




**Ride**  
CONNECTION

# ANNUAL REPORT

FY2017-18



## A NOTE FROM THE CHAIRMAN OF THE BOARD

What a year for Ride Connection! We met a million dollar fundraising campaign goal, we made strides in providing medical rides and we celebrated 30 years of getting people where they need to go.

This year, our Executive Director, Elaine Wells, retired in June after 28 years of invaluable service. Elaine's vision, creativity, partnerships and ability to lead the organization through a constantly changing environment has been paramount to Ride Connection's continued success. After Elaine's retirement, the Board of Directors unanimously appointed Julie Wilcke Pilmer as Chief Executive Officer, ensuring a strong foundation for the future of Ride Connection and those we serve.

Shortly after the end of this fiscal year, Robert Ueland our Board Chair passed away. Ride Connection has benefited greatly from his years of dedication, kindness and expertise. This year, I am honored to take on a new role as Chairman of the Ride Connection Board. I am proud of the work we do and can't thank you enough as donors for your role in it.

Sincerely,

Park Woodworth, Board Chair





# THIRTY YEARS IN REVIEW

Ride Connection has successfully navigated many changes in its 30 year history with Elaine Wells leading the way. Elaine is skilled at building important community partnerships and bringing people together through a shared vision to help those in need and provide transportation options for all. She has steered the ship amid increasing operational costs, threats to funding and a steadily growing demand for service. In doing so, she has solidified a place for Ride Connection in the transportation landscape.

In its first year (1988), Ride Connection (then known as Volunteer Transportation, Inc.) provided nearly 12,000 rides. Today, there are more than 600 volunteer and paid drivers working in collaboration to provide over 500,000 rides annually. Ride Connection has created myriad travel options designed to fit the needs of the community, including travel training and neighborhood shopping shuttles, keeping people independent in whichever way fits their needs and ability levels. After 30 years, Ride Connection is one of the largest nonprofit providers of accessible transportation options in the country. The people who live here in the Portland metro region have richer transportation options because of Ride Connection.

# THE YEAR IN NUMBERS

## 532,300 TRIPS



## 2.2 MILLION MILES DRIVEN

That's four trips to the moon and back!

## 325 PEOPLE LEARNED HOW TO USE TRANSIT

VOLUNTEERS  
GAVE A  
TOTAL OF  
**44,000**  
HOURS OF  
THEIR TIME

They will go on to take  
**86,000** trips on their  
own over the next year.

# FINANCIALS

Welcome aboard!  
Pay with tap or cash/coin

Adult	\$2.50   \$2.00
Honored Citizen	\$1.25   \$1.00
Youth	\$1.25   \$1.00

GRANTS &  
CONTRACTS (96%)

CONTRIBUTIONS &  
PARTNER MATCH (3%)

OTHER (1%)

RIDER DONATIONS (<1%)

## REVENUE & SUPPORT



## EXPENSES



FUNDRAISING (4%)

MANAGEMENT  
& GENERAL (12%)

PROGRAM (84%)



# A MESSAGE FROM THE BOARD

It's been an exciting year to be on the board at Ride Connection! A million dollar goal met, a 30th Anniversary celebrated and a fond farewell to a long-time leader.

The Ride Connection board is in the process of establishing goals for the organization to ensure a vital future amidst increasing demand and decreasing public funding. The board has identified four key strategic initiatives:

1. Establish a 3- to 5-year vision for Ride Connection's future
2. Develop a board recruitment plan including board succession
3. Support the development of a diversity, equity and inclusion plan
4. Develop an individualized board fund development plan

These initiatives will act as guides as we support the work of Ride Connection staff and usher Ride Connection into a bright and vibrant future.

## BOARD OF DIRECTORS

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# THE \$1 MILLION CAMPAIGN

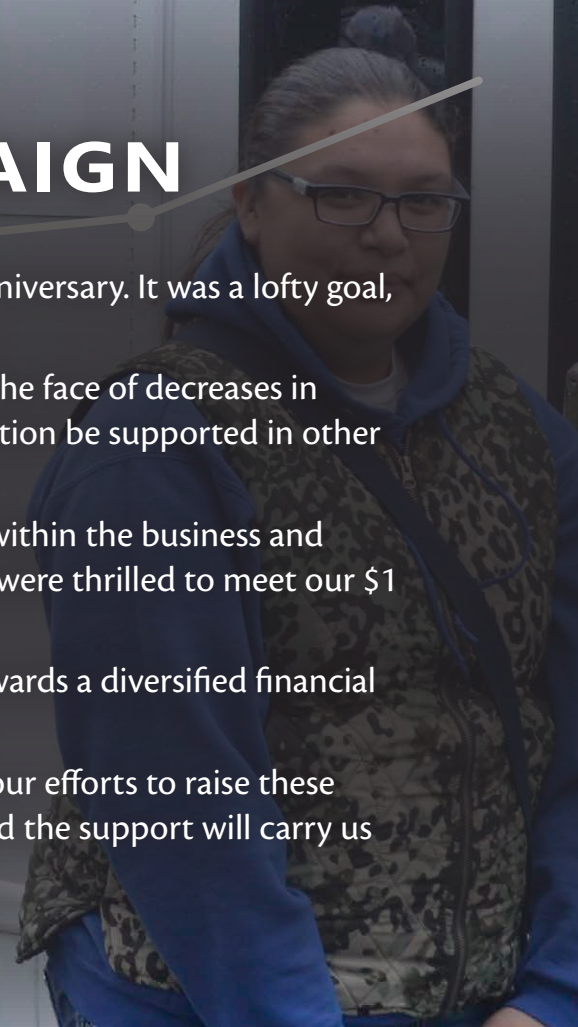
In 2015, Ride Connection set out to raise \$1 million by the 30th Anniversary. It was a lofty goal, considering it tripled our fundraising totals from previous years.

The campaign came at an important time for Ride Connection. In the face of decreases in public funding, it became more and more crucial that Ride Connection be supported in other ways.

The last three years have been spent building critical relationships within the business and transportation world. The efforts of which have paid off in full! We were thrilled to meet our \$1 million dollar goal at the close of last fiscal year.

This means more rides for more people and significant progress towards a diversified financial future for Ride Connection.

We want to thank everyone who supported Ride Connection and our efforts to raise these funds. Our partners grew by the hundreds during this campaign and the support will carry us into the next 30 years.







# ADVANCES IN MEDICAL TRANSPORTATION

Ride Connection faces many challenges in fulfilling the overwhelming number of medical ride requests it receives each day.

**Of the half million rides provided annually, medical trips make up more than 30 percent.**

That's why the organization has engaged the medical community to help address the problem. Earlier this year after working closely with a team of representatives from Providence Health & Services, a medical shuttle was launched that provides rides for mid-Multnomah county residents to Providence Medical Center in Northeast Portland. The shuttle runs two days per week, allowing grouped rides.



Ride Connection's relationship with Providence Health & Services continues to grow. In addition to grant contributions and their work on the medical shuttle, Providence Health & Services have engaged their Center for Outcomes and Research (CORE). Future work includes a literature review of medical transportation programs as well as a review of Ride Connection data to further illustrate the importance of reliable transportation to medical appointments and services.

The information gathered will help Ride Connection paint a better picture of the true need for medical transportation in the region.



# ANDREW PHAM: Intrepid Traveler



Three years ago, a gunman forced his way into the Pham home and shot Andrew Pham, his wife and his brother. Andrew was the only survivor. His injuries left him completely blind and his recovery was slow. Andrew was left with few options for transportation and was paired with a Travel Trainer after calling Ride Connection for help.

In just six months, Andrew learned how to get to places like doctor appointments and family members' houses. Additionally, he was equipped with the skills necessary to help himself in a pinch if plans change, meaning even

greater independence for him. Andrew's training was tailored for his needs and focused on things like locating bus stops and boarding buses safely. Another big part of the Travel Trainer's work with Andrew was route planning, allowing him to avoid busy intersections that prove unsafe for him to traverse.

Andrew's current focus is finding a job. **"Two years ago, I didn't know I could work. Now it's more like, 'what do I want to do?'"** because options are starting to open up."

Andrew is confident enough to travel where he needs to go on his own now. Even so, he continues to train with Ride Connection, building on his skills and learning new lines and routes.

"I'm getting back to picking up the pieces of my life and being a normal person again, being able to have that confidence to say 'hey, I can get there.'"



# THANK YOU, DONORS!

Your support means a way for more people to get around our community.

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