Looking forward to the next leg of our journey.

2016 ANNUAL REPORT
The MILES we covered in 2016.

- Average number of rides per driver: 27
- Average number of hours each driver donated: 81
- Average age of our active clients: 85
- Percentage of clients "very satisfied": 96%
- Average years of service for drivers: 6
- Rides provided in 2016: 2,712
- Volunteer support hours provided: 1,693
- Donation requested from clients: $12.00
2016 saw a lot of changes at ETS/NW. Ann and Anne (we’re known as the “A Team” internally) came on board in late August, and Dallas joined us in February of 2017. Since we arrived, we’ve looked at ways to increase our efficiencies and reduce costs. We upgraded our infrastructure by implementing RideScheduler, a web-enabled scheduling system, which has reduced our scheduling time, making Dallas’s job a part-time position that results in smaller overhead costs. An added bonus is that our drivers who use computers can now go online to choose their own rides according to their availability. We all love it! We’ve separated our Annual Report and our Annual Appeal. We can give you more current data, save printing costs and help the environment by distributing most of our Annual Reports electronically. Going forward, we’ll distribute the Annual Report in February covering the previous year (we’re a bit late this first year) while the Annual Appeal will still occur around October.

We celebrated our 10th Anniversary in September of 2016 with a get together for our wonderful volunteer drivers and a proclamation by the Village of Arlington Heights about the value ETS/NW provides to the residents. An article in the Daily Herald about ETS/NW resulted in 10 new volunteer drivers joining our ETS/NW family. We’ve spearheaded a new Alliance of area transportation organizations who serve seniors. We want to establish ETS/NW as a leader in the senior transportation area in IL, as we share best practices and learn from our sister agencies. Our first meeting was a rousing success with 13 participants from six agencies and several townships, from as far away as Crystal Lake, Highland Park, Naperville, and LaGrange.

And most importantly, each week, our 100 volunteer drivers continue to take our passengers to their doctor and dentist visits. We are so lucky to work with the best volunteers on the planet.

Gratefully,
Ann Blanchard, Executive Director
Anne Wall, Associate Executive Director
Dallas Tomlin, Director of Programs & Operations
A few very FINE PEOPLE we’ve met along the way.

Excellence in Support Award
Joyce Polk

Joyce has been volunteering with ETS/NW since the beginning in 2006. She started as a volunteer driver and over the years has segued into being our volunteer who calls passengers on Thursdays to tell them who their drivers will be the following week. She still does occasional rides for a couple of her favorite passengers. In her role of calling our passengers, Joyce has always got a smile on her face and an upbeat way of looking at life. She has a very friendly and patient phone presence and represents ETS/NW well every week when she makes her calls. We appreciate her dedication and her positive approach. We’re thrilled to name her our 2016 Excellence in Support Award winner.

Volunteer of the Year
Karuna Maddava

Karuna Maddava has been driving with ETS/NW since November of 2013. In 2016, Karuna did 62 rides for ETS/NW, taking frail seniors to their medical appointments in the northwest suburbs. When we asked her to say something about her work, Karuna said, “It is truly a privilege to drive for ETS/NW. Each week, I meet new, wonderful people and listen to all kinds of stories. I have learned a lot! The people we drive are so grateful and it makes me feel great to be able to help them. Every single ETS/NW volunteer I’ve met over the years is exceptional, and I feel honored to be part of such an amazing group of people.” We agree that our volunteer drivers are the best people out there!

Karuna is a trouper and someone who’s willing to step up, even at the last minute. In fact, she volunteered for an “emergency” recently when a client called in requesting a ride for the next day. We usually require a week’s notice, but we told our passenger we’d see what we could do. As fast as we put out the request for a last minute driver, Karuna responded that she would do it. It’s that kind of dedication that makes Karuna worthy of earning the 2016 Volunteer of the Year award.
Marie Payes Award for Excellence

Ron Carlow

Ron Carlow has been a terrific asset to ETS/NW. Last year, he won our Volunteer of the Year Award and now he’s our Marie Payes Award for Excellence winner.

After he retired, Ron became a ‘Meals on Wheels’ driver for several years. Then he heard about ETS/NW at one of our events and added driving for us in 2013.

Ron has said he especially enjoys the variety of meeting new passengers and entertaining them with a joke or two along the way. When asked what advice he might have for a new driver, Ron suggested practicing patience, bringing along a good book and a few good jokes to share a little humor. Sounds like good advice for all of us!

On a ride last year, and the very first ride for a new passenger, Ron was told by her doctor at the scheduled appointment that she needed to go immediately to Evanston Hospital (well outside our territory). Ron didn’t hesitate to take her. His normal ride of two to three hours turned into a seven-hour ride as a result. He was given the opportunity to leave her there for another driver to pick her up, but he chose to stay with her. She followed up with a note extolling Ron’s willingness to, “make it possible for me to get the maximum benefit from the doctors I needed. I was very grateful!”

Thanks, Ron! It’s an honor to recognize you as our ETS/NW Marie Payes Award for Excellence Winner for 2016.

The Marie Payes Award for Excellence

Created in 2008 by the ETS/NW Board of Directors to recognize an ETS/NW volunteer who has gone above and beyond. Now in its 8th year, the Award is named in honor of a woman with close ties to ETS/NW. Her creativity and passion have been the hallmarks of her life-long work. Each recipient of the Award receives a gold “open heart” lapel pin especially designed for us by Arlington Heights’ Flaherty Jewelers.
SAY YES!
- to new -
ADVENTURES
The following Volunteer Drivers give from their hearts and are truly the most compassionate people we know—we couldn’t do what we do without these amazing volunteers!

Number of rides provided in ( )

2,712 TOTAL RIDES PROVIDED
Eternally grateful

OUR TANK IS FULL.

With thanks to the following individuals, businesses, townships, foundations, churches and organizations for the generosity and benefaction of the ETS/NW program during 2016. Their financial support ensures that assisted transportation remains available for every senior who needs it.

$10,000 or more
Wheeling Township

$7,500 - $9,999
Arlington Heights Senior Center, INC.
Webb Foundation

$1,000 - $4,999
Congregational United Church of Christ
Community Transportation
Elk Grove Township
Grace Evangelical Lutheran Church
Mary Ann Hetreed
Concetta Labellarte
Luther Village Spiritual Foundation Board
Northwest Community Healthcare
Palatine Township
Schaumburg Township
St James Catholic Church
Village Bank & Trust
Village of Arlington Heights

$100 - $499
Anonymous (2)
Gloria Amling
Mark & Carol Anderson
Pat Barrett
John Conmy
Janis & Thomas Derlis
Jack (John) & Patricia Devron
Diane (Dinnie) Dickenson
Discover Financial Services
Larry & Deb Johnson
Kathy Kasprowicz
Jan & Les Kent
Karen Killinger
Bill & Mary Kopp
Robert & Nancy Lincoln
Maureen McNett
Richard Muhlethaler
John W. Muldoon
Thomas Ognar
Rick & Kathy Pfleeger
Phil & Marianne Pick
Mike & Sandra Polanski
Thomas & Catherine Robertson
Rotary Club of Palatine
Sandy Schmitt
Lilly Seery
Lisa Steinberg
Virginia Wells
Helen Wheaton

$50 - $99
Anonymous (2)
Alicen Ansley
Kathryn Atkinson
Marian Botterman
Karen Brucks
Kathy Costanzo
Helen Dawley
Gloria DeBiasi
Ron & Karen Falese
Mike Gotham
William G. Hanson
Mr. & Mrs. Gerald Kellan
Dorothy Kwist
Carl Lund
Mary Jane Misthos
Harold Ogle
Board of Directors

President
Kathy Kasprowicz  
*Founder and Community Volunteer*

Treasurer
Phil Pick, Community Volunteer

Secretary
Gloria Amling  
*VP/Retail Branch Manager, Village Bank & Trust*

Board Members
Pat Barrett, *ETS/NW Driver and Community Volunteer*  
Rhonda Jensen, *Past Board VP and Attorney with Drost, Kivlahan, McMahon & O’Connor*  
Joe Ruane, *ETS/NW Driver and Community Volunteer*  
Andy Schmitz, *ETS/NW Website Designer, IT Professional*  
Maureen Seleski, *Past Board President, Geriatrics Consultant and Community Volunteer*  
Marie Payes, *Community Volunteer*

ETS/NW Staff
Ann Blanchard, *Executive Director*  
Anne Wall, *Associate Executive Director*  
Dallas Tomlin, *Director of Program & Operations*
The parts that help make the ENGINE hum.

We are grateful to the following businesses and individuals for their expertise, donated goods/services and time in support of ETS/NW.

**Supporting Townships**
- Elk Grove Township
- Palatine Township
- Schaumburg Township
- Wheeling Township

**Local Organizations**
- Arlington Heights Chamber of Commerce
- Arlington Heights Senior Center, Inc.
- DPWN, Arlington Heights Chapter
- Frontier Days, Inc.
- Lutheran Home, Arlington Heights
- Palatine Jaycees
- Palatine Rotary

**Local Businesses**
- A La Mode
- Arlington Heights Park District
- Beat Street
- Brackett & Company
- California Pizza Kitchen
- Drost, Kivlahan, McMahon & O’Connor
- Flaherty Jewelers
- Northwest Auto Wash
- Northwest Community Hospital
- Peggy Kinnane’s Irish Restaurant & Pub
- Rolling Meadows Florist
- Starbucks, Arlington Heights
- Starbucks, Rolling Meadows
- Tastefully Simple
- Vignettes of Arlington
- Yankee Candle Company

**Individuals who donated pro bono expertise:**
- Carol Anderson; Lunch & Learn speaker
- Dick Aumuller; Holiday party presents
- Kelly Behrens; Holiday party presents
- Paul Behrens; Holiday party presents
- Joe Cesario; Custom software design
- Beth Drost; Lunch & Learn speaker
- Carrie Ann Hill; Lunch & Learn speaker
- Ellen Nelson; Graphic design & marketing guidance
- Terry O’Connor; Holiday party present
- Marie Payes; Lunch & Learn speaker
- Walt & Kathy Parus; Photography
- Kathy & Rick Pfleeger; Accounting expertise
- Paulette Schmidt; Event design
- Andy Schmitz; Website management
- Stan Szott; Musical entertainment
The **SPARK** in our spark plug.

Our **Volunteer Support Staff** generously shared their expertise and time with ETS/NW during the year. Their contributions helped keep us organized and on track, providing assistance with everything from general office help and trade show staffing to social media, financial/legal guidance and website maintenance. We couldn’t exist without their dedication and support.

Volunteer support staff hours provided in ( )

<table>
<thead>
<tr>
<th>Name</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pat Albu</td>
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<td>Gloria Amling</td>
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<td>Patrick Barrett</td>
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<td>Mike Gotham</td>
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<td>Patricia Grund</td>
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<td>Kathy Kasprowicz</td>
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<td>Phil Pick</td>
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<td>Joyce Polk</td>
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<td>Jana Wadsager</td>
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<td>Anne Wall</td>
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<td>Renee Watts</td>
<td>167</td>
</tr>
<tr>
<td>Lucy Yester</td>
<td>3</td>
</tr>
</tbody>
</table>

1,693 VOLUNTEER SUPPORT STAFF HOURS PROVIDED
Revenue & Expenses 2016
January through December, 2016

Total Income $102,982
- Fundraising: 20%
- Individual Donations: 32%
- Township/Town Funding: 22%
- Foundations/Grants: 17%
- Business Donations: 3%
- Church Donations: 5%
- Earned Revenues: <1%

Total Expenses $85,660
- Program & Volunteers: 39%
- Administrative & General: 51%
- Operating Expenses: 6%
- Fundraising: 0%
- Volunteer Insurance: 4%
A lifesaving service that ETS/NW performs every week is taking dialysis passengers to their critical appointments. In 2016, we provided 787 dialysis rides! Our dialysis passengers, who require multiple weekly rides, often establish regular drivers who may drive for them for years. Over time, friendships are established and relationships deepen.

In January of 2017, we had a passenger who we’ve driven for over a year relocate to be near his adult children in Texas. Our passenger’s wife just reached out to us to send special thanks to his regular drivers. We hear one of those drivers will make a stop to see them both when she’s visiting his new state of Texas!
As a 501(c)3 organization, we depend on the generous donations of our supporters. All gifts are tax deductible.

There are several ways you can support us with planned giving. You can give “testamentary bequests” through your will or trust, either by a specific gift or a percentage of the residue of your estate.

You can also give “presently”, either with gifts of cash and stock or gifts-in-kind, which are actual goods and services. You can also make annual gifts from your IRA to ETS/NW to save on income taxes. As you can imagine, there are Federal rules regarding age requirements and maximum amounts. Please contact your trusted financial advisor and ETS/NW for more details. We are happy to work with you to ensure your gift will help keep ETS/NW on the road for years to come!
10 ways to contribute to the JOURNEY.

For more information on how you can support ETS/NW, contact us at 847 222 9331.

1. Planned giving
2. Memorial gifts or in honor of remembrances
3. Annual appeal donation
4. Time as a driver
5. Supplies/in-kind donations
6. Skill-based volunteer talents
7. Event sponsorship
8. Employer match on your donations or thrivent.com (for thrivent members)
9. Spreading the ETS/NW story through your community of friends and social media contacts on Facebook (like our page and share our posts on your timeline)
10. Eat and earns, online shopping through smile.amazon.com and iGive.org
ETS/NW Mission Statement

We exist to serve seniors, living within the northwest suburban Cook County area, who require escorted transportation services to attend medical appointments, which allow them to age in place in their community with dignity.

Interested in driving?

Would you like to be a volunteer driver for ETS/NW but not sure about the time commitment? ETS/NW is happy to accommodate you and your schedule – that’s one of the things that makes volunteering for ETS/NW so workable. Give us a call to see if sharing some of your time with us is right for you.

Share your time and talent

ETS/NW is always looking for volunteer support staff to help keep us organized and on track. If you have time to donate or talents to share, we’d love to talk!

Your gift will help secure future rides for seniors in our community

Each donation, regardless of size, is vital and appreciated. ETS/NW is a 501(c)3 charitable organization; contributions are tax deductible to the fullest extent allowed by law. Visit www.etsnw.org to make a gift online.