

## 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, and convenience of the private automobile. ITNMC does not rely on public subsidy, and provides 24/7/365 transportation for seniors over 60 and adults 18+ with visual impairments. Our local ITNMC affiliate is a part of a national organization called ITNAmerica, more info can be found at [itnamerica.org](http://itnamerica.org)

ITN Monterey County Rates	Weekdays	Evening & Weekends
	(7:00 a.m. - 7:00 p.m.)	(7:00 p.m. - 7:00 a.m.)
Pick-up Charge	\$4.00	\$8.00
Per Mile Cost	\$2.00	\$2.00
Same Day (requested after 12pm business day prior) Mile cost	\$2.75	\$2.75
Minimum Ride Charge	\$10.00	\$20.00
Minimum Same Day Ride Service	\$20.00	\$20.00
Cancellation charge (less than 2 hours prior)	\$20.00	\$20.00
<i>Your ride cost is calculated by adding the pick-up charge to the mileage charge.</i>		
Notes: Effective October 1 <sup>st</sup> 2023, our mileage rate will be \$2.00 and our minimum ride cost is \$10.00		
*No tipping is permitted.		
*If you plan to run quick errands where the driver waits, a \$2.00 charge for a maximum of 2 stops; 20 minutes or less can be arranged in advance. Stops lasting more than 20 minutes will incur a \$20.00 fee.		
*Hourly Service – Trips with driver assistance can be arranged in advance for an additional cost of \$20.00		

### Setting up your Personal Account:

Your road to mobility begins with an Annual Membership Fee and a prepaid Personal Transportation Account<sup>TM</sup> (PTA) based on an estimated usage. Since you don't pay on demand, riding with ITNMC 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 PTA balance. You then add the funds necessary to cover your rides taken and future trips, always maintaining at least the minimum monthly balance of \$50.

To start your account, payment of \$60 Individual Membership Fee (\$80 if a family membership-residing together) plus \$50 to open up your Personal Transportation Account. The total will be \$110 for an individual; \$130 for a family upon submission of Rider application/s.

For each month that follows you will process a payment to bring your balance up to the minimum of \$50, plus additional funds to cover more rides, as needed. Once we have received an application and payment we will call you to let you know when you may begin booking rides.

If you have any immediate questions please feel free to contact our office during business hours.

## ***Planning Your Rides***

### **Notice given before 12:00 p.m. the business day before services:**

ITNMC is committed to honoring rides scheduled; Rides scheduled after 12:00 p.m. cannot be guaranteed.

**\*\*To ensure all rides are scheduled, we will call the business day prior to confirm rides. If you are anticipating a ride and you do not hear from us by 12pm the business day prior, please contact us immediately.**

### **Same day notice:**

We understand that you may not always be able to plan your trips one day in advance. We will try to accommodate same day requests when possible. However, fares are higher when ample notice isn't given.

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

Please try to give at least one day notice when canceling a ride. There is a \$20 charge if you do not cancel at least two full hours prior to your scheduled ride, or if the driver is already in route to pick you up.

### **Night rides:**

For your security and convenience, ITNMC is available 24 hours per day, 7 days per week; however there is an additional charge for all weekend and night rides between 7:00 p.m. and 7:00 a.m.

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

Discounts for sharing rides can be arranged if both riders agree, a 20% discount is applied. However, if you have difficulty paying for rides, we have the Road Scholarship™ program for low-income riders. A simple 1 page agreement form for you to sign can be sent at your request, to qualify for our partial sponsorship. It reduces the cost of each ride you take by \$7.50, and the individual membership is reduced to \$25.00

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

A customer may close an account at any time and receive a 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 Car-Trade program service, any credits a customer receives for a car must be used for rides. There is no cash value from a Car-Trade
- \* 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 ITNMC is forced to terminate an account due to an abuse of service or if ITNMC goes out of business, customers will receive a refund of all riding credits remaining in the account. If ITNMC goes out of business, a closing check will be issued with a final monthly statement following the account closing.