



2022 RIDER POLICIES

ITN*LehighValley* provides dignified transportation to seniors and visually impaired adults throughout designated zip codes in Lehigh and Northampton counties. ITN offers pre-scheduled transportation, with the majority of rides scheduled between 7:00 am and 7:00 pm.

- **Office hours are Monday-Friday, 9:00 AM – 5:00 PM.** Please call the office during regular business hours to schedule, cancel, or change rides, and for administrative and billing questions. Calls outside of those hours that do not pertain to a pre-scheduled after-hours ride will be returned during the following business day. Days and times the office will be closed will be communicated to riders in advance whenever possible.
- **ITN*LehighValley* is *not* a substitute for emergency medical transportation and cannot transport riders to the emergency room.** In the event of a medical emergency, please call 9-1-1. If a driver arrives at a member's residence and finds them in a state of emergency, the driver will decline the ride and dial 9-1-1.
- **ITN*LehighValley* strives to deliver every ride as scheduled.** In the event of unforeseen circumstances such as weather, driver illness, etc. essential medical rides will be prioritized, and ITNLV will communicate with affected riders as quickly as possible.
- **Safety is our #1 priority.** In order to safely utilize our services, riders must be able to get in and out of the vehicle independently or with the help of an accompanying aide. ITNLV will suspend service to individuals we cannot safely drive and provide referrals to alternate services.
- **Driver Assistance.** Drivers may escort you to and from the vehicle and help with any assistive devices you may require. Please note that due to COVID protocols, drivers may not be able to enter certain medical buildings. If you require additional assistance at your destination, we advise that you bring an accompanying aide or family member with you.
- **General Conduct.** Requests for a specific driver cannot be guaranteed. All drivers are expected to be kind, courteous, and safe. Riders are expected to be respectful of

the drivers and their personal vehicles. Smoking and eating are not permitted within the vehicles. ITNLV reserves the right to suspend or cancel service and provide referrals to alternate services at any time for riders who are not able to meet these guidelines, or who behave inappropriately towards our staff and volunteers.

- **Eyecare rides are free of charge** thanks to Regeneron Pharmaceuticals, subject to funding availability.

SCHEDULING YOUR RIDE

- **Reservation Deadline.** The deadline for scheduling a ride is **2:00 pm** the business day before the requested ride. Rides phoned in after 2:00 pm are *not* guaranteed and are subject to same-day rates. **Weekend and Monday rides must be scheduled by Friday at 2:00 pm.**
- **Calling in your ride.** Rides may be called in to 610-419-1645. Due to high call volume, a rider may be prompted to leave a voicemail. Please leave the details of the requested ride in your message. An ITNLV representative will call you back to confirm the details.
- **The following information is required when calling in a ride:**
 1. Address of the destination. The name of the practice or building, as well as the suite number, are also helpful.
 2. Requested pick-up time.
 3. Appointment time (if applicable).
 4. Requested return-trip time.
- **Length of appointments.** Please use your best judgement when determining the time of your return-trip ride. If you are unsure how long an appointment or procedure will take, please call your doctor's office to inquire.
- **Please call ITNLV or ask a receptionist to call our office if your appointment is running late.** ITNLV allows a 15-minute grace period. If 15 minutes has passed since your scheduled ride time, dispatch will call available phone numbers to try to reach the member. If we are unable to get in touch with you and have not received any communication, the driver may leave to continue their route.
- **Please call in rides with as much notice as possible.** At times, the ride schedule for the following day may fill up to driver capacity before 2:00 pm. As such, to ensure you can schedule a ride for the exact time and day you want, please call with as much advance notice as possible.

CANCELLATION POLICY

Please provide as much notice as possible when canceling a ride.

- **Rides must be canceled at least one hour before the scheduled pickup time.** Rides cancelled less than one hour before the pickup time will be charged a \$10 fee.
- **No-shows will be charged** the full cost of the ride.
- **Three repeat late cancellations** in a 3-month period may result in ridership suspension.

BILLING

Monthly billing statements will be mailed by between the 7th and 10th of each month. Payment is due by the 28th of the month.

- Monthly billing statements will detail every ride taken and the fees incurred during the previous month, as well as the payment amount needed to bring the account back up to the minimum \$35 balance.
- Riders who do not maintain a sufficient balance for a period of three or more months will be suspended.
- Ridership fees will be charged annually on the anniversary of a member's enrollment date unless the member notifies ITNLV that they do not wish to renew. Notice can be given over the phone or in writing.

INCLEMENT WEATHER POLICY

ITN*LehighValley* prioritizes the welfare of its riders and drivers. This is especially true on days when inclement weather is in the forecast. Inclement weather can mean active winter precipitation, forecasted precipitation, or potentially dangerous road and walkway conditions.

- **When inclement weather is forecasted, we strongly encourage riders to reschedule whenever possible.** Please take into consideration your mobility status as well as the necessity and urgency of the ride.
- **If a driver arrives at your residence and finds conditions dangerous due to the weather** (ex. Driveway not shoveled, stairs not cleared), they may decline service.

If a driver declines service due to a safety concern, you will still be charged for the ride.

- **ITN*Lehigh Valley* reserves the right to limit or cancel ride service based on weather and road conditions** to ensure the safety of our riders. ITN strives to make these calls with advance notice; however, please be aware that rapidly deteriorating conditions may warrant a cancellation on short notice.
- **ITN*Lehigh Valley* will prioritize essential medical rides** but cannot guarantee them if driving poses a significant safety risk. Please plan ahead and develop a contingency plan.
- **Drivers are not required to drive in inclement weather conditions if they do not feel safe doing so.** Please keep in mind that even if your ride is a short distance, your driver may be coming from further away.