



# The Rider

8950 Route 108, Suite 115 - Columbia, MD 21045

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## Take a Friend to Lunch—Get a Free Ride

### Here's how it works:

1. Tell a friend about Neighbor Ride and have him/her register as a passenger.
2. Set a date to have lunch at one of the three participating restaurants (see below).
3. Call Neighbor Ride for a ride—it's free!
4. Enjoy lunch (you pay for lunch).

**Call Neighbor Ride 410-884-7433  
for more information.**



**Cheeburger Cheeburger**  
8872 Mcgaw Road  
Columbia, MD 21045



**Leelynn's**  
9495 Old Annapolis Road  
Ellicott City, MD 21042



**Victoria Gastro Pub**  
8201 Snowden River Pkwy  
Columbia, MD 21042

**Neighbor Ride  
receives two awards !  
see page 4**

**Volume 2, Issue 2  
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## We're on the Web!

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

- Donate Online
- Download Registration Packets and Information
- Request a Ride
- Read about the Latest Neighbor Ride News

## Handy Numbers

**Neighbor Ride:**  
410-884-RIDE (7433)

**Howard County Office  
on Aging-MD Access  
Point (MAP)**  
410-313-5980

**Volunteer Center  
Serving Howard County**  
410-715-3172

**Meals on Wheels**  
410-730-9476

# 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 within 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 at the scheduled time

***Please do not leave messages that can be handled the next business day in the Emergency voicemail box.***

**Office Hours:** Monday-Friday 9 a.m. to 2 p.m.

## What is Neighbor Ride's Inclement Weather Policy?

To ensure the safety of our drivers and passengers, either the driver or the passenger may cancel a ride by calling the Neighbor Ride office. In questionable weather, even if the driver is willing to drive, the driver will contact the passenger to confirm that he/she still wants the ride. If the ride is cancelled, the driver will contact Neighbor Ride.

If possible, the Neighbor Ride office will remain open to handle notification of cancellations. Payments for cancelled rides are refunded by crediting the passenger's account.

**BE A SENIOR VOLUNTEER:** Through generous support from the Ascend One EDGE Fund, Neighbor Ride is able to offer 1/2 price rides for older adults 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.



## Please Comment...

Postage-paid Comment Cards are sent to all Neighbor Ride passengers after their first ride and approximately every six months thereafter. Passenger responses on these cards provide invaluable feedback for our volunteers and staff; and are an important component of the program evaluation process required by many of our funders. When you receive the Comment Card, please take a moment to complete the brief survey and return the card to Neighbor Ride. Your comments are truly appreciated!



## SATURDAY BUSINESS HOURS

Beginning **Monday March 1st, 2010** Neighbor Ride's office will be **open on Saturdays from 10 a.m. to 1 p.m.** in an effort to better serve our passengers. The new business hours will be available on a three-month trial-basis and then continued indefinitely if they prove to be helpful. Thanks to our wonderful volunteers for making these extended hours possible!

## CALLING TO SCHEDULE RIDES

Call Day	Current 1st Available Ride Day	1st Available Ride Day Beginning March 1st
Monday	Friday	Friday
Tuesday	Saturday, Sunday or Monday	Saturday
Wednesday	Tuesday	Sunday or Monday
Thursday	Wednesday	Tuesday
Friday	Thursday	Wednesday
Saturday	CLOSED	Thursday



For example, if you need a ride on Friday, you must call Monday before 2:00 p.m. to schedule. Phone, email and website requests made after 2:00 p.m. are not accepted until the following business day. Passengers must provide the pick-up and appointment times, number of passengers, destination address and telephone number and estimated return trip time. For medical appointments, the doctor's name and group practice name are also requested. In order to allow enough time for matching rides with available volunteer drivers, three business days notice is needed for all requests.

## HOLIDAY OBSERVANCES

Below is a chart depicting Neighbor Ride's upcoming holiday schedule. Note that these holiday observance dates, 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?
Presidents Day	Monday	Feb. 15, 2010	yes	no
Memorial Day	Monday	May 31, 2010	yes	no
4th of July Observance	Monday	July 5, 2010	yes	no
Labor Day	Monday	Sep. 6, 2010	yes	no

**Please join Neighbor Ride in thanking the following businesses and community groups for their generous donations:**

### **Visionary (\$5,000 and above)**

Beverly Foundation  
Columbia Association  
Coalition of Geriatric Services (COGS)

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

Howard County General Hospital

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

Ascend One Edge Fund  
1st Mariner Bank  
Howard County Real Estate  
Million Dollar Club  
The Rotary Club of Columbia,  
Patuxent  
Walmart Columbia  
Walmart Ellicott City

### **Advocate (\$500-\$999)**

Corporate Office Properties Trust  
JPB Enterprises, Inc.  
Owen Brown Community Association, Inc.  
The Shelter Group

8950 Route 108, #115  
Columbia, MD 21045  
Neighbor Ride  
Volunteers Drive - Seniors Thrive

## Neighbor Ride Named “Best of Howard County”



Executive Director Brad Closs announces that Neighbor Ride was voted “2009 Best of Howard County - Charity/NonProfit” by readers of *Howard Magazine*.



For the second year in a row, Neighbor Ride was voted “Best of Howard County–Charity/Non Profit” by readers of *Howard Magazine*. The award is a well-deserved testament to the dedication of our amazing volunteers and the support of all our wonderful passengers and friends in the community.

## Neighbor Ride Receives STAR Award for Excellence

Neighbor Ride was named as one of 21 national recipients of the prestigious STAR Search Senior Transportation Award by The Beverly Foundation – an organization that undertakes research, education and assistance to encourage and facilitate mobility and transportation for older adults. In receiving the award, Neighbor Ride was acknowledged as one of the “best of the best” in terms of the enormous contribution it is making in the lives of older adults in America.



This award is a tribute to the dedication of our volunteers and supporters, all committed to fulfilling our mission to decrease isolation and improve the quality of life for Howard County’s older residents.