

## Membership Pricing and Instructions

Thank you for your interest in the Independent Transportation Network Monterey County (ITNMC), a non-profit service offering the independence, comfort, & convenience of the private automobile, without relying on public subsidy or taxpayer dollars. ITNMC provides transportation for adults over 60 and adults 18+ with visual impairments. Each local ITN is part of a national organization called ITNAmerica.

Once we have received an application and a check to open your pre-paid account, we will call to let you know you may begin booking rides. If you have any immediate questions, please feel free to contact the office.

### ITN Monterey County Rates

	Day (7:00 a.m. - 9:00 p.m.)	Night (9:00 p.m. - 7:00 a.m.)
<b>Pick-up Charge</b>	<b>\$4.00</b>	<b>\$8.00</b>
<b>Per Mile Cost (Ride Scheduled by 2:00 p.m. previous day)</b>	<b>\$1.75</b>	<b>\$2.75</b>
<b>Same Day per Mile cost</b>	<b>\$2.75</b>	<b>\$2.75</b>
<b>Minimum Ride Charge</b>	<b>\$7.50</b>	<b>\$7.50</b>
<b>Minimum Same Day Ride Service</b>	<b>\$10.00</b>	<b>\$10.00</b>
<b>Cancellation charge (less than 2 hour prior)</b>	<b>\$15.00</b>	<b>\$15.00</b>

*Your ride cost is calculated by adding the pick-up charge to the mileage charge.*

<b>Notes:</b> <ul style="list-style-type: none"> <li>* \$1.50 charge for stops of 20 minutes or less</li> <li>* If you plan to run an errand of more than 20 minutes, with more than two stops, and you would like ITN to wait, service must be arranged in advance at an additional cost of \$20.00 per hour.</li> <li>* No tipping is permitted.</li> </ul>
--

### Setting Up Your Personal Account:

Your road to mobility begins with an annual membership fee (\$60.00 for individuals and \$80.00 for a family membership) and a prepaid Personal Transportation Account™ based on estimated usage. Since you don't pay cash, riding with ITN is more like riding with a friend than taking a taxi.

Each month, you receive a statement deducting the cost of your rides from your account balance. You then add the funds necessary to cover your rides for the next month, always maintaining at least the minimum monthly balance of \$50.

To start your account, send us a check for the \$60 membership fee (\$80 if a family membership) plus \$50 to open up your Personal Transportation Account. The total will be \$110 for an individual; \$130 for a family. For each month that follows, you will send a check to bring your balance up to the minimum of \$50, plus additional funds to cover more rides, as needed. Should you ever desire to close your account, we will send you a check for any remaining balance in your account.

## ***Planning Your Rides***

### **Notice given by 2:00 p.m. the day before services:**

#### **Same day notice:**

We understand that you may not always be able to plan your trips one day in advance. We will meet same day requests as quickly as possible. You may experience some delay and your fare will be higher.

#### **To cancel a ride:**

Please try to give at least one day notice when canceling a ride. There is a \$15 charge if you do not cancel at least two full hours prior to your scheduled ride, or if the driver is already en route to pick you up. Otherwise, there is no charge for ride cancellations.

#### **Night rides:**

For your security and convenience, ITN is available 24 hours per day, 7 days per week; however there is an \$8 pick up charge for night rides between 9:00 p.m. and 7:00 a.m.

#### **Scholarships for Low Income Riders:**

Discounts for sharing rides and booking in advance, and the gift certificate program are designed to help you plan your rides economically. However, if you have difficulty paying for rides, we have the Road Scholarship<sup>TM</sup> program for low-income riders. At your request, we will send a simple agreement for you to sign

#### **Customer Closing an ITNMC Account:**

A customer may close an account at any time and receive a full refund of all Refundable (Cash) riding credits remaining in the account. A closing check will be issued with the next monthly statement after you close your account.

#### **Exceptions:**

- \* Credits in an account from a Car Trade. Because ITN does not charge for our CarTrade program service, any credits a customer receives for a car must be used for rides.
- \* Birthday credits.
- \* Scholarships.
- \* Referral credits. Members who refer new members or volunteers to join ITN receive non-transferable and non-refundable credits.
- \* Donated Volunteer credits.

#### **ITN Closing a Customer Account:**

If ITN is forced to terminate an account due to an abuse of service or if ITN goes out of business, customers will receive a refund of all riding credits remaining in the account. If ITN goes out of business, any customer with CarTrade credits will be refunded the dollar equivalent of those remaining credits as well. A closing check will be issued with a final monthly statement following the account closing.