

The Rider

Celebrating 15 Years



Driving Community Connections

On November 17th 2004, with just 20 volunteers on board, Neighbor Ride launched its transportation program serving older adults in Howard County. Today, a team of 400 volunteers coordinate and provide over 1,500 trips each month – giving seniors the “wheels” they need for getting to medical appointments, shopping, enjoying social outings, and more. All are invited to join us in celebrating!

Date: Sunday, November 17, 2019

Time: 3 p.m. to 5 p.m (Brief Program at 4 p.m.)

Location: Alta at Regency Crest
3305 Oak West Drive
Ellicott City, MD 21043

Tickets: \$15 per person

Pay online at www.NeighborRide.org or via check, made payable to Neighbor Ride (Please indicate ‘15th Celebration’ on note line) and mailed to:

5570 Sterrett Place, Suite 102 – Columbia, MD 21044

Special thanks to our Presenting Sponsors



Neighbor Ride's Annual Giving Campaign

Be sure to watch your mailbox in November for an invitation to be a part of Neighbor Ride's Annual Giving Campaign. Your support truly means the world to us and helps ensure that we can continue to be there for you and others who rely on us for staying active, independent, and connected to the community.

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

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

Handy Contacts

Neighbor Ride
410-884-RIDE (7433)
www.neighborride.org

Howard County Office on Aging & Independence
MD Access Point (MAP)
(410) 313-1234

RTA Mobility
1-800-270-9553

Advance Care Planning Help Sessions
(443) 518-6684

Updates and Information

When and How to Use the Emergency Line

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
- You were not contacted by your driver the night before your ride or two different drivers contact you regarding the same ride (Please remember to check your answering machine before calling.)
- Your driver has not arrived at the scheduled time/place



To access the Emergency line, dial (410) 884-7433 and press 2. 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 9 a.m. to 2 p.m. / Saturday 10 a.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, he/she will contact the passenger to confirm that the ride is still needed. 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 passengers' accounts.

New Online System Now Available to Clients!!!

We are happy to announce our new on-line portal. The portal is available to all passengers/caregivers/family members who would like to view rides, request rides, and make payments online.

PLEASE be assured: We love talking with our clients and their families. The system has not been designed to eliminate your phone calls. If you do not have a computer or have no interest in using an online system, please continue business as usual.

Some highlights of the new portal:

- You can submit ride requests online
- You can view your pending rides and your assigned rides with driver names
- You can view ride history and account balances
- You can make credit card payments. You will no longer be confined to only making payments of \$50 or \$100. You are now able to type in a specific amount you would like to add to your account.

If you are interested in utilizing the portal and would like login information and instructions, please email Patrice and Holly at volunteer@neighborride.org.

Did You Know?

The Columbia Orchestra will give a free ticket to a Neighbor Ride volunteer when he/she provides a ride to a concert. Visit www.columbiaorchestra.org to view the 2019-20 season schedule and get ready to enjoy some amazing performances.

Requesting Rides (Allow 3 business days when you schedule a ride.)



Call **410-884-7433**

OR



Visit **www.neighborride.org**, click on “Passengers,” and then “Request a Ride” and fill out our online ride request form.

Request Day	First Available Ride Day
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday or Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday

OFFICE HOURS: Monday–Friday 9 a.m. to 2 p.m. / Saturday 10 a.m. – 1p.m.

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

Neighbor Ride Rate Schedule

Fees are determined by the one-way distance, per Google Maps, between the pick-up location and destination. **If your income is limited, however, you may be eligible for subsidized rides. Please call the Neighbor Ride office for more information or to request an application.**

One-Way Mileage	Roundtrip Fee
Under 3 miles	\$8.00
3 – 4.99 miles	\$10.00
5 – 6.99 miles	\$12.00
7 – 9.99 miles	\$16.00
10 – 14.99 miles	\$22.00
15 – 19.99 miles	\$28.00
20 – 35 miles	\$36.00

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 weeks with holidays.

Holiday Observance	Day	Date	Office Open?	Rides Available?
Thanksgiving	Thursday	Nov. 28, 2019	No	No
Black Friday	Friday	Nov. 29, 2019	No	Yes
Christmas Eve	Tuesday	Dec 24, 2019	No	Yes
Christmas	Wednesday	Dec 25, 2019	No	No
New Year’s Eve	Tuesday	Dec 31, 2019	No	Yes
New Year’s Day	Wednesday	Jan 1, 2020	No	No
Martin Luther King, Jr. Day	Monday	Jan 20, 2020	No	Yes
Presidents’ Day	Monday	Feb 17, 2020	No	Yes

FREE Advance Care Planning Help

Did you know that Howard County General Hospital offers free assistance with your advance care planning? Their staff can help you think through your care wishes, complete an advance directive and electronically store your documents for providers to easily access. Having your advance directive on file at the hospital allows providers to follow your wishes if you are ever in the hospital and unable to communicate.

An advance directive is a legal document that assigns a health care agent, a person that would speak for you should you be unable to communicate for yourself. It can also include a

living will, which is a document that communicates your health care wishes. You can learn more about advance directives at www.speakeasyhoward.org.



Advance Care Planning Help Sessions are held from 3pm to 6pm on the 3rd Thursday of each month at 10760 Hickory Ridge Road, Columbia MD 21044 (Enter through the center door). Registration is not required. For more information, contact Karen Shelton: (443) 518-6684 or kshelto7@jhmi.edu or HCGH-ACP@jhmi.edu.

Introducing the Community Connector

Expanding Accessible Transportation

In partnership with Winter Growth and through the generosity of The Hamel Foundation, we are excited to introduce the Community Connector, a pilot project dedicated to expanding accessible transportation in Howard County. During the pilot project, scheduled to launch at the end of January 2020, wheelchair accessible transportation will be



available for Howard County residents who were registered as Neighbor Ride passengers before November 1, 2019. Rides will initially be restricted to weekdays between 9 a.m. and 3 p.m. and will only be available for medical appointments in Howard County. While our capacity will be limited during the pilot period, we are looking forward to expanding the Community Connector program in the coming years. Contact Colleen at (410) 884-7433 or community@neighborride.org for more information.

Join us in thanking the following for their generous support in FY2020:

Neighbor Ride's 15th Anniversary Celebration

Alta at Regency Crest

Arbor Terrace Fulton

Erickson Living

Lutheran Village at MILLER'S GRANT

Residences at Vantage Point

The Hutt Company

Winter Growth Adult Day Program

Donors

Apple Ford

Victoria Restaurant Group

Walmart-Columbia

Winter Growth Assisted Living

Grantors

Columbia Association

Community Foundation of Howard County

Horizon Foundation

Howard County Community Service Partnerships

iTNAmerica

Judith & Edwin Cohen Foundation

MTA – Senior Rides Program

United Way of Central Maryland