



# ANNUAL REPORT 2023

RIDE ASSIST  
NAPERVILLE

Phone :  
(330) 331-2257

[WWW.RIDEASSISTNAPERVILLE.ORG](http://WWW.RIDEASSISTNAPERVILLE.ORG)



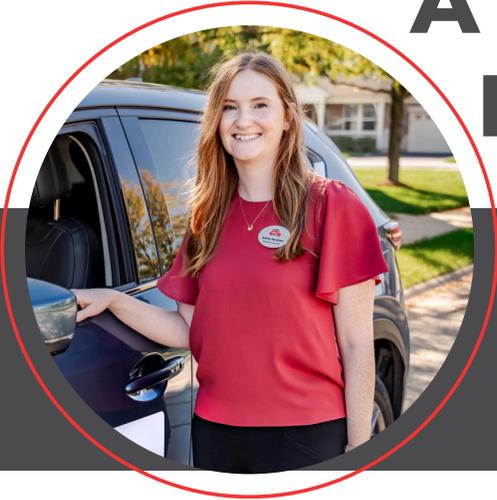
Affordable & Dependable Transportation for Seniors  
[RideAssistNaperville.org](http://RideAssistNaperville.org)  
(331) 330-2257

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# A Message from our Executive Director



## Ashley Abraham

*Ride Assist Naperville  
Executive Director*

2023 was a year for major growth for Ride Assist Naperville (RAN). Our program grew by 21%! We love seeing the impact we are making in Naperville and knowing that our riders trust that we will be there when they need us.

I'm in awe of our volunteers who love giving back to the community in this way. Our volunteers have made a significant impact by supporting our community programs. They dedicate their time to make a difference. Being skilled conversationalists during their rides, they make genuine connections with our riders which lifts up both volunteer and rider. This really is more than just a ride to the doctor. I love hearing from our riders and drivers alike that they have formed some strong friendships through the connections made at RAN. We truly have some of the best volunteers around! Our drivers are the heart and soul of this organization, we wouldn't be able to "run" without them.

In our 2023 Annual Report, we are proud to share how our community supported RAN and the seniors we serve. We are grateful for the efforts of our many volunteers. We are also humbled by the financial support we receive from our civic leaders, our service organizations, friends, and the community at large. The support RAN has from the community helps us as we work to keep our Naperville seniors connected to the community and to their health care.

As we look into the future, we already know that transportation can be a monumental barrier for older adults to access. The need for transportation is only growing. Our goal for the future will be to ensure that every rider who requests a ride will get one. To do so, we will be hard at work finding, vetting, and training new volunteers to better serve those in need of transportation in the future. I hope you will continue to follow along, and support RAN as we strive to make Naperville a better place to grow older and age in place.

**Ashley Abraham**

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# About Ride Assist Naperville

The mission of Naperville Seniors in Action d/b/a Ride Assist Naperville (RAN) is to improve the quality of life for Naperville seniors and their caregivers by providing safe, affordable and dependable transportation to medical appointments.

We will:

- Respect the dignity of our senior passengers
- Provide a means for the employed family member to remain at work
- Strengthen the peace of mind of the senior passenger and their family and friends
- Encourage community response to help meet these needs

## Ride Program Details

RAN pairs seniors with a volunteer driver to take them to medical appointments, wait with them, and then drive them back home.

RAN is available to people 60 and over who can safely transfer in and out of a vehicle with limited assistance, have the cognitive capacity to safely use our program, and live in Naperville, IL. Riders must complete an application and be approved prior to making their first ride request. Rides are by appointment only and a minimum of 7 days' advance notice is required.

RAN asks for a suggested donation of \$15.00 per round-trip ride and \$7.50 for a one-way ride. This is simply a suggested amount per ride. No rider is required to pay. Rider fees cover a small percentage of the total cost to operate the ride program. RAN fundraises and applies for grants throughout the year and relies on contributions from the community.

Volunteer drivers are critical to our daily success and ability to expand RAN programming. Driving with RAN is a unique opportunity because volunteers can view our ride calendar and choose their volunteer schedule based on their availability. Volunteer drivers must have 5 years of driving experience, complete volunteer training, provide proof of valid driver's license and vehicle insurance, and successfully complete driving and criminal background checks. You can learn more about how to become a volunteer on our website.

# Meet the RAN Team

## 2023 STAFF

**ASHLEY ABRAHAM**  
EXECUTIVE DIRECTOR

**LYN SMITH**  
PROGRAM ASSISTANT

## 2023 BOARD OF DIRECTORS

**Timothy Ells** - Board President  
*CEO, Mobility Concepts and Active Link  
Communications, Inc., Retired*

**Doreen Booth** - Real Estate  
*Owner of Doreen Booth Homes at Baird & Warner Real  
Estate*

**Mike Cooper** - Senior Services, Entrepreneur, Sales  
*Owner, Naperville Senior Center*

**Timothy Ford** - Commercial Food Service  
*President and a co-owner, Cook's Direct, Inc., Retired*

**Sheela Jaiswal** - Community Activist, Nonprofit Founder  
*Founder, Salome Foundation*

**Sue Shanahan** - Banking  
*Assistant Vice President, Mid America Bank, Retired*

**“I know I can speak for the entire Board when I say we are honored and proud to be a part of this organization. The transportation we provide is essential to so many of our riders and I am thrilled to help us grow and sustain our work for Naperville residents for years to come.”**

~Tim Ells, Board President

# 2023 in Review



**557 REGISTERED RIDERS**



**74 VOLUNTEERS**



**2,282 HOURS VOLUNTEERED**



**2,318 TRIPS**



**22,875 MILES DRIVEN**

## DEMOGRAPHICS

### Riders By County

DuPage: 86%  
Will: 14%

Riders who are  
veterans: 11%

Riders with limited  
income: 85%

### Riders by Gender

Female: 74%  
Male: 26%

### Riders By Township

DuPage: 1%  
Lisle: 19%  
Naperville: 67%  
Wheatland: 13%

### Riders by Ethnicity - Estimated

Asian: 20%  
Black/African: 10%  
Caucasian: 60%  
Hispanic: 10%

# FEEDBACK FROM THE RAN COMMUNITY



## RIDER TESTIMONIAL

*"A million thanks for all drivers who give their time to help others and for those who keep RAN continuing to operate this welcome service. I've been using RAN since 2017 and love it!"*

## RIDER FAMILY MEMBER TESTIMONIAL

*"I'm so glad this service is available for my parents. I don't live nearby so this takes a weight off my shoulders, and I don't worry about them getting to their appointments. Thank you so much for all you do."*

## VOLUNTEER TESTIMONIAL

*"Awesome place to volunteer! Great leadership, I have been with RAN for about 3 years and nothing but positive experiences with the organization and the riders. It is a service that is badly needed in Naperville and the riders are truly appreciative. Thanks for allowing me to be a part of RAN!"*

## RIDER TESTIMONIAL

*"I can't thank RAN enough for the service they provided me while I was going through physical therapy and couldn't drive myself. Without your help I don't think I would've made it to very many appointments. I was able to make a quick recovery and am now able to drive again. Thank you so very much."*

## RIDER FAMILY MEMBER TESTIMONIAL

*"The volunteers and staff of RAN are fantastic. From the moment we reached out to arrange transport for our elderly parent's appointments, they've been incredibly kind, reliable, and professional. What a gem to have an organization like this in our community. Our family is so grateful!"*

## RIDER TESTIMONIAL

*"RAN has given me the opportunity to get to my doctor appointments when my family is not available. I feel safe using the service."*

# Get Involved



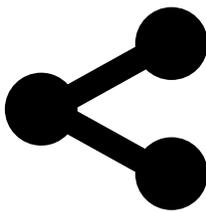
## Become a Volunteer Driver

Volunteer Drivers are the heart of our program. You choose the rides you take and make your own schedule! This is a fun and rewarding opportunity by giving rides to seniors in your community.



## Become a Sustaining Donor

Monthly or quarterly donations make a big impact! Sustaining donors provide a reliable source of income for our programming that allows us to plan for the future.



## Share Our Mission

Help us spread awareness about Ride Assist Naperville by following our social media accounts and sharing our content with your network.

## Keep In Touch With Us



[info@rideassistnaperville.org](mailto:info@rideassistnaperville.org)

[RideAssistNaperville.org](http://RideAssistNaperville.org)



# We thank you for your ongoing support of our organization

## Acknowledgements

Community support is an integral part of RAN's success. We want to thank our generous 2023 partners.

- AASBCR Grant
- Andrew and Alice Fischer Charitable Trust
- Clark-Halladay Memorial Foundation
- City of Naperville Social Services Grant
- DuPage County Small Agency Grant Program
- ECOLAB Community Corporate Foundation
- Edward-Elmhurst Health
- Men's Club of St. Margaret Mary Catholic Church
- Mulholland Family Donor Advised Fund of DuPage Foundation
- Naperville Park District
- Naperville Area Professional Women Who Give
- Naperville Rotary Charities
- Naperville Social Service Grant
- Robinwood Legacy Fund of DuPage Foundation
- VFW Auxiliary 3873



### **Naperville Seniors in Action d/b/a Ride Assist Naperville**

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