

Ride CONNECTION

ANNUAL REPORT 2026

Driving Impact Together

LETTER FROM THE CEO

Changing Lives:

One Ride at a Time



Dear Friends,

As I reflect on my first year at Ride Connection, one thing stands out above all: the rides we provide change lives. Some rides truly save lives, like those to critical medical care. Some rides provide much-needed groceries. Some mean people get to see their grandchildren. Every ride changes a life in some way.

I've known about Ride Connection for decades. But I didn't realize just how deeply we fill a critical community need. For tens of thousands of our neighbors, typical modes of transportation don't work. For sure, we are fortunate to have world-class transit and other effective ways to get around. But for many, ability, income, and other factors require personalized service. This is where Ride Connection steps in. We provide safe, personalized rides. We organize transportation networks with our partners. And we help people navigate the transportation options that work best for them.

Ride Connection facilitates more than 1 million rides per year, making a deep and profound impact on our region. In fact, we are now Oregon's ninth-largest public serving nonprofit. It's evident to me that Ride Connection operates at a scale to help thousands of people a year live healthier, happier, and longer lives.

Perhaps most of all, I see clearly now how our partners, donors, volunteers, board, staff and others have come together to change lives. I see clearly that we are united in belief that everyone, no matter their circumstances, deserves this opportunity for change.

I hope that you will take a moment and reflect on the role you have played in helping us meet our mission of moving lives by providing safe, personalized transportation for people who need it.

And I hope you will get some satisfaction knowing that by supporting Ride Connection, you are changing lives.

With gratitude,



Andy Nelson
CEO

VOLUNTEER STORY

Inspired to Give Back

Cathy Lamb-Mullin



Transportation barriers affect more than individuals. They impact families, caregivers, and entire communities. Cathy knows this firsthand.

In 2016, Cathy began helping her father get to dialysis several times each week. Through Ride Connection's Ride Together program, mileage reimbursement helped support her family as they cared for him.

Cathy soon noticed other dialysis patients didn't always have reliable rides home, so she began volunteering. Nine years later, she remains a dedicated volunteer, donor, and supporter who has included Ride Connection in her estate plans.



"It's great! I kept doing it after my dad passed because it's so rewarding," Cathy shared. "The customers are so appreciative, and the staff are wonderful to work with."

For Cathy, the best part is the people. From former teachers and a covert FBI agent to a professional female wrestler, every rider has a story. She treasures the relationships that grow over time and make a ride feel like much more than transportation.

Through her service and generosity, Cathy helps people stay connected to healthcare, community, and the things that bring meaning to their lives.

We are deeply grateful for her commitment and her decision to create a lasting legacy through planned giving.

Mobility on Demand



This January, Ride Connection proudly launched **SPOT (Shared Public On-Demand Transit)**, an innovative new transportation service that is changing how people move around southwest Beaverton and Tigard.

spot
Shared Public
On-Demand Transit

Developed in partnership with Washington County, SPOT offers free, on-demand rides that can be booked through the SPOT Ride app or by phone.

With no fixed routes and same-day service available, riders can travel where they need to go, when they need to get there. Service is available throughout southwest Beaverton and Tigard, including South Cooper Mountain, River Terrace, and Progress Ridge, with connections to the Washington Square Transit Center and the broader transit network.

SPOT was created to serve a rapidly growing area where transportation options have struggled to keep pace with community needs. By offering a flexible, easy-to-use service, SPOT helps connect residents to jobs, healthcare, shopping, education, recreation, and countless other destinations that support daily life.

The response from the community has been immediate and enthusiastic. For many riders, SPOT provides a level of convenience and flexibility that traditional transit options cannot always offer. Instead of planning their day around a bus schedule, riders can request transportation when they need it and travel on a schedule that fits their lives.

Most importantly, SPOT represents a new approach to public transportation—one that puts people at the center of the experience. By removing barriers and expanding access to reliable transportation, the service helps ensure more community members can stay connected to opportunities, resources, and each other.

At Ride Connection, we believe mobility creates opportunity. The launch of SPOT is an exciting step forward in our mission to provide accessible, responsive transportation solutions throughout our region, and we look forward to seeing the impact this service will have in the years ahead.



Building Community Through Connection

IRCO Partnership Trip



For many older adults, a lack of transportation can mean more than missing a trip. It can mean missing opportunities for friendship, connection, and belonging. Across Oregon, more than one in three older adults report feeling lonely, and one in four adults over age 65 are socially isolated. Nationally, 43% of adults age 60 and older report feeling lonely, with even higher rates among communities of color, immigrants, and refugees, who may face additional barriers to transportation, social opportunities, and community engagement.

That's why Ride Connection's partnership with the **Immigrant and Refugee Community Organization (IRCO)** has been so meaningful. Together, we provide group trips for a community of primarily immigrant and refugee older adults, creating opportunities for participants to get out of the house, spend time with friends, and build new connections.

As one participant shared, **"My life would be worse without Ride Connection because I would be homebound and not have a chance to go anywhere."**

For nearly 50 years, IRCO has worked to empower immigrants, refugees, and diverse communities throughout our region. Through this partnership, we are helping ensure that transportation is not a barrier to participation, connection, and community life. More than just a ride to a destination, these trips foster belonging, reduce isolation, and remind participants that they are part of a vibrant and caring community.

Another rider captured the impact best: **"I'm really lonely at home, so with Ride Connection, I can connect more with people in the community."**

We know that transportation is about more than getting from one place to another. It is about helping people stay connected to the people, places, and experiences that bring joy, purpose, and a sense of belonging. Through partnerships like this one, we are creating opportunities for community members to build friendships, fight social isolation, and remain engaged in the communities they call home.

Scan the QR code to watch a short video from the trip and hear directly from participants about the friendships, connections, and sense of community they found along the way.

EVENT RECAP

An Evening of Impact



This past May, supporters, volunteers, community partners, and friends came together for **An Evening in Support of Ride Connection,** presented by Marsh McLennan. The room was filled with generosity, laughter, meaningful conversations, and a shared belief that everyone deserves access to the people, places, and services that help them thrive.

Thanks to the incredible support of our community, we were able to raise more than $75,000! That means Ride Connection will be able to provide even more free rides to older adults, people with disabilities, and others facing transportation barriers across our region. Every dollar raised helps break down barriers to healthcare, healthy food, social activities, and essential services, while helping people stay connected to their communities and less vulnerable to social isolation.

One of the most meaningful moments of the evening was honoring the memory of Claudia Robertson, a longtime supporter and champion of Ride Connection. Claudia's generosity, compassion, and belief in our mission touched countless lives. We were grateful for the opportunity to celebrate the lasting impact she made on our organization and community.

We extend our deepest thanks to our Presenting Sponsor, Marsh McLennan Agency, whose leadership and partnership helped make this event possible. We are also grateful to our Gold Sponsor, OnPoint Community Credit Union; our Silver Sponsors, CareOregon, Columbia Bank, and Heritage Bank; and to Alaska Airlines and Hawaiian Airlines for generously donating to our raffle that added to the excitement of the evening.

Most importantly, thank you to everyone who attended, donated, volunteered, sponsored, and helped spread the word. Your support ensures that more people can remain independent, engaged, and connected to the things that matter most. Together, we're building a community where transportation is not a barrier, but a bridge. We hope to see you next year!









IN MEMORIAM

Remembering Claudia Robertson

A Tireless Champion of Mobility and Equity

At this year's annual celebration, Ride Connection paused to honor an extraordinary leader, advocate, and dear friend: **Claudia Robertson**, who passed away earlier this year.

Claudia didn't just advocate for accessible transportation; she lived it. Her tireless dedication to equity and inclusion shaped the landscape of accessible transit across our region. Over the years, she lent her voice, leadership, and vision to several pivotal organizations:

- **Ride Connection:** Dedicated Board Member and longtime office volunteer
- **TriMet:** Vice Chair of the Committee on Accessible Transportation
- **Portland/Multnomah County:** Commission on Aging

For everyone at Ride Connection, Claudia's impact was deeply personal. Beyond her service on our board and advocacy work, she was a warm, friendly face at our Glisan office front desk, volunteering her time for years. Seeing the daily, tangible impact of community transportation firsthand grounded her work, allowing her to drive policy changes that meaningfully improved independence for local seniors and neighbors with disabilities.

Claudia believed that mobility and independence are fundamental rights for everyone. As we reflect on the past year and look toward the future, we honor her memory by fiercely continuing the work she championed.

To her family, friends, and all who had the privilege of knowing her: our thoughts remain with you.

To Claudia—an incredible champion who is, and will remain, deeply missed.

FISCAL YEAR 2025-2026

Ride Connection by the Numbers

$90,061,446
Total revenue

$40,439,013
Total assets

1,141,917
Total rides

7,665,940
Total miles driven
- that's almost 308 times around the world!

38,870
Total riders
trusting us for their journeys, turning miles traveled into an opportunity for independence and belonging.

14,855
Dedicated volunteer hours
transforming everyday acts of kindness into life-changing mobility for our neighbors.

475
Individuals brought together
through group trips, turning shared destinations into shared community.

325
Participants gained confidence
navigating public transit through RideWise Travel Training, turning new routes into personal freedom.

33
Languages spoken
by our customers, ensuring everyone feels heard, welcomed, and connected.

Door-to-Door Trip Type



51% Medical

24% Shopping, Grocery

9% Support Services

13% Recreation

2% Other

Thank you to our generous donors

$300,000+
Trillium Community Health Plan

$50,000 - $74,999
Maybelle Clark Macdonald Fund

$30,000 - $49,999
OCF Joseph E. Weston Public Foundation
Pacific Power

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We move lives by **providing safe, personalized transportation** for people who need it.

Volunteer

Drive Connection. Strengthen Community.

Across our region, thousands of people rely on Ride Connection each year to reach medical appointments, grocery stores, community centers, and other essential destinations. As our population grows, the demand for transportation continues to increase. While we are deeply proud of the rideas we provide, the reality is that each year we must turn down thousands of ride requests due to limited driver availability and capacity. The need is ongoing, and expanding our volunteer network is one of the most meaningful ways we can respond.

When you volunteer with Ride Connection, you help close that gap. You make it possible for someone to pick up prescriptions on time, attend a workforce training program, or keep a customer connected to their community. Just as importantly, you help strengthen a system that keeps our community accessible and inclusive. Volunteering is flexible and designed to fit your schedule, whether you can offer a few hours a month or more regularly. We provide training and support every step of the way – ensuring you have the support and guidance you need to make a lasting impact in your community.

Together, we can ensure more neighbors get where they need to go.

If you're looking for a practical, tangible way to give back, we invite you to join us!

To learn more, contact
Katie Myszka
kmyszka@rideconnection.org



Planned Giving

Your legacy. Their independence.

At Ride Connection, every ride helps someone stay independent, access essential services, and remain connected to their community. For many supporters, that impact is worth carrying forward for generations to come.

By including Ride Connection in your estate plans, you can help ensure that older adults, people with disabilities, and whole communities continue to have access to reliable transportation long into the future. Whether through a bequest, beneficiary designation, or another planned giving option, your gift creates a lasting legacy while also providing for your loved ones.

We are deeply grateful to those who have chosen to make Ride Connection part of their impactful legacy.

Together, we can build a future where everyone has the freedom to stay connected to the people, places, and opportunities that matter most.

A planned gift can support Ride Connection's mission for years to come.

To learn more, visit our website or contact
Kelly Stover at 503-290-3693 or
kstover@rideconnection.org.





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