



ANNUAL
REPORT

2021

LETTER FROM THE CEO

Dear friends,

COVID-19 continues to impact us all, but I am proud of the resiliency shown during this time.

As you know, Ride Connection has never stopped providing vital services to our customers. While challenges continue, we have been able to not only retain, but increase our staff, return to in-person travel training, expand our reach to underserved populations through our Mobility for Healthy program, and play an important part in our role as network manager of the region's Non-Emergent Medical Transportation (NEMT) service for Medicaid recipients.

Our customers rely on us to provide free, accessible transportation options so they can not only survive, but thrive. Our services allow people to live independently, access healthy food and medical care, and avoid social isolation.



I feel immense gratitude for our volunteers, staff, partners, funders, and donors. Your support makes access to mobility in our region possible. I am honored to lead an organization that continues to provide essential services in the face of so many difficulties and applaud you all for your role in supporting our mission.

Sincerely,

Julie Wilcke Pilmer,
Chief Executive Officer

DRIVER PROFILE

RAMSAY

Our drivers are not just drivers. They are friends, support providers, customer care experts, and sources of valuable information. Not only are they responsible for getting customers where they need to go safely and with respect for their agency, but they are often the people our customers connect with the most. Whether as a volunteer or employee, being a driver for Ride Connection means more than simply spending time behind the wheel. This team of dedicated and resourceful transportation experts bring our mission out into the world every day.

One of these drivers is Ramsay Cowlshaw. Ramsay has been a professional shuttle driver with Ride Connection for five years and from the moment you meet him, it is clear he is a people person in the truest sense of the term. Friendly and gregarious, he makes tour guide style jokes while driving his route in Tualatin. “In the event of a water landing” he says, giving the punchline space to breathe, “I have clearly gone off course.”

He greets customers by name and exchanges updates about life with them as they get on board. One rider got a new job, another suffered an illness and is just getting back on their feet.



“I try to learn everyone’s name. If you’ve ridden with me three times? I probably know it by now.”

Many of these relationships have become friendships. In fact, Ramsay officiated a wedding between two of his riders when he learned that they needed someone to fill that role.

Ramsay is extremely knowledgeable about all aspects of his route: Who the major employers nearby are, how many people typically get on and off at each stop, and what developments might change the needs of our ridership in the future. Ramsay helps deliver this free service to the communities we serve with care, commitment, and a connection with each individual customer, truly exemplifying Ride Connection’s mission. 3

OUTREACH

This year, with the days of full lockdown behind us, Ride Connection has taken the opportunity to reconnect with many of our partner organizations throughout the greater Portland area. By staffing tables at community events, once again taking place in person, we have been able to speak directly to the populations we serve about the resources that Ride Connection can offer to meet their needs.

By reaching out and reestablishing communication and collaboration with partner organizations in the region, we have continued to deepen our relationships with others that share our values and explored the possibilities of what we can accomplish when we work together.



CUSTOMER STORY

MIN ZHANG



Min first learned about Ride Connection from a brochure in the common area of her apartment building. She now uses our services to run vital errands as well as to visit with friends and family. Before she found Ride Connection, she would have to pay for transportation. This could get expensive and if she didn't have the funds, she would not be able to get where she needed to go. For example, she would find herself needing to wait until a neighbor was going grocery shopping before being able to shop herself. Now she can do more things on her own timeline without worrying about the price. Min thinks the organization is wonderful and likes to tell her friends and neighbors about it whenever she can.

FINANCIAL SUMMARY 2020 - 2021

Total Revenue

\$34,079,776

Total Assets

\$22,768,509



1,296,730

Total miles
driven



17,227

Total trips
completed by
volunteers



9,432

Total volunteer
hours



22,031

Food box
deliveries

Ride Connection employees, partners, and volunteers completed **215,514 trips**.

Virtual presentations were coordinated with high school and community transition programs October 2020 - June 2021 with a total of **93 presentations reaching 1,079 students!**

Trip Type

Medical 41%

Nutrition, Grocery 25%

Support services 13%

Recreation 1%

School, Work, Volunteering 20%

THANK YOU TO OUR DONORS

\$90,000+

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Maybelle Clark Macdonald Fund

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

THANK YOU TO OUR DONORS

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CALLING ALL VOLUNTEERS!



Make a big impact in your spare time. Ride Connection volunteer drivers transport our customers to critical medical appointments, shopping, and other activities, providing them with vital transportation and companionship.

To learn more

Visit our website at rideconnection.org/get-involved/volunteer
or email volunteer@rideconnection.org