

# The Rider

## A Fond Goodbye to Our Executive Director

Brad Closs is retiring in March, after 8 years as Neighbor Ride's Executive Director. Under Brad's leadership, Neighbor Ride transitioned to paperless ride assignments, increased office hours to six days a week, expanded its staff to four part-time employees, earned recognition as Best of Howard Charity/Nonprofit for six consecutive years, moved into new convenient and efficient office space, and established itself as a highly respected and



*Brad and Mary Jo Closs*

valued nonprofit in Howard County. Please join all of us at Neighbor Ride in sending Brad our sincerest thanks and best wishes for a wonderful retirement.

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**We're on the Web!**  
[www.neighborride.org](http://www.neighborride.org)

- Learn More About Volunteering
- Donate Online
- Download Registration Packets and Information
- Request a Ride
- Make a Deposit into a Passenger Account
- Read about Neighbor Ride News and Upcoming Events

## Handy Contacts

**Neighbor Ride**  
410-884-RIDE (7433)  
[neighborride.org](http://neighborride.org)

**The Volunteer Center  
Serving Howard County**  
410-715-3172  
[volunteerhoward.org](http://volunteerhoward.org)

**MD Access Point (MAP)**  
410-313-5980  
[marylandaccesspoint.info](http://marylandaccesspoint.info)

**HCPSS Senior Pass**  
410-313-6682



**WomenFest** is an interactive day focusing on health, wellness, fashion, and beauty, featuring 90+ vendors and exhibitors, free health screenings and a special keynote presentation by Lynne Brick, President of Brick Bodies Fitness Services, Inc. New this year, don't miss workshops on self-defense, heart health, painting on canvas, financial wellness and keeping relationships strong. For more information, call 410-313-5540.

# 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 or two different drivers contact you regarding the same ride (Please remember to check your answering machine before calling)
- Your driver has not arrived at the scheduled time/place

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.**

## When your appointment time runs over....

We strive to estimate appointment lengths as accurately as possible in order to avoid placing our volunteer drivers in the position of needing to wait additional time. You can help us in this process by asking your doctor how long you will be when you schedule your appointment. Our Ride Coordinators will ask you if this is your first appointment with the physician as these appointments typically take longer. When scheduled for an appointment at a hospital, please provide both the name of the doctor you will be seeing, along with his/her location within the facility.

If you have scheduled your ride for the time the doctor office indicates is needed, but you are not finished on time, please call the Neighbor Ride office (410-884-7433) and report your progress, so that we may then share information regarding timing changes with your volunteer driver. If it is after 2pm, please dial the office number and select the emergency line (extension 2). Please note that if the adjusted pick-up time extends well beyond the originally requested time, your volunteer driver will not be expected to wait; and you will need to make alternate arrangements for your ride home.

## 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 weeks with holidays.

Holiday Observance	Day	Date	Office Open?	Rides Available?
Memorial Day	Monday	May 25, 2015	No	No
4 <sup>th</sup> of July	Saturday	July 4, 2015	No	No
Labor Day	Monday	Sept 7, 2015	No	No
Thanksgiving	Thursday	Nov 26, 2015	No	No
Thanksgiving Friday	Friday	Nov 27, 2015	No	Yes
Christmas Eve	Thursday	Dec 24, 2015	No	Yes
Christmas	Friday	Dec 25, 2015	No	No
New Year's Eve	Thursday	Dec 31, 2015	No	Yes
New Year's Day	Friday	Jan 1, 2016	No	No

# Requesting Rides



- Call 410-884-7433

**OR**



- Visit [www.neighborride.org](http://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

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

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.

## Neighbor Ride Rate Schedule

Neighbor Ride’s fees are determined by the one-way distance, per Google Maps, between the pick-up location and destination. See below for the rate schedule. **If your income is limited, you may be eligible for subsidized rides. Please call the Neighbor Ride office for more information or to request an application.**

One-Way Mileage	Roundtrip Fee
Under 2 miles	\$6.00
2 – 3.99 miles	\$8.00
4 – 6.99 miles	\$10.00
7 – 9.99 miles	\$15.00
10 – 14.99 miles	\$20.00
15 – 19.99 miles	\$25.00
20 – 35 miles	\$35.00

## Do You Have a Medication List?

Pharmacists and medical professionals recommend that people always carry an updated list of their prescription and over-the-counter medications, vitamins and herbal products. The list should include the name and dosages of the medications, as well as what conditions the medications treat and any of the patient’s known allergies. Carrying such a medication list can provide emergency medical personnel with lifesaving information and help prevent medication related errors, such as improper dosing, duplicating medications, and harmful drug interactions and side effects. To download a printable medication list, visit: [www.safemedication.com](http://www.safemedication.com).

## Stay Local When You Can

Many of the doctors at the larger medical facilities in Baltimore have office hours in Howard County. When scheduling your appointments, be sure to ask if you can be seen in the local office. Staying local will save you time and money; and greatly improve the probability that we will be able to match your ride with a volunteer driver.

## Did You Know? – HT Ride

RTA Mobility is a specialized transportation service for individuals who cannot ride fixed route buses. RTA Mobility consists of two service components: General Paratransit and ADA Services.

### General Paratransit

RTA Mobility provides shared ride transportation to medical appointments, senior centers, social services, college and employment to eligible Howard County Residents who have a disability (ages 18-59) or are age 60 and over. Service is provided to/from locations in Howard County with limited service available to medical centers in Baltimore. Fares are \$2.50 each way.

**Eligibility:** All individuals must complete an application and be certified before using the service. Contact Regional Transit Agency Customer Service at 1-800-270-9553.

**Service Hours:** Monday through Friday, primarily 8am-5pm. Riders must schedule trips at least 48 business hours in advance.

### ADA Services

RTA Mobility provides general purpose shared ride services to individuals who are unable to use fixed route services due to a disability. ADA service is limited to areas that are within  $\frac{3}{4}$  of a mile of a Regional Transit Agency fixed route service. Fares are \$2.50 each way.

**Eligibility:** All individuals must complete a two part application, which includes certification by a physician or a health care professional. Contact Regional Transit Agency Customer Service at 1-800-270-9553.

**Service Hours:** Monday through Friday, primarily 8am-5pm. Riders must schedule trips by 5pm the day before the requested trip.

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## New Community Calendar Available – TotallyHoCo.com

There's so much going on in Howard County, but how do you find out what's happening when? Introducing TotallyHoCo.com, Howard County's online community calendar with photos, categories, links and robust event descriptions. Take a look. You can FIND events and activities, POST your own activities and SHARE events with friends.

## Join us in thanking the following for their generous support in FY2015

### Patron (\$1,000 to \$2,499)



### Partner (\$500 to \$999)

Columbia Center for  
Spiritual Living

Walmart Foundation  
Mid Maryland Triathlon Club

The Vertical Connection  
Carpet One Home & Floor

### Friend (\$150 to \$499)

Cheshire Consulting Group, LLC  
Kittamaqundi Community Church

Columbia Smiles Family Dentistry  
Dr. David F. Halpern  
Commercial Insurance Managers

Personal Care Physician-Dr. Andrew  
Lazris  
Corporate Office Properties Trust