

March 2017 Billing Newsletter



ITN *MontereyCounty* (March, 2017) – 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 *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!!! We need your help to make this match a reality. If you are able to give, we appreciate your help. Thank you, Harden Foundation!!!!



Segmented Rides Refresher

We have had an inordinant amount of segmented rides where riders make up to four and five stops. Segmented rides were designed to help keep costs down to the rider when they are running errands and not tying up drivers for long periods of time. When this many stops are happening, it ties drivers up for as much as two hours. When we offer as many as 50 rides in a day, this creates a fiscal and driver management problem. **From October 1, 2016 forward**, segmented rides are for three stops plus the return ride home. If a fourth, or fifth stop is added, the fourth stop will result in the normal \$4.00 pick-up fee. When a stop results in longer than the proscribed 20-minutes, an hourly charge for driver waiting may also apply. If you have questions, please call 831-233-3447 and we will talk this through with you

Rides Cut-off is 2:00 pm!

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.

Preparing for an Emergency

The American Red Cross recommends that senior citizens create a personal support network made up of several individuals who will check in on you in an emergency, to ensure your wellness and to give assistance if needed. This network can consist of friends, roommates, family members, relatives, personal attendants, co-workers and neighbors. Ideally, a minimum of three people can be identified at each location

where you regularly spend time, for example at work, home, school or volunteer site.

Here are important items to discuss and implement with a personal support network:

- Make arrangements, prior to an emergency, for your support network to immediately check on you after a disaster and, if needed, offer assistance.
- Exchange important keys.
- Show them where you keep emergency supplies.
- Share copies of your relevant emergency documents, evacuation plans and emergency health information card.
- Agree on and practice methods for contacting each other in an emergency. Do not count on the telephones working.
- You and your personal support network should always notify each other when you are going out of town and when you will return.

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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