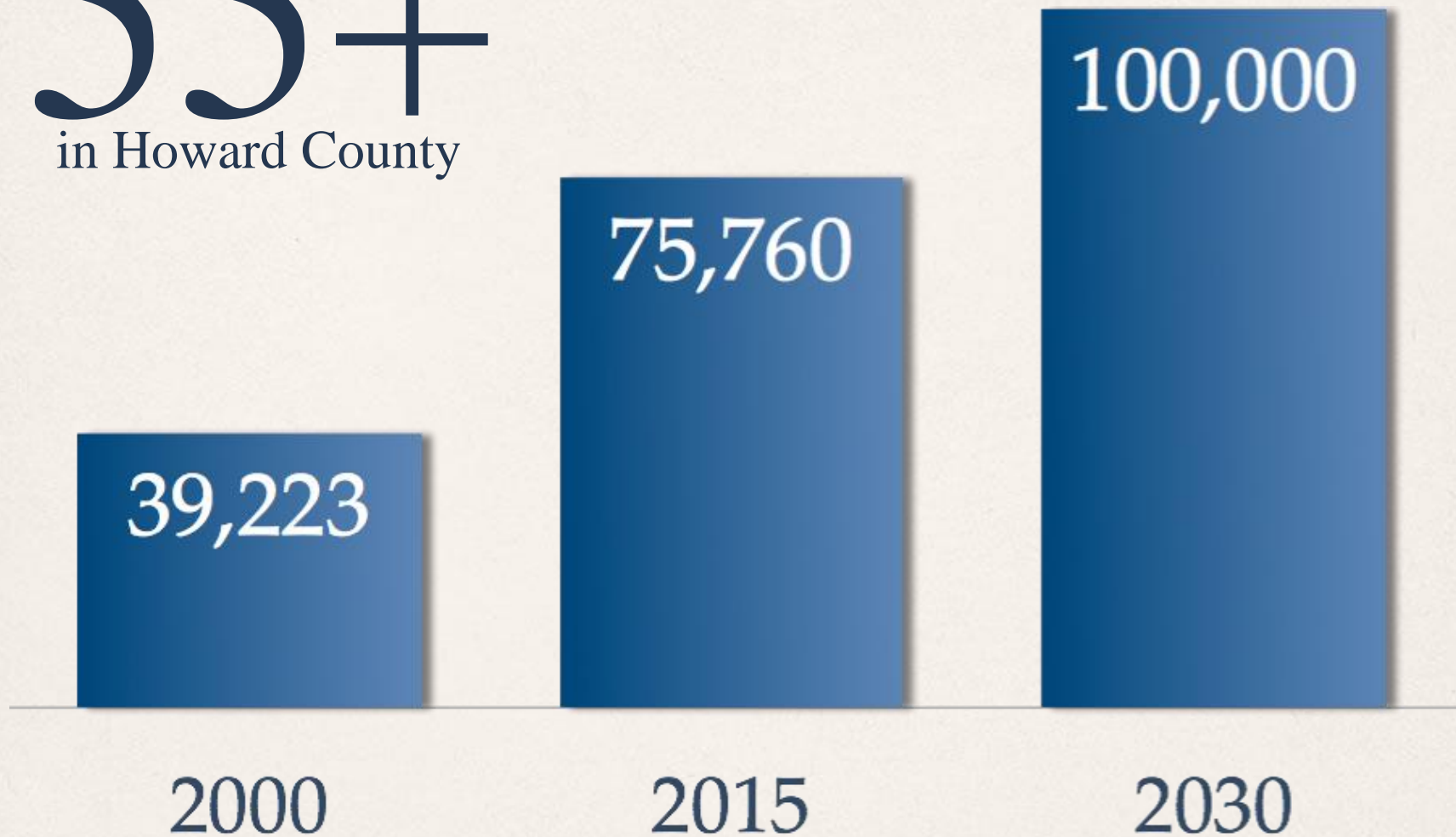




www.neighborride.org

55+
in Howard County



Transportation



The Greatest Unmet Need

Mission:

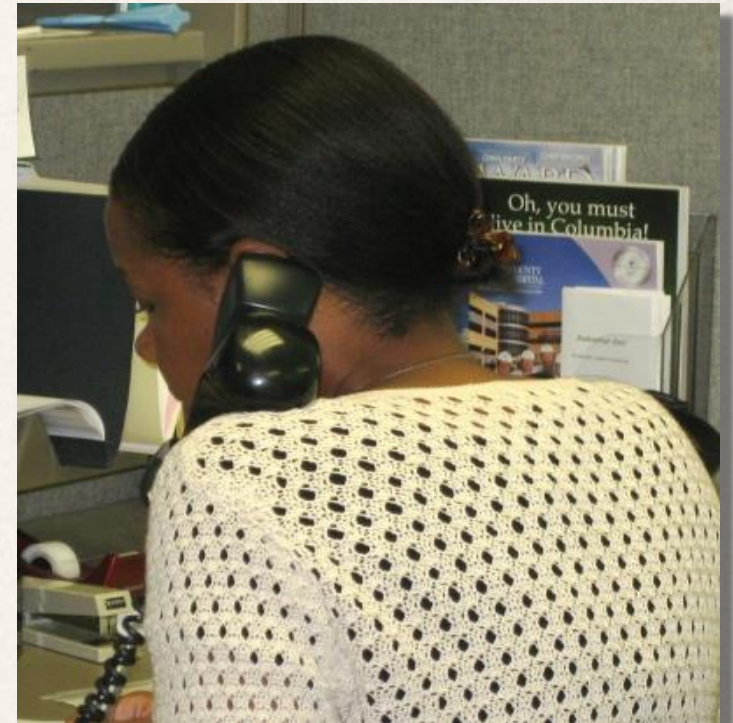
Neighbor Ride enhances the health and quality of life for Howard County's seniors by providing affordable volunteer-based supplemental Transportation.

Transportation

- Howard County Resident - Age 60 (– 94)
- Able to Get Into and Out of the Vehicle
- 12 RT Rides / Month
- Request 3 Business Days in Advance
- 35 Mile Radius
- Fare Structure Based on Mileage Rings From Pickup to Destination (\$5 - \$35 RT)
- 35% Subsidized (Income eligible – no cost)
- All Scheduled Through Custom Program
- 98% of Requested Rides Delivered

The Greatest Unmet Need

Volunteer Drivers



Volunteer Ride Coordinators

STAFF

Create an Environment where Volunteers Enjoy Volunteering

- Volunteer Coordinators (Job Share)
 - Volunteer Recruiting, Recognition, Retention
 - Manage Call Center (> 2500 calls / month)
- Community Outreach Coordinator
 - Marketing / Publicity
 - Grants
- Executive Director
 - Everything Else

Since 2004



340
Volunteers

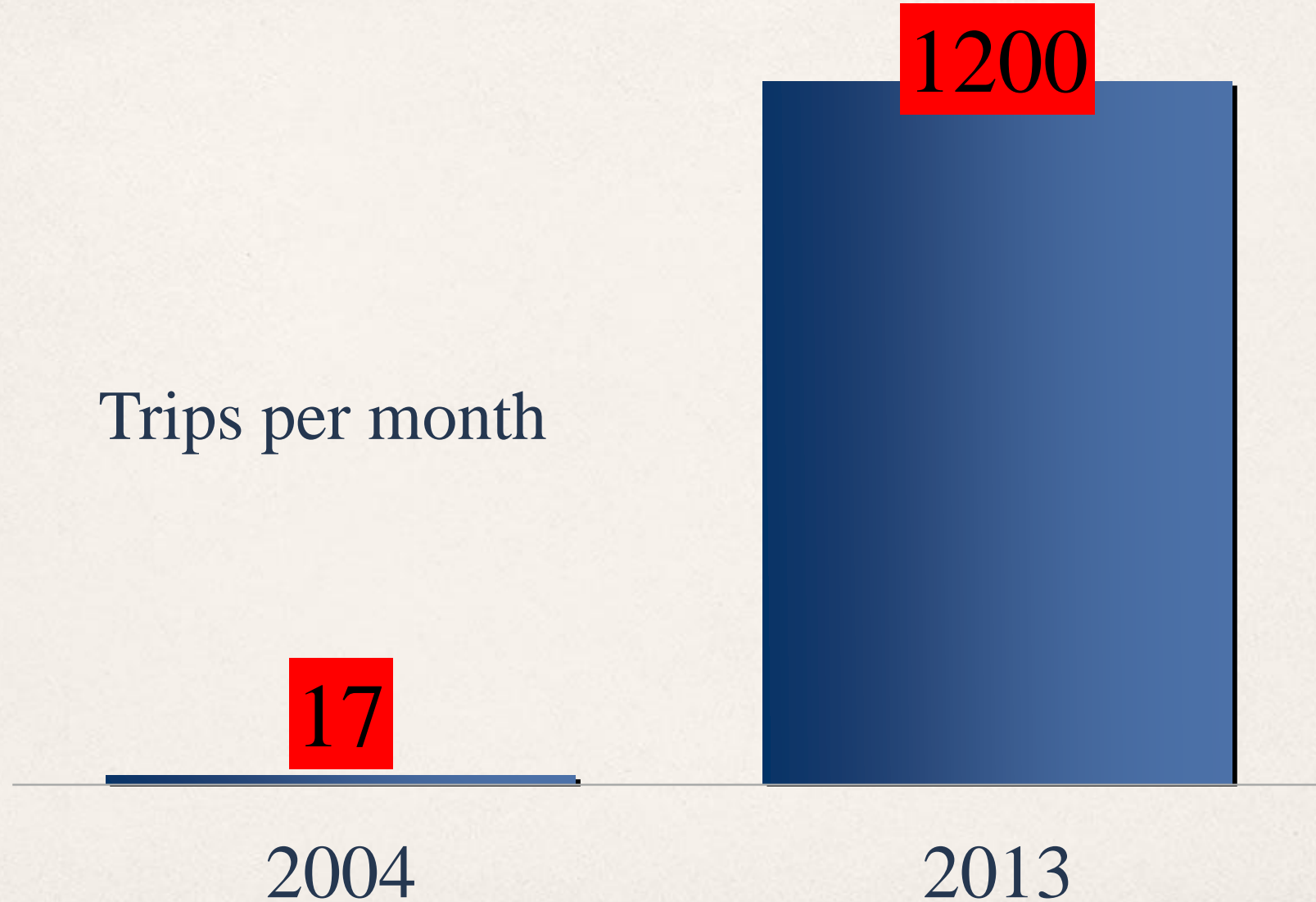


10000+
Passengers

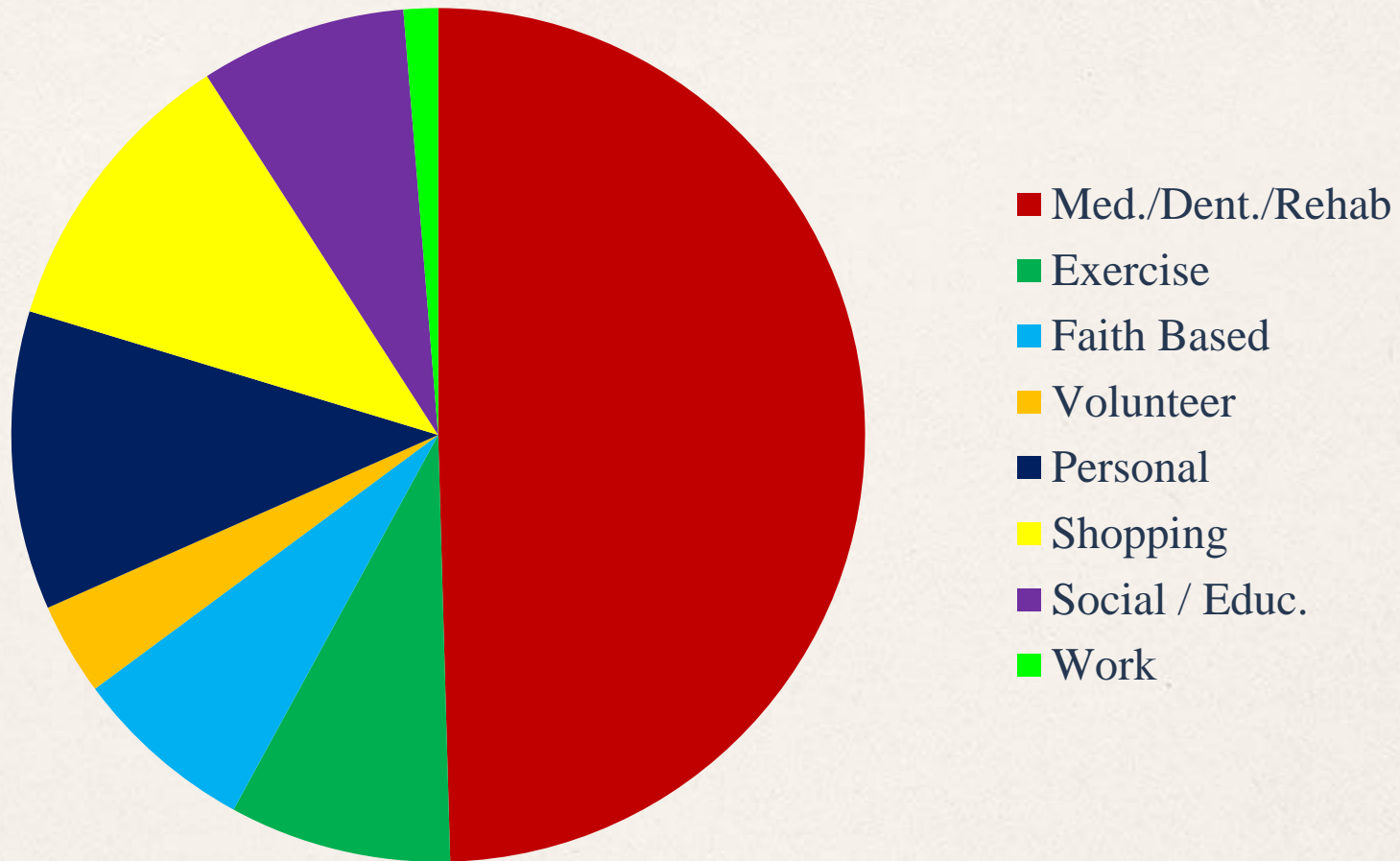


73,000+
Trips

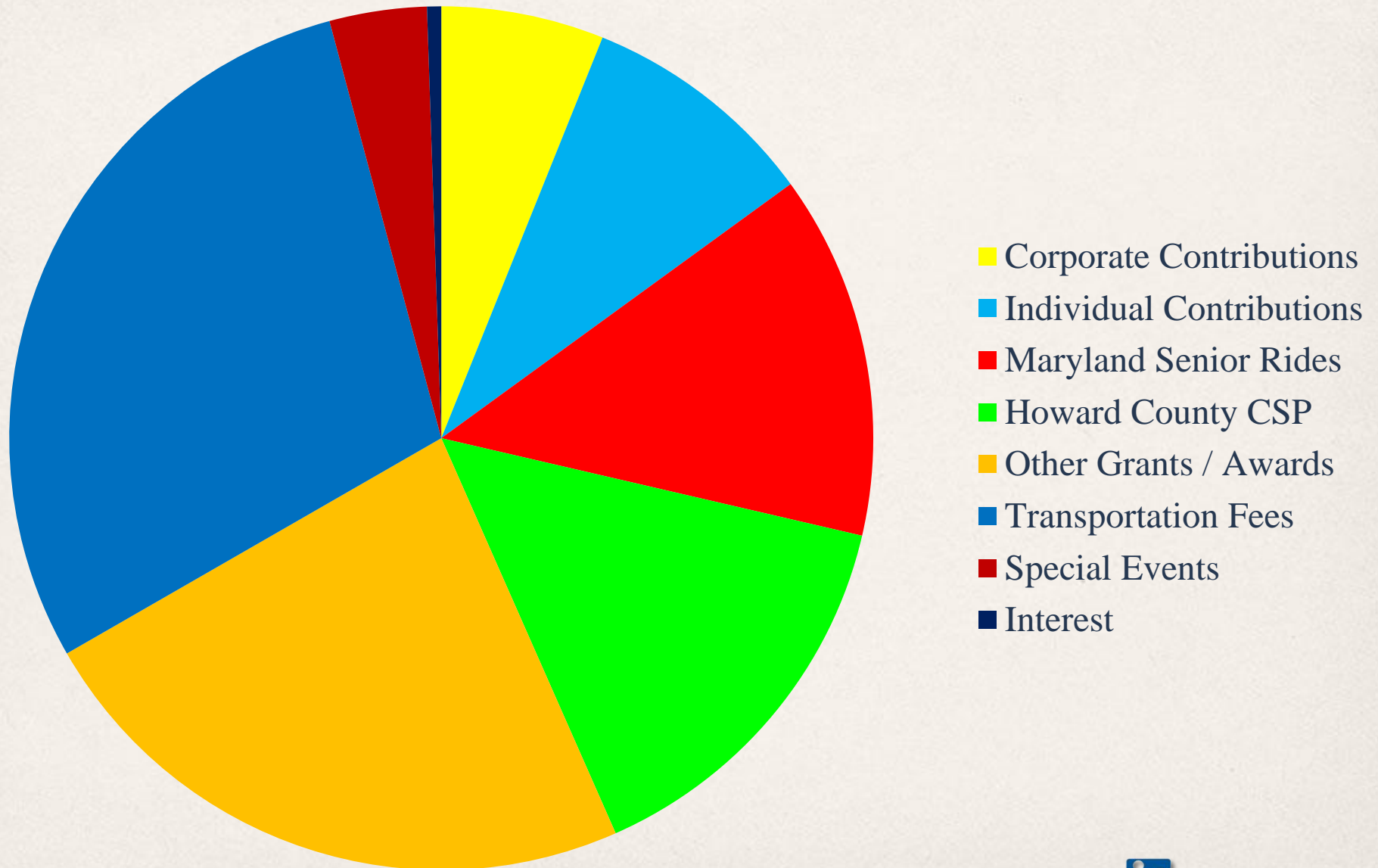
Growth



Destinations



Revenue



Recognition

From Our Passengers

“As an 83 year old who is unable to drive, I don’t know how I would survive without Neighbor Ride. With Neighbor Ride I am able to see my friends, participate in church services and get to the appointments I need to maintain good health.”

“I don’t know how I would be able to keep my appointments without Neighbor Ride. You fill a void left when I had to give up driving. My hats off to all the volunteers!”

“Neighbor Ride is a wonderful service. I can accept the limitations aging has brought knowing that you are there for me.”

“If I did not have Neighbor Ride, my quality of life would be awful. Thank you with all my heart to the volunteers.”

Recognition

From the Community



Casey and Pebble Willis
Making a Difference
Award



Assuring the Future

- Volunteers
 - No Volunteers = No Rides
 - Recruiting, Retention, Recognition
- Money
 - Keep infrastructure & Interface current
 - Automatic Calendar Placement of Rides
 - Anticipate what will accommodate growth
- Partnerships
 - Supplementing Supplemental
 - Referrals
 - Both Volunteers and Passengers
- Staff & Board
 - The right people to advance the mission

Why Does It Work?

- Foresight of the Founders
- Intense Focus on Volunteers
 - Flexibility
 - Easy Interface
 - Technology
 - On-line Ride Acceptance
 - Google Maps Directions
 - Experience
 - Many Friendships Created
 - Quick Response to Questions / Issues
 - “Thank You!”
- Incredible Generosity

Areas of Concern

- Rides Not Picked Up by Volunteer
 - Time of Day
 - Distance
 - Some Concern About Long RTs and Wait Time
 - Must have drivers local to passengers
 - Personality
- Enough volunteers to handle increasing demand
- Diverse Funding Stream
 - Can't "Over Depend" on One Source

Neighbor Ride

What it Isn't...

- Neighborhood Ride
- Neighbor Care
- A County Government Agency

Neighbor Ride

What it Is...

- Senior Transportation
- Personal
- Convenient
- Efficient
- Supplemental
- Low Cost (or Subsidized)
- Compassionate
- Volunteer Based
- Volunteer Focused
- Responsive
- Recognized in the Community

