

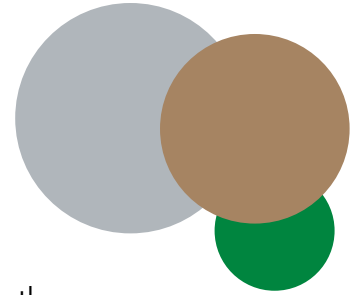


Annual Report 2010-11

Linking
accessible,
responsive
transportation
with
community
needs.



what a year.



Dear Friends,

I'm excited to share this annual report with you because it showcases the success our organization made in leveraging community resources and funding to their fullest. Through careful management of resources and foresight we've managed to create a financially stable and sound organization; one that's always ready and capable of meeting the transportation needs of our community.

We are so grateful to our funders and donors who understand the importance of transportation: the impact it has on neighborhoods as a whole and the impact one ride can have on a rider who needs access to medical care, social interaction, and nutrition in order to lead a healthy life. We had 14 incoming funding contracts this past year which we carefully and methodically distributed in 57 outgoing contracts. Each year, we ask the same question: How can we help the most people? This is always done through meticulous examination of how funding is used, what provides the greatest 'bang for the buck,' and how everything works together to form the big picture.

Coordination is key. And if coordination is key, that means we couldn't have done this without our community. I'm excited to share this annual report with you because it's about success, but it's not merely our success...it's the success that each and every one of us has worked for together.

Thank you for your interest and support of what we do.

With Gratitude,

Elaine Wells
Executive Director

Good Business Practices

aren't just for businesses.

We pride ourselves on keeping tabs on every cent that enters and leaves our doors. By managing the 14 incoming and 57 outgoing funding contracts with the utmost care, we are able to provide efficiently coordinated services.

accessible transportation options

Working with local agencies who know their neighborhoods intimately is a big part of providing efficient service, **catered to the needs of each unique community**. We depend on and reach out to the community to reach our goals. With their help and the streamlined use of resources we increased the number of people served.

Ride Connection and its network of partners provided 416,820 rides.

The RideWise program successfully trained 227 individuals how to safely use transit.

Our centralized call center handled 7.5% more calls this year.

An impressive 38,723 trips were taken on RideAbout shuttles to grocery stores and other common destinations. RideAbout shuttles average 3.7 trips per hour.

The Ride Together program (in which riders recruit their own volunteer drivers) saw 952 trips taken in its first full year at an impressive cost of \$4.04 per trip.

Riders' Clubs helped make public transit more familiar for 750 participants who took a group trip on transit with a volunteer leader.

Ride Connection facilitated and conducted driver trainings to 723 partner, staff and community drivers; ensuring our passengers are in good hands.

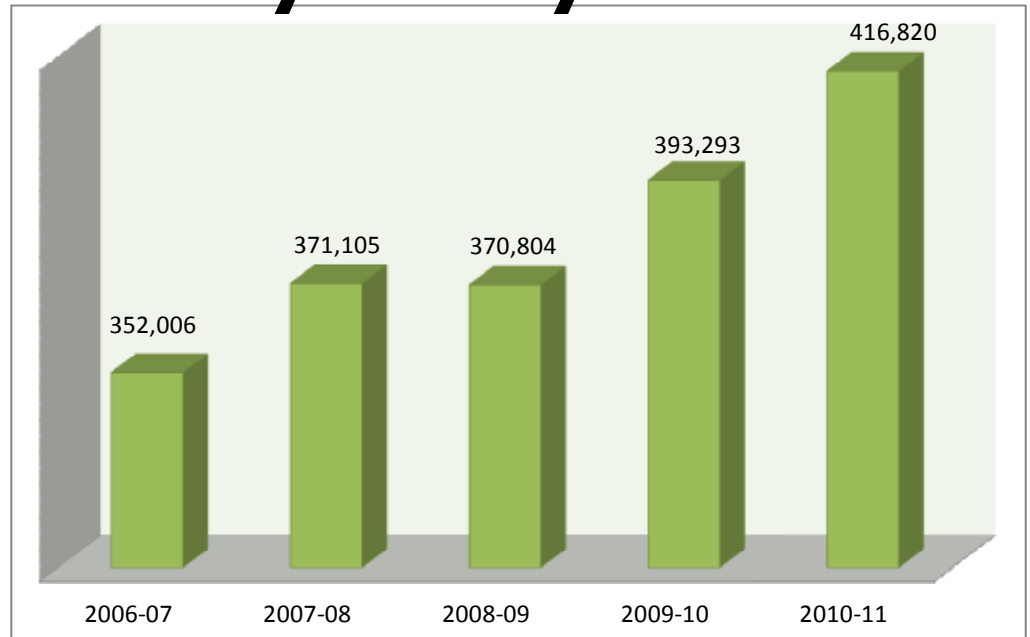
Shared Vehicle Program

A Unique and Mutually Beneficial Arrangement

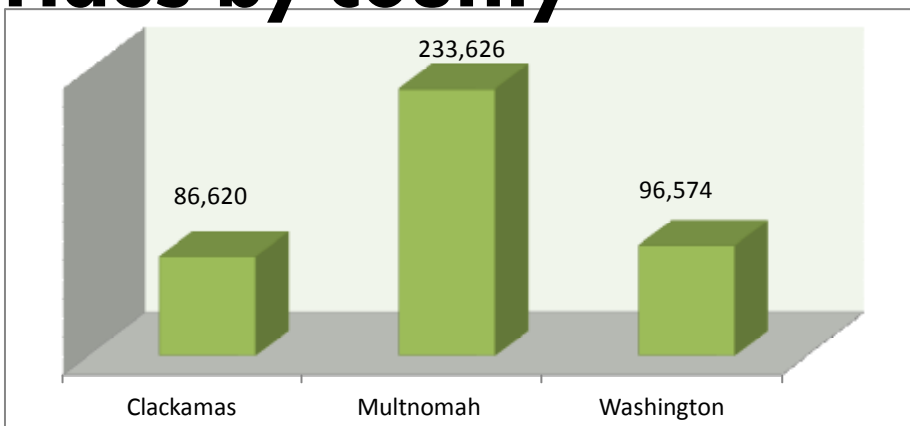
By offering our accessible minibuses and minivans when they're not in service, we allow community groups and organizations who need accessible transportation an opportunity to travel. This year we provided vehicles for 78 events.



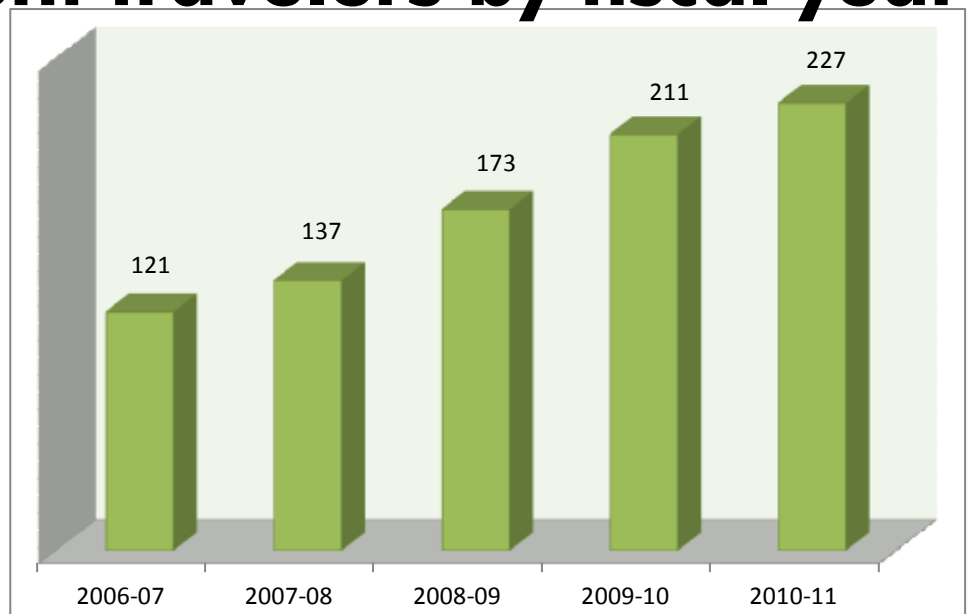
rides by fiscal year



rides by county



independent travelers by fiscal year



advocacy

Ride Connection is a leading organization in advocating and educating our state, county, city, and regional elected officials about transportation needs for older adults and people with disabilities and the need for stable funding.

We coordinated with 65 customers and volunteers to travel to Salem in order to speak with their elected officials about their special transportation needs on Transit Day at the Legislature.

Ride Connection continued its participation in a number of advocacy groups such as: National Center on Senior Transportation 's Steering Committee, Transportation Health Equity Group, Oregon Transit Association, Community Transportation Association of America, Rural Transit Assistance Program, Transportation for America, Regional Transportation Coordinating Council, and many more.

Through a grant received from the American Public Transportation Association we are creating and coordinating a grassroots advocacy coalition and last year involved stakeholders in initial planning meetings.



A Future Home for Ride Connection.

A parcel of land in the Gateway area was awarded to Ride Connection, REACH, and Human Solutions this year by the Portland Housing Bureau. We're in the beginning stages of a capital campaign to fund the new building which will be a public space and source of transportation information for the community. While this new building signifies the culmination of years of effort, it is also only just the beginning of what we can offer our community.



Ride Connection vehicles await passengers outside the State Capitol on Transit Day.

information technology

Ride Connection is a unique organization in that we coordinate with over 30 agencies to provide an average of 1,500 rides a day. Cookie-cutter technology won't always work for us. The organization is more nimble and efficient with each advance we make in our information technology infrastructure increasing our capacity to offer service.

We made significant progress in the development of three major systems:

Service Database

A comprehensive repository for tracking services provided

Ride Pilot

A web-based tracking system for our service partners

WiseGuide

A web-based tracking system for our RideWise program



Kevin Chambers, IT Project Manager, (left) discusses technology and transportation with fellow *Technology Unconference* attendees. Photo courtesy of TransportationCamp.

Access to and accuracy of service data has been increased for staff, streamlining reporting and program planning.

reaching out

Our organization continues to be one that is nationally known for customer-focused, cost-efficient services. Even so, it is important to make sure we reach out to the local populace because in doing so, we're able to spread the message that accessible transportation is necessary and it's available right here in the tri-county area.

Ride Connection was recognized in the local media an average of twice per month.

Elaine Wells was recognized as the 'Most Extraordinary Executive Director' by *Portland Monthly Magazine*.

We were named one of the 'Top 100 Nonprofits to Work for in Oregon' by *Oregon Business Magazine*.

Web traffic increased by nearly 50%.



East County volunteer driver, Wayne, and rider, Jo'Ann.

volunteerism

Volunteers are an integral part of what we do. It is astounding to see the level of commitment we receive from individuals who give their time, their compassion and their energy in order to help us achieve our mission to provide accessible, responsive transportation. The most critical factor (in addition to funding) in our ability to maintain and expand services is volunteer hours served.

Volunteers contributed 52,335 hours of service, an increase of 5% from last year.

We welcomed 57 new volunteers to the team this year.

Volunteer drivers contributed 44,072 hours of service.

Ride Ambassadors who volunteer to lead groups on public transit for the RideWise program contributed 1,370 hours.

The Ride Together program was developed and launched last year and encourages and supports riders to recruit their own volunteer drivers. This service is available to customers on evenings and weekends when regular services are not in operation.

An Enormous Contribution

Volunteers Save the Day

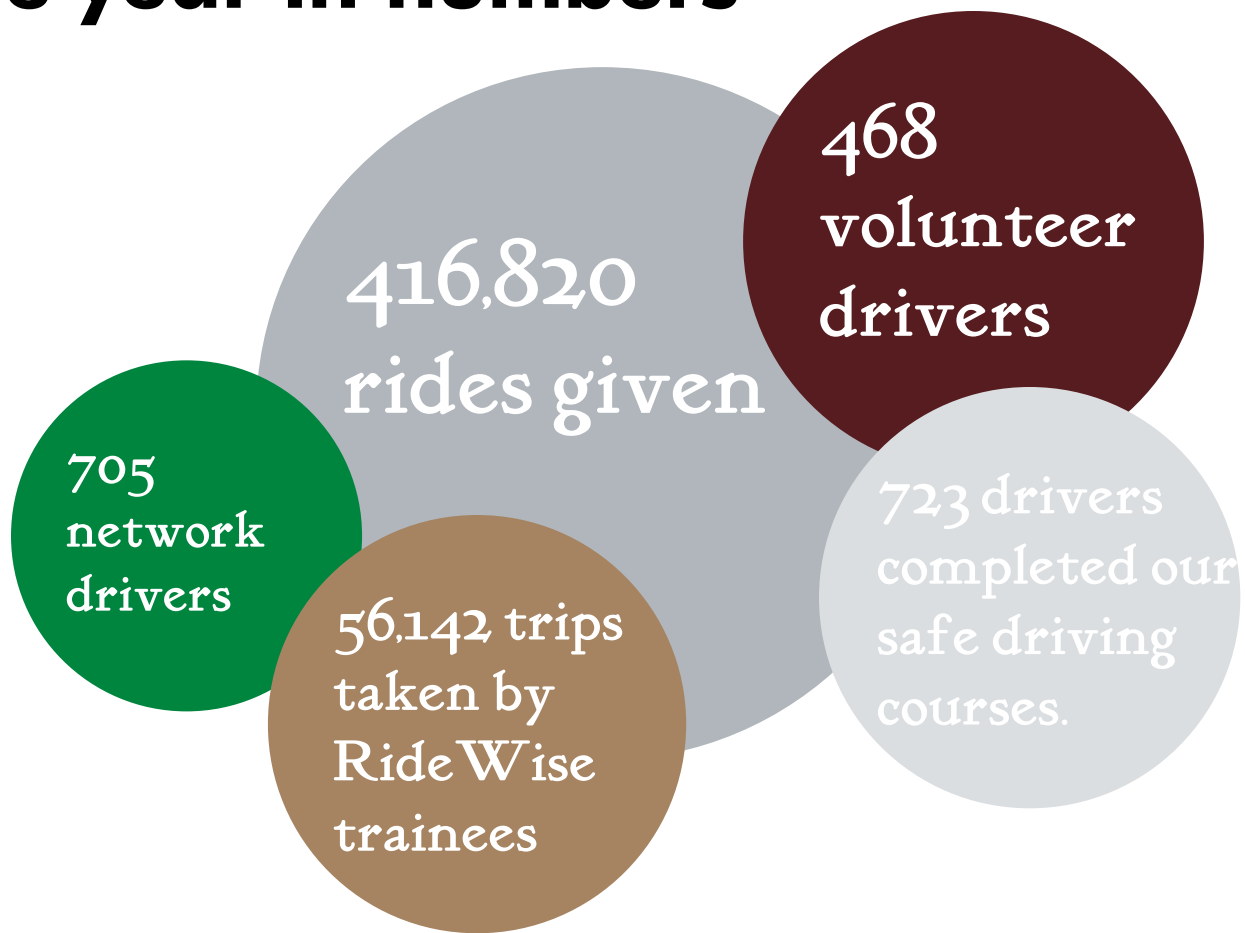
Our organization is fueled by volunteers. We rely on volunteer drivers as well as administrative, professional, and office volunteers. It's difficult to measure what these every day heroes bring to our organization, but if you asked us to put a number on it, we'd tell you that the monetary value of volunteer hours contributed last year equals:

\$1,117,876.



Volunteers Tom and Bobby Drewes (left) are presented awards by Molly Hansen of MFS Project Linkage at the 2011 Volunteer and Safe Driver Recognition event.

the year in numbers



donors

Donations from individual and corporate donors went up 53% this year. This number is a testament to our donors and their commitment to helping us provide accessible transportation. For all that you've given, thank you.

Platinum (\$100,000 and up)

Gold (\$50,000-\$99,999)

TechSoup Microsoft Fulfillment

Silver (\$25,000-\$49,999)

Ann & Bill Swindells Charitable Trust

Meyer Memorial Trust

Bronze (\$5,000-\$24,999)

Beverly Foundation

OCF Joseph E. Weston Public Foundation

Portland General Electric

Benefactors (\$1,000-\$4,999)

CLD Pacific Grain, LLC

Emmett Koelsch Coaches, Inc.

Fred Meyer

Gresham Station Apartments

Heffernan Insurance Brokers

Gary & Delores Miller

Providence Health and Services

Elaine Wells

Supporters (\$500-\$999)

Sherry Andrus

Wayne and Sarah Gabel

RouteMatch Software

Schetky NW Sales, Inc.

Don Van Hees

Friends (\$1-\$499)

Gladys M. Abram

Connie and Bruce Adams

Mary Ann Adams

Barbara Amundson

Carol Anderson

Kathleen M. Andrus

donors

Mary Applebee
Carol Arends
Mary Lou Beach
Jenni Bernheisel
Rowland Berry
Sharon Beyl
Stephen Bielecki
Maud Birney
Theresa Bower
Mary Jane Breede
Heidi Brinnich
Patty Brost
Anna Browne
Kirsten Broyer
Galina Burley
Hazel Cain
Joanne Cairns
Jan Campbell
Catholic Deaf Community
Luanne Cavender
Kevin Chambers
Ying Chee Liu
City Ride
Leslie and Richard Clark
Louise Clark and Jill Ginsberg
Ursula Cogan
Fern Cohen
Joyce M. Combs
Norma Constable
Barbara Crooke
Dennis Crowley
Celene Cruz
Jennifer Dale
Debbie Davis
Beth De Hamel
Delanie Delimont
James Doane
Gertrude Docherty
Phyllis Dolinger
Beula Durnford
Darla Enbysk
Gloria Everson
Jacqueline T. Eydel
Yolanda and Albert Feiner
Rebecca Fletcher

Lola Flores
Mari Fong
Lori Frank
Mary Frost
Randy Fujioka
Cheeniz G
Barbara Gallagher
Shana Garvey
Scott Gates
Bill Gilchrist
Jessica Giles
Lee Girard
Barbara Gowan
Gresham Ford
Gresham Senior Bridge
Elsie Hall
Dorothy Hancock
Jane Hardin
William Hart
Elizabeth Haunsperger
Stephen Hazzard
Joan Heinemann
Robin Helm
Billye Helms
Brenda Henlin
Misako Higa
Jeff and Lois Hill
Joyce Hockenberry
Jo A. Holland
Amy Hoven
Andy Huckfeldt
Susie C. Huddleston
Colleen Hurley
Robert W. Huyler
Jim Imholte
Fran Jensen
R M Jensen
Keith E. Jewell
J M Johnson
Ryan Johnson
Diana Justis
Laverne Kalisch
Tia Kauffman
Evelyn and Larry Keller
Molly Keller

Iris Kimbark
Georgia Koehler
Kathy O. Kowalski
Susan Labhard
Joan Lagerberg
Christie Larson
Karen and John Lee
Ruth Lempert
Anne Lenoue
Larry Lesniak
Sabina Limlengco
Elsa Luethe
Shaun Mackie
William and Joyce Malk
Richard Malowney
Steve March
Jeanne Marple
Betty Marshall
Jacquelyn Martin
Ramona Jean Martin
Florence W. Martinsen
Jerry Martinson
Ruth M. Marty
Harry Maslen
Robert McAllister
Elizabeth McDowall
Donald McLaughlin
Donna McQueen
Margaret M. Meagher
Eve Menger
W. L. Menjou
Carolyn Merrill
Diane Meyer
Robert Monge
Robert H. Moody
Charles Morris
Marylee Morris
Chris Mugot
Nancy Muller
Northwest Bank
Carrie Novak
James Olson
Dean Orr
John Ostar
Juli Page

donors

Claudine Paris
Melissa Parkerton
Phyllis Kerr Peters
Norman and Marilyn Peterson
Rhonda Piasecki
Caridad Picca
Janelle Pilmer
Les-a-Kay Pinker
Michel Pinton & Lisa Zurk
James Pitstick
Jacqueline Priser
Michael and Julie Proksch
Nicole Rambeau
Dolores Raymond
Kathryn Read
Dolores Rhodes
Jerilyn Richardson
Heather Roberts
Shirley Rogers
Damian Rothermel
Janet Rudnick
Nancy Savage
Chase Schetky
Dolores Schmidt
Barbara Schueppert
Dorothy Schulman
Helen Schultz
Brenda Ray
William and Hazel Sefler
Roberta Sesso
Helene Silberstein
Jaime Smith
Norma Smith
Smyth & Clark
Connie Soper
Susan E. Spaniol
Kimberly and Jesse Stanchfield
Lavelle Stanley
Linda Staton
Kenneth Stephens
Art Stevens
Alison and Wayne Stoll
Muriel Stolz
W G Stoneking

Pauline Stoyanovitch
Elizabeth Sugura
Joyce Sullivan
Brian Sweeny
Mearita A. Tabb
Linda and Sam Talluto
Tina Tham
Marie Thomason
Howard and Carla Thompson
Ron and Donna Thompson
Kathleen Toynbee
Loan Tran
TriMet
Susan Triplett
Tammy Turner
P.J. Van Vlymen
Shelley Vielmetti
Clyde Virell Sr
Laruen Vitti
Rosy Vu
Janice Waiters
Janice and Allan Walters
Helen O. Warinsky
Mary Ann and Jay Watson
Julie and Dennis Wehling
Robert and Marla Weiner
John and Gretchen Westgate
Molly Westgate
Judith Wetzel
Julie Wilcke
Floyd J. Wilson
Dorothy Wood
Park and Martha Woodworth
Abigail Wyman
Meredith Young
YPOA, Inc.
Margaret Zinke
Rosemary Zoucha
In-Kind Donors
Acadia
Alaska Airlines
Heather Allen
Alu Wine Bar
Lauralyn Andrews

Avalon Hotel & Spa
Baker And Spice / Sweetwares
Bella Bath & Body
Bella Mar Salon & Day Spa
Belly
Jenni Bernheisel
biwa Japanese Restaurant
Bows & Bones
Janet Buskirk
Carpe Catto
Casa Naranja
Kevin Chambers
Ciao Birdie
Leslie and Richard Clark
Classy Glass
Copper Creations
Created by Jess
Darling Savage
Aubrie De Clerck
Desserts By Megan
Bonnie Dickinson
Drummond Designs
Dennis Dwyer
Eleni's Philoxenia
Energy Medical Spa
Forest Grove Senior Center
Wayne Gable
Scott Gates
Grape Expectations
Heathman Lodge, The
Julie Higgins
Hoot Hoot PDX
Horizon Air
Hotel Deluxe
jaybird jewelry
Fran Jensen
Kaddy Car Wash
Julianne Kijawa
La Bonita
Le Cookie Monkey
Kristy Lombard-Wright
Lompoc Breweries & Pubs
Meriwether's
Stephanie Michael

donors

Montinore Vineyards
Moss Handmade
nicole helene designs
October Hill
Old Wives' Tales Restaurant
Oregon Symphony
Rebecca Owens
Pearl Bakery, Inc
Pittock Mansion
Play It Again Charms
Portland Marriott Hotel
Portland Nursery
Recess Time Sports
Red Lion Inn
Heather Roberts
Claudia Robertson
Roses Glassworks Art Glass
School
Jerod Ruleaux
Carolyn Rundorff

Russell Street BBQ
Peter Rygaard
Saint Cupcake
Schlesinger Companies
Sea Hag And Walrus
Sherwin Williams
Southpark Seafood Grill and
Wine Bar
TechSoup Microsoft Fulfillment
The Michael L. Larson Co. PC
TriMet
Typhoon
Robert Ueland
James Uyeda
Visual Speak
Vita Cafe
Terry Watson
Elaine Wells
Whimsy
Connie Willman

Wink Print Studio
Wonderlust Jewelry
World Cup Coffee & Tea

In Honor Of

Elaine Wells
Krista Larson
Diane Meyer
Julie Proksch
Kimberly Stanchfield
Linda Talluto

In Memory Of

Justin Berlureau
Ann Berlureau
Pauline Oelwien
Norm Gunning
Willis & Doris Potter
Claire Potter
Kevin Reinmiller
Carol A. Reinmiller
Christian Wehling
Julie Wehling

partners

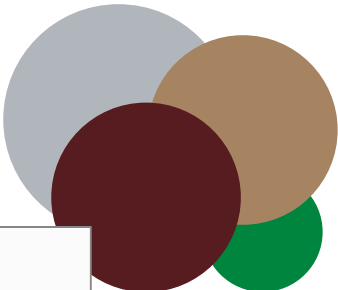
Our partner organizations provide transportation services all over the tri-county area and are supported in various ways by Ride Connection. In addition to our service partners, our RideWise program partners with over 170 agencies in order to provide them access to travel trainers, resources for training others, and information regarding safe public transit.

African-American Chamber
of Commerce
American Cancer Society
American Red Cross
Oregon Trail Chapter
Canby Adult Center
City Ride
City of West Linn
David's Harp
Edwards Center, Inc.
Emmanuel Temple Church
Friends of Estacada
Community Center
Forest Grove Senior Center

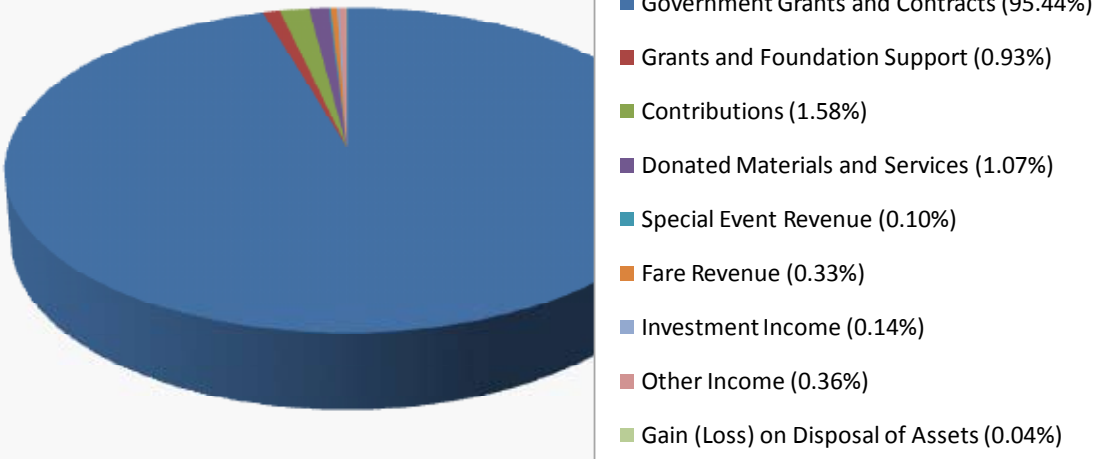
Gladstone Senior Center
Hoodland Senior Center
Impact NW
Lake Oswego Adult
Community Center
LifeWorks Northwest
Maryville Nursing Home
MFS Project Linkage
Michael's Place
Milwaukie Center
Molalla Adult
Community Center
Neighborhood House
North Plains Senior Center

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
Wapato Shores Transport

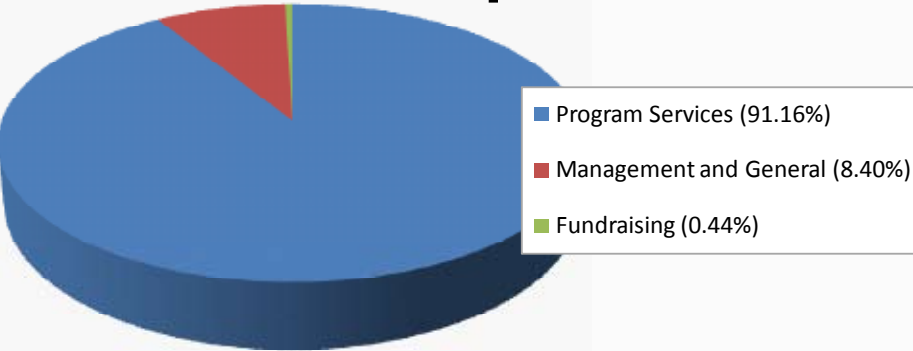
financial



Sources of Revenue and Support



Distribution of Expenses



	Assets	
	2011	2010
Cash and Cash Equivalents	\$3,578,739	\$3,055,505
Certificates of Deposit	\$250,000	\$648,050
Grants and Contracts Receivable	\$1,156,445	\$980,748
Prepaid Expenses	\$76,308	\$92,896
Lease Deposit	\$18,600	\$18,600
Property and Equipment	\$2,373,556	\$1,701,685
Total Assets	\$7,453,648	\$6,497,484

financial

Liabilities and Net Assets

	2011	2010
Accounts Payable	\$615,506	\$702,165
Accrued Salaries and Payroll Tax	\$142,108	\$132,064
Accrued Vacation	\$94,284	\$109,811
Deferred Contract Revenue	\$1,661,646	\$1,617,930
<i>Total Liabilities</i>	<i>\$2,513,544</i>	<i>\$2,561,970</i>
Unrestricted: Undesignated	\$2,462,656	\$2,192,078
Unrestricted: Property and Equipment	\$309,471	\$126,028
Temporarily Restricted	\$2,167,977	\$1,617,408
<i>Total Net Assets</i>	<i>\$4,940,104</i>	<i>\$3,935,514</i>
Total Liabilities and Net Assets	\$7,453,648	\$6,497,484

Revenue and Support

	2011	2010
Government Grants and Contracts	\$6,546,748	\$5,496,657
Grants and Foundation Support	\$63,696	\$27,546
Contributions	\$108,709	\$34,716
Donated Materials and Services	\$73,671	\$30,812
Special Event Revenue	\$7,025	\$3,120
Fare Revenue	\$22,835	\$17,017
Investment Income	\$9,398	\$14,576
Business Energy Tax Credit Program		\$536,567
Other Income	\$24,753	\$16,337
Gain (loss) on Disposal of Assets	\$2,611	\$3,195
Total Revenue and Support	\$6,859,446	\$6,180,543

Expenses

	2011	2010
Program Services	\$5,337,488	\$4,773,581
Management and General	\$491,619	\$522,610
Fundraising	\$25,749	\$52,888
<i>Total Expenses</i>	<i>\$5,854,856</i>	<i>\$5,349,079</i>
Change in Net Assets	\$1,004,590	\$831,464
Net Assets at Beginning of Year (restated)	\$3,935,514	\$3,104,050
Net Assets at End of Year	\$4,940,104	\$3,935,514

members of the board

Robert Ueland, *President*

Leslie Clark, *1st Vice President*

Alison Stoll, *2nd Vice President*

Rosy T. Vu, *Treasurer*

Jenni Bernheisel, *Secretary*

Patty Brost

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