



Capital City Activity Center

"Seniors Shine"

202 Medical Heights Dr., Frankfort, KY 40601
(502) 223-5794 www.frankfortkyseniors.org

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Attn: Capital City Activity Center Bus Riders

Date: 03/26/2018

Re: Bus Rider Policies and Procedures

From: Jim Griffin Assistant Director

In an effort to provide transportation to our members there are guidelines that members must follow in order to ensure that all members have access to this free service. These guidelines help us to be efficient and keep the bus at full capacity each day with the increased demand for services.

1. Call the center at least 24 hours in advance to schedule your transportation. Also call 24 hours in advance if you need to cancel your reservation.

2. If for some reason you are not able to attend on a day that you have made a reservation, you must call and cancel your reservation 24 hours in advance. Please call as soon as you know that you will not be able to attend. The Center has an answering service for your convenience. This will allow another member on the waiting list to fill your spot on the bus that day.

3. You must be waiting when the bus arrives. Our pickups are between 8:00 and 9:00 a.m. Our drivers will not ring your doorbell or call to remind you that you made a reservation. This is a courtesy to your fellow bus riders and allows us to stay on schedule to have everyone at the center before 9:30 a.m.

4. You should be ready to leave the center at approximately 12:30 p.m. when the bus arrives. Our drivers will not look for you.

Three violations of the center's transportation policy will result in a two-week suspension from riding the Center bus. This policy is consistent with the Frankfort Transit Bus Service. Once again, this policy is designed to provide all center members equal access to our free transportation services.

Donations are accepted for our transportation services to keep the buses running. Thank you!

COURTESY REMINDERS:

- CALL 24 HOURS IN ADVANCE
- CANCEL AS SOON AS POSSIBLE IF UNABLE TO ATTEND
- BE ON TIME AND WAITING FOR YOUR RIDE

