



Dear Friend,

Thank you for your interest in Neighbor Ride.

Enclosed is a registration packet that provides you with Passenger Information, a Passenger Waiver, and a Passenger Registration form.

**The Waiver and Registration forms must be completed and returned to Neighbor Ride. Other passengers who may be riding with you must complete and sign a Waiver.** Call the office if you need additional forms.

Once your registration is accepted, you will receive a call letting you know you may begin to schedule rides and a welcome package will be mailed to you. **Please carefully review the Passenger Information before calling to schedule a ride.**

**If your income is limited, you may be eligible for subsidized rides. You may call Maryland Access Point, 410-313-5980, to see if you qualify. You may call our Neighbor Ride office for more information.**

Neighbor Ride is a nonprofit organization providing Howard County's residents, age 60 and older, with reasonably priced, reliable supplemental transportation utilizing community volunteers and resources.

On behalf of our Board of Directors, staff, and volunteers, we look forward to serving you.

Sincerely,

*Brad Closs*

Executive Director

Neighbor Ride is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI of the 1964 Civil Rights Act.

**8950 Route 108, Suite 115, Columbia, MD 21045**  
410-884-7433 <http://www.neighborride.org>

## **PASSENGER INFORMATION:**

### **For what types of rides can I use Neighbor Ride (NR)?**

Passengers may utilize NR for shopping, religious services, classes, volunteer activities, social outings, medical appointments and other day-to-day activities. Passengers are eligible for a maximum of **12** rides per month. Passengers must be able to get in and out of the vehicle independently. **Note: We are unable to accommodate individuals using wheelchairs.**

### **When are rides available?**

NR provides rides daily depending on the availability of volunteer drivers. Please note the office is closed on all major holidays and **the ride request schedule is adjusted.**

### **Will NR provide transportation to destinations outside of the county?**

Requests for rides to the Baltimore and the D.C. areas are accepted. Our maximum one way driving distance is 35 miles from pick up. Please schedule longer distance rides as early as possible as there are fewer drivers for these rides.

### **What information is needed before using NR?**

Passengers must complete a **Passenger Registration** form, a **Passenger Waiver** and **open a transportation account.**

### **When can I schedule my first ride?**

Passengers can schedule their first ride once the NR office has processed the paperwork submitted. Passengers will receive a phone call informing them that their accounts have been set up; a welcome package will be sent out.

### **If a spouse, friend or assistant accompanies me, is there an additional fee?**

There are no additional fees for anyone traveling from the same location and traveling to the same destination. **Note: A Passenger Waiver form for each additional passenger must be on file in the office before the ride can be scheduled.**

### **Where will I be picked up and dropped off?**

Passengers are transported door to door by volunteer drivers in their personal vehicles. For liability reasons, drivers may **not** accompany passengers into their homes or into homes passengers are visiting.

### **How do I schedule a ride?**

Passengers are required to contact the Neighbor Ride office by phone at 410-884-7433 or through our web site [www.NeighborRide.org](http://www.NeighborRide.org) **at least three (3) full business days** in advance to schedule trip(s). For example, if you require a ride on Friday, you must call Monday before 2:00 p.m. to schedule. Office hours are Monday through Friday, 9:00 am to 2:00 pm, and Saturday 10:00 am to 1:00 pm. Messages left on the answering machine after 2:00 p.m. and on Sundays are returned the next business day. Passengers must provide the pick-up time, appointment time, number of passengers, destination address, zip code, telephone #, and estimated return trip time. Medical appointments require the doctor's name, group practice name, and phone number.

### **How are rides assigned?**

NR will make every effort to find a driver. Assignments are limited by the availability of our **volunteer drivers**. If a driver is assigned the ride, passengers will receive a call confirming the driver. Once this call has been made, **no** changes are allowed. The driver will call passengers the afternoon or evening before the ride to confirm the details. When NR is unable to provide a driver, the passenger is notified the day before the ride date. Requests for rides during rush hour to destinations outside the county are very hard to fill. Please keep this in mind when scheduling your appointments.

<b>Zone</b>	<b>Fare</b>
Same Howard County (HC) Zip Code	\$6.00
Zip Codes Adjacent to Home Zip Code	\$9.00
Non-Adjacent HC Zip Code	\$12.00
Outside County, Zip Code Bordering HC but Not Adjacent to Home Zip Code	\$21.00
All Other Outside HC Rides	\$33.00

**How do I pay the fees associated with my trips?**

Passengers are required to pre-pay for rides by establishing a transportation account that can be replenished as needed. Checks should be made payable to Neighbor Ride, and mailed to:

**Neighbor Ride, Inc.  
8950 Route 108, Suite 115  
Columbia, MD 21045**

Please note passenger's name on check.

**Drivers are prohibited from taking payments.**

**What if I am running late or want to make an unscheduled stop?**

Drivers are not permitted to make unscheduled stops. One additional stop between the pickup and destination can be requested at the time the ride is requested. Drivers may be scheduled for multiple rides, so it is important that passengers meet them at the prearranged time and place for pick-up and return trips. Medical appointments vary in length; please try to estimate for the longest possible visit time.

**What if I need to cancel a scheduled trip?**

Cancel a scheduled trip as early as possible so the volunteer driver can be notified. Passengers will not be charged for a cancelled trip.

**Excessive Cancellation/No Show Policy:**

Repeated cancellations or no shows inconvenience our drivers, and impact our ability to serve our passengers. Repeated cancellations or no shows may result in a suspension of service.

**When should I use the emergency line?**

When the NR office is closed leave a message on the emergency line **only** for the following circumstances:

- If you need to cancel a ride scheduled to take place within the next 12 hours or over the weekend.
- If you were not contacted by your driver the night before your scheduled ride.
- If your driver has not arrived at the scheduled time

**What is NR'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 office. If the driver is willing to drive in questionable weather, the driver will contact the passenger to confirm that he/she still wants the ride. If the ride is cancelled, the driver will contact the NR office. If possible, the NR office will remain open to handle notification of cancellations. Passengers will not be charged for the ride.

**What if I only need a one-way ride?**

NR accommodates one-way ride requests. The fare is the same as for a roundtrip ride. Trips to the airport/bus/train station and trips to appointments where passengers will receive anesthesia are one-way to the appointment only.

**Are tolls and parking costs included in the NR fees?**

No, passengers are expected to pay for tolls and parking on the day of ride.

**Can I tip my driver?**

It is against NR policy for our volunteers to accept tips.

**How will I be able to identify my NR drivers?**

Look for the NR sign on the passenger side door of the driver vehicle and your NR volunteer's name badge.

**Other Policies:**

Smoking and eating during a ride are prohibited.

**How can I comment on my experience with NR?**

Feedback post cards are mailed to passengers after their first ride and every six months thereafter. We appreciate your comments.

**May I donate to NR to help ensure services will always be available?**

Absolutely! Donations are gratefully accepted. Your tax-deductible contribution may be mailed to the office. You may also consider a Legacy Gift to Neighbor Ride. Contact our Executive Director, Brad Closs, at 410-884-7433 for more information.

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PASSENGER REGISTRATION FORM

Dr. Mr. Mrs. Ms. NAME: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

Number, street name & apartment/suite number

City / Town

Zip Code

NAME OF YOUR DEVELOPMENT: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_

(must be 60 years of age or older)

EMERGENCY

CONTACT\*: Dr. Mr. Mrs. Ms. \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ E-Mail: \_\_\_\_\_ Relationship: \_\_\_\_\_

EMERGENCY CONTACT

PHONE NUMBER: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

Note: This number must be different than the home or cell phone listed for the passenger.

WILL ANYONE BE TRAVELING WITH YOU? yes no If yes, name \_\_\_\_\_

Each passenger must have a Passenger Waiver Form signed and on file in our office before a ride can be scheduled. Call our office now to request another waiver.

DO YOU HAVE ANY NEEDS A DRIVER SHOULD KNOW? (Ex: limited vision, walker use; need assistance walking; problems in getting in high step vehicles)

DIRECTIONS TO YOUR RESIDENCE (i.e. new street; shared driveway; etc).

Do you speak/understand English: yes no If no, language: \_\_\_\_\_

If no, please give the name of someone we could contact for you who speaks English:

How did you hear about Neighbor Ride? \_\_\_\_\_

To establish my Neighbor Ride account, I enclose a check for \_\_\_\_\_.

\* Emergency Contacts may be included in periodic mailings from Neighbor Ride.

