



# 2023 ANNUAL REPORT



**CHARIOT.ORG**  
**INFO@CHARIOT.ORG**  
**512-445-5552**





**Serving adults  
age 60 and over  
with individual  
and group rides,  
7 days a week.**

## OUR MISSION

Chariot enriches lives and communities by providing transportation and socialization to non-driving seniors, helping them to age in place.

**To you, it's just a trip to the grocery store.**



**To a non-driving older adult, Chariot's services satisfy a basic need.**

**Volunteer | Donate | Make a Difference**



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**Chariot**<sup>®</sup>  
*we're driving you're thriving*

## OUR HISTORY

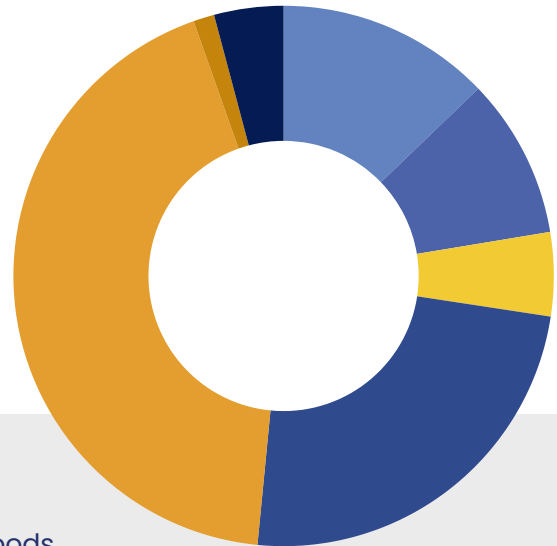
Chariot has been delivering exemplary senior transportation services to the community in one guise or another since 1988. Our pre-Chariot name, Drive a Senior Central Texas (DASCTX), was created in 2019 to clarify, and call attention to, the ever-expanding service area we now encompass: South Austin, Southwest Austin, Lakeway, Dripping Springs, northern Hays County, and Elgin. The combination of three different Drive a Senior groups and our expansion into underserved neighborhoods and rural areas has resulted in a more impactful and efficient program. We recognize and appreciate the collaboration over the years with other greater Austin nonprofits with whom we share a similar mission. We are committed to enabling our rapidly growing aging population to age in place and look forward to continued collaboration with organizations who share our vision of every senior in Central Texas having access to transportation, enabling them to age in place and enrich their quality of life.

# FINANCIAL HIGHLIGHTS

## 2023 INCOME

We are grateful for the support of all donors who make Chariot's work possible.

- Local, State and Federal Grants 43.1%
- Foundation Grants 24.1%
- Individual Contributions 12.8%
- Corporate Contributions 9.6%
- Worship and Civic Sponsorships 5%
- Fundraising 1.3%
- Other 4.1%



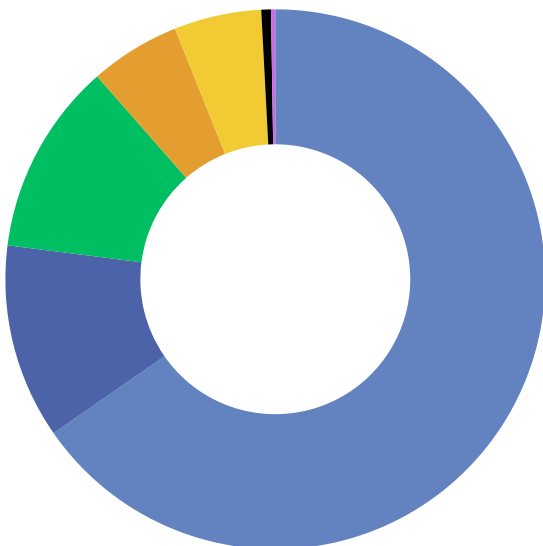
### Special thanks to our 2023 Funders:

Federal Transportation Administration  
St. David's Foundation  
Favrot Fund  
LiveOak Gives  
Montandon Charitable Trust  
TMF Stewarding Potential  
Carl C. and Marie Jo Anderson Foundation  
Overstreet Foundation  
City of Elgin  
University Christian Church  
Dell YourCause  
Rosendin Foundation  
ECG Foundation  
Westlake Hills Presbyterian Church  
Texas Oncology  
Islamic Center of Greater Austin

GAMRC  
Whole Foods  
Ladies of Charity Lake Travis  
ITN America  
Fenix Post Tension  
Fidelity Charitable  
Austin Community Foundation  
Elgin New Life Baptist Fellowship  
Cathy & Steve Zwernemann Charitable Fund  
Cedar Valley Baptist Church  
Faith Presbyterian Church  
Amazon Smile Foundation  
UK Online Giving Foundation  
Independence Title  
Longleaf Bee Cave  
Westlake United Methodist Church

## 2023 EXPENSES

- Salaries and Related Expenses 65.2%
- Contract Services 11.7%
- Van and Equipment 11.5%
- Insurance 5.4%
- Professional, Advertising, Other Operations 5.2%
- Travel, Training and Meetings 0.6%
- Volunteer Expenses 0.3%
- Client Services 0.1%
- Outreach and Development .01%



Chariot is a 501(c)(3) organization.

Financial figures had not yet been audited at time of publication.

# 2023 IMPACT

In October and November 2023, 163 Chariot clients (50% of our active clients) were surveyed via a phone questionnaire. Survey participants were randomly selected, and all had used Chariot services during 2023. Clients were asked if they would recommend Chariot to their friends and family. They also had the opportunity to provide general feedback about our program and services.

- 95% of Chariot clients surveyed are very likely to recommend Chariot to family and friends.
- 88% strongly agree that Chariot's services provide them an increased sense of independence and safety.
- 85% strongly agree that, because of Chariot's services, they feel less lonely and isolated.
- 85% strongly agree that they have increased access to medical care because of Chariot.

Overall, clients were very pleased with Chariot's services and appreciated the kindness and reliability of their drivers. Many emphasized what a positive impact the organization has on their lives and their ability to receive medical care. Regarding the Community Ride van program, clients enjoy the socialization it provides and look forward to additional Community Ride offerings in 2024.

## BECAUSE OF CHARIOT'S VOLUNTEERS:

Debra in Dripping Springs makes it to her medical appointment on time.



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[CHARIOT.ORG/VOLUNTEER](https://chariot.org/volunteer)  
(512) 445-5552

## 2023 Impact

10,369 Total Trips for 105,270 Miles



If we had more volunteers, here is where we could improve our services.

- A large number of clients stated that they would like more than one ride per week and feel rides should not be limited to medical or grocery only.
- Clients also feel a one-week ride notice is too long and desire a shorter notice period.
- A small number of clients expressed disappointment with the low availability of volunteer drivers and frustration with the Lyft alternative experience.



# **A NEW YEAR, A NEW CHAPTER: GREETINGS FROM THE 2024 BOARD CHAIR**

As we enter the promise of a new year, it is with great honor and joy that I extend my heartfelt greetings to each of you as the newly appointed President of Chariot. This moment is not just a personal milestone but a collective triumph for our community as we continue our shared journey to enhance the lives of non-driving older adults, ensuring they age in place with dignity and joy.

As President in 2024, my primary mission is to lead the organization steadfastly to fostering growth and inclusivity. I am dedicated to advancing our goals, particularly the ongoing recruitment efforts to enhance board diversity, ensuring that our leadership mirrors our community's rich tapestry of perspectives.

My vision for Chariot in 2024 revolves around diversity, strategic planning, financial sustainability, and community engagement. I will focus on renewing Chariot's two-year strategic plan. I will work collaboratively with stakeholders to refine our objectives, ensuring that the organization is positioned for sustained success. This strategic roadmap will guide our initiatives and innovations, setting the course for Chariot's impact in the years to come.

Diversifying funding sources is crucial to our sustainability. I will actively seek new avenues for financial support while strengthening relationships with existing funders. By cultivating these partnerships, we aim to create a more resilient and robust financial foundation, empowering us to fulfill our mission effectively.

A cornerstone of my presidency will be fostering an inclusive and connected Chariot community. I am committed to staying closely connected with our dedicated staff and volunteers, valuing their contributions and perspectives. We will address challenges, celebrate successes, and propel Chariot toward even more remarkable achievements through open communication and collaboration.

As we stand at the threshold of a new chapter, I express gratitude for our volunteers' tireless efforts, our staff's dedication, our donors' unwavering support, and our clients' trust. Together, we form a robust community committed to uplifting the lives of those we serve. Thank you for your continued support and for being an integral part of the Chariot family. Here's to a year of growth, compassion, and enriching the lives of non-driving older adults, ensuring they age in place with dignity and joy.

With heartfelt gratitude and enthusiasm,  
Elizabeth Wrona

# VOLUNTEERS KEEP CHARIOT'S WHEELS ROLLING

## We love our clients & volunteers!

I think of all the places I would NOT be going if not for Chariot. I appreciate the dedication of the schedulers, drivers and other staff members. Thank you so much for your hard work and kindness in working with senior clients.

-- Patti

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## MEET THE TEAM ...

*Pearl Schenkel*  
Volunteer

One of Chariot's newest volunteers, Pearl shared that she has aging parents whose driving is now very limited. While they don't live near her, Pearl feels that volunteering as a driver with Chariot is a way to connect with them and to give back.

Pearl's 9-year-old son has accompanied her, and she plans on continuing his involvement. He enjoys chatting with clients and Pearl wants to get him started early on giving back to others.



*Thank you, Pearl, and welcome to Chariot!*

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To learn more:

 [chariot.org/volunteer](https://chariot.org/volunteer)



## NON-PROFIT OF THE YEAR

Chariot was honored to be named "Non-Profit of the Year" by the Elgin Chamber of Commerce in September 2023. Many thanks to everyone who volunteers, donates, and continues to support Chariot year after year to make it so successful.

## LET'S CONNECT



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