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Annual Report 2018

From the Executive Director

As we close 2018, the year the ITN network surpassed one million rides for older and visually impaired adults nationwide, our eyes turn to the horizon. Twenty years ago in 1998, I wrote an article for "Aging Today," titled *Transportation Solutions on the Horizon*, so I guess I've been looking towards that line where tomorrow meets today for some time. Re-reading that old article, I'm struck by the accuracy of my description of the future. In my imagined system, "...consumers share rides in rapidly dispatched automobiles that pick people up at their doors and take them where they need to go."



Fares are collected through credit cards and computers in cars use geographic information systems with electronic maps. Now we call this a smart phone. I even predicted today's competition between commercial transportation network companies, describing it as "a price war, with providers competing for a piece of the lucrative senior transit market."

As I look to the horizon in 2018, what do I see now, and how is ITNAmerica creating that future for older people, their families and their communities? The answer is technology, research and practice; not technology for its own sake, but for the efficiency it can bring and the social obstacles it can resolve; not research for its own sake, but for the knowledge it can achieve and the good that knowledge can do in practice.

We are determined to transition our ITNRides software to Salesforce, one of the world's most robust platforms for non-profits. With generously donated routing algorithms from Esri (Environmental Systems Research Institute), we will have the best possible technology to support our affiliates and our new model for rural and small communities--ITNCountry.



This future, however, is still on the horizon. We are working diligently to piece together the funding necessary to make this monumental leap. This transition will enable us to support hundreds of small volunteer transportation programs across rural America and connect them into a strong, proven, supported system. ITNCountry, the next iteration of ITN, will allow communities to customize ITNRides to their needs, but with the peace of mind of a robust platform and the benefits of a national support system.

But that's not all. We continue to work with the U.S. Centers for Disease Control and Prevention, to explore research opportunities with the Highway Loss Data Institute at the Insurance Institute for Highway Safety, and to examine more than two decades of ITN's volunteer data with the University of New England's Center for Excellence in Aging

& Health.

Volunteerism and social capital will play a critical role in meeting the needs of older people and others in need of transportation services as we build a nonprofit platform for community based transportation networks. Technology unleashes these possibilities, and they are the future, the next horizon. ITN will be there. We invite you to join us.

Katherine Freund
Founder and President



Keynote Speaker Krishna Kewalramani

From the Board

Every fall ITNAmerica hosts an Annual Retreat that connects Affiliates, board members, executive directors and organizational partners across the mobility sector. This past October's Retreat was the best attended Retreat — and the best Retreat — I've had the pleasure of participating in. Sincere thanks to the ITNAmerica staff for their careful planning that made everything go smoothly.



All the speakers were excellent, and they even included an old friend: Jeff Arnold, president of Leading Associations, who facilitated a workshop on World-Class Nonprofit Leadership and Strategic Thinking. It was a thought-provoking conversation that was well received, and it broached the subject of an "elevator speech."

Many friends know I'm now retired. When people ask how I keep busy I tell them I'm involved with ITNAmerica. That answer often elicits a blank stare. This is when an "elevator speech" comes to the rescue.



Keynote Speaker Jeff

Jeff helped us understand how an ITN "elevator speech" should sound. Some folks panic when their boss's boss's boss steps into the elevator and says: "So, how's it going? What have you been working on?" In 46 years with Liberty Mutual I learned I better have a coherent reply. This is basically the same thing, just about the organization whose Board I volunteer for.

So in that vein, at the October Retreat we came up with an "elevator speech" about ITN:

- ★ ITN serves a population that needs reliable and safe transportation for persons who may no longer drive because their

- driving skills have diminished or those who may be visually impaired.
- ★ Unlike commercial ride-share services, ITN drivers provide arm-through-arm, door-through-door service.
 - ★ We offer rides for any reason – doctor visits, shopping, hairdresser appointments, bridge games, pretty much anything.
 - ★ ITN drivers are carefully vetted to assure they are safe and well qualified.
 - ★ ITN drivers may be volunteers or paid.
 - ★ ITN drivers are often retirees themselves building ride credits for their own future transportation needs.
 - ★ The ITN model includes opportunities for people who choose not to drive to trade their car for rides.
 - ★ ITN drivers and clients often form a real friendship – the socialization that many clients want when they might otherwise become homebound.
 - ★ No money changes hands over the course of the ride.

No doubt there are other ways to explain ITN, but the above serves as a foundation for that “elevator speech” every person involved in ITN needs. It was a vital exercise, one the Retreat attendees thoroughly enjoyed, as did I. The next time I see that blank stare I’ll know exactly what to say.

Dave Melton
Chairman of the Board

2018 Milestones

2018 was a tremendous year for ITN. In May, the ITN ride count ceased to tick along at six digits, surpassing 1 million rides for the first time. It was the culmination of years of work providing arm-through-arm, door-through-door service in communities across the country. Our nationwide network has helped literally thousands of older people and visually impaired people live full, mobile lives.

In recognition of this achievement, this spring U.S. Senators Susan Collins and Angus King introduced and the Senate passed Senate Resolution 491, “Recognizing the Independent Transportation Network of America on the occasion of providing 1,000,000 rides to older and visually challenged people of the United States.” On the House side, Representatives Chellie Pingree and Bruce Poliquin introduced an identical resolution, House Resolution 851, and read it into the Congressional Record. Both resolutions congratulate “the volunteers and staff of the Independent Transportation Network of America in communities across the United States for the 1,000,000 rides they have provided to older and visually challenged people, their families, and their communities.” The House and Senate recognized ITNAmerica for serving the common good by helping people remain in their own homes and communities after they can no longer drive safely, anticipating “many more millions of rides in the future.”

It was an immense honor to have our work celebrated in the hallowed halls of Washington D.C., but 1 million rides was far from our only milestone:

325K

75K

75K

ITNPortland surpassed 325,000 rides

ITN Orlando surpassed 75,000 rides

ITNBluegrass surpassed 75,000 rides and reached 10 years in operation

50K

50K

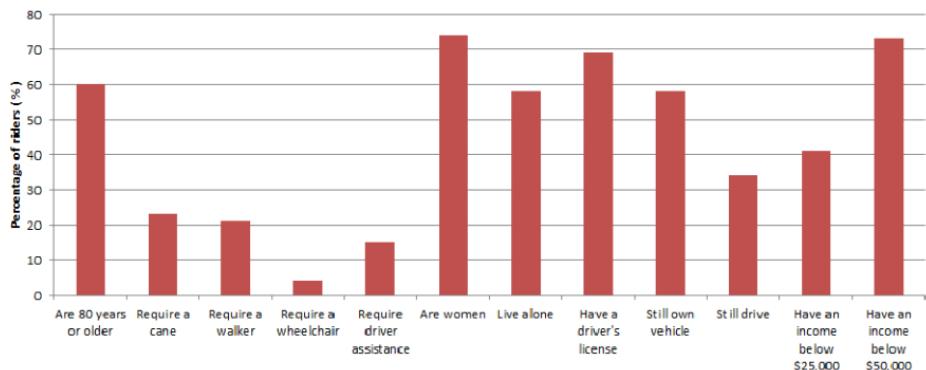
15K

ITNStCharles surpassed 50,000 rides and expanded its service area into St. Louis as ITNGateway

ITNSunCoast surpassed 50,000 rides

ITNCentralCT surpassed 15,000 rides

2018 Rider Statistics



PROGRAM REACH

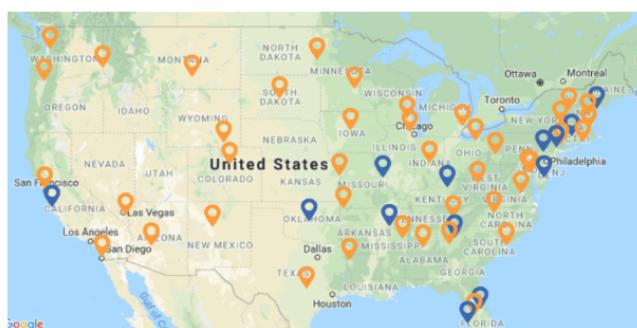
Affiliate Network



ITN Affiliate

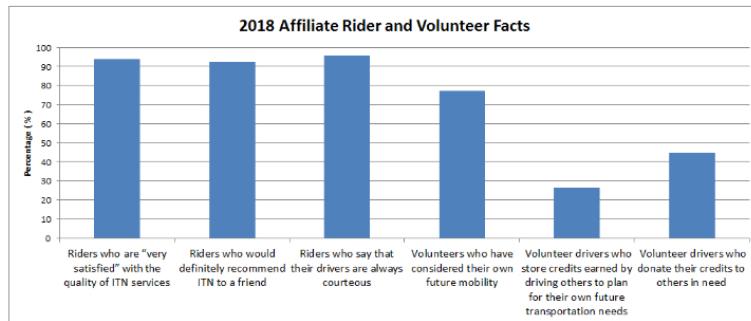
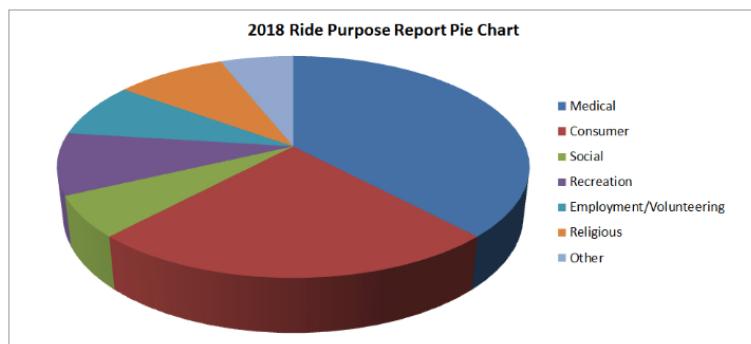


Trusted Transportation Partner (TTP)



ITNAmerica is the umbrella organization for the nation's only non-profit senior transportation network. Our affiliates work in 14 communities across 13 states, from Maine to Florida to California, providing

rides to older and visually impaired people across the country. Our model focuses on the local community, but our reach is national, and with that reach comes strength. Want to support the transportation needs of a family member 3,000 miles away? ITNAmerica makes it happen.



The work of ITN is multifold – not only does ITN get people where they need to go, it also gets people thinking of their own future transportation needs. And it gives them the tools to prepare. By driving others now, they store credits in their own Personal Transportation Account. And when they are older, someone else will drive them.

TTP

Our Trusted Transportation Partners program helps people find organizations in their own community that offer the highest level of transportation service, the sort of service we expect from our own affiliates, in places without an ITN. It's a way to take the guesswork out of deciding on a senior transportation organization—TTPs are independent

ITNCountry

ITNCountry is a transportation solution for small towns and rural places. It brings the ITN model anywhere, to any non-profit or government organization.

With ITNCountry, anyone can build a community-based transportation solution that connects vehicles, drivers and riders with businesses, healthcare providers and families.

organizations that earn the ITN seal of excellence. We support them because they support you.

2018 was the fourth year of the program, and we added 20 new TTPs for a total of 44 organizations in 40 states. And the growth is slated to continue in 2019: We have plans to expand our TTP program by another 20 to 30 organizations next year.

WORK WITH BUSINESSES, HEALTHCARE PROVIDERS AND TERMINALS

ITNAmerica has recruited three pilot communities in Maine, and we have room for 2 more. We continue to work with communities from Alaska to Vermont interested in joining our second round of pilot tests, which will begin after the technology upgrade.

Rides in Sight

Rides in Sight is the nation's largest comprehensive database of transportation services for older or visually impaired people. It's curated, searchable and available to anyone. It's an online site and a toll-free number (1-855-607-4337), with trained representatives to help you find the best available transportation to suit your needs. It makes finding ride solutions easy. Need a ride? We can help.



47

Rides in Sight assisted callers from 47 states



98%

98% of callers received a referral to at least one transportation option



77%

77% receive more than one transportation option



53%

53% of callers successfully use a Rides in Sight referral



72.6

Caller average age: 72.6



99 y/o

Oldest caller over the past year: 99



4.01

For every call to the hotline RIS also sees 4.01 hits to the website



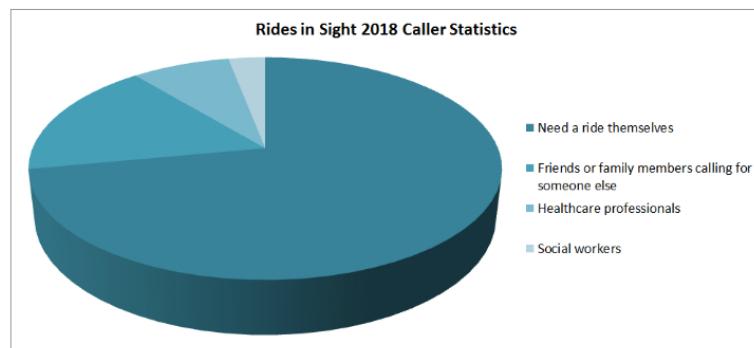
22%

22% of callers use a mobility device (wheelchair/walker/cane)



19%

19% of callers suffer from a visual impairment



ITNAmerica is in the process of making sweeping changes in technology, on two fronts. We are moving our ride coordination software ITNRides to the Salesforce platform, and we are revamping the ITN Portal, a one-stop access point for all ITN-related materials.

Salesforce is a cloud-based platform for customer relations management with infinite possibilities for additional extensions and applications. We chose Salesforce for ITNRides after considering a host of other options.

ITNAmerica Financial Report, Fiscal Year Ending 6/30/2018

STATEMENT OF FINANCIALS POSITION

ASSETS	2018
CURRENT ASSETS	
Cash	\$ 120,255
Accounts Receivable	\$ 68,671
Prepaid expenses & other current assets	\$ 7,864
Total Current Assets	\$ 196,790
Fixed Assets	\$ 3,194
TOTAL ASSETS	\$ 199,984
LIABILITIES + NET ASSETS	
Total Liabilities	\$ 307,949
Unrestricted	-\$ 107,965
Total net assets	-\$ 107,965
TOTAL LIABILITIES AND NET ASSETS	\$ 199,984

STATEMENT OF ACTIVITY

REVENUE AND SUPPORT	2018
Contributions + Grants	\$ 222,385
Affiliates	\$ 141,615
Support	\$ 534,202
TOTAL REVENUE + SUPPORT	\$898,202
EXPENSES	
Program Services and Development	\$ 624,480
Management + General	\$ 129,766
Technology Maintenance and Development	\$ 56,512
TOTAL EXPENSES	\$ 810,758
Change in Net Assets	\$ 87,444
Net Assets — Beginning of the year	-\$ 195,409
Net Assets — End of year	-\$ 107,965

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