

Ride Connection, Inc.

Annual Report 2004

Who Will Drive Miss Daisy?...

We all remember that wonderful movie, *Driving Miss Daisy*, which starred Jessica Tandy and Morgan Freeman. In that poignant film, Freeman played Hoke Colburn, who was Daisy's personal chauffeur.

Unfortunately, very few of us can afford the luxury of hiring our own driver. That's where Ride Connection steps in to provide a most valuable community service.

Since its founding in 1988, Ride Connection has provided more than one million rides to tens of thousands of people. The success of our program hinges on partnership. We enjoy key affiliations within the communities we serve, including vital funding sources, hundreds of outreach volunteers, and professional Ride Connection staff members and providers.

One significant development this year was the initiation of the North/Northeast RideAbout shuttle which started in May 2004. Since then, rides have averaged about 1,000 trips per month. Outreach efforts are gradually persuading more individuals to use RideAbout for their shopping, medical and recreational needs.

During the fiscal year, Ride Connection provided 13,328 Job Access rides, an increase of 453 from last year, despite severe winter weather reducing ride totals during the third quarter. The purchase of two Job Access buses in December 2003 and negotiating additional shared-commute rides in rural areas reduced the cost per ride.

Special points of interest:

- Our community-based "at-large" providers increased rides from 162,324 to 163,866. The largest increase for a provider was East County Ministries.

- Provided 13,328 Job Access rides, compared to 12,875 the previous year.

- Clark County U-Ride provided 2,561 rides during the year, exceeding our United Way goal by more than 500.

- Since June 30, 2003, we have approved 183 new drivers for a total of 685 active drivers and 18 concierges as of June 30, 2004.

During fiscal year 2003-04 Mobility Support Services made innovative and collaborative partnerships among TriMet, Ride Connection and other organizations to assist older adults and people with disabilities to travel independently. Safely accessing fixed route bus service, light rail and other individually appropriate transportation options are paramount to true independence.

We are continually planning and implementing innovative services so we can ensure that someone will always be there to drive "Miss Daisy."

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www.rideconnection.org

Linking Accessible Transportation

Today, technology plays an ever-important role in enhancing and expanding our services. Two software programs in particular, BlackBaud Raiser's Edge and RouteMatch TS, give our staff members important advantages in planning, scheduling and time management.

Raiser's Edge is our new data collection, fund raising, volunteer management, event planning and training software. Raiser's Edge ably replaces our previous driver and training database. RouteMatch TS serves as the service department's scheduling and transportation system. Both of these software packages are enabling Ride Connection to further increase its efficiency.



Elaine Wells
Executive Director

In addition, Ride Connection has invested in a Data Utility that will integrate seamlessly with the new database software. This will enable Ride Connection to generate a multitude of reports to ease the reporting processes for Ride Connection and its network of providers.

Of course, our most important asset continues to be people—namely, our professional Ride Connection staff and our many wonderful volunteers and providers.

The combination of technology, people, and dedication continues to drive our mission—and our tens of thousands of riders. With your continued support, we can make sure that those in need of transportation services will continue to receive them.

For Riders...

During fiscal year 2003-04, the Ride Connection network provided 295,445 rides, an increase of 9,288 over the previous fiscal year. This increased demand is significant. Recent research indicates that the majority of us will outlive our ability to drive, a clear sign that we will need substantially more resources in the future to meet mobility needs.

The 2003-04 customer service survey was a great success, 97% of customers said our transportation service met their needs. One appreciative rider added:

"It gives me a feeling of pride and freedom to be able, at my age, to shop for food, etc. and keep doctor's appointments and not be a burden to family and friends."



Ride Connection staff, Susan and Julie, training Lynn how to utilize other modes of transportation as part of the Mobility Support Services program.

& Through Partnerships...

We are fortunate and grateful to be associated with many excellent organizations who believe as we do and who go above and beyond to ensure passenger and driver safety. We are committed to continually build on our good reputation and good name by adhering to strict safety standards, while providing top-of-the-line customer service.

On page 3, we've listed our current partners as we begin fiscal year 2004-05.

Meeting Community Needs

During the year, we developed a volunteer recruitment strategic plan, coordinated volunteer recruitment efforts, and created an in-house volunteer program, as well as an infrastructure for a volunteer travel training program.

During 2003-04, Ride Connection facilitated and conducted training sessions for 539 drivers and staff members. These sessions included Mobility Awareness and Assistance Program, defensive driving, vehicle orientation, and road tests.

Ride Connection also trained 60 individuals from various non-provider agencies. Two non-provider agencies requested and received dedicated trainings for their staff.

In addition, the Walk Safely Pedestrian program was inspired by conversations in defensive driving class regarding the safety of pedestrians. The curriculum was designed with a focus on the older adult pedestrian. The class addresses the health benefits of walking, perceived barriers to walking, risks faced by older adult walkers, and what older adults can do to maximize their safety when walking.

Mobility Support Services grew from its infancy into an up and coming star during fiscal year 2003-04. Look for big things to come from Mobility Support Services in the near future.

Mobility Support Services accomplished the following:

- Secured funding through the STF discretionary program. TriMet provided the 50% match requirement.
- Established a ridership committee that includes members of the community, consumers, transit representatives and agency professionals. Committee members help implement and coordinate the Mobility Support Services program.
- Initiated easy trip-planning assistance. All calls for transportation assistance go through the Ride Connection central service number. Service representatives guide individuals through available resources and options. This personalized service enables riders to choose the best options for their trips.
- In addition, Ride Connection began developing curriculum standards for travel training services in the tri-county area.
- Research was conducted to establish standards and policies for a volunteer travel training program.

The following agencies receive financial and operational support from Ride Connection as partner agencies:

Clackamas County

- Albertina Kerr Centers
- Edwards Center

Clackamas County Senior Transportation Consortium

- Canby Adult Center
- Clackamas County Mental Health
- Estacada Community Center
- Gladstone Senior Center
- Hoodland Senior Center
- Lake Oswego Adult Community Center
- Milwaukie Center
- Molalla Senior Center
- Pioneer Community Center
- Sandy Senior Center
- Transportation Reaching People

Clark County

- Catholic Community Services

Multnomah County

- African American Chamber of Commerce
- American Red Cross, Oregon Trail Chapter
- David's Harp
- Friendly House
- LifeWorks Northwest
- Metropolitan Family Services - Project Linkage
- Northwest Pilot Project
- Northwest Portland Ministries
 - East Multnomah County Ministries U-Ride
- Portland Impact
- Providence ElderPlace
- Urban League of Portland

Washington County

- American Red Cross, Oregon Trail Chapter
- Community Services, Inc.
- Metro West
- Pacificab
- Tuality Healthcare

Through Leadership...

Ride Connection is directed by a group of dedicated volunteer board members, who generously donate their time and talents to our organization. We salute Robert Ueland for serving as board president during fiscal year 2003-04.

We would like to thank the following outgoing board members: Justin Berlureau and Jan Campbell.

& Funding

A major portion of our funding is provided by TriMet and the Oregon Department of Transportation. We are very grateful for this funding. At the same time, we are trying to diversify our funding base so there is a broad mix of public and private funding.

In October 2003, we submitted Special Transportation Funds (STF) discretionary proposals for fiscal years 2004-05 and 2005-06 to fund projects for computer hardware and software; a systems administrator; replacement vehicles; new vehicles for Port City Development, Edwards Center, Urban League and Portland Impact; Title XIX Waivered Non-Medical Transportation; Operational Funding for Portland Impact; Mobility Support Services; and North/Northeast shuttle operations and three vehicles for a total of \$1,687,179 for the two year period.

In March 2004, we submitted STF formula proposals for fiscal year 2004-05 on behalf of 16 subcontractors, the Washington County U-Ride program, and Ride Connection totaling \$1,266,788.

In April 2004, we submitted a proposal to TriMet for volunteer supported and client-based services, King City and Gateway Shuttles, and Cherry Blossom Services. A best and final offer was accepted for \$780,801.

New funding agencies include SWIFT, Portland General Electric, Spirit Mountain Community Fund, Wessinger Foundation, Fred Meyer, Bland Foundation, Wells Fargo and Samuel S. Johnson.

Although, there will always be funding challenges, we know these challenges stem from a desire to meet our stated mission. Our biggest challenge is ensuring that people understand the importance of our services and how they can help through their donations.

Moving Forward

In the coming year we will gather information and carefully examine the status of services region-wide, coordinate discussions among our Network providers, TriMet and Ride Connection, and propose models for improved service. We intend to identify creative and innovative ways to improve customer service and efficiency.

Mobility Support Services will implement all aspects of our plan, including: personalized trip planning, consumer education and outreach, fixed-route vehicle familiarization services, volunteer travel training program, specialized one-on-one travel training, and ongoing support and training for professionals that serve older adults and people living with disabilities.

Board of Directors 2003 - 2004

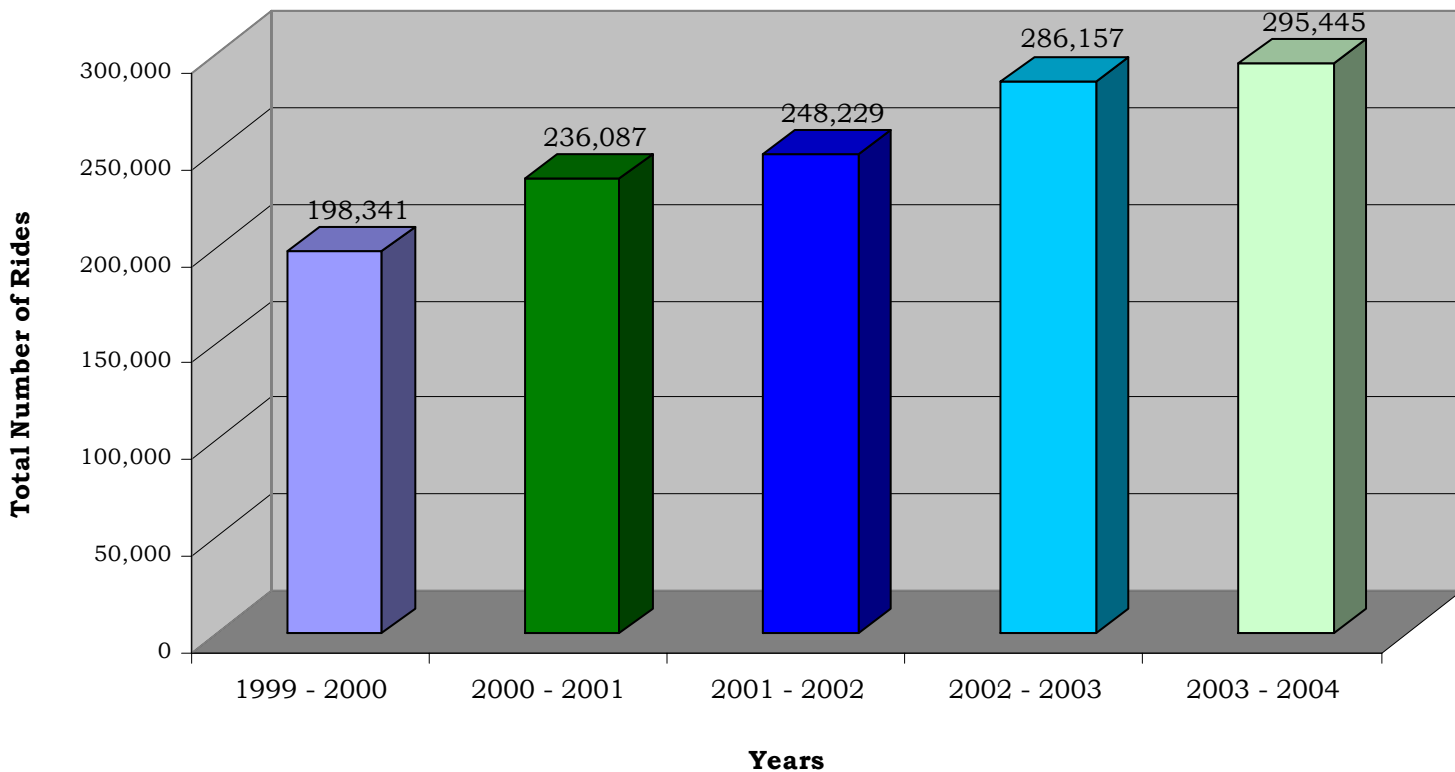
Robert Ueland,
President
David (Dave) Raphael,
Vice President
Leslie Clark,
Treasurer
Patty Brost,
Secretary
Justin Berlureau
Jan Campbell
Nancy Harp
Dick Jones
Julie Kennedy
Ken Nitta
Bobbie Nunn
Carolyn Rundorff
Ron Thompson
Rosy Vu

RIDE CONNECTION, INC.
STATEMENT OF FINANCIAL POSITION and
STATEMENT OF ACTIVITIES

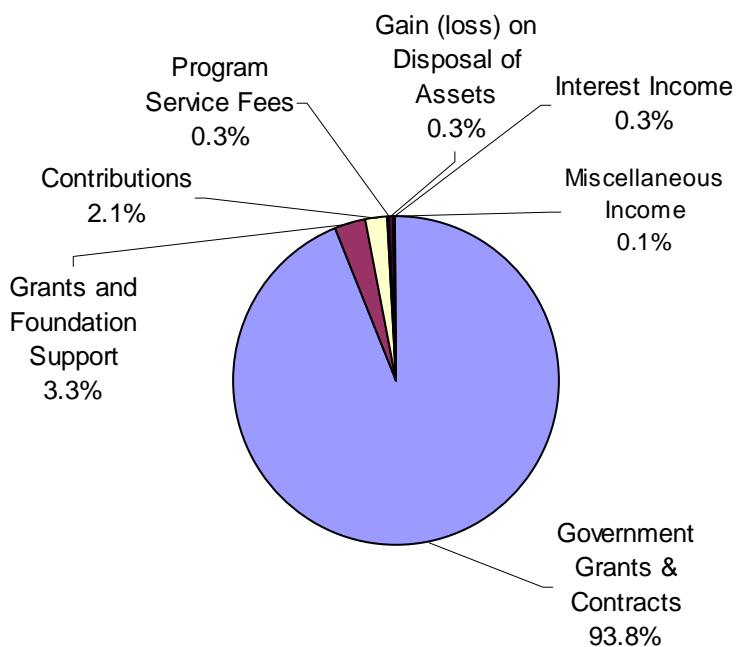
For the year ended June 30, 2004 (with comparative totals for 2003)

	2004	2003
Assets		
Current Assets	\$ 2,045,795	\$ 1,956,734
Property and Equipment - Net of Accumulated Deprec	1,564,293	1,362,170
Lease Deposit	4,621	4,621
Total Assets	<u>\$ 3,614,709</u>	<u>\$ 3,323,525</u>
Liabilities & Net Assets		
Current Liabilities	\$ 397,570	\$ 270,434
Net Assets		
Unrestricted - General Operating	493,138	397,181
Unrestricted - Property & Equipment	155,260	45,006
Temporarily Restricted	2,568,741	2,610,904
Total Net Assets	<u>3,217,139</u>	<u>3,053,091</u>
Total Liabilities & Net Assets	<u>\$ 3,614,709</u>	<u>\$ 3,323,525</u>
Revenue & Support		
Government Grants and Contracts	\$ 3,338,149	\$ 3,178,427
Grants and Foundation Support	116,274	89,429
Contributions	73,887	141,714
Program Service Fees	10,071	11,748
Gain (loss) on Disposal of Assets	10,805	16,312
Interest Income	9,097	14,026
Miscellaneous Income	2,054	1,785
Total Revenue & Support	<u>\$ 3,560,337</u>	<u>\$ 3,453,441</u>
Expenses		
Program Service	\$ 2,976,631	\$ 2,877,044
Management & General	348,556	295,826
Fundraising	71,102	46,039
Total Expenses	<u>3,396,289</u>	<u>3,218,909</u>
Increase in Net Assets	164,048	234,532
Net Assets at Beginning of Year	3,053,091	2,818,559
Net Assets at End of Year	<u>\$ 3,217,139</u>	<u>\$ 3,053,091</u>

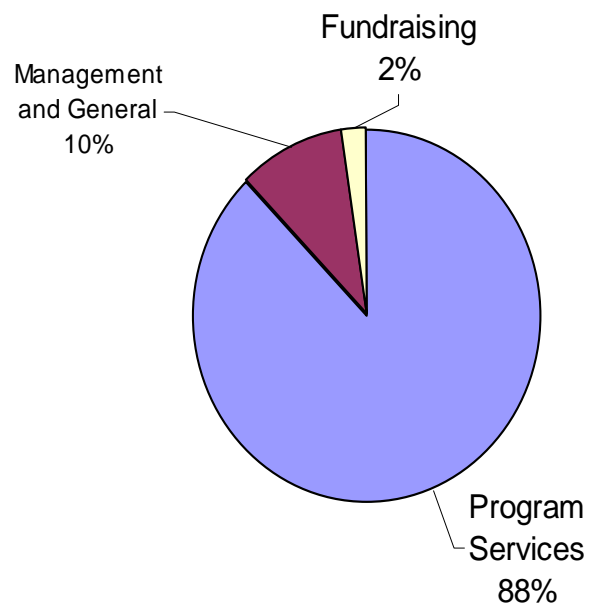
*Accompanying notes are an integral part of financial statements and are available upon request



**RIDE CONNECTION, INC.
SOURCE OF REVENUE AND SUPPORT
FOR THE 12 MONTHS ENDED JUNE 30, 2004**



**RIDE CONNECTION, INC.
DISTRIBUTION OF EXPENSES
FOR THE 12 MONTHS ENDED
JUNE 30, 2004**





Thank you for your support! We are deeply grateful to the many individuals, businesses and foundations that support Ride Connection. Your generosity and support are critical in helping our mission *to linking accessible transportation with community need*. In this issue, we are pleased to recognize all cash gifts received between July 1, 2003 and June 30, 2004. We kindly request you notify us of any corrections to this list by calling us at 503.528.1726.

PATRON

(\$5,000 and above)

Fred Meyer
Oregon Community
Foundation
Portland General Electric
Theresa Gregor
Spirit Mountain Community
Fund
The Bland Family
Foundation
United Way Of The
Columbia- Willamette

EXECUTIVE CIRCLE

(\$2,500 – \$4,999)

American Cancer Society
The Samuel S Johnson
Foundation

STEWARD

(\$1,000 - \$2,499)

Ken Nitta
Northwest Cancer
Specialists
Brian Proksch
Standard Insurance Co.
TriMet
Wells Fargo Bank
Northwest, N.A.

SUPPORT

(\$500 - \$999)

Bay Bank
Patty Fink
Providence ElderPlace
Schetky NW Sales, Inc.
Corinne Scott
Louis Simpson
Elaine Wells
Western Bus Sales, Inc.
White & Lee LLP

FRIEND

(\$1 - \$499)

Tarik Abdsameia
Lois Akerson
Amalgamated Transit Union
Jean Ameele
American Red Cross,
Oregon Trail Chapter
Warren & Gladys Anderson
The Arc Of Oregon
Lucy Baker
Gail & Leonard Bauhs
Ruth Beckman
Justin Berlureau
William & Margaret Bitar
Ann Blaker
Zina & Robert Booher
Bernie Bottomly
Betty Bracken
Patty Brost
Gladys Brown
Martha Butterworth
Cancer Care Resources
Johanna Carabellese
Roberta & Felix Casanova
Effie & Lois Castien
Clackamas County
DHS-SSD
Thomas Clancy
Leslie & Richard Clark
Helen Clemenson
Mable Compton
Kay Dalke
Edward & Patricia Davie
Martitia Dell
Robert & Carol DentSmith
Sister Mary Dernovek
Patricia DeVargas-Walker
Irmgard Domgorgen
Kathleen & Allan Douglas
Clyde Dunbar
Jim Duncan

EasyStreet
Edwards Center, Inc.
Robey Eldridge
Mabel Eng
Dick Feeney
Mary Fetsch
Jeanine Fortino
Susan Fratt
Betty & Wayne Fry
Shana Garvey
Sandra Gerling
Robert Goldfield
Romelle Guidry
Marion Gustafson
Mary Belle Hahn
Fred Hansen
Renita & Kent Hansen
William Hart
Joan Heinemann
Regina Helin
Terry & Robin Hess
Winifred Heuschkel
Ethel Hiatt
Marcia Hobart
Estle Hummels
Marie & Daniel Hundley
Florence Itaya &
William Braun
Richard Jones
Woodrow & Hilda Joss
Mary Jungnickel
Norma Kelly & Gene
Woollen
Barbara Kennedy
Julie Kennedy
Karen Lee
Legacy Health Systems
Theodore Leroux
LifeWorks Northwest
Juan & Gonzala Lira
Darvel Lloyd
Ruth Logan



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FRIEND

(\$1 - \$499) contd.

Susan Longaker
Jeri Lowry
Lydia Lundberg
Shirley & George Lyons
Debra Maercklein
Steve March
Harold & Gloria May
Wilson & Helen McDonald
Elizabeth McDowall
Jack & Jan McGowan
Lela & Charles Mead
Metro West Ambulance
MFS Project Linkage
Mary Miller
Estol Moore
Marylee Morris
Lillian Mulford
Alida Nielsen
Northwest Portland Ministries
Bobbie Nunn
Linda Ochs
Dale Olsen
Cynthia, David, & Andrew
Owens
Pacific Coast Restaurants
Pacific Northwest Bank
PacifiCAB Company
Shirley Paola
Warren & Rebecca Pickett
Claire & Darell Potter
Duane & Patricia Probst
Michael & Julie Proksch
Susan Quattrocchi
Chuck Ramsdell
David Raphael
Ruth Reese
Fred Reynolds
Patrick Rogers
Thelma Rogers
Carolyn Rundorff
Sue Sakai

Dani Sapiro
Forrest & Barbara Schuppert
Scrap Happy
William & Hazel Sefler
Paula Shadrach
Betty Smith
Bruce Solberg
Raymond South
Wilma & George Spady
Special Mobility Services, Inc.
Kimberly & Jesse Stanchfield
Kari Stanley
Cathy & Thomas Stanton
Leo Sticka
Alison & Wayne Stoll
Sandra & Robert Stutey
Diane Syrcle & Susan Lee
Linda & Sam Talluto
Marissa & Louis Taylor
Tektronix Foundation
Daniel Theda
Mary & James Theda
Patricia & Herbert Trachsel
Jerry & Vivian Trageser
Susan Triplett
Robert Ueland
Umpqua Bank
Union Bank Of California
Don Van Hees
Ruth Voll
Rosy Vu
Bruce Warner
Mary Ann & Jay Watson
Julie & Dennis Wehling
Gladys Weir
Diane Wells
Julie & Rodrick Wilcke
Debra Woodruff
Park & Martha Woodworth
Betsy & George Wright
Abigail Wyman
Virginia Wysong

