

Newsletter

iTNSouthernDelaware
Dignified transportation for seniors

v. 1, Winter 2015 - 2016

LET THE RIDES BEGIN!

WELCOME, WELCOME! -- BEGIN CALLING FOR RIDES ON MONDAY, NOVEMBER 30TH

ITNSouthernDelaware is geared up to begin dignified personal transportation services for Members! Volunteer Drivers are trained and ready to provide private car ride services in Phase I zip codes of Sussex County.

Monday, November 30, 2015, Members can call (302) 448-8486 to schedule rides!

Transportation is the common denominator that determines whether older people can remain independent, age in place, stay in good health, and have good quality of life. Lack of transportation places a significant burden on the health care system, families, friends, caregivers and employers. With ITN®, seniors and people with visual impairments can remain independent long after they choose to stop driving.

Great challenges lie ahead. Keeping rides affordable, recruiting new volunteer drivers to keep pace with our growing ridership, and raising the necessary funds to expand service are vital. Community partnering is also critical to enable us to serve ALL member riders regardless of income.

Phase I	
Milton	Harbeson
Lewes	Nassau
Rehoboth Beach	Dewey Beach
Bethany Beach	Ocean View
Millville	Millsboro
Fenwick Island	Selbyville



Board Member, Dianne Rogers reviews membership brochure with Bob Chin

BOARD OF DIRECTORS

- Nancy Feichtl, Chair
- David Jaeger, Vice Chair
- Mary Anne Hoopes
- Mary Lu Pool
- Janet Maul-Martin
- Esthelda Parker-Selby
- Robert Porta
- C. Brook Andrews

OFFICE HOURS

Monday through Friday 8:30 AM to 4:30 PM

Call to Schedule Rides

Monday through Thursday 9:00 AM to 4:00 PM

Friday 8:00 AM to NOON

(302) 448-8486

SPREAD THE WORD!

Janis Hanwell, Rides Coordinator
Elise Hanwell, Dispatcher

Every senior and every concerned citizen who joins ITN® is a voice speaking out for the importance of a transportation service for people who do not drive.

MEMBER BENEFITS

Once you have decided to become an ITN® member, please pay your \$35 annual membership fee for opening an individual account (\$60 for household) and send in a minimum of \$50 to create your personal, prepaid transportation account. This can be done on our website or by mailing a check or money order to the address on the next page.

In addition to the satisfaction you will receive knowing you are helping to support this effort, membership in the ITN® will entitle you to the following benefits:

- Birthday Gift Certificate: Members receive an annual \$5 gift certificate for transportation issued by the ITN®.
- The ITN Express: Members receive the quarterly newsletter.
- Gift Certificates: Friends and family may purchase ITN® gift certificates for any member for various occasions.
- Outreach Program: If a member helps someone new join ITN® as a member, or refers someone who wants to volunteer to drive, s/he will receive a \$5 gift certificate.
- CarTrade™ Program: Members receive a possible tax deduction or ride credits for yourself or others when you trade in or donate your car, motorcycle, boat, or RV through the ITN®.



Carol DeCatur traded the value of her car for credits in her personal transportation account. Pete Renzi, director of operations for i.g. Burton handles the trade.



HOW DO I SCHEDULE A RIDE?

- ◆ Call **302-448-8486** 24 hours in advance
- ◆ Inform Dispatcher or leave voice mail of request
 - Date – Appointment or event date
 - Time – Be clear in communicating time of appointment OR pick-up time
 - Location – Provide accurate address
- ◆ Dispatcher will schedule driver and notify member with any adjustments

Planning Your Rides

To help us serve you better, please schedule your rides as far in advance as possible. You can schedule rides for anywhere you want to go, anytime day or night. Notice given by 12:00 p.m. the previous day assures that your mileage rate will be the minimum, and that we will be able to provide more timely service. Weekend rides need to be scheduled by NOON on Friday.

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

To cancel a scheduled ride, please try to give at least one day notice. There is no charge for canceled rides, but there is a \$10 fee to cover costs if you do not cancel at least one full hour before your scheduled ride or if the driver is already en route to pick you up.

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

SPECIAL THANKS!

Thank You ITNSouthernDelaware Volunteer Drivers

Special thank you to all of the volunteers drivers who will be helping ITNSouthernDelaware provide dignified transportation for seniors and adults with visual impairments in Sussex County. Without these volunteers, a very large percentage of individuals would not be able to remain independent and active in our community.

In appreciation of their service, volunteer drivers participated in training and were treated to lunch at Bethany Blues Restaurant in Lewes.



BACK ROW: Brook Andrews, Dave Jaeger, Marti Austin, Joe Feichtl, Eileen O'Malley. FRONT ROW: Cathy Taylor, Bob Porta, Judy Woods, Trish Perron, Charles Minifie, Kathy Johnson. NOT PICTURED: Lacey Hanwell, Mike King, Lenny Ballas.

If you know someone with spare time, a reliable vehicle, over the age of 21, who wants to make a difference in our community, please ask them to sign up as a volunteer driver for ITN[®], the only non-profit transportation cooperative serving seniors and adults with visual impairments in Sussex County, Delaware! The need for rides will continue to grow and so will the need for drivers.

Ask them to **CALL (302) 448-8486** or visit the website: itnsoutherndelaware.org

Three cheers for CHEER!

ITNSouthernDelaware would also like to give special thanks to CHEER, Inc. in Sussex County for being partners in our undertaking to provide affordable transportation to seniors and adults with visual impairments. CHEER's mission to promote healthy and active lifestyles for Sussex County seniors is parallel to ours, allowing older adults to age in place and maintain healthy, and safe, independent lives.

Although we are not a function of CHEER Delaware, we feel very fortunate to have been provided office space in the fabulous new CHEER Activity Center in Milton. While Ken Bock, Deputy Director, and Arlene Littleton, Executive Director, gave us our initial helping hand, Fran Smith, the Program Manager for the Milton Activity Center has welcomed us with open arms.

All CHEER Centers are open to individuals aged 50 and older. The cost for yearly membership is \$25 and can be used at all CHEER Center locations. All centers are open weekdays from 8:00 to 4:00, and offer programs and events such as yoga and Zumba, local and long distance bus trips, and much, much more. The lunches and special events are great too!

Milton CHEER Center even has a room filled with brand new fitness equipment that can be used by members and non-members for a monthly fee. For more information, call CHEER (302) 684-4819.

ITNSouthernDelaware
Gift Certificates Available
for ITN[®] ride services

Call the Office or Request Online

(302) 448-8486

itnsoutherndelaware.org

Member Riders Say...

This service is greatly needed in this community and I am happy to support it! ~ Bill, Georgetown

I have no family here. This service helps me remain independent without burdening my friends.

~ Pat, Lewes



What does it cost to ride with us?

A *Legacy Membership* is for anyone signing up until January 01, 2017. This will lock in the current annual membership fee for the lifetime of the membership. Those joining after January 01, 2017 will pay the rate designated at that time and will be subject to the increases thereafter.

Membership Fees

<i>Individual Legacy Membership</i>	\$35.00
<i>Family Legacy Membership</i> (2 members, same home address)	\$60.00
<i>Minimum Balance in Rides Account</i> (\$50 to open a <u>new</u> Rides Account)	\$30.00

ITNSouthernDelaware 2015 RATE CHARTS

	Minimum Charge	Pick Up Fee each way	Ride Alone per mile	Ride Share 20% Discount per mile	Stops less than 10 minutes	*Hourly Rate
Notice by 12:00 p.m. the day before	\$7.50	\$2.50	\$1.25	\$1.00	\$1.50	\$20.00
Same Day Service	\$10.00	\$2.50	\$2.50	\$2.00	\$2.00	Not Available
Night Rides 9:00 PM to 7:00 AM	\$15.00	\$8.00	\$2.50	\$2.00	\$2.00	\$25.00

*Hourly rate is for rider requests *in advance* for driver to wait &/or when trip is greater than 50 miles

SPOTLIGHT Mable Granke



Mable Granke of Rehoboth Beach, Delaware was one of the first members of ITNSouthernDelaware. She is very active in several non-profit groups in Sussex County, Delaware and has been a devoted supporter of our transportation cooperative.

"I am a senior and know I am facing the stark reality of losing my independence. There are many more in the same situation."
Cape Gazette, May 2014

ITNSouthernDelaware™
Dignified transportation for seniors

24855 Broadkill Rd
Milton, DE 19968

(302) 448-8486
Emergency - if no answer above
(302) 396-4824

Medical Emergencies
9-1-1

ITN® Mission: We strive to provide sustainable, community-based and community supported transportation services for seniors 55+ and adults with visual impairments throughout Sussex County by building a transportation cooperative network and promoting lifelong safety and mobility.