

January 2017 Billing Newsletter



ITN*MontereyCounty* (January, 2017) – your monthly statement provides the date, origin, destination, and cost of any rides you took during December. 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

Happy New Year! and Thank You!

Thank you to everyone who donated to ITN*MontereyCounty* over the holiday season. We are so grateful for your support that helps us keep the doors open.!



New Year Refresher on Rides

ITN*MontereyCounty* 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.

After hours phones

ITN*MontereyCounty*'s normal business hours are Monday through Friday, 9:00 am to 5:00 pm. After hours dispatchers turn on the after hours phones one-hour prior to the first ride of the morning until 9:00 am and back on at 5:00 pm until one-hour after the last ride. After hours phone service is for issues with already scheduled rides. However, if you need to **attempt** to schedule a ride, the after hours person will attempt to do that for you (same-day rates apply). To reach this person, you call 831-233-3447 and press 2. Please leave a message and the after hours person will return your call as soon as they are able.

Holiday Schedules

We appreciate our drivers who make holiday rides happen. Here is a list of 2017 holidays. We will endeavor to remind our riders throughout the year. When a major holiday falls on a Sunday, the office is closed the following Monday; if it falls on a Saturday, the prior Friday is a holiday. We still have an after hours person monitoring the phones, but same-day rates apply. Here are the 2017 Holidays that ITN*MontereyCounty* observes:

Presidents Day, February 13
Memorial Day, May 29
Independence Day, July 4
Labor Day, September 9

Thanksgiving, November 23 & 24
Christmas, December 25
New Year's Day, January 1 (2018)

Welcome back to Cheryl Tsuchiura and Other Staff News

We are so pleased to have Cheryl Tsuchiura rejoin our team! She and Cristina will be sharing Rides Coordinator duties during normal business hours. Welcome also to Lorrinda Robinson who has been training in the office and will begin sharing after hours duties with Anahi Reyes. We are looking forward to a full staff. Thank you for your patience during staffing transitions. Thank you to everyone who has reached out to us regarding Tina Swartzel. We love that our members are so attached to the team here. As you can appreciate, in order to respect Tina's privacy we are

unable to share the details of her absence nor are we able to give out her personal contact information. Thank you to those of you who have mailed cards to her via ITNMontereyCounty. We do forward those on to her.

ITNMontereyCounty is looking for a rider as a board member

It is the practice of all ITN Affiliates to have a member rider as a member of the Board of Directors. The board provides financial oversight and sets policy and procedure and assists in strategic planning. Meetings are the second Tuesday of each month from 3:30 pm to 5:00 pm. Only one candidate will be chosen, but if you think you might be a good fit and would like to join our team, please contact Aimee Cuda at aimee.cuda@itnmontereycounty.org or 831-233-3447.

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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