



ANNUAL
REPORT

2020

LETTER FROM THE CEO

Dear Friends,

As we commenced our 2020 fiscal year, we never could have imagined what was ahead for our region, country, and world. The COVID-19 pandemic has impacted us all both personally and professionally and significantly changed our way of life for the foreseeable future. At Ride Connection, our staff, volunteers, and partners have continued to provide vital services to our customers throughout the pandemic. I am honored to work with these incredible individuals and proud of their continued dedication and resilience in a time of ongoing crisis. When the pandemic began, Ride Connection had to adjust, quickly implementing the Center for Disease Control's (CDC) safety guidelines to keep our drivers and riders safe. Offices were closed, staff transitioned to working

remotely, and in-person travel training through the RideWise program was suspended. We shifted driver and vehicle capacity created by the reduction in ride requests to assist with food box delivery, creating new partnerships and reaching

new customers to meet this critical need in our community. We continually adapted and adjusted protocols to ensure transportation services were available to those in need. I am so grateful for our volunteers, staff, partners, funders and donors. The role you play in providing essential

services in the face of so many challenges is inspiring. Your continued support truly makes a difference.

Sincerely,



Julie Wilcke Pilmer,
Ride Connection CEO



CEO, Julie Wilcke Pilmer, after
accepting the CTAA Toyota Award.

VOLUNTEER PROFILE

ROCKY

Meet Rocky, one of our many star volunteers at Ride Connection. A long career of service in the military and law enforcement left Rocky with a disability that ruled out pursuing his career further. He decided to spend his time volunteering and giving back. Rocky found us and has been a volunteer driver for Ride Connection for three years.

As a Native American, he believes elders should be valued, supported, and respected for what they bring to society. He drives for Ride Connection to give back to the elderly and disabled community. As a disabled vet he identifies with a lot of his customers and knows the challenges they face in getting around in their daily lives. He loves listening to the stories of his customers and having the opportunity to improve someone's day. His customers love him, regularly bringing him baked goods and inviting him to meet their pets which he always carries treats for.



Rocky's dedication and commitment to Ride Connection and its customers is what makes our service so unique. The personal relationships that are built between drivers and customers mean those we serve are getting so much more than a ride. They are getting the chance to connect with people, feel seen and heard, and feel that there is someone they can rely on.



Laura, a Food Box Delivery recipient through our Mobility for Health partner, Centro Cultural de Washington County.



MOBILITY FOR HEALTH

**BREAKING DOWN THE BARRIERS TO
TRANSPORTATION THROUGH STRATEGIC
PARTNERSHIPS AND COLLABORATION
TO MEET THE NEEDS OF EACH
INDIVIDUAL AND IMPROVE THEIR SOCIAL
DETERMINANTS OF HEALTH.**

Accessing healthcare, community resources, healthy food, and relief from social isolation is a challenge for historically-marginalized individuals living in the Portland Metro region, especially during a pandemic. To address these larger systemic issues our customers face, Ride Connection created its Mobility for Health program. This program works in partnership with other local nonprofits and with key stakeholders to break down barriers to accessible transportation options, connecting individuals with essential services.

Ride Connection Mobility Specialists work on-site in collaboration with Providence Health and Services and Centro Cultural de Washington County

to identify barriers facing historically marginalized communities when accessing transportation. In addition to providing Travel Options Counseling at Community Resource Centers, Metropolitan Family Service, a long-time partner of Ride Connection, supports the Mobility for Health program through customer referrals and door-to-door service delivery.

This past spring, our Food Box Delivery program was launched in partnership with local food pantries to directly address the increase in food insecurity among our customers. Customers like Laura (pictured left) who found themselves housebound, can now have regular and safe access to food during the pandemic.

FINANCIAL SUMMARY 2019-2020



TOTAL REVENUE

\$28,077,479



TOTAL ASSETS

\$16,266,917

In 2020, Ride Connection was awarded the contract for Network Management of the Portland Metro region's Non Emergent Medical Transportation (NEMT) service for Medicaid recipients. Typically, the entirety of the Medicaid transportation program is managed by one company, or the area's public transit authority. However, Ride Connection took over Network Management in partnership with CareOregon, Comtrans, and First Transit, who each manage a portion of the program within their unique area of expertise (i.e. program oversight, technology, scheduling, and dispatch). This unique and nuanced collaboration provides well-rounded NEMT services for Medicaid recipients.

Ride Connection was selected to lead network management of the program because of our experience in partnership collaboration, contract compliance, financial health and quality assurance. This contract resulted in an increase in Ride Connection's operating budget for staffing and costs associated with managing the network. It also allowed Ride Connection the opportunity to replenish reserve funds that had been depleted in recent years to maintain service levels. Reserve funds are essential to Ride Connection's financial health and ability to provide vital transportation services to our region. Support from private donors is critical to maintaining current programs and services, and directly benefits the vulnerable individuals we serve. Ride Connection's public and private funders ensure the health and long-term sustainability of the organization.

TOTAL TRIPS 450,932



NUTRITION AND GROCERY 19%



SUPPORT SERVICES 18%



RECREATION 10%



MEDICAL 31%

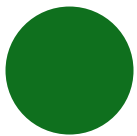


**SCHOOL, WORK,
AND VOLUNTEERING 22%**

**OUR DEDICATED
VOLUNTEERS
GAVE A TOTAL OF
33,354 HOURS OF
THEIR TIME!**

**321 PEOPLE LEARNED
HOW TO USE TRANSIT**

CELEBRATING OUR BEST YEAR YET



YOUR GIFTS MAKE A DIFFERENCE FOR OUR CUSTOMERS.

We depend on the support of the community to help us keep people moving and are thrilled to share Ride Connection has raised over \$530,000, exceeding our fundraising goal for the fiscal year. This was our most successful year yet! Thank you to the many individual donors, corporations and partners that helped make this possible.

Ride Connection is grateful for this incredible support, especially in these unprecedented times. Thank you for recognizing the importance of the work we do and allowing us to continue providing transportation options to those in need.

THANK YOU TO OUR DONORS

\$250,000+

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\$25,000 - \$49,999

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***Thank you for helping us
link accessible, responsive
transportation alternatives with
individual and community needs!***

Special Recognition to our Public Funders

City of Portland and Bureau of Transportation
City of Wilsonville
Federal Transit Association
Metro
Multnomah County
Oregon Department of Transportation
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Washington County

THANK YOU TO OUR DONORS

\$100 - \$249

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**CALLING ALL
VOLUNTEERS!**

Visit our website:

**[rideconnection.org/
get-involved/volunteer](https://rideconnection.org/get-involved/volunteer)**

**Call Sam Hartman, our Volunteer &
Outreach Specialist, at 503.290.3693 or
email shartman@rideconnection.org
with volunteer inquiries.**



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PORTLAND, OR 97220**