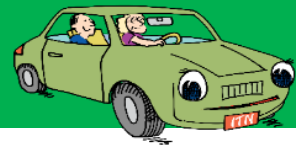


March Newsletter Happy St. Patrick's Day!



ITN Monterey County (March, 2016) — your monthly statement provides the date, origin, destination, and cost of any rides you took during February. 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 Monterey County and send it to the address below. We also take credit card payments by phone or through

ITN Monterey County Receives Matching Grant!

The Harden Foundation will match dollar for dollar all donations received up to \$10,000. Thank you to our members who give extra to help keep the doors open.

Thank you to everyone who has given! We have a little ways still to go. We are grateful for your support!



Holidays

Our apologies for not reminding members that we were closed for Presidents Day. ITN Monterey County is closed for the following holidays: New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. When these holidays fall on a Saturday, we will be closed the previous Friday. When these holidays fall on a Sunday, we will be closed the following Monday.

Cancellations/No-Shows/Sending Drivers Away

To avoid being charged late cancellation fees, please call at least two hours prior to your scheduled ride if you need to cancel. ITN Monterey County relies heavily on volunteer drivers, and it can be very frustrating when they arrive and a rider is not there or sends the driver away. **Rides can be cancelled by calling 831-233-3447. If you call in the early morning, evenings, or weekends, PRESS 2 for the after hours dispatch. ALWAYS LEAVE A MESSAGE.** Even if the phone is off, they will retrieve the message when the phone is turned back on.

Tipping

For the safety of our riders and the fairness to our drivers, all funds are handled through your pre-paid transportation account. We ask that members do not tip drivers. When riders insist on tipping drivers, it is awkward for the driver and unfair to those who are following guidelines. We appreciate your help in this matter!

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

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