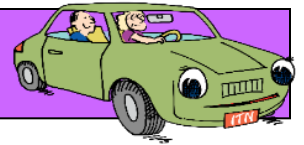


July 2016 Billing Newsletter



ITNMontereyCounty (July, 2016) — your monthly statement provides the date, origin, destination, and cost of any rides you took during June. 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

We have moved...BUT there is NO change in service!

Our new mailing address is: **ITNMontereyCounty, P.O. Box 2121, Seaside, CA 93955**. The building we were in sold and ITNMontereyCounty has relocated to 947 D Blanco Circle, Salinas. However, our services and service area remain the same!



Drivers Needed!

As most of you know, part of ITNMontereyCounty's continued success rests on the tremendous volunteer driver support it receives. We are in need of more drivers. If you refer a volunteer driver to us, and they sign on as a volunteer, have them mention your name and receive a \$25 credit on your next statement.

The Community Foundation for Monterey County

Thank you to Community Foundation for Monterey County for their grant of \$25,000. We are grateful for all the financial support we receive from the community!

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.

Welcome Anahi!

Please welcome Anahi (*Anna-ē*) Reyes, our new Rides Coordinator helping with after hours dispatch services and helping in the office when Tina is out of the office. She comes to us with vast experience in customer service and is a great compliment to the team.

Driver didn't show? Please let us know!

We all run late sometimes and traffic can be a challenge on the Peninsula. However, our drivers are human and occasionally a driver will forget they have a ride. Approximately 70% of all rides are given by volunteer drivers who are balancing driving with other commitments. **If your driver is more than 10 minutes late, PLEASE CALL ITNMontereyCounty!** We do not want our riders waiting for an extended period of time before notifying us their ride has not arrived. We will always do everything possible to get a driver to you right away.

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 Monterey County, please call Aimee at 831-233-3447

P.O. Box 2121, Seaside, CA 93955 Email: info@itnmontereycounty.org