

All,

**PLEASE SAVE THIS EMAIL LOTS OF INFORMATION**

I wanted to point out to everyone the decisions Mary (The Veterans Director) has decided to move forward with the project.

Per Mary, the first day Veterans will use Ecolane will be Tuesday, February 1<sup>st</sup>.

The first day the Veteran riders will call LETS to book rides will be January 18<sup>th</sup>.

I will be changing our greeting for our phone system to say, "Thank you for calling LETS Transportation and Veteran's Transportation."

Veterans will start forwarding all calls to us on January 18<sup>th</sup>.

Mary would like to keep their current ride structure. The riders must call 48 hours in advance to ride and follow our policy of two weeks out. They also will follow appointment times of 8:00am – 3:00pm. They currently do not have subscriptions, but they can have them unless it makes sense to put that person on a LETS bus, then we bill back the funding source of VETERANS.

We have been asked to cut the route each day after all riders have followed the above structure. With the 48 hour rule, this should be simple. Trish recommended Nikki handle this each day then call the drivers. (Trish is working on this part)

The drivers are 19-hour drivers.

Veterans department will pay for rides and must be for medical only. The Veterans riders can take dependant riders with them; the example they provided was spouses of a deceased veteran, and any dependants can ride with them.

If a Veteran wants to go shopping or bowling, anything other than medical, they follow our current fare structure. Please the "veterans" funding, meaning you will have to give them additional funding. @Jeffri Rulason, I will ask for your help to ensure these rides get seated correctly.

I am working with Livingston County IT, and we will be adding their phones to our plan so you will be able to Two-Way the driver.

The depot they will follow will be in front of their office. (Same parking lot of Secretary of State).

The drivers report to Mary, but John Hall is the lead driver and communicates with the other two drivers.