



ANNUAL REPORT 2019

Escorted Transportation Service
NORTHWEST



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





January 2020

"...No one has made it through life without someone else's help" – Heather French Henry

Think about a time when you needed help. Who did you reach out to? Your family? Your friends? Now, imagine you needed help and there was no one to ask. What would you do?

Many of the passengers we serve at Escorted Transportation Service (ETS) need help. Help to maintain their health. Help to remain independent and in their homes. And they have no one to ask. So, they turn to ETS **and we are there for them.**

On the surface, our volunteer drivers are providing transportation to a medical appointment. But dig a little deeper and you will see they provide so much more. They are providing companionship and compassion to the older adults who need help.

In 2019, we helped over 320 individual passengers in the NW suburbs of Chicago. We increased the number of one-way rides by 7.5% (compared to 2018) and reached a milestone for the organization of 30,000 (round trip) rides since 2006.

It has been a banner year. One we could not have achieved without our amazing volunteers. They are the heart and soul of this organization, and we can never thank them enough. They give and give and still ask "what more can I do"? They inspire us every single day.

The two major challenges for ETS in the coming years are:

- Meeting the growing demand for our service
- Continuing to grow our funding

We have a solid strategic plan and fund diversification plan that ensures we will be able to not only meet those challenges, but also that ETS will be around to help those who need us for years to come.

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 helping those in need -

Dallas Ann Tomlin
Executive Director





2019 – OUR IMPACT

OUR PASSENGERS

- Applications sent - **208**
- New passengers - **112**
- Total passengers on our roster - **443**
- Individual seniors served in 2019 - **327**
- Average number of rides per passenger - **13.3**

OUR VOLUNTEERS

- New drivers - **29**
- Total drivers - **112**
- Support Staff - **4**
- Board of Directors - **10**

VALUE TO THE COMMUNITY

- One-way rides - **4,368 (up 7.5% vs 2018)**
- Rides since 2006 - **32,318**
- Volunteer Hours - **8,400**
- Estimated value of volunteer hours - **\$213,612**



What our Passengers have to Say


Dear Scott & Berni,
Thank you so much for
your excellent service.
Your drivers are the very
best!!
Have enjoyed every one
of them!!
God bless you all
for all your kindness
May Christmas & the very
best in the New Year.

Your service is so very
important to me - and
extremely appreciated!
Thanking each of you
very special and
meaningful holidays.

I really appreciate the ride service
that is offered to seniors in our area
I don't know what I would do without
this service.
Thank you,

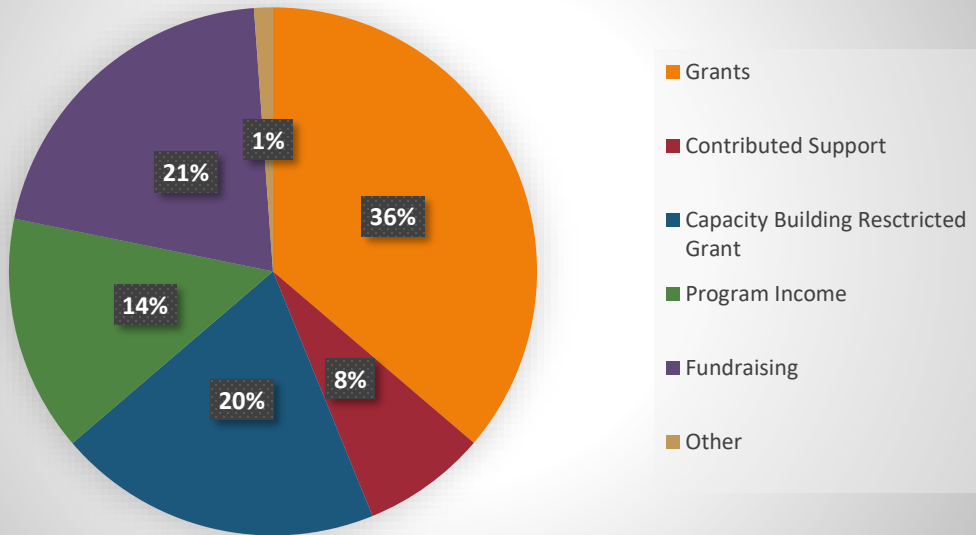
ETS — 10-17-19
Many thanks for the
kind and generous service
you provide for the
many riders who need
help getting to their doctors.
Office Staff is great and
every volunteer driver
I've ever had has been
wonderful!

Thank you. You cannot imagine what this means
to me. The drivers are so good, kind, &
friendly. Thank you again.

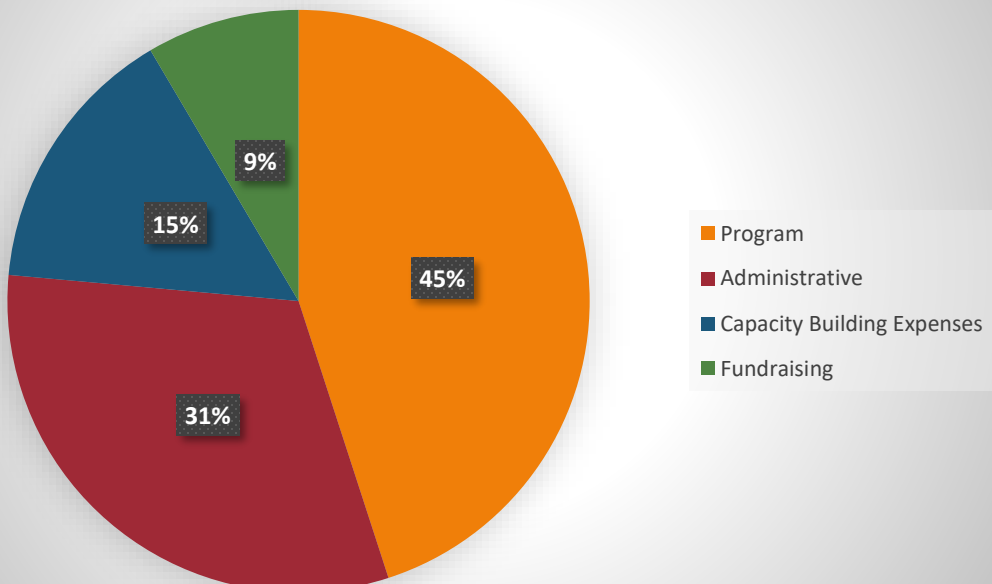


FINANCIALS

Income



Expenses





**We would like to thank the following organizations/
foundations/government bodies for their support in 2019:**

\$15,000+

- The Retirement Research Foundation
- Wheeling Township

\$7500 - \$14,999

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

\$1000 - \$7499

- Arlington Heights Community Development Block Grant
- Drost, Kivlahan, McMahon & O'Connor
- Elk Grove Township
- ITN America
- Luther Village Spiritual Enrichment Foundation
- Northwest Community Hospital Foundation
- Palatine Township
- Schaumburg Township
- St. James Catholic Church

To \$999

- California Pizza Kitchen
- Congregational United Church of Christ
- Fannie May
- Frontier Days
- Home Instead Senior Care (Elk Gove Village)
- Illinois Tool Works (ITW)
- Knights of Columbus (Arlington Heights)
- Palatine Jaycees
- Rotary Club of Arlington Heights
- Rotary Club of Palatine
- Rotary Club of Wheeling
- The Moorings of Arlington Heights
- Trend Holdings Foundation
- Village Bank & Trust

THANK YOU



We would like to thank the following individuals for their generous contributions in 2019



\$5000+

Debbie Stephen

\$1000 - \$4999

Anonymous (2)

Mary Ann Hetreed

Diana Schaps

\$500 - \$999

Anonymous (3)

Gloria & John Amling

Mark & Carol Anderson

John Conmy

Tom Grana

Traci Grever

Paula Maionchi

Phil & Marianne Pick

Jenny Tanquary

\$100 - \$999

A Grateful Rider

Anonymous (6)

Beverly Amling

James Amling

Jan Anderko

Ann Anderson

Evelyn Anderson

Pat Barrett

Bob Bellock

Pat Bethel

Bill & Linda Borst

June Brickwood

Ronald Crawford

Connie Creen

Marie Czapinski

Sue Daniels

Helen Dawley

Tom & Janet Derlis

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Anthony Giallanella

Doris Hack

\$100 - \$999 continued

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Niels Larsen

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Liggett Family Foundation

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Robert & Nancy Lincoln

Richard Muhlethaler

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Harold Ogle

Thomas Ognar

Judy & Charles O'Malley

Rick & Kathy Pfleeger

Milton Pick

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Michael Polanski

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Falgun Rami

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Judith Schreiber

Dorothy Smith

Cynthia Starz

Rosemary Tagge

Rosemary Verri

Frank Wren

Walter & Marilee Zielinski



We would like to thank the following individuals for their generous contributions in 2019

to \$99

Anonymous (30)
In honor of Mr & Mrs Seleski
Shirley Agnew
Bill & Pat Albu
Lois Anderson
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Diana Kremen
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Jean Krueger
Patricia Lahti
Bob Lattanzio



We would like to thank the following individuals for their generous contributions in 2019

To \$99 continued

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Ann Wright
Nancy Youse
Gert Zeitlin
Gloria Zucaro



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Staff

Dallas Tomlin
Executive Director
dallast@etsnw.org

Anne Wall
Associate Executive Director
annewall@etsnw.org

Amy Gall
Director, Program & Operations
amyg@etsnw.org

1801 W Central, Arlington Heights, IL
Phone: 847-222-9227 Fax: 847-890-6243 Email: info@etsnw.org Website: etsnw.org