



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. In an effort to reduce the use of paper please provide e-mail addresses where applicable.

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

**If your income is limited, you may be eligible for no cost rides. You may call Maryland Access Point, 410-313-5980, to see if you qualify for no cost Neighbor Ride transportation. Additionally, you may call our Neighbor Ride office for more information.**

Neighbor Ride is a nonprofit organization providing Howard County's residents, age 60 and over, with reasonably priced, reliable supplemental transportation utilizing community volunteers and resources. This year we are celebrating 5 years of service in Howard County.

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>

## NEIGHBOR RIDE

### PASSENGER INFORMATION:

**For what types of trips 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.

**Note: We cannot accommodate individuals using wheelchairs or persons having anesthesia for a medical procedure.**

**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 during those holidays.**

#### **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 able to do long distance rides.

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

Passengers must complete a **Passenger Registration** form and a **Passenger Waiver** form. This information is entered in NR's confidential database.

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

Passengers can schedule their first ride once the NR office has accepted their completed and signed **Passenger Registration** and **Passenger Waiver** forms. **Rides are limited to twelve each month.**

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

If the spouse, friend or assistant is traveling from the same location and traveling to the same destination only one ride fee will be charged. **Note: Each passenger must sign and complete a Passenger Waiver form which must be received by the NR 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.

#### **Will NR be able to accommodate all ride requests?**

Every effort is made to accommodate ride requests; however, assignments are limited by the availability of our **volunteer drivers**. If a driver is able to take the ride, NR will contact the passenger to confirm the details. When NR is unable to provide a driver, the passenger is notified the day before the ride date.

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

Passengers are required to contact the NR 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 need a ride on Friday, you must call Monday before 2:00 p.m. to schedule. Phone, email and website requests after 2:00 p.m. are not accepted until the following day. Office hours are Monday through Friday, 9:00 a.m. to 2:00 p.m. and Saturday 10:00 a.m. to 1:00 p.m. Passengers must provide the pick-up and appointment times, number of passengers, destination address, zip code, telephone number, and estimated return trip time. Medical appointments require the doctor's name, group practice name, and phone number.

**Will fees be charged for rides?** Fees are based on a zip code zone system:

<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 Codes	\$12.00
Outside HC, Zip Code Bordering HC but not Adjacent To Home Zip Code	\$21.00
All Other Outside HC Rides (35 mi. max)	\$33.00

**How do I pay the fees associated with my trips?** Passengers are expected to pre-pay for services on a per-ride basis or by establishing a transportation account that can be debited and replenished as needed. Family members may “gift” rides to their senior relatives by contributing to the passenger’s transportation account. 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 and ride date, or “Account,” if the check is for the passenger’s transportation account, in the memo. Drivers do not accept payment.

**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.

**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?** Drivers have NR signs on the passenger side of their vehicles and wear NR name badges.

**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. If an additional stop is needed in another zone, there will be an additional fee. 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.

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**What if I need to cancel a scheduled trip?** Please cancel a scheduled trip as early as possible so the volunteer driver can be notified. Payments will be refunded.

**When should I use the emergency line?** When the NR office is closed please leave a message on the emergency line 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. **(Please do not leave messages that can be handled the next business day.)**

**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. Payments for cancelled rides are refunded by crediting the passenger’s account.

**How can I comment on my experience with NR?** Post cards are mailed to passengers for comments.

**How are the volunteer drivers chosen?** Each driver has attended orientation, passed a criminal background check, driving record check, and personal reference check.

**May I donate to NR to help ensure services will always be available?** Absolutely! Tax-deductible donations are gratefully accepted. You may also consider a Legacy Gift to Neighbor Ride. Contact our Executive Director, Brad Closs, at 410-884-7433 for more information on donating to NR.



**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 \_\_\_\_\_

If yes, please contact our office immediately to request additional passenger waiver forms. Each passenger must have a Passenger Waiver Form signed and on file in our office before a ride can be scheduled.

DO YOU HAVE ANY NEEDS A DRIVER SHOULD KNOW WHILE DRIVING YOU? (Ex: limited vision, walker use; need assistance walking; problems 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? \_\_\_\_\_



## Passenger Acknowledgement and Waiver

I, \_\_\_\_\_, hereby understand, agree and expressly assume all of the dangers and attendant risks of transportation associated with my use of Neighbor Ride (the "Transport"). I waive all claims (including for myself, my successors and representatives) arising out of or related to the Transport (directly or indirectly) whether caused by Neighbor Ride's negligence, breach of contract or otherwise (the "Waived Claims") regardless of whether such Waived Claims relate to my bodily injury, property damage, loss or otherwise. I furthermore release and agree to hold harmless Neighbor Ride its successors and assigns, and its officers, directors, agents, volunteers, employees, and their executors, administrators and heirs from any liability, loss, cost or expense associated with the Waived Claims.

In the case of a medical emergency, I understand that the driver is instructed to call 911 and follow the directions that 911 provides. A copy of the emergency procedures and protocols are available upon request from the office of Neighbor Ride.

I further acknowledge and agree that the terms of my prepaid account with Neighbor Ride, and the corresponding funds contained therein, are such that in the event my prepaid account is inactive for any 6 (six) month period and after Neighbor Ride has exhausted reasonable efforts to contact me, all funds in my prepaid account shall be forfeited and shall henceforth immediately become the sole property of Neighbor Ride.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please print name: \_\_\_\_\_

Phone: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Other #: \_\_\_\_\_