

Scheduling Policies & Procedures - Senior Bus Trips

1. Participating Middletown Senior Housing units, through their manager or resident coordinator acting on the unit's behalf, have a designated reserve every 7 weeks. ***It is required that a contract with and from the Senior Center be signed and any insurance requirements be satisfied before transportation will be provided.***
2. Each unit is responsible for deciding and publicizing trips in a consistent, timely and fair manner. Each unit **MUST** provide the Senior Center the following information on the trips ***a minimum of 4 weeks*** prior to the planned trip:
 - a.) All stops on each trip
 - b.) Departure & return times
 - c.) Date
 - d.) Costs
3. Two weeks before your trip the Senior Center will need the following:
 - a.) All the above information (2. a - d)
 - b.) The list of committed names (paid participants) including first & last names ***of your housings' residents – non-residents including friends and relatives are NOT allowed on your list – they MUST sign up at the Senior Center on a “first come-first served” basis.***
 - c.) Bus fare from all the committed riders
 - d.) Directions, if needed
 - e.) Completed Senior Center General Registration Forms (***riders without completed forms will not be able to board the bus – home addresses will be confirmed by the Senior Center – refer to “b.” above***)
 - f.) Number of participants using wheelchairs or scooters - ***this affects the number of available seats.***

AT THIS POINT, THE SENIOR HOUSING UNIT MANAGEMENT/COORDINATOR REQUIREMENTS ARE FULFILLED

Senior Center staff will:

- a) Receive the list of paid participants from the manager/coordinator.
 - b) Record names and payment information on the Senior Center Bus Trip Form.
 - c) Issue a receipt/s for paid participants.
 - d) Create a flier advertising trip details to the general senior population to sell empty seats on the bus.
1. Once the Housing Manager or Coordinator submits their list and payment, to alleviate errors with over-booking the bus, **ALL TRANSACTIONS (additions or cancellations) MUST COME THROUGH THE SENIOR CENTER.**
 2. The Senior Center Bus Driver will collect paid participants (per the list provided to him on the day of the trip at the Senior Center) at the scheduled housing location and time. The driver will take attendance of paid participants as they enter the bus. Any individual whose name does not appear on the driver's list will **NOT** be permitted to board the bus, ensuring that patrons paid to be picked up at the Senior Center are guaranteed their reserved seat on the bus.
 3. The driver will proceed to the Senior Center to collect any additional paid participants prior to proceeding on the scheduled trip.
 4. The driver will **NOT** deviate from the scheduled destinations and times without permission from Senior Center Management. **The Senior Center Director must authorize any changes in schedule.**

No participant is expected to tip the driver and must not be pressured by others to do so. Many riders are on limited income and should not be expected to pay any more than the cost of the trip.

Any cancellation, registration, or refund during the final two-week period is handled through the Senior Center. Any unfilled seats will be advertised at the Senior Center.

If your unit has not made a commitment, the Senior Center will establish the destination and the bus will stop only at the Senior Center. Your unit is then subject to forfeiting any remaining scheduled dates.

Refunds are available if we receive notice of your cancellation by the day before the trip. ***However, AquaTurf refunds are available only if we receive your cancellation eight days before the event.***

Middletown Senior Center

150 William St. Middletown, CT 06457 • 860.344.3513 or 860.343.5424