

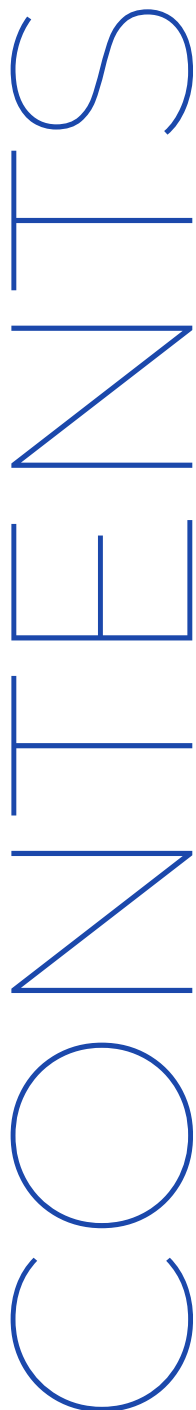
ANNUAL IMPACT REPORT



2025

WWW.ITNAMERICA.ORG

TABLE OF CONTENTS



Board Chair & CEO Letter	02
Technology	03-04
Education	05
America's Volunteer Driver Center	06
Transportation Services	07-09
Rides In Sight	10
Annual Meetings & Events	11
Research	12
Customer Satisfaction Survey	13
Volunteer Satisfaction Survey	14
Financial Summary	15
Special Thanks	16

LETTER FROM THE BOARD CHAIR & THE CEO

Thirty years—2025 was ITNAmerica's 30th anniversary. It has been a time to celebrate, to look back, and to thank the people, donors, policy makers, transportation providers and especially the volunteers who have helped us to build this national organization.


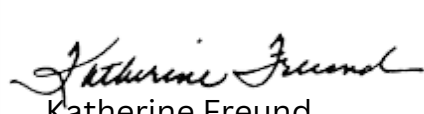
What started as one volunteer transportation program in Portland, Maine, in 1995 is now a national network supporting more than 100 nonprofit transportation programs with world-class technology, training systems, philanthropic support for healthcare rides, policy analysis and volunteer recruitment. ITNAmerica's signature public education program, Rides in Sight, broke all previous service records this year, helping more than 90,000 people from 47 states find local transportation options to suit their special needs.

This year in research, with support from the CareQuest Institute, ITNAmerica migrated 1.6 million rides to a single database and analyzed 178 fields of data to design a longitudinal research plan to study nonprofit, volunteer transportation over time. With support from the Next50 Foundation, the technology department built the Age Friendly Services module for the ITNRides technology platform to track rides for services like snow shoveling, repairs and food delivery to help older adults age comfortably in their own homes. The Consumer Technology Association Foundation again co-hosted ITNAmerica's Philanthropic Collaborative, bringing together a national audience for a virtual event on the connection between transportation and access to healthcare. ITNAmerica's newest program, America's Volunteer Driver Center, began recruiting nonprofit transportation providers to match with the 150,000 volunteer drivers ITNAmerica aims to recruit through a national public information campaign to help meet the demand for rides that grows steadily as our population ages.

ITNAmerica is grateful to longtime supporters Esri and Regeneron Pharmaceuticals who again stepped forward in 2025 to help with this work, and to Maine Senators Susan Collins and Angus King for the Congressionally Directed Spending Grants that have funded the planning for America's Volunteer Driver Center. The ITNAmerica Board of Directors this year welcomes Alain Kornhauser of Princeton University and Bob Blancato of Mets, Blancato and Associates to our Council of Advisors, and extends heartfelt thanks to Bill Turenne and Dave Melton for 18 and 10 years of service, respectively, on the Board of Directors, as they both move to the Council of Advisors.

ITNAmerica relies upon generous support from all three sectors of the economy—business, philanthropy and government. This diversified base of support positions us well as we look to the horizon. We are stronger than ever, and can feel incredibly optimistic about the future.

We wish you good health and good fortune in the year ahead,

	
Ann Dellinger	Katherine Freund
Board Chair	President & CEO



EDUCATION

Education at ITNAmerica takes many forms. One-on-one and online training and resources support groups launching transportation services, while consulting and guidance help network members improve sustainability. Online courses are available to staff, volunteers, and riders at transportation programs.

The training department develops and updates materials to meet the evolving needs of network programs. ITNAmerica experts also lead webinars and public presentations.

This year, ITNAmerica rebuilt the online learning system, Community in the Cloud, to more effectively integrate support and training with the ITNRides operations software. The updated platform organizes materials and courses into structured curricula, enabling users to pinpoint the exact training in real time. The new site, launching in early 2026, will also feature resources and a portal for local businesses and healthcare providers interested in supporting community transportation solutions.

AMERICA'S VOLUNTEER DRIVER CENTER



In 2025, America's Volunteer Driver Center (AVDC) advanced an effort to recruit 150,000 volunteer drivers through a national public information campaign. AVDC supports nonprofit transportation providers that help older adults and people with mobility challenges remain connected to healthcare, community resources, and community life.

This year, ITNAmerica completed and launched the AVDC website, with support from the Next50 Foundation, including portals designed for both nonprofit transportation providers and volunteer drivers. The new platform strengthens transportation providers' recruitment efforts and facilitates introductions to volunteer drivers recruited through the national public information campaign. AVDC staff incorporated provider input and conducted volunteer user testing throughout the year to support a seamless experience.

ITNAmerica strengthened its collaborative approach by engaging two coordinated stakeholder groups to guide both strategy and implementation. One group, the Leadership Roundtable, serves as the strategic advisory body and comprises leaders from business, government at all levels, and philanthropy. Members provided insight into nationwide campaign execution and message dissemination that leverages both national influence and strong grassroots engagement.

The second group, the Advisory Council, serves as the tactical body and comprises knowledgeable stakeholders from the transportation frontier, including nonprofit transportation providers, volunteers, mobility professionals, and community experts. The Council helped identify effective pathways to recruit organizations, strengthen onboarding processes, and shape communications tools to support the provider experience.

AVDC staff expanded engagement with transportation providers across the country by offering onboarding assistance, communications tools, and technical support to build volunteer recruitment capacity. Transportation providers will receive national visibility through a unified platform designed to activate and sustain volunteer driver programs. AVDC also made significant progress planning the national public information campaign. Staff met with subject matter experts and interviewed prospective marketing firms to inform campaign direction and strategy. AVDC also completed a creative brief that identifies target audiences, refined messaging, and defined expectations for creative execution. This groundwork positions ITNAmerica to successfully partner with professional communications firms to launch a visible national effort.

Priorities in 2026 include expanding the number of nonprofit transportation providers participating, growing the volunteer recruitment pipeline, and launching the initial phases of the national public information campaign. ITNAmerica will continue engaging national and local leaders to promote safe, sustainable transportation that supports healthy aging and community connection.



TRANSPORTATION SERVICES

The ITNAmerica Transportation Services network includes ITN Affiliates, ITNCountry communities and the Trusted Transportation Partners (TTPs).

ITN Affiliates

The ITNAmerica affiliate network continues to demonstrate the value of ITN services in their communities, reflected in consistently high customer and volunteer satisfaction ratings. This year, two affiliates celebrated major milestones: ITNCentralOklahoma marked its 10th anniversary, and ITNPortland celebrated 30 years of service. Additional highlights include ITNMontereyCounty’s significant growth—providing more than 1,000 rides per month since May, ITNBluegrass earning Dementia Friendly Certification, and ITNGateway expanding its annual Top Golf tournament to welcome more than 200 participants.



TRANSPORTATION SERVICES



ITN*Country* transportation providers offer community-based programs using volunteer drivers. These services benefit from full access to ITN*America*'s programs, technology, and support while maintaining their unique identities and local guidelines.

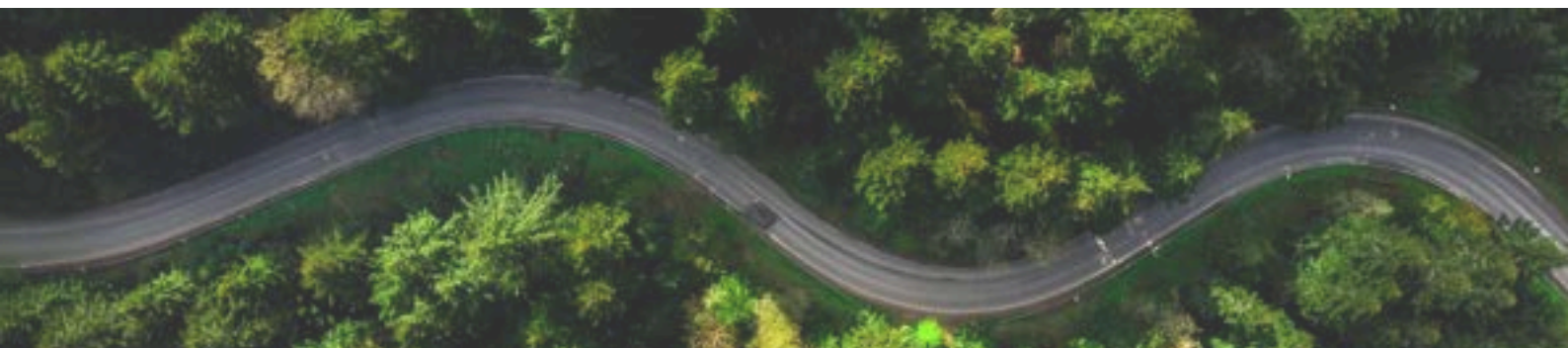
This year, ITN*America* partnered with the Health Foundation of Western and Central New York to launch the Accelerate Community Transportation Program (ACT). ACT aims to expand transportation options and improve access to healthcare across the foundation's 16-county service area. The following organizations are participating by launching or growing transportation services:

- Madison County Rural Health Council
- Orleans County Office on Aging
- New Neighbors Program, St. Luke's Episcopal Church
- King Urban Life Center
- Cortland County Community Action Program
- Love Inc., Transportation Ministry
- Compeer Buffalo

In addition to these New York communities, ITN*America* welcomed to the ITN*Country* network:

- Around the Way Transportation – Sarasota, FL
- Buffalo Community Center – Buffalo, MN

ITN*Country* communities have provided more than 60,000 rides to older adults and people with mobility challenges in some of the nation's most underserved rural areas. With this success, the future looks promising for continued improvements in mobility and national network growth.



TRANSPORTATION SERVICES



Free & Discounted Eye Care Rides

ITNAmerica's national network of nonprofit transportation providers includes 8 ITN Affiliates, 25 ITNCountry communities, and 70 Trusted Transportation Providers (TTPs). Together, these nonprofit community transportation providers delivered 20,469 free or subsidized rides to medical eye care appointments during the past 12 months. These rides ensure access to healthcare while reducing the caregiving burden on families.

20,469

Free or subsidized rides.

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“I have serious eye issues and medical help would be out of reach for me without ITN. I can still see clearly because of this service. Words are useless and not needed to describe the impact vision means to any person.” - ITN Rider

2024 Customer Satisfaction Survey

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Rides in Sight

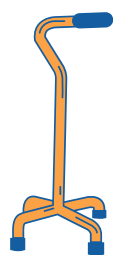
Rides in Sight (RIS) is also ITNAmerica's searchable online database for information on all transportation services for older adults and people with mobility challenges in the US. It is available to the public at www.ridesinsight.org. There is also a toll-free hotline available to help people who prefer telephone support (855-60-RIDES) or are unable to search the database.

Helped more than 90,000 people find local transportation options



Assisted callers from 47 States:

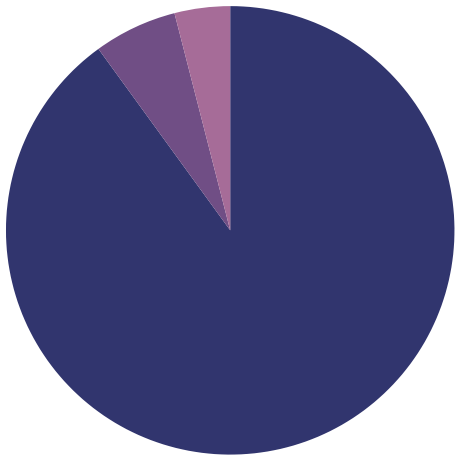
- California
 - Texas
 - Tennessee
 - New York
 - Florida
- Top 5 states for call volume



30% of callers use a mobility device

Categories of Callers

Calling for friend or family
6%



Calling for self
90%

9% of callers reported a visual impairment



ANNUAL MEETINGS & EVENTS



ITNAmerica's 30th Anniversary Celebration

ITNAmerica marked our 30th anniversary with a gathering at Grace in Portland, bringing together supporters and community members to celebrate the achievements of the last 30 years, reflect on the organization's history, and look forward to the future. The founder, a long-term rider, a volunteer driver, and several others offered moving remarks and congratulations. The event also served as an important fundraiser to support ongoing national work.

ITNAmerica's 18th Annual Meeting

The 2025 Annual Meeting convened ITNAmerica staff, board members, network communities, and national speakers in Maine for collaboration and strategic planning. Participants shared updates across technology, research, programs, and volunteer recruitment to strengthen alignment for the year ahead. One presentation highlighted a creative fundraising event that strengthened community engagement, another showcased an anniversary celebration luncheon that successfully served as a major fundraiser, and a third explored how vehicle donations can provide a meaningful source of support for transportation programs.

Annual Philanthropic Collaborative

The 2025 Philanthropic Collaborative was a virtual event, convening stakeholders from all sectors of the economy, exploring strategies to expand healthcare access for underserved communities. Co-hosted with the Consumer Technology Association Foundation, it featured leaders from the Next50 Foundation, the Health Foundation for Western & Central New York, and the CareQuest Institute, who shared insights on transportation, health equity, and community partnerships.

RESEARCH



The Research Department continues to evolve from ITNAmerica's quiet backbone into an analytic engine, turning three decades of mobility data into a living laboratory for understanding how transportation supports health, independence, and equity. Building on the near 1.7 million-rides and 178-field ITNRides database, new collaborations and modeling tools now help to drive forward ITNAmerica's mission. The Research Department does this work in parallel with leveraging data internally to understand the needs of ITNAmerica's stakeholders, riders, volunteers, transportation providers, and community organizations that rely on the transportation services in the national network.

Every person who rides with ITN affiliates and ITNCountry communities, and every volunteer driver who provides rides, signs an informed consent acknowledging that their anonymized ride data may be used for research. Maintaining strict confidentiality, ITNAmerica has built the largest and most detailed mobility database of its kind, used by the Centers for Disease Control and Prevention and other research partners to study mobility among older adults and people with disabilities. ITNAmerica's research contributions remain increasingly vital to understanding how transportation influences aging and wellbeing.

Along with annual customer and volunteer satisfaction surveys, ITNAmerica's Research Department now leads applied research initiatives supported by national foundations, advancing understanding of how transportation systems affect access, engagement and equity for underserved populations. In 2025, ITNAmerica's research focus has seen initial expansion through funding from the CareQuest Institute, connecting transportation patterns with the social determinants of health, particularly access to oral healthcare. With the ITNRides system now migrated to a Salesforce-based platform, multi-year data are integrated with demographic, volunteer, and health access indicators to support longitudinal analyses with CareQuest and beyond. In addition to this, the Research Department has developed a plan for a 24-month, multi-state cohort design following older adults through their driving transition journeys to identify predictors of transition from the driver's seat to the passenger seat. This work builds on ITNAmerica generating one of the first sustained mobility-transition datasets in the U.S.

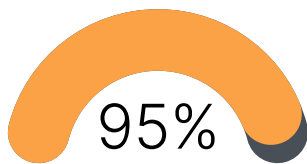
Together, these efforts reflect ITNAmerica's commitment to understanding mobility not only as access, but as connection. To more directly understand this connection, the Research Department plans to examine how ride access shapes isolation, belonging, and community participation. A 12-month longitudinal study of Transportation for Connection plans research to link ride frequency and type (e.g., consumer, medical) with validated measures of loneliness and social connectedness, to demonstrate the hypothesis that consistent access to rides reduces isolation and supports well-being.

While many of ITNAmerica’s research directions focus on mobility’s effects on health and connection, other initiatives are designed to inform the policies that make mobility possible. The Driving Differently study is designed to examine the safety and motivations of volunteer drivers, combining administrative and survey data to provide an empirical foundation for insurance and regulatory standards that reflect their true risk profile. ITNAmerica’s research reaches beyond merely understanding outcomes, aiming to actively shape the policy environment needed to sustain safe, community-based transportation for older adults.

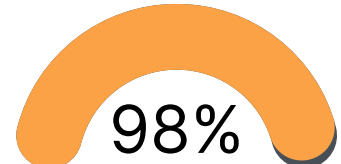
CUSTOMER SATISFACTION SURVEY

Results from the 2023 survey of ITN riders

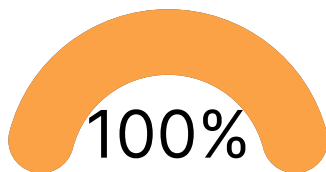
95% of riders rated their experience with the service as "excellent" or "very good."



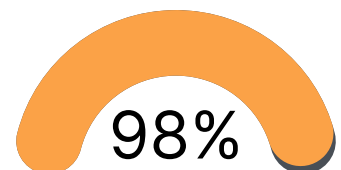
More than 98% of customers said that using ITN has made life easier.



98% of riders always felt safe riding with ITN.



More than 98% of riders said they were always or often dropped off on time.



Respondents:

- 84% female
- 38% over the age of 85 (mean age- 79.6)
- 31% household income of less than \$25k
- 53% currently have a drivers license
- 29% currently drive
- 38% own a vehicle

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“I want you all to know how much I appreciate each one of you...employees and volunteers. You get me through so much. I have come far with your help.” – ITN Rider

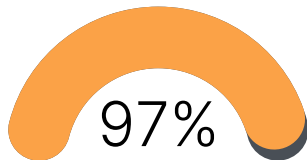
2024 Customer Satisfaction Survey

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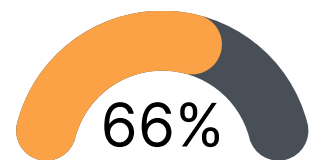
VOLUNTEER SATISFACTION SURVEY

Results from the 2023 survey of ITN volunteers

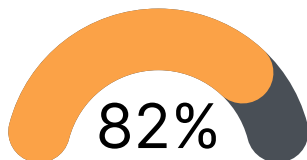
97% of drivers rated their experience with the service as "excellent" or "very good."



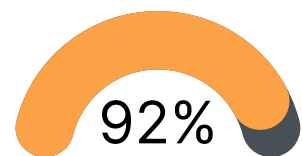
66% of respondents indicated that volunteering impacted their quality of life either moderately, quite a bit, or extremely.



82% volunteered to help older people, showing commitment to ITN's mission.



92% were satisfied with their ride scheduling process. 100% felt well-supported by dispatchers, with a return to pre-pandemic satisfaction levels.



Drivers:

- Gender: 53% Female, 47% Male
- Age: 45% are aged 65-74, 30% are aged 75 or older
- Income: 67% have a household income of \$100,000 or more
- Education: 83% hold a Bachelor's degree or higher
- Employment: 81% are retired
- Years of Service: 59% have volunteered for two or more years
- Frequency: 83% volunteer at least once a week

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“Driving for ITN gives me a sense of purpose and I feel good about knowing that I have helped others on the days I volunteer.” – ITN Volunteer

2024 Volunteer Satisfaction Survey

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FINANCIAL REVIEW

Fiscal Year 7/1/2024 to 6/30/2025

CURRENT ASSETS

Cash & Equivalents	\$614,409
Fixed Assets	\$846,692
Total Assets	\$1,461,101

LIABILITIES AND NET ASSETS

Liabilities	\$755,005
Net Assets - Unrestricted	\$676,096
Net Assets - Restricted	\$30,000
Total Liabilities & Net Assets	\$1,461,101

REVENUE AND SUPPORT

Contributions and Grants	\$1,800,258
Affiliate and ITN <i>Country</i> Fees	\$113,728
Total Revenue & Support	\$1,913,986

EXPENSES

Program Services & Development	\$1,620,017
Management & General	\$34,178
Technology Maintenance & Development	\$242,943
Total Expenses	\$1,897,138

Annual Change in Net Assets \$16,848



Special Thanks

ITNAmerica attracts support from a diverse mix of philanthropy, business, government, and private donors. This balanced approach strengthens long-term sustainability and enables strategic growth across all programs.

In 2025, Development helped advance major technology improvements, including upgrades to ITNRides, the America's Volunteer Driver Center platform, and new websites for ITNAmerica, AVDC, and Affiliates. Development also supported the relaunch of ITNAmerica's Research program, reinforcing a commitment to data-driven innovation and national leadership in mobility solutions.

ITNAmerica extends heartfelt thanks to the donors, Board of Directors, Council of Advisors, staff, supporters, the Leadership Roundtable, and the Advisory Council for America's Volunteer Driver Center.

ITNAmerica's supporters include:

U.S. Senator Susan Collins
U.S. Senator Angus King
Benchmark Realty
CareQuest Institute
Centers for Disease Control and Prevention
Consumer Technology Association Foundation
CVS Health
Esri
Federal Transit Administration
Google
Harry and Jeanette Weinberg Foundation
Humana Inc.
John A. Hartford Foundation
Maine Community Foundation
MaineHealth
Next50 Foundation
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