

## PASSENGERS' COMMENTS

*"The driver was very pleasant and the times worked out great." HG*

*"It is truly a blessing to have such a service in the county. Thanks!" JPB*

*"Ride Coordinators are very informative and helpful." DO*

*"Drivers have been very considerate of my age (87)- excellent drivers -on time. It's wonderful to be able to get where I need to go." DO*

*"I am so grateful for the ability to get my groceries, etc. and the kindness shone to me. I am without a vehicle and not near a bus line- the help of Neighbor Ride is truly a great blessing and I am truly grateful to you all." KD*

## From the Director.....

**623** One of the measures we look at each month is the number of completed trips. This is a transit industry term that measures the number of passengers who have traveled one-way. We have been close to 600 – but not quite there for the last few months. In September, you did it! We exceeded 600 trips for the first time. Thanks for all that you do to serve our senior passengers.

Speaking of growth, we have invested in improvements to our data base that matches passengers and drivers. Now, when a ride coordinator selects an unassigned ride, a list of available drivers is displayed. The list is based on each driver's scheduled availability and vacation while also noting preferences, current assigned rides and rides declined. The result has been a time savings for the ride coordinators and a significant reduction in requests to drivers for rides they cannot take. You may have noticed that the All Call List is coming out earlier. With the improvements that we've made in the office and the great committed dedication of all of our volunteers, we will be able to continue to accommodate the growth in passengers and trips.

-Brad

## Support Neighbor Ride

Let's Dish benefits Neighbor Ride through November 30 with 10% of the proceeds donated to Neighbor Ride. Here's how it works:

1. Go to [www.letsdish.com](http://www.letsdish.com) and select the location nearest you
2. Select an in-store session or their pick-up service, Dish-n-Dash
3. Choose a date and time that work for you and select 4,8, or 12 meals from their monthly menu
4. Enter promotional code **F4-NEIGHBORRIDE5** on the page with your billing information.

## 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.*

### **September Stats**

3= Rides cancelled,  
no driver found

**623= Number trips**

170= Ride Coordinator  
hours

70= Admin office hours

25= Misc. volunteer  
office hours

### **Orientation dates:**

October 6, 10 AM

October 14, 6 PM

NEIGHBOR RIDE  
8950 Route 108  
Suite 115  
Columbia, MD 21045  
410-884-RIDE (7433)  
Brad Closs, Executive  
Director  
[director@neighborride.org](mailto:director@neighborride.org)

**Rosemary Noble**  
**Volunteer Coordinator**  
[volunteer@neighborride.org](mailto:volunteer@neighborride.org)

**Colleen Dumais**  
**Konstanzer**  
**Community Outreach**  
**Coordinator**  
[community@neighborride.org](mailto:community@neighborride.org)

Visit us on the web at:  
<http://www.neighborride.org>

## **Coordinator's Corner.....**

Time to thank each of you who filled out the 2009 Volunteer Survey. One of the most important questions...would you recommend volunteering with Neighbor Ride had an astounding 100% YES response! We also learned of those responding almost 90% read the newsletter and 7 volunteers never read it; 63% voted to continue the picnic, 30% said maybe; and 97% are mostly or extremely satisfied with being a Neighbor Ride volunteer. The additional comments you provided will be considered in future planning.

Stop by and support Neighbor Ride at Highland Days on Saturday, October 3 from 11-4pm or visit the Miller Library to see a Neighbor Ride display the month of October. The Senior Expo is scheduled for October 23 at Wilde Lake High School. Please let me know if you can volunteer any time to staff our exhibit.

Polo shirts are available for \$5.00 for volunteers. Proceeds go to the Good Neighbor Fund which provides no cost rides to seniors who meet the financial eligibility.

It's the end of the first quarter, if you are requesting partial fuel reimbursement, send an email to Brad: [director@neighborride.org](mailto:director@neighborride.org) with your request.

**November 14 is Casino Night** benefiting Neighbor Ride and the Vivian Reid Fund. Call Neighbor Ride for more information and to purchase tickets.

Happy Fall! Many thanks for all you do!

*Rosemary*

**Welcome to Neighbor Ride.....**  
**Ari Eiblum, David Grabelle, Nancy Karasik,**  
**Lani Makholm, Tameca Roy, Dave Steele**

