

The Rider



It's Been a Banner Year!

With nearly 15,000 trips provided in FY2012, Neighbor Ride is working hard to recruit additional volunteer drivers. Help spread the word by encouraging folks to contact us at volunteer@neighborride.org or 410-884-7433.

Join Us for FallFest 2012

Friday, November 2nd

Ten Oaks Ballroom
Clarksville, MD
6:00-10:00 p.m.

FEATURING: A fabulous Silent Auction, Entertainment and Dinner. All proceeds to benefit Neighbor Ride and the Howard County Office on Aging's Vivian Reid Community Fund.

Tickets on Sale at www.cogsmd.org. For more information, contact Colleen Konstanzer at 410-884-7433 or community@neighborride.org. Raffle Tickets are also available. The winner will enjoy a 7-day Holland America Cruise to Mexico or the Caribbean. Cost is \$10/ticket or 12/\$100. To purchase, mail your check to COGS - P.O. Box 2131 - Ellicott City, MD 21041.



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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

Handy Numbers

Neighbor Ride:
410-884-RIDE (7433)

Maryland Access Point & Home Accessibility & Repair Program
410-313-5980

Airport Shuttle
410-381-2772

Howard County Police Senior Liaison
410-313-6089

Policy Updates and Reminders

ADDITIONAL DESTINATIONS

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. Pick-up from the second destination must be scheduled for one hour or less from the time a passenger is picked-up from his/her original destination.

If the additional stop falls between the original pickup and second destination, no extra charge will be incurred. If the additional stop is outside the trip route, a separate ride must be scheduled and a second fee will apply.

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 a 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 voice-mail 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.

Planes, Trains, Ships & Casinos...

We are excited to announce our new partnership with the Airport Shuttle. Through this partnership, Airport Shuttle has agreed to provide discounted rates for Neighbor Ride's passengers. Because of the availability of this extremely reliable and affordable service, Neighbor Ride will no longer provide transportation to airports, Amtrak stations, cruise terminals or the Maryland Live Casino.



Watch for the following improvements in January 2013...

- New, mileage-based fee structure
- Credit card payment option

Reminders regarding Waiver-Only Passengers

- Any unregistered person accompanying a Neighbor Ride passenger on a ride must have a signed waiver on file at the Neighbor Ride office.
- Waiver-only passengers must travel from the same location and to the same destination as the registered Neighbor Ride passenger.
- Transportation is only available to appointments specifically for registered Neighbor Ride passengers. Waiver-Only passengers cannot ride independently.
- All individuals travelling with Neighbor ride must be able to independently get in and out of a vehicle.
- Neighbor Ride cannot transport children under the age of eight.

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, 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. * Please NOTE that this schedule changes for holidays when the office is closed.

FYI – Driver Assignments

Neighbor Ride makes every effort to find drivers for all requested rides. Assignments are limited, however, by the availability of our volunteers; so we recommend always having a backup plan for your transportation needs. If within two business days of a requested ride, no volunteer driver match has been made, we will call you to confirm that the ride is still needed. If so, work on assigning a driver will continue until noon the day before the ride is to take place. At this time, if no driver is found, you will receive a call notifying you that the ride must be canceled. You will not, of course, be charged for the canceled ride.

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?
Labor Day	Monday	Sept. 3, 2012	No	No
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

Home Accessibility & Repair Program

Through the Howard County Office on Aging's Home Accessibility & Repair Program repairs/ retrofits are made for qualified homeowners to eliminate health, safety and property maintenance deficiencies. Qualified seniors and persons with disabilities are eligible to apply. Free consultations are provided to the public on modifications and retrofitting homes to enable the resident to age in place.

Phone: 410-313-5980 / 800-506-5806

Email: map@howardcountymd.gov



Discounted Rides

Neighbor Ride passengers are invited to enjoy discounted rides to and from local Airports, Train Stations, Cruise Terminals and Arundel Mills. The Airport Shuttle services BWI Airport & Amtrak, Reagan National Airport, Dulles Airport, Penn Station, Union Station, the Port of Baltimore Cruise Terminal, and Arundel Mills, including the Maryland Live Casino.

To reserve your discounted shuttle, call **(800) 776-0323** or **(410) 381-2772**, press 2 and refer to Profile Number 161875.

Discounted reservations may also be made online at:

<https://theairportshuttle.hudsonltd.net/res?USERIDENTRY=RIDEWEB&LOGON=GO>.

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

Visionary (\$5,000 and above)

Coalition of Geriatric Services

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

1st Mariner Bank

Howard County General Hospital

Owen Brown Community Association

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

Ascend One Edge Fund
Rotary Club of Columbia
Patuxent

The Shelter Group

Walmart Foundation

Advocate (\$500-\$999)

The Greene Turtle – Columbia

KIMCO Realty Corporation

Kiwanis Club of Ellicott

Union Jack's Columbia

The Vertical Connection

Friend (\$150-\$499)

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

Lakeview Title Company

Maryland Spine & Sports
Medicine

The Evergreens at Columbia TC

Grantors

The Columbia Association

Columbia Foundation

Horizon Foundation

Howard County Community

Service Partnerships

Judith & Edwin Cohen

Foundation

Maryland MTA - Senior Rides

Program

SunTrust Bank

United Way of Central

Maryland