

# The Ride Along

ENOA Rural Transportation Program Newsletter | April 2018

Eastern Nebraska Office on Aging | 4780 South 131<sup>st</sup> St. | Omaha, NE 68137 | enoa.org

## Public Transit Week April 8-14, 2018

Staff members from the Eastern Nebraska Office on Aging's Rural Transportation Program are excited to take part in Nebraska Public Transit Week April 8th to 14th.

Nebraska Public Transit Week – which celebrates and promotes public transit across the state – is organized by the Nebraska Association of Transportation Providers, the Nebraska Department of Transportation, the University of Nebraska at Kearney's Nebraska Safety Center, and the University of Nebraska at Omaha's Center for Public Affairs Research in cooperation with Nebraska's public transit providers.

Nebraska public transit had more than 6.5 million riders in 2017. These passengers traveled more than 10 million miles combined. Public transit options, in both rural and urban communities, are vital to those who don't own or can't use a personal vehicle. This includes the 5.7 percent of Nebraska households that don't have access to a vehicle. For thousands of Nebraskans, public transit provides a connection to medical care, education, jobs, and other vital services.

The Eastern Nebraska Office on Aging's Rural Transportation Program provides services in Sarpy, Cass, Dodge, Washington, and rural Douglas counties. It offers demand-response service, similar to what Nebraskans experience with rideshare programs such as Lyft and Uber. To make an appointment, passengers need to call 1-888-210-1093 a minimum of 48 hours in advance of their ride request.

In 2017, ENOA's Rural Transportation Program averaged 422 boardings and 7,340 miles per week.

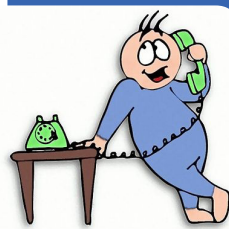
For more information about ENOA's Rural Transportation Program please contact **Yvonne Betts**, 1-888-210-1093, [yvonne.betts@nebraska.gov](mailto:yvonne.betts@nebraska.gov).



This year, we will be celebrating the fourth annual Nebraska Public Transit Week in a couple of ways, including:

- Issuing a free round trip voucher to anyone who refers a new passenger to the program
- Issuing a free round trip voucher to all new passengers
- Extending our appreciation and thanks to all current passengers with various items branded with our logo, and the logo of Nebraska Public Transit Week
- Including an article in our agency's monthly newspaper, New Horizons
- Recognizing our program on our agency's **Facebook page** <http://www.facebook.com/enoaaging/>
- Issuing a press release from our Public Affairs Division
- Hosting an appreciation luncheon for our current drivers and transportation staff

## What are folks saying about the program.



*Mrs. B says she "Absolutely loves the drivers, and the transportation program."*

*Mrs. H says "All of the drivers were always so good to my mother in law, and I really appreciate the kindness they showed her."*

[ *Policy Reminder:*

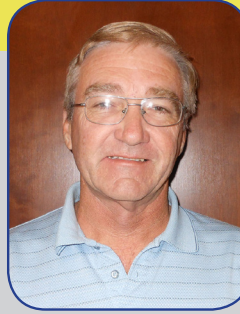
## CARRY-ON PACKAGES

- Passengers shall limit their carry-on packages to not more than the equivalent of five brown paper grocery sacks or ten plastic bags per passenger. An attendant may travel with passenger (at no additional cost) to assist with the loading/unloading of packages.

[ *Policy Reminder:*

## CANCELLATIONS

- Rides must be cancelled within 1 hour of scheduled pick up time or the passenger will be billed for the full cost of the ride. The only exception to this would be in case of an emergency situation which prevented a call being made to the office or driver. If this policy is violated 3 times you may be removed from the program.



### STAFF HIGHLIGHT

Gordon Mix is our **DRIVER OF THE MONTH**. Gordon has been with the Rural Transportation Program since October of 2013. He is one of our full time drivers for Douglas, Sarpy, and Cass Counties.

**Beginning July 1st, 2018, the cost of our rides will be increasing by \$1.00 for each mileage tier.**

|                   |        |
|-------------------|--------|
| 0-10 miles .....  | \$3.00 |
| 11-20 miles ..... | \$6.00 |
| 21-40 miles ..... | \$7.00 |
| 41-60 miles ..... | \$8.00 |
| 60+ miles .....   | \$9.00 |

**Beginning July 1st, 2018**



## EMERGENCY CONTACT INFORMATION

Yvonne would like you to give her a call at the office

**@ 1-888-210-1093**

to make sure we have

**UPDATED**

**EMERGENCY**

**CONTACT INFORMATION**

on file

for each passenger.

# 2018 Holiday Schedule

We will be closed on the following holidays during 2018:

- Monday, May 28.....Memorial Day
- Wednesday, July 4.....Independence Day
- Monday, September 3.....Labor Day
- Monday, October 8.....Columbus Day
- Monday, November 12.....Veterans' Day Observance
- Thursday, November 22.....Thanksgiving Day
- Friday, November 23.....Thanksgiving Day Observance
- Tuesday, December 25.....Christmas Day



**To report Elder Abuse  
or Financial Exploitation  
in Nebraska call  
1-800-652-1999**



**4780 South 131st St  
Omaha NE 68137**