



The Rider

8950 Route 108, Suite 115 - Columbia, MD 21045

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Neighbor Ride Receives Benchmark Award for Business

Neighbor Ride was honored with the 2010 Benchmark Award for Business by the Howard County Commission on Aging. The award is presented to a for-profit or non-profit business located in Howard County or providing services in Howard County.



Left to right: Saba Sheikh-Chair, Commission on Aging; Brad Closs-Executive Director of Neighbor Ride; County Executive, Ken Ulman and Sue Vaeth—Administrator, Office on Aging

It recognizes businesses that provide products and services that meet the needs of adults 60 and above and their families; workplace policies that support employment opportunities for adults 60 and above; or initiatives that address community aging needs. In receiving the award, Neighbor Ride was recognized as a business whose practices serve as a performance model for other organizations.

See the insert for a personal note on Legacy Giving

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We're on the Web!

www.neighborride.org

- Donate Online
- Download Registration Packets and Information
- Request a Ride
- Read about Neighbor Ride News and Upcoming Events

Handy Numbers

Neighbor Ride:

410-884-RIDE (7433)

Howard County Office on Aging

Maryland Access Point

410-313-5980

Meals on Wheels

410-730-9476

Howard County Office of Consumer Affairs

410-313-6420

Policy Updates and Reminders

When to Use the Emergency Line

Please leave a message on the emergency line when the Neighbor Ride office is closed if:

- You need to cancel a ride scheduled to take place in the next 12 hours or over the weekend
- You were not contacted by your driver the night before your scheduled ride
- Your driver has not arrived as scheduled

Do not leave messages that can be handled the next business day in the Emergency voicemail box. Non-emergency, after-hours calls may be left in our general voicemail box.

OFFICE HOURS: Monday–Friday 9a.m. to 2p.m. / Saturday 10a.m. to 1p.m.

HELP SPREAD THE WORD

Volunteers Needed

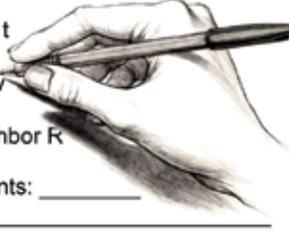
Neighbor Ride is experiencing an unprecedented increase in the demand for our transportation service. To reliably meet this growth in demand, additional volunteer drivers are needed. Your help in spreading the word about this need would be greatly appreciated!



Folks interested in volunteering can contact Rosemary Noble at volunteer@neighborride.org or (410) 884-7433 for more information.

Gentle Reminder: Cancelling Rides

If your plans change, please remember to cancel your scheduled trip as early as possible. In many cases, when advance notice is given, drivers can be reassigned to a different ride, giving another senior the opportunity to make it to a health care appointment, social event or other activity. As always, payments for cancelled rides will be refunded by crediting your transportation account.

	Your input is truly appreciated! Please remember to complete and return your Passenger Comment Cards.
1. Rate t	
2. I arriv	
3. Neighbor R	
Comments: _____	

Did You Know? Making Extra Stops

Neighbor Ride's drivers are not permitted to make unscheduled stops during a ride. ONE brief additional stop can, however, be scheduled at the time the ride is originally requested. If the additional stop falls between the pickup and destination, no extra charge will be incurred. If the additional stop is outside the trip route, an extra fee will be charged.

GOT TALENT TO SHARE? – TIME TO VOLUNTEER! Through generous support from the Ascend One EDGE Fund, Neighbor Ride is able to offer ½-price rides for passengers seeking transportation for volunteer activities. For more information about local volunteer opportunities, call the **Volunteer Center Serving Howard County** at 410-715-3172. Once you've found the perfect match, call Neighbor Ride at 410-884-7433 to schedule your rides.



REQUESTING RIDES

Rides may be requested by calling 410-884-7433 or through our online ride request form, available under "Transportation" at www.neighborride.org.

Request Day First Available Ride Day

Monday	Friday
Tuesday	Saturday
Wednesday	Sunday or Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday



For example, if you need a ride on Friday, you must contact Neighbor Ride on Monday, before 2:00 p.m., to schedule. Phone, email or website requests made after 2:00 p.m. are not accepted until the following business day. When scheduling rides, passengers must provide the pick-up and appointment times, number and names of additional passengers, destination address and telephone number and return trip time. For medical appointments, the doctor's name and group practice name are also requested.

HOLIDAY OBSERVANCES

Below is a chart depicting Neighbor Ride's upcoming holiday schedule. Note that these holiday observance dates, like Sundays, do NOT count towards the required three business days notice needed when scheduling rides. Please try to plan ahead and allow extra time when scheduling rides during holiday seasons.

Holiday Observance	Day	Date	Office Closed?	Rides Available?
Labor Day	Monday	Sep. 6, 2010	yes	no
Thanksgiving	Thursday	Nov. 25, 2010	yes	no
Day after Thanksgiving	Friday	Nov. 26, 2010	yes	yes
Christmas Eve	Friday	Dec. 24, 2010	yes	yes
Christmas	Saturday	Dec. 25, 2010	yes	no

Join Neighbor Ride in thanking the following for their generous donations:

Visionary (\$5,000 and above)

Beverly Foundation
Coalition of Geriatric Services

Benefactor (\$2,500-\$4,999)

1st Mariner Bank
Howard County General Hospital

Patron (\$1,000-\$2,499)

Home Instead Senior Care
Howard County Real Estate Million Dollar Club
Owen Brown Community Assoc.
Rotary Club of Columbia Patuxent
Walmart Columbia

Advocate (\$500-\$999)

Ascend One Edge Fund
JPB Enterprises, Inc.
The Shelter Group
St. John the Evangelist Church



COGS

5th Annual
Fall Fundraiser

*To Benefit Neighbor Ride & the Vivian Reid
Community Fund*

**Thursday, October 28th
from 6 to 9 p.m.**

The Spear Center

10275 Little Patuxent Parkway

Columbia, MD 21044

Enjoy dinner, wine, beer, a silent auction
and fabulous entertainment.

For tickets and additional information
see the COGS website, www.cogsmd.org,
or contact Neighbor Ride at (410)
884-7433.

Health Action Award Presented to Neighbor Ride



Horizon Foundation
Board of Trustees
member, Pamela
Mack, presents a
2010 Health Action
Award to Neighbor
Ride Executive
Director, Brad
Closs.

Every year, the Horizon Foundation honors individuals and organizations that have made significant contributions to community health and wellness. We are proud to announce that Neighbor Ride is one of this year's winners of the Foundation's Health Action Award. Congratulations and thanks to our wonderful volunteers for all they have done to earn this recognition!

Introducing the Howard County Office of Consumer Affairs

The Howard County Office of Consumer Affairs is empowered to provide information, mediate disputes between consumers and businesses and enforce the County's consumer protection statutes. Specifically, the Office of Consumer Affairs:

- Provides information and educational programs to help consumers make smart purchasing decisions and avoid scams and other illegal practices;
- Mediates disputes that arise between consumers and companies doing business in Howard County;
- Investigates marketplace practices that

may be illegal, deceptive or unfair trade practices and takes enforcement action where appropriate;

- Licenses and regulates Solicitors and Peddlers who make door-to-door and side of the road sales;
- Licenses and regulates "Trespass Tow" operators who tow vehicles from private property without the permission of vehicle owners.

Additional information about the Office of Consumer Affairs is available at <http://consumer.howardcountymd.gov> or by calling 410-313-6420.

Thoughts on Legacy Giving

A Note from a Long-Time Volunteer

Dear Friends,

I've been involved with Neighbor Ride from its earliest years and am thrilled to be part of an organization that so directly meets the needs of our community's older residents. In addition to volunteering, I've tried to make annual financial contributions to Neighbor Ride. Recently, I took an even more significant step...

With the births of new grandchildren, it was time to make some changes to my will. While talking with my attorney about these changes, I also asked him about designating a specific amount of money to Neighbor Ride's Endowment Fund. This was easily accomplished and my children agreed it was a wonderful decision. I am not wealthy, but upon my death this legacy contribution will go into Neighbor Ride's Endowment Fund, which is invested and managed by The Columbia Foundation. The income from that investment will help sustain Neighbor Ride for decades to come!

I just wanted to share this action and encourage passengers and volunteers to consider making a gift that goes well beyond our own lifetimes - touching the lives of countless seniors who will benefit from Neighbor Ride's transportation service in the future.

Fondly,

A Neighbor Ride Volunteer

OPTIONS for LEGACY GIVING

- **Bequest:** An amount of money designated in a will to go to Neighbor Ride upon execution of the will.
- **Endowment Gift:** An amount of money designated in a will to go to Neighbor Ride's Endowment Fund. It will be combined with other endowment funds, invested and provide Neighbor Ride with investment income for many years.
- **Honorary or Memorial Gift:** An amount of money contributed to Neighbor Ride's current operating funds in honor or memory of a special person. Honorary or memorial gifts may be made at any time.

Contact Executive Director, Brad Closs at (410)-884-7433 to discuss any of these options.