



## **We Are Changing Our Name**

The Board of Directors recently decided to change our name from iTNSarasota to iTNSunCoast. This reflects a recent expansion of our service area. We now provide rides in the area from Bradenton to Englewood including Longboat Key. We were getting lots of calls from people in Bradenton, Lakewood Ranch and Englewood who needed rides. Many people are very pleased that we have made this change. We are happy to be of service.

## **Help Us Find You**

One of our biggest challenges is finding you at your pick-up location. This is a source of concern for our drivers and can result in delays in picking you up. Also, it sometimes causes delays in getting to the next ride that are drivers are scheduled to provide. When you make a ride request, please provide any information that you think would be helpful in making pick-ups smooth. For example, let us know if you would like the driver to call you when they arrive in your driveway or, if you are at a doctor's appointment, do you need to driver to pick you up in the doctor's office, a waiting room, or outside the building. Thank you!

## **The Giving Challenge – Thanks for Your Help**

The 2015 Giving Challenge sponsored by The Community Foundation of Sarasota County took place on September 1 and 2. This was an important opportunity for us to raise much needed funds. In an effort to have our rides be affordable by as many area residents as possible, we do not charge as much as it costs to provide the rides. We need to make up the difference through fundraising.

The reality is that transportation is expensive. Even with the wonderful support of our volunteer drivers, we have rent, phone, internet, staff, insurance and other expenses to pay. Thank you to those of you who did make a donation!! Your generosity allows us to continue to provide rides.

## **Advisory Council – Looking for New Members**

Our Advisory Council meets twice a year to help us improve the quality of our services and make suggestions regarding business practices. We would like to expand the membership of the Advisory Council to include a few people who receive rides from us. If you are interested in being a member or have questions about our Advisory Council, please contact Susan in our office at 941-364-7530.



## **Making Extra Stops**

Occasionally some of you need to make extra stops when out in the community to do banking, pick up a few groceries or a prescription, etc. We completely understand and want to be there for you in this way. At the same time, if we do not know in advance, extra stops can be a problem because of other commitments that our drivers have after your scheduled drop off. Please let us know when you make your ride requests if you need to make short extra stops so we can schedule our drivers accordingly. Also, there is a charge of \$5 for each extra stop of up to fifteen minutes in duration.

## **Friendly Reminders**

- iTNSarasota office hours are 9:00 am to 2:00 pm, Monday thru Friday. If you call us after 2 pm, we will get back to you the following day.
- **You may request a ride for any purpose, on any day, at any time. Please make your ride request by noon the day before you want a ride.**
- We recently expanded our service area. We now provide rides from Bradenton to Englewood including Longboat Key.
- All rides for iTNSarasota members to eye related doctor's appointments are free thanks to a grant provided to us by Regeneron, a national pharmaceutical company.
- **When you call to make a ride request, please be prepared to give us your pick- up and destination addresses and the times when you want to get picked up for both portions of your travels.**
- Please make your ride reservations as far in advance as possible. This helps us identify a driver for you.

### **iTNSarasota Staff**

Arthur Lerman, Executive Director

Marissa Martinez, Transportation Coordinator

Susan Shaw, Executive Assistant

**Thank you for being a member/supporter of  
iTNSarasota!!**