

# February 2017 Billing Newsletter



ITNMontereyCounty (February, 2017) – your monthly statement provides the date, origin, destination, and cost of any rides you took during January. 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 ITNMontereyCounty and send it to the address below. We also take credit card payments by phone or through our website: [itnmontereycounty.org](http://itnmontereycounty.org).

## Respect for Drivers Schedules

This is a friendly reminder that multiple stop rides where the driver waits for you are **20 minutes or less**. When members take longer than the intended 20 minutes, it causes drivers to be late for other members' rides. **Additionally, it is very important for you to be ready at the time you have requested the driver to pick you up.** We provide rides for more than 340 people and can have as many as 50 rides in a day. We maximize our drivers' time by giving them as many rides as possible. **Out of respect for volunteers and members who have rides after you, please be on time. For members that continually take longer an hourly rate will be assessed for the driver's time at the cost of \$20 per hour.**



## Refresher on Scheduling Rides

ITNMontereyCounty wants to meet as many of the rides demands that it can. To have your ride guaranteed, you must call by 2:00 pm the prior business day. We will attempt to schedule requests made after 2:00 pm the prior business day, however, rates are higher for same-day/late notice rides. Also, there is an \$8 pick-up charge for night rides that occur between 9:00 pm and 7:00 am. Please cancel rides as soon as you are able. Rides canceled less than 2 hours prior to the pick-up time will be charged a \$15 late cancellation fee. Please call in to the office to cancel rides. Please do not cancel with drivers at the door.

## Presidents Day, February 20

The main ITNMontereyCounty office will be closed on Monday, February 20 in observance of Presidents Day. Please call by 2:00 pm on Friday, February 17 to schedule your rides through Tuesday, February 21.

## Refer a Volunteer Driver

As we continue to grow, we are always in need of new drivers. If you refer a driver and they successfully become a volunteer with ITNMontereyCounty, we will give \$25 in ride credits on your account.

## 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 ITNMontereyCounty, please call Aimee at 831-233-3447*

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