



**Ride**  
CONNECTION  
**2016 Annual Report**



Dear Friends,

As a nonprofit community based transportation organization, Ride Connection frequently faces new challenges and new opportunities. In light of the many changes in community needs, public policy and funding, one thing remains constant. Ride Connection is committed to providing inclusive transportation options for all individuals in need in the tri-county area.

This year we provided more rides than ever and with the help of many individuals we created a strategic road map to help us navigate the ever-changing landscape of transportation. We spoke with over 500 stakeholders: staff; service partners; donors; customers in creating this road map. We believe diverse viewpoints guide us in serving more people with better transportation.

We can't thank you enough for standing alongside us as we help those in need get where they need to go.

Sincerely,

A handwritten signature in cursive script that reads "Elaine Wells".

Elaine Wells, *Executive Director*

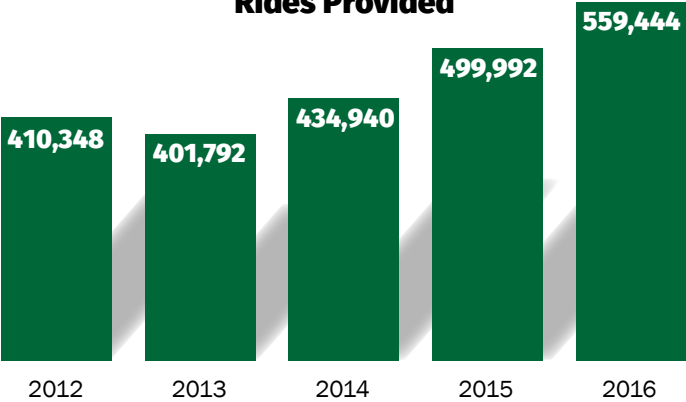
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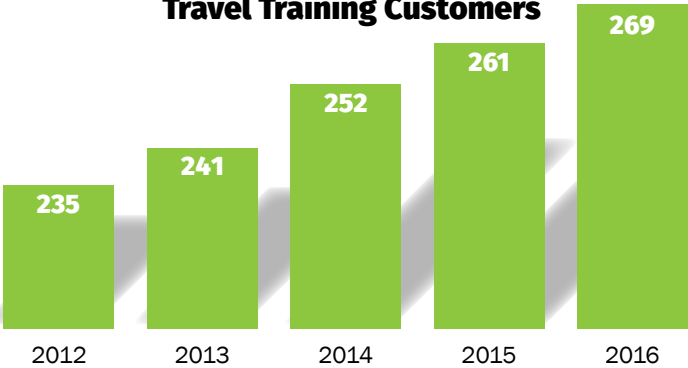


# Increases in Users

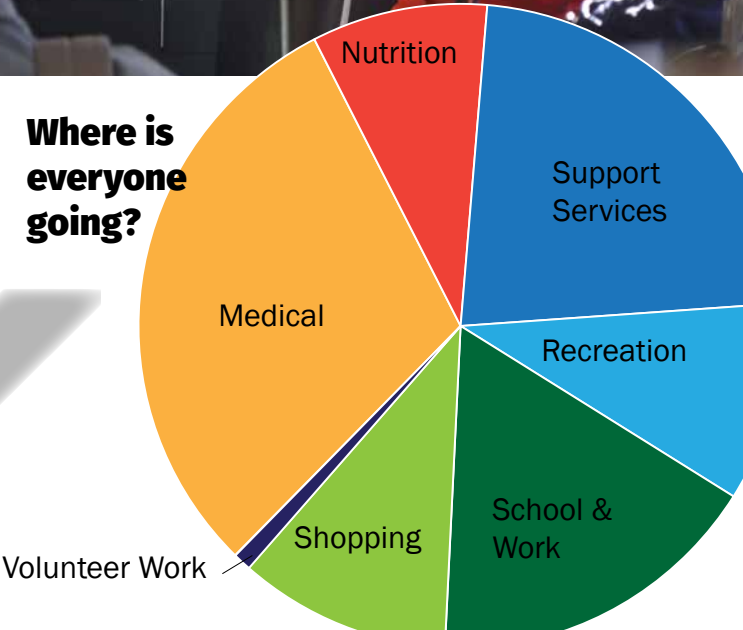
Rides Provided



Travel Training Customers



Where is everyone going?



# A Customer's Journey

## STEP ONE: Let's get started!

In our first conversation with each new customer, we gather information that helps us determine which transportation option best fits their needs. We offer information and, if needed, referral to other services, travel training, door-to-door service or a combination of options.



## STEP TWO: Requesting Service

Individuals requesting a ride call our service center at least four days in advance and provide us with trip details.

Behind the scenes, our schedulers coordinate with volunteer and paid drivers to fulfill requests.



### **STEP THREE: Confirmation Call**

Each of our riders receive a phone call two days prior to their requested ride to either confirm the details of their ride or inform them that we are unable to fulfill their request. Last year we provided 560,000 rides, but unfortunately, we unable to fulfill 35,000 ride requests due to lack of capacity.

Behind the scenes, dispatchers send individual itineraries to each driver with trip and passenger details, such as information regarding the type of mobility device the passenger uses.



### **STEP FOUR: Sit back and enjoy the ride!**

A volunteer or paid driver arrives at the pick-up location, ready to assist the customer with getting on the vehicle and away they go!

# Fundraising Dollars Keep Us Moving

Ride Connection has relied heavily on state and federal funding to fulfill our mission for over 28 years. Each year it becomes more apparent that funding is not growing parallel to the needs of the people in our region. That's why in the past few years we have shifted our focus to building and sustaining relationships with corporations, foundations and individuals. Through our efforts and with the help of our donors, we have seen an increase of 19% in the number of donors and a 100% increase in private donations.

Support from our donors helps ensure the healthy future of Ride Connection and the ability to provide services for generations to come.



Thanks to the generous support from the WalMart Foundation and Providence Health & Services Ride Connection was able to provide an additional 4,700 rides for individuals accessing preventive medical care.

# Creating a Road Map



Every three to five years we take a step back to create a Strategic Plan for Ride Connection. This year, we implemented an Adaptive Strategies process to better prepare ourselves for the ever-changing landscape in transportation. An Adaptive Strategies document is our road map of the terrain that lies before us, allowing us to develop a set of navigational tools while realizing there will be many different options for reaching the destination. If necessary, the destination itself may shift based on what we learn along the way.

Our Adaptive Strategies document is the culmination of six months of research and sifting of information collected from staff, funders, service partners, customers, donors and drivers. Because of the inclusive nature of our process we are confident this document will serve as a wonderful guide for the years ahead.

## Sharing the Collaborative Culture

Before we moved into our offices at Glisan Commons, our entire staff shared one small conference room which made it difficult to get together to plan and share ideas. We believe strongly in collaboration. Thanks to our spacious conference rooms at Glisan Commons, we are able to provide access to these rooms for free to other nonprofit organizations. Now our physical space reflects our community-based philosophy.





# Power in Partnerships

Ride Connection deeply values its many partnerships in the community. It is through these partnerships that we can most efficiently serve our region. Our partners help us provide transportation, help distribute transit fare to those who need it, and help educate the public about transportation options.



Door-to-Door partners like Metropolitan Family Service, Transportation Reaching People and American Cancer Society provided nearly 70% of total rides.



Fare Relief Partners distributed 8,043 monthly passes to individuals with low income.



At partner schools, 211 teachers provided 9,351 hours of travel training in the classroom to 479 students.



Cities and Chambers of Commerce support our community connectors which provided 88,475 rides.





# The Year in Numbers



**559,444**  
rides provided



**45,781**  
volunteer hours  
contributed

**2,357,395**  
miles driven



**269**  
individuals travel  
trained

**54,912**  
annual trips taken  
on the bus by travel  
trainees

# Financials



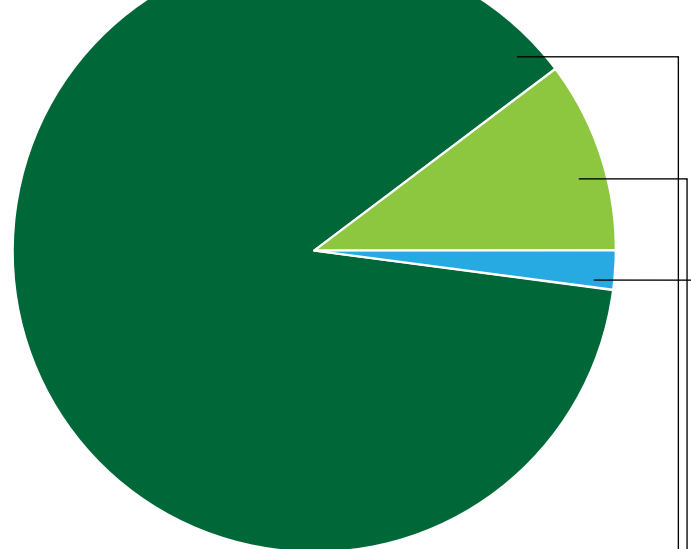
## REVENUE & SUPPORT | \$9,012,175

Government Grants and Contracts (97%)

Contributions and Partner Match (3%)

Rider Donations (<1%)

Other (<1%)



## EXPENSES | \$8,967,581

Program Services (88%)

Management and General (10%)

Fundraising (2%)

# Thank you, Donors!

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