



A Nonprofit Charity - Est. 1979
**Easy
Lift**
Transportation

COMMUNITY REPORT 2016

**Serving our
community
at every
stage of life**



Easy Lift Transportation
53 Cass Place, Suite D
Santa Barbara, CA 93117
easylift.org | 805.681.1181

Board of Directors

Eric Miller, *President*

Reverse Mortgage Advisor,
American Advisors Group

Dave Johnson, *Treasurer*

Retired, City of Santa Barbara
Public Works Director

Karen Johnson, *Secretary*

Active Passenger, Advocate
for Disabled Individuals

Matt Dentinger, *Member*

Attorney, Yardi

Bob Gray, *Member*

Retired, Santa Barbara School District

Mac Johnson, *Member*

Owner, Home Instead Senior Care

Craig McClellan, *Member*

Remote Engineer, CIO Solutions

Roy McLaughlin, *Member*

Manager & Treasurer, Santa Barbara
Teachers Federal Credit Union

*Many thanks to Jerry Newton, who
has recently retired from the board.*



Wow! What a year. So much progress and still so much to be accomplished.

Your financial support and encouragement have in equal parts inspired Easy Lift to new heights regarding an internal level of expectation, and premier service for our passengers. Never before in my 23 years with this organization have I felt so confident and proud of the services we provide now EVERY day of the year.

Easy Lift is here for this community. We reach and partner with a great multitude of nonprofit programs and services and provide access to those who would otherwise be isolated in their homes. Easy Lift

cultivates independence and assures quality of life. So many more of our community members rely on our Dial-A-Ride service to access health care services and prescriptions than ever before. Demand for our services exceeds capacity by a double digit percent every year. THAT is what keeps us up at night. We are determined to declare that we serve every ride request made to us.

Last year, we focused on strengthening our infrastructure. We sought support to attain the best available technology and equipment in order to provide a premier experience for each passenger. We have achieved our goal. This year, we intend to add more service hours on the road to ensure our transit-needy frail seniors and people living with severe disabilities have a chance to be healthy and independent.

So, once again, THANK YOU for all of your support.

Ernesto Paredes, Executive Director



age **12**
*Juan Jose
Morales Fonseca*

Juan Jose is a bright 12 year old at Santa Barbara Junior High. He is currently undergoing his second radiation treatment from the Santa Barbara Cancer Center while maintaining a regular pre-teen lifestyle. When speaking to his mother, she stated "Easy Lift has been a great help. I do not drive so I found it impossible to take him to his treatment and then get him to school on time. I don't know what I would do without them".

Core Programs

DAR

Dial-A-Ride began in 1979 as a project of the local Easter Seals and is Easy Lift's most commonly known service. This service caters to individuals who physically or cognitively are unable to ride the Metropolitan Transit District (MTD). Registered passengers are able to travel through south Santa Barbara County from Goleta to Carpinteria while only paying \$3.50 for each one way ride.

NEAT

Non-Emergency Accessible Transportation is a partnership with CenCal Health and is designed to provide free transportation for urgently needed medical appointments such as dialysis and cancer treatments. Passengers must be eligible for CenCal Health and provide valid documentation from primary doctors.



Cristal Leon, Driver

Cristal is a sassy, over the top, amazing human being.

She always goes above and beyond the call of duty to ensure the safety and comfort of anyone who steps into her vehicle.



Other Services

- **DAR Direct**

In an effort to provide greater access to lifeline services for those who have no other transportation options, Easy Lift is proud to introduce a new pilot program for same day rides, Dial-A-Ride Direct. The program restricts eligible trips to individuals who find themselves in need of unforeseen same-day transportation to lifeline services such as medical appointments, prescription pickups and nutrition sites. Program is effective through May 31, 2017.

- **County Health Shuttle**

Funded by the County of Santa Barbara, this special service provides access to vital healthcare services for Santa Barbara's homeless population. The shuttle runs Monday through Friday from 8:30am to 11:45am and makes stops at the Salvation Army, Faulding Hotel, Rescue Mission and Casa Esperanza delivering all the passengers to the county clinic and social services.

- **Emergency Evacuation & Preparedness**

During emergencies, Easy Lift provides transportation services on an as needed basis. Easy Lift is also a member of Santa Barbara County VOAD (Voluntary Organizations Active in Disasters), a group dedicated to improving outcomes for county residents affected by disasters.

- **Community Shuttle** Throughout the year, Easy Lift partners with different nonprofits to provide special shuttle runs for events across town. Some of this year's partnerships include the Special Olympics World Games, the Senior Expo, the Westside Community Center, the Dream Foundation, and the Music Academy of the West Rummage Sale.

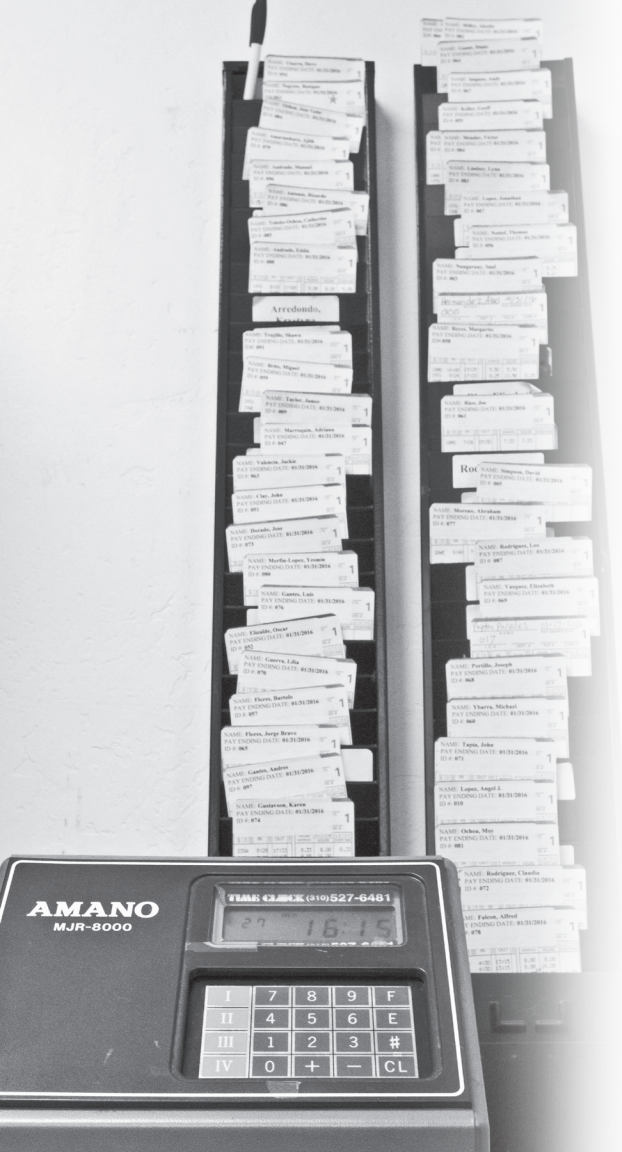
- **Loaner Vehicle Program** Nonprofit groups or government agencies can borrow Easy Lift vehicles to transport their clients once they have received driver training for their volunteers or staff.



David Smith

age
44

David joined the wonderful community of Hillside House at the age of 14 when his parents decided that was the best home for him. However, they've made sure to visit him every weekend since and have even got him a computer to skype with them every night! He shares that his favorite part of living at Hillside is the art classes where he gets to draw on canvases and hang them up. Besides art, he loves to be out in the community and says, "Easy Lift gets me where I need to go". You can find David on an Easy Lift van four times a week participating in social outings and church activities.



Operational Highlights

- Easy Lift partnered with local company, ClearPathGPS to install a GPS system which allows us to know where all of our vehicles are in real-time. This has helped us save money on fuel and operating expenses while delivering better customer service to our passengers.
- Two MV-1's were added to the fleet, bringing the total fleet number to 30. The MV-1 is the first and only vehicle on the market built from the ground up with wheelchair users in mind.
- New office space was acquired adjacent to existing offices in order to accommodate the growing call center demand.
- A partnership was established with the Santa Barbara International Film Festival to transport individuals from senior communities to free movie screenings.



CAT

Children's Accessible Transportation

provides free and low cost transportation to many youth and teen programs in our community. This allows child-serving organizations to maximize their dollars and provide multiple opportunities for their participants throughout the year.

Our licensed drivers and routinely maintained vehicles, provide us the ability to transport youth in a safe and competent manner.

Standing strong with our community partners, Easy Lift is committed to ensure transportation for generations to come.

Standing Strong for the future

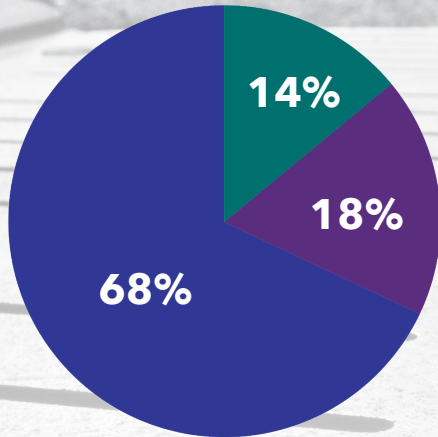


Women's Fund
OF SANTA BARBARA

A generous contribution by Women's Fund of Santa Barbara has enabled service expansion through 2017. If you or your organization would like to help sustain this program please contact our Development Department at 805.845.8963.

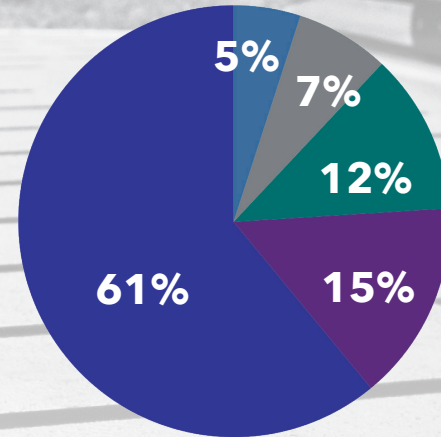
**Easy
Lift**
Transportation

Financials: Total Budget: 3,080,000



Revenue (Source)

State Transit Assistance:	14%
Local Government:	18%
Self-Generated Revenue (Grants, fees, fundraising, etc.):	68%



Expenses

Fundraising:	5%
Vehicle Insurance:	7%
Mgmt & General:	12%
Maintenance & Fuel:	15%
Route Operations:	61%

Future Goals

- New technology will alert passengers five minutes before the vehicle arrives and provide the convenience of scheduling and canceling trips from a smartphone.
- DAR Direct is set to continue through May 2017 in order to meet the demand for same day transportation. One full time driver will continue to work from 8:30am - 5:30pm Monday-Friday.
- Six wheelchair accessible vehicles will be replaced by the end of calendar year 2017.
- Seeking partnerships to implement a delivery service to seniors in need of prescription medication or nutritional food.

Christine Gibbons, Age 92

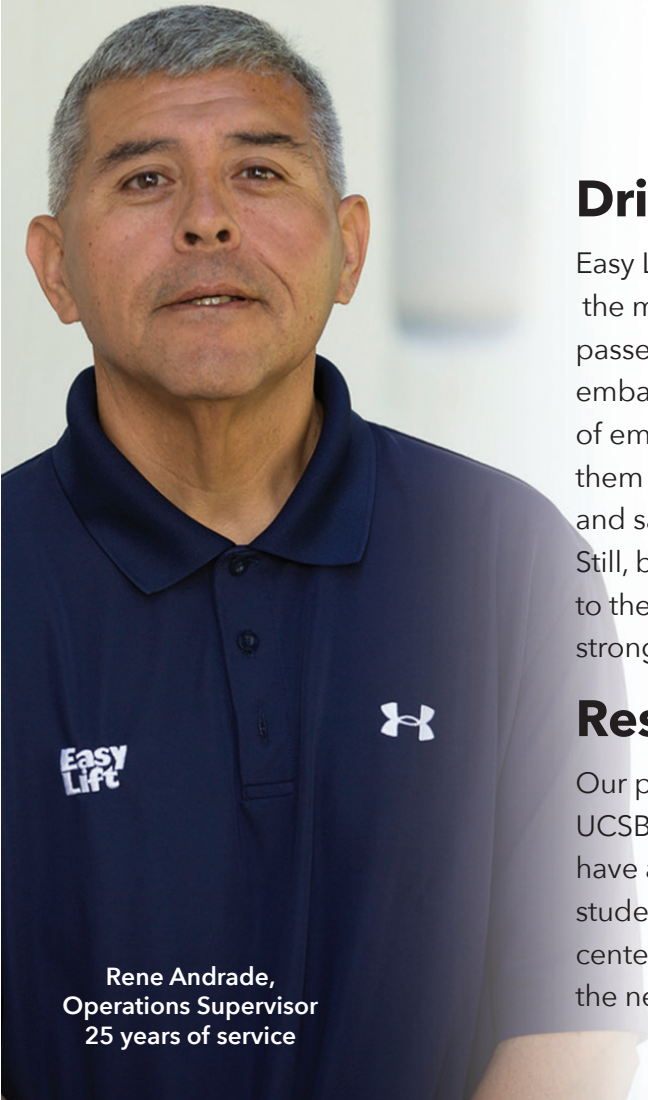
Born and raised in Santa Barbara, Christine spends her time at the Goleta Community Center where she loves to play Bingo. She says her favorite thing about Easy Lift is that it allows her to get out of the house and talk to people.





William Lynch ^{age} **70**

William Lynch was born in New York City, raised in New Jersey and has made Santa Barbara his home for the last 14 years. He arrived at Devereux shortly after his mother's passing and began to work at the Weisman building helping to keep the grounds clean. Shortly after, he moved to the group home where he currently lives and signed up with Easy Lift to get him to and from work every day. Aside from going to work, William uses Easy Lift to get to his favorite restaurant *Giovani's* and to church on Sundays.



Rene Andrade,
Operations Supervisor
25 years of service

Drivers

Easy Lift drivers are among the most beloved by our passengers. Every day, they embark on a roller coaster ride of emotions as every passenger brings with them a different story. Some full of pain and sadness while others radiant with joy. Still, both drivers and passengers can attest to the friendship that indubitably grows stronger the more they ride.

Reservationists

Our partnerships with the UCSB and Westmont Work Study Program have allowed us to employ many bright students over the years. As a result, our call center is constantly evolving to better serve the needs of our passengers.



Thank You!
**to our entire
staff who
always goes
above and
beyond
the job
description.**

Major Funding Partners

Ann Jackson Family Foundation
CenCal Health
Cottage Health System
Dreier Family Foundation
Herbert & Gertrude Latkin Charitable Foundation
Hutton Parker Foundation
Metropolitan Transit District (MTD)
Montecito Bank & Trust
Orfalea Foundation
Santa Barbara Artificial Kidney Center
Santa Barbara County Association of Governments
Santa Barbara County Human Services
The Dr. Hildegard H. Balin Charitable Trust
The Gila Fund
The June G. Outhwaite Charitable Trust
The Watling Foundation
Towbes Foundation
Venoco Community Partnership
Weingart Foundation
Women's Fund of Santa Barbara
Wood-Claeysens Foundation
Yardi

Adopt-A-Van Sponsors

Central Coast Home Health
Cottage Hospital
Help Unlimited
HUB International
Mission Home Health
Montecito Bank and Trust
Santa Barbara Airport
Visiting Nurse & Hospice Care
Zodo's Bowling and Beyond





Farewell to Nicole Campos

After working with Easy Lift for 8 years, Nicole leaves her position as Associate Director to embark on a new adventure at Pomona Valley Transit Authority. There she will serve as the Senior Program Manger overlooking a paratransit fleet of over 50. Her leadership and kind spirit will be greatly missed by her colleagues and peers.

Welcome to Kristina Lauterio

After working for one of the largest paratransit organizations in the southwestern United States, Valley Metro, Kristina realized her passion lay in helping people maximize their transit and lifestyle potential. She decided to continue to advance her career in the paratransit industry and relocated to Santa Barbara in August 2016.

Through her current role as Risk Management Supervisor, Kristina ensures Easy Lift is in compliance with all local and federal mandates, provides technological assistance to ensure smooth operations and oversees incentive programs for all employees. Kristina's radiant smile and "go getter" attitude has allowed her to fit right in with Easy Lift, we are very happy to welcome her to the team!





Leonardo Rodriguez

age

94

Leonardo Rodriguez, Driver

Leo has a contagious smile and is always willing to lend a helping hand. Here, he accompanies his grandfather, also a passenger, into the Friendship Center.

Originally from Zacatecas, Mexico, Leonardo found his way to California via the Brazero program of the 1940s. For the following 20 years, he would find himself as a seasonal worker making his way through many fields in particular those of broccoli and cauliflower. Mr. Rodriguez loved to work and when he retired from The Nugget Restaurant he found it hard to keep still so he traveled back and forth to Mexico picking up odd jobs along the way. Today, he enjoys the time he spends at the Friendship Center and relies on Easy Lift to get him there every morning.



Eric Miller, *President* (left)
Ernesto Paredes,
Executive Director (right)



Easy Lift
Transportation Inc.
Transportation Inc.

Looking towards the future ...

A Letter from our Board President

It has been a pleasure and privilege to serve on the Easy Lift board for the past 8 years and as President for the last two years.

As a board, it is our fiduciary responsibility to guide the organization to provide the best services possible for the betterment of our community. It is our mission to insure that access is available to all individuals in our community, whether young or old, temporary or long term.

The board is currently undergoing a strategic planning process to ensure that Easy Lift is engaging in best practices and maximizing all of the resources at hand. We look forward to another year of service and welcome our newest passengers and staff members.

A handwritten signature in black ink, which appears to read "Eric Miller".

Eric Miller, Board President

A Nonprofit Charity - Est. 1979

Easy Lift

Transportation

Easy Lift Transportation
53 Cass Place, Suite D
Santa Barbara, CA 93117

easylift.org

805.681.1181