Ride CONNECTION HEADHL HUUDHJT 2015

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Dear Friends,

For people who lack transportation options or want to reduce their footprint by catching one of our community shuttles, Ride Connection is a link to an independent and fulfilling life. From their first call to request services, to the meaningful relationships that they develop with drivers and fellow riders, to the experiences made possible through the gift of mobility, our customers depend on Ride Connection to access life's essential needs.

As we highlight our accomplishments of the past fiscal year, we work toward a future where everyone has access to transportation. The ability to get people where they need to go makes for vibrant and healthy communities. Whether you are a staff member, customer, volunteer, donor, funder, a fellow transportation professional, or a combination of all of the above, you help make Ride Connection the community transportation organization we are today.

Thank you!

Elainzo Welks

Elaine Wells, Executive Director

Jyzon & Wayyy

Jason is a new volunteer driver for Neighborhood House, a Ride Connection partner. Earlier this year he faced a sudden diagnosis of kidney failure and started on dialysis immediately in SW Portland. After regaining some of his health, he chose to spend his extra time helping others.

Every Tuesday, Jason brings Myrna to and from the same place he once received in-patient dialysis. If she's late coming out of her appointment he waits with the utmost patience because he knows how important a friendly face can be after an unpleasant treatment.

"I wanted to give back because I've been there and I know how hard it is. I'd come out to the waiting room feeling tired after treatment and I'd see these long faces waiting for their rides. I thought, if I can help in some small way to make life a little easier for someone, then why not?" Our volunteer drivers spent a total of 43,000 hours on the road last year.

TRANSPORT (1817)

Veronica came to Ride Connection to learn a bit more about the public transit system after a recent move to the Portland area. Travel Trainer, Lisa Sempert, helped Veronica familiarize herself with the lay of the land and provided useful tips for riding transit. Now Veronica regularly takes transit to the grocery store and to visit her son. Navigating bus routes, reading schedules, and negotiating transfers are just few of the challenges keeping some individuals from giving transit a fair shot.

This year 261 individuals were provided one-onone training and went on to take 46,384 trips independently.

S.EEGIS SETTS

Members of IRCO's Africa House worked with Ride Connection to form a Rider's Club so some of their members could attend a marimba concert in downtown Portland. A volunteer Ride Ambassador guided the group there on transit, offering transit tips like payment information, location landmarks and alerting the driver to the correct stop along the way. IRCO is just one of the many organizations we worked with to provide Rider's Clubs trips last year.

Ride Connection organized a total of 143 Rider's Club trips last year.



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Community partners are vastly important to Ride Connection's mission. They help us provide rides, distribute transit fare, and get vital information out to the public.



Fare Relief partners distributed 6,022 monthly TriMet passes and 80,534 tickets to low income individuals.



Door-to-door service partners like Metropolitan Family Service's Project Linkage and Providence ElderPlace provided 69% of the 500,000 rides given last year.



At partner schools, 296 teachers and staff contributed 11,665 hours of travel training for their students and programs.



Our shared vehicle program allows groups to use our buses and vans when they aren't in service. Thirty-four groups participated last year.



500,000 total rides given 54,300 rides taken on community shuttles

477 volunteers

23 individuals travel trained 2. million miles driven Ride Connection is developing technology innovation that will enhance transit systems for all users. The General Transit Feed Specification (GTFS) defines a common format for public transportation schedules and geographic information. Today, GTFS information includes fixed route transit only, such as TriMet and Portland Streetcar. Ride Connection, in partnership with stakeholders across the country, has proposed to the US DOT the development of technology that would integrate demand response information, like Ride Connection's services, providing customers with a full view of travel options.

With current GTFS information, individuals with barriers to mobility are forced to use demand response services for their travel, which is costly and not always available when needed. The technology Ride



Connection has proposed would make it possible for individuals to plan and schedule their travel using public transportation for a portion of their trip in combination with demand response services.

The positive effects of this work will be widespread. These products will be used by many entities from Departments of Transportation to smaller agencies worldwide. In addition to providing greater accessibility and more options for the customer, significant savings and efficiencies will be gained.

DIYTAZIZ LYYUZADYLYLIDU

drivers who provide rides to and from dialysis.

Through a process of involving community members and people with kidney disease, medical and transportation professionals, as well as local organizations, Ride Connection identified existing transportation challenges for people who receive dialysis.

A pilot program was started last year which applied the information collected from our research. Ride Connection partnered with a dialysis clinic in the Hollywood area, with numerous health professionals and with a cadre of customers in order to get this project off the ground.

Much needed volunteers provide rides for individuals to and from treatment with new processes that address wait times and overall customer comfort. In addition, Ride Connection has developed a one-of-a-kind training program specifically for

Without reliable, flexible and affordable transportation, people with kidney disease may experience negative health impacts.

DRIVER IRHING

Ride Connection provided a total of 203 trainings to 3,328 drivers last year. Ride Connection is committed to ensuring that every trip is a safe trip. To achieve exceptional levels of safety and comfort for our passengers and for many others statewide, we provide extensive, high-quality training for our drivers and for drivers in programs across the state.

Each driver in our network must be fully oriented to the vehicle they drive, road tested to confirm competent driving skills, and attend both a defensive driving class and a passenger assistance class every three years. Through this process we decrease risks and increase driver safety, retention and overall wellbeing.

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REVENUE & SUPPORT | \$10,008,549

- └ Government Grants and Contracts (98%) — Contributions and Partner Match (2%) — Rider Donations (<1%)
- Other (<1%)

EXPENSES | \$9,122,681

Program Services (85%) Management and General (13%) Fundraising (2%)

JJJJJ35 (FY2014/2015)

\$5,000+

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> Ride Connection makes every effort to be accurate in its reporting. Please let us know if you see any mistakes or oversight.

Training Manager, Lesa Pinker, conducts a vehicle orientation training for a new driver for HomePlate Youth Services, an organization that takes advantage of our shared vehicle program.



9955 NE Glisan St. Portland, OR 97220 rideconnection.org