

## October 9, 2019--Verde Valley Caregivers Coalition Updates Mission Critical Technology

After several years of searching for new transportation scheduling software to replace the obsolete CARE system, Assisted Rides has been selected to schedule rides for Verde Valley Caregivers client “neighbors”. The new transportation scheduling service has proven reliability and is significantly lower cost than systems used by large transportation companies. Conversion to Assisted Rides has been completed.

Assisted Rides is an Internet based service that can be accessed and used from mobile devices as well as computers. As volunteer drivers learn how to access the service, they find new visibility of the neighbor requests and gain more control over the services they provide.

Now, volunteers can indicate the days and times that they will be available to drive or block out times that they will be unavailable due to vacations, etc.

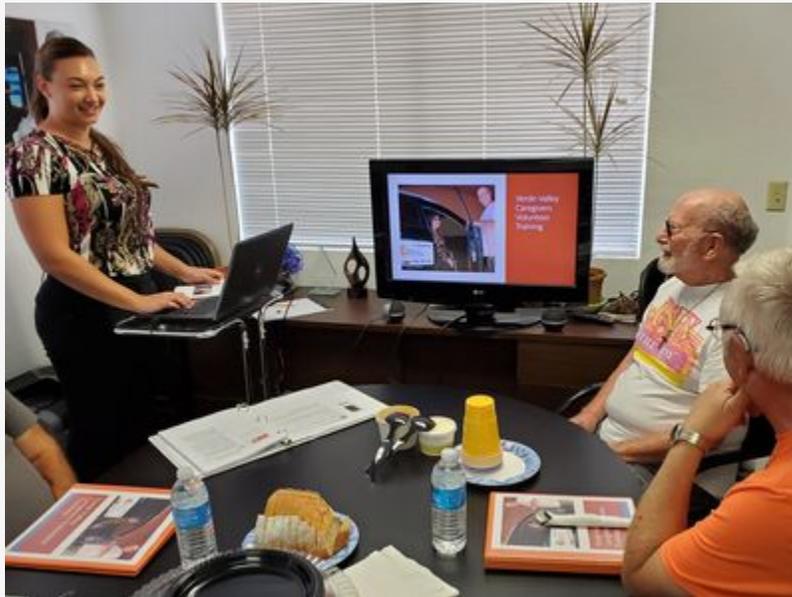
Volunteers can view the manifest of their scheduled rides with a chart that shows date and time of each scheduled ride, neighbor’s name, address to pick them up, destination address and estimated trip miles.

Volunteers can view pending requests and select additional trips that would fit their schedules in terms of pick-up times and number of miles to be driven. Selected rides are added to the volunteers’ manifests and marked as taken on the requests list. Cathy Kuscavage, a volunteer driver who recently received training on the new system, said “I like Assisted Rides and look forward to using it.”

As volunteers learn to use Assisted Rides to select the requests they can fill for themselves, fewer phone calls will be needed from Call Center Specialists trying to find a volunteer to meet each request for service. This will allow increasing numbers of neighbors to be served by the current Call Center Staff.

Assisted rides also provides a completed trips report for each volunteer, which is helpful for keeping track of volunteer hours and miles for tax reports.

Verde Valley Caregivers Director, Kent Ellsworth says, “Assisted Rides gives us a better way to communicate with our Volunteers and achieve efficiency.”



Lee Ann presents Assisted Rides to