

THE TRANSPORTER

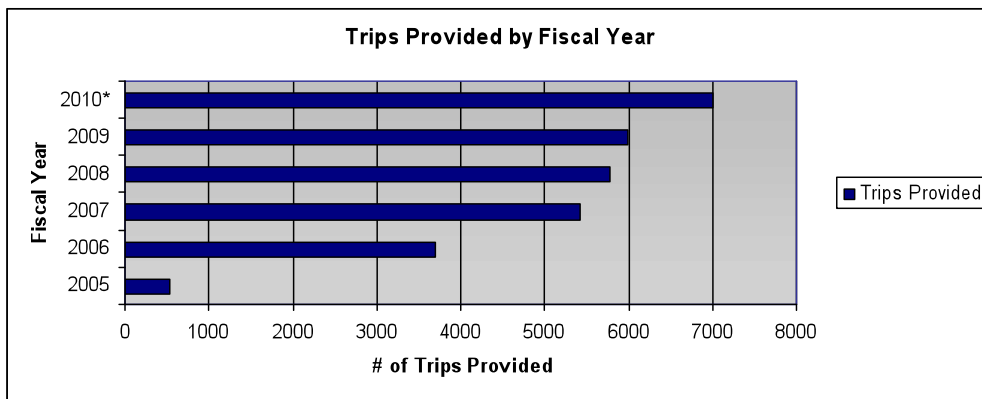


February 2010

Volume 6 Number 2

From the Director....

We were working on our request to Howard County for a Community Services Partnership Grant for FY11 and wanted to be able to show the dramatic growth we have been experiencing. We created following chart:



* FY 2010 is projected based on year-to-date trips

In December and January, you provided 606 and 672 trips vs. 429 and 412 a year ago. And we already have 487 requests for February – more than the total for last February. These numbers demonstrate the significant need for senior transportation in the county that is being fulfilled by Neighbor Ride volunteers.

Continued enhancements of our database and office processes are helping the Ride Coordinators match Drivers with passengers for all these rides as well as making it easier for Drivers to know the ride details.

We appreciate your dedication to our seniors. Please let us know of other process and database enhancements that will help us all accommodate our significant growth.

Brad

Save the date for our annual volunteer training on one of these dates:

March 26 10:15AM-12:30 PM East Columbia Library

March 31 6:15 PM- 8:30 PM Miller Library

We were saddened to learn of the death of one of our passengers, Evelyn Powers, on January 26, 2009. Our sympathy is extended to her family and friends.

Passenger Comments



"The Ride Coordinators are very accurate and professional. Please keep up the great work, not just for me but for everyone who benefits!" HF

"I've had only good, friendly drivers; I'd be lost without them. Many, many thanks to all. ES

"I love your service. It helps me out so much." RA

"A wonderful service and much appreciated." GF

"From the office staff (very helpful) to all the drivers I had, everyone is very nice, helpful, and friendly. P.S. Good driving."



Welcome Volunteers

New- Tess Connell, Bob Fleisch, Ray Gillian, Pat Howell, Steve Howell, John Rosado, Terri Trembeth

Returning- Jean Humphrey, Pat Silvia



Coordinator's Corner "Roses are red, violets are blue, many thanks to each of you, for all that you do! **Happy Valentine's Day!** *Rosemary*

Just as Saturday hours are being planned for a 3-month trial, one of our passengers wrote on the Comments Card he returned "How about Saturday office hours?" How timely! March 6 will launch this new initiative with the office open from 10am-1pm to extend service to our passengers. During January, we had two other passengers express a desire to reduce the number of days required to request a ride. With Saturday hours, we are reducing the number of days needed to find a driver for Wednesday, Thursday and Friday callers.



January has set another rides completed record...672 trips (also a month with two holidays when no rides were given.) Many thanks to each of you who made this happened. The Ride Coordinators have been very busy in the office with the increased work for this number of rides and appreciate even more the database changes.

One of our drivers, John Howard, created a spreadsheet to track mileage. The sheet could be useful to our volunteers who record mileage for income tax purposes. It's being sent to all of our volunteers along with this February newsletter. Thank you John!

January Stats

- 672= Number of trips (**new record**)
- 211= Ride Coordinator hours
- 85= Volunteer office hours
- 2= Canceled rides, no driver
- 15= New registrants

Orientation Dates:

- February 10, 2010 6 pm
- March 5, 2010 10 am
- March 10, 2010 6 pm



Our Mission

Neighbor Ride will decrease isolation and improve the quality of life for Howard County's older residents by providing a reasonably priced, reliable, supplemental transportation service which utilizes community volunteers and resources.

SUGGESTIONS ??

In March, Neighbor Ride will be soliciting local businesses to seek financial support. We are targeting businesses that focus on seniors and if it is a passenger destination, we let the business know that we bring them customers. If you can think of a Howard County business that might be receptive to our "ask" please forward the name, address and contact person to Rosemary(volunteer@neighborride.org) who will forward to the Development Committee. Thanks!

The NR Development Committee

A SPECIAL OFFER FROM VERTICAL CONNECTION CARPET ONE
The Vertical Connection Carpet One has generously extended its offer to Neighbor Ride volunteers who may shop The Vertical Connection Carpet One's huge selection of flooring and receive 5% off their entire purchase. The Vertical Connection will also donate 5% of volunteers' purchases to Neighbor Ride. You can check-out The Vertical Connections' offerings at www.verticalconnection.com or by visiting them at 9150 Rumsey Road in Columbia. Contact Colleen at community@neighborride.org or (410) 884-7433 for more information about this special offer.