

## Colleen Zelinski

We moved to Dubuque in 1979. My husband was with NICC for 29 years, and I worked with Cottingham and Butler for ten years and Kendall Hunt Publishing for 16. We are both retired. We have two children and one granddaughter.

I started volunteering with DuRide because it sounded like a good way to pay back and do something meaningful.

I volunteer because I think it's worthwhile. The people you give rides to are so appreciative and can't thank you enough.

I like setting my own schedule. I just let DuRide know when I will be gone, and they work around me. I want to be kept busy, but I need flexibility. I enjoy it very much.



# GET INVOLVED

## We need you!

Find out about volunteering for DuRide.

You will make a difference in the lives of so many wonderful people who need your help.

You will get more in return than what you give!

**www.duride.org**  
**or call**  
**563-451-4999**

RETURN SERVICE REQUESTED

2728 ASBURY ROAD, SUITE 330  
DUBUQUE, IA 52001



# DuRide



# DuRide

2728 Asbury Rd, Suite 330 Dubuque, IA 52001  
(563) 451-4999 www.duride.org

Dear Friends,

"Kindness is the golden chain by which society is bound together."

Dubuque is blessed in so many ways, and one of the most powerful blessings is our "social capital" - the shared energy and sum of good works and good people who are willing to help others.

Other communities have attempted to start programs similar to DuRide, with mixed results. As a matter of fact, AARP came to Dubuque to attempt to emulate what we do to share with other communities.

In my two years as executive director, I have been impressed with how important our work is for so many people, and how many people and businesses are willing to extend their enthusiastic and com- passionate support for DuRide.

Over 250 seniors count on DuRide for over 1,000 rides a month. Our volunteers get them to their medical appointments, shopping, social engagements, family, church, jobs, and countless other destinations.

We make a difference for so many people and make our members Golden Years as golden as they can be.

It is indeed true. Those who serve always benefit more than those who are served.

Sincerely,

Greg Orwoll  
Executive Director



P.S. Please join us, as a volunteer, a donor or a member. We're all in this together, and we need each other more than ever before.

Non-Profit Org.  
US Postage  
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Dubuque, Iowa  
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## Betty

I grew up the oldest of eight children. I married and had seven children. I had various jobs, but I really loved working for the mental health association. When I retired I moved into Applewood and I just love it here.



Two years ago I gave up my car, and DuRide has been a great experience. I have met so many great and kind people. They get me to church, to get groceries, to get to the doctor and even to a play or something. You make a reservation the day ahead, and they come to the door to pick you up and they take you home when you're done.

I wonder what I would do without DuRide. I like to make my own decisions and not depend on someone else. DuRide is available 7 days a week, any time, even holidays. They will take you whenever you need to go.

Others here use DuRide and once people start using it, they really like it.

## Jim Curoe

I was born and raised near Cascade on a farm. I married a Dubuque girl and have been in Dubuque for 52 years.

I started American Realty in 1972. Real estate is a people-to-people business, kind of like DuRide. I meet a lot of great people.

Greg spoke to the Rotary Club and told us about DuRide. He also mentioned that you didn't have to wait, you could just take them one way, drop them off and go. That suited me because I am still active at work.

The experience of being a volunteer has been fantastic. I have met some great people, and they certainly appreciate the ride.



Greg, Joyce and Marylou do a great job in the administration and setting up the appointments, but I think more volunteers would help them a lot. I certainly tell my friends that they should volunteer.

## The Organization

DuRide was founded to address the need for door to door transportation for those ages 65 and over who cannot drive and who lack access to reliable and affordable transportation.

Without transportation, people are locked into their homes, and locked away from the community and out of life. Transportation is a key to the quality of life in a community.

DuRide has now provided nearly 60,000 rides since the beginning, including over 12,000 this year alone.

DuRide is a non-profit organization that is funded in various ways. The City of Dubuque lends support, and members pay an annual membership fee of \$45 and \$4 per ride, which covers a little more than 1/3 of the cost to operate. The rest comes from business gifts and grants and individual contributions. All gifts to DuRide are tax-deductible.

**OF EVERY  
\$10  
DURIDE NEEDS  
TO OPERATE:**

**\$1.50 from  
private grants**

**\$1.60 from the  
City of Dubuque**

**\$3.80 from  
membership  
and ride fees**

**\$3.10  
must come  
from donors  
like you**



Our 50,000th ride, February 2015

*Dear DuRide,  
We want to thank you so much for taking care of mom this week. She said she felt so secure in her travels. A lady who was a nurse drove her home, and looked out for her. We are so grateful for your service.*

*Bless you all!*

## Sue Balsamo, DuRide Founder

In 2006, we formed a steering committee, which became our first board of directors. We didn't know what we were doing, but felt there was a need. The City of Dubuque agreed and got behind it and off we went.

I've always been a driver and I even gave the first ride. I was able to do both my job and DuRide but, it grew to a point where we needed more than part-time leadership. Thank goodness we found Greg.

I try to do at least seven rides a week. It's so interesting to meet these wonderful people. They have such stories to tell.

DuRide is still a little bit of a secret, and our challenge is to keep up with demand. The more drivers we have the more people we can serve. You have to have good people who understand the members and their needs.

We keep costs low so seniors can use us whenever they need to.



## Marianne and Howard

*Marianne:* I am 85 years old, born and raised in Colorado. I married Howard around 30 years old, and we moved a lot. We now live in Dubuque.

*Howard:* We've lived in six different states. Marianne was an occupational therapist and I was a licensed psychologist. We moved to Dubuque when I became administrator of Mercy's mental health center. I retired about 22 years ago. I used to be active, but now everything is in slow motion.

*Marianne:* If we didn't have DuRide, it would be very hard for us to go shopping, to dinner or do anything. It is a great friend of ours.

*Howard:* Our children are busy, and they do what they can, but DuRide gives us a dimension of freedom. If we decide to go to dinner or to church or to a doctor appointment, it is there. We have pleasure rides with DuRide too, to the park and what-not. We couldn't do it without DuRide.

*Marianne:* DuRide is dependable and they are here when they say they will be. The community needs to know that there is such a service.

*Howard:* They are dependable and they are convenient. I have never met a driver I didn't like right away; they are all very courteous and very efficient. They insist on being of help and I appreciate that.

DuRide is a hidden secret and they need to get the message out. We hope they can continue to provide all the rides people need. If they didn't have someone to take us some day, we couldn't go.



## Chip Murray, President and CEO, First Community Trust



I found DuRide for my mother, who had diminished driving skills. We had to talk to her about not driving anymore and DuRide was a godsend. They were very helpful and filled a need, and the volunteers often went above and beyond to help her.

It is very traumatic when a person can't drive anymore. People still need a little freedom, so it's great. From the caregiver's perspective, her children in this case, it takes pressure off by helping the elderly person get where they need to go.

Until you need the help, it's very hard to understand why DuRide is so important. It is needed and it is worthy of support. Without it, there would be a huge void and I don't know who else would fill it.

## Tony Clemen

I come from a family of eight siblings-four boys and four girls. I worked at John Deere for 37 years, and retired in 2002.



Someone told me I would be great at DuRide, and I gave it a shot. I really enjoy it, and I think they enjoy me too.

I enjoy meeting people, and they love talking. Everybody knows somebody who knows somebody. It's great... they've walked a different mile.

DuRide needs more drivers, as many of us go on vacation or have grandkids, so we're not always available. And, more people need us all the time.

I receive more than I give. I have always respected the older folks. This is my way to give back to the community.

When people ask me about DuRide I tell them it is the greatest thing since sliced bread. It fits the bill for these people, and it's been very good for me and for my passengers.

## DuRide Board of Directors

Talented and committed community leaders have volunteered to serve on the board of directors since the beginning.

### The DuRide Board of Directors

- Cori Burbach, Chair, City of Dubuque Sustainability Coordinator
- John Burgart, Vice Chair, Superintendent of Dubuque Schools, Retired
- Wayne Breckon, Secretary/Treasurer, Senior Vice President, Business Banking, DB&T
- John Hauptert, DVM, retired
- Brad Heying, Kane, Norby & Reddick, PC
- Jane McCall, Dubuque Regional Humane Society President and CEO retired
- Shirley Shannon, Friedman Group Insurance
- Greg Orwoll, Ex-Officio Member



### Board Members Emeritus

- Betty Allen, Mental Health of America, retired
- Susan Balsamo, DuRide Founder, Body and Soul
- Tom Berryman, Methodist Church Minister
- Sister Patricia Clark, S.V.M. Sisters of the Visitation
- Brian Kane, Kane, Norby & Reddick, PC
- Sister Delores Moes, PBVM, Sisters of the Presentation
- Terrance Friedman, Friedman Insurance Group
- Joe Nehl, Dressta North America, retired
- Jan Stoffel, City of Dubuque Arts and Cultural Affairs Coordinator, retired

## Anatomy of a ride: How does it all work?

*A staff of three, supported by volunteers, coordinates the ride requests. To set up a ride, the member calls the office one or more days in advance, where the information is recorded in a master calendar.*

*This calendar, listing all requested rides, is then sent out to the volunteers, who respond with which rides, if any, they can provide.*

*Once all rides are matched with a volunteer, a confirmation is sent to the volunteer, and each member is personally called to let them know who their driver is and to confirm any remaining details.*

*DuRide provides an average of 38 rides every day - over 1,000 a month - 365 days a year.*

### Members say...

*"DuRide provides convenience, independence, opportunity, and improves the quality of my life. They are safe, reliable and so friendly."*

*"Giving my father the ability to still get out and take care of himself since he gave up his license two years ago is a godsend."*

*"Were it not for the volunteers and program of DuRide, I don't know what we would have done. One of the best services in our community."*

## Jean

I was a teacher, and after I retired, I tutored kids who needed extra help.



When you lose your driving privilege you are lost; completely lost. You can't depend on friends for everything you need, and you need some way to be independent. DuRide fits that bill completely.

They are wonderful people, who are very dependable. They have given me my freedom. I would be confined to my home without them. It's great independence for me.

I can get to appointments, physical therapy twice a week, and other activities through DuRide.

The volunteers are great people, and many have become friends. We share stories, recipes, sometimes lunches, and the spirit between everybody is very positive.

If people knew what a benefit DuRide is to the people who depend on it, many more people would volunteer. It's a great service.

## Mary Schmid

The hardest thing they did was "give up their keys," as they put it. I think anyone who drives realizes how hard it would be to not be able to drive.



I have always volunteered, and DuRide appealed to me because I could schedule my own time and not be tied down to a schedule.

When I first started, I drove a lady who said "I think my grandfather worked with your grandfather." Sure enough, they did. It was so interesting to find out that we had a connection, and I would have never known that woman otherwise.

I think we as volunteers get more out of it than we put into it, you will hear that from every volunteer. I haven't driven anyone who hasn't thanked me over and over and said without DuRide, they would be lost.

DuRide makes us a stronger community because people are able to get to places they wouldn't be able to otherwise. They can go to the theater, museums, doctor's appointments and church.

You can depend on your family, for only so much, and that is if you even have family in town, for only so much. DuRide gives the people you drive a little more independence.

## Ellen Lau

I owned travel agencies for 40 years, the last 25 being Travel Headquarters. I retired in 2009 and have been a DuRide volunteer ever since.



I help several organizations, but I really like DuRide because I enjoy helping seniors. I feel I am paying it forward by doing this and I am helping people maintain their independence.

I get more out of volunteering than I give. The seniors to whom I give rides are so grateful and so appreciative. Some tell me that if it weren't for DuRide they couldn't live in their home anymore.

DuRide fills a niche, and provides an important service every day. Seniors want to go where everyone else wants to go, but they sometimes need a little help.

Volunteering is easy and you only take rides that fit your schedule. It's easy and it doesn't take much time. You feel so good about helping that it warms your heart.

## Kate Brandel

I'm a life-long Dubuquer. I worked in the Dubuque schools for almost thirty years and when I retired, I wanted to give back. This was a perfect opportunity to do that.

One of my first riders was a woman I took to dialysis. We laughed until we were sick. We became friends, and that was the beginning of my DuRide career. I was caught up in it.

Everybody is just so grateful, warm and friendly, and these older people have a lot more history, stories, and interesting lives than you'd imagine.

I encourage others to volunteer and I tell them they will never have an experience like this. This is not a job. It's friends I pick up. These people wouldn't be able to get anywhere unless we took them. I love helping them and have made a lot of friends.



DuRide is important because it gives people a better life. The members have more opportunities; they have more options. Dubuque needs to support DuRide. It expands the opportunities for our citizens - our friends.

## The Need Grows

As Dubuque's population ages, the number of people who need help increases as well.

DuRide has grown to serve all who have needed help so far and will need to keep growing to do so in the future.

The number of Iowans 65 and over is increasing quickly...

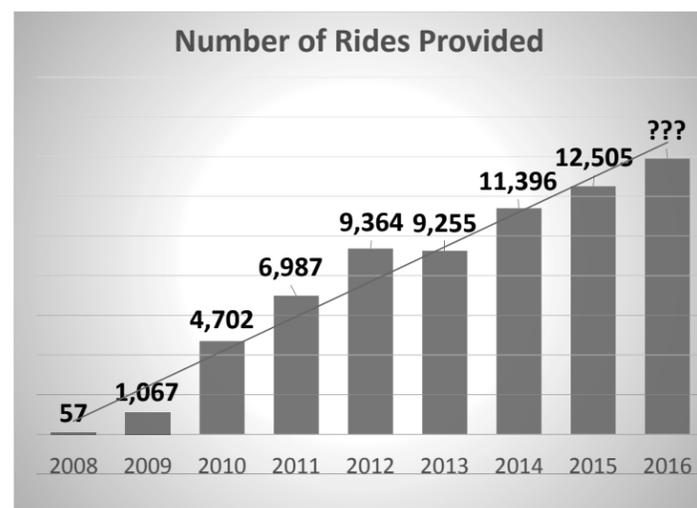
- 2000 435,794
- 2015 494,565, up 12%
- 2025 619,000, up 20%

... and the number of people age 75 and older and 85 and older is increasing at an even faster rate.

More people than ever live alone or live away from family. In many cases, kids have moved away, leaving parents alone.

As people age, many lose the ability to drive and one of the hardest things to do is stop driving, because with driving comes independence and self-sufficiency.

DuRide allows these people to stay engaged in their community and fully living their life.



## Volunteers Drive DuRide

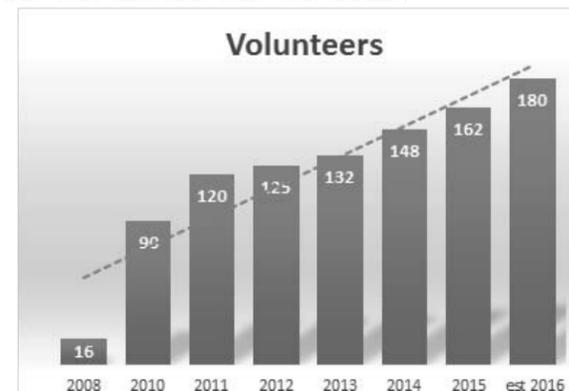
Volunteers make DuRide work. They use their own vehicles and donate their time, and in most cases, their expenses to provide the rides needed.

Volunteers can decide on a daily basis if they have time to provide a ride. There are no minimums or fixed schedules. Volunteers range in age from 23 to 85 and the average volunteer has been with DuRide for 4.1 years.

No special vehicle, license or insurance is required to volunteer. A background and license check is done on each new volunteer.

Volunteers donated over 6,000 hours and drove 65,000 miles last year alone, and since 2008 have provided over 28,000 hours and 320,000 miles.

Few volunteers ever drop out, and many have been with DuRide since the beginning. New volunteers are always needed and welcome. Please talk to us to find out more about how volunteering for DuRide can be right for you.



## Frank and Robin O'Connor

Robin: I have always been a volunteer, usually with older people. I think often they are forgotten.



Frank: When I retired, the big question friends asked was "what are you going to do the first morning you wake up retired?" Robin had put me in touch with DuRide, and it was natural for me to volunteer. I liked it and started doing more.

I sometimes reconnect with people I know from 30, 40 years ago, or their children. All of those Dubuque connections make every ride fun filled.

Robin: I think the best thing is how appreciative everyone is. You hear "thank you" from so many people. and "we wouldn't be able to do this without you" or "we have freedom because of you and DuRide." That is really worth worthwhile.

Frank: The members are very, very, very grateful because they are not home bound anymore. You are contributing something to their lives that is very meaningful.

Robin: Picture yourself in a few years; maybe not being able to drive. You may need help with all kinds of different things.

Frank: The vision Sue had when she started DuRide 8 years ago has been fulfilled, but Dubuque needs to know more about it. It is still a little bit of a secret.

It is surprising how many still say "What is DuRide?" These are long term Dubuque people that still haven't heard about it.

Robin: Too many think you have to drive every day, but you volunteer only when you want. You decide what fits your schedule. If you're gone or busy it's not a problem. You don't have to worry about it.

DuRide is on the web at:

[www.duride.org](http://www.duride.org)

Like us on facebook at:

DuRide

