

# 2024 Annual Report



SENIORS ASSISTED TRANSPORTATION

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# Our Mission

**Drive Happiness** enhances mobility and connects older adults to the resources needed to live and age well.



“This service is often the difference between life and death, **there are not many alternatives.**”

-Drive Happiness Partner

# Year in Review

## RIDE PROGRAM

The Drive Happiness Ride Program continues to be a lifeline for older adults, providing safe, affordable, and reliable transportation that fosters independence, reduces isolation, and ensures access to essential services. With the unwavering support of our dedicated volunteer drivers, we have enabled seniors to attend medical appointments, shop for groceries, and participate in community activities—helping them age well at home.

This year, our program has expanded its reach, serving more seniors in both urban and rural communities. We have strengthened partnerships with local organizations, ensuring that those most in need can access our services. As demand for transportation grows, Drive Happiness remains committed to providing cost-effective mobility solutions that enhance the well-being of seniors and their caregivers. **Together, we are driving change—one ride at a time.**



**879 Riders Added  
in 2024**



**75 Communities  
Served**



**16,227 One-way  
Rides Completed**



### Types of Rides in 2024:

- Medical: 9100
- Bank/Grocery: 1688
- Personal: 1730
- Friends/family: 1132
- Religious: 254
- Caregiving: 181

# Year in Review

## VOLUNTEER PROGRAM

At Drive Happiness, our volunteers are the driving force behind our success. Their dedication, compassion, and generosity enable us to provide life-changing transportation services to seniors in need. This year, our volunteer drivers collectively logged thousands of trips, ensuring older adults could access essential services, maintain social connections, and continue living independently.

Beyond transportation, our volunteers provide companionship, a friendly conversation, and a sense of security—turning every ride into a meaningful interaction. Their efforts not only reduce isolation for seniors but also contribute to **stronger, more connected communities.**



**166 Active Volunteers**



**73 New Volunteers**



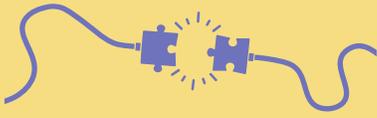
**20,242 Hours Donated!**



“Many clients say to me on the ride, ‘I don’t know what I’d do without you.’”

-Drive Happiness Volunteer

 **DRIVE  
HAPPINESS**  
SENIORS ASSISTED TRANSPORTATION  
**780-424-XXXX**  
*Become a Volunteer*  
drivehappiness.org



## Connection

For many seniors, transportation is more than just a ride—it's a bridge to connection, independence, and well-being. Drive Happiness plays a critical role in reducing social isolation by ensuring older adults can remain engaged in their communities. Without access to reliable transportation, many seniors face barriers to attending medical appointments, grocery shopping, and participating in social activities. This lack of mobility can lead to loneliness, declining mental and physical health, and a loss of independence. Through Drive Happiness, seniors not only regain their ability to move freely but also build meaningful relationships with our volunteer drivers, who often become trusted companions.



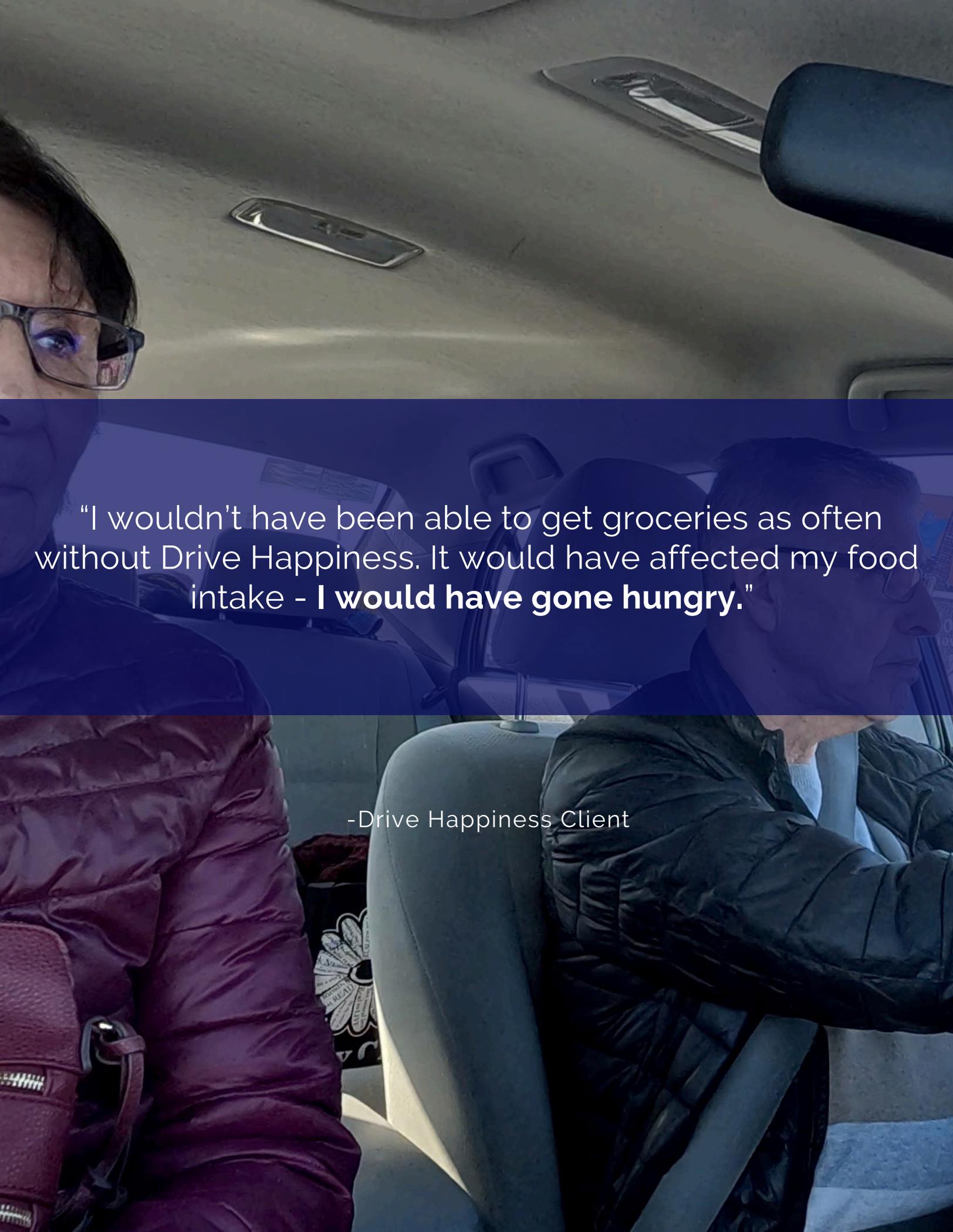
## Partnerships

Drive Happiness thrives on collaboration. Our ability to provide safe, affordable transportation for seniors is made possible through strong partnerships with community organizations, local businesses, and funders. By working with groups like ESCC, Sage, and AHS, we expand our reach and ensure seniors stay connected. Funding partners sustain our programs, while volunteer organizations help recruit the compassionate drivers who make our work possible. Together, we're building a future where no senior is left behind due to a lack of transportation. Thank you to our incredible partners—your support drives every ride, every connection, and every smile.



## Results

The connections and partnerships built through Drive Happiness create lasting change. Seniors experience greater independence, reduced isolation, and improved well-being. Families and caregivers find relief, knowing their loved ones have reliable transportation and social support. Our partnerships allow us to serve more seniors, expand into new communities, and keep our services affordable. Volunteer engagement grows, fostering a culture of compassion and civic responsibility. Together, we are not just providing rides—we are strengthening communities, empowering seniors, and ensuring that no one is left behind. This is the power of working together: a future where everyone has the freedom to stay connected.



“I wouldn't have been able to get groceries as often without Drive Happiness. It would have affected my food intake - **I would have gone hungry.**”

-Drive Happiness Client

# Funders:

## Rural Access to Transportation Expansion Project

Funded in part by the  
Government of Canada's  
Age Well at Home Initiative

Canada





“For some of us who live alone, it’s almost like a social event. The driver might be the only person I talk to for a few days. **You feel like you belong somewhere.**”

— Drive Happiness Client

# Partnership Spotlights



## Volunteer Airdrie

Drive Happiness has been working with Volunteer Airdrie since 2020 to help bring transportation solutions to older adults needing rides into Calgary for medical appointments. Nearly 2500 rides were provided to 81 individuals this year, with approximately 3360 hours volunteered.



## Lethbridge Senior Citizens Organization

Lethbridge Senior Citizens Organization (LSCO) has partnered with Drive Happiness since 2020 to help bring transportation solutions to older adults needing rides to access basic needs. In 2024, 14 Drive Happiness volunteers completed 391 rides (including 200 medical rides), for 38 seniors in and around Lethbridge!



## Edmonton Seniors Coordinating Council

The Edmonton Seniors Coordinating Council leads the Edmonton Seniors 55+ Social Prescribing Project, a collaborative project funded by the Government of Alberta and Healthy Aging Alberta (HAA). Drive Happiness is a project partner providing much-needed transportation connections needed to access basic needs. To learn more about social prescribing, see the 2024 overview on the next page.



# A PRESCRIPTION FOR CHANGE

## Edmonton Seniors 55+ Social Prescribing Program

The Social Prescribing collaborative includes multi-agency community partners to provide systems navigation services for older adults to link them into appropriate community resources.

The 55+ Social Prescribing Project is supported by the Edmonton Seniors Coordinating Council in partnership with SAGE Seniors Association, Jewish Family Services Edmonton, The Multicultural Health Brokers, Drive Happiness, Edmonton Meals on Wheels, and Caregivers Alberta. The program is funded by the Government of Alberta and Healthy Aging Alberta.

In 2024 Drive Happiness Provided:

**315** Program funded Rides  
for low-income seniors.

**94** Program Funded Annual  
Memberships for low-income  
seniors.

### WHAT IS SOCIAL PRESCRIBING?

Social prescribing is a holistic approach to healthcare that bridges the gap between medical and social care services. Through this approach, healthcare professionals refer patients to community-based programs to improve their health and enhance their quality of life.

Drive Happiness plays a significant role in supporting Social Prescribing by addressing one of the key barriers to accessing healthcare, social services, and community activities: transportation. For individuals who struggle with mobility or lack access to public transport, getting to healthcare appointments or community services can be a significant challenge. Drive Happiness provides a crucial service by offering Social Prescribing funded or low-cost rides, enabling older adults to attend appointments, grocery shop or participate in activities.



A woman in a black coat and a man in a black leather jacket are standing next to a red SUV. The man is pointing towards a sign on the car. The sign reads "DRIVE HAPPINESS", "TRANSPORTATION", "4-5438", "Volunteer!", and "piness.ca". The background shows a residential area with trees and houses under a cloudy sky.

“There is a great quality of life to be able to stay in your community where you have your friends and family connections and still be able to get to your medical appointments. **Being able to use Drive Happiness really enhances the quality of life.**”

-Drive Happiness Volunteer

# Esther Murphy Memorial Volunteer of the Year Award:

This award is in memory of our volunteer driver, Esther Murphy. Esther was a beloved advocate, board member and long-time volunteer with Drive Happiness. She was frequently requested on bookings and was highly regarded by other volunteer drivers, the staff, and the board. Esther passed away very suddenly. It was a shocking loss for so many, including her Drive Happiness family. A memorial award in her name is very fitting and something we know she would have been honoured by.

**The 2024 recipient of the Esther Murphy Memorial Volunteer of the Year Award is Ken!**

Ken has been a vital part of our team for over three years. One particular story from Ken's time volunteering with us involves regularly driving a rider to the Cross Cancer Clinic. Bonding over their shared interest in sports, especially hockey and football, they forged a genuine friendship. The rider also received amazing news of being cancer-free, and they continue to stay in touch to this day. Reflecting on his experience with Drive Happiness, Ken expresses how much more rewarding it has been than he initially imagined. He highlights the joy of seeing reserved riders gradually opening up during their rides, sharing stories and building connections.

Ken, your dedication and kindness as a volunteer driver are truly commendable. Thank you for being a part of Drive Happiness! Your efforts make a meaningful difference in the lives of those we serve.



# 2024 Financials

DRIVE HAPPINESS SENIORS ASSOCIATION  
Statement of Revenues and Expenditures  
For the Year Ended December 31, 2024

	2024	2023
<b>REVENUE</b>		
Grants	\$ 605,991	\$ 383,314
Ride ticket sales	131,362	115,152
Donations	54,101	39,193
Membership fees	29,954	24,650
Other sales	24,335	17,317
Program income	8,429	11,442
Interest	7,977	7,948
Special event	6,318	7,273
	<u>868,467</u>	<u>606,289</u>
<b>EXPENSES</b>		
Salaries and wages	510,400	441,494
Mileage and travel	139,196	95,978
Rent	38,126	37,758
Office	25,773	23,891
Advertising and promotion	12,149	14,774
Staff training and volunteer appreciation	11,692	8,354
Professional fees	9,800	8,400
Evaluations	9,683	11,700
Utilities	8,909	8,310
Delivery	8,817	10,960
Sub-contracts	7,149	1,900
Membership and licenses	7,007	6,360
Amortization of tangible capital assets	5,176	4,919
Special events	4,943	7,716
Interest and bank charges	2,150	1,540
Meals and entertainment	2,131	2,490
Insurance	1,571	1,370
Bad debts	-	125
	<u>804,672</u>	<u>688,039</u>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<u>\$ 63,795</u>	<u>\$ (81,750)</u>

# THANK YOU

## FOR ANOTHER GREAT YEAR!



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