

April 2017 Billing Newsletter



ITN *MontereyCounty* (April, 2017) – your monthly statement provides the date, origin, destination, and cost of any rides you took during March. It also lists payments and the balance in your account. If your balance is less than \$50, a payment is required. Please make your check payable to ITN *MontereyCounty* and send it to the address below. We also take credit card payments by phone or through our website: itnmontereycounty.org.

ITN *MontereyCounty* Receives Matching Grant!

The Harden Foundation will match dollar for dollar all donations received up to \$15,000. That's \$5,000 more than last year! Thank you to everyone who has given so far. We are half way to our goal!

When Friends and Family Volunteer

Did you know that when your family and friends volunteer drive they can donate their credits to you? Every time a volunteer drives they earn credits that can be donated to ITN *MontereyCounty* members.

Door-through-Door; what it really means

Our drivers are here to assist you! We want to make sure that you reach your destination with all of your packages and to make sure you are secure. It is important, however, for members to understand that this service does not include tasks that would take a volunteer in to your home for more than helping deliver packages inside. Also, we request that members do not tip or gift drivers.



This is for their benefit and yours. If you would like to ask questions or have this explained to you, please call Aimee at 831-233-3447.

Changing Ride Schedules with the Driver

We have had a number of instances where members have called in to schedule several stops with the ITN *MontereyCounty* office, but once the driver picks the member up, he or she has decided to make different stops. We would ask that if you need to change the schedule that you let our office know. When the driver is surprised by a change in schedule, it can cause the driver frustration and also result in billing errors. We appreciate your help with this.

Car Trade

Did you know that you can trade in your car for Rides credit on your account? If you have a car that's collecting dust in the driveway, give us a call. We can work out a contract to sell your car and put the proceeds on your Rides account.

*ITN depends on grants and donations to keep our fares as affordable as possible. We thank all of you who have contributed to our success and sustainability. If you would like to learn how you can leave a lasting legacy to ITN *MontereyCounty*, please call Aimee at 831-233-3447*