



PARTNERSHIP PROGRAM REVIEW

City of Aurora Ride Solution (CARS)

A review of how the CARS transportation program is running for the City of Aurora Community Services Department.

What We'll Cover

01 Program Reach

02 Service Reliability

03 Accessibility

04 Where C.A.R.S. Takes People

05 Customer Experience

06 Financial Stewardship

07 GoGo Operations

Program Reach

Program Growth and Rides Taken with the program

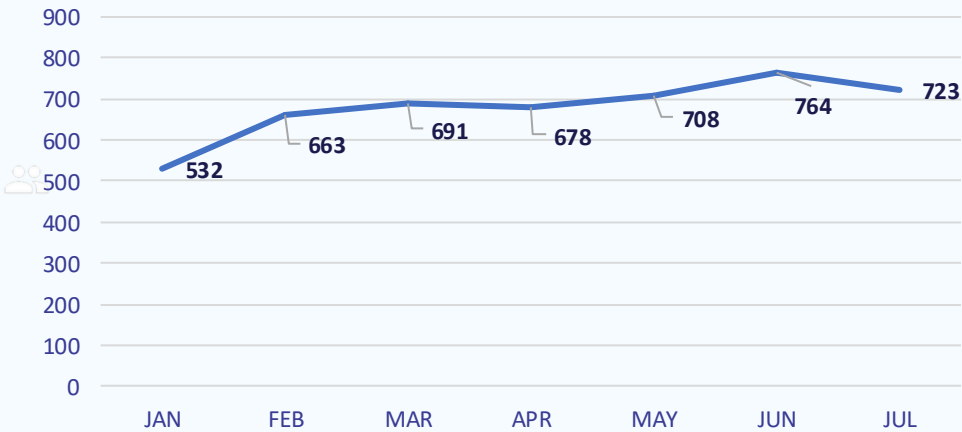
Rides Taken

4,127

Rides Completed in 2026

Up from 2,487 in 2025

Jan-July 2026
Scheduled Rides



Program Growth

142+

Unique Riders served Jan-July 2026

Up from 98 unique riders served in 2025

~74

new riders added Jan-July 2026

Riders that previously used GoGo prior to the CARS program may not be counted.

Service Reliability

Core performance metrics, 2026 vs. 2025



Ride Completion Rate

86.7%

▲ +1.0 pt vs. 2025 (85.7%)



On-Time Pickup Rate

90.2%

▲ +7.3 pt vs. 2025 (82.9%)



Average Wait Time

10.1 min

▼ 0.3 min faster vs. 2025
(10.4 min)



Cancellation /
No-Show Rate

13.5%

+0.2 pt vs. 2025 (13.3%) —
essentially flat

Accessibility

Wheelchair-accessible ride demand and fulfillment, 2026 vs. 2025



Accessible Rides Requested

151

in 2026

60

requested in 2025

Demand is up +152%



Accessible Ride Completion Rate

72.2%

in 2026

▼ -7.8 pt

vs. 2025 (80%)

Please note that this includes rider cancelled trips as incomplete.



Rides declined or Rescheduled

In 2026, approx. 9.87% of requested rides were declined or rescheduled due to provider availability.



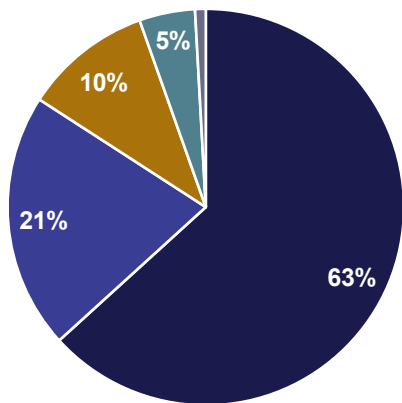
Advanced Scheduling Requirement

Wheelchair-accessible rides must be scheduled 24–48 hours ahead of the trip.

Where C.A.R.S. Takes People

Trip purpose, mileage, and top destinations — 2026 vs. 2025

2026



■ Medical ■ Senior Services ■ Grocery ■ Religious ■ Other

AVG MILES / RIDE

5.83

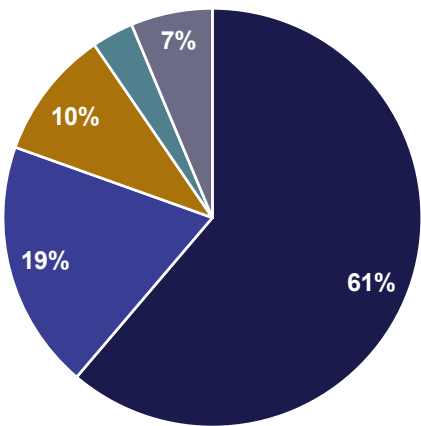
TOTAL MILES

24,489.5

TOP 5 DESTINATIONS

- 1. Bloomhaven Medical Complex (VNA Health Care)
- 2. Aurora Social Security Administration
- 3. 2540 US-30, Oswego (Shopping Center)
- 4. Valley Sheltered Workshop
- 5. Rush-Copley / Copley Memorial Hospital

2025



■ Medical ■ Senior Services ■ Grocery ■ Religious ■ Other

AVG MILES / RIDE

5.29

TOTAL MILES

13,726.8

TOP 5 DESTINATIONS

- 1. Bloomhaven Medical Complex (VNA Health Care)
- 2. Aurora Social Security Administration
- 3. 2540 US-30, Oswego (Shopping Center)
- 4. ATI Physical Therapy
- 5. Relief Mental Health

Customer Experience

What is the customer experience like

Built Around the Rider



Phone-first, no app required

Built for CARS riders who don't use smartphones — everything runs through a single phone call



On Demand or Pre-Scheduled Transportation

Ambulatory riders can take On Demand rides or schedule up to 6 months in advance. Accessible riders must schedule 24-48 hours in advance and can also schedule up to 6 months in advance.



24/7/365 availability

Live operators support riders any day, any time of day, all year long.

Total Complaints

0

in 2026

1 complaint in 2025

These figures reflect true service complaints only — they do not include missed connections, false trips, or lost item reports.

Complaints are addressed within 24 business hours

Financial Stewardship

Program cost trends for 2026 vs. 2025

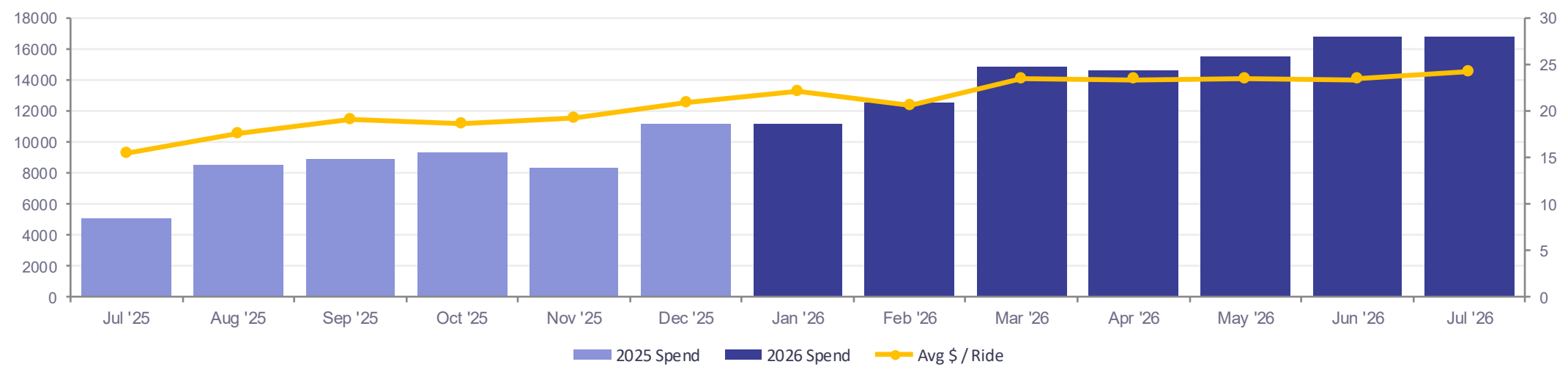
Total Program Expenditures
\$102,079.49
▲ +99.6% vs. 2025
2025: \$51,146.05

Avg. City Cost / Completed Ride
\$24.83
▲ +\$4.20 (+20.4%) vs. 2025
2025: \$20.63

Avg. Provider Fare / Completed Ride
\$18.65
▲ +\$2.47 (+15.3%) vs. 2025
2025: \$16.18

Monthly Expenditure Trends

Total spend by month (bars) and average cost per ride (line), Jul 2025 – Jul 2026



GoGo Operations

Provider data, call center activity, and total ride volume — 2026 vs. 2025

TOTAL RIDES

2,901

(2025)

→

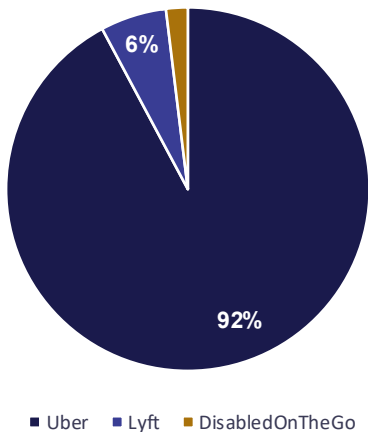
4,767

(2026)

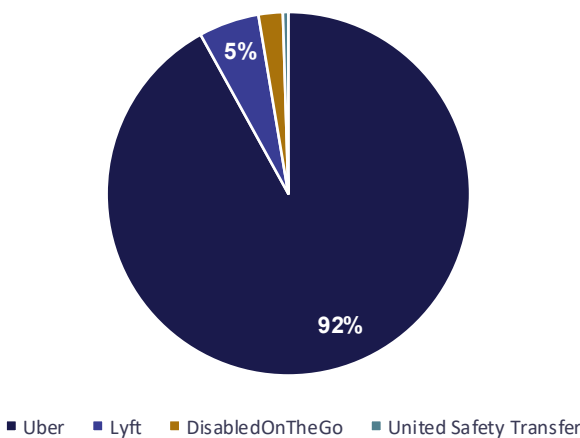
+1,866 rides · ~64% growth

Completed Rides by Provider

2025



2026



Call Time Data

2025

TOTAL CALLS	1,453
TIME WITH GOGO OPERATOR	8h 18m 4s
AVG. HOLD TIME	10s

2026

TOTAL CALLS	1,582	▲ +129 vs. 2025
TIME WITH GOGO OPERATOR	7h 43m 8s	▼ 34m 56s vs. 2025
AVG. HOLD TIME	7s	▼ 3s vs. 2025



Thank You

We're glad to keep supporting the City of Aurora's residents and their transportation needs.

Questions? Reach the Client Support Team any time.

 (844) 901-1678

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