



2025 Ride United Micro Grant Impact Report

Executive Summary

Overall, the Ride United Micro Grant program is working as intended: providing flexible, rapid transportation support that removes barriers to employment, medical care, housing stability, treatment, and family services. The program demonstrates strong community-based utilization, high appreciation from clients and partners, and clear evidence of transportation as a leverage point for broader stability. **In 2025, these grants touched 2,486 households in York County.**

At the same time, the reports reveal uneven utilization rates, capacity differences among partners, and opportunities to refine guidance, data consistency, and targeting to maximize impact in the next cycle.

Key Program-Level Insights

1. Transportation Assistance Is a High-Impact, Cross-Cutting Intervention

Across nearly all organizations, transportation support enabled:

- Job access and retention (Uber rides, gas cards, car repairs, bicycles)
- Medical and behavioral health care (hospital visits, dialysis, sleep studies, SUD/OD treatment)
- Housing stabilization (bus passes, rides to legal and housing appointments)
- Family and child services (CAC appointments, refugee resettlement support)

Takeaway: Transportation is not a “supporting service,” it is a *foundational enabler* of success across multiple outcome areas.

2. The Program Successfully Reaches Low-Income and High-Need Populations

Common characteristics across grantees:

- Majority of households earned below \$40,000, with many below \$20,000
- Notable reach to under-resourced individuals including:
 - Individuals experiencing or exiting homelessness
 - Refugees and immigrants with limited English proficiency
 - Individuals with disabilities or serious medical needs
 - Justice-involved individuals
 - Seniors and veterans without social support

Takeaway: Grant dollars are reaching populations that are least able to self-resolve transportation barriers and are most at risk when mobility fails.

3. Flexible Funding Drives Creative, High-Leverage Solutions

Organizations used funds in highly adaptive ways, including:

- Gas cards and rideshare vouchers
- Bus passes and multiride tickets
- Major car repairs, inspections, insurance assistance
- Down payments and tow services
- Loaner vehicles
- Pedal-assist bikes
- Accessibility ramps

Several agencies braided grant dollars with volunteers, donated labor, or operating funds, multiplying impact.

Takeaway: Flexibility is a core strength of the program and should be preserved; standardization would reduce effectiveness.

4. Utilization Rates Vary Widely Across Grantees

Common barriers to utilization included:

- Low client-driven demand
- Unclear internal eligibility policies
- Staff transitions or program changes
- Clients unaware of the resource

Takeaway: Some partners need technical assistance, demand-generation strategies, or clearer guidance to fully leverage funds.

5. Geographic Reach Is Strong but Uneven

- Heavy concentration in City of York zip codes (17401–17404)
- Some suburban and rural reach via ministries and hospitals
- Repeated feedback on missing or misaligned zip code options (e.g., Hanover 17331)

Takeaway: Reporting tools should better reflect actual service geographies to avoid data distortion and frustration.

6. Qualitative Feedback Is Overwhelmingly Positive

Partners consistently reported:

- Reporting process is simple, intuitive, and not burdensome
- Strong appreciation for United Way staff communication
- Clients expressed gratitude, relief, and increased stability

Several partners explicitly tied transportation assistance to:

- Sustained employment
- Access to life-saving medical care
- Reduced isolation
- Dignity and independence

Takeaway: The program has both measurable outcomes and powerful human impact stories—ideal for donor and community storytelling.

Program Strengths to Preserve

- Low-barrier reporting structure
- Ability to fund non-traditional transportation solutions
- Trust-based relationships with community partners
- Rapid response to real-time needs
- Clear alignment with employment, housing, and health goals