



ANNUAL REPORT

2025



Our Mission

To provide safe, affordable and dependable transportation to medical appointments for Naperville area senior citizens.

Our Vision

We strive to be the most trusted transportation resource for community seniors to preserve and support their health.



Ride Assist
Naperville

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Ride Assist
Naperville

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Dear Friends and Supporters,

2025 was a fun and impactful year at Ride Assist Naperville. We are growing year after year and are happy to serve more people who need transportation to their medical appointments. Some highlights include hiring our third employee to help keep up with our daily programming and continuing to deliver impeccable service. I was honored by the Naperville Area Chamber of Commerce as one of their Four Under 40 Recipients! I am still in awe of that accomplishment and am so happy that it helped bring a lot of awareness to RAN. I am proud of leading this organization and am honored to continue making an impact in the Naperville area.



Our Board of Directors expanded this year with the addition of two new members, both of whom began their journeys with RAN as volunteer drivers. We are excited to have their expertise from their professional fields and first-hand experience as volunteers to continue growing and perfecting our program.

With a fully staffed Board of Directors, we completed our first Strategic Planning Process since our founding. This collaborative effort resulted in our refined Mission, a newly articulated Vision, clearly defined Values, and a set of long-term Goals. The Strategic Plan now serves as our roadmap, guiding our direction and priorities for the years ahead.

Amid all this progress, we also reached a few new milestones! 2025 turned out to be our biggest year in terms of growth across the board by delivering more rides and serving the highest number of riders and volunteers in a single year. Thank you for being a part of Ride Assist Naperville! I am incredibly grateful for everyone who makes Ride Assist Naperville what it is. Every ride, every volunteer hour, every mile driven reflects the heart of this community and the difference we're making together.

Ashley Abraham
Executive Director



Ride Assist
Naperville

ABOUT



We pair seniors with a volunteer driver to take them to medical appointments, wait with them on-site, and then drive them back home.

Our ride service is available to Naperville residents age 60+ who can independently manage entering and exiting a vehicle with minimal assistance and feel comfortable navigating the program on their own. To begin using the service, riders complete a brief application and receive approval. Trips are scheduled by appointment, and we ask that reservations be made at least seven days in advance.

We recommend a voluntary contribution of \$15.00 for a round-trip ride or \$7.50 for a one-way ride. These are suggestions only; riders are never required to pay. Rider donations cover just a small fraction of the program's total operating expenses. To maintain and grow our services, RAN depends on grants, fundraising initiatives, and the generous support of our community.

Volunteer drivers are critical to our daily success. Driving with RAN is a unique opportunity because volunteers can view our ride calendar and choose their schedule based on their availability. Volunteer drivers need at least five years of driving experience, complete our volunteer training, provide proof of a valid driver's license and current vehicle insurance, and successfully pass both driving and criminal background checks.

OUR VALUES

CARE

We listen with understanding and act with kindness, ensuring every rider, volunteer, and staff member feels valued and respected.

TRUST

We earn confidence through reliability, transparency, and a steadfast commitment to our mission.

PROFESSIONAL

We hold ourselves to the highest standards, delivering safe and dependable service with integrity.

ACCESSIBLE

By committing to equitable access, we adapt how we work to meet the unique needs of everyone we serve, ensuring that everyone feels included and supported.

CONNECTION

We foster meaningful relationships that strengthen community and bring people together.



Ride Assist
Naperville

STAFF & BOARD MEMBERS

2025 STAFF

ASHLEY ABRAHAM
EXECUTIVE
DIRECTOR

LYN SMITH
PROGRAM
COORDINATOR

JOCELYN KIM
PROGRAM
ASSISTANT

2025 BOARD OF DIRECTORS

Board President

Timothy Ells
Retired

VICE PRESIDENT

Doreen Booth
Baird & Warner Real Estate

TREASURER

Timothy Ford
Retired

SECRETARY

Sue Shanahan
Retired

Jennifer Blair
Retired

Sheela Jaiswal
Community Activist

Michael Cooper
Naperville Senior Center

Rushi Kothari
Amazon

“RAN has made such a difference in our lives. Having a spouse with Parkinson's who needs to attend several weekly therapy classes is a very big commitment. Getting help from RAN with rides has made my life much less stressful as a caregiver. I am so grateful for the services they provide.” ~Family Member of a Rider



2025 IN REVIEW

3,246

One-way Rides

16% increase in completed rides in 2025 from 2024 due to our strong volunteer recruitment and retention. As RAN grows, demand for rides continues to grow thanks to population growth and the community's increasing trust as a safe, affordable, and dependable transportation service.

31,457

Miles Driven

A ride can be a half a mile away, or up to 103 miles round-trip. Bringing riders to Hines VA Hospital is the farthest location we will go, ensuring veterans have access to the care they need.

2,758

Hours Volunteered

Volunteer hours reflect time contributed during RAN rides, community events, and volunteer fairs. These totals do not include the additional hours donated by our Board Members.

361

Registered Riders

At the end of 2025 we went through and removed any rider who had not taken at least one ride in the last two years. Our staff had never done this before. We will do this every year from now on to keep our records up to date. This is the number of approved riders and can request a ride.

94%

Ride Completion Rate

Our robust volunteer onboarding and retention rate has helped RAN complete 94% of all rides requested.

91

Active Volunteers

We brought on a record number of new volunteers in a given year, 32 to be exact!

9

Community Events

Volunteer fairs and community events where RAN had a booth to share our information.

98%

Positive Rider Satisfaction

According to our annual survey, with every response saying they would recommend RAN to others. Additionally, 83% of riders reported feeling more connected to the community because of our services.

650K

Potential Healthcare Savings

Missed medical appointments cost medical providers an average of \$200 per hour. When patients delay routine care, they are far more likely to end up in the ER where visits can cost up to twelve times more than a standard office appointment. RAN helps reduce no-shows, supports routine care, and prevents avoidable ER visits.



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RIDER DEMOGRAPHICS

Riders By County

DuPage: 84%
Will: 16%

Riders By Ethnicity

*Estimated

Asian: 11%
Black/African: 3%
Hispanic/Latin: 4%
White/Caucasian: 82%

Riders Who Are Veterans: 9%

Riders With Limited Income: 64%

Riders By Township

DuPage: 4%
Lisle: 11%
Naperville: 69%
Wheatland: 16%

Riders By Gender

Female: 71%
Male: 29%

Demographic data is self-reported by riders at intake. County and Township is verified by office staff.

“RAN provides me with rides I can depend on. Thank you for making the process easy and one less thing I have to worry about. I stress so much about all my ailments and different doctors I see. So to not have to stress about how I will get to all of my appointments is something I am so, incredibly grateful for! Every town should have this service.” ~Rider

“I’ve driven over 300 seniors, some more than a few times. Oh, the stories I’ve heard, both happy and sad. There were times they did all the talking and a few where they did most of the listening. Those in their later years can be so retrospective and can share so much. They thank me for giving them a ride. To myself, I thank them for life’s insights, advice, and wisdom. There is a feeling you get when you’ve helped someone, really helped someone. I can’t describe it, but it makes me want to do more.” ~Volunteer Driver



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GET INVOLVED

Become a Volunteer Driver



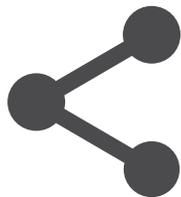
Volunteer Drivers are the heart of our program. You choose the rides you take and make your own schedule! This is a fun and rewarding opportunity by giving rides to seniors in your community. Fill out an application <https://rideassistnaperville.org/drivers>

Become a Sustaining Donor



Monthly or quarterly gifts make a meaningful difference. Your ongoing support provides steady funding that helps us plan ahead and strengthen our services. Learn more at <https://www.zeffy.com/en-US/donation-form/donate-to-ride-assist-naperville>

Share Our Mission



Help us raise awareness about Ride Assist Naperville by following us on social media and sharing our posts with your friends and community.

info@rideassistnaperville.org



RideAssistNaperville.org



facebook.com/RideAssistNaperville



@RideAssistNaperville



linkedin.com/company/ride-assist-naperville

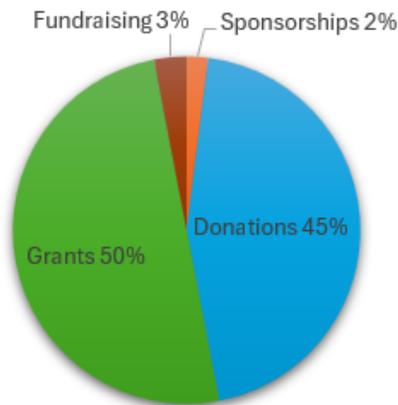




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THANK YOU TO OUR 2025 FUNDERS

RAN Income 2025



■ Sponsorships ■ Donations ■ Grants ■ Fundraising

\$10,000-\$15,000

DuPage County Small Agency Grant Program

DuPage Foundation, Conrad and Doris Brassine Charitable Fund and Cleve E. Carney Fund

\$5,000-\$9,999

Clark-Halladay Memorial Foundation

Naperville Rotary Charities

Henrietta Lange Burk Fund

\$1,000-\$4,999

Christine Birck

Doreen Booth

Desiree & Thomas Connors

DuPage Foundation, Mulholland Family Donor Advised Fund

Endeavor Health

Thomas & Janice Grana

Naperville Park District

Julie & John Puscheck

Susan Siegfried

Vein & Vascular Centers of Plainfield



Ride Assist
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\$500-\$999

Baird & Warner, Matching Donation
Joanne & Phil Brown
Timothy & Tamara Ells
Timothy Fallon
Bev-Patterson Frier Charitable Fund
The Joseph Family Giving Fund
Chad & Stephanie Nolte
Beth & Craig Travelstead
Walmart Spark Grant
Shirley Ann Worden

\$100-\$499

Lynda Ballingall
Julie Berkowicz
Ralph Bertolacini
Thomas Blair
Janet Bliss
JoEllyn Davey
Gloria Galupi

\$100-\$499 cont...

Charles Fraenkel
Heidi Holm
William Johnson
Linda Linford
The Malnati Organization
Ed & Maureen Marr
Lori McCarthy
Mens Club of St. Margaret Mary
Wallace Nelson
Melba Ott
Diane Schlake
Sue Shanahan
Mike Silder
Lynette & Bruce Smith
Niki Taylor
Thomas & Dianne Taylor
Edward Winkler
Michael & Andrea Wolff

Business Sponsors

Doreen Booth at Baird & Warner
Vein & Vascular Centers of Plainfield

Thank you for your ongoing support of our mission!



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

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