

ANNUAL REPORT 2017



WHEN LIVES INTERSECT

PRESIDENT'S MESSAGE

Traditionally, the President's Message is all about the numbers; and we do have a lot of great numbers to share. And the message expounds upon what a great year we had; and indeed, we had a great year. But I would like to take a departure from the norm, because Neighbor Ride is so much more than the sum of its numbers - it's neighbors helping neighbors.

One thing I have experienced in my five years as a Neighbor Ride volunteer is the abundance of stories we all have to share. These stories can't be easily quantified, but to me they are far more meaningful than the numbers.

My personal story, one that I will always remember, is about picking up a passenger on a Wednesday morning and being told how nice it was to see me - not a big deal. Then she told me that I was the first person she had spoken to that week. That was a WOW moment for me and even after three years, still is. It highlights one of subtle challenges that many of our clients experience, social isolation. If you have not heard that term you will, because it has the attention of groups like AARP that are conducting research and working on programs addressing the social isolation confronting many aging community members.

For fourteen years Neighbor Ride has not only provided rides for our clients, but we have also built relationships with them. Passengers look forward to riding with their driver "friends", and volunteer drivers enjoy selecting rides that allow them to catch up with clients that they've driven in the past. It's what we do every day. We can't assign a number to it, but that does not mean it's not important. Just ask a volunteer driver or a client and they'll quickly tell you how valuable the one-to-one connections are.

A big thank you to our Executive Director, Bruce Fulton, who has been working on replacing our existing Ride Match Database with a new, more robust system. The new system, scheduled to go live in FY2018, will expand our communication and reporting capabilities, allow us to more efficiently serve both clients and volunteers, give us the ability to coordinate rides with service providers and other community organizations, and provide us with the room to continue to grow with the rising demand for transportation.

Thank you to our Board of Directors, our incredible staff, and our amazing volunteers, I am proud to be associated with the wonderful organization that is Neighbor Ride.



BUSINESS OVERVIEW

VISION

Howard County is a vibrant community that recognizes the vital role of supplemental transportation by which seniors and volunteers actively participate in our community.

MISSION

Neighbor Ride enhances the health and quality of life for Howard County's seniors by providing affordable, volunteer-based supplemental transportation.

VALUES

- Every senior should enjoy the full benefits of being connected to people, services and activities that add meaning and value to their lives.
- Volunteers deserve rewarding work that fits into their lives and makes a contribution to our community.
- Our community benefits when individuals of all ages are able to play active and productive roles.

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Columbia, Maryland 21044
(410) 884-7433
www.neighborride.org



16,974

TRIPS PROVIDED

In providing these rides, Neighbor Ride gave local seniors the "wheels" needed to get to medical appointments, shop, enjoy social outings and so much more.

468

SENIORS SERVED

Volunteers provided rides for 468 different seniors. An additional 182 aging community members have recently registered to use our service - putting Neighbor Ride "in their back pocket" for when they need us.

135,667

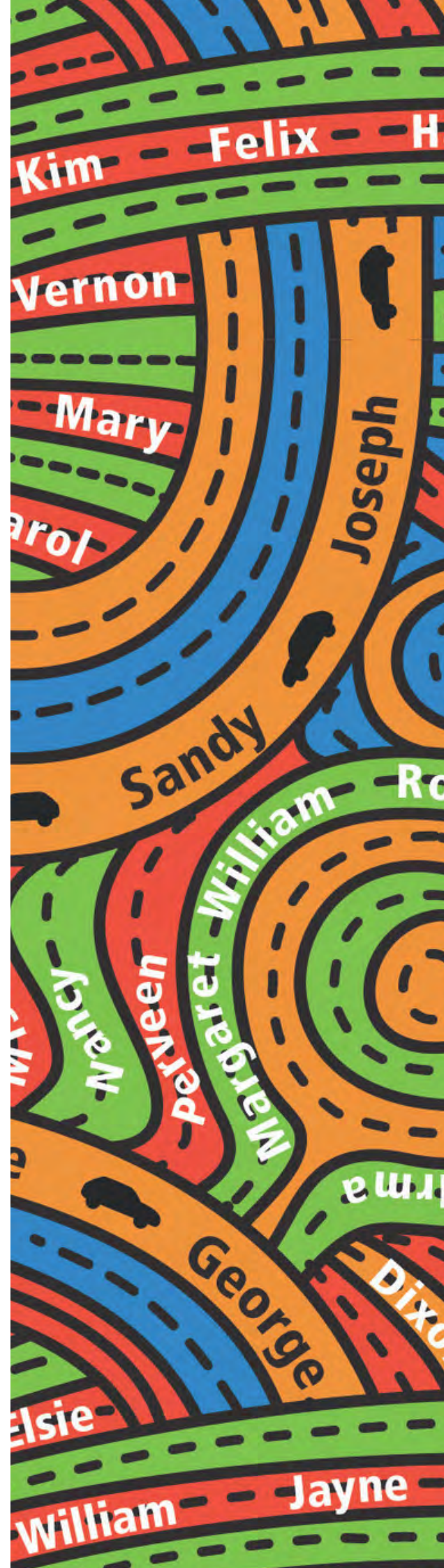
MILES DRIVEN

Volunteer drivers each provided an average of 26.7 roundtrip rides for our senior clients - helping them stay active, independent and connected to the community.

4,235

CONNECTIONS MADE

As the lives of so many different volunteers and seniors intersected, special friendships formed, support systems expanded and lives were forever changed



STATEMENT OF FINANCIAL ACTIVITIES

Revenue, Gains & Other Support

Contributions	178,342
Grants	128,395
Transportation Fees	85,297
Interest Income	2,544
Special Events - Net Direct Costs of \$2,500	20,648
Misc. Income	
Total Revenue, Gains & Other Support	\$415,226

Expenses

Program Services	216,320
Supporting Services	
General & Administrative	39,377
Fundraising	27,300
Total Supporting Services	66,677
Total Expenses	\$282,997

Increase in Net Assets **\$132,229**

Net Assets at Beginning of Year **\$231,135**

Net Assets at End of Year **\$363,364**

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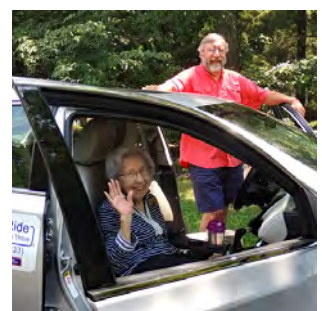
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I never knew there were so many people who cared. Thank you for the difference you've made in my life.

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National Volunteer Transportation Center:

A Community Transportation Association of America Initiative

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