



ANNUAL REPORT 2024

RIDE ASSIST
NAPERVILLE

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WWW.RIDEASSISTNAPERVILLE.ORG



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A Message from our Executive Director

Ashley Abraham

Ride Assist Naperville

Executive Director



Dear Friends and Supporters,

As we reflect on the past year, our hearts are filled with gratitude and inspiration. We continue to see growth in our program year after year and 2024 was no exception! We have had the privilege of witnessing firsthand the profound impact that our program has had on the lives of many. From rewarding volunteer opportunities to empowering seniors with a renewed sense of independence, our mission to provide safe, affordable, and dependable transportation to medical appointments has truly made a difference.

Last year, our volunteers drove 22,875 miles bridging the gap between isolation and community. We have ensured that our seniors remain connected to their vital medical appointments and created cherished relationships that enhance their quality of life.

We continue to navigate the challenge of a higher demand for service than the number of volunteer drivers available. This is something our staff and board members are taking seriously and are creating a plan to be able to cover every ride requested and eventually expand our service. We also celebrated a lot of successes in 2024 including our first ever fundraiser.

This upcoming year we plan to hire a new part-time employee to help with the office and administrative duties that keep our daily rides on task. With more manpower, we will be able to offer impeccable service and continue to grow as an organization. Thank you for being an essential part of our journey. Your commitment to our mission fuels our drive, and together, we will keep moving forward.

With Gratitude,

Ashley Abraham

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

2024 STAFF

ASHLEY ABRAHAM
EXECUTIVE DIRECTOR

LYN SMITH
PROGRAM COORDINATOR

2024 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

2024 in Review



590 REGISTERED RIDERS



76 VOLUNTEERS



2,531 HOURS VOLUNTEERED



2,806 TRIPS



28,663 MILES DRIVEN

DEMOGRAPHICS

Riders By County

DuPage: 85%
Will: 15%

Riders who are veterans: 10%

Riders with limited income: 67%

Riders by Gender

Female: 73%
Male: 27%

Riders By Township

DuPage: 2%
Lisle: 18%
Naperville: 65%
Wheatland: 15%

Riders by Ethnicity - Estimated

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

FEEDBACK FROM THE RAN COMMUNITY



RIDER TESTIMONIAL

"I have finally found a solution with RAN to help me stay in my home. I am still independent and want to stay that way, but I don't feel comfortable driving anymore. I can't thank you enough for this service. I wish all towns had something like this."

RIDER FAMILY MEMBER TESTIMONIAL

"My mom adores your drivers and this service. Thank you for making it easier on all of us since we don't worry about her getting to and from her appointments anymore. The fact that her drivers wait for her in the waiting room is essential to making her less nervous and her anxiety has vanished. Thank you again!"

VOLUNTEER TESTIMONIAL

"I get so much out of volunteering here. I enjoy meeting the seniors and making their day more pleasant. I feel better about giving back to the community in this flexible way."

RIDER TESTIMONIAL

"Thank you for putting me on the road to recovery! Your efficient door-to-door ride service is a life-saver! I appreciate your prompt, thoughtful, and kind drivers; and your office staff for making rides easy to schedule. I am sincerely grateful for your work that makes life more enjoyable and easy to navigate."

RIDER TESTIMONIAL

"I'm a veteran and can't tell you how much I would be spending to get to all my appointments at Hines. RAN has given me peace of mind and has helped my overall wellbeing. Keep up the good work. Thank you from the bottom of my heart."

RIDER TESTIMONIAL

"I don't know what I would do without RAN. It's such a vital service for me and other seniors. And thank you for your wonderful service. Your kindness and friendliness are deeply appreciated."

Get Involved



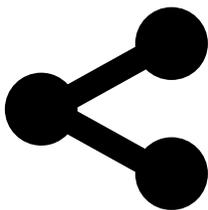
Become a Volunteer Driver

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

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 2024 partners.

- American Medical Association
- Andrew and Alice Fischer Charitable Trust
- Clark-Halladay Memorial Foundation
- City of Naperville Social Services Grant
- Conrad And Doris Brassine Charitable Fund of the DuPage Foundation
- DuPage County Small Agency Grant Program
- ECOLAB Community Corporate Foundation
- Endeavor Health
- First Congregational Church of Naperville
- Jackson Family Foundation
- Max Goldenberg Foundation
- Men's Club of St. Margaret Mary Catholic Church
- Mulholland Family Donor Advised Fund of DuPage Foundation
- Naperville Park District
- Naperville Rotary Charities
- Steve & Delores Sarovich Foundation



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