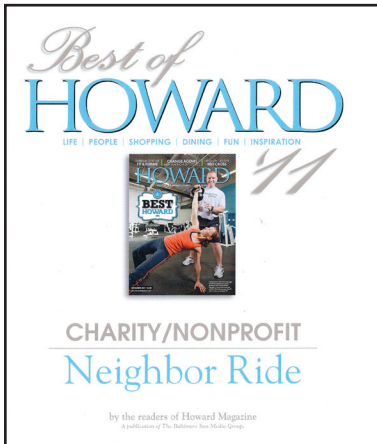


The Rider

Neighbor Ride Named "Best of Howard"

For the fourth consecutive year, Neighbor Ride was voted "Best of Howard—Charity/Non Profit" by readers of Howard Magazine. Many thanks to our amazing volunteers and all the wonderful passengers and supporters who made this recognition possible!



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We're on the Web!
www.neighborride.org

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



Handy Numbers

Neighbor Ride:
410-884-RIDE (7433)

Maryland Access Point
410-313-5980

Howard County Food Bank
410-313-6185

Howard County Police
Senior Liaison -
Holly Burnham -
410-313-6089

JOIN US for Neighbor Ride Day!

Date: Tuesday, February 28, 2012 - ALL DAY!

Location: The Greene Turtle
8872 Mcgaw Road, #C -
Columbia, MD 21045



The Greene Turtle will be donating 10% of the day's sales to Neighbor Ride

Policy Updates and Reminders

EMERGENCY LINE USAGE

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 or over the weekend
- You were not contacted by your driver the night before your scheduled ride
- Your driver has not arrived at the scheduled time

Please do not leave messages that can be handled the next business day in the Emergency voicemail 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.

What is Neighbor Ride'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 Neighbor Ride office. In questionable weather, even if the driver is willing to drive, the driver will contact the passenger to confirm that he/she still wants the ride. If the ride is cancelled, the driver will contact Neighbor Ride.

If possible, the Neighbor Ride office will remain open to handle notification of cancellations. Payments for cancelled rides are refunded by crediting the passenger's account.

ALWAYS CARRY A LIST...

No one wants to think about having medical problems while out and about, but if you do become ill while away from home, you will have an easier time getting the medical care you need if you plan ahead. This planning includes documenting and always carrying the following information with you:

- Medical problems you have and how they are being treated
- The drugs you are taking, the doses, and when and how you take them
- The names and contact information for all of your physicians
- The names and contact information for family members or friends who should be contacted on your behalf in case of an emergency



Reminder: Tolls and Parking Costs

Please remember that tolls and parking costs are NOT included in Neighbor Ride fees. Passengers are expected to be prepared to pay for tolls and parking related to their trips on the day of the ride. Effective Nov. 1, 2011 the toll fees for Baltimore Harbor Crossings, including the Fort McHenry and Baltimore Harbor Tunnels and Francis Scott Key Bridge, have increased to \$3.00 each way.

Durable Medical Equipment

Volunteer drivers' vehicles come in all shapes and sizes. As such, it is critically important that Neighbor Ride be notified if passengers must travel with durable medical equipment, such as personal oxygen tanks or walkers. All equipment must be portable and, when collapsed, small enough to fit in an average-size car.

Requesting Rides



- Call 410-884-7433

OR



- Visit 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

For example, if you need a ride on Friday, you must contact Neighbor Ride on Monday, before 2:00 p.m., to schedule. Phone, email 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.

Hint: When possible, use local resources and schedule your trips during non-rush hour times. Doing so will increase the probability that Neighbor Ride will be able to successfully “match” your ride with a volunteer driver.

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 holiday seasons.

Holiday Observance	Day	Date	Office Open?	Rides Available?
Christmas Eve	Saturday	Dec. 24, 2011	No	Yes
Christmas	Sunday	Dec. 25, 2011	No	No
Christmas Observance	Monday	Dec. 26, 2011	No	Yes
New Year’s Eve	Saturday	Dec. 31, 2012	No	Yes
New Year’s Day	Sunday	Jan. 1, 2012	No	No
New Year’s Observance	Monday	Jan. 2, 2012	No	Yes
Martin Luther King Day	Monday	Jan. 16, 2012	No	No
Presidents Day	Monday	Feb. 20, 2012	No	No
Memorial Day	Monday	May 28, 2012	No	No

Furry Passengers



If you plan to travel with a pet, this information must be included in your ride request. It is required that all pets be crated when traveling with a Neighbor Ride driver. For the safety of both our passengers and volunteers, there are no exceptions to this policy.

Did You Know?...Howard County Police Department Senior Liaison

With the unique challenges older members of the community face, the Howard County police department has devoted the resources and attention of a full-time officer to their needs. Senior Liaison PFC Holly Burnham is working to increase protection for the senior population and reduce levels of fear by establishing better

communication between seniors and police. The Senior Liaison coordinates crime prevention and training and works closely with various senior citizen groups, government agencies and private institutions to ensure all the needs of seniors are being met. She can be contacted at 410-313-6089 or hburnham@howardcountymd.gov.

Neighbor Ride Awarded Better Business Bureau Accredited Charity Seal

After a comprehensive review, Better Business Bureau serving Greater Maryland awarded Neighbor Ride with its Accredited Charity Seal. The application for BBB's Accredited Charity Seal can only be completed by a local charity that has been assessed by BBB to meet or exceed each of its 20 Standards for Charity Accountability.

"During these difficult economic times, there are a lot of people in our community who are especially impacted by the work that local charities provide," said Angie Barnett, BBB | Greater Maryland president and CEO. "But, donors are more concerned than ever that contributions are put to good use. Charities like Neighbor Ride that display the BBB Accredited Charity Seal have attested to sound standards and strengthen public trust in giving."



For more information on BBB's 20 Standards for Charity Accountability and the BBB Accredited Charity Seal, visit www.bbb.org.

Please join Neighbor Ride in thanking the following for their generous donations:

Visionary (\$5,000 and above)

Coalition of Geriatric Services

Benefactor (\$2,500-\$4,999)

1st Mariner Bank
Howard County Gen. Hospital

Patron (\$1,000-\$2,499)

Ascend One Edge Fund
Howard County Real Estate
Million Dollar Club

Physiotherapy Associates of Howard County
Rotary Club of Columbia
Patuxent
The Shelter Group

Advocate (\$500-\$999)

Kiwanis Club of Ellicott City
Law Offices of Janet L. Eveland Chartered
Owen Brown Community Association
RMJ Development Group (Evergreens)
The Vertical Connection
Walmart Columbia