

The Rider

Neighbor Ride was honored to receive the 2012 Casey and Pebble Willis Making a Difference Award. Pictured are Beverly White-Seals, Laurie Reuben, Earl Armiger and Brad Closs.



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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
- Learn More About Volunteering

NEIGHBOR RIDE NAMED "BEST OF HOWARD"



For the fifth year in a row, Neighbor Ride was voted "Best of Howard-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..

Enjoy School Events With a Free Senior Pass

Get ready now to enjoy quality performances and events! Each HCPSS Senior Pass holder is entitled to one half-price ticket to high school theater productions and one free ticket to home athletic contests, music and dance performances, pending availability. The Senior Pass Program is the Howard County Public School System's way of saying "thank you" to residents aged 65 years and above. To request your free Senior Pass, call 410-313-6682 or visit the HCPSS Public Information Office at 10910 Clarksville Pike, Ellicott City.

For a schedule of 2012 School Performances, visit <http://www.hcpss.org/news/performances.shtml>.

Handy Numbers

Neighbor Ride:
410-884-RIDE (7433)

Senior Health Insurance Assistance Program (SHIP)
410-313-7392

HCPSS Senior Pass
410-313-6682

MD Access Point (MAP)
410-313-5980

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
- You were not contacted by your driver the night before your ride
- Your driver has not arrived at the scheduled time/place
- If an unanticipated change occurs in the course of an after-hours trip and you are unable to contact your driver directly

Please 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 Neighbor Ride's general voicemail box.

OFFICE HOURS: Monday–Friday 9a.m. to 2p.m. / Saturday 10a.m.–1p.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. Passengers are not charged for cancelled trips

NEW for 2013

Mileage-Based Fees

In response to requests from many of our passengers and after careful consideration and analysis, Neighbor Ride will transition to a mileage-based fee schedule effective January 1, 2013. This change will result in reduced rates for some rides and rate increases for others. Fees will be determined by the one-way distance, per Google Maps, between the pick-up location and destination. See below for the new rate schedule:

One-Way Mileage	Roundtrip Fee	Example
Under 2 miles	\$5	Owen Brown Place (Columbia) to East Library (Columbia)
2 – 6.99 miles	\$7.50	Parkview Ellicott City to Kohl's - Long Gate Shopping Center
7 – 9.99 miles	\$15.00	Parkview Emerson (Laurel) to The Mall in Columbia
10 – 14.99 miles	\$20.00	Colonial Landing (Elkridge) to The Bain Center (Columbia)
15 – 19.99 miles	\$25.00	Parkview Snowden River (Columbia) to Johns Hopkins Hospital (Baltimore)
20 – 35 miles	\$35.00	Encore at Turf Valley to Laurel Hospital

Credit card payment option

Beginning January 2013 Neighbor Ride will pilot an online payment option. During the pilot period, payments in \$50 or \$100 increments can be made to individual passenger accounts via our website (www.neighborride.org). To offset the cost of accepting credit card payments, modest convenience fees will be added to these online payments.

Requesting Rides



- Call 410-884-7433

OR



- Visit www.neighborride.org, click on “Transportation” and fill out our online ride request form

Request Day 1st 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 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.

SEATBELTS REQUIRED

Your safety is important to us. Please remember that the use of seatbelts is mandatory for all Neighbor Ride passengers, whether riding in the front or back seat of volunteers’ vehicles.



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 Open?	Rides Available?
Thanksgiving	Thursday	Nov. 22, 2012	No	No
Thanksgiving Friday	Friday	Nov. 23, 2012	No	Yes
Christmas Eve	Monday	Dec. 24, 2012	No	Yes
Christmas	Tuesday	Dec. 25, 2012	No	No
New Year’s Eve	Monday	Dec. 31, 2012	No	Yes
New Year’s Day	Tuesday	Jan. 1, 2013	No	No
Martin Luther King Day	Monday	Jan. 21, 2013	No	No
Presidents Day	Monday	Feb. 18, 2013	No	No
Memorial Day	Monday	May 27, 2013	No	No

Neighbor Ride Partners with The Arc Howard County

We are pleased to announce Neighbor Ride's partnership with The ARC Howard County. Through this partnership, Arc vans and drivers are utilized to provide transportation for Neighbor Ride's passengers. This partnership both increases Neighbor Ride's pool of volunteer drivers and provides a socialization opportunity for The Arc's clients, who ride along when Arc drivers are transporting Neighbor Ride passengers.

Senior Health Insurance Assistance Program (SHIP)

The Howard County Senior Health Insurance Assistance Program (SHIP) provides Health insurance information and counseling services for persons age 50 and older and to Medicare beneficiaries, regardless of age. Free and confidential services are provided by trained staff and volunteer counselors. In-person and telephone assistance is available in the following general areas:

- Medicare benefits and coverage
- Medicare supplements including Medigap plans, group health plans (employer, union, TRICARE for Life, COBRA, Medicaid/Medical Assistance)
- Medicare Prescription Drug Plans
- Medicare Advantage Plans (Health Maintenance Organization, Preferred Provider Organization, Medical Savings Account, Private Fee-for-Service and Special Needs)
- Long Term Care Insurance
- Benefit programs for low-income persons
- Assistance and advocacy with denials, appeals and grievances
- Billing problems
- Health care fraud and abuse
- Volunteer Counselor opportunities
- Free public educational presentations

SHIP's services are available primarily at The Bain Center, Monday through Friday during normal business hours. Limited service is offered at the Ellicott City Senior Center on Wednesday mornings. Home visits can be arranged for persons unable to leave their homes. Public presentations are offered regularly throughout the county and upon request from any community group.

Contact a Howard County SHIP Counselor:

In person:

The Bain Center
5470 Ruth Keeton Way
Columbia, MD 21044

By phone:

410-313-7392
Maryland Relay: 711

In-Home:

Call 410-313-7392 to arrange an in-home visit (for those that are unable to leave their homes).

Please join Neighbor Ride in thanking the following for their generous support:

Visionary (\$5,000 and above)

Coalition of Geriatric Services
The Mall in Columbia (inkind)

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

1st Mariner Bank
Howard County General Hospital
Owen Brown Community Assoc.

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

Rotary Club of Columbia Patuxent
The Shelter Group

Advocate (\$500-\$999)

Ascend One Edge Fund

The Greene Turtle – Columbia
KIMCO Realty Corporation
Kiwanis Club of Ellicott
The Vertical Connection

Friend

American Prosperity Group
Columbia Smiles Family Dentistry
Corporate Office Properties Trust
Giant of Maryland, LLC
James Ferry Photography
Lawrence Katkow, DDS
Kirlin Mid-Atlantic, LLC
Kloby's Smokehouse
Lakeview Title Company

Maryland Spine & Sports Medicine
The Evergreens at Columbia TC
Union Jack's Columbia

Grantors

The Columbia Association
Columbia Foundation
Horizon Foundation
Howard County Community Service Partnerships
Judith & Edwin Cohen Foundation
MTA - Senior Rides Program
SunTrust Bank
United Way of Central Maryland
Walmart Foundation