



# 2012 ANNUAL REPORT

To link accessible, responsive transportation with community needs.



"People create opportunities for themselves; we make sure they have the mobility they need to access them." --Elaine Wells, Executive Director

## Accessible transportation benefits us all.

Dear Friends,

It has been another successful and exciting year for Ride Connection. This report highlights some of the growth we have experienced in new and existing programs and staff and is a good illustration of the swift pace with which we have become accustomed.

The services Ride Connection provides not only help individuals access the things they need; they help strengthen our community. Access to reliable transportation ensures us the ability to be active members in our society and in our local economy. It's what keeps us connected and we believe it should be available to all.

Thank you for your continued support in our mission. We place a high value on your collaboration, backing, and encouragement.

Best Wishes,

*Elaine M. Wells*

Elaine Wells

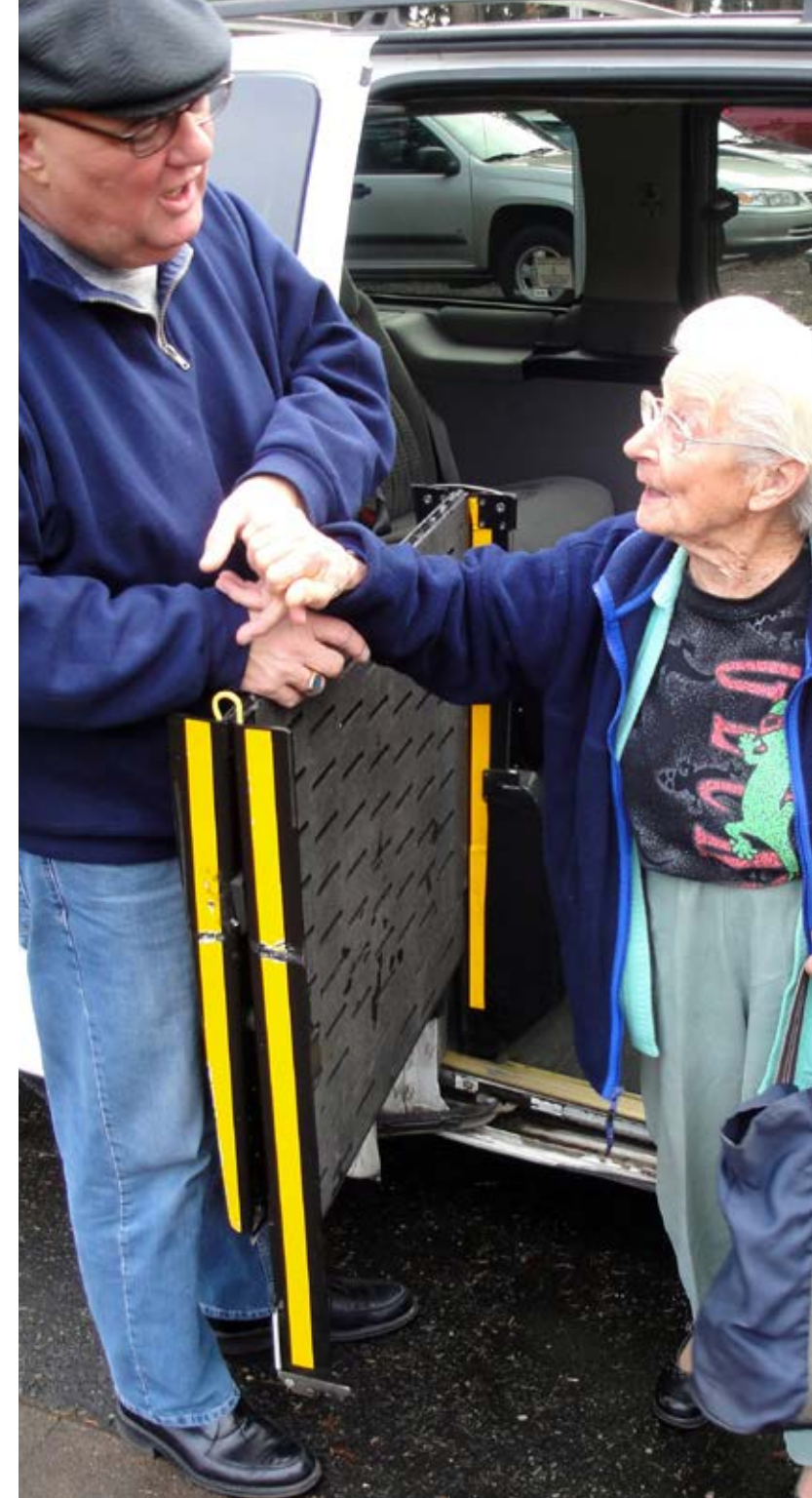
# MOBILITY

It comes in all shapes and sizes.

Ride Connection is customer-focused because we understand that each person has a unique level of mobility. In order to maintain a culture where the people we serve come first, we create programs that cater to a range of individual needs as well as the overall needs of our communities.



Over 230 individuals successfully exited the RideWise travel training program and went on to become independent travelers on public transportation and together went on to take over 55,000 trips on transit.



## **Community RideAbout Shuttles**

There are seven community shuttles in operation in the tri-county area. Each shuttle is designed based on local geography, housing density and the population of communities served. These shuttles are highly efficient and provide an average of 3.45 trips per hour.





# ACHIEVING INDEPENDENCE

One step at a time.

## **A Focus on Customer Service**

Two Travel Coaches were added to our service center and have enhanced our level of customer service. Armed with a new data management system and updated assessment tool, our Travel Coaches explore all available transportation options based on needs, ability level, and proximity to transit, as well as customer wishes and transportation goals.

Over **410,000** rides were provided this year by Ride Connection and its partners. Our vehicles (including volunteers driving their own vehicles) traveled over **1.8 million miles**.

## **High Volume**

Our service center staff fielded over 129,000 calls this year, an increase of 12% from last year.

# COORDINATION

Makes the wheels go round.

Our partners are crucial to providing service in a calculated, coordinated manner and allow us all to serve more people with fewer resources. At Ride Connection we see it as our responsibility to foster relationships with organizations in our community and work together to do the most good. We provide varying levels of support to our partners who provide service, recognizing that true coordination is an effective and necessary component of leadership.

Ride Connection referred 58 new volunteer drivers to its service partners this year.

## Ride Connection Service Partners

African-American Chamber of Commerce  
American Cancer Society  
American Red Cross  
Canby Adult Center  
City of West Linn  
David's Harp  
Edwards Center, Inc.  
Friends of Estacada Community Center  
Forest Grove Senior Center  
Gladstone Senior Center  
Green Transportation  
Hoodland Senior Center  
Impact Northwest  
Itiya Express  
Lake Oswego Adult Community Center  
LifeWorks Northwest

Maryville Nursing Home  
MFS Project Linkage  
Michael's Place  
Friends of Milwaukie Center  
Molalla Adult Community Center  
Neighborhood House  
NeighborLink  
Northwest Pilot Project  
Pacifcab Company, Inc.  
Pioneer Community Center  
Port City Development Center  
Providence ElderPlace  
Sandy Senior Center  
Transportation Reaching People  
Tualatin Valley Workshop  
Urban League of Portland



## Technology Investments

GPS-equipped tablets were placed in 26 fleet vehicles. Their functionality includes the ability to view vehicle locations and provides us with real-time info which allows us to make quick adjustments to the schedule as needed.

Ride Connection implemented a new online learning management system, allowing our drivers and our partner's drivers to take required trainings online.

# VOLUNTEERS

Are at the heart of our organization.

Volunteers contribute to our mission in so many capacities. We benefit from volunteer drivers and concierges as well as office and administrative volunteers and Ride Ambassadors, who volunteer to lead group trips on transit. They make it possible to offer high quality service at no cost to our customers. Of the 642 drivers in our network, 429 are volunteers.

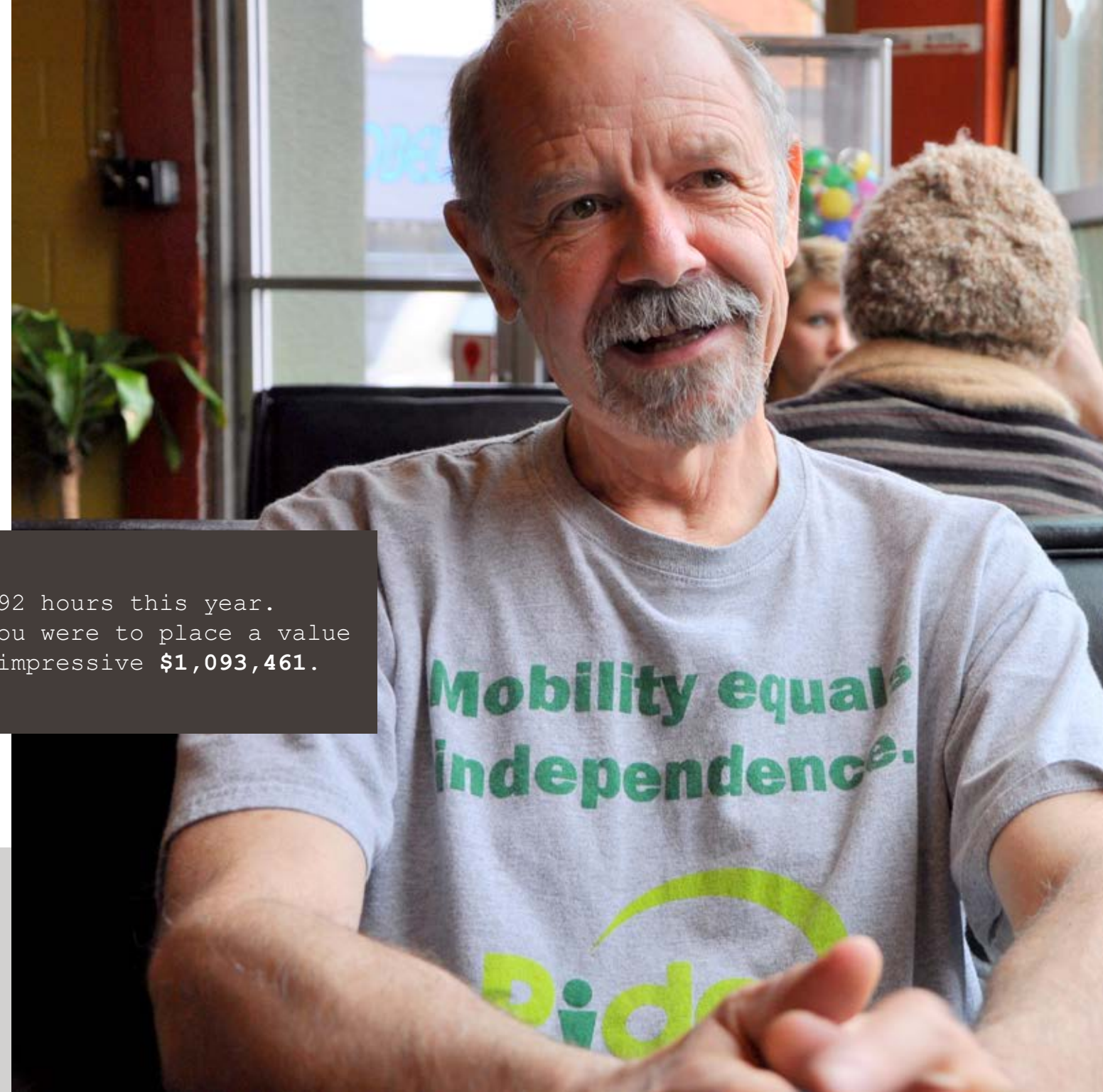
## Riders' Clubs

Volunteer Ride Ambassadors lead trips on transit so older adults may have the experience of using public transportation with peers in a relaxed and enjoyable setting. Last year there were 751 participants and they went so many places: city tours, concerts, the zoo, art galleries, and libraries (to name a few).

Volunteers contributed a total of 61,592 hours this year. While we consider them priceless, if you were to place a value on those hours, it would amount to an impressive **\$1,093,461**.

## Ride Together

We created a program based entirely on volunteers: customers can ask friends, neighbors, or family members for rides and Ride Connection provides support in the form of driver training and mileage reimbursement. The program gained traction this year, with 1,874 rides provided.



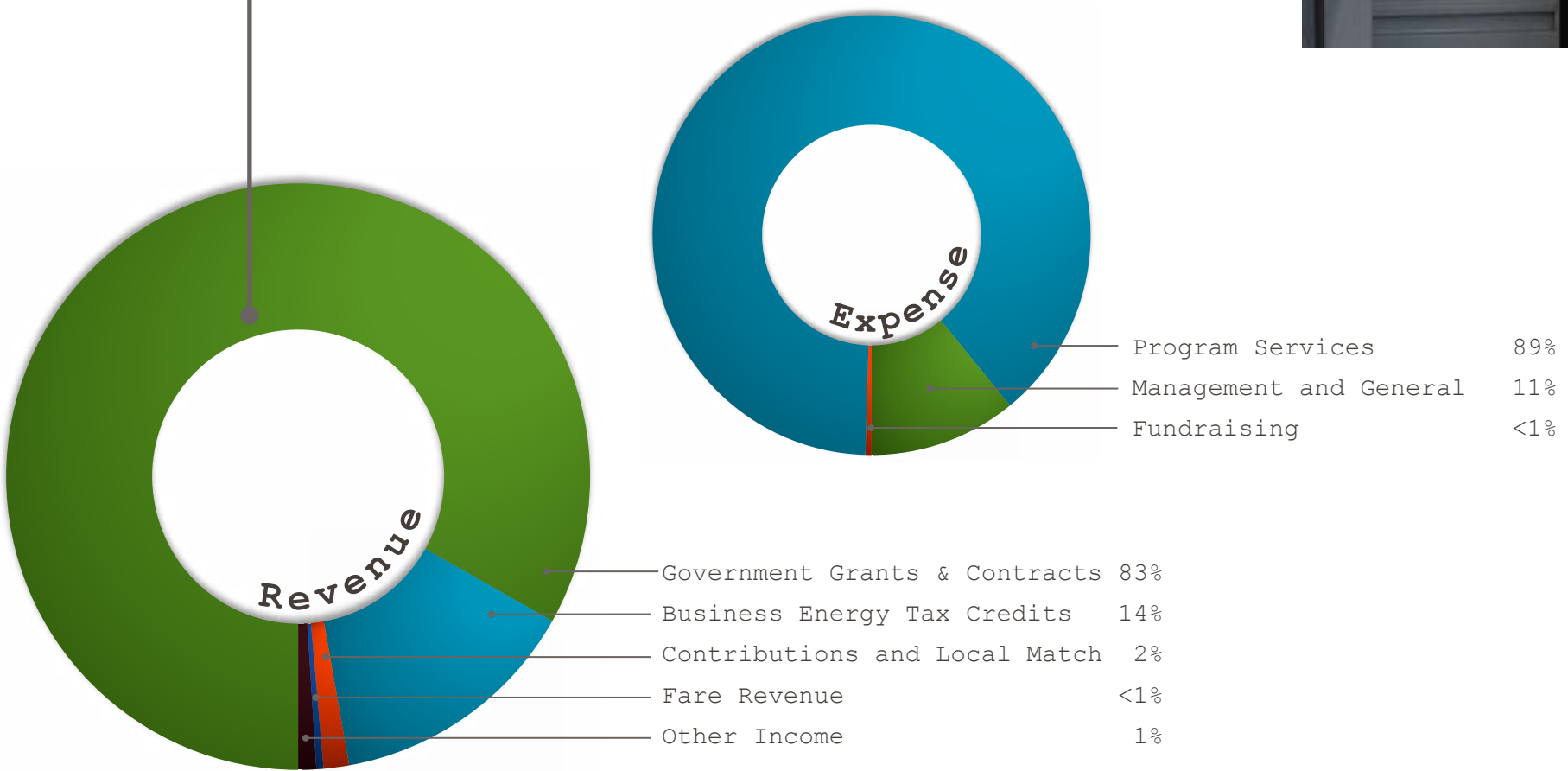
# FINANCIAL SUMMARY

**410,348**  
rides were provided.

**235**  
individuals are traveling independently on transit.

**1,380**  
rides were provided to Veterans.

**16,000**  
rides were provided to rural Washington County residents.



## Revenue and Support

|                                    |                     |
|------------------------------------|---------------------|
| Government Grants and Contracts    | \$ 5,686,505        |
| Business Energy Tax Credit Program | \$ 956,269          |
| Contributions and Local Match      | \$ 96,128           |
| Fare Revenue                       | \$ 26,810           |
| Other                              | \$ 67,761           |
| <b>Total Revenue and Support</b>   | <b>\$ 6,833,473</b> |

## Expenses

|                        |                     |
|------------------------|---------------------|
| Program Services       | \$ 5,541,534        |
| Management and General | \$ 678,928          |
| Fundraising            | \$ 27,991           |
| <b>Total Expenses</b>  | <b>\$ 6,248,453</b> |

## Assets

|                                 |                     |
|---------------------------------|---------------------|
| Cash and Cash Equivalents       | \$ 4,253,987        |
| Certificates of Deposit         | \$ 653,957          |
| Grants and Contracts Receivable | \$ 792,858          |
| Prepaid Expenses                | \$ 32,587           |
| Lease Deposit                   | \$ 17,952           |
| Property and Equipment, Net     | \$ 2,422,329        |
| <b>Total Assets</b>             | <b>\$ 8,273,670</b> |
| <b>Liabilities</b>              | <b>\$ 2,748,546</b> |
| <b>End of Year Net Assets</b>   | <b>\$ 5,525,124</b> |

# DONORS

Thank you for your generosity.

## Platinum (\$100,000+)

Kent Beebe  
Donald and Mary Blair  
Dayton Rodegerdts  
Steven Romero  
**Gold (\$50,000-\$99,999)**  
Margaret and Dean Myers  
**Silver (\$25,000-\$49,999)**  
**Bronze (\$5,000-\$24,999)**  
American Public Transportation Association  
Hoffman, Stewart & Schmidt, P.C.  
OCF Joseph E. Weston Public Foundation  
Sterling Bank  
**Benefactor (\$1,000-\$4,999)**  
Sharon Beyl  
Fred Meyer Headquarters  
Wayne and Sarah Gabel  
Legacy Health Systems  
Legacy Mt. Hood Medical Center  
Gary & Delores Miller  
Providence Health and Services  
Schetky NW Sales, Inc.  
**Supporters (\$500-\$999)**  
Heffernan Insurance Brokers  
IBM  
Patricia Laufenberg  
Umpqua Bank  
Don Van Hees  
Rosy Vu  
Sue Yount  
**Friends (\$1-\$499)**  
Gladys M. Abram  
Mary Applebee  
Carol Arends  
Linda Armitage  
Peggy Benedict  
Wilma T. Bergheim  
Jonathan Berreth  
Sean Berry  
Stephen Bielecki  
Nancy Binns  
Maud Birney  
Harold J. Blank  
Nancy Boatman  
Theresa Bowar  
Catherine Boylen  
Sharon A. Brant-Gonev  
Heidi Brinnich  
Patty Brost  
Linda Buergel  
Heidi Burnette  
Joanne Cairns  
Judi Cannard  
Jean Cannon  
Catholic Deaf Community  
Norma Chaty  
Young W. Choi  
Rose Chung  
Dorothy Clark  
Leslie & Richard Clark  
Mary Kiera Clark  
Olivia Clark  
Columbian Garden Club  
Sharon Cooper  
Lydia Corran  
Robert Cunningham  
Robert Curtis  
Lucille Daily  
Betty F. Danker  
Patti Daoud  
Deborah Davis  
Sheila Day  
Beth De Hamel  
Patricia E. Devenney  
Gertrude Docherty

Phillip Dochow  
Rod B. Dotson  
Helen M. Drewek  
Suzanne J. Dudy  
Beula Durnford  
Steven Easterday  
Michelle Erickson  
Gloria Everson  
Jacqueline T. Eyde  
Cheryl Fayard  
First Immanuel Lutheran Church  
Rebecca Fletcher  
Mary Ford  
Sandra Ford  
Lori Frank  
Chuck Fuller  
Megan Gardiner  
Shana Garvey  
Scott Gates  
Linda Gette  
Lee Girard  
Willie Grace  
Gwendolyn Graham  
Hazel B. Graham  
M J Greene  
Gresham Station Apartments  
Norm and Paula Gunning  
Rebecca Haladay  
Elsie Hall  
Carol Hamilton  
Mona Hannan  
Gladys Harper  
Elizabeth Haunsperger  
Joan Heinemann  
Misako Higa  
Doris Higgins  
Barbara Hines  
Maryann Hoopes  
Betty Horst  
Colleen Hurley

Charles Inskeep  
Eunice G. Jackson  
Raymond Jackson  
Anissa James  
Lilia Jamil  
Felipe Jasso  
Dale Jelmeland  
Fran Jensen  
Keith E. Jewell  
J M Johnson  
Barbara and John Jolie  
Juaquetter Jones  
Laverne Kalisch  
Isabell Karnga  
Ken Keim  
Iris Kimbark  
Michael E. Kinonen  
Lenore Kirwan  
Jean Knopf  
Becky G. Kraft  
Rita Langbehn  
Honorene J. Lanning  
Elizabeth Laslett  
Karen and John Lee  
Gracie Leigh  
Ruth Lempert  
Cliff Leyba  
Pamela Lindgren  
Carol Little  
Barbara Lowenthal  
Lydia Lundberg  
Alfred Luthy  
Lynchwood Christian Church  
Alice Macdonald  
William and Joyce Malk  
Steve March  
Mary Marking  
Betty Marshall  
Ramona Jean Martin  
Jerry Martinson  
Harry Maslen  
Elizabeth McDowall  
Margaret P. Mcgrath  
Donald McLaughlin  
Blanche Mevis  
Charles Michel  
Clarie Morgan  
Morning Star Child Care, Inc.

Marion & Simon Moses  
Chris Mugot  
Marjorie North  
Estella Oberg  
Jennifer Ogan  
Ruth and Ralph Olsen  
Tillie O'Rear  
Jean Palmateer  
Rita Palmer  
Louis Palumbo  
Matthew Palumbo  
Claudine Paris  
Melissa Parkerton  
Grey Pearmine  
Alexander Pekar  
Norman and Marilyn Peterson  
Caridad Picca  
Carol Pickard  
Les-a-Kay Pinner  
Louise Popp  
Claire Potter  
Deaunna Pranke  
Dundee Pranke  
Virginia Pratt  
Jacqueline Priser  
Michael and Julie Proksch  
Patty Purinton  
Jessica Radley  
Mohammed Rahman  
Mavis Randall  
Lorna Rathbun  
REACH, Inc.  
Peter Reader  
Mary W. Reibson  
Gretchen Renggli  
Doris J. Rich  
Chloe Ritter  
Claudia Robertson  
Dave & Lori Robertson  
Shirley Rogers  
Kelly Ross  
Abbie N. Roush  
Ajay Rundell  
Riad Sahli  
Charles Salzenstein  
Chase Schetky  
Dolores Schmidt  
Barbara Schueppert

Dorothy Schulman  
Arlen Scott  
Eunice Scott  
Susan Sharp  
Helene Silberstein  
Lula Simpson  
Jaime Smith  
Sileen S. Soni  
Kimberly and Jesse Stanchfield  
Lavelle Stanley  
Linda Staton  
Muriel Stolz  
Mearita A. Tabb  
Irene Takemura  
Linda and Sam Talluto  
Doris Tanner  
Howard and Carla Thompson  
Ron and Donna Thompson  
Hilda Tolby  
Sarah Torres  
Loan Tran  
Susan Triplett  
Howard Turner  
James Uyeda  
James Vandecoevering  
Ann Vanikiotis  
James E. Vanstone  
Harriet Virell  
Shelda Volhege  
James Walker  
Helen O. Warinsky  
Mary Ann and Jay Watson  
Robert and Marla Weiner  
Elaine Wells  
Tom Wells  
Arisha K. Wenneson  
Bill Whitney  
Steven and Roxanne Widmer  
Kathleen Wiggins  
Julie Wilcke  
Jean Wolensky  
Dorothy Wood  
Park & Martha Woodworth  
Neva Wulf  
Kent Wyatt  
Abigail Wyman  
Doranna Yung

Virginia Zimmerman  
Rosemary Zoucha  
**In-Kind Donors**  
Alaska Airlines  
Appetite  
Arthur Murray Dance Studio  
Baker & Spice  
The Barefoot Sage  
Brian Gardiner  
Caffe Allora  
Charles Michel  
Claudia Robertson  
Cleo's Hill Wines  
Cupcake Jones  
Eleni's Philoxenia  
Elephant's Deli  
Equinox  
Forest Grove Senior Center  
Fran Jensen  
Fuller's  
Gresham Ford  
Heathman Lodge  
Helen Bernhard Bakery  
Henry's Tavern  
Higgin's Restaurant  
Hotel Lucia  
Huber's Restaurant  
Kids at Heart Toys  
Laurelwood Public House-Brewery  
Le Pigeon  
Lloyd Center Ice Rink  
Modern Domestic  
Mother's Bistro  
Neil Kelly Designers  
Oba!  
October Hill  
Oregon College of Arts & Crafts  
Oregon Symphony  
Patty Brost  
Pazzo Ristorante  
Pearl Bakery Inc.  
Phyllis Kerr Peters  
Pittock Mansion  
Pix Patisserie  
Por Que No  
Portland Spa

Rock Paper Scissors  
Ronn Willits  
Rose City Rollers  
Seasons & Regions  
Seafood Grill  
Shannon Rickman  
Southpark Seafood Grill & Wine Bar  
Starbucks Coffee Co.  
Sweetpea Baking Company  
Sweetwares  
The Jackalope Saints  
The Old Spaghetti Factory  
World Cup Coffee & Tea

## Gifts In Honor of:

Elaine Wells  
Kimberly Stanchfield  
Mary Ann Watson  
Diane Meyer  
Julie Proksch

## Gifts In Memory of:

Justin Berlureau  
Ann Berlureau  
John Stell  
Patricia Stell  
Willis and Doris Potter  
Claire Potter

*Thank you for the so many rides to Drs you keep me alive. I wish I could afford to send you more Thank you very much Gladys*



**Members of the Board**

Robert Ueland, President  
Leslie Clark, First Vice President  
Alison Stoll, Second Vice President  
Rosy T. Vu, Treasurer  
Jenni Bernheisel, Secretary  
Patty Brost  
Stephanie Hayes  
Fran Jensen  
Richard Jones  
Claudia Robertson  
Carolyn Rundorff  
Andrew Szolnoki  
Ron Thompson

**Honorary Members**

Lee Girard  
Jeffrey Hill  
Allen Morgan  
Claire Potter

We need people like you to  
**Donate,**  
**Volunteer,** and  
**Advocate** for accessible transportation.

Please call us to learn more about how we could  
use your help at 503.528.1761.

Or visit us at [www.rideconnection.org](http://www.rideconnection.org)



847 NE 19th Ave., Suite 200  
Portland, OR 97232  
503.528.1720  
[www.rideconnection.org](http://www.rideconnection.org)