



Healthy Aging

Independence

collaboration

Annual Report 2005

"Linking accessible responsive transportation with community need"



M O B I L I T Y

The Gift of Mobility

"Linking accessible, responsive transportation with community need"

Imagine an older adult or person living with a disability having access to reliable transportation from his or her home. Whether someone lives in an urban, suburban or rural setting, mobility and independence are greatly enhanced when reliable transportation is available.

Ride Connection is pleased to work with 31 service providers in Multnomah, Clackamas, Washington and Clark counties. The gift of mobility becomes real when an individual receives a ride with one of our service providers. We would also like to acknowledge the many, many people who support our important transportation work:

- Administrative staff
- Board members
- Concierge/escorts
- Donors
- Drivers, both paid and volunteer
- Families of our riders
- Schedulers and office support staff
- Volunteers: office volunteers, committee members, Ride Ambassadors, event volunteers and many more!
- Ride Connection network rides totaled 309,523 this year, with a fleet of 79 Ride Connection vehicles plus volunteer owned vehicles. Our service providers continue to face challenges and create innovative solutions to keep our transportation network thriving.

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.



www.rideconnection.org

HIGHLIGHTS

Ride Connection At Work: Highlights

- A total of 84 vehicles were inspected this year. Our compliance department works with service providers to schedule vehicles for inspection and service.
- We facilitated and conducted 90 trainings to service providers and staff.
- Our website now includes secure donation forms, a “Give the Gift of Mobility” page, and expanded provider information.
- We purchased, installed and implemented new financial software. We feel it will be an excellent tool that will expand our capabilities.
- We developed trainee and trainer reports for our RideWise program, to better monitor this exciting, evolving program.
- We installed and fully implemented a new scheduling software (RouteMatch) for Ride Connection’s Service Center.

TRANSPORTATION

Linking Accessible Transportation

Throughout Multnomah, Clark, Clackamas and Washington Counties, Ride Connection’s service providers continue to build an important network of transportation for older adults and people living with disabilities. Together with Ride Connection’s training, service and technology support, service providers offer reliable, safe and accessible transportation to people who really need it.



RideWise, previously known as Mobility Support Services, helps older adults and people living with disabilities travel safely and independently using public transportation. RideWise evaluates individual needs and brings a personalized approach to travel training.

Ride Connection’s network of services continues to expand, and we are extremely grateful to our community partners for their support, innovative ideas and continued service excellence.

C U S T O M E R S

Our Customers

“Linking accessible, responsive transportation with community need”

Ride Connection service providers served 10,447 individuals this year. Seniors and people living with disabilities who received rides through one of our community providers commented on Ride Connection’s transportation program. Most of our customers on this year’s Customer Service Survey were satisfied with the service they received. Some customers talked about safe, courteous and helpful drivers, while others focused on their own increased mobility and independence. A large number of customers spoke about having options when they gave up driving, and how they could not get around without Ride Connection’s service providers.

One of our customers commented:

“It helps maintain my sense of independence and has increased my feelings of hopefulness.”

Some of our newest customers are older adults and people living with disabilities who are learning new travel skills so that they can use public transportation.

RideWise travel trainers and volunteer Ride Ambassadors work with individuals who would like to increase their mobility and independence.

Through our RideWise program, Ride Connection gives an array of travel options to older adults and people living with disabilities. An initial phone intake helps RideWise staff understand the best travel options to suggest. RideWise staff referred 146 individuals last year, and offered either personalized trip planning or one-one-one travel training. In addition, RideWise offered 12 group travel trainings, that served a total of 186 people.

Two RideWise customers commented:

“Health and vision problems made us give up driving, so we took a RideWise class and learned how to use the bus and MAX. Now we help other residents at our retirement complex plan their trips, and even ride with them to give them added confidence.”

NEEDS

Meeting Community Needs

Ride Connection recognized the need for expanded medical transportation services in Clark County, Washington. By working with Human Services Council, RSVP, Catholic Community Services, the American Cancer Society, and the Greater Vancouver Interfaith Association, we were able to identify the needs for transportation in Vancouver and outlying areas of Clark county. The goal in Clark County is to improve the health, safety and independence of older adults and people living with disabilities through collaborative efforts with service providers. Together, we will strengthen the network of transportation services by identifying new community partners and new volunteer resources.



We are appreciative of the support we received from public agencies and nonprofit organizations during the grant application process. Our WSDOT grant for 2004-2005 totals \$167,223 for operations and \$48,200 to purchase a wheelchair accessible vehicle. We look forward to working with individuals and organizations in Clark County. It is our desire to expand our community contacts, and build a strong group of supporters to ensure continuation of this essential service.

Ride Connection's providers give the gift of mobility in our communities!

- ✦ African-American Chamber of Commerce
- ✦ American Red Cross, Oregon Trail Chapter
- ✦ Canby Adult Center
- ✦ Catholic Community Services
- ✦ Clackamas County Mental Health
- ✦ Clackamas County Social Services Division
- ✦ Community Services, Inc
- ✦ David's Harp
- ✦ East County U-Ride
- ✦ Edwards Center
- ✦ Estacada Community Ctr.
- ✦ Gladstone Senior Ctr.
- ✦ Hoodland Senior Ctr.
- ✦ Lake Oswego Adult Community Ctr.
- ✦ LifeWorks NW
- ✦ Metro West
- ✦ Milwaukie Center
- ✦ Molalla Adult Center
- ✦ Neighborhood House
- ✦ Northwest Pilot Project
- ✦ Northwest Portland Ministries
- ✦ Pacificab
- ✦ Pioneer Community Ctr.
- ✦ Port City Development
- ✦ Portland Impact
- ✦ Project Linkage, MFS
- ✦ Sandy Senior Ctr.
- ✦ Transportation Reaching People (TRP)
- ✦ Urban League

Thank you for your support!

C O N N E C T I O N S

Making Community Connections

“Linking accessible, responsive transportation with community need”

Ride Connection’s community providers represent a broad spectrum of excellent organizations who give the gift of mobility in four counties in the Portland metropolitan area. Ride Connection’s providers continue to offer service excellence to older adults, people living with disabilities and low income job seekers.

As we continue to tell our story about riders, community providers and volunteers, we are pleased to say that we make new friends who can help us build a stronger network of transportation advocates and supporters.



Recent additions to our network of community supporters include:

- * Rotary Club “Wheels of Power”
- * BeaverCreek Cooperative Telephone Co.
- * Vision Action Network
- * PCC-Cascade campus, Dr. Algie Gatewood
- * Clark Community College, Tracy Reilly-Kelly
- * Michael McCormick, Study Circle volunteer

Each new person or organization helps us spread the word about Ride Connection’s important work. They make vital community connections. We are grateful for their new energy and perspective.

LEADERSHIP



Ride Connection is so very fortunate to be involved with supportive community leaders. Our Board of Directors has been actively involved in the strategic planning process this year. In addition, Board committees identify challenges and successes, make recommendations, and give many hours of their time to keep Ride Connection “rolling along” in new and innovative areas.

We would like to thank our service providers and Ride Connection staff who were involved in the strategic

planning process. It has been a truly cooperative effort, and we appreciate the energy it takes to bring new ideas forth and create action plans.

Ride Connection’s staff continues to make great contributions in service, training, compliance, outreach and administration. The staff works cooperatively and addresses challenges creatively. Our staff is growing, and we are happy to have their expertise with RouteMatch and Raiser’s Edge software. Our trainers share their

skills with providers, new trainees and educational staff. Ride Connection creates a welcoming environment for volunteers, and it is because our staff believes that we are enriched when volunteers come into our office. Ride Connection’s staff is growing, and as we grow, we keep our commitment to customer service for the community we serve. We are happy to have a very competent and caring staff at Ride Connection.

FUNDING

"Linking accessible, responsive transportation with community need"



Oregon Department of Transportation (ODOT) and TriMet provide a substantial amount of our funding. This funding helps strengthen the backbone of our transportation service. Ride Connection seeks additional funds to broaden our base of support. We seek support through grant proposals, corporate sponsorship and long term giving.

We invite people to get acquainted with us, go for a ridealong in one of our communities, and learn more about the increasing need for transportation that serves older adults and people living with disabilities.

Our Annual Luncheon gives us the opportunity to talk about how we give the gift of mobility in our communities. It is Ride Connection's chance to highlight the essential work of our community providers. Ride Connection invites and adds new luncheon sponsors each year. Both a silent auction and a giving opportunity during the event allow attendees to make a financial contribution to help continue our important transportation service. We are happy to have an active luncheon committee to support our December event.

F O R W A R D

Moving Forward

All of Ride Connection's departments have experienced growth this year, and we look forward to new opportunities and challenges ahead. Beginning June 1, 2005, Ride Connection added an Outreach Department, that includes community outreach, fund development, marketing and volunteer recruitment.

As we develop more efficient ways to operate with Raiser's Edge, Financial Edge and RouteMatch, we also pay attention to the

personal and compassionate way we interact with customers, providers, staff and volunteers.

Ride Connection looks forward to the time when we will have adequate space, increased technology and a fully coordinated system to make connections across service boundaries. Our providers continue to tell us they want Ride Connection to become a "household name" and the "go to" place where people get their questions answered, and where they

learn more about their transportation options.

Through more options like RideWise, community shuttles, door to door service, group trainings and increased service, we expand the good work in our communities. We invite you to give the gift of mobility, make important connections, and expand transportation for people in our communities who value us and count on us!



COMMITTEES

Ride Connection Board & Board Committees

"Linking accessible, responsive transportation with community need"

Ride Connection Board

Bob Ueland, *Board President*
Dave Raphael, *Vice President*
Leslie Clark, *Treasurer*
Patty Brost, *Secretary*
Patrice Goodman
Nancy Harp
Dick Jones
Julie Kennedy
Ken Nitta
Bobbie Nunn
Jonica Perry
Carolyn Rundorff
Ron Thompson

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Patty Brost
Scott Gates, MFS
Andy Szolnoki
Julie Wehling
Terry Watson

Fund Development

Jennifer Flickinger, *Chair*
Bernie Bottomly
Sr. Mary Dernovek, *Facilitator*,
Solution for Non-profits
Rosy Vu

Executive Committee

Bob Ueland, *Chair*
Dave Raphael, *Vice Chair*
Leslie Clark, *Treasurer*
Patty Brost, *Secretary*
Joan Heinemann
Elaine Wells

Clark County Committee

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Kristen Atkinson, American Cancer Society
Bobbie Casanova, RSVP
Paula Landers, Catholic Community Services
Sue Warila, Catholic Community Services
Jennifer Sundsted
Susan Tingley

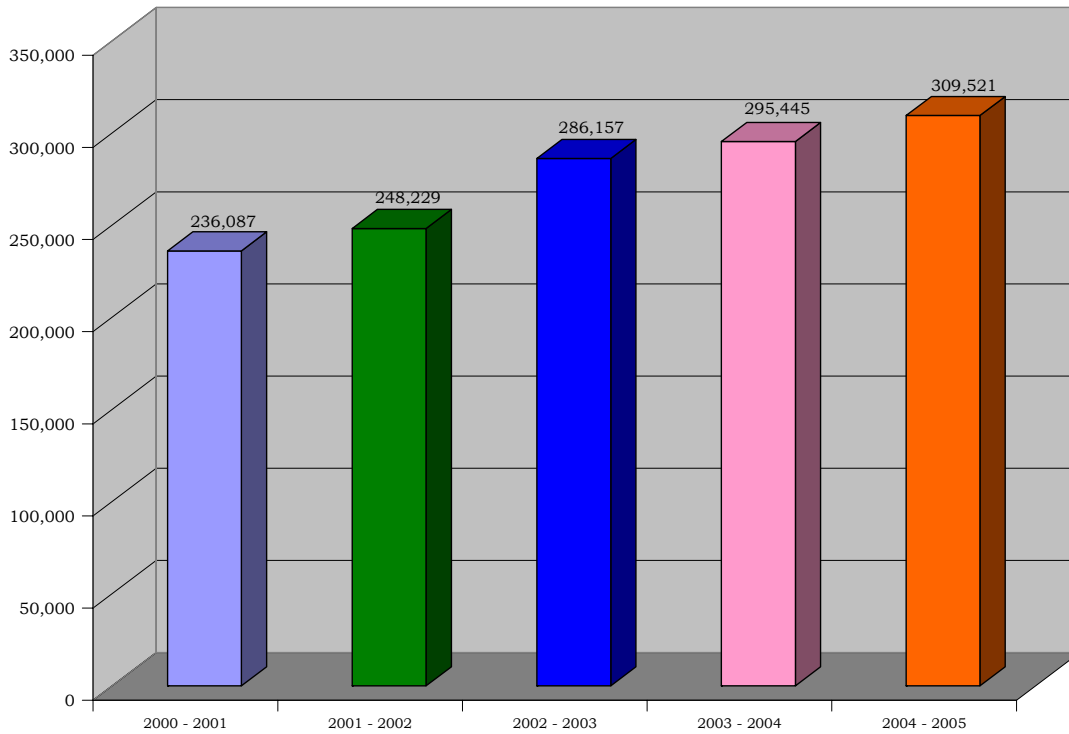
FINANCIAL STATEMENTS

ASSETS			REVENUE & SUPPORT		
	2005	2004		2005	2004
Cash & Cash equivalents	\$1,684,737	\$1,295,815	Government grants & contracts	\$4,158,964	\$3,338,149
Accounts receivable	\$ 0	\$ 3,326	Grants & foundation support	\$ 14,480	\$ 116,274
Grants & contracts receivable	\$ 288,387	\$ 522,457	Contributions	\$ 87,210	\$ 73,887
Prepaid Expenses	\$ 343,452	\$ 224,197	Program service fees	\$ 2,715	\$ 10,071
Lease Deposit	\$ 4,621	\$ 4,621	Gain (loss) on disposal of assets	\$ 3,412	\$ 10,805
Property & equipment	\$1,907,564	\$1,564,293	Interest income	\$ 8,136	\$ 9,097
Total Assets	\$4,228,761	\$3,614,709	Miscellaneous income	\$ 2,094	\$ 2,054
			Total Revenue & Support	\$4,277,011	\$3,560,337
LIABILITIES & NET ASSETS			EXPENSES		
	2005	2004		2005	2004
Accounts Payable	\$ 582,213	\$ 364,509	Program Services	\$3,459,713	\$2,990,034
Credit Cards Payable	\$ 0	\$ 1,907	Management & General	\$ 378,376	\$ 340,911
Accrued Vacation	\$ 42,491	\$ 31,964	Fundraising	\$ 52,004	\$ 65,344
Total Liabilities	\$ 624,704	\$ 397,570	Total Expenses	\$3,890,093	\$3,396,289
Net Assets			Increase in net assets	\$ 386,918	\$ 164,048
Unrestricted			Net assets at beginning of year	\$3,217,139	\$3,053,091
* Available for operations	\$ 326,402	\$ 392,402	Net Assets at end of year	\$3,604,057	\$3,217,139
* Property & equipment	\$ 152,569	\$ 255,750			
Temporarily Restricted	\$3,105,086	\$2,568,741			
Total Net Assets	\$3,604,057	\$3,217,139			
Total Liabilities & Net Assets	\$4,228,761	\$3,614,709			

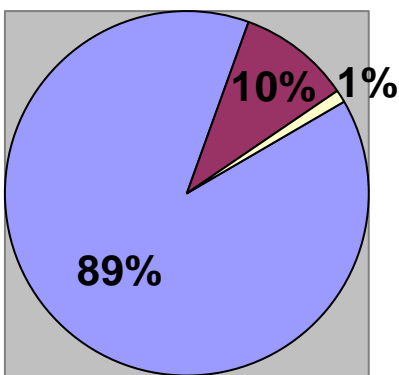
FINANCIAL

Financial Statements

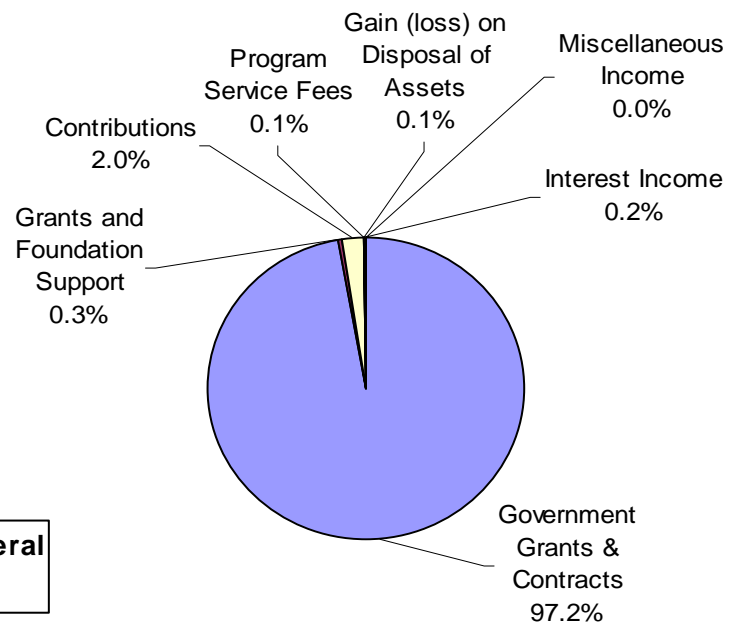
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Distribution of Expenses



Source of Revenue & Support



D O N O R S

Our Donors

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, 2004 and June 30, 2005. We kindly request you notify us of any corrections to this list by calling us at 503.528.1726.

PATRON

(\$5,000 and above)

American Cancer Society
PacifiCare

STEWARD

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

Ken Nitta
Oregon Community Foundation
Standard Insurance Co.

SUPPORT

(\$500 - \$999)

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Emmett Koelsch Coaches, Inc.
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Fred Meyer
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Julie and Daniel Kennedy
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FRIEND

(\$1 - \$499)

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Brenda Durbin
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Elders In Action
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Russell Gant
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Nancy Harp
William Hart
Heffernan Insurance Brokers
Joan Heinemann
John Helm

D O N O R S

Our Donors

"Linking accessible, responsive transportation with community need"

FRIEND

(\$1 - \$499) cont.

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MFS Project Linkage
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Portland Impact
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Abigail Wyman
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