



ANNUAL REPORT

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**CARRIE BRUMFIELD**

SENIOR RIDE NASHVILLE
EXECUTIVE DIRECTOR

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

As we reflect on the last year, I am reminded of how much change Senior Ride Nashville (SRN) and our riders experienced in 2021. Our riders started the year going to only the most necessary destinations, but their activity steadily increased until ride requests reached, and ultimately surpassed, pre-pandemic levels of activity. We added three long-awaited staff positions, moved to a new office, and began planning for SRN expansion once again. As SRN grows, we will continue making adjustments to provide more equitable service, broaden our reach, and increase access to better serve our older neighbors who need transportation.

In our Annual Report, the SRN staff and I are proud to share the ways our SRN community was able to support Nashville's older adults in 2021. Whether you made a financial gift, volunteered with us, are one of our major funders, or assisted us in any other way, we are thankful for your continued support as we work to keep Nashville's seniors connected to their communities.

2021 BOARD OF
DIRECTORS**MARIELLE CUMMINGS (2021 BOARD CHAIR)***Director, Tennessee Alliance for Economic Mobility***ED COLE (2021 IMMEDIATE PAST CHAIR)***Community Volunteer***GRACE SMITH (2021 SECRETARY)***Executive Director, Agewell Middle Tennessee***MATT SHAW (2021 TREASURER)***Vice President, Commercial Banking, Fourth Capital***ROBERT AVINGER***Vice President, Head of OD and Talent Management, AllianceBernstein***JOSEPH CAZAYOUX***Chief Strategic Planning and Consulting Officer, Bon Secours Mercy Health***JASE CHANDLER***Senior Manager, National Delivery Operations, Lyft***DR. DEBRA GIBBS***Associate Professor of Occupational Therapy, Belmont University***LYDIA LENKER***Senior Advisor, McNeely Brockman Public Relations*

STAFF

CARRIE BRUMFIELD*Executive Director***LAUREN LOVE-BOBEL***Administrative and Financial Specialist***ELIZABETH MADSEN***Operations Director***KELSEY MATHIS***Program Manager***JESSICA SULLIVAN***Development and Marketing Director***CHRISTINA WALMER***Development and Marketing Manager*

As many of us return to a (mostly) normal life, Nashville's older adult community continues to depend on Senior Ride Nashville for support and connection. The past year has only reinforced our commitment to this community and illuminated the need to expand SRN's reach. As we look to the future, we are excited to be investing in these expansion efforts and understanding how we can best integrate into communities with the greatest need and empower more aging adults to live well. Thank you to all of the supporters and volunteers who make it possible for SRN to offer connection and support to hundreds of aging adults each month.

Jase Chandler, 2022 Board Chair

ABOUT SENIOR RIDE NASHVILLE

Vision

A connected community that empowers older adults to live well.

Mission

We enrich the lives of older adults and engage them in the community by providing affordable and assisted, volunteer-based transportation.

Values

- *Reliability: We do what we say we will do. You can count on us.*
- *Connections: We foster caring relationships between members and drivers as we keep members engaged in the community.*
- *Equity: We strive to represent our community as we recruit staff, leaders, volunteers and members. We are committed to equitable access, adapting how we work to meet the unique needs of our members.*
- *Neighborly care: We treat our members, volunteers, and each other with respect and care.*
- *Stewardship: We take great care to cultivate and manage our time, talent, relationships, and resources well, on behalf of the community.*

Access to transportation is one of the biggest unmet needs among older adults

SRN provides transportation to older adults with the help of volunteer and paid drivers who take program members to and from medical appointments, grocery stores, beauty/barber shops, and other destinations.

SRN transportation is available to people 60 and older who are able to safely transfer in and out of a vehicle with limited assistance, have the cognitive capacity to safely use our program, and reside in one of the following areas: West Nashville, Madison, Donelson, Old Hickory, Hermitage, and East Nashville. SRN is currently planning for expansion to reach more of Nashville's older adults.

Riders pay a \$25 annual membership fee and \$6 per round-trip ride. Rider fees cover a small percentage of the total cost to operate the ride program. SRN fundraises for the remainder through foundation and government support and contributions from the community.

Volunteer drivers are critical to our daily success and ability to expand SRN programming into new areas. Driving with SRN is a unique opportunity because volunteers can view our ride calendar and self-select the times they want based on their availability. Volunteer drivers must have 5 years of driving experience, complete orientation and training, provide proof of a valid driver's license and vehicle insurance, have use of a vehicle, and successfully complete driving and criminal background checks. You can learn more and sign up for a training on the volunteer page of our website.

2021 HIGHLIGHTS



5,129

TRIPS PROVIDED



70,480

MILES DRIVEN



3,087

VOLUNTEER HOURS

*VALUED AT \$92,456

2021 COVID-19 RESPONSE

3,269

MILES DRIVEN

*PRIMARILY ERRANDS: PHARMACY, GROCERY, ETC.

991

FRIENDLY PHONE CALLS

1,293

TOTAL PANDEMIC RESPONSE ACTIONS

65

FNP VOLUNTEERS

747

HOURS DONATED BY VOLUNTEERS

*VALUED AT \$22,373

In March of 2020, SRN made programmatic changes to help our riders through a time of unprecedented isolation and limited access to necessities. Through partnerships with local organizations, SRN provided cleaning supply delivery, resource guidance, and groceries for those dealing with food insecurity.

In response to the pandemic, SRN also created the Friendly Neighbor Program (FNP). The FNP paired SRN riders with volunteers who called them each week in an effort to reduce isolation. FNP volunteers also provided errand support and distanced visits. The FNP operated from August 2020 through May 2021, when vaccines were widely available and most programs for seniors had reopened.

SRN was proud to be selected as a 2021 finalist for the Center for Nonprofit Management's Salute To Excellence Awards in The Frist Foundation Innovation in Action category for our work through the Friendly Neighbor Program.

"The Friendly Neighbor Program was wonderful. Getting a call once a week was a lifesaver. I sat alone every day with only a few calls. This call was from someone who listened and cared."

Friendly Neighbor Program member

RIDER
TESTIMONIALS**LORRAINE**

“Senior Ride has been my second family. Every driver is very considerate. They help you with your groceries, they call you the day before. I mean they just make themselves so available. Very caring, caring people. I would not be able to stay here in Madison, TN if it wasn’t for them.”

**GREGORY**

Gregory decided to call SRN because he was having a hard time getting back and forth to his doctor’s appointments. “They’re friendly and outgoing,” Gregory said. “I just love it! It’s a great service and just a blessing to have Senior Ride available.”

**WOODY**

“The service has been unbelievable. If I need to go to the dentist, the doctor, if I need to go to the grocery store, if I need to get a haircut. Anything I need to go and do, they’re ready for me and the volunteer drivers are wonderful people. I am so impressed with the caliber of folks they’ve gotten to volunteer.”

Click on the rider names above to learn more about them and their experience with SRN, in their own words.

THANK YOU TO OUR FUNDERS

Community support ensures that SRN can offer an affordable service for our older neighbors. We want to thank our generous 2021 partners:

DANDRIDGE TRUST

GREATER NASHVILLE REGIONAL COUNCIL

HCA HEALTHCARE FOUNDATION

ITNAMERICA

THE COMMUNITY FOUNDATION OF MIDDLE TENNESSEE

UNITED WAY OF GREATER NASHVILLE

WEST END HOME FOUNDATION



Aside from these funding partners, SRN is supported by community contributions.

Monthly Donors provide recurring donations which offer SRN the invaluable gift of revenue reliability. This helps us plan for growth so we can provide transportation to more older adults.

Your \$20 monthly donation can cover SRN's cost to provide transportation for *one older adult for the entire year*. Visit SeniorRideNashville.org/donate to become a monthly donor today.



Venmo: SeniorRideNashville



www.SeniorRideNashville.org



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