Each partnership is configured to the specific requirements of the program it supports, including eligibility criteria, ride limits, service area boundaries, vehicle type requirements, and budget structures. Notable government partners include the New York State Office for the Aging, serving 38 of 62 counties statewide, and the Solano Transportation Authority in California.

24/7/365 Operations

GoGo's call center operates 24 hours a day, 7 days a week, 365 days a year, including all holidays. The center is staffed by more than 600 trained operators who answer every call, assist riders with scheduling, monitor active trips, and intervene in real time if issues arise. The City of Aurora and C.A.R.S. program participants will have access to live operator support at any hour, with no gaps in coverage across the full program service schedule.

SOC 2 Type 2 Certification

GoGo Technologies has previously achieved SOC 2 Type 2 certification and is currently engaged in its renewal cycle, with an active observation period underway through Oneleet, an independent third-party compliance firm. GoGo's information security program is structured around the SOC 2 Trust Services Criteria, covering access management, data handling, system availability, and incident response controls.

Upon completion of the current audit cycle, the renewed certification will be made available to the City of Aurora upon request.

ADA Compliance

GoGo meets ADA requirements through a tiered service model that matches each rider to the appropriate level of transportation based on their documented mobility needs. For ambulatory riders, including those using walkers or folding wheelchairs, GoGo coordinates curb-to-curb service through Uber and Lyft. Within 30 seconds of a trip being accepted, GoGo's GoGoGuardian system verifies the assigned vehicle and driver against the rider's documented requirements. For riders who require a wheelchair-accessible vehicle, GoGo bypasses standard TNC networks and routes requests to local WAV-certified subcontractors who provide door-to-door service. All mobility requirements are captured during rider intake and maintained in the GoGo platform, ensuring appropriate accommodations are applied consistently across every trip. GoGo's full ADA Compliance Plan is available as an attachment to this proposal.

3.2 Relevant Past Experience

Reference 1

Customer Name: New York State Office for the Aging (NYSOFA)

Project Name: GoGo Offices of the Aging Subsidy Program

Award Date: 01/2024

Completion Date: Ongoing

Reference Contact: Greg Olsen, Acting Director, 518-486-6067, greg.olsen@aging.ny.gov

Project Description: GoGo partners with the New York State Office for the Aging to operate one of the largest state-level TNC-based transportation coordination programs for older adults in the country, described by Governor Kathy Hochul's office as the first program of its kind in the country at launch. GoGo coordinates demand-responsive rides for older adults through Uber and Lyft across 38 county-based offices for the aging statewide, managing program guideline enforcement, new member registrations, and administrative support for agency staff. The program demonstrates GoGo's capacity to deliver consistent, compliant transportation coordination at significant scale under OAA-funded program requirements.

Reference 2

Customer Name: City of Newton, MA

Project Name: GoGo Newton Transportation System

Award Date: 06/2024

Completion Date: Ongoing

Reference Contact: Jenn Martin, Director of Transportation Planning, 617-796-1481, jmartin@newtonma.gov

Project Description: GoGo partnered with the City of Newton to replace an unsustainable microtransit program operating on a $1.3 million annual budget dependent on expiring federal and state grants. GoGo designed and operates a tiered subsidy structure segmented by age, income, and disability status, providing 24/7 demand-responsive transportation for older adults and individuals with disabilities, including service beyond the city's borders to regional medical providers across Greater Boston. GoGo provides phone-based booking requiring no smartphone or app, real-time GoGoGuardian trip monitoring, and monthly consolidated invoicing. The program operates under a 3-year agreement and remains active.

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Project Name: Solano Older Adults Medical Trip Concierge Service

Award Date: 01/2019

Completion Date: Ongoing

Reference Contact: Debbie McQuilkin, Mobility Program Manager, 707-399-3231, dmcquilkin@sta.ca.gov

Project Description: GoGo has operated the Solano Older Adults Medical Trip Concierge Service since 2019, serving adults aged 60 and older, ADA-qualified individuals, and veterans across more than 900 square miles and approximately 450,000 residents in Solano County, California. GoGo coordinates trips through Uber, Lyft, local taxi companies, and WAV providers with 24/7 phone-based booking requiring no smartphone or app. The program completed more than 29,000 rides in 2025, serves over 600 active riders, and maintains full FTA compliance through GoGo's multi-vendor rider choice framework. The partnership is currently renewing for FY 2026-27.

Reference 4

Customer Name: City of Diamond Bar, CA

Project Name: Diamond Ride Dial-A-Ride Program

Award Date: 07/2025

Completion Date: Ongoing

Reference Contact: Dannette Mansfield, Principal Management Analyst, 909-839-7012, dmansfield@diamondbarca.gov

Project Description: GoGo partners with the City of Diamond Bar to administer the Diamond Ride Program, providing demand-responsive and pre-scheduled Dial-A-Ride transportation for residents aged 60 and older and adults with disabilities aged 18 and older. GoGo coordinates trips through direct integrations with Uber, Lyft, and local WAV providers, with 24/7 phone-based booking, GoGoGuardian real-time trip monitoring, a tiered subsidy structure, and monthly consolidated invoicing. GoGo completed 12,286 trips from July 2025 through May 2026. The program operates under a 3-year agreement and remains active.

SECTION 4 - PROJECT APPROACH

4.1 Understanding of Program Objectives

The City of Aurora Ride Solution program provides reliable and accessible transportation for residents 60 and over, and individuals with disabilities. GoGoGrandparent began supporting the program in July 2025, and since that time has coordinated over 5,500 trips for Aurora residents. Now entering its second year, C.A.R.S. has moved past the proof-of-concept stage. The program's core design has been validated: supplemental, on-demand transportation, provided through a familiar phone-based interface, with caregiver accompaniment available at no additional cost, and covering the destinations that matter most such as medical, nutrition, employment, and wellness.

The GoGo platform was purpose-built for programs like C.A.R.S. Every system we have built, every operator we have trained, and every technology investment we have made has been oriented around supporting the unique needs of older adults and individuals with disabilities who need transportation that meets them where they are, serves them with patience and dignity, and connects them to the life they want to live in the community they call home.

The City's commitment to aging-in-place is one GoGo shares at an organizational level. When people can get to their doctor, their grocery store, their grandchildren's school play, or their weekly card game, they stay healthier, more socially connected, and more independent for longer. That is the outcome GoGo is in the business of delivering, and it is the outcome the C.A.R.S. program was designed to achieve.

4.2 Service Delivery Approach

4.2.1 Curb-to-Curb (Ambulatory) Service

GoGo provides standard curb-to-curb transportation for ambulatory C.A.R.S. program participants through its direct platform integrations with Uber and Lyft. This service is designed for seniors and individuals with disabilities who are able to enter and exit a vehicle independently or with minimal physical assistance, including riders who use walkers, canes, or folding wheelchairs.

Ride Scheduling and Intake

Every trip begins with a call to GoGo's dedicated C.A.R.S. program phone number. A live GoGo operator answers the call, confirms the rider's eligibility and monthly ride allotment, collects the trip details including pickup address, destination, and requested time, and enters the rider's mobility profile into the system. Riders may schedule a trip on demand or up to 48 hours in advance. The operator remains available throughout the call to answer questions, explain program parameters, and assist with any scheduling adjustments. No smartphone, app, or technical knowledge is required at any point.

During intake, GoGo captures and maintains each rider's individual mobility profile, including any special requirements such as vehicle size, equipment storage needs, or other preferences relevant to safe and comfortable service. This profile is associated with the rider's account and applied automatically to every subsequent trip, so riders do not need to re-explain their needs each time they call.

Dispatch and Vehicle Matching

Once a trip is confirmed, GoGo dispatches through its direct Uber and Lyft platform integrations. Only drivers who have met GoGo's elevated eligibility criteria, a minimum rating of 4.7 and an active opt-in to supporting older adults, are eligible to serve C.A.R.S. program riders. Within 30 seconds of a trip being accepted, GoGo's proprietary GoGoGuardian system automatically checks the assigned driver and vehicle against the rider's documented requirements, including vehicle size and any equipment accommodation needs, to confirm the match is appropriate before the driver proceeds to pickup.

For every trip involving a rider with ambulatory assistance needs, GoGo issues automated instructions to the assigned driver regarding the rider's specific requirements, ensuring the driver arrives prepared to assist.

Real-Time Trip Monitoring

Every trip is actively monitored from dispatch through confirmed drop-off by GoGo's GoGoGuardian system and live operations team. GoGoGuardian tracks driver location, route progress, and estimated arrival in real time. If a deviation, delay, or issue is detected at any point during the trip, a live operator intervenes immediately on the rider's behalf. Riders receive an estimated time of arrival notification, and their emergency contact or designated loved one can be notified at key trip milestones if that feature is enabled on their account.

No-Strand Policy

If a driver cancels after acceptance or is otherwise unable to fulfill a trip, GoGo does not leave the rider waiting without action. GoGo's operations team escalates the trip immediately, dispatching a replacement through the available TNC network and notifying the rider of the updated status. No C.A.R.S. program participants are left without a path to their destination.

Pickup Window

GoGo targets driver arrival within 15 minutes of the scheduled pickup time, consistent with the City's service standard.

4.2.2 Door-to-Door (Accessible / Mobility-Assisted) Service

For C.A.R.S. program participants who require a wheelchair-accessible vehicle, GoGo operates a separate and dedicated coordination pathway. Rather than routing these trips through the standard Uber and Lyft TNC network, GoGo bypasses that network entirely and dispatches directly to local WAV-certified subcontractors who are equipped and trained to provide door-to-door assistance for riders who use power wheelchairs, manual wheelchairs requiring lift or ramp access, and other mobility devices that require specialized vehicle equipment.

Subcontractor Coordination

GoGo coordinates WAV service in the Aurora service area through Disabled On the Go and United Safety Transfer, two locally operating WAV-certified providers whose vehicles and drivers meet all applicable Illinois state and local standards for accessible transportation. WAV subcontractors operating under GoGo's coordination agreements are bound by GoGo's provider standards as a condition of the subcontracting relationship, including vehicle equipment requirements, driver qualification standards, and ongoing compliance obligations.

To guarantee vehicle availability, WAV trips are typically scheduled 24 to 48 hours in advance. GoGo operators advise riders of this scheduling window at intake and work with riders and City of Aurora program staff to ensure advance scheduling is incorporated into care coordination workflows wherever possible.

Vehicle Equipment Standards

All WAV vehicles serving C.A.R.S. program riders must be equipped with the following at minimum: a hydraulic or fold-out ramp or power lift capable of accommodating standard and motorized wheelchair dimensions; a minimum of two forward-facing wheelchair securement positions using approved four-point tie-down systems; lap and shoulder belts at each securement position; and sufficient interior space to accommodate riders seated in their mobility device without requiring transfer. All vehicles must meet applicable Illinois Department of Transportation and ADA vehicle accessibility standards and must pass pre-trip safety inspections. Vehicles with identified equipment deficiencies are removed from the program dispatch pool until the deficiency is resolved and the vehicle is re-inspected.

WAV Driver Standards

All drivers providing WAV service under this contract must hold a valid Illinois driver's license with a clean driving record; pass a criminal background check prior to their first trip under this program; complete orientation and training covering passenger assistance protocols, ADA accommodation procedures, proper ramp and lift operation, four-point wheelchair securement procedures, and emergency response prior to transporting any C.A.R.S. program rider; and meet any additional driver qualification requirements established by the City of Aurora. Driver qualification records are maintained by GoGo and are available to the City upon request. Any driver who receives a substantiated complaint from a program rider is removed from the C.A.R.S. program dispatch pool immediately.

4.2.3 Caregiver Accompaniment Policy

GoGo's C.A.R.S. program service is configured as a private, personal ride. Consistent with the City's program design, eligible riders may be accompanied by a caregiver, family member, or companion on any trip at no additional charge. The accompanying passenger rides free. No separate registration, approval, or advance notice is required for a caregiver or companion to travel with a registered program participant.

Up to three additional passengers may accompany a rider in a standard TNC vehicle, subject to vehicle seating capacity. When an accompanying passenger is traveling with a rider who requires a wheelchair-accessible vehicle, GoGo coordinates with the WAV subcontractor to confirm that the vehicle can accommodate both the rider's mobility device and the accompanying passenger in a single trip.

Caregiver and companion passengers are subject to the same safety expectations that apply to all riders and passengers in the program. The registered program participant is responsible for ensuring that accompanying passengers comply with driver instructions and program conduct standards. Any concern involving an accompanying passenger is handled through the same complaint and incident resolution process applicable to all program service issues.

4.2.4 Scheduling — Demand-Responsive and Advanced Reservation

GoGo's scheduling model is built to accommodate the full range of trip request types the C.A.R.S. program requires, from same-day on-demand rides to recurring appointments scheduled weeks in advance. No single scheduling approach fits every rider, and GoGo does not require one in order to schedule a ride.

Same-Day On-Demand Service

Riders may request a trip at any time during program service hours with no advance notice required. A rider calls GoGo's dedicated C.A.R.S. program phone number, they can speak with a live operator, and the trip is dispatched immediately through GoGo's direct integrations with Uber and Lyft. GoGo targets driver arrival within 15 minutes of the scheduled pickup time, consistent with the City's service standard. Same-day rides are typically fulfilled within 15 to 30 minutes of booking depending on real-time driver availability in the Aurora service area. GoGo's operations team monitors driver assignment and en-route status from the moment of dispatch and will notify the rider proactively if any delay is anticipated.

Advanced Reservation

Riders may also schedule trips up to 48 hours in advance, consistent with RFP requirements. Pre-scheduled trips are entered into GoGo's platform at the time of booking, with the rider's pickup location, destination, requested time, and mobility profile all captured and confirmed by the operator during the call. On the day of service, GoGo dispatches the trip in advance of the scheduled pickup time to ensure driver arrival falls within the required 15-minute window. Riders receive an estimated time of arrival notification prior to pickup. Pre-scheduling is particularly well-suited for recurring medical appointments, nutrition program visits, and other regularly scheduled destinations where reliable timing is essential.

Will-Call Status

For riders who need a ride but cannot confirm a specific return pickup time at the time of booking -- such as those attending medical appointments of uncertain duration -- GoGo supports will-call scheduling. Under this arrangement, the outbound trip is scheduled in advance and the return trip is held in a will-call status. When the rider is ready to be picked up, they call GoGo's dedicated program line and a live operator dispatches the return trip immediately. This capability is particularly valuable for C.A.R.S. program riders attending medical appointments, where wait times are unpredictable and a fixed return pickup time is not practical.

Ride Allotment Tracking

At the time of each scheduling call, GoGo's system automatically checks the rider's current monthly allotment status and confirms the available balance with the operator before the trip is booked. If a rider has reached their monthly allotment of ten one-way rides, the operator flags the request and initiates the authorization process with City of Aurora program staff before proceeding. No trip that would exceed a rider's allotment is dispatched without prior City authorization, consistent with program parameters.

Accessibility of the Scheduling System

All scheduling functions are available by phone through GoGo's 24/7/365 live operator center, with no smartphone, app, or internet access required. For riders who are deaf, hard of hearing, or have communication disabilities, GoGo supports ADA-compliant access through TTY relay services and SMS-based communication in addition to standard voice calls. Visually impaired riders may use GoGo's voice command mode through the IVR system, which allows callers to speak responses rather than press keypad buttons. Accommodation requests, including mobility assistance, wheelchair storage, therapeutic animal accompaniment, and scent sensitivity, are documented on each member's account and honored at the time of dispatch.

4.2.5 Service Area Coverage

GoGo will provide transportation services for all eligible C.A.R.S. program participants with a pickup or drop-off location within the boundaries of the City of Aurora, to any destination within a 20-mile radius of the pickup location. This service area encompasses the City of Aurora and surrounding communities across DuPage, Kane, Kendall, and Will Counties, covering the full range of medical, nutrition, employment, and wellness destinations that program participants rely on.

All trips within the standard 20-mile radius are dispatched through GoGo's platform without additional authorization. GoGo's system is configured with the program's geographic parameters at the account level, allowing operators to identify trip eligibility at the time of scheduling and flag any request that approaches or exceeds the authorized service boundary before dispatch.

Trips Beyond the 20-Mile Radius

For trips that exceed the 20-mile radius from the pickup location, GoGo's operators will not dispatch the trip until authorization has been obtained from City of Aurora program staff, consistent with program requirements. When a rider requests a trip that falls outside the standard service boundary, the operator advises the rider that the trip requires City authorization, documents the request in GoGo's platform, and initiates contact with the designated City of Aurora program contact to request approval. Once authorization is confirmed, the trip is scheduled and dispatched through the standard process. All authorized out-of-area trips are logged and captured in GoGo's monthly reporting to the City.

GoGo recognizes that some C.A.R.S. program participants may have regular medical or specialty care needs at destinations beyond the standard 20-mile radius, particularly given the regional distribution of hospitals and specialty providers across the greater Chicago metropolitan area. GoGo's team will work with City program staff during implementation to establish a streamlined authorization workflow for recurring out-of-area trips, reducing administrative burden for both staff and riders while maintaining appropriate program oversight.

Service Hours

GoGo will provide scheduling and dispatch coverage across the full program service schedule as specified in the RFP:

Monday through Thursday: 7:00 AM to 10:00 PM
Friday and Saturday: 7:00 AM to 11:00 PM
Sunday: 7:00 AM to 10:00 PM

GoGo's 24/7/365 call center provides continuous operational coverage beyond these hours for emergencies and urgent rider support needs. Any modification to scheduled service hours will be communicated to the City of Aurora in advance and agreed upon in writing prior to taking effect.

4.3 Dispatching & Scheduling Protocols

Dispatch Operations and Hours

GoGo operates a centralized, cloud-based dispatch and coordination platform that manages all trip requests, provider dispatch, and ride confirmation across Uber, Lyft, and WAV subcontractors. Dispatch operations are staffed and active across the full C.A.R.S. program service schedule:

Monday through Thursday: 7:00 AM to 10:00 PM Friday and Saturday: 7:00 AM to 11:00 PM Sunday: 7:00 AM to 10:00 PM

GoGo's 24/7/365 call center provides continuous operational coverage beyond program service hours for emergency rider support and urgent trip needs. All calls to GoGo's dedicated C.A.R.S. program phone number are recorded and logged in GoGo's platform, creating a complete, time-stamped record of every rider interaction.

Dispatch Staffing

GoGo's dispatch function is performed by its centralized call center team of more than 600 trained operators, supported by GoGo's proprietary platform integrations with Uber and Lyft. When a rider calls to request a trip, a live operator receives the call, confirms the rider's eligibility and allotment status, collects trip details, and initiates dispatch directly through GoGo's platform. The system automatically identifies registered C.A.R.S. program callers by phone number and surfaces their rider profile, program parameters, and mobility requirements to the operator in real time, enabling accurate and efficient dispatch without requiring the rider to repeat their information on every call.

GoGo's platform manages simultaneous trip requests across all active programs and dispatches through direct API integrations with Uber and Lyft, not through pass-through broker arrangements. This direct integration gives GoGo's operations team real-time visibility into driver assignment, vehicle location, en-route status, and estimated time of arrival for every active trip. Dispatch supervisors monitor the active trip queue throughout all service hours and intervene immediately when issues are identified.

Communications Infrastructure

GoGo's coordination model operates entirely through digital and telephonic communications infrastructure rather than vehicle-mounted two-way radio systems. All rider-facing communications are conducted through GoGo's dedicated program phone line, staffed by live operators during all service hours. All driver-facing communications are conducted through the Uber and Lyft driver applications, which TNC drivers are required to operate during every trip. WAV subcontractor driver communications are conducted through protocols established in GoGo's subcontractor agreements, which include phone-based check-in and dispatch confirmation requirements.

GoGo's communications infrastructure does not utilize traditional narrowband radio frequencies and is therefore not subject to FCC narrowband requirements applicable to land mobile radio systems. GoGo's digital platform and telephone-based communications model provides equivalent or superior real-time communications capability between dispatch and all active drivers throughout the program service area.

ADA-Compliant and Accessible Phone Access

GoGo's dedicated C.A.R.S. program phone line is accessible to all riders, including those who are deaf, hard of hearing, or have communication disabilities. In accordance with the City's confirmed acceptance of modern equivalent accessibility technologies, GoGo provides ADA-compliant access through TTY relay services and SMS-based communication in addition to standard voice calls. No smartphone or internet access is required to use any of these options. GoGo's IVR system handles initial call routing and connects riders to a live operator for all ride scheduling, trip modification, and support functions. Special needs and accommodation requests, including mobility assistance to and from the vehicle, walker or foldable wheelchair storage, visual impairment accommodations, therapeutic animal accompaniment, and scent sensitivity, are documented on each member's account and honored at the time of dispatch.

Riders or program administrators may call GoGo at any time to add or update accommodation notes. For visually impaired riders, GoGo offers a voice command mode through the IVR system, which allows callers to speak responses rather than press keypad buttons, for example, saying "home" to select a pickup location. This mode can be enabled by calling GoGo and requesting the setting through a live operator. Riders may also reach GoGo's operations team through the web-based GoGo Account Portal, which is accessible to authorized City of Aurora program staff and designated caregiver contacts.

Dispatcher Logs

GoGo maintains complete dispatcher logs for every program service day. Each log captures the name, phone number, and address of the rider requesting service; the requested destination and arrival time; the vehicle and driver assigned to the trip; and the estimated pickup time communicated to the rider. All log data is stored within GoGo's secure platform and is available to the City of Aurora via the dashboard on-demand. Monthly trip detail reports inclusive of all dispatcher log data are provided to the City as part of GoGo's standard reporting package.

4.4 Complaint Handling Process

GoGo maintains a formal written complaint and grievance resolution process applicable to all C.A.R.S. program riders, caregivers, and authorized representatives. GoGo is committed to meeting the City's requirement that all complaints are investigated and resolved within five (5) working days of receipt, with written documentation provided to both the City of Aurora and the complainant upon resolution.

Complaint Intake

Complaints may be submitted through any of the following channels at any time:

By phone: GoGo's 24/7/365 operations line at (855) 464-6872 & Admin support line: (844) 901-1678
By email: enterprise@gogograndparent.com
Through the GoGo Account Portal by authorized City of Aurora program staff

All intake channels are staffed or monitored continuously. Riders or their representatives may also submit complaints verbally during any call to GoGo's dedicated C.A.R.S. program phone number, and the receiving operator is responsible for documenting the complaint in GoGo's system before the call concludes.

Logging and Assignment

Every complaint received is logged immediately in GoGo's internal complaint management system with a time and date stamp, a description of the reported issue, the rider's name and contact information, the trip or service event in question, and the channel through which the complaint was received. Upon logging, each complaint is assigned a resolution owner from GoGo's Client Success team, with Cameo White serving as the primary resolution owner for Aurora C.A.R.S. program complaints and Danny Angel serving as the senior escalation point for complex or pattern-level issues. No complaint enters the system without an assigned owner and an active resolution timeline.

Investigation

GoGo investigates all complaints by reviewing the relevant trip records, call recordings, GoGoGuardian monitoring data, and driver history associated with the reported event. For complaints involving driver conduct, GoGo initiates contact with the relevant TNC platform or WAV subcontractor as part of the investigation. For complaints involving GoGo's own operations staff, the Quality Assurance team reviews the associated call recording and interaction logs. GoGo's investigation process is designed to establish the facts of the reported event independently of the rider's account, ensuring that resolutions are based on documented evidence rather than assumption.

Resolution and Notification

GoGo commits to investigating and resolving all complaints within five working days of receipt, consistent with the City's requirement. Upon resolution, GoGo will provide written documentation of the complaint findings and the corrective action taken to both the City of Aurora program contact and the individual who filed the complaint. Written resolution notices will be delivered by email or mail based on the complainant's stated preference.

For substantiated complaints involving driver conduct, GoGo takes immediate corrective action up to and including permanent removal of the driver from the C.A.R.S. program dispatch pool. The City of Aurora will be notified promptly of any complaint that involves a pattern of service failure, a potential regulatory issue, or a safety concern affecting a program participant, without waiting for the five-day resolution window to close.

Complaint Records

All complaint records for the current contract year are maintained in GoGo's secure platform and are available for inspection by the City of Aurora upon request at any time. Complaint volume, resolution status, and trend data are included in GoGo's monthly program reports to the City.

Non-Discrimination

GoGo does not deny services or discriminate on the basis of race, color, religion, sex, age, sexual orientation, national origin, ancestry, physical or mental disability, or public assistance recipient status. Any complaint alleging discriminatory treatment is treated as a priority investigation and escalated to GoGo's Director of Client Success immediately upon receipt.

4.5 Drug and Alcohol Testing Program

Current Drug & Alcohol Testing Program:

GoGo Technologies maintains a current drug and alcohol program for its personnel and service delivery model. GoGo's compliance framework operates across two tiers: GoGo's internal workforce, and the transportation providers, TNC partners and WAV subcontractors, who fulfill trips under the program.

As confirmed by the City of Aurora in its response to Q&A question 38, the 49 CFR Part 655 and Part 40 requirements under this solicitation apply to the Proposer and the personnel performing services under the contract. GoGo's compliance program is structured accordingly:

Tier 1 - GoGo Internal Workforce

All GoGo employees and contractors performing program management, operations coordination, and rider support functions under this contract are subject to GoGo's internal substance abuse policy, which maintains a strict zero-tolerance standard with respect to the performance of program duties under the influence of alcohol or any controlled substance. GoGo's policy includes the following testing provisions applicable to its internal workforce:

Reasonable Suspicion Testing: GoGo reserves the right to require drug and alcohol testing of any employee or contractor based on observable signs or behaviors that may indicate substance use or impairment during the performance of work duties. Reasonable suspicion determinations are made by a trained supervisor in accordance with GoGo's internal policy and applicable law.

Post-Incident Testing: GoGo conducts drug and alcohol testing following any workplace incident or safety event involving GoGo personnel in which substance use may have been a contributing factor.

Return-to-Duty Testing: Any GoGo employee or contractor who has tested positive or been removed from service-related duties for substance use reasons is required to complete a return-to-duty testing process and demonstrate a negative result before resuming program responsibilities.

All GoGo internal workforce drug and alcohol compliance records are maintained in controlled-access personnel files and are available to the City of Aurora upon request for verification of compliance.

Tier 2 - TNC Partners (Uber and Lyft)

All drivers fulfilling C.A.R.S. program trips through the Uber and Lyft platforms are subject to each platform's independent drug and alcohol compliance policies, which are maintained and enforced at the platform level as a condition of driver eligibility, in compliance with applicable state and local regulations. Uber has partnered with LabCorp to make drug testing available to drivers facing account deactivation following a drug-related impairment complaint, giving drivers the opportunity to contest a report prior to permanent removal. Both Uber and Lyft maintain zero-tolerance impairment policies, with immediate investigation and permanent deactivation protocols upon substantiated reports. Both platforms conduct continuous criminal and driving record monitoring on all active drivers, with any substance-related conviction or violation resulting in immediate deactivation.

Any rider-reported or operator-observed concern regarding driver impairment is escalated immediately by GoGo's operations team to the relevant TNC platform for investigation and account action, with simultaneous written incident documentation logged in GoGo's internal records and notification to the City of Aurora as required.

Tier 3 - WAV and NEMT Subcontractors

All WAV subcontractors providing accessible transportation under this contract are required, as a condition of their subcontracting agreement with GoGo, to maintain drug and alcohol compliance programs that meet or exceed applicable state and local regulations and the requirements of this contract, including pre-employment screening, post-accident testing, reasonable suspicion protocols, and return-to-duty requirements following any positive result. Subcontractor compliance records are maintained by each subcontractor and are available to GoGo and the City of Aurora upon request.

Recordkeeping

GoGo maintains up-to-date drug and alcohol compliance records for its internal workforce in accordance with 49 CFR Part 40 recordkeeping requirements. Records are stored securely in controlled-access personnel files, retained for a minimum of five years for test results and two years for related process records, and are available to the City of Aurora upon reasonable request throughout the contract term.

4.6 Personnel Program

Hiring, Training and Retention Approach

GoGo's personnel are GoGo's internal operations staff, who handle all scheduling, dispatch, monitoring, and program management functions; and transportation providers, specifically TNC drivers through Uber and Lyft and WAV subcontractor drivers, who fulfill trips in the field. Hiring, training, and retention practices are tailored to each category. Additionally, GoGo has a dedicated Administrative & Operational support team that oversees implementation, training, and ongoing administrative support.

GoGo's internal staff hiring process begins with role-specific recruitment against defined qualification criteria, followed by a multi-stage interview process assessing technical knowledge, communication skills, and alignment with GoGo's service values. All candidates for positions involving direct customer support, account management, or program oversight undergo background screening prior to assuming program responsibilities. GoGo maintains up-to-date personnel records for all employees and contractors in program-facing roles, including records of all training completed, dates of completion, and any performance actions taken.

Driver Training Plan

TNC drivers serving C.A.R.S. program riders through Uber and Lyft complete the platform-level onboarding and training required by each TNC prior to their first trip, which covers safe driving practices, rider interaction standards, and the handling of passenger belongings and equipment. In addition, all TNC drivers eligible to serve GoGo program riders must actively opt in to supporting older adults and individuals with disabilities. This opt-in process includes acknowledgment of expectations for boarding and alighting assistance, folding and storing ambulatory equipment such as walkers and folding wheelchairs. GoGo's GoGoGuardian system issues automated trip-specific instructions to the assigned driver prior to every trip involving a rider with documented mobility requirements, reinforcing the appropriate service standards for each individual rider at the point of dispatch.

WAV subcontractor drivers providing accessible service under this contract are required, as a condition of their subcontracting agreement with GoGo, to complete orientation and training prior to transporting any C.A.R.S. program rider. Required training covers the following areas at minimum: proper operation of vehicle ramps and hydraulic lifts; four-point wheelchair securement procedures and lap and shoulder belt application; safe boarding and alighting assistance for riders using mobility devices; ADA passenger interaction requirements and disability etiquette; denial of service procedures; and emergency response protocols.

Mandated Reporter Training

GoGo is committed to ensuring that all program-facing staff understand their obligations with respect to the reporting of suspected abuse, neglect, or exploitation of older adults and individuals with disabilities. GoGo will work with the City of Aurora during implementation to confirm the specific mandated reporter training standards applicable to this program and ensure full compliance prior to service commencement.

Dispatcher Training

All GoGo operators and GoGoGuardians assigned to handle C.A.R.S. program calls complete a structured 15-day onboarding program before handling any live calls independently. The curriculum covers GoGo's core service model, IVR and platform navigation, ride booking and scheduling, customer registration workflows, account types, eligibility and allotment management, fraud identification, call flow and disposition, and communication standards specifically designed for older adults and individuals with disabilities. Training emphasizes clear and simple language, active listening, patience, and calm and confident call handling.

Prior to program launch, GoGo's operations team receives a formal briefing on the C.A.R.S. program's specific parameters, including service area boundaries, eligible trip purposes, the monthly ride allotment structure, caregiver accompaniment policy, and the process for authorization of out-of-area or over-allotment trips. This briefing ensures that every operator handling a C.A.R.S. program call has the information needed to assist riders accurately from the first day of service.

Operator readiness is assessed through module quizzes, topic-specific assessments, mock calls, and live supervised call practice. Operators must achieve a minimum passing score of 80% and demonstrate proficiency in system navigation before being cleared for live operations. Following graduation, all operators enter a 90-day performance monitoring period with ongoing standards including a 97% Quality Assurance target on all call interactions. Ongoing training and upskilling is provided throughout the contract term based on quality assurance findings and program performance data.

Personal Communications Device Policy

GoGo's internal operations staff are permitted to use personal communications devices in the performance of their work duties, as GoGo operates as a remote-first organization and personal devices are integral to call center and coordination operations. All personal device use for program-related functions is subject to GoGo's data security and confidentiality policies, including requirements for encryption, secure access, and compliance with GoGo's information security program, which is structured around the SOC 2 Trust Services Criteria and currently undergoing renewal audit. Staff are prohibited from using personal communications devices to record, transmit, or share any program participant data outside of GoGo's secure platform environment.

For TNC drivers, personal device use is governed by each platform's driver policies. Uber and Lyft both prohibit drivers from using handheld mobile devices while operating a vehicle, consistent with Illinois law. GoGo reinforces this standard as part of the driver eligibility and monitoring framework. Any driver reported for distracted driving or unsafe device use during a C.A.R.S. program trip is flagged and removed from the program dispatch pool.

For WAV subcontractor drivers, GoGo's subcontracting agreements require compliance with all applicable Illinois laws governing mobile device use while operating a vehicle, and prohibit the use of personal devices in any manner that compromises rider safety or privacy during a program trip.

SECTION 5 - OPERATIONAL DETAILS

5.1 Computer Equipment & Software

Scheduling and Dispatch Software

GoGo operates a proprietary, cloud-based coordination platform that serves as the operational backbone of all scheduling, dispatch, trip monitoring, and program reporting functions. The platform has been purpose-built for government and nonprofit senior transportation programs over GoGo's ten-year operating history and is the same system currently supporting the City of Aurora's C.A.R.S. program.

The platform manages the full trip lifecycle from request intake through confirmed drop-off. When a rider calls GoGo's dedicated C.A.R.S. program phone number, the IVR system routes the call to a live operator and simultaneously surfaces the rider's profile, eligibility status, allotment balance, mobility requirements, and all relevant program parameters to the operator in real time. The operator enters the trip request directly into the platform, which dispatches through GoGo's direct API integrations with Uber and Lyft. For WAV trips, the platform routes the request to the designated local subcontractor. All dispatch activity is time-stamped and logged automatically at the moment of action.

Trip tracking capabilities include real-time driver location monitoring through GoGo's GoGoGuardian system, which tracks GPS position, en-route status, estimated time of arrival, and any deviations or exceptions throughout the trip. Every trip record captures the rider's name, pickup and drop-off addresses, requested and actual pickup times, trip purpose, vehicle type, distance traveled, fare, and completion status. All data is stored within GoGo's secure AWS-hosted infrastructure and is available to authorized City of Aurora program staff in real time through the GoGo Account Portal.

City of Aurora program staff will receive access to the GoGo Account Portal upon program launch. Portal capabilities available to authorized City staff include viewing individualized rider profiles capturing accessibility needs, mobility requirements, and emergency contacts; reviewing ride history by rider, date, trip type, and destination; submitting new participant enrollments and updating participant records; monitoring active trips and viewing real-time trip status; running on-demand reports; and downloading data exports for billing and program oversight purposes. The portal requires no specialized software and is accessible through any standard web browser.

GoGo will provide structured platform training to all City of Aurora program staff prior to launch, covering rider registration, ride scheduling, trip activity management, reporting and data export, and day-to-day program operations. Training sessions run approximately 45 to 60 minutes and are designed to ensure staff feel confident in the platform before the program goes live.

Billing Software

GoGo generates monthly invoices through its proprietary platform, with all billing derived directly from the trip data captured during the scheduling and monitoring process. Each invoice includes trip-level detail covering completed trips, cancelled trips, no-shows, rider names, dates of service, trip purposes, distances, vehicle types, and applicable fare components. Invoice data is structured to support the City's program reporting and reconciliation needs and can be formatted to match the City's preferred invoice structure as agreed upon during implementation.

Invoices are submitted to the City of Aurora's Purchasing Division on a monthly basis by email to PurchasingDL@aurora.il.us, in accordance with the City's invoicing requirements. All invoices include a valid purchase order reference as required by the City. GoGo's payment terms are Net 30. GoGo supports electronic funds transfer payment, consistent with the City's preferred payment method.

Rider Allowance Tracking

GoGo's platform tracks each registered C.A.R.S. program participant's monthly ride allotment at the individual account level. Each participant's account is configured with an allotment of ten one-way rides per month, which may be used as up to five round trips or any combination of one-way and round-trip rides as permitted under the program. The platform automatically decrements the available allotment each time a trip is completed or counted as a cancellation or no-show consistent with program rules.

At the time of every scheduling call, the operator receives the rider's current allotment balance in real time before the trip is booked. If a rider has remaining allotment, the trip proceeds normally. If a rider has reached or would exceed their monthly allotment, the operator does not dispatch the trip without prior authorization from City of Aurora program staff. The operator advises the rider that authorization is required, documents the request in the platform, and contacts the designated City program contact to obtain approval. No over-allotment trip is dispatched until written or verbal authorization from an authorized City representative is confirmed and logged.

Riders who require a return trip home and have exhausted their monthly allotment are flagged as a priority authorization case, consistent with the City's program guidelines. GoGo's operations team will work with City staff to establish a clear escalation path for these situations during implementation to minimize rider wait time.

The City of Aurora has the right to amend allotted ride limits at any time. GoGo's platform can be reconfigured to reflect updated allotment parameters within the implementation timeframe agreed upon at the time of the change, with no disruption to ongoing program operations.

5.2 Fleet & Vehicle Management

GoGo's Vehicle Model

GoGo Technologies does not own or operate a proprietary vehicle fleet. All transportation services for the C.A.R.S. program are fulfilled through GoGo's direct platform integrations with Uber and Lyft for standard ambulatory service, and through a locally contracted WAV subcontractor for accessible transportation. This model eliminates fixed fleet costs, vehicle depreciation, and maintenance overhead while providing a dynamic, scalable vehicle inventory that adjusts to program demand in real time across the Aurora service area.

All vehicles serving C.A.R.S. program riders are identified through GoGo's dispatch platform, which associates every active trip with the assigned driver, vehicle description, and license plate prior to rider pickup. Riders receive driver and vehicle information through GoGo's ETA notification system before the driver arrives.

Standard Ambulatory Vehicles -- Uber and Lyft Network

The following vehicle categories describe the standard vehicle types available through GoGo's Uber and Lyft platform integrations for ambulatory C.A.R.S. program riders. All vehicles must meet Uber and Lyft platform requirements for the State of Illinois, including a four-door configuration, model year no more than 16 years old, no salvaged or rebuilt titles, no cosmetic damage or missing components, and valid registration and insurance.

Vehicle Type	Year	Make / Model	Capacity	Owned / Leased	Notes
Standard Sedan (UberX / Lyft Standard)	2009 or newer	Four-door sedan, varies by driver	Up to 4 passengers	Driver-owned	Default vehicle type for most trips
Extended Capacity (Uber XL / Lyft XL)	2009 or newer	SUV or minivan, varies by driver	Up to 6 passengers	Driver-owned	Used for riders traveling with companions or larger equipment

All TNC vehicles serving GoGo program riders are subject to GoGo's elevated driver eligibility filter, which restricts dispatch to drivers with a minimum rating of 4.7 and an active opt-in to supporting older adults and individuals with disabilities. Any vehicle reported by a rider or GoGo operator as not meeting program standards is flagged and removed from the C.A.R.S. dispatch pool immediately.

Accessible Vehicles -- WAV Subcontractor

WAV Subcontractor Wheelchair-accessible vehicle service for C.A.R.S. program riders is provided through GoGo's locally contracted WAV subcontractor serving the Aurora, Illinois service area. GoGo has identified qualified WAV providers for this program: United Safety Transfer & Disabled on the Go Transit. We will submit the required vehicle information in the final agreement.

Vehicle Type	Year	Make / Model	Capacity	Owned / Leased	Notes
WAV Vehicle	[To be confirmed by provider]	[To be confirmed by provider]	[To be confirmed by provider]	[To be confirmed by provider]	Equipped with ramp or hydraulic lift, four-point securement, lap and shoulder belts

All WAV vehicles serving C.A.R.S. program riders are required under GoGo's subcontracting agreement to meet or exceed applicable state and local regulations, including Illinois Department of Transportation and ADA vehicle accessibility standards. All vehicles must pass pre-trip safety inspections, and any vehicle with an identified equipment deficiency is removed from the program dispatch pool until the deficiency is resolved and the vehicle has been re-inspected.

Vehicle Identification

GoGo will work with the City of Aurora during implementation to establish a vehicle identification approach appropriate to each service type. For TNC vehicles, GoGo's dispatch platform provides riders and ride logs with driver name, vehicle description, and license plate for every active trip, enabling identification of all vehicles serving the program at any given time.

5.2.1 Dispatching & Vehicle Control Procedures:

GoGo's dispatching and vehicle control framework operates entirely through its proprietary coordination platform and GoGoGuardian monitoring system, supported by a 24/7/365 live operations team. The model provides continuous, real-time oversight of every active trip from the moment a ride is requested through confirmed drop-off.

Trip Request and Dispatch Initiation

All trip requests are received through GoGo's dedicated C.A.R.S. program phone line. Upon call receipt, GoGo's IVR system routes the call to a live operator and simultaneously surfaces the rider's full program profile to the operator in real time. The operator collects or confirms the trip details, verifies allotment availability, and enters the trip directly into GoGo's coordination platform. For standard ambulatory trips, the platform dispatches immediately through GoGo's direct API integrations with Uber and Lyft, which identify and assign the nearest eligible driver from the active TNC network in the Aurora service area. For WAV trips, the platform routes the request directly to GoGo's contracted local WAV subcontractor for driver assignment and dispatch.

Vehicle and Driver Matching

Within 30 seconds of a trip being accepted by a driver, GoGo's GoGoGuardian system automatically verifies the assigned driver and vehicle against the rider's documented profile, including vehicle size requirements, mobility equipment accommodation needs, and any special instructions logged at intake. For any trip involving a rider with ambulatory assistance requirements, GoGo's platform issues automated instructions to the assigned driver regarding the rider's specific needs prior to the driver proceeding to pickup. Drivers who do not meet GoGo's minimum eligibility standards, a rating of 4.7 or higher and an active opt-in to supporting older adults with mobility equipment, are excluded from the dispatch pool and will not be assigned to C.A.R.S. program trips.

Real-Time Trip Monitoring

Every active trip is monitored continuously from dispatch through drop-off confirmation by GoGo's GoGoGuardian system and live operations team. GoGoGuardian tracks driver GPS location, route progress, en-route status, and estimated time of arrival in real time throughout the duration of the trip. Automated alerts are triggered for delays, missed pickups, routing deviations, and any other exception events, escalating immediately to a live operator for intervention. GoGo's operations team is staffed around the clock and responds to every escalated alert in real time.

City of Aurora program staff have direct access to GoGo's administrative dashboard, which provides a live view of all active trips at any time, including driver location, vehicle description, pickup and drop-off addresses, estimated arrival, and trip status. This visibility is available to authorized City staff throughout all program service hours and does not require any action by GoGo staff to initiate.

Exception Handling and Vehicle Control

When an exception event is identified, including a driver cancellation after acceptance, a pickup delay, a routing deviation, or a rider distress signal, GoGo's operations team intervenes immediately. For driver cancellations, the platform initiates re-dispatch through the available TNC network without delay and the rider is notified of the updated driver and estimated arrival. For routing deviations or rider concerns identified through GoGoGuardian, a live operator contacts the driver directly through the Uber or Lyft platform and, if necessary, contacts the rider to confirm their safety and status. No C.A.R.S. program riders are left without active operator oversight during any in-progress trip.

Any driver who fails to complete a trip, behaves inappropriately, or generates a substantiated complaint from a program rider is flagged in GoGo's platform and removed from the C.A.R.S. program dispatch pool immediately. Removal is permanent pending investigation and does not require a second incident to take effect.

WAV Dispatch and Control

GoGo's operations team coordinates dispatch with the WAV subcontractor, and confirms trip acceptance. GoGo does not real-time track WAV vendors as direct integration is typically not possible. Any reported issues will be addressed with the subcontracted vendor and C.A.R.S. program staff.

5.2.2 Fleet Maintenance Program:

GoGo Technologies does not own or operate a proprietary vehicle fleet and therefore does not administer a centralized vehicle maintenance program in the traditional sense. As a coordination intermediary, GoGo relies on Uber and Lyft to independently enforce vehicle condition, maintenance, and driver compliance requirements on their respective platforms, including regular vehicle inspections and ongoing eligibility standards that each driver must satisfy to remain active. Uber and Lyft are responsible for ensuring their drivers and vehicles meet applicable state and local regulatory requirements as a condition of platform participation. For accessible service, GoGo's contracted WAV subcontractor maintains its own fleet in accordance with applicable state and local requirements. GoGo's coordination role includes establishing minimum vehicle condition standards as a condition of program participation and removing any vehicle from the C.A.R.S. dispatch pool that does not meet those standards.

This model is consistent with GoGo's coordination framework and eliminates the fixed costs of fleet ownership, garage facilities, and in-house maintenance staffing that would otherwise be passed through to the City of Aurora as program overhead.

Standard Ambulatory Vehicles, TNC Platform Maintenance Standards

All vehicles serving C.A.R.S. program riders through the Uber and Lyft networks are maintained by their individual driver-owners in accordance with each TNC platform's vehicle standards and applicable Illinois state vehicle regulations. These standards include the following, all of which are enforced and monitored by Uber and Lyft at the platform level:

Vehicle eligibility requirements mandate a four-door configuration, a model year no more than 16 years old, no salvaged or rebuilt titles, and no cosmetic damage or missing components. All vehicles must maintain valid Illinois registration and insurance throughout the period of platform participation. Drivers are responsible for ensuring their vehicles pass all required state safety inspections and remain in clean, safe, and roadworthy condition at all times.

Both Uber and Lyft maintain ongoing vehicle compliance monitoring through their driver rating and reporting systems. Any vehicle reported by a rider as being in unsatisfactory condition is flagged for platform review, and the driver is subject to suspension or removal pending investigation. GoGo supplements this monitoring through its own rider feedback process, any vehicle and/or driver reported by a C.A.R.S. program rider or GoGo operator as failing to meet program standards is immediately removed from the C.A.R.S. dispatch pool, regardless of the platform's independent review timeline.

WAV Subcontractor Vehicles - Maintenance Requirements

All wheelchair-accessible vehicles serving C.A.R.S. program riders are operated by GoGo's contracted WAV subcontractor, which is responsible for maintaining its fleet in full compliance with applicable state and local regulations. Maintenance records are kept by the subcontractor and are available to GoGo and the City of Aurora upon request.

GoGo's Oversight Role

While GoGo does not perform maintenance directly, GoGo maintains ongoing oversight of vehicle condition compliance across both service tiers through the following mechanisms: real-time trip monitoring via GoGoGuardian, which tracks active trips and flags any in-service vehicle issue reported by a rider or operator; rider feedback review following every completed trip; periodic compliance audits of WAV subcontractor maintenance records; and immediate removal of any vehicle from the program dispatch pool upon a substantiated condition report. The City of Aurora will be notified of any vehicle-related issue that results in a service disruption or that affects a program rider's safety or comfort.

5.3 Record-Keeping

Data Tracking & Reporting Systems:

GoGo's proprietary coordination platform serves as the system of record for all trip data, passenger records, and program metrics generated under the C.A.R.S. program. Every transaction is captured automatically, time-stamped, and stored within GoGo's secure cloud infrastructure from the moment a ride is requested through final drop-off confirmation. No manual data entry is required to generate program records, the platform captures all required data elements as a byproduct of normal dispatch and monitoring operations.

Trip Data Capture

GoGo generates a trip ticket for every trip processed under the C.A.R.S. program. Each trip ticket is created automatically at the time of dispatch and captures the following data at minimum: rider name and account identifier; pickup address; destination address; requested pickup time; actual pickup time; drop-off time; total trip distance in miles; vehicle type; driver identifier; trip purpose; fare amount; and trip status -- completed, cancelled, or no-show. For cancelled and no-show trips, the platform records the time of cancellation, the reason category, and whether the trip counted against the rider's monthly allotment. All trip data is available to authorized City of Aurora staff in real time through the GoGo Account Portal from the moment a trip is dispatched.

Passenger Records

GoGo maintains an individualized profile for every registered C.A.R.S. program participant in its platform. Each profile captures the rider's name, contact information, eligibility status, monthly ride allotment balance, remaining allotment for the current period, mobility requirements, emergency contact information, and any special instructions associated with their account. Rider profiles are updated in real time as trips are completed, cancelled, or authorized. City of Aurora program staff can view, update, and export participant records at any time through the GoGo Account Portal. New participant enrollments can be submitted directly by City staff through the portal or communicated to GoGo's Client Success team for entry.

Program Metrics and Performance Tracking

GoGo's platform continuously tracks and aggregates program-level metrics across all active trips and riders. The following metrics are captured and available to the City of Aurora at any time through the portal and in monthly reports: total trips requested, completed, cancelled, and no-showed; on-time pickup performance measured against the 15-minute pickup window standard; average wait time from request to pickup by service type and time of day; provider performance including TNC and WAV completion rates and cancellation rates; rider utilization by participant including monthly trip frequency and allotment usage; total active participants in the program period; and complaint volume and resolution status. Additional metrics can be configured into GoGo's reporting outputs based on the City's specific reporting requirements, which will be confirmed during implementation.

Monthly Reporting to the City of Aurora

GoGo confirms its commitment to providing the City of Aurora with monthly program reports covering all required data metrics. Monthly reports are delivered alongside each invoice and include trip-level detail sufficient to support the City's program oversight, performance monitoring, and invoicing reconciliation needs. Reports are structured to address the reporting metrics identified by the City in Q&A response 24, including number of trips completed; rider usage and eligibility tracking; trip destinations and mileage; on-time performance; ride denials and cancellations; revenue and invoicing documentation; driver and dispatcher logs; and complaint tracking and resolution documentation. Report format and delivery method will be agreed upon with the City during implementation. Additional reporting requirements identified during contract negotiations will be incorporated into GoGo's standard monthly reporting package.

Data Security and Retention

All program data is hosted within GoGo's SOC 2 Type 2 certified infrastructure on Amazon Web Services, with data centers located in the US-East region. All data is encrypted at rest and in transit. Access to program data is role-restricted and audit-logged, limiting visibility to authorized GoGo personnel and authorized City of Aurora program staff. GoGo does not share participant data beyond what is necessary to coordinate individual trip requests with Uber, Lyft, or the WAV subcontractor.

All program records are retained for a minimum of seven years following contract termination, with extension if any audit findings remain unresolved at the time of the retention period expiration. Records are available to the City of Aurora for inspection upon reasonable request throughout the contract term and for the duration of the retention period following contract conclusion. GoGo will support any City-initiated audit with full record access and, upon reasonable advance notice, printed record sets as needed.

5.4 Financial Stability

Financial Stability Statement:

GoGo Technologies, Inc. (DBA GoGoGrandparent) has operated continuously since its founding in 2016 and has demonstrated consistent financial growth and stability over its ten-year history. GoGo processes millions of dollars in transportation transactions annually across more than 150 active government, nonprofit & private partner accounts in all 50 states, Canada, and Australia. We also support a direct to consumer product where we support tens of thousands of active, paying members that subscribe to

GoGo's services on a monthly and annual basis. The company maintains sound financial management practices, including dedicated accounts receivable management and monthly reconciliation processes managed by GoGo's in-house accounting and controller functions.

GoGo's asset-light, usage-based business model contributes directly to its financial stability. Because GoGo does not own vehicles, employ drivers, or maintain physical facilities, the company carries none of the fixed overhead costs that create financial risk for traditional fleet-based transportation operators. GoGo's revenue scales with program activity, and its cost structure scales accordingly, producing a financially sustainable model that does not depend on minimum trip volumes or guaranteed contract values to remain solvent.

GoGo maintains active banking relationships and has consistently met its financial obligations to vendors, subcontractors, and business partners in a professional and timely manner throughout its operating history. GoGo's accounts have remained in good standing throughout the company's ten-year history, as confirmed by GoGo's banking and vendor credit references available upon request. GoGo is currently preparing for its first independent financial audit, covering fiscal year 2025, with the engagement expected to commence in the fall of 2026.

GoGo has the financial capacity to establish and maintain C.A.R.S. program service throughout the full initial contract term of September 1, 2026 through December 31, 2027, and through any subsequent extension periods, without interruption. GoGo will not require advance payment, deposits, or any financial arrangement beyond the standard monthly invoicing cycle to sustain program operations.

GoGo will cooperate fully with any financial review, audit, or inspection initiated by the City of Aurora or its designated representatives at any time during the contract term.

Attached Audit:

In support of GoGo Technologies' financial stability, we have included the following documentation in lieu of a formal audit, which is currently in preparation:

- A bank letter confirming GoGo Technologies' current account standing and financial health
- GoGo Technologies' most recent annual tax return

These documents collectively demonstrate GoGo's financial strength and operational stability as an active, ongoing business. A formal audit will be made available to the City of Aurora upon request or upon completion, whichever occurs first.

Title	Aurora RFP
File name	GoGo_Aurora_RFP_2026.docx.pdf
Document ID	9090db728ff72f94011e46aee0aee2d96ada6a0a
Audit trail date format	MM / DD / YYYY
Status	● Signed

Document History

SENT	**06 / 09 / 2026** 21:27:51 UTC	Sent for signature to Ben Eachus (ben@gogoforbusiness.com) from contracts@gogoforbusiness.com IP: 139.68.209.231
VIEWED	**06 / 09 / 2026** 21:28:09 UTC	Viewed by Ben Eachus (ben@gogoforbusiness.com) IP: 73.189.136.232
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COMPLETED	**06 / 09 / 2026** 21:28:40 UTC	The document has been completed.

CITY OF AURORA AGREEMENT

THIS AGREEMENT, entered on this **________________**(“Effective Date”), for the (Services”) is entered into between the **CITY OF AURORA** (“City”), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and **_____________** (“Proposer”), located at .

WHEREAS, the City issued a Request for Proposal (“RFP”) on **_____________**for the ; and

WHEREAS, the Proposer submitted a Proposal in response to the RFP and represents that it is ready, willing and able to perform the Services specified in the RFP and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on **___________**, the City awarded a contract to Proposer, **_______.**

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. Agreement Documents.

The Agreement shall be deemed to include this document, Proposer’s response to the RFP, to the extent it is consistent with the terms of the RFP, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

Request for Proposal **______.**

In connection with the RFP and this Agreement, Proposer acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Proposer represents that such material and information furnished in connection with the RFP and this Agreement is truthful and correct. Proposer shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. Scope of Services.

Proposer shall perform the Services listed in the Proposal, attached hereto as Exhibit 1.

3. Term.

This agreement shall remain in effect until the terms of the RFP and completion of services have been met, unless sooner terminated in accordance with the terms contained herein, ends upon completion of services.

4. Compensation.

Maximum Price. In accordance with the Proposer's negotiated cost, the price for providing the Services shall be as stated on the submitted proposal, Exhibit 2.

Schedule of Payment. The City shall pay the Proposer for the Services in accordance with the amounts set forth in Exhibit 2, price shall remain firm for the entire contract period. The Proposer shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Each invoice shall be accompanied by a statement of the Proposer of the percentage of completion of the Services through the date of the invoice. Payment shall be made upon the basis of the approved invoices and supporting documents. The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this Contract. Payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, *et. seq*.) upon receipt of the invoice.

5. Performance of Services.

Standard of Performance. Proposer shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Proposer shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Proposer shall ensure that Proposer and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Proposer shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Proposer or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Proposer from the responsibilities set forth herein.

6. Termination.

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Proposer with sixty (60) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Proposer only for services performed up to the date of termination. After the termination date, Proposer has no further contractual claim against the City based upon this Agreement and any payment so made to the Proposer upon termination shall be in full satisfaction for Services rendered. Proposer shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. Illinois Freedom of Information Act. The Proposer acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. Entire Agreement. This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. Consents and Approvals. The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

CITY OF AURORA, ILLINOIS	(Contractor)
SIGNATURE	**SIGNATURE**
Jolene Coulter	
FULL NAME	**FULL NAME**
DATE SIGNED	**DATE SIGNED**
Director of Purchasing	
TITLE	**TITLE**

CITY OF AURORA, ILLINOIS

CONTACT INFORMATION

Vendor shall provide the following contact information assigned to service the City of Aurora account.

Customer Service/General Information: Ph:__(844) 901-1678__

To place an order:

Name:___AJ Flint, Director of Partnerships___________________________

Ph:__(801) 369-8050_____ Fax:___N/A_______________

E-mail:___ajflint@gogograndparent.com________________________

Billing & Invoicing questions:

Name:____Marlon Pescos, Accounts Recieveable__________

Ph:__(844) 901-1678________________ Fax:__N/A_____________

E-mail:____marlon@gogograndparent.com_ _________________

Questions:

Name:_____Cameo White, Customer Success Manager_____________

Ph:__(844) 901-1678_________ Fax:___N/A____________________

E-mail:____cameo@gogograndparent.com_______________

Bidder's Name: _______Ben Eachus, Head of Partnerships_______________________

Signature & Date: BE 06 / 09 / 2026

Doc ID: fc0c2f875dccc72cdbf25cbc131572ce3a7626a6

Dropbox Sign

Audit trail

Title	Aurora, IL Contact Page
File name	Aurora__IL_Contact_Page.pdf
Document ID	fc0c2f875dccc72cdbf25cbc131572ce3a7626a6
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Status	Signed

Document History

SENT	**06 / 09 / 2026** 20:32:05 UTC	Sent for signature to Ben Eachus (ben@gogoforbusiness.com) from contracts@gogoforbusiness.com IP: 139.68.209.231
VIEWED	**06 / 09 / 2026** 20:40:23 UTC	Viewed by Ben Eachus (ben@gogoforbusiness.com) IP: 73.189.136.232
SIGNED	**06 / 09 / 2026** 20:40:32 UTC	Signed by Ben Eachus (ben@gogoforbusiness.com) IP: 73.189.136.232
COMPLETED	**06 / 09 / 2026** 20:40:32 UTC	The document has been completed.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/09/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER

Vouch Insurance Services, LLC
Vouch Specialty Insurance Services, LLC
3739 Balboa St, #1073
San Francisco, CA 94121

CONTACT NAME: Travis Hedge
PHONE (A/C, No, Ext): (844) 488-6728 | FAX (A/C, No):
E-MAIL ADDRESS: cois@vouch.us

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	Evanston Insurance Company	35378
INSURER B :	Hartford Insurance Company of the South East	38261
INSURER C :	State National Insurance Company	12831
INSURER D :	Atlantic Specialty Insurance Company	27154
INSURER E :	Arch Specialty Insurance Company	11150
INSURER F :		

INSURED

GoGoGrandparent
1600 Bryant St
#410477
San Francisco, CA 94103

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC OTHER:			3AA975241	2/1/2026	2/1/2027	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 100,000 $ 5,000 $ EXCLUDED $ 4,000,000 $ EXCLUDED $
A	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [X] HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY			3AA975241	2/1/2026	2/1/2027	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $ $
A	[ ] UMBRELLA LIAB [X] OCCUR [X] EXCESS LIAB [ ] CLAIMS-MADE DED RETENTION $			EZXS3231963	2/1/2026	2/1/2027	EACH OCCURRENCE AGGREGATE	$ 1,000,000 $ 1,000,000 $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		57 WEC AD4B3W	7/26/2025	7/26/2026	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

City of Aurora
44 E. Downer Place
Aurora, IL 60507

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

AGENCY CUSTOMER ID: GoGoGrandparent

LOC #:

ACORD

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
Vouch Insurance Services, LLC Vouch Specialty Insurance Services, LLC		GoGoGrandparent 1600 Bryant St #410477 San Francisco, CA 94103
POLICY NUMBER		
CARRIER	NAIC CODE	EXPIRATION DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: Acord 25 (06/13) **FORM TITLE:** Certificate of Liability

Insurer C: HDG.MPL.26.LNZR-BGIX, Effective 02/07/2026 - 02/07/2027
Policy Aggregate Liability Limit: $1,000,000
Management Liability Limit: $1,000,000
Employment Practices Liability Limit: $1,000,000
Fiduciary Liability Limit: $1,000,000

Insurer D: MML-010321-0226, Effective 02/07/2026 - 02/07/2027
Policy Aggregate Liability Limit: $1,000,000
Crime Liability Limit: $1,000,000

Insurer E: C-4LQ0-141468-CYBER-2026, Effective 02/07/2026 - 02/07/2027
Policy Aggregate Liability Limit: $2,000,000
Cyber Liability Limit: $2,000,000
Tech Errors & Omissions Liability Limit: $2,000,000

JPMorganChase

September 09, 2025

GOGO TECHNOLOGIES, INC.
2810 N Church St PMB 258182
Wilmington, DE, 198024447, USA

IMPORTANT | Standard Settlement Instructions for USD Account - New York Branch

Please find below confirmation of Standard Settlement Instructions for your account in the name of GOGO TECHNOLOGIES, INC. held with JPMORGAN CHASE BANK, N.A. - SOUTHWEST JPMorganChase New York, NY 10017.

For accurate and timely processing of transactions, it is very important that remitters correctly identify the company account number and the applicable information.

Currency	Account No.
USD	80003541398

For Wire Transfers:

Beneficiary Account Name:	GOGO TECHNOLOGIES, INC.
Beneficiary Account Number:	80003541398
Beneficiary Bank Name:	JPMORGAN CHASE BANK, N.A. - SOUTHWEST
Beneficiary Bank Swift BIC:	CHASUS33
Beneficiary Bank Routing Number:	021000021

For ACH Delivery:

Account Name:	GOGO TECHNOLOGIES, INC.
Account Number:	80003541398
Bank Routing Number:	322271627

Please note, we do not verify funds availability, provide account statuses or other account information to third parties.

Yours sincerely,

Jim Harvey
Managing Director
Commercial Banking Global Services

Form **1120**

Department of the Treasury
Internal Revenue Service

U.S. Corporation Income Tax Return

For calendar year 2024 or tax year beginning __________, 2024, ending __________, 20____

Go to *www.irs.gov/Form1120* for instructions and the latest information.

OMB No. 1545-0123

2024

A Check if:

- 1a Consolidated return (attach Form 851) [ ]
- b Life/nonlife consolidated return [ ]
- 2 Personal holding co. (attach Sch. PH) [ ]
- 3 Personal service corp. (see instrs) [ ]
- 4 Schedule M-3 attached [ ]

TYPE OR PRINT

GOGO TECHNOLOGIES, INC.
2268B BRYANT STREET
SAN FRANCISCO, CA 94110

B Employer identification number: 81-2472775

C Date incorporated: 5/02/2016

D Total assets (see instructions): $ 5,993,223.

E Check if: (1) [ ] Initial return (2) [ ] Final return (3) [ ] Name change (4) [ ] Address change

INCOME	1a	Gross receipts or sales	1a	16,750,545.		
	b	Returns and allowances	1b			
	c	Balance. Subtract line 1b from line 1a			1c	16,750,545.
	2	Cost of goods sold (attach Form 1125-A)			2	5,863,837.
	3	Gross profit. Subtract line 2 from line 1c			3	10,886,708.
	4	Dividends and inclusions (Schedule C, line 23)			4	
	5	Interest			5	83,291.
	6	Gross rents			6	
	7	Gross royalties			7	
	8	Capital gain net income (attach Schedule D (Form 1120))			8	
	9	Net gain or (loss) from Form 4797, Part II, line 17 (attach Form 4797)			9	
	10	Other income (see instructions — attach statement) SEE STATEMENT 1			10	604,919.
	11	**Total income.** Add lines 3 through 10			11	11,574,918.
DEDUCTIONS (SEE INSTRUCTIONS FOR LIMITATIONS ON DEDUCTIONS)	12	Compensation of officers (see instructions — attach Form 1125-E)			12	600,800.
	13	Salaries and wages (less employment credits)			13	2,071,984.
	14	Repairs and maintenance			14	
	15	Bad debts			15	
	16	Rents			16	787.
	17	Taxes and licenses			17	224,561.
	18	Interest (see instructions)			18	24,442.
	19	Charitable contributions			19	
	20	Depreciation from Form 4562 not claimed on Form 1125-A or elsewhere on return (attach Form 4562)			20	
	21	Depletion			21	
	22	Advertising			22	6,451,896.
	23	Pension, profit-sharing, etc., plans			23	
	24	Employee benefit programs			24	94,038.
	25	Energy efficient commercial buildings deduction (attach Form 7205)			25	
	26	Other deductions (attach statement) SEE STATEMENT 2			26	1,491,845.
	27	**Total deductions.** Add lines 12 through 26			27	10,960,353.
	28	Taxable income before net operating loss deduction and special deductions. Subtract line 27 from line 11			28	614,565.
	29a	Net operating loss deduction (see instructions)	29a			
	b	Special deductions (Schedule C, line 24)	29b			
	c	Add lines 29a and 29b			29c	
TAX, REFUNDABLE CREDITS, AND PAYMENTS	30	**Taxable income.** Subtract line 29c from line 28. See instructions			30	614,565.
	31	Total tax (Schedule J, line 12)			31	70,823.
	32	Reserved for future use			32	
	33	Total payments and credits (Schedule J, line 23)			33	162,597.
	34	Estimated tax penalty. See instructions. Check if Form 2220 is attached [X]			34	2,063.
	35	**Amount owed.** If line 33 is smaller than the total of lines 31 and 34, enter amount owed			35	
	36	**Overpayment.** If line 33 is larger than the total of lines 31 and 34, enter amount overpaid			36	89,711.
	37	Enter amount from line 36 you want: **Credited to 2025 estimated tax** 89,711. **Refunded**			37	0.

Sign Here

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.

Signature of officer ______ Date ______ Title: PRESIDENT

May the IRS discuss this return with the preparer shown below? See instructions. [X] Yes [ ] No

Paid Preparer Use Only

Print/Type preparer's name	Preparer's signature	Date	Check [ ] if self-employed	PTIN
LEYLA HANSON CPA	LEYLA HANSON CPA	10/09/25		P00375199

Firm's name: LEYLA HANSON CPA AN ACCOUNTANCY CORP — Firm's EIN: 26-3808974

Firm's address: 6815 CENTRAL AVE, CRESTWOOD, KY 40014 — Phone no. 502-415-8841

Schedule C Dividends, Inclusions, and Special Deductions (see instructions)	(a) Dividends and inclusions	(b) Percentage	(c) Special deductions (a) x (b)
1 Dividends from less-than-20%-owned domestic corporations (other than debt-financed stock)		50	
2 Dividends from 20%-or-more-owned domestic corporations (other than debt-financed stock)		65	
3 Dividends on certain debt-financed stock of domestic and foreign corporations		See instructions	
4 Dividends on certain preferred stock of less-than-20%-owned public utilities		23.3	
5 Dividends on certain preferred stock of 20%-or-more-owned public utilities		26.7	
6 Dividends from less-than-20%-owned foreign corporations and certain FSCs		50	
7 Dividends from 20%-or-more-owned foreign corporations and certain FSCs		65	
8 Dividends from wholly owned foreign subsidiaries		100	
9 **Subtotal.** Add lines 1 through 8. See instructions for limitations		See instructions	
10 Dividends from domestic corporations received by a small business investment company operating under the Small Business Investment Act of 1958		100	
11 Dividends from affiliated group members		100	
12 Dividends from certain FSCs		100	
13 Foreign-source portion of dividends received from a specified 10%-owned foreign corporation (excluding hybrid dividends) (see instructions)		100	
14 Dividends from foreign corporations not included on line 3, 6, 7, 8, 11, 12, or 13 (including any hybrid dividends)			
15 Reserved for future use			
16a Subpart F inclusions derived from the sale by a controlled foreign corporation (CFC) of the stock of a lower-tier foreign corporation treated as a dividend (attach Form(s) 5471) (see instructions)		100	
b Subpart F inclusions derived from hybrid dividends of tiered corporations (attach Form(s) 5471) (see instructions)			
c Other inclusions from CFCs under subpart F not included on line 16a, 16b, or 17 (attach Form(s) 5471) (see instructions)			
17 Global Intangible Low-Taxed Income (GILTI) (attach Form(s) 5471 and Form 8992)			
18 Gross-up for foreign taxes deemed paid			
19 IC-DISC and former DISC dividends not included on line 1, 2, or 3			
20 Other dividends			
21 Deduction for dividends paid on certain preferred stock of public utilities			
22 Section 250 deduction (attach Form 8993)			
23 **Total dividends and inclusions.** Add column (a), lines 9 through 20. Enter here and on page 1, line 4			
24 **Total special deductions.** Add column (c), lines 9 through 22. Enter here and on page 1, line 29b			

Schedule J Tax Computation and Payment (see instructions)

1a	Income tax(see instructions)	1a	129,059.		
b	Tax from Form 1120-L (see instructions)	1b			
c	Section 1291 tax from Form 8621	1c			
d	Tax adjustment from Form 8978	1d			
e	Additional tax under section 197(f)	1e			
f	Base erosion minimum tax from Form 8991	1f			
g	Amount from Form 4255, Part I, line 3, column (q)	1g			
z	Other chapter 1 tax	1z			
2	Total income tax. Add lines 1a through 1z			2	129,059.
3	Corporate alternative minimum tax from Form 4626, Part II, line 13 (attach Form 4626)			3	
4	Add lines 2 and 3			4	129,059.
5a	Foreign tax credit (attach Form 1118)	5a			
b	Credit from Form 8834 (see instructions)	5b			
c	General business credit (see instructions — attach Form 3800)	5c	58,236.		
d	Credit for prior year minimum tax (attach Form 8827)	5d			
e	Bond credits from Form 8912	5e			
f	Adjustment from Form 8978	5f			
6	**Total credits.** Add lines 5a through 5f			6	58,236.
7	Subtract line 6 from line 4			7	70,823.
8	Personal holding company tax (attach Schedule PH (Form 1120))			8	
9a	Amount from Form 4255, Part I, line 3, column(r)	9a			
b	Recapture of low-income housing credit (attach Form 8611)	9b			
c	Completed long-term contract look-back interest due (attach Form 8697)	9c			
d	Interest due under the look-back method — income forecast method (attach Form 8866)	9d			
e	Alternative tax on qualifying shipping activities (attach Form 8902)	9e			
f	Interest/tax due under section 453A(c)	9f			
g	Interest/tax due under section 453(l)	9g			
z	Other (see instructions — attach statement)	9z			
10	**Total.** Add lines 9a through 9z			10	
11a	Total tax before deferred taxes. Add lines 7, 8, and 10	11a	70,823.		
b	Deferred tax on the corporation's share of undistributed earnings of a qualified electing fund	11b			
c	Deferred LIFO recapture tax (section 1363(d))	11c			
12	Total tax. Subtract the sum of lines 11b and 11c from 11a. Enter here and on page 1, line 31			12	70,823.
13	Preceding year's overpayment credited to the current year			13	12,597.
14	Current year's estimated tax payments			14	
15	Current year's refund applied for on Form 4466			15	( )
16	Reserved for future use			16	
17	Tax deposited with Form 7004			17	150,000.
18	Withholding (see instructions)			18	
19	**Total payments.** Combine lines 13 through 18			19	162,597.
20	Refundable credits from:				
a	Form 2439	20a			
b	Form 4136	20b			
c	Credit for tax withheld under chapter 3 or 4 from Form 1042-S, Form 8805, or Form 8288 (attach the applicable form)	20c			
z	Other (attach statement — see instructions)	20z			
21	**Total credits.** Add lines 20a through 20z			21	
22	Elective payment election amount from Form 3800			22	
23	**Total payments and credits.** Add lines 19, 21, and 22. Enter here and on page 1, line 33			23	162,597.

Schedule K Other Information (see instructions)

		Yes	No
1	Check accounting method: a ☐ Cash b ☒ Accrual c ☐ Other (specify)		
2	See the instructions and enter the:		
	a Business activity code no. 812990		
	b Business activity ELDERLY SERVICES		
	c Product or service TRANSPORTATION		
3	Is the corporation a subsidiary in an affiliated group or a parent-subsidiary controlled group?		X
	If "Yes," enter name and EIN of the parent corporation		
4	At the end of the tax year:		
	a Did any foreign or domestic corporation, partnership (including any entity treated as a partnership), trust, or tax-exempt organization own directly 20% or more, or own, directly or indirectly, 50% or more of the total voting power of all classes of the corporation's stock entitled to vote? If "Yes," complete Part I of Schedule G (Form 1120) (attach Schedule G)		X
	b Did any individual or estate own directly 20% or more, or own, directly or indirectly, 50% or more of the total voting power of all classes of the corporation's stock entitled to vote? If "Yes," complete Part II of Schedule G (Form 1120) (attach Schedule G)	X	
5	At the end of the tax year, did the corporation:		
	a Own directly 20% or more, or own, directly or indirectly, 50% or more of the total voting power of all classes of stock entitled to vote of any foreign or domestic corporation not included on **Form 851,** Affiliations Schedule? For rules of constructive ownership, see instructions		X
	If "Yes," complete (i) through (iv) below.		

(i) Name of Corporation	**(ii)** Employer Identification Number (if any)	**(iii)** Country of Incorporation	**(iv)** Percentage Owned in Voting Stock

		Yes	No
	b Own directly an interest of 20% or more, or own, directly or indirectly, an interest of 50% or more in any foreign or domestic partnership (including an entity treated as a partnership) or in the beneficial interest of a trust? For rules of constructive ownership, see instructions		X
	If "Yes," complete (i) through (iv) below.		

(i) Name of Entity	**(ii)** Employer Identification Number (if any)	**(iii)** Country of Organization	**(iv)** Maximum Percentage Owned in Profit, Loss, or Capital

		Yes	No
6	During this tax year, did the corporation pay dividends (other than stock dividends and distributions in exchange for stock) in excess of the corporation's current and accumulated earnings and profits? See sections 301 and 316		X
	If "Yes," file **Form 5452**, Corporate Report of Nondividend Distributions. See the instructions for Form 5452. If this is a consolidated return, answer here for the parent corporation and on Form 851 for each subsidiary.		
7	At any time during this tax year, did one foreign person own, directly or indirectly, at least 25% of the total voting power of all classes of the corporation's stock entitled to vote or at least 25% of the total value of all classes of the corporation's stock?		X
	For rules of attribution, see section 318. If "Yes," enter:		
	(a) Percentage owned and **(b)** Owner's country		
	(c) The corporation may have to file **Form 5472,** Information Return of a 25% Foreign-Owned U.S. Corporation or a Foreign Corporation Engaged in a U.S. Trade or Business. Enter the number of Forms 5472 attached		
8	Check this box if the corporation issued publicly offered debt instruments with original issue discount ☐		
	If checked, the corporation may have to file **Form 8281,** Information Return for Publicly Offered Original Issue Discount Instruments.		
9	Enter the amount of tax-exempt interest received or accrued during this tax year $ NONE		
10	Enter the number of shareholders at the end of the tax year (if 100 or fewer) 2		
11	If the corporation has an NOL for the tax year and is electing to forego the carryback period, check here (see instructions) ☐		
	If the corporation is filing a consolidated return, the statement required by Regulations section 1.1502-21(b)(3) must be attached or the election will not be valid.		
12	Enter the available NOL carryover from prior tax years (do not reduce it by any deduction reported on page 1, line 29a) $ NONE		

Schedule K **Other Information** *(continued from page 4)*

		Yes	No
13	Are the corporation's total receipts (page 1, line 1a, plus lines 4 through 10) for the tax year **and** its total assets at the end of the tax year less than $250,000?		X
	If "Yes," the corporation is not required to complete Schedules L, M-1, and M-2. Instead, enter the total amount of cash distributions and the book value of property distributions (other than cash) made during this tax year $		
14	Is the corporation required to file Schedule UTP (Form 1120), Uncertain Tax Position Statement? See instructions		X
	If "Yes," complete and attach Schedule UTP.		
15a	Did the corporation make any payments that would require it to file Form(s) 1099?	X	
b	If "Yes," did or will the corporation file required Form(s) 1099?	X	
16	During this tax year, did the corporation have an 80%-or-more change in ownership, including a change due to redemption of its own stock?		X
17	During or subsequent to this tax year, but before the filing of this return, did the corporation dispose of more than 65% (by value) of its assets in a taxable, non-taxable, or tax deferred transaction?		X
18	Did this corporation receive assets in a section 351 transfer in which any of the transferred assets had a fair market basis or fair market value of more than $1 million?		X
19	During this corporation's tax year, did the corporation make any payments that would require it to file Forms 1042 and 1042-S under chapter 3 (sections 1441 through 1464) or chapter 4 (sections 1471 through 1474) of the Code?		X
20	Is the corporation operating on a cooperative basis?		X
21	During this tax year, did the corporation pay or accrue any interest or royalty for which the deduction is not allowed under section 267A? See instructions		X
	If "Yes," enter the total amount of the disallowed deductions $		
22	Does this corporation have gross receipts of at least $500 million in any of the 3 preceding tax years? (See sections 59A(e)(2) and (3).)		X
	If "Yes," complete and attach Form 8991.		
23	Did the corporation have an election under section 163(j) for any real property trade or business or any farming business in effect during this tax year? See instructions		X
24	Does the corporation satisfy one or more of the following? If "Yes," complete and attach Form 8990. See instructions		X
a	The corporation owns a pass-through entity with current, or prior year carryover, excess business interest expense.		
b	The corporation's aggregate average annual gross receipts (determined under section 448(c)) for the 3 tax years preceding the current tax year are more than $30 million and the corporation has business interest expense.		
c	The corporation is a tax shelter and the corporation has business interest expense.		
25	Is the corporation attaching Form 8996 to certify as a Qualified Opportunity Fund?		X
	If "Yes," enter amount from Form 8996, line 15 $		
26	Since December 22, 2017, did a foreign corporation directly or indirectly acquire substantially all of the properties held directly or indirectly by the corporation, and was the ownership percentage (by vote or value) for purposes of section 7874 greater than 50% (for example, the shareholders held more than 50% of the stock of the foreign corporation)? If "Yes," list the ownership percentage by vote and by value. See instructions		X
	Percentage: By Vote ______ By Value ______		
27	At any time during this tax year, did the corporation (a) receive a digital asset (as a reward, award, or payment for property or services); or (b) sell, exchange, or otherwise dispose of a digital asset (or a financial interest in a digital asset)? See instructions		X
28	Is the corporation a member of a controlled group?		X
	If "Yes," attach Schedule O (Form 1120). See instructions.		
29	Corporate Alternative Minimum Tax:		
a	Was the corporation an applicable corporation under section 59(k)(1) in any prior tax year?		X
	If "Yes," go to question 29b. If "No," skip to question 29c.		
b	Is the corporation an applicable corporation under section 59(k)(1) in the current tax year because the corporation was an applicable corporation in the prior tax year?		
	If "Yes," complete and attach Form 4626. If "No," continue to question 29c.		
c	Does the corporation meet the requirements of the safe harbor method as provided under section 59(k)(3)(A) for the current tax year? See instructions	X	
	If "No," complete and attach Form 4626. If "Yes," the corporation is not required to file Form 4626.		
30	Is the corporation required to file Form 7208 relating to the excise tax on repurchase of corporate stock (see instructions):		
a	Under the rules for stock repurchased by a covered corporation (or stock acquired by its specified affiliate)?		X
b	Under the applicable foreign corporation rules?		X
c	Under the covered surrogate foreign corporation rules?		X
	If "Yes" to either 30a, 30b, or 30c, complete Form 7208, Excise Tax on Repurchase of Corporate Stock. See the Instructions for Form 7208.		
31	Is this a consolidated return with gross receipts or sales of $1 billion or more and a subchapter K basis adjustment, as described in the instructions, of $10 million or more?		X
	If "Yes," attach a statement. See instructions.		

Schedule L Balance Sheets per Books

Assets	Beginning of tax year (a)	Beginning of tax year (b)	End of tax year (c)	End of tax year (d)
1 Cash		2,603,206.		4,747,570.
2a Trade notes and accounts receivable	1,139,937.		1,138,527.	
b Less allowance for bad debts	(29,101.)	1,110,836.	( )	1,138,527.
3 Inventories				
4 U.S. government obligations				
5 Tax-exempt securities (see instructions)				
6 Other current assets (attach statement) SEE ST 3		79,510.		107,126.
7 Loans to shareholders				
8 Mortgage and real estate loans				
9 Other investments (attach statement)				
10a Buildings and other depreciable assets				
b Less accumulated depreciation	( )		( )	
11a Depletable assets				
b Less accumulated depletion	( )		( )	
12 Land (net of any amortization)				
13a Intangible assets (amortizable only)				
b Less accumulated amortization	( )		( )	
14 Other assets (attach statement)				
15 Total assets		3,793,552.		5,993,223.
Liabilities and Shareholders' Equity				
16 Accounts payable		1,413,235.		2,498,369.
17 Mortgages, notes, bonds payable in less than 1 year				
18 Other current liabilities (attach stmt) SEE ST 4		139,370.		163,884.
19 Loans from shareholders				
20 Mortgages, notes, bonds payable in 1 year or more		684,796.		955,491.
21 Other liabilities (attach statement) SEE ST 5		1,119,880.		1,761,324.
22 Capital stock: a Preferred stock				
b Common stock	304,959.	304,959.	88.	88.
23 Additional paid-in capital				19,995.
24 Retained earnings — Approp (att stmt)				
25 Retained earnings — Unappropriated		131,312.		594,196.
26 Adjmt to shareholders' equity (att stmt) SEE ST 6				-124.
27 Less cost of treasury stock		( )		( )
28 Total liabilities and shareholders' equity		3,793,552.		5,993,223.

Schedule M-1 Reconciliation of Income (Loss) per Books With Income per Return

Note: The corporation may be required to file Schedule M-3. See instructions.

1 Net income (loss) per books	338,534.	7 Income recorded on books this year not included on this return (itemize):	
2 Federal income tax per books	70,823.	Tax-exempt interest $	
3 Excess of capital losses over capital gains			
4 Income subject to tax not recorded on books this year (itemize):			
5 Expenses recorded on books this year not deducted on this return (itemize):		8 Deductions on this return not charged against book income this year (itemize):	
a Depreciation $		a Depreciation $	
b Charitable contributions $		b Charitable contribns $	
c Travel & entertainment $ 1,483.		SEE STMT 8 23,269.	
STATEMENT 7 226,994.			23,269.
	228,477.	9 Add lines 7 and 8	23,269.
6 Add lines 1 through 5	637,834.	10 Income (page 1, line 28) — line 6 less line 9	614,565.

Schedule M-2 Analysis of Unappropriated Retained Earnings per Books (Schedule L, Line 25)

1 Balance at beginning of year	131,312.	5 Distributions a Cash	
2 Net income (loss) per books	338,534.	b Stock c Property	
3 Other increases (itemize):		6 Other decreases (itemize):	
STATEMENT 9	124,350.	7 Add lines 5 and 6	
4 Add lines 1, 2, and 3	594,196.	8 Balance at end of year (line 4 less line 7)	594,196.

Form **1125-A**
(Rev. November 2024)
Department of the Treasury
Internal Revenue Service

Cost of Goods Sold

Attach to Form 1120, 1120-C, 1120-F, 1120S, or 1065.
Go to *www.irs.gov/Form1125A* for the latest information.

OMB No. 1545-0123

Name	Employer identification number
GOGO TECHNOLOGIES, INC.	81-2472775

1	Inventory at beginning of year	1	
2	Purchases	2	
3	Cost of labor	3	
4	Additional section 263A costs (attach schedule)	4	
5	Other costs (attach schedule) SEE STATEMENT 10	5	5,863,837.
6	**Total.** Add lines 1 through 5	6	5,863,837.
7	Inventory at end of year	7	
8	**Cost of goods sold.** Subtract line 7 from line 6. Enter here and on Form 1120, page 1, line 2, or the appropriate line of your tax return. See instructions	8	5,863,837.

9 a Check all methods used for valuing closing inventory. See instructions.

(i) ☐ Cost
(ii) ☐ Lower of cost or market
(iii) ☐ Other (specify method used and attach explanation) ________________

For certain small business taxpayers, alternative methods of accounting for inventories:

(iv) ☐ Non-incidental materials and supplies method
(v) ☐ AFS method
(vi) ☐ Non-AFS method

b Check if there was a writedown of subnormal goods ☐
c Check if the LIFO inventory method was adopted this tax year for any goods (if checked, attach Form 970) ☐
d *(i)* If the LIFO inventory method was used for this tax year, enter amount of closing inventory figured under LIFO **9d(i)**
(ii) If the LIFO inventory method was used for this tax year, enter amount of the closing LIFO Reserve **9d(ii)**
e If property is produced or acquired for resale, do the rules of section 263A apply to the entity? See instructions ☐ Yes ☒ No
f Was there any change in determining quantities, cost, or valuations between opening and closing inventory? If "Yes," attach explanation ☐ Yes ☒ No

Form **3800**

Department of the Treasury
Internal Revenue Service

General Business Credit

Go to *www.irs.gov/Form3800* for instructions and the latest information.
You must include all pages of Form 3800 with your return.

OMB No. 1545-0895

2024

Attachment Sequence No. **22**

Name(s) shown on return	Identifying number
GOGO TECHNOLOGIES, INC.	81-2472775

A **Corporate Alternative Minimum Tax (CAMT) and Base Erosion Anti-Abuse Tax (BEAT).** Are you both (a) an "applicable corporation" within the meaning of section 59(k)(1) for the CAMT, and (b) an "applicable taxpayer" within the meaning of section 59A(e) for the BEAT? See instructions. ☐ Yes ☒ No

Part I Current Year Credit for Credits Not Allowed Against Tentative Minimum Tax (TMT)

Complete applicable portions of Parts III and IV before Parts I and II. See instructions.

1	Credits not subject to the passive activity limit from Part III, line 2: combine column (e) with non-passive amounts from column (f)			1	
2	Credits subject to the passive activity limit. Combine Part III, line 2, column (d), & passive amounts included on line 2, column (f); & Part IV, line 6, column (d)	2			
3	Enter the portion of line 2 allowed for 2024			3	
4	Enter the portion of Part IV, column (f), line 6, that is from carryforwards to 2024			4	
	Check this box if the carryforward was changed or revised from the original reported amount ☐				
5	Enter the portion of Part IV, column (f), line 6, that is from carrybacks from 2025			5	
6	Add lines 1, 3, 4, and 5			6	

Part II Figuring Credit Allowed After Limitations

Section A—Figuring Credit Allowed After Section 38(c)(1) Limitation Based on Amount of Tax

7	Regular tax before credits: • Individuals. Enter the sum of the amounts from Form 1040, 1040-SR, or 1040-NR, line 16; and Schedule 2 (Form 1040), line 1z. • Corporations. Enter the amount from Form 1120, Schedule J, Part I, line 2 (excluding the base erosion minimum tax entered on line 1f); or the applicable line of your return. • Estates and trusts. Enter the sum of the amounts from Form 1041, Schedule G, lines 1a, 1b, and 1d, plus any Form 8978 amount included on line 1e; or the amount from the applicable line of your return.			7	129,059.
8	Alternative minimum tax: • Individuals. Enter the amount from Form 6251, line 11. • Corporations. Enter the amount from Form 4626, Part II, line 13. • Estates and trusts. Enter the amount from Schedule I (Form 1041), line 54.			8	0.
9	Add lines 7 and 8			9	129,059.
10a	Foreign tax credit	10a			
b	Certain allowable credits (see instructions)	10b			
c	Add lines 10a and 10b			10c	
11	**Net income tax.** Subtract line 10c from line 9. If zero, skip lines 12 through 15 and enter -0- on line 16			11	129,059.
12	**Net regular tax.** Subtract line 10c from line 7. If zero or less, enter -0-	12	129,059.		
13	Enter 25% (0.25) of the excess, if any, of line 12 (line 11 for corporations) over $25,000. See instructions	13	26,015.		
14	Tentative minimum tax: • Individuals. Enter the amount from Form 6251, line 9. • Corporations. Enter -0-. • Estates and trusts. Enter the amount from Schedule I (Form 1041), line 52.	14	0.		
15	Enter the greater of line 13 or line 14			15	26,015.
16	Subtract line 15 from line 11. If zero or less, enter -0-			16	103,044.
17	Enter the smaller of line 6 or line 16. This is the amount of your credit allowed after the limitation of section 38(c)(1)			17	0.
	C corporations: See the line 17 instructions if there has been an ownership change, acquisition, or reorganization.				

Part II **Figuring Credit Allowed After Limitations** *(continued)*

Section B—Figuring Section 38(c)(2) Empowerment Zone and Community Renewal Employment Credit Allowed

Note: If you are not required to report any amounts on line 22 or line 24 below, skip lines 18 through 25 and enter -0- on line 26.

18	Multiply line 14 by 75% (0.75). See instructions	18	
19	Enter the greater of line 13 or line 18	19	
20	Subtract line 19 from line 11. If zero or less, enter -0-	20	
21	Subtract line 17 from line 20. If zero or less, enter -0-	21	
22	Combine the amounts from line 3 of Part III, column (e), with the amount from line 3 of Part IV, column (f)	22	
23	Passive activity credit from line 3 of Part III, column (d), plus the amount from line 3 of Part IV, column (d) — 23		
24	Enter the applicable passive activity credit allowed for 2024. See instructions	24	
25	Add lines 22 and 24	25	
26	Empowerment zone and renewal community employment credit allowed. Enter the smaller of line 21 or line 25	26	0.

Section C—Figuring the Specified Credit Amount Allowed Under Section 38(c)(4)

27	Subtract line 13 from line 11. If zero or less, enter -0-	27	103,044.
28	Add lines 17 and 26	28	
29	Subtract line 28 from line 27. If zero or less, enter -0-	29	103,044.
30	Enter the general business credit from line 5 of Part III: combine column (e) with non-passive amounts in column (f). See instructions	30	58,236.
31	Reserved	31	
32	Passive activity credits from line 5 of Part III: combine column (d) with passive amounts in column (f). See instructions — 32		
33	Enter the applicable passive activity credits allowed for 2024. See instructions	33	
34	Carryforward of business credit to 2024. If completing Part IV and carrying forward a business credit(s), see instructions	34	
	Check this box if the carryforward was changed or revised from the original reported amount ☐		
35	Carryback of business credit from 2025. If completing Part IV and carrying back a business credit(s), see instructions	35	
36	Add lines 30, 33, 34, and 35	36	58,236.
37	Enter the **smaller** of line 29 or line 36. This is the amount allowed for specified credits	37	58,236.

Section D—Credits Allowed After Limitations

38	**Credit allowed for the current year.** Add lines 28 and 37. Report the amount from line 38 (if smaller than the sum of Part I, line 6, and Part II, lines 25 and 36; see instructions) as indicated below or on the applicable line of your return. • Individuals. Schedule 3 (Form 1040), line 6a. • Corporations. Form 1120, Schedule J, Part I, line 5c. • Estates and trusts. Form 1041, Schedule G, line 2b.	38	58,236.

Part III **Current Year General Business Credits (GBCs)** (see instructions). If there is more than one number applicable for column (b) or (c) for a line in Part III, enter the number of such items in column (a), complete Part V, and see instructions for what to report on that line in Part III.

	Current year credits from:	(a) No. of items	(b) Elective payment or transfer registration number	(c) Pass-through or transferor credit entity EIN	(d) Credits subject to the passive activity limit, before application of the limit	(e) Credits not subject to the passive activity limits	(f) Credit transfer election amount (enter amounts transferred out as a negative amount)	(g) Combine columns (e) and (f) with the credit from column (d) allowed after the passive activity limit	(h) Gross elective payment election (EPE) amount	(i) Amount of column (g) applied against tax in Part II	(j) Net EPE amount. Enter the smaller of column (h) **or** column (g) minus column (i)
1a	Form 3468, Part II										
b	Form 7207										
c	Form 6765										
d	Form 3468, Part III										
e	Form 8826										
f	Form 8835, Part II										
g	Form 7210										
h	Form 8820										
i	Form 8874										
j	Form 8881, Part I										
k	Form 8882										
l	Form 8864 (diesel)										
m	Form 8896										
n	Form 8906										
o	Form 3468, Part IV										
p	Form 8908										
q	Form 7218, Part II										
r	Reserved										
s	Form 8911, Part I										
t	Form 8830										
u	Form 7213, Part II										
v	Form 3468, Part V										
w	Form 8932										
x	Form 8933										
y	Form 8936, Part II										
z	Reserved										
aa	Form 8936, Part V										
bb	Form 8904										
cc	Form 7213, Part I										
dd	Form 8881, Part II										
ee	Form 8881, Part III										
ff	Form 8864, line 8										
gg	Form 7211, Part II										
hh	Reserved										
ii	Reserved										
zz	Other credits										
2	Add lines 1a–1zz										

Part III **Current Year General Business Credits (GBCs)** (see instructions). If there is more than one number applicable for column (b) or (c) for a line in Part III, enter the number of such items in column (a), complete Part V, and see instructions for what to report on that line in Part III. *(continued)*

	Current year credits from:	(a) No. of items	(b) Elective payment or transfer registration number	(c) Pass-through or transferor credit entity EIN	(d) Credits subject to the passive activity limit, before application of the limit	(e) Credits not subject to the passive activity limits	(f) Credit transfer election amount (enter amounts transferred out as a negative amount)	(g) Combine columns (e) and (f) with the credit from column (d) allowed after the passive activity limit	(h) Gross elective payment election (EPE) amount	(i) Amount of column (g) applied against tax in Part II	(j) Net EPE amount. Enter the smaller of column (h) **or** column (g) minus column (i)
3	Form 8844										
4	**Specified credits:**										
a	Form 3468, Part VI										
b	Form 5884										
c	Form 6478										
d	Form 8586										
e	Form 8835, Part II										
f	Form 8846										
g	Form 8900										
h	Form 8941										
i	Form 6765 (ESB)					58,236.		58,236.		58,236.	
j	Form 8994										
k	Form 3468, Part VII										
l	Reserved										
m	Reserved										
z	Other specified credits										
5	Add lines 4a—4z					58,236.		58,236.		58,236.	
6	Add lines 2, 3, and 5					58,236.		58,236.		58,236.	

SCHEDULE G
(Form 1120)
(Rev December 2011)
Department of the Treasury
Internal Revenue Service

Information on Certain Persons Owning the Corporation's Voting Stock

► **Attach to Form 1120.**
► **See instructions.**

OMB No. 1545-0123

Name: GOGO TECHNOLOGIES, INC.

Employer identification number (EIN): 81-2472775

Part I Certain Entities Owning the Corporation's Voting Stock. (Form 1120, Schedule K, Question 4a).

Complete columns (i) through (v) below for any foreign or domestic corporation, partnership (including any entity treated as a partnership), trust, or tax-exempt organization that owns directly 20% or more, or owns, directly or indirectly, 50% or more of the total voting power of all classes of the corporation's stock entitled to vote (see instructions).

(i) Name of Entity	(ii) Employer Identification Number (if any)	(iii) Type of Entity	(iv) Country of Organization	(v) Percentage Owned in Voting Stock

Part II Certain Individuals and Estates Owning the Corporation's Voting Stock. (Form 1120, Schedule K, Question 4b).

Complete columns (i) through (iv) below for any individual or estate that owns directly 20% or more, or owns, directly or indirectly, 50% or more of the total voting power of all classes of the corporation's stock entitled to vote (see instructions).

(i) Name of Individual or Estate	(ii) Identifying Number (if any)	(iii) Country of Citizenship (see instructions)	(iv) Percentage Owned in Voting Stock
JUSTIN BOOGAARD	624-62-0150	UNITED STATES	50.00%
DAVID LUNG	057-72-0717	UNITED STATES	50.00%

Form **1125-E**
(Rev October 2016)
Department of the Treasury
Internal Revenue Service

Compensation of Officers

► **Attach to Form 1120, 1120-C, 1120-F, 1120-REIT, 1120-RIC, or 1120S.**
► **Information about Form 1125-E and its separate instructions is at *www.irs.gov/form1125e.***

OMB No. 1545-0123

Name	Employer identification number
GOGO TECHNOLOGIES, INC.	81-2472775

Note: Complete Form 1125-E only if total receipts are $500,000 or more. See instructions for definition of total receipts.

1 (a) Name of officer	(b) Social security number	(c) Percent of time devoted to business	Percent of stock owned (d) Common	Percent of stock owned (e) Preferred	(f) Amount of compensation
JUSTIN BOOGAARD	624-62-0150	100 %	50.00 %	0.00 %	300,400.
DAVID LUNG	057-72-0717	100 %	50.00 %	0.00 %	300,400.
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
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		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	
		%	%	%	

2	Total compensation of officers	600,800.
3	Compensation of officers claimed on Form 1125-A or elsewhere on return	
4	Subtract line 3 from line 2. Enter the result here and on Form 1120, page 1, line 12 or the appropriate line of your tax return	600,800.

BAA For Paperwork Reduction Act Notice, see separate instructions. Form **1125-E** (Rev 10-2016)

Form **2220**

Department of the Treasury
Internal Revenue Service

Underpayment of Estimated Tax by Corporations

Attach to the corporation's tax return.
Go to *www.irs.gov/Form2220* for instructions and the latest information.

OMB No. 1545-0123

2024

Name: GOGO TECHNOLOGIES, INC.

Employer identification number: 81-2472775

Note: Generally, the corporation is not required to file Form 2220 (see Part II below for exceptions) because the IRS will figure any penalty owed and bill the corporation. However, the corporation may still use Form 2220 to figure the penalty. If so, enter the amount from page 2, line 38, on the estimated tax penalty line of the corporation's income tax return, but **do not** attach Form 2220.

Part I Required Annual Payment

1	Total tax (see instructions)			1	70,823.
2a	Personal holding company tax (Schedule PH (Form 1120), line 26) included on line 1	2a			
b	Look-back interest included on line 1 under section 460(b)(2) for completed long-term contracts or section 167(g) for depreciation under the income forecast method	2b			
c	Credit for federal tax paid on fuels (see instructions)	2c			
d	**Total.** Add lines 2a through 2c			2d	
3	Subtract line 2d from line 1. If the result is less than $500, **do not** complete or file this form. The corporation does not owe the penalty			3	70,823.
4	Enter the tax shown on the corporation's 2023 income tax return. See instructions. **Caution:** If the tax is zero or the tax year was for less than 12 months, skip this line and enter the amount from line 3 on line 5			4	64,306.
5	**Required annual payment.** Enter the **smaller** of line 3 or line 4. If the corporation is required to skip line 4, enter the amount from line 3			5	64,306.

Part II Reasons for Filing — Check the boxes below that apply. If any boxes are checked, the corporation **must** file Form 2220 even if it does not owe a penalty. See instructions.

6 ☐ The corporation is using the adjusted seasonal installment method.

7 ☐ The corporation is using the annualized income installment method.

8 ☐ The corporation is a "large corporation" figuring its first required installment based on the prior year's tax.

Part III Figuring the Underpayment

			(a)	(b)	(c)	(d)
9	**Installment due dates.** Enter in columns (a) through (d) the 15th day of the 4th (***Form 990-PF filers***: Use 5th month), 6th, 9th, and 12th months of the corporation's tax year	9	4/15/24	6/15/24	9/15/24	12/15/24
10	**Required installments.** If the box on line 6 and/or line 7 above is checked, enter the amounts from Schedule A, line 38. If the box on line 8 (but not 6 or 7) is checked, see instructions for the amounts to enter. If none of these boxes are checked, enter 25% (0.25) of line 5 above in each column	10	16,076.	16,076.	16,077.	16,077.
11	Estimated tax paid or credited for each period. For column (a) only, enter the amount from line 11 on line 15. See instructions	11	12,597.			
	Complete lines 12 through 18 of one column before going to the next column.					
12	Enter amount, if any, from line 18 of the preceding column	12				
13	Add lines 11 and 12	13				
14	Add amounts on lines 16 and 17 of the preceding column	14		3,479.	19,555.	35,632.
15	Subtract line 14 from line 13. If zero or less, enter -0-	15	12,597.	0.	0.	0.
16	If the amount on line 15 is zero, subtract line 13 from line 14. Otherwise, enter -0-	16		3,479.	19,555.	
17	**Underpayment.** If line 15 is less than or equal to line 10, subtract line 15 from line 10. Then go to line 12 of the next column. Otherwise, go to line 18	17	3,479.	16,076.	16,077.	16,077.
18	**Overpayment.** If line 10 is less than line 15, subtract line 10 from line 15. Then go to line 12 of the next column	18				

Go to Part IV on page 2 to figure the penalty. Do not go to Part IV if there are no entries on line 17 — no penalty is owed.

Part IV Figuring the Penalty

			(a)	(b)	(c)	(d)
19	Enter the date of payment or the 15th day of the 4th month after the close of the tax year, whichever is earlier. (***C corporations with tax years ending June 30 and S corporations:*** Use 3rd month instead of 4th month. ***Form 990-PF and Form 990-T filers:*** Use 5th month instead of 4th month.) See instructions	19	3/15/25	3/15/25	3/15/25	3/15/25
20	Number of days from due date of installment on line 9 to the date shown on line 19	20	334	273	181	90
21	Number of days on line 20 after 4/15/2024 and before 7/1/2024	21	76	15		
22	Underpayment on line 17 x (Number of days on line 21 / 366) x 8% (0.08)	22	57.79	52.71		
23	Number of days on line 20 after 6/30/2024 and before 10/1/2024	23	92	92	15	
24	Underpayment on line 17 x (Number of days on line 23 / 366) x 8% (0.08)	24	69.96	323.28	52.71	
25	Number of days on line 20 after 9/30/2024 and before 1/1/2025	25	92	92	92	16
26	Underpayment on line 17 x (Number of days on line 25 / 366) x 8% (0.08)	26	69.96	323.28	323.30	56.23
27	Number of days on line 20 after 12/31/2024 and before 4/1/2025	27	74	74	74	74
28	Underpayment on line 17 x (Number of days on line 27 / 365) x 7% (0.07)	28	49.37	228.15	228.16	228.16
29	Number of days on line 20 after 3/31/2025 and before 7/1/2025	29				
30	Underpayment on line 17 x (Number of days on line 29 / 365) x ____*%	30				
31	Number of days on line 20 after 6/30/2025 and before 10/1/2025	31				
32	Underpayment on line 17 x (Number of days on line 31 / 365) x ____*%	32				
33	Number of days on line 20 after 9/30/2025 and before 1/1/2026	33				
34	Underpayment on line 17 x (Number of days on line 33 / 365) x ____*%	34				
35	Number of days on line 20 after 12/31/2025 and before 3/16/2026	35				
36	Underpayment on line 17 x (Number of days on line 35 / 365) x ____*%	36				
37	Add lines 22, 24, 26, 28, 30, 32, 34, and 36	37	247.08	927.42	604.17	284.39

38	**Penalty.** Add columns (a) through (d) of line 37. Enter the total here and on Form 1120, line 34; or the comparable line for other income tax returns	38	2,063.

* Use the penalty interest rate for each calendar quarter, which the IRS will determine during the first month in the preceding quarter. These rates are published quarterly in an IRS News Release and in a revenue ruling in the Internal Revenue Bulletin. To obtain this information on the Internet, access the IRS website at ***www.irs.gov.*** You can also call 800-829-4933 to get interest rate information.

Form **4562**

Department of the Treasury
Internal Revenue Service

Depreciation and Amortization
(Including Information on Listed Property)
Attach to your tax return.
Go to *www.irs.gov/Form4562* for instructions and the latest information.

OMB No. 1545-0172
2024
Attachment Sequence No. **179**

Name(s) shown on return: GOGO TECHNOLOGIES, INC.
Identifying number: 81-2472775

Business or activity to which this form relates: FORM 1120

Part I Election To Expense Certain Property Under Section 179
Note: If you have any listed property, complete Part V before you complete Part I.

1	Maximum amount (see instructions)	1	
2	Total cost of section 179 property placed in service (see instructions)	2	
3	Threshold cost of section 179 property before reduction in limitation (see instructions)	3	
4	Reduction in limitation. Subtract line 3 from line 2. If zero or less, enter -0-	4	
5	Dollar limitation for tax year. Subtract line 4 from line 1. If zero or less, enter -0-. If married filing separately, see instructions	5	

6 (a) Description of property	(b) Cost (business use only)	(c) Elected cost
7 Listed property. Enter the amount from line 29	7	

8	Total elected cost of section 179 property. Add amounts in column (c), lines 6 and 7	8	
9	Tentative deduction. Enter the **smaller** of line 5 or line 8	9	
10	Carryover of disallowed deduction from line 13 of your 2023 Form 4562	10	
11	Business income limitation. Enter the smaller of business income (not less than zero) or line 5. See instrs	11	
12	Section 179 expense deduction. Add lines 9 and 10, but don't enter more than line 11	12	
13	Carryover of disallowed deduction to 2025. Add lines 9 and 10, less line 12	13	

Note: Don't use Part II or Part III below for listed property. Instead, use Part V.

Part II Special Depreciation Allowance and Other Depreciation (Don't include listed property. See instructions.)

14	Special depreciation allowance for qualified property (other than listed property) placed in service during the tax year. See instructions	14	
15	Property subject to section 168(f)(1) election	15	
16	Other depreciation (including ACRS)	16	

Part III MACRS Depreciation (Don't include listed property. See instructions.)

Section A

17	MACRS deductions for assets placed in service in tax years beginning before 2024	17	
18	If you are electing to group any assets placed in service during the tax year into one or more general asset accounts, check here ☐		

Section B — Assets Placed in Service During 2024 Tax Year Using the General Depreciation System

(a) Classification of property	(b) Month and year placed in service	(c) Basis for depreciation (business/investment use only — see instructions)	(d) Recovery period	(e) Convention	(f) Method	(g) Depreciation deduction
19 a 3-year property						
b 5-year property						
c 7-year property						
d 10-year property						
e 15-year property						
f 20-year property						
g 25-year property			25 yrs		S/L	
h Residential rental property			27.5 yrs	MM	S/L	
			27.5 yrs	MM	S/L	
i Nonresidential real property			39 yrs	MM	S/L	
				MM	S/L	

Section C — Assets Placed in Service During 2024 Tax Year Using the Alternative Depreciation System

(a)	(b)	(c)	(d)	(e)	(f)	(g)
20 a Class life					S/L	
b 12-year			12 yrs		S/L	
c 30-year			30 yrs	MM	S/L	
d 40-year			40 yrs	MM	S/L	

Part IV Summary (See instructions.)

21	Listed property. Enter amount from line 28	21	
22	**Total.** Add amounts from line 12, lines 14 through 17, lines 19 and 20 in column (g), and line 21. Enter here and on the appropriate lines of your return. Partnerships and S corporations — see instructions	22	
23	For assets shown above and placed in service during the current year, enter the portion of the basis attributable to section 263A costs	23	

Part V **Listed Property** (Include automobiles, certain other vehicles, certain aircraft, and property used for entertainment, recreation, or amusement.)

Note: For any vehicle for which you are using the standard mileage rate or deducting lease expense, complete **only** 24a, 24b, columns (a) through (c) of Section A, all of Section B, and Section C if applicable.

Section A — Depreciation and Other Information (Caution: See the instructions for limits for passenger automobiles.**)**

24a Do you have evidence to support the business/investment use claimed? ☐ Yes ☐ No **24b** If 'Yes,' is the evidence written? ☐ Yes ☐ No

(a) Type of property (list vehicles first)	(b) Date placed in service	(c) Business/ investment use percentage	(d) Cost or other basis	(e) Basis for depreciation (business/investment use only)	(f) Recovery period	(g) Method/ Convention	(h) Depreciation deduction	(i) Elected section 179 cost
25 Special depreciation allowance for qualified listed property placed in service during the tax year and used more than 50% in a qualified business use. See instructions						25		
26 Property used more than 50% in a qualified business use:								
27 Property used 50% or less in a qualified business use:								
28 Add amounts in column (h), lines 25 through 27. Enter here and on line 21, page 1						28		
29 Add amounts in column (i), line 26. Enter here and on line 7, page 1							29	

Section B — Information on Use of Vehicles

Complete this section for vehicles used by a sole proprietor, partner, or other 'more than 5% owner,' or related person. If you provided vehicles to your employees, first answer the questions in Section C to see if you meet an exception to completing this section for those vehicles.

	(a) Vehicle 1		(b) Vehicle 2		(c) Vehicle 3		(d) Vehicle 4		(e) Vehicle 5		(f) Vehicle 6	
30 Total business/investment miles driven during the year (**don't** include commuting miles)												
31 Total commuting miles driven during the year												
32 Total other personal (noncommuting) miles driven												
33 Total miles driven during the year. Add lines 30 through 32												
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
34 Was the vehicle available for personal use during off-duty hours?												
35 Was the vehicle used primarily by a more than 5% owner or related person?												
36 Is another vehicle available for personal use?												

Section C — Questions for Employers Who Provide Vehicles for Use by Their Employees

Answer these questions to determine if you meet an exception to completing Section B for vehicles used by employees who **aren't** more than 5% owners or related persons. See instructions.

	Yes	No
37 Do you maintain a written policy statement that prohibits all personal use of vehicles, including commuting, by your employees?		
38 Do you maintain a written policy statement that prohibits personal use of vehicles, except commuting, by your employees? See the instructions for vehicles used by corporate officers, directors, or 1% or more owners		
39 Do you treat all use of vehicles by employees as personal use?		
40 Do you provide more than five vehicles to your employees, obtain information from your employees about the use of the vehicles, and retain the information received?		
41 Do you meet the requirements concerning qualified automobile demonstration use? See instructions		

Note: If your answer to 37, 38, 39, 40, or 41 is 'Yes,' don't complete Section B for the covered vehicles.

Part VI **Amortization**

(a) Description of costs	(b) Date amortization begins	(c) Amortizable amount	(d) Code section	(e) Amortization period or percentage	(f) Amortization for this year
42 Amortization of costs that begins during your 2024 tax year (see instructions):					
CAPITALIZED SECTION 174 (FOREI	6/30/24	29,249.	174	15	975.
43 Amortization of costs that began before your 2024 tax year				43	15,354.
44 **Total.** Add amounts in column (f). See the instructions for where to report				44	16,329.

Form **6765** (Rev. December 2024) Department of the Treasury Internal Revenue Service

Credit for Increasing Research Activities

Attach to your tax return.
Go to *www.irs.gov/Form6765* for instructions and the latest information.

OMB No. 1545-0619

Attachment Sequence No. **676**

Name(s) shown on return	Identifying number
GOGO TECHNOLOGIES, INC.	81-2472775

A Are you electing the reduced credit under section 280C? See instructions ☐ Yes ☒ No

B Are you a member of a controlled group or business under common control? ☐ Yes ☒ No

If "Yes," complete and attach the required statement. See instructions for required attachment.

Section A — Regular Credit. Skip this section and go to Section B if you are electing or previously elected (and are not revoking) the alternative simplified credit.

1	Certain amounts paid or incurred to energy consortia (see instructions)			1	
2	Basic research payments to qualified organizations (see instructions)	2			
3	Qualified organization base period amount	3			
4	Subtract line 3 from line 2. If zero or less, enter -0-			4	0.
	Note: Complete Section F before going to line 5.				
5	Total qualified research expenses (QREs). Enter amount from line 48	5	582,363.		
6	Enter fixed-base percentage, but not more than 16% (0.16). See instructions	6	3.00 %		
7	Enter average annual gross receipts. See instructions	7	4,804,553.		
8	Multiply line 7 by the percentage on line 6	8	144,137.		
9	Subtract line 8 from line 5. If zero or less, enter -0-	9	438,226.		
10	Multiply line 5 by 50% (0.50)	10	291,182.		
11	Enter the smaller of line 9 or line 10			11	291,182.
12	Add lines 1, 4, and 11			12	291,182.
13	If you elect to reduce the credit under section 280C, then multiply line 12 by 15.8% (0.158). If not, multiply line 12 by 20% (0.20) and see instructions for the statement that must be attached			13	58,236.

Section B — Alternative Simplified Credit. Skip this section if you are completing Section A.

14	Certain amounts paid or incurred to energy consortia (see the line 1 instructions)			14	
15	Basic research payments to qualified organizations (see the line 2 instructions)	15			
16	Qualified organization base period amount (see the line 3 instructions)	16			
17	Subtract line 16 from line 15. If zero or less, enter -0-			17	
18	Add lines 14 and 17			18	
19	Multiply line 18 by 20% (0.20)			19	
	Note: Complete Section F before going to line 20.				
20	Total qualified research expenses (QREs). Enter amount from line 48	20			
21	Enter your total QREs for the prior 3 tax years. If you had no QREs in any 1 of those years, skip lines 22 and 23	21			
22	Divide line 21 by 6.0	22			
23	Subtract line 22 from line 20. If zero or less, enter -0-	23			
24	Multiply line 23 by 14% (0.14). If you skipped lines 22 and 23, multiply line 20 by 6% (0.06)			24	
25	Add lines 19 and 24			25	
26	If you elect to reduce the credit under section 280C, then multiply line 25 by 79% (0.79). If not, enter the amount from line 25 and see the line 13 instructions for the statement that must be attached			26	

Section C — Current Year Credit

27	Enter the portion of the credit from Form 8932, line 2, that is attributable to wages that were also used to figure the credit on line 13 or line 26 (whichever applies)	27	
28	Subtract line 27 from line 13 or line 26 (whichever applies). If zero or less, enter -0-	28	58,236.
29	Credit for increasing research activities from partnerships, S corporations, estates, and trusts	29	
30	Add lines 28 and 29	30	58,236.
	• Estates and trusts, go to line 31. • Partnerships and S corporations not electing the payroll tax credit, stop here and report this amount on Schedule K. • Partnerships and S corporations electing the payroll tax credit, complete Section D and report on Schedule K the amount on this line reduced by the amount on line 36. • Eligible small businesses, stop here and report the credit on Form 3800, Part III, line 4i. See instructions for the definition of eligible small business. • Filers other than eligible small businesses, stop here and report the credit on Form 3800, Part III, line 1c. **Note:** Qualified small business filers, other than partnerships and S corporations, electing the payroll tax credit must complete Form 3800 before completing Section D.		
31	Amount allocated to beneficiaries of the estate or trust (see instructions)	31	
32	Estates and trusts, subtract line 31 from line 30. For eligible small businesses, report the credit on Form 3800, Part III, line 4i. See instructions. For filers other than eligible small businesses, report the credit on Form 3800, Part III, line 1c	32	

Section D — Qualified Small Business Payroll Tax Election and Payroll Tax Credit. Skip this section if the payroll tax election does not apply. See instructions.

33a	Check this box if you are a qualified small business electing the payroll tax credit. See instructions ☐		
b	Check the box if payroll tax is reported on a different EIN ☐		
34	Enter the portion of line 28 elected as a payroll tax credit (do not enter more than $500,000). See instructions	34	
35	General business credit carryforward from the current year. See instructions. Partnerships and S corporations, skip this line and go to line 36	35	
36	Partnerships and S corporations, enter the smaller of line 28 or line 34. All others, enter the smallest of line 28, line 34, or line 35. Enter here and on the applicable line of Form 8974, Part 1, column (e). Members of controlled groups or businesses under common control, see instructions for the statement that must be attached	36	

Section E — Other Information. See instructions.

37	Enter the number of business components generating the QREs on line 5 or line 20	37	1.
38	Enter the amount of officers' wages included on line 42	38	240,033.
39	Did you acquire or dispose of any major portion of a trade or business in the tax year? ☐ Yes ☒ No		
40	Did you include any new categories of expenses as current year QREs? ☐ Yes ☒ No		
41	Did you determine any of the QREs on line 5 or line 20 following the ASC 730 Directive? ☐ Yes ☒ No If "Yes," enter the amount from Appendix C Line 19 (you may attach your Appendices A, B, C, and D here)	41	
	This ASC 730 Directive only applies to taxpayers with assets equal to or greater than $10,000,000 who follow U.S. GAAP to prepare their Certified Audited Financial Statements showing the amount of currently expensed Financial Statement R&D. See instructions.		

Section F — Qualified Research Expenses Summary. See instructions.

A Are you required to complete Section G? See instructions to determine if you are required to complete Section G, and how to complete Section F if you are not required to complete Section G ☐ Yes ☒ No

42	Total wages for qualified services for all business components (do not include any wages used in figuring the work opportunity credit)			42	290,336.
43	Total costs of supplies for all business components			43	
44	Total rental or lease cost of computers for all business components			44	155,249.
45	Total applicable amount of contract research for all business components (do not include basic research payments)	45	136,778.		
46	Enter the applicable amount of all basic research payments. See instructions	46			
47	Add line 45 and line 46			47	136,778.
48	Add lines 42, 43, 44, and 47, then enter line 48 on either line 5 or line 20, whichever is appropriate			48	582,363.

Pricing Methodology (Additional Document)

GoGo Technologies operates a transparent, two-component pricing model for the C.A.R.S. program: a pass-through rideshare fare and a per-minute Safety and Management Fee.

Component 1: Pass-Through Rideshare Fare (Base Fare)

The Base Fare reflects the actual Uber or Lyft fare charged at the time of each completed trip. GoGo does not mark up, modify, or profit from the rideshare fare. The City is billed at cost, exactly what Uber or Lyft charges for that trip, based on their dynamic pricing algorithm, which accounts for distance, duration, and real-time demand conditions.

Because Uber and Lyft utilize dynamic pricing, the per-ride fare cannot be stated as a fixed unit cost. In accordance with the City's Q&A Addendum (Question 54), GoGo has completed the Pricing Table using average fare estimates derived from six months of actual C.A.R.S. program operational data. These averages represent GoGo's best estimate of anticipated costs based on real Aurora program history and current market conditions, as the City's addendum expressly permits.

Component 2: Safety and Management Fee

GoGo charges a Safety and Management Fee of $0.40 per minute of active trip time. This fee covers:

- Live GoGoGuardian trip monitoring from dispatch through destination confirmation
- 24/7 call center operations for ride scheduling, rider support, and caregiver coordination
- Real-time driver wayfinding and intervention
- Rider safety check-ins and exception handling
- Platform operations, reporting, and program administration

This fee is GoGo's sole revenue on each trip. It is calculated based on the active trip duration and billed per completed ride.

Component 3: Program Administration Fee

GoGo's program administration fee is 20% of program budget or $40,000 annually. This fee covers program oversight, account management, compliance reporting, and the ongoing operational infrastructure required to sustain a high-quality transportation coordination program.

The administration fee was calculated based on an estimated program volume of 11,200 rides over the initial contract term, derived from the City's stated average of 700 rides per month across 16 months (September 1, 2026 through December 31, 2027). The per-ride cost basis used to calculate this fee was drawn from the same six months of live Aurora operational data used to establish the Pricing Table averages, ensuring full consistency across all cost components.

Pricing Table Averages

All figures entered in the Section 5 Pricing Table reflect averages calculated from GoGo's six months of live operational data running the C.A.R.S. program. As the incumbent provider, GoGo has access to actual Aurora trip data, including real mileage distribution, average trip duration, and fare actuals. These averages represent the most accurate and reliable cost estimates available for this program.

Actual monthly invoices will reflect true trip-level costs, with full trip detail provided to the City consistent with the reporting requirements outlined in the RFP.

Wheelchair-Accessible Vehicle (WAV) Services

For wheelchair-accessible transportation, GoGo coordinates with two active WAV subcontractors currently operating under the C.A.R.S. program in the City of Aurora. The unit costs entered in the Pricing Table for accessible transportation services reflect a weighted average of the rates provided by both WAV subcontractors. The individual rate structures for each provider are detailed below.

Disabled On The Go Transit, Inc. (DOTGT)

Contact: Mark Frueh, (630) 951-1128
Pickup and Drop-off Fee: $40.00 per occurrence
Mileage: $4.00 per mile for the first 10 miles; $3.00 per mile thereafter
No-Show Fee: $50.00
Note: DOTGT requires a minimum of 48 hours advance notice to schedule and confirm ride requests.

United Safety Transfer

Contact: Curt Croson, (630) 701-8978, Batavia, IL
Hours of Operation: Monday through Saturday, 6:00 AM to 6:00 PM
Pickup Fee: $45.00
Drop-off Fee: $45.00
Mileage: $3.00 per mile