



# 2018 IMPACT REPORT

# LETTER FROM THE BOARD CHAIR: BONNIE BOYCE-WILSON

Recent reports released by the U.S Census Bureau show Maricopa county continues as the 4<sup>th</sup> largest in the U.S. and is also the fastest growing in the entire country. And the west valley portion of Maricopa county contributes to that as population in the region continues to boom.



Despite the influx of residents, the west valley remains significantly underserved by public transportation, and that is where Northwest Valley Connect (NVC) comes in to help. NVC is a non-profit organization founded in 2014 with the goal of providing transportation solutions. We began offering transportation services in 2015. Our call center operators speak personally with each caller. We help them find solutions to their transportation problems by either referring them to an appropriate resource or, if none exists, by providing rides using NVC volunteer drivers.

Our mission is to provide personalized support to connect area residents with available transportation services while also focusing on overcoming existing service gaps by developing new transportation solutions for seniors, veterans and persons with disabilities. The growth in the west valley results in increasing numbers of people who will need transit services, not only for medical care, but also for other necessities of everyday living such as shopping and social activities. We invite you to join us as we meet those needs.

Our vision is to have accessible, adequate transportation resources in the west valley to increase the quality of life among the residents we serve. Rides provided by NVC enable seniors and persons with disabilities to remain independent in their own homes, which is where people want to live.

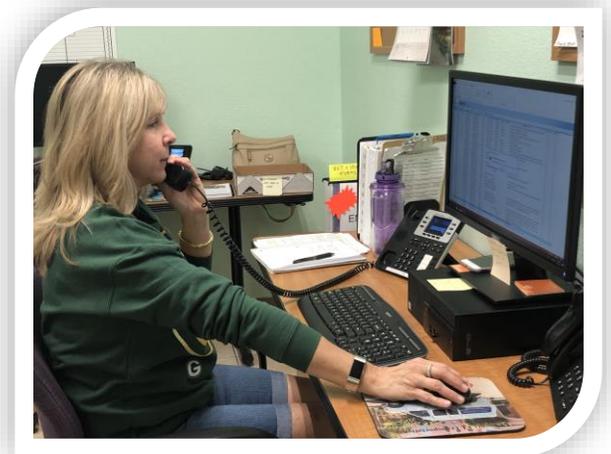
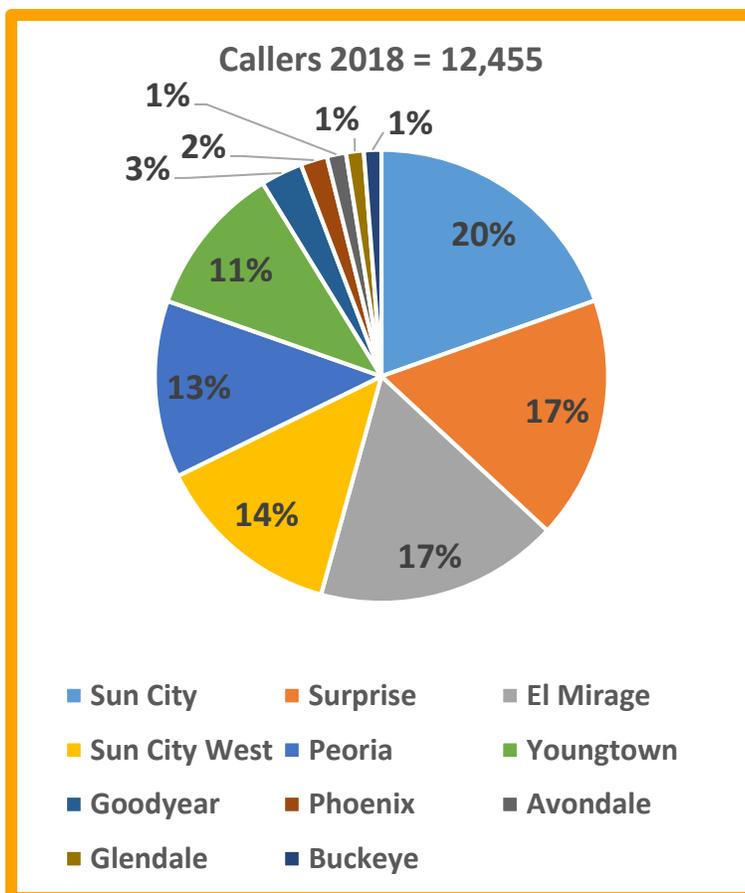
Most of us do not anticipate the time when we will need transit services. We jump in our cars to go when and where we want. But the time may come when, because of accident or illness or a decline in driving skills, we find ourselves, sometime urgently and unexpectedly, needing to rely on someone else to drive.

Northwest Valley Connect is funded by grants and donations. Please consider joining with us as a donor and as a volunteer. We sometimes are unable to provide requested rides because of lack of drivers. We also need help at the call center and in the office. We rely on your time and donations to continue to run our program. Your commitment to making this happen is critical to our success.

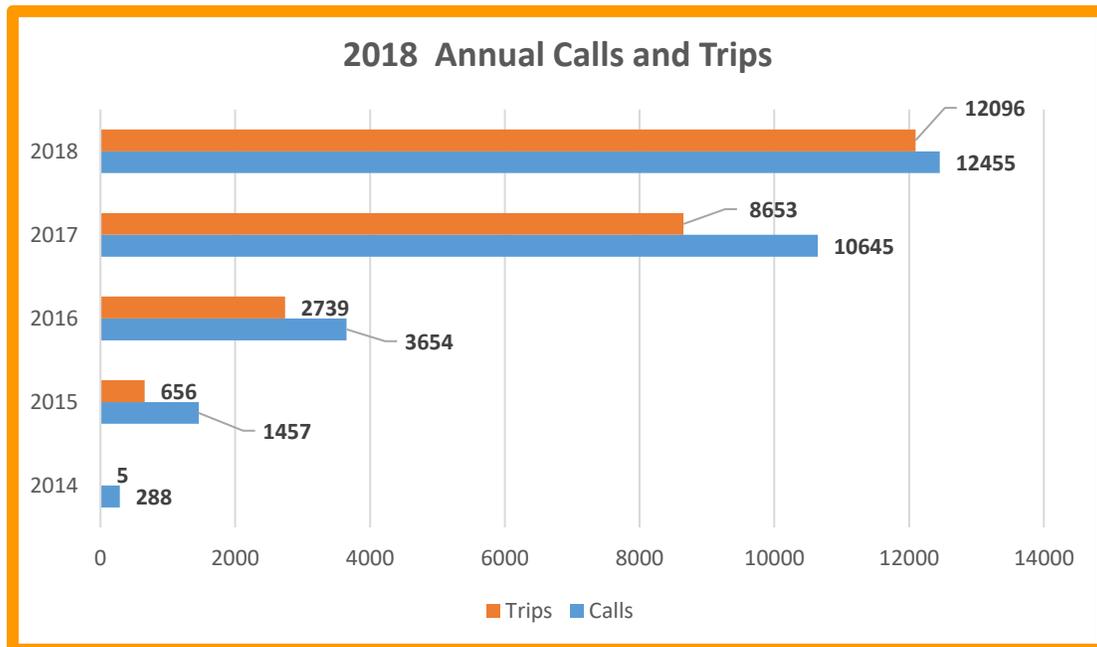
Thank you for your support,  
Bonnie Boyce-Wilson, Board Chair

## Operating Highlights

*Our growth from 2017 to 2018 is 14%.*



NVC Mobility Center is set up for 4 mobility operators equipped with a call database to log calls and a list of 80 transit resources to refer riders to.



NVC has 2 accessible vehicles, a 12 passenger Group Trip van and a minivan. Our 50 volunteer drivers drive their own vehicles or one of NVC's vehicles to ensure safe, friendly, timely rides to medical appointments (i.e. dialysis, cancer treatments, doctors' appointments), shopping, errands (i.e. banks, social security office, and pharmacy) and social trips.

#### Testimonial:

Angelo C - rider since 2017

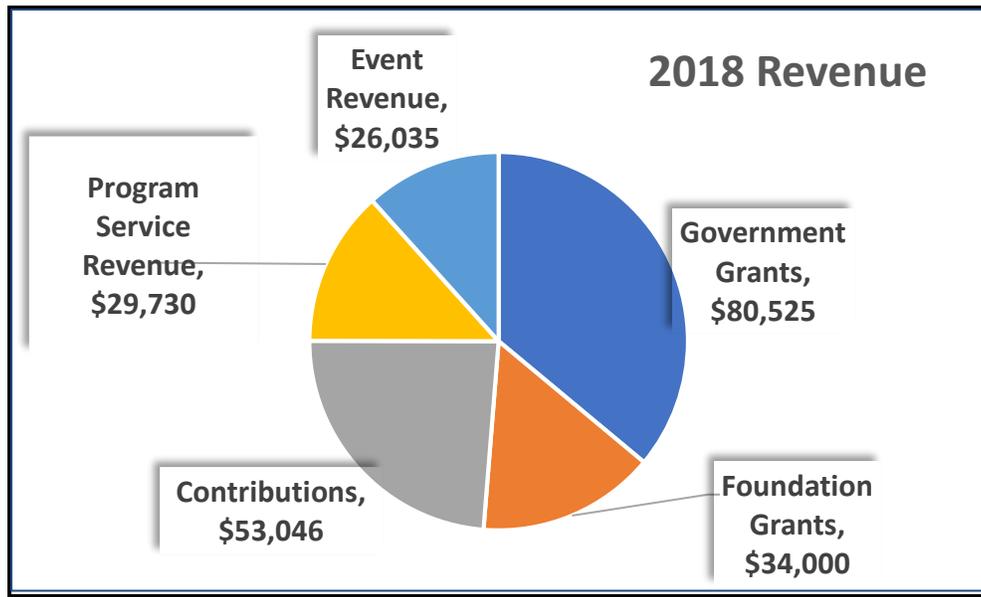
I live alone and can no longer drive. NVC takes me where I need to go for groceries, medical appointments, even the UPS store and the clothing store. I can stay in my own home because of Northwest Valley Connect.

Rich G - Driver since 2015

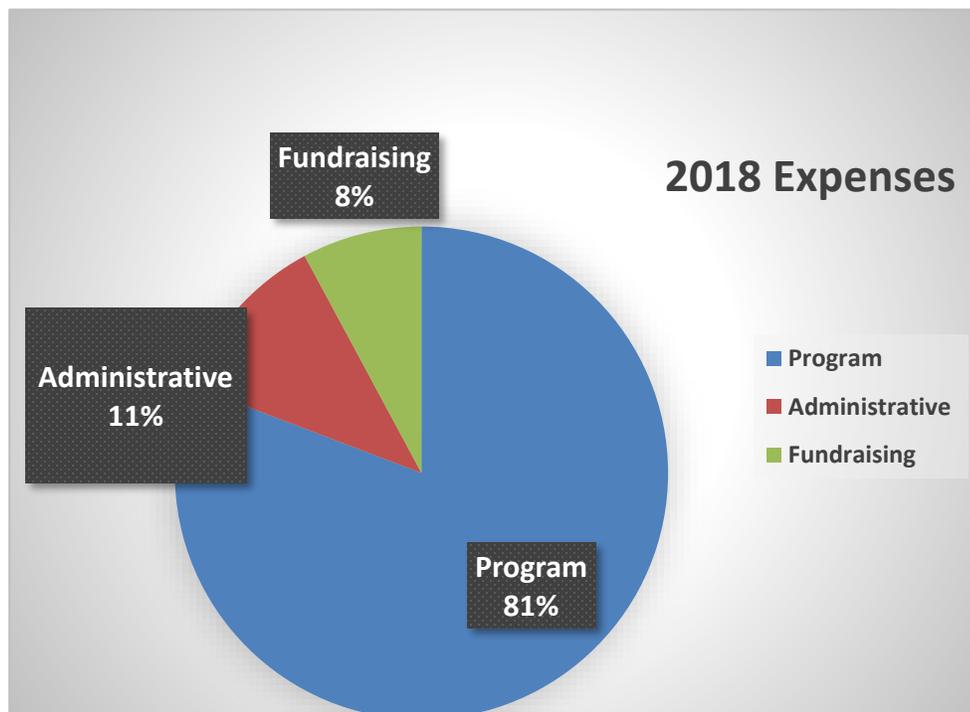
I enjoy my job because of the people that I pick up, they are great. I enjoy helping others who need help and hope someone will help me when I need it. I tell them I am Rich with no money which always makes them smile. Their appreciation means a lot to me! Everyone loves our service, and everyone here is so nice. So glad to be part of the family here at NVC.



## FINANCIAL SUMMARY



*81% of total expenses are Program expenses*



## Dear Volunteers:

We at Northwest Valley Connect applaud and give a big thank you for your time and support that made 2018 services provided and event participation OVER THE TOP.

As a result of volunteer efforts Northwest Valley Connect is a growing transit organization in the west valley communities servicing your family members, neighbors and friends. We have an array of services that offer hands on solutions for a population on-the-go who are experiencing transportation stumbling blocks. We work together. We talk to people. We assist individuals 65 years plus, those with disabilities and veterans to connect with resources. Northwest Valley Connect volunteers get people to destinations easily and efficiently. This year we began a partnership with Arizona Coalition of Military Families to better provide services for an extended community.

The recognition for the gift of mobility that a volunteer gives free from the heart goes beyond words, while Northwest Valley Connect, residents, and communities hold volunteers with high esteem.

We are looking forward to a continued relationship as we approach our next year. Please review website information regarding volunteer opportunities and share with those you know. Contact Trudy Ware: Volunteer and Development Manager, 623-282-9304 or apply online at [northwestvalleyconnect.org](http://northwestvalleyconnect.org)

### Testimonials:

*Mary R -Rider since 2017*

*My husband and two sons died within six months of each other, leaving me without transportation. I heard about your services while at the beauty shop. You took me to the grocery store and beauty shop every week until my third son came from out of state to live with me and care for me. Your services were such a blessing.*



*Sally S –pictured here- rider since 2015*

*My life wouldn't be worth beans without Northwest Valley Connect. They have opened the world to me. I can go places and do things I could not otherwise do. Everyone is so kind.*



## Thank you to our 2018 over \$1000 supporters:

- Sun City West Foundation
- Sun Health
- The Kellam Foundation
- Ron & Peggy Guziak
- West Valley Lutheran Thrift Shop
- Jennifer & John Drago
- Sharon & Ken Hettick
- Kathryn & Mark Chandler
- Bonnie & David Wilson
- Julie and Jeff Partridge
- Anne C. White
- American Lutheran Church
- Gray Family Enterprises, LLC
- John F Long Foundation
- Sundial Men's Club

**Northwest Valley Connect (NVC)** is a nonprofit transportation coordination service for residents of the west region of the Phoenix metropolitan area. NVC aims to educate the population it serves on existing transportation resources as well as provide new senior transportation options to service unmet needs. NVC is not only meeting a demand, but it is an essential ingredient to ensure citizens of the West Valley are able to maintain a vibrant and independent quality of life.

**You can make a difference in the lives of your neighbors with an Arizona Tax Credit donation to Northwest Valley Connect.** The Arizona Charitable Tax Credit provides a dollar-for-dollar credit to your AZ Tax Bill. Individuals can donate up to \$400 and couples filing jointly can donate up to \$800.

**Northwest Valley Connect is a Qualified Charitable Organization for Your Arizona Charitable Tax Credit.** Northwest Valley Connect will use your gift to underwrite transportation services for older adults, adults with disabilities, and veterans who are no longer able to drive and who rely on our community's collective generosity.