



ANNUAL REPORT 2018

Escorted Transportation Service
NORTHWEST



Allowing senior citizens to age in place with dignity, ETS/NW provides escorted rides to medical appointments





February 2019

“Act as if what you do makes a difference ... it does” - William James

And the volunteers at ETS/NW make a difference every day in the lives of seniors in the NW suburbs. By assisting older adults with rides to their medical appointments, ETS/NW drivers allow seniors to age in place with dignity. We are continually amazed by the commitment of our volunteer drivers, who donate their time, use their own gas and car, and regularly ask “how can I help more?”. Their dedication to making a difference in their own community is inspiring. Our drivers treat our passengers like family. The passengers are cared for and treated with compassion. We receive calls and notes from our passengers on a regular basis confirming how wonderful our volunteer drivers are and how important their service is and we couldn’t agree more. ETS/NW would not exist without them.

The challenge for ETS/NW moving forward is the increasing demand for our service. To meet the growing requests for rides, we continuously need to recruit more volunteer drivers. We would like to encourage you (or someone you know) to join our ETS/NW family. Our ride scheduling software allows you to customize your volunteering time to meet your schedule. We do not require a weekly commitment and can be flexible to work around your schedule, even those who can only commit to part of the year. Many of our current drivers comment that they get so much more out of the drives than they actually give. It is a truly rewarding experience.

We ask our passengers for a \$12 round-trip donation. However, no passenger is turned away from ETS/NW for their inability to pay. We rely on outside funding to “keep us on the road”. ***Supporting ETS/NW with a donation is the best way to ensure that we continue the valuable work we are doing and lifting up older adults in our community.***

This organization may be small in size, but with such a huge heart, it makes a huge impact. It is our honor to work with such a dedicated group of volunteers and to serve the wonderful seniors in the NW suburbs.

To making a difference –

Dallas Ann Tomlin
Executive Director





2018 – OUR IMPACT

OUR PASSENGERS

- Applications sent - **231**
- New passengers - **126**
- Individual seniors served - **332**
- Average number of rides per passenger – **12.3**

OUR VOLUNTEERS

- Drivers - **95**
- Support Staff - **12**
- Board of Directors – **10**

VALUE TO THE COMMUNITY

- One-way rides – **4,070**
- Rides since 2006 – **30,000+**
- Volunteer Hours – **7,700**
- Estimated value of volunteer hours - **\$191,000**





Why We Do What We Do

Do you have any additional comments for the staff at ETS/NW?

ETS/NW has BEEN my "LIFELINE" for two total hip replacements - visits to surgeons, specialists, Lutheran Home Rehab, etc. - in the past 3 1/2 years! My family has been out of state and the USA - Thank You!

EVERY DRIVER GOES ABOVE & BEYOND TO HELP A 99 YEAR OLD LADY WITH A WALKER. GET TO HER APPOINTMENT. I AM SO THANKFUL ALL OF YOU. ENCLOSED IS A CHECK FOR \$100 TO HELP WITH EXPENSES. BLESS ALL OF YOU



Thank you
GREAT PEOPLE
GREAT SERVICE
Arielle

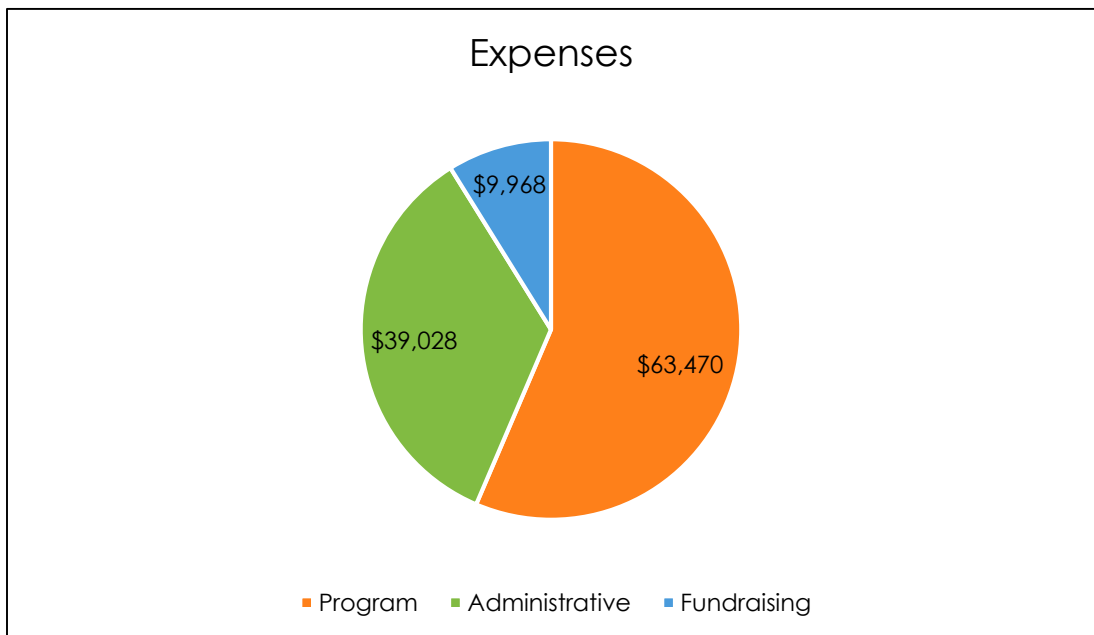
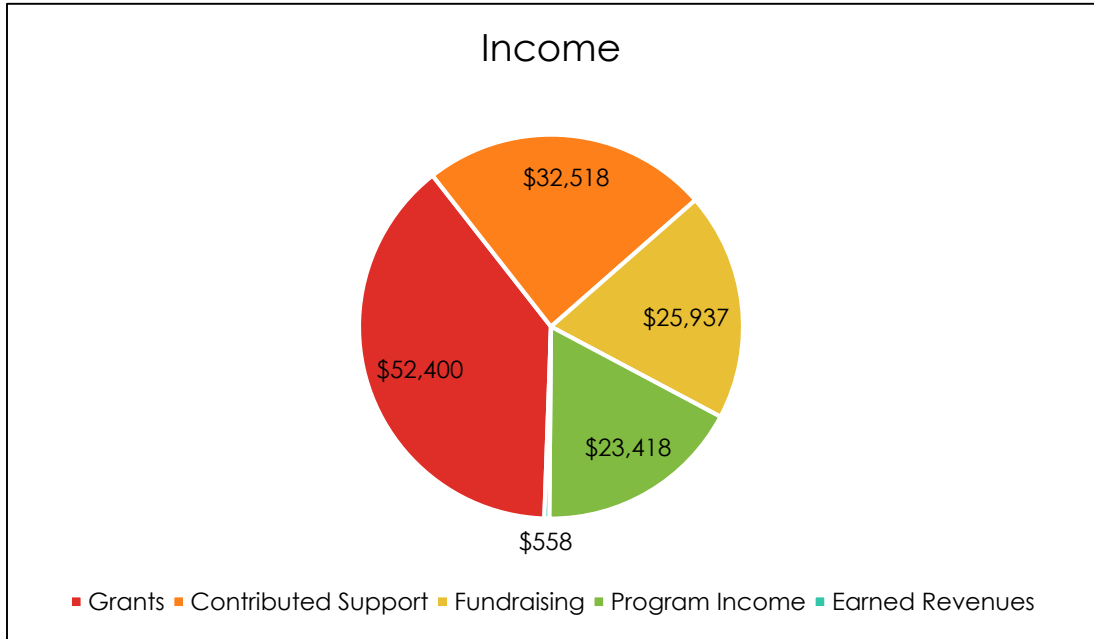
Your Service is a Blessing. I do not know what I would do without it. The Drivers are so courteous - just as if they've known you for ages! Thank you so much Virginia

many thanks for your dedicated service!! Grace

We appreciate you so much!



FINANCIALS





We would like to thank the following organizations/foundations/government bodies for their support in 2018:

\$15,000+

- Ruth & Howard Jacobson Family Fund
- Wheeling Township

\$7500 - \$14,999

- Arlington Heights Senior Center, INC.
- The Retirement Research Foundation
- The Webb Foundation

\$1000 - \$7499

- Arlington Heights Community Development Block Grant
- Elk Grove Township
- ITN America
- Luther Village Spiritual Enrichment Foundation
- Northwest Community Hospital Foundation
- Palatine Township
- Prince of Peace Lutheran Church
- Schaumburg Township
- St. James Catholic Church

To \$999

- California Pizza Kitchen (Arlington Heights)
- Capannari's Ice Cream
- Congregational United Church of Christ
- Drost, Kivlahan, McMahan & O'Connor
- Grace Evangelical Lutheran Church
- Fannie May
- Frontier Days
- Home Instead Senior Care (Elk Gove Village)
- Knights of Columbus (Arlington Heights)
- Midwest Retina Consultants
- Moretti's Ristorante & Pizzeria
- Napleton – Arlington Heights
- Peggy Kinnane's Irish Restaurant & Pub
- Rotary Club of Buffalo Grove
- Rotary Club of Palatine
- State Farm (Jennifer Burnidge)
- The Moorings of Arlington Heights
- Trend Holdings Foundation
- Village Bank & Trust

Thank You!

We would also like to thank the individual donors who contributed to ETS in 2018!

Click link to see individual donors

<https://etsnw.org/about-us-now/supporters-and-benefactors/>



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