



ANNUAL
REPORT

2022

LETTER FROM THE CEO

Dear friends,

It has been another busy year for Ride Connection. As we continue to navigate the challenges of the global pandemic, I am deeply inspired by the work of our staff, volunteers and partners who continue to provide exceptional transportation services to our region every day. As a team, we have worked through the ongoing obstacles created by COVID-19 to ensure Ride Connection customers have access to medical services, nutrition options, relief from social isolations and much more.

This year Ride Connection increased services as pandemic restrictions have gradually shifted, attended several community outreach events to share information about our services, and expanded our services with the acquisition of Wapato Shores Accessible Transportation. The core of our mission is strong, and we continue to look for new opportunities to support the transportation needs of our communities.

Your continued support makes our work possible. We are honored to work with you and our amazing network of service partners to provide vital transportation options to thousands of individuals this past year.

Sincerely,



Julie Wilcke Pilmer,
Chief Executive Officer



Ride Connection CEO named Executive of the Year

Ride Connection CEO, Julie Wilcke Pilmer, was honored at the Portland Business Journal's Executives of the Year luncheon held on April 21 at the Sentinel. Julie was one of 36 community leaders from the Portland business community selected by a panel of judges. She was recognized for her leadership, community service and career achievements. Please join us in congratulating Julie on this well-deserved award!

WAPATO SHORES INTEGRATION



In 2021, one of Ride Connection's long-time transportation partners, Kirk Foster presented the organization with an opportunity. Kirk was the owner and founder of Wapato Shores Accessible Transportation, a local non-emergent medical transportation company. Wapato has contracted with Ride Connection for almost a decade, sharing a mutual mission and passion for quality customer service while providing safe, reliable transportation. Kirk was ready to make some changes in

his life and retire as owner of Wapato. To continue the company's legacy, Kirk offered to donate the assets to Ride Connection. In December 2021, Ride Connection accepted this donation and hired Wapato's staff members to continue this essential service for our customers and region. This donation has allowed Ride Connection to maintain vital transportation capacity for vulnerable individuals. Thank you to Kirk for this generous donation!

RIDE CONNECTION AT PORTLAND PRIDE



This summer, Ride Connection participated in the Portland Pride Festival at Tom McCall Waterfront Park for the first time. Staff volunteers worked Ride Connection's booth for the two-day festival which had an attendance of over 60,000! Folks that stopped by the booth picked up service brochures, spun the transportation trivia wheel, and learned about our volunteer and career opportunities. Ride Connection is committed to and looks forward to having a presence at next year's festival as well.



DRIVER PROFILE

JOHN CORNYN

After a hectic professional career that required extensive travel, John Cornyn started driving as a volunteer for Ride Connection in 2020. He has always believed that as citizens of the world, we have a responsibility to help others. Now that he has retired, he has the time to actively participate in a meaningful way.

“I was looking for an opportunity to contribute to the community, and Ride Connection seemed like a great fit,” he says. “It’s a team effort, and I am backed up by a dedicated support staff at Ride Connection.”

Part of his job as a driver is making sure he is ready to accommodate any needs the client may require. Depending on the client, he may assist them to the car, place their walker or belongings in the trunk or make sure seatbelts are engaged so they are comfortable. John makes sure that all the systems work properly for his clients.

“My favorite thing about being a driver is that I get to meet a lot of nice people, and many of them have fascinating stories to tell,” he says. “It helps that so many clients laugh at my jokes!” John is motivated to keep driving for Ride Connection because the clients appreciate the service and the value it brings.



“My favorite thing about being a driver is that I get to meet a lot of nice people, and many of them have fascinating stories to tell.”

John is a dedicated volunteer, giving over 6 hours of his time a week. On top of that, John is a Ride Connection donor. As a volunteer who uses his own car, he receives mileage reimbursement – which he donates back to the organization every month. John truly embodies Ride Connection’s mission and is an integral part of our work in the community.

CUSTOMER STORY

MARIA



Maria moved from Ecuador to Beaverton without knowing the area, or the language. This made it difficult for her to get around independently after she arrived. She heard about Ride Connection from Omar, a Ride Connection employee who had recently started working at the organization as a Mobility Specialist. Maria started using Ride Connection's door-to-door service for medical appointments and enrolled in the Travel Training Program. She is very happy to have Ride Connection's support, and is grateful for the drivers, who have always been helpful and patient. She feels the same about Oscar and Devon, her travel trainers, who assisted her in becoming more familiar with her area and taught her how to use local public transportation. Now that she knows how to take the bus, she feels confident in her ability to be, and remain, independent. She hopes someday every senior can have access to this kind of service.

FINANCIAL SUMMARY 2021 - 2022

Total Revenue

\$47,524,732

Total Assets

\$26,883,917



1,452,777

**Total miles
driven**



259,613

Total trips

provided by Ride Connection
employees, partners
and volunteers



16,626

**Total volunteer
hours**

Virtual presentations were coordinated with high school and community transition programs October 2021 - June 2022 with a total of **44 presentations and 441 participants** as part of the RideWise program!

Trip Type

Medical	35%
Nutrition, Grocery	19%
Support Services	20%
Recreation	4%
School, Work, Volunteering	22%

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

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Volunteer with Ride Connection!

Ride Connection is looking for volunteer drivers! We need caring and compassionate people to provide rides to places like medical appointments, the grocery store, and community centers.

We will match you with older adults, Veterans, or people with disabilities in need of transportation right in your neighborhood, when it is convenient for you (Monday through Friday between the hours of 8 am and 4 pm). Volunteers may choose to drive their own cars, or one of ours.



To volunteer, you must have at least 5 years of licensed driving experience, be able to pass a criminal background check and demonstrate safe driving habits on the road. You'll be equipped with excellent training on safety, defensive driving techniques, and other helpful tools to ensure a great experience for you and everyone you drive.

Volunteering with Ride Connection is more than providing a ride – it's providing human connection, and access to the community.

Interested?

Send an email to volunteer@rideconnection.org