

SENIOR CENTER TRANSPORTATION INFORMATION

Scheduling

Transportation requests must be made **by telephone** to the office by **NOON** the day prior to your appointment. Please call the Senior Center at 203-262-0651 for scheduling. Drivers are unable to schedule appointments for you.

General Guidelines for Passenger Use

All passengers must be at least 60 years old, a resident of Southbury **and** a member of the Senior Center **or** a disabled resident of Southbury who is at least 60 years old.

Passengers are to be seated with seat belts fastened at all times.

For the well-being of all passengers and drivers we ask for courteous and polite behavior, appropriate personal hygiene and compliance with all guidelines.

The Driver reserves the right to deny transportation if one's behavior or hygiene poses a risk to others.

The Driver will make the determination whether to drive during inclement weather.

Cancellations will be televised on WTNH 8 and WFSB 3. You may also call the Center after 8:00 am for a recorded announcement.

There is a five (5) bag maximum for shopping trips.

All vehicles are wheelchair accessible. The drivers are able to provide limited assistance; however should you require further assistance a companion is required.

Only certified service pets may accompany a passenger.

If you are not at your assigned pick up point when the vehicle arrives, the driver will wait 5 minutes. If you miss the bus it is your responsibility to obtain transportation home.

Drivers **cannot** make unscheduled stops.

Drivers **cannot** accept tips.

Fares

Passengers pay \$1.00 per ride. (one way **or** round trip)

No charge for transportation to the Senior Center.

Day Trips and special events will be priced accordingly.

Confirmation & Cancellation

Passengers will be notified the day before their appointment of the pickup time. Please note all pick up times are approximate and we will make every effort to pick up and drop off passengers in a timely fashion. Cancellations should be made as early as possible.

Hours of Operation

Appointments can be scheduled Monday through Friday beginning at 9:00 am and must conclude by 3:00 pm.

Priority

Appointments are prioritized in the following order:

1. Doctors' appointments
2. Medical Clinics
3. Physical Therapy
4. Senior Center
5. Personal Care appointments: Salons, Barbers etc.

Please note: Only one pick-up and drop-off per day, per passenger may be made.