

13,644

Riders Served

64,041

Trips Scheduled

55,812

Trips Provided

378,038

Total Vehicle Mileage

82.5

Average Mileage Per Vehicle Per Day

223

Average Number of Trips Per Day

68,379

Calls Processed at Call Center

2008 ACTIVITY

Support

STC appreciates the support of the following:

- The Mt. Sinai Health Care Foundation
- Saint Luke's Foundation
- Sisters of Charity Foundation
- United Way of Greater Cleveland

2008 Providers & Affiliates

- City of Cleveland Affiliates
- City of Garfield Heights
- City of Maple Heights
- City of Middleburg Heights
- City of Richmond Heights
- Cleveland Department on Aging
- Columbia Township
- Eliza Bryant Village
- Fairhill Senior Guest House
- Golden Age Centers of Greater Cleveland NOCOP:
 - City of North Olmsted
 - Olmsted Falls
 - Olmsted Township
- Goodrich Gannett Neighborhood House
- Hispanic Senior Center
- Light of Hearts Villa
- Martin De Porres Center
- Merrick House
- Neighborhood Centers Association
- Tri-City Consortium:
 - City of Lyndhurst
 - City of South Euclid
 - City of Highland Heights
- West Side Community House

2008 STC Board of Directors

Honorable Joseph M. Cicero, Jr., *Board Chair*

Lois K. Goodman, *Vice-Chair*

Mitchell Balk, *Treasurer*

Susan H. Schwarzwald, *Secretary*

Susan E. Axelrod • Maureen Crider-Wallace

Jane E. Fumich • Mareyjoyce Green

Honorable Edward J. Kelley

Honorable Thomas J. Longo • Howard R. Maier

Honorable Thomas O'Grady • Julie Rittenhouse

Honorable Joseph Santiago • Walter J. Stinson

Sister Joseph Marie Zenda

testimonial...

"... We were in desperate need of transportation services for my 79-year old mom to go to and from work, assist with doctor appointments and personal appointments. You and your staff have been wonderful to my family. Whenever there is a change in the schedule it is taken care of



Arline Barker

immediately. In addition, your drivers assist Mom off and on the bus and are good company for the ride. I never worry about the safety of my mother and feel she is in good caring hands. Without your program my mother would not have the quality of life she deserves. You should be extremely proud of

The Senior Transportation Connection and how important it is in the community..."

-Pam Barker, daughter

STC Values

Collaboration: Develop mutually beneficial relationships with public and private entities that lead to the efficient and flexible coordination of services.

Respect: Honor the dignity and independence of our riders while striving to meet their mobility needs safely, reliably, and affordably.

Sustainability: Remain relevant and responsive to community needs while ensuring long-term viability socially, economically and environmentally.

Commitment: Champion the causes that will benefit older adults and their mobility needs while effectively coordinating and delivering services.

SENIOR
TRANSPORTATION
CONNECTION

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Cleveland, Ohio 44135

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www.ridestc.com

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GETTING CONNECTED

Enhancing the Independence of Older Adults

Annual Report 2008

SENIOR
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Dear Friends of STC:

Wow, what a year! 2008 was an exciting time for us as we expanded services, engaged in strategic planning and more than tripled our staff. Most importantly we served over 13,000 individuals in scheduling, dispatch and direct transportation services. Every rider and trip is important.



The STC model systemically changes the way transportation services are provided with a focus on the customer, collaboration, integration, organizational structure and information technology. Currently the STC manages daily operations of 32 owned or operated vehicles, for more than 20 municipalities and non-profit organizations and their centers, delivering on average 400 individual trips per day. With a 96% on-time performance and a less than 1% rate of denials system wide; technology allows us to do more with less by better managing the variety of resources available to provide transportation.

This report reflects an amazing year for STC. We are proud of our efforts and look forward to continuing the expansion of coordinated services throughout Cuyahoga County.

Sincerely –

Joseph M. Cicero, Jr.

Joseph M. Cicero, Jr.
Board Chair

Janice M. Dzigiel

Janice M. Dzigiel
Executive Director



Strategic Planning

In September 2008 STC was one of four non-profit organizations selected by Mandel Center for Non-Profit Management graduate students to facilitate strategic planning for the organization. The Strategic Planning committee was chaired by Lois Goodman and included representatives from the staff, board of directors and community stakeholders. Completed in April 2009, the plan **"Get Connected"** provides our blueprint for the next five years.

SENIOR TRANSPORTATION CONNECTION
www.ridestc.com



A New Home! Late in 2008 we found a new, permanent home for STC. The new facility integrates our administrative team, call center, and vehicle operations. Located at West 150th Street in Cleveland, we have great access to I-480 and I-71. Federal earmark sources were used to cover renovation costs.

Statement of Activities (Audited)

	JAN - DEC 08	JAN - DEC 08
Ordinary Income/Expenses		
Income		
Contracted Services – Other	283,000	Insurance & Bonding 32,908
Conversion Foundation	191,370	Repairs & Maintenance 30,075
Grant – Other	90,926	Communications 20,883
Donated Use of Facilities	45,074	Contract Labor 19,979
Fare	16,715	Information & Technology Support 12,205
MRDD Transportation Services	14,407	Recruiting 7,219
Local Share Matching Funds	12,000	Software 6,650
Interest Income	6,243	Rental Equipment 5,539
Total Income	659,735	Advertising & Promotions 5,373
Expenses		Travel – Meeting & Lodging 4,441
Salaries & Wages	475,598	Licenses & Fees 560
Professional Fees	112,654	Total Expenses 1,004,227
Payroll Taxes & Benefits	69,831	Net Ordinary Income (344,492)
Depreciation	68,828	Other Income Expense
Fuel	48,209	Other Income
Office Expenses	46,255	Capital Assistance 523,335
Rent & Utilities	37,020	Net Income 178,843

Statement of Financial Position (Audited) As of December 31, 2008

	DEC 31, 08	DEC 31, 07	\$ CHANGE	% CHANGE
Assets				
Cash	119,872	509,020	(389,148)	-76.45%
Accounts Receivable	133,953	167,184	(33,231)	-19.88%
Notes/Loan Receivables	85,653	79,653	6,000	7.53%
Prepaid Expenses	10,156	3,012	7,144	237.18%
Total Current Assets	349,634	758,869	(409,235)	-53.93%
Fixed Assets				
Furniture, Fixtures & Equipment	136,794	48,252	88,542	183.50%
Vehicles	466,676	39,116	427,560	1093.06%
Accum Depreciation	(80,757)	(11,929)	(68,828)	576.98%
Total Fixed Assets	522,713	75,439	447,274	592.89%
Total Assets	872,347	834,308	38,039	4.56%
Liabilities & Assets				
Accounts Payable	28,318	14,938	13,380	89.57%
Credit Cards	2,079	2,083	(4)	-0.19%
Payroll Liabilities	89	75	14	18.67%
Accrued Payroll	17,049	8,139	8,910	109.48%
Accrued Paid Leave	11,753	14,765	(3,012)	-20.40%
Accrued Payroll Taxes	2,962	1,915	1,047	54.67%
Accrued Expenses - Other	1,415	2,761	(1,346)	-48.75%
Deferred Contract Revenue	69,658	229,452	(159,794)	-69.64%
Total Liabilities	133,323	274,128	(140,805)	-51.36%
Unrestricted Net Assets	560,181	531,707	28,474	5.36%
Net Income	178,843	28,473	150,370	528.11%
Total Net Assets	739,024	560,180	178,844	31.93%
Total Liabilities & Net Assets	872,347	834,308	38,039	4.56%

Business and Service Expansion

In September STC began providing supplemental paratransit service under contract with the Greater Cleveland Regional Transit Authority. In October we assumed operations for the NOCOP communities: North Olmsted, Olmsted Falls and Olmsted Township; and began scheduling and dispatch services for Lyndhurst, South Euclid and Highland Heights. This represents a 700% increase in the number of communities served in fee for service contracts.

Customer Service

In 2008 STC scheduled over 64,000 rides and handled over 68,000 calls. In a two-fold attempt to recognize the need to provide a high level of customer service, we added a custom-built function to call riders the day before to confirm and remind them of their ride. Using a combination of a human voice and automated time stamp, calls are automatically generated. We have found this to be a very effective marriage of "high tech and high touch."

Cleveland Coordination Pilot

STC developed a pilot to implement coordinated transportation within the City of Cleveland. Supported by the Western Reserve Area Agency on Aging, the initial phase began in December 2007 with four east side organizations and expanded in September to four west side organizations. Since the project started 81 individuals have taken 336 trips as part of the expanded services. STC was able to provide 22 trips for individuals to go to local farmer's markets.

Implement Business Plan

There was a significant shift in STC's business model in 2008. Rather than "selling" the benefits of a coordinated scheduling and dispatch center, we begin to assume complete transportation activities for communities and non-profit organizations. By managing the entire delivery of services we can maintain high standards and quality services. In 2008 more than 50% of revenue came from fee-for-service contracts.

Staff

The STC staff grew from 13 individuals in January 2008 to 40 by the end of the year, most all of them drivers. The increase was necessary to meet contractual obligations. The drivers are the face, and the dispatchers are the voice of STC.