



Ride Services Agreement

Purpose

This is a contract for Ride Services between The Lexington Senior Center hereafter referred to as Senior Center and ITNBluegrass, hereafter referred to as ITN®.

Description of Services

The transportation services provided through this Ride Services contract maintain the same high standard of customer service provided for individuals using ITN. (See Ride Services Description for an explanation of how customers schedule rides and use the service.)

Term of Contract

The Ride Services contract is for the period of one (1) year.

This contract:

Begins: _____ August 1, 2020 and
Ends: _____ August 31, 2021

Service Area

The ITN service area consists of Fayette County and northern Jessamine County.

Rides With Limitations

Rides provided by this RSA are limited to the following:

Trip Purpose: To and From Senior Center

Trip Purpose: Pickup of lunch meals or commodities from Senior Center and delivery to client's home

Destination as specified by Senior Center; including but not limited to pickup and delivery of Kroger orders and God's Pantry boxes

Membership of Participating Customers

Membership dues are discounted for ITN customers covered by a Ride Service Agreement. (See table below.) ITN members participating in Ride Services accounts **WITH** limitations must fund their personal ITN accounts before they can charge rides outside the Ride Services Account.

1206 N. Limestone, Lexington, KY 40505

Tel: 859-252-8665

www.ITNBluegrass.org info@itnbluegrass.org

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Before we can begin to provide service, we must have a riders name, address, phone and any mobility needs. Please attach an initial list of names of all those who will be covered by this contract.

Names may be added or deleted from the list at any time with your written authorization. To add riders to your Ride Services agreement, send an email with the new riders name, address, phone number and mobility needs to dispatch@itnbluegrass.org at least 48 hours before they need a ride. Persons who have pre-existing accounts with ITN can be added to your Service Agreement with your written authorization (email). Rides to other destinations not approved by the Senior Center will be charged to the riders personal account.

Rider Fares

For rides called in by 3pm the day prior:

\$3.50 pick-up fee per ride

\$1.85 per mile

For rides called in the Same Day:

\$3.50 pick-up fee per ride

\$2.85 per mile

Meal Delivery through Congregate Meal program (up to 3 days a week):

\$13.00 per pick up and delivery from Senior Center to client home

God's Pantry Box delivery (per referrals and requests from Senior Center):

\$13.00 per pick up and delivery

Kroger grocery pick up and delivery (per referral from the Friends of the Senior Ctr):

\$13.00 per pickup and delivery to client home

Administrative Fees

We only charge 50% of what each ride costs us to deliver. In order to recover some of this cost, we will charge the Senior Center \$2.00 administrative fee per in person ride to be charged to the Senior Center transportation account on the last day of each month for the rides delivered that month. This fee does not apply to meal deliveries or God's Pantry box deliveries.

Dispatch Office

The ITN Dispatch staff are available in the office to schedule rides Monday to Friday, 8:30 am to 4:00 pm. If you have an urgent issue that pertains to a ride outside of normal business hours, you can call the After-Hours support number – 859-252-8665- and be connected 24/7. Non-urgent calls will be returned during regular business hours.

The Dispatch phone number, during regular office hours (Monday – Friday 8:30 to 4:30), is 859-252-8665.

Payment

The ITN uses a debit account system with a minimum balance required. If you overdraw your Ride Services Account, service will be suspended until sufficient funds are deposited in your account.

Please indicate the amount you wish to place in your ITN account to open a Ride Services Account. The minimum amount to open a Ride Services account is \$250, with the first \$125 to be applied to the annual business membership fee and the remaining \$125 deposited toward funding the ride account.

System Efficiency

To fulfill its mission to provide dignified, consumer-oriented transportation for seniors and people with visual impairments, the ITN, a non-profit organization, operates at a deficit. The fares only cover approximately 50% of the cost to deliver a ride. The remainder is covered by community support in a variety of forms. It is therefore of utmost importance that everyone cooperate for the system to run as efficiently as possible. Scheduling rides in advance, ride sharing (once CDC restrictions are lifted), and helping us with flexibility when system resources are strained by high usage, are crucial for us to maintain a high level of service.



Terms

Payment is due upon receipt. Rates are subject to change with 30 days notice.

Lexington Senior Center

Address 195 Life Lane

City Lexington State KY Zip Code 40509

Phone _____ E-mail _____

Linda Gorton Mayor _____
Authorized Name Title Date

Linda Gorton

Signature

Independent Transportation Network

Jennifer Gripshover Executive Director and President 7/31/2020
Authorized Name Title Date

Jennifer Gripshover
Signature