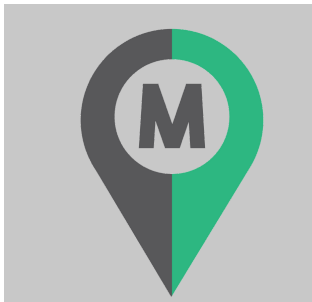
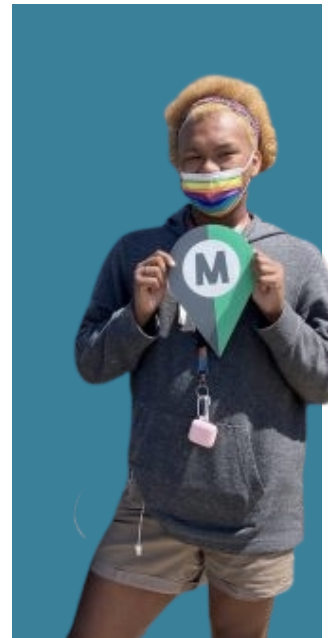


# 2021



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## ANNUAL IMPACT REPORT

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# ROAD BLOCKS IN TULSA

Roughly 20% of the Tulsa population (upward of 80,000 people) cannot access the health services they need due to inadequate transportation options in the area.

Many others do not have access to reliable, affordable, and safe transportation to reach social service appointments, jobs, and school. Ultimately, this problem leads to poorer education, lower employment rates, and decreased physical and mental health compared to those who have reliable transportation.



“

**Reliable transportation is important in any community, but in sprawling Tulsa it's absolutely essential.**

Tulsa Equality Indicators Report, 2020



**ONE IN FIVE TULSANS DEAL WITH TRANSPORTATION BARRIERS.**

# TRANSIT DESERTS

A confluence of factors, ranging from suburban sprawl to inequity across historically marginalized people, have created transit deserts. These are areas where people do not own or cannot afford cars and/or lack convenient access to other major forms of transportation. Some of the largest transit deserts exist within and outside of cities with transit systems in place; this is the case in Tulsa.

Transportation vulnerable people become isolated in their communities, cut off from access to health and mental health care, social services, and educational and occupational opportunities.





# 5,239

Rides provided in 2021

## MODUS DRIVE

Modus Drive provides safe and reliable transportation by utilizing trained and vetted volunteers and staff. This year, Modus provided 5,239 rides to Tulsans.

Since its founding in 2017, Modus Drive has provided 11,658 rides.

## MODUSED

In 2021 ModusEd expanded to serve individuals working in the social service field. Through a partnership with Tulsa Transit, Modus trained 50 individuals from ten local non-profits how to teach their clients to utilize public transportation. Case managers, outreach specialists, care coordinators, employment specialists, and other social service workers were provided hands-on training during the Tulsa Transit Travel Trainings on how to schedule trips and ride the bus.

Modus has decided to pause the Tulsa Public School high school student trainings until Tulsa Transit is back to full services. We understand Tulsa Transit is doing their best to resume normal routes and schedules while keeping the safety of all travelers in mind. Modus will continue to advocate for public transportation as a vital tool to remove transportation barriers for individuals.



*The bus ride itself was a huge insight into the actual way public transportation works.*

Tulsa Transit Travel Training Attendee



# MODUS MEMBER AGENCIES



Modus is setting the trend for client transportation, not only for Tulsa, but for all cities with inadequate transportation options. Modus partners directly with local medical and social service agencies to transport their clients to and from appointments. This year alone Modus served 31 total agencies.

“*Modus does a really great job - good communication, reliable, friendly drivers, and always on time.*”

CASE MANAGER AT  
MODUS MEMBER AGENCY

- Amplify Tulsa
- Broken Arrow Neighbors\*
- Catholic Charities of Eastern Oklahoma\*
- Choice Neighborhood Initiative\*
- Community Service Council
- Design Lab
- Family and Children Services
- J.A.M.E.S. Inc.
- Laureate Institute for Brain Research\*

- Life Senior Services\*
- Mental Health Association
- Palmer Continuum of Care
- Phoenix Rising\*
- Restore Hope
- Strong Tomorrows
- Temple Israel\*
- The bART Center for Music\*
- The Common Good\*
- The Opportunity Project\*
- Legal Aid Services of Oklahoma\*
- Safe Babies Court
- Tulsa CARES\*

“*[Modus has] helped tremendously. If my clients could not use Modus, some of them would not be able to show up for court and they would become homeless.*”

ATTORNEY AT  
MODUS MEMBER AGENCY

“*It helps a great deal because it offers an opportunity to learn and practice independent living skills.*”

CASE MANAGER AT  
MODUS MEMBER AGENCY

- Tulsa Community Work Advance
- Tulsa Girls Art School\*
- Tulsa Honor Academy
- Tulsa Public Schools
- Tulsa School of Arts and Sciences\*
- Urban Coders Guild\*
- Women in Recovery\*
- Workforce Tulsa
- Youth Services of Tulsa

\*New Partner Agencies in 2021



# MODUS DRIVERS

Modus' core values are: passionate, genuine, inclusive, determined, supportive and positive vibes. The volunteer and staff drivers representing Modus do so in a way that reflect those core values. Training for drivers goes beyond defensive driving to include mandated reporting, diversity education, inclusive language, and people-first vocabulary.

In 2021 the Volunteer Advisory Committee (VAC) was formed by current volunteer drivers with the primary goal of enhancing the value of Modus in the community, continuously improve program operations, and expand the mission. The VAC guides the staff and board with input from the field.

“  
I joined the volunteer group because I really like removing barriers for people in a practical way. I also like the positivity and adaptability that is...demonstrated by the staff. I think Modus can survive and thrive in spite of COVID.

AMY  
VOLUNTEER DRIVER AND  
VAC MEMBER



WITH A CLIENT RATING OF 4.9 OUT OF 5, MODUS GOES ABOVE AND BEYOND TO OFFER EXCEPTIONAL SERVICE TO OUR CLIENT PASSENGERS.

## SAFE & RELIABLE



- Modus drivers consist of trained staff and volunteer drivers who have gone through a thorough orientation, reference check, and ride-a-long before taking any ride.
- All drivers must have a clean driving record, undergone a background check, and completed driver training.
- Safety is our top priority. All drivers are required to wear a mask and thoroughly sanitize their vehicles before and after each ride.

# MODUS CLIENTS

Starting at the end of 2020, Modus expanded our services to include any age group. While the majority of our rides still serve youth (13-24 years old), we have seen a steady increase in individuals of all ages and backgrounds.

Modus strives to provide practical services while also connecting to the individuals we serve. Although a ride usually only takes 15 minutes, we often have the opportunity to provide recurring rides for individuals. Mary was one of those individuals! Community Service Council's program, Healthy Start, began requesting rides for Mary's prenatal care services. Modus drivers became good friends with Mary as she began to ride on a more consistent basis up until her delivery. When she had her healthy baby boy, Modus was one of the first places Mary called to share the news!



My first name is: Mary

Because of Modus, I've been able to: make all baby appointments

Three words to describe myself are: loving, funny, and friendly

Three words to describe my Modus driver(s) is/are: Sweet, funny, and Awesome

Without Modus, my transportation options are (check all that apply):

- Public Transit
- Asking a friend or relative
- Walking or biking
- None, I wouldn't attend my appointments
- Other: \_\_\_\_\_

I prefer Modus services because: they are safe

Do you have any comments or stories to share with the Modus team?  
with one person I met his daughter writes books which I love. I get to meet new people



# MORE THAN A RIDE



Dorien finished a 3 month internship before graduating high school!



Jessica got a new apartment, job, car, and puppy!

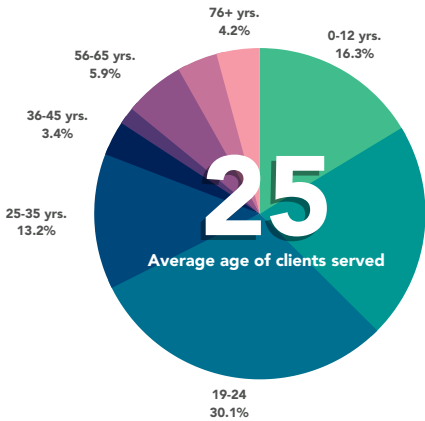


Asia completed her CNA and started a new job in the field!

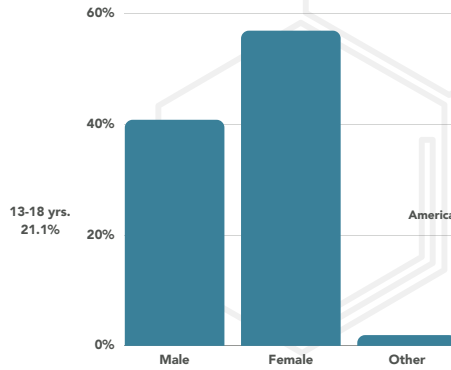


Janie had quick access to COVID testings and vaccines.

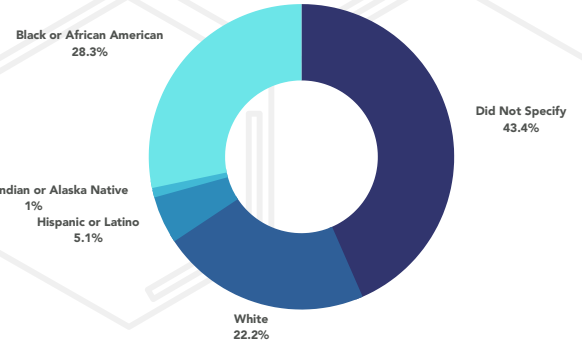
# 2021 STATS & DEMOGRAPHICS



Population Served by Age



Population Served by Gender Identity



Population Served by Ethnic/Race Identity



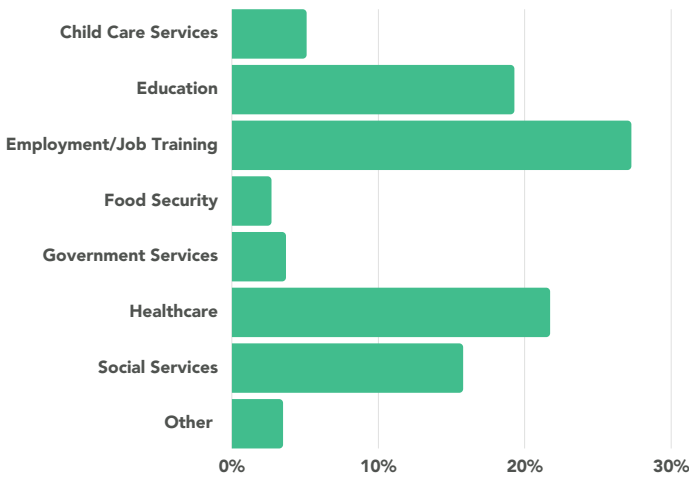
Average # of rides per client.



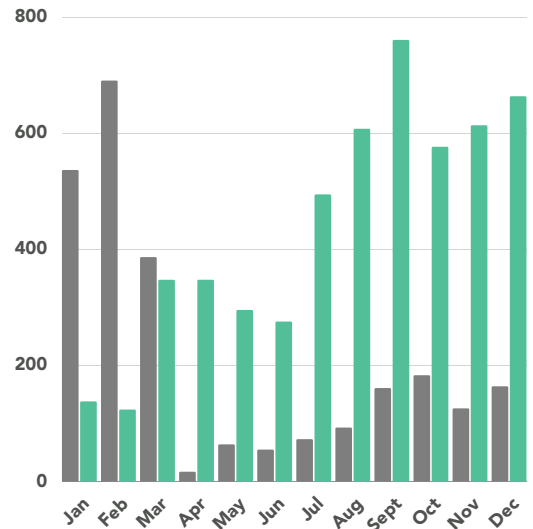
Total Miles Driven



Tulsa Transit Travel Trainings Completed



Rides by Service Type in 2021



Rides per Month 2020 v. 2021

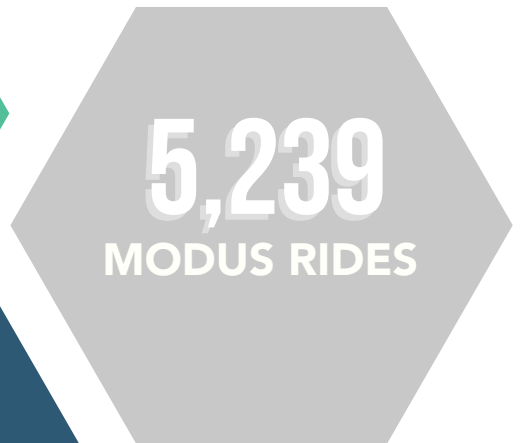
## Top 5 Agencies Served in 2021





# HIGHLIGHTS & ACCOMPLISHMENTS

This year Modus celebrated our 10,000th ride since opening in 2017. We also experienced our busiest month ever in September by providing 760 rides! As we continued to provide more rides, the need to expand our team was evident. We doubled our staff, adding 5 new Program Specialists. In addition, we recruited and trained 16 new volunteers. What a ride!



## COMMUNITY REGONITION



Modus is beginning to be recognize by the Tulsa community as an organization that gives back. The Journal Record's Beacon Award honored Modus with a Charitable Influence nomination. In addition, we were nominated for a TYPROS Boomtown award for "Making Tulsa Awesome".



# LOOKING AHEAD: 2022

Modus' overall objective is to ensure that all Tulsans have reliable transportation so they can access the services they need to thrive and succeed. We look to continue developing innovative solutions to meet this objective. In 2021 Modus began piloting three new services: grocery delivery and vehicle give-a-ways.

Through a close collaboration with Catholic Charities of Eastern Oklahoma and LIFE Senior Services, Modus Delivers was developed to serve the community in a new way. Modus will begin delivering groceries donated by Catholic Charities of Eastern Oklahoma to deserving LIFE Senior Service clients on a weekly basis.

An anonymous donor generously donated two Modus Drive clients a vehicle of their own after discussing the need with their care provider and the Modus executive team. Modus looks to grow this vehicle donation program to provide more clients an opportunity for vehicle ownership.



# STRATEGIC PLAN

Developed in 2020, the Strategic Plan has continued to guide Modus as new opportunities and challenges shaped this past year. Moving forward here are a few organizational goals in 2022:

- Carefully expand scope of mission to include Tulsa Transit Travel Training, Modus Delivers and Vehicle Donation programs.
- Build new partnerships that support the expanded mission.
- Develop and implement the needed customized technology solution.
- Recruit, train, and retain 50 volunteer drivers and ModusEd trainers.

# WE THANK YOU FOR YOUR CONTINUED SUPPORT OF OUR PROGRAMS



Ralph & Frances  
McGill Foundation



Broadhurst  
Foundation



Ruth Nelson Family  
Foundation



Whitmire  
Family Fund



## BOARD OF DIRECTORS

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- Dave Thomas, Idea Ranch
- David Grewe, Youth Services of Tulsa
- Gina Carroll, National Construction Services, LLC
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- Jim Ogez, Regier Carr & Monroe, LLP, CPAs
- Julius Hughes, Matrix Service Company
- Mariam Mamah, Tulsa United Area Way
- Tania Pryce, Asemio
- Kate Sullivan, Black Dog Law, PLLC