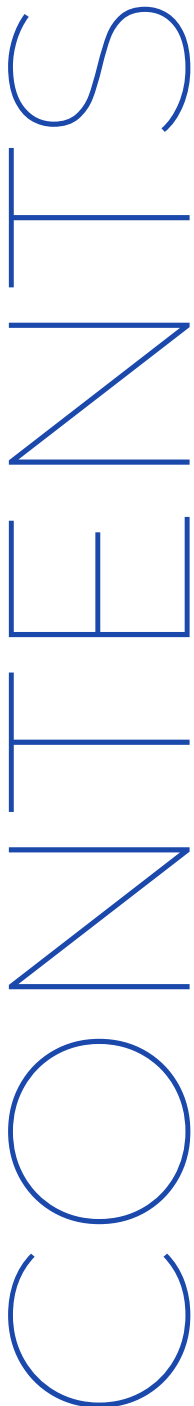


ANNUAL REPORT



2022

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LETTER FROM THE BOARD CHAIR

This has been another extraordinary year of growth and development for *ITNAmerica*. Our *ITNCountry* demonstration project for the Federal Transit Administration is up and running from coast to coast. We have moved our *ITNRides* 2.0 enterprise software to the Salesforce platform and we are now poised to scale low-cost, high-quality transportation software for community-based, volunteer transportation to any community in the country. It has taken years of effort, but it feels as though we have climbed a high mountain and we are now looking out over the welcoming landscape before us.

We would not be here were it not for the help and support of two crucial industry partners—Salesforce, which has helped us every step of the way, and Esri, which has donated the routing algorithms for *ITNRides* for the entire country. It is through the generosity of these two technology giants that *ITNAmerica* is able to offer world-class technology at such affordable prices. Small nonprofit transportation services no longer need to struggle with spiral notebooks and Excel spreadsheets as they work to deliver transportation to older adults and people with special mobility challenges.

We also thank three visionary foundations for helping us make the move to the cloud—the Harry and Jeanette Weinberg Foundation, the NextFifty Initiative, and the Consumer Technology Association Foundation, which also co-hosted the Philanthropic Collaborative with us for the third year. The Collaborative is so successful, it has now become a regular annual event.

This year we welcomed a returning Board member, Larry Israelite, who thought he retired, but we found him again. Larry's father, Max, was a founding member of the original ITN, 27 years ago.

Lastly, we thank the entire *ITNAmerica* staff for their continued hard work and dedication.

From our ITN family to yours, we wish you good health and safe travels in 2023,



LETTER FROM THE EXECUTIVE DIRECTOR

I am an optimist, a perpetual horizon watcher. No matter how complex and difficult this unmet transportation need appears, I am sure we can fix it.

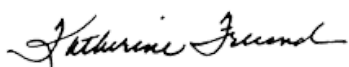
As I look back at 2022 and search for the words to describe our gratitude to the volunteers and staff whose hard work and commitment makes the rides happen, my eyes swing back to the horizon and the future, like a compass needle to magnetic north.

This is what I see, and it is a game changer. It is America's Volunteer Driver Center (AVDC). US Senator Susan Collins of Maine has secured a \$1 million earmark for ITNAmerica to plan a national public information campaign to change the way Americans think about and support community-based volunteer transportation for older adults and people with special mobility needs. It will be a cooperative agreement with the Federal Transit Administration, with technical support provided by the Centers for Disease Control and Prevention. CDC understands that without adequate transportation, older people cannot access healthcare, and they struggle to move from the driver's seat to the passenger seat, to remain safe.

America's Volunteer Driver Center will be to volunteer drivers what the Red Cross is to blood donation, where volunteer donors provide 40% of the nation's supply. The two-year AVDC planning effort will conduct an environmental scan of other national public information campaigns, such as the national campaign to quit smoking, and it will develop a technology plan so anyone in the country who wants to volunteer to drive has an easy place to sign up, and any volunteer transportation service has an easy place to find volunteers. Most exciting of all, AVDC will bring together all three sectors of the economy—business and industry, government, and philanthropy—to work together on the campaign through a Leadership Roundtable.

Please let us know if you would like to [stay informed](#) or [support this work](#), and join us, on the horizon, where we are creating the future of transportation.

Warmest regards,

A handwritten signature in black ink, appearing to read "Katherine Johnson".

TECHNOLOGY - ITNRIDES 2.0

This year saw the successful rebuild and deployment of ITNRides 2.0, ITNAmerica's enterprise logistics software application, on the Salesforce platform. There are now twenty sites, both ITN Affiliates and ITNCountry organizations, running their operations on ITNRides 2.0, with new sites coming onboard every month. We are grateful to our partners around the country—Executive Directors, Ride Coordinators, Board Members and Staff—who have worked tirelessly with us to identify and fix issues, and to build enhancements, in the new software. The data migration from ITNRides 1.5 for all ITN Affiliates was a huge effort for ITNAmerica's IT staff, but well worth the effort for the growth and efficiency that will be facilitated by ITNRides 2.0. The true power of the Salesforce platform will emerge, as such features as automated report subscriptions and dashboards are built.

Collaborations with other departments feature in some of the most promising current work. Planning and design are underway for a rebuild of the Rides in Sight database and website. The IT Department is also in the early stages of planning an API to the Rides in Sight database and the technology infrastructure to support America's Volunteer Driver Center.

— “

“This program has literally saved my life—trips to the doctors, cardiologists, dentist, etc. The drivers are so compassionate and caring, and I feel like I'm riding with a friend.”

2021 Customer Satisfaction Survey Respondent

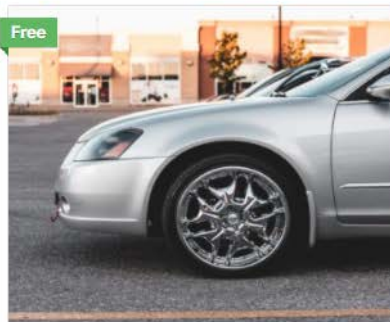
Operations Courses



Free

Personal Transportation Accounts

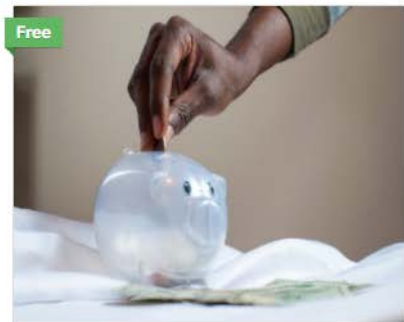
[See more...](#)



Free

ITN Program: Car Trade and Donation

[See more...](#)



Free

A Deep Dive into Volunteer Credits

[See more...](#)



Free



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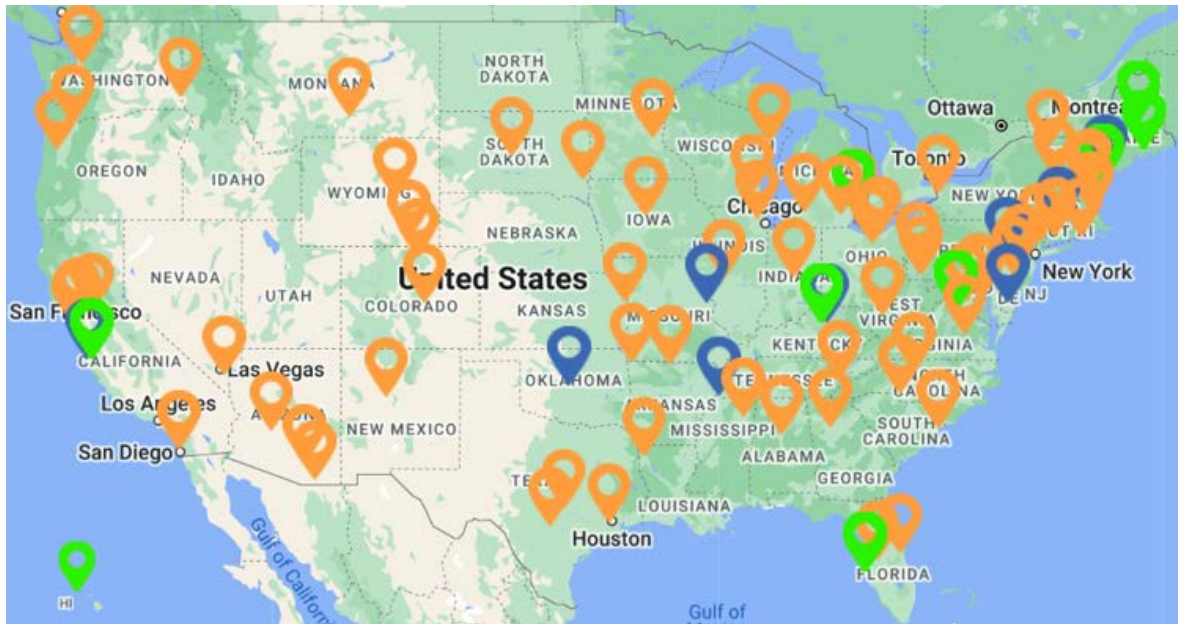
EDUCATION




THE COMMUNITY IN THE CLOUD

ITNAmerica is building an online, one-stop support and resource center for volunteer-based community transportation providers—the Community in the Cloud. Available through a web browser to any community in the US, it will be a user-friendly, virtual destination with locations reminiscent of familiar town, village and municipal institutions. A school will house ITNAmerica's online learning center, and the library will have an organized repository of template materials ITN*Country* and Affiliate communities can use. In the café, communities will be able to connect and share best practices with others in the field, while the public safety building will house resources to help those trying to keep older adults and other road users safe. At the cinema in the Community in the Cloud, users will be able to watch videos about ITN and other helpful programs. ITNAmerica continually plans new materials based on the needs of those in the field, and ensures everything is designed to be easy to navigate and pleasant to use.

The past year has seen the Online Learning Center within the Community in the Cloud add template materials and training for volunteer drivers. Plans are underway for website redesign and the public safety section in the coming year.

TRANSPORTATION SERVICES



-  ITN Affiliate
-  ITNCountry Site
-  Trusted Transportation Partner (TTP)

The ITNAmerica network of transportation service providers include ITN Affiliates, ITNCountry communities and Trusted Transportation Partners (TTPs). At the close of 2022, there are 90 network providers across the country, from Honolulu, HI, to Millinocket, ME, and from Houston, TX, to Minneapolis, MN.

The biggest news for Affiliates and ITNCountry communities was the roll-out of the ITNRides 2.0 software, which began in the spring. Launch months were staggered to allow ITNAmerica staff time to give individual Affiliates and ITNCountry communities more individual attention; the last two Affiliates launched December 1, 2022. Software challenges arose in the first few months and have been addressed.

ITN Affiliates

What a difference a year has made! We started the fiscal year (July 2021) with a nationwide surge of the coronavirus Delta variant and saw ride numbers plateau after a rise in the spring when the vaccine rollout and subsequent decline in cases were hopeful signs that the pandemic was nearing an end. Fall ride numbers stabilized and even increased in some communities.

Around November 2021, Delta was replaced by Omicron, a much less virulent strain of the virus, and ride numbers continued to improve. Recruiting drivers, both paid and volunteer, is as much a challenge for ITN Affiliates as it is throughout the economy.

Based on reports from Affiliates, this spring saw many more people calling for information, requesting applications, and signing up to become ITN members. Access to safe, reliable, affordable transportation is critical for good physical and mental health and an improved quality of life, so it is no surprise that people are eager to get out again.

October 2022 ITNAffiliate Benchmarks:



Trusted Transportation Partners

In addition to our ITN Affiliates and ITNCountry community transportation providers, ITNAmerica's national network of Trusted Transportation Partners (TTPs) comprises 68 nonprofit organizations in 42 states. All TTPs are nonprofit organizations that provide dependable, affordable rides to older adults and people with mobility challenges. During the 2021 fiscal year, TTPs provided 18,381 free or discounted eye healthcare rides. These rides lifted a tremendous burden from people who may have otherwise struggled to get to their needed eye care treatment. ITNAmerica is proud to partner with all of our wonderful TTPs and looks forward to working with them for years to come.

ITNCountry

The eight ITNCountry Demonstration Communities supported through an Integrated Mobility Innovation cooperative agreement from the Federal Transit Administration, moved into the implementation phase this year. Mobilize Katahdin in Millinocket, ME, launched first, in April 2022. Since then, all seven remaining Demonstration Communities have launched with staggered start dates. The services are in five states—California (2), Florida (1), Kentucky (1), Maine (3) and New York (1). ITNAmerica staff is working with these communities as they navigate their new community-based transportation services or enhance an existing service. ITNAmerica is tapping the local experience and connections of Affiliates ITNPortland, ITNBluegrass and ITNMontereyCounty to support the communities in their regions.

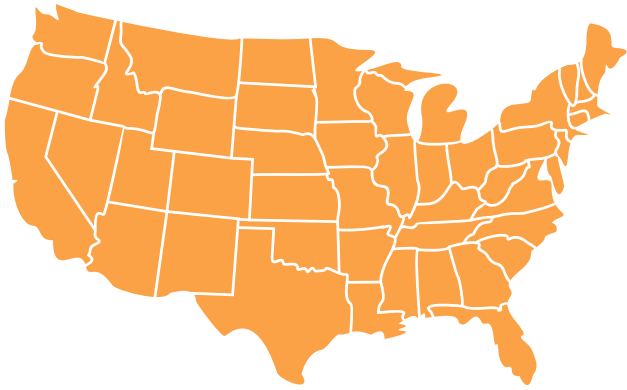
The ITNCountry Demonstration Communities meet monthly as a group via Zoom to share ideas, ask questions, and compare notes to learn from each other and individually for private attention with ITNAmerica staff.

ITNCountry continues its national outreach by forming strategic partnerships that will benefit from our shared network, collective marketing campaign and innovative technologies. The Town of Chelmsford, MA, recently signed on as an ITNCountry community. Many more communities are now viewing ITNRides 2.0 on Salesforce and will join in the coming year.



RIDES IN SIGHT

Rides in Sight (RIS) is ITNAmerica's searchable online database for information on all transportation for older adults and people with special mobility needs in the US, available to the public at www.ridesinsight.org. There is also a toll-free hotline (855-60-RIDES) available to help people who need telephone support.



Assisted callers from 47 states-

- Pennsylvania
- California
- New Jersey
- Tennessee
- New York

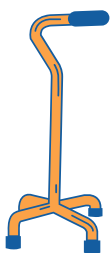
Top 5 States for Call Volume

92% of callers received at least one transportation referral



65% of callers received two or more transportation referrals

The average age of a Rides In Sight caller was 72; the oldest caller was 98

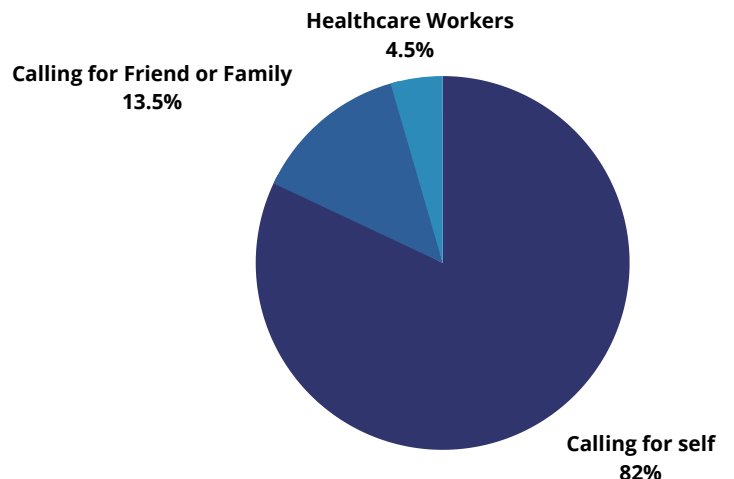


30% of callers said they used a mobility device

14% of callers reported a visual impairment



Categories of Callers



PHILANTHROPIC COLLABORATIVE

The third annual Philanthropic Collaborative, “Healthier, Strong, Connected Communities” convened innovative leaders from foundations, business, technology, healthcare and aging services to join forces to address the unmet transportation needs of rural and small communities nationwide. Speakers included Jim Firman (former President and CEO of the National Council on Aging), Earl Millett (Program Officer of the Harry and Jeanette Weinberg Foundation), Steve Ewell (Executive Director of the Consumer Technology Association Foundation), and Susan Hill (Program Officer of the NextFifty Initiative).

The Philanthropic Collaborative virtually debuted ITNAmerica’s world-class, cloud-based transportation technology, ITNRides 2.0. Until now, the information technology that supports nonprofit community-based transportation has either been fragmented or too expensive for communities in rural America. Through the efforts of the Philanthropic Collaborative members, ITNAmerica has leveraged technology to address this challenge. In this year’s Philanthropic Collaborative, ITNAmerica highlighted the fruits of this work and heard moving stories from those on the transit frontier—the community stakeholders themselves—the riders, volunteers, and communities who benefit from ITNRides 2.0.

Following the success of this year’s Philanthropic Collaborative, ITNAmerica is currently organizing the fourth annual event. News, updates, and a recording of the event can be found on the Philanthropic Collaborative [website](#).



ANNUAL RETREAT



The 15th annual retreat, “Transforming Transportation,” reflected ITNAmerica’s strategic and practical transformation to affordable, digital support to foster healthier, stronger, connected communities and build sustainable nonprofit community-based transportation. Moving ITNRides to the Salesforce platform and launching iTNCountry for rural and small communities is a cornerstone of this effort.

ITNAmerica’s annual retreat convened communities to discuss transportation in a whole new way, offering solutions to shared challenges, while learning about the power of a national network whose mission it is to support people, families and communities. With fast-paced presentations and time set aside for Q&A with each speaker, “Transforming Transportation” was the best attended ITNAmerica retreat in 15 years. Highlights of the presentations are available on [YouTube](#).

Nearly
four million
health care appointments are missed
each year in the U.S. because people lack
transportation.

CUSTOMER SATISFACTION SURVEY HIGHLIGHTS

Results from the 2021 survey of ITN Affiliate riders

95% of the riders rated their experience with the service as "excellent" or "very good."



98% of customers said that using ITN has made life easier.



95% of riders always felt safe riding with ITN.



99% reported always or often arrive on time.



Respondents:

- 84% female
- 40% over the age of 85
- 36% household income of less than \$25k
- 57% current license to drive
- 23% currently drive
- 37% own a vehicle

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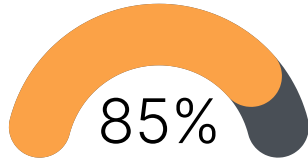
“All the people who work for ITN treat me courteously and with respect. I was so pleasantly surprised when I found ITN on the internet. It really suits my needs for transportation. I am grateful.”

2021 Customer Satisfaction Survey Respondent

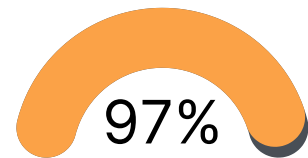
VOLUNTEER SURVEY HIGHLIGHTS

Results from the 2021 survey of ITN volunteers

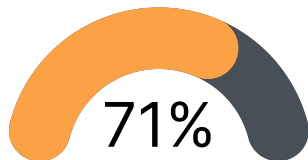
85% of the volunteers work for ITN because they want to serve the community.



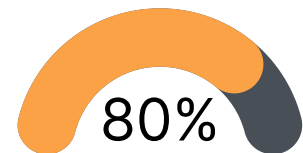
97% of volunteers are very satisfied with the people at ITN who manage them.



71% of volunteers worked with ITN once a week or more in 2021.



80% reported working for ITN because they want to help older people.



Respondents:

- 67 Average age
- 31-85 Age range
- 75% Retired
- 77% Earned a Bachelor's Degree or Higher
- 67% of volunteers had worked for ITN for more than 2 years.

“

“It’s an enjoyable, flexible volunteer service and while I don’t have a lot of time, I feel like the ITN staff make it easy to volunteer”

2021 Volunteer Satisfaction Survey Respondent

CURRENT ASSETS

Cash & Equivalents	\$487,504
Fixed Assets	\$1,053,604
Total Assets	\$1,541,108

LIABILITIES AND NET ASSETS

Liabilities	\$896,218
Net Assets - Unrestricted	\$624,890
Net Assets - Restricted	\$20,000
Total Liabilities & Net Assets	\$1,541,108

REVENUE AND SUPPORT

Contributions and Grants	\$1,109,638
Affiliate Fees	\$88,833
Total Revenue & Support	\$1,689,668

EXPENSES

Program Services & Development	\$1,193,315
Management & General	\$140,589
Technology Maintenance & Development	\$152,031
Total Expenses	\$1,485,935
Annual Change in Net Assets	\$203,733



Special Thanks

Centers for Disease Control and Prevention
Consumer Technology Association Foundation
Dirigo Collective
Esri
Federal Transit Administration
NextFifty Initiative
Private Donors
The Harry and Jeanette Weinberg Foundation
Regeneron Pharmaceuticals
Salesforce



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