

Happy New Year! Welcome 2019!

The Ride Along

ENOA Rural Transportation Program Newsletter | January 2019

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



Welcome new driver Brady Anderson!

Brady is our newest driver. His first day was October 29th, 2018. He will be driving part time for Dodge County, taking over for Dick, who recently retired.

Welcome to the team, Brady!



STAFF HIGHLIGHT

Susan Everswick

Susan is one of our full time drivers in the Cass, Douglas, Sarpy counties area. She started in 2015, as a part time driver for Washington County.

Extra Stops

Remember, per policy, passengers are allowed up to two (2) additional stops on the day of their ride.

These additional stops will be granted only if they are scheduled with dispatch in advance. Each additional stop will be billed as a separate, one way trip.



Winter Weather



With winter in full force, we would like to remind you that if extreme weather conditions make travel unsafe, services will be discontinued until conditions are more favorable. The Rural Transportation Program will follow main school district closings due to bad

weather. Those districts are:

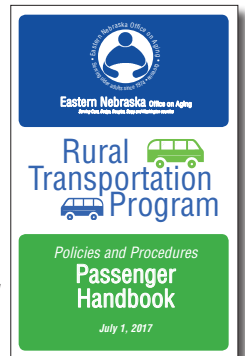
Those districts are:

- Washington/Blair Public Schools
- Dodge/Fremont Public Schools
- Douglas/Omaha Public Schools
- Sarpy/Bellevue Public Schools
- Cass/Elmwood Public Schools

Backup Transportation

Per Policy, all Rural Transportation Program passengers need to have a backup transportation plan available in the event of a ride needing to be cancelled.

Please refer to your passenger handbook under "**POLICY: Scheduling Rides**" for more information.



Did you know?

You can use our services for more than just medical appointments. Depending upon the availability, we can take you almost anywhere you need to go, including:

- The grocery store
- The airport
- The bowling alley
- To a friend's for a visit
- The movie theater
- The mall
- And many more!



Q & A

Q&A

Q: Can I leave my umbrella on the van if the same driver will be picking me up?

A: No. There could be an issue where a scheduling change needs to be made, and a different driver might have to pick you up. Passengers must be responsible for all personal items brought onto the van. Any personal belongings left on any of the vehicles at the end of the day shall be returned to the dispatch office of your service area, where you can make arrangements to pick them up.

Q: What if I need to cancel my ride?

A: Passengers must contact the dispatch office and/or a driver when a ride must be cancelled. **Rides must be cancelled within 1 hour of scheduled pickup time or passenger will be billed for the full cost of the ride.** For more information, refer to your passenger handbook under **“POLICY: Cancellations”**.

2019 Holiday Schedule

We will be closed on the following holidays during 2019:

Tuesday, January 1 New Year's Day
 Monday, January 21..... Birthday of Martin Luther King Jr.
 Monday, February 18 President's Day
 Monday, May 27 Memorial Day
 Thursday, July 4..... Independence Day
 Monday September 2..... Labor Day
 Monday, October 14..... Columbus Day
 Monday, November 11 Veteran's Day
 Thursday, November 28..... Thanksgiving Day
 Friday, November 29..... Thanksgiving Day Observance
 Wednesday, December 25..... Christmas Day



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