



Kings Point Transportation Information, Policies, Etiquette & Procedures



TO REQUEST TRAM SERVICE CALL: 387-3470

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July 2008



KINGS POINT TRANSPORTATION **INFORMATION, POLICIES, ETIQUETTE & PROCEDURES**

INFORMATION

The Kings Point transportation fleet is managed by the Kings Point Management, LLC; Kings Point residents pay the fleet's operating expenses, such as personnel costs, fuel, repairs and maintenance. The Transportation Department has vehicles that provide 3 types of services to residents and lessees.

A. TRAM SERVICE

1. Internal Tram Service – Daily Tram service is provided within the Kings Point Community hourly between 8:30 a.m. and 4:30 p.m., 7 days a week. Service is available to all Clubhouses and all Kings Point residences (except for cul-de-sacs without sufficient turnaround space) as well as any location within Kings Point. This is the **only** transportation service open to guests who may ride with a valid guest pass. All other transportation services are for **residents** and **lessees** only.

2. External Tram Service – Two types of external Tram services are provided to residents.

- a. A specific route with designated stops runs hourly from 9:00a.m. – 3:00 p.m. (approx.), Monday through Friday.
- b. The Special Tram service is provided to Publix/Wal Mart (Tuesday, Thursday) Bingo at SCC Community Hall (Monday), local restaurants (Saturday), churches (Sunday) and the synagogue (Friday). Tram schedules are available at the Kings Point Clubhouse, Kings Point South Club and the Transportation office.

B. MALL BUS SERVICE

Transportation (residents and lessees only) is provided to many different area malls and shopping centers. The bus remains at its destination for approximately 4 hours. The departure time and shopping destinations are identified in the centerfold calendar of each month's Pointer. Additional information about each mall is posted on the Bulletin Board in the back corridor of the Kings Point Clubhouse.

C. SPECIAL BUS TRIPS

There are numerous Special Bus trips (for residents and lessees only) each month to theatres, festivals, theme parks, special attractions, sporting events and more. Trips are described in each month's Pointer. Updates, if necessary, are displayed on Channel 96. Suggestions for future trips can be made at the Special Bus Committee meeting (date and time shown in the Pointer calendar) or in writing to the Special Bus Trip Coordinator in the Kings Point Clubhouse. Also, there is a suggested box located outside the Tram office in the Main Clubhouse.

POLICIES

1. A Kings Point Badge (resident or lessee) is required to board Kings Point vehicles. You will **not** be permitted to board the bus without your badge. The only exception to this rule is that guests are permitted (with a valid guest pass) on internal trams.
2. Transfer of badges or bus receipts to another person is **prohibited** under any circumstances.
3. There will be no eating or drinking (except bottled water) while on any vehicle.
4. No disturbance or profanity is allowed. For the safety of the passengers, distraction of the driver is prohibited. The Transportation Department has the right to refuse to transport any passenger that does not adhere to this policy.
5. For safety reasons, there will be no standing, walking or using the restroom while a vehicle is in motion. A short restroom break is scheduled on the longer trips. Anyone who chooses to stand or move about the vehicle while it is in operation does so at their own risk.
6. The driver has the authority to change the agenda of any trip with authorization of the Director of Transportation. Weather conditions (e.g., rain or excessive heat), mechanical problems, traffic conditions, etc. may warrant changes to the trip as it was described in the Pointer. The driver reserves the right to shorten the length of time at the event or offer an alternative destination, if the event has been cancelled.
7. Boarding time for general seating on Mall Bus and Special Bus trips is 15 minutes prior to departure time, both leaving and returning. **If a resident that has reserved seating does not board at the designated boarding time (15 minutes prior to departure) available seating will be filled with the standby residents.** Wheelchair passengers should arrive 30 minutes before departure time.. On return trips, the driver will **not** wait for residents past the announced departure time.
8. In case of emergency at an event or shopping destination, please go to the security or event office of the destination. Drivers check in when they arrive so that security personnel can reach them by cell phone.
9. Drivers are prohibited from assisting passengers when boarding and exiting the vehicle. If a resident has difficulty boarding or exiting the vehicle, a Kings Point resident or lessee escort must accompany and assist the resident. **Drivers are not permitted to assist passengers with groceries, shopping bags or other packages.**
10. When circumstances warrant, management reserves the right to substitute vehicles as needed.
11. The front seats of the Trams and Coach busses are reserved for handicapped passengers with an orange H/C designation sticker on their badge. The Wheelchair positions are reserved for the passengers with a green designation sticker on their badge.

12. Seat assignments for Special Bus and Mall Bus trips are indicated on your receipt. If a smaller vehicle is substituted, your seat number will remain the same. Any corrections to seat assignments will be made by the driver.

13. If a ticket is required for the event, the driver will distribute the tickets as each passenger departs. The driver is not responsible for seating arrangements inside the event unless previously announced.

ETIQUETTE

1. If you do not plan on riding the bus on the return trip, you **must** notify the driver before departing the bus.

2. For safety reasons, departures from the bus are done in an orderly fashion beginning with the front and handicap seating and continuing toward the back of the bus.

3. Do **not** lower or recline your seat.

4. Do **not** adjust the window shades. If your shade needs to be raised or lowered, please ask the driver.

5. Please wear appropriate attire for the trip and destination.

6. Please check your seat area before leaving the bus. If an item is left on the bus, it may be found at the Kings Point Clubhouse Security office.

PROCEDURES

A. TRAM SERVICE

1. To request the Tram service, call 387-3470 on the hour (e.g., 8 am, 9 am, 10 am, etc.) and the Tram will depart from the Kings Point Clubhouse on the half-hour (8:30 am, 9:30 am, 10:30 am, etc.) to pick up passengers. Pick up times cannot be predicted.
2. When you call, please state your name, address and your destination.
3. Please indicate if the Wheelchair lift or ramp is needed.
4. Please be ready to board when the Tram arrives. For return Tram service from the Kings Point Clubhouse, the Tram departs every hour, on the half-hour (e.g. 8:30, 9:30 etc.). Waiting passengers use the seating near the Transportation office and check in with the Tram driver.
5. Procedures to request Tram service outside Kings Point are shown on the Tram Schedule (available in the Transportation Office and both Clubhouses).
6. The Tram schedule may be revised to accommodate shows or Special Bus trips.

B. SPECIAL BUS SIGN-UP

1. Lotteries

- a. Lotteries are held for Special Bus sign-ups to ensure equal access to all trips. To participate, consult your Pointer for scheduled lottery times and dates.
- b. When you arrive, place your badge in the metal barrel in the front of the room before the designated starting time as no badges will be added to the barrel once the lottery has begun.
- c. When your name is called, go to the front of the room to indicate your trip choice. When any two Kings Point residents or lessee will be traveling together on the same trip, the 2 badges should be clipped together before placing them in the barrel. Either you or your traveling companion must be present at the lottery.
- d. No special privileges will be given to anyone because of a doctor, dentist, hospital appointment or for any other reason, except if both you and your traveling companion are working. In this case, contact the Business Office to register (proof required).

2. Wheelchair or handicapped seating access

- a. This seating requires a doctor's letter, kept on file in the business office stating that the individual is wheelchair restricted or has physical restrictions limiting their ability to walk down the aisle of the bus. Individuals meeting these criteria will be issued a new resident badge (with an orange H/C or a green W/C sticker) to be used for the Wheelchair/Handicapped seating lotteries shown in each month's Pointer and explained below.
- b. Trips accessible to Wheelchairs are noted with a WC/H next to the trip description in the Pointer. There are 2 areas designated for Wheelchairs and companions and 8 front seats designated for Handicapped individuals and companions.
- c. If you have a special need at an attraction or if you have any questions about these procedures, contact the Business Office at 634-9229.

3. Cancellation Procedure

- a. Cancellations must be done in person with your receipt at the Badge/Bus Window (open Monday – Friday from 8:30 a.m.– 4:00 p.m.) at least 24 hours before a trip. If the Badge/Bus Window is closed or if you are physically incapacitated, call the Business Office at 634-9229 Monday through Friday 8:00 a.m.– 4:00 p.m. After 4:00 p.m., and on weekends, contact the Transportation Department at 387-3470 and leave a message on the answering machine. A record will be kept of the date and time of your cancellation.
- b. If you cancel a Mall Bus or Special Bus trip at least 24 hours prior to your trip, your money will be refunded, less a \$1.00 per seat cancellation fee. If you cancel the day of the trip, you will not receive a refund.
- c. For paid trips, once your fee is collected and you cancel, a refund will be given (less a \$1.00 cancellation fee per seat) only if you have your receipt and **only if your seat has been filled and the bus is full** when the trip departs.

NOTE: Refunds for all trips must be picked up at the Box Office by the 5th day of the month following the trip. If your refund is not retrieved by this date:

- All Trips \$5 or less **Your refund will be forfeited**
- Charge Trips over \$5 **Pick up your refund at the Box Office**
2 days after trip.
- **Your tick is always needed for a refund.**

4. Special Bus – First and Second Lottery

First and second Wheelchair/Handicapped Seating Lottery – the third Tuesday of every month at 9:30 a.m., in the Card Room, at the Kings Point Clubhouse.

First and General Seating Lottery – the third Wednesday of every month at 9:30 a.m., in the Kings Point Borini Theatre, at the Kings Point Clubhouse. Residents Badges must be in the barrel before 9:30 am for the 1st lottery drawing. The second drawing time will be as follows: March through November, 2nd drawing will begin approximately 10:30 am; December - February, the 2nd drawing will begin approximately 11 am.

- a. Residents may sign up for one Special Bus trip for the following month at this lottery.
- b. If a trip is filled when your name is called, you may go on stand-by (this counts as your first Special Bus trip) or you may choose an alternate trip.
- c. Upon completion of the 1st sign up, seat availability for all trips will be announced.
- d. If you do not plan on choosing a 2nd special bus trip, you are free to proceed to the box office to pay for your charge trip.
- e. If you choose to have a 2nd trip, the 2nd lottery drawing will be held for 1 additional trip for the month. Your badge/badges must be put in the 2nd barrel after you have completed signing up from the 1st lottery drawing.
- f. Once you have received your two trips you may proceed to the box office window to pay for your charge trips. **Payment must be received at the Box office before 4pm the day of the lottery.** If not your ticket will be cancelled and the seat will be re-sold.
- g. After the lottery, payment for additional Special Bus trips (both charge and no-charge) are made at the Badge/Bus Window as you sign up for each trip.

5. Additional Special Bus Sign-ups

- a. On the Thursday morning following the second Special Bus lottery, you may sign up for 3 additional Special Bus trips at the Badge/Bus Window with your badge/badges. If you would like more than 3 additional trips, you can take a new number and return to the end of the line.
- b. Beginning Friday morning and continuing up until the day before a trip, you may sign up for as many additional Special Bus trips as you want, for assigned seats on the trip itself if seats are open, or on the standby list if the bus is full.

6. Payment Methods

- a. Payment – on all Special Bus trips, \$5.00 **cash only** (per seat) surcharge will be collected when you sign up. If you cancel less than 24 hours prior to trip or if you are a no show regular refund policy will be followed. Your own receipt is necessary for any refund.
- b. Payment– Charge Trips – As soon as you have signed up for a charge trip at the lottery, go to the Box Office with your ticket (white and yellow copy). Select the window line for the type of payment you wish to make. Upon payment, the white copy will be stamped **PAID** and returned to you. The yellow copy will be retained by the Box Office. If your white ticket is not stamped PAID you will not be allowed to board the bus.
- c. **Payment must be received at the Box office before 4pm the day of the lottery.** If not your ticket will be cancelled and the seat will be re-sold.

C .MALL BUS SIGN-UP

1. Mall Bus SIGN-UP

- a. Lotteries are not held for the Mall Bus sign-ups. Consult your Pointer for the sign-up beginning date for all Mall Bus sign-ups.
- b. On all Mall Bus trips, \$5.00 **cash only** (per seat) surcharge will be collected at time of sign up. If you cancel less than 14 hours prior to the trip or if you are a no show the regular refund policy will be in effect.

Questions/Comments

Contact the Transportation Dept. at 387-3460 or the Business Office at 634-9229

TRAM SCHEDULE AS OF JULY 1, 2008

INTERNAL TRAM SERVICE – PHONE 387-3470

The Kings Point Transportation Service shuttles residents, lessees, and their guests to ALL locations within the community 7 days a week, including the South clubhouse, Nantucket pool, etc. The tram departs from the kings point clubhouse portico HOURLY beginning at 8:30 am with the last departure at 4:30 pm. For service call 387-3470 at the top of the hour (e.g., 8 am, 9 am, 10 am, etc) and supply your phone number, name, address, and destination. The Tram will begin the pickup of passengers on the half hour (e.g., 8:30 am, 9:30 am 10:30 am, etc.). See Supplemental Tram Service Calendar for additional service.

EXTERNAL TRAM SERVICE – PHONE 387-3470 (RESIDENTS, LESSEES ONLY)

The Tram service is available HOURLY, Monday through Friday, every hour from 9 am through 3:00 pm with designated location stops as follows:

WINN DIXIE + SCC PLAZA + SWEETBAY & BEALLS.

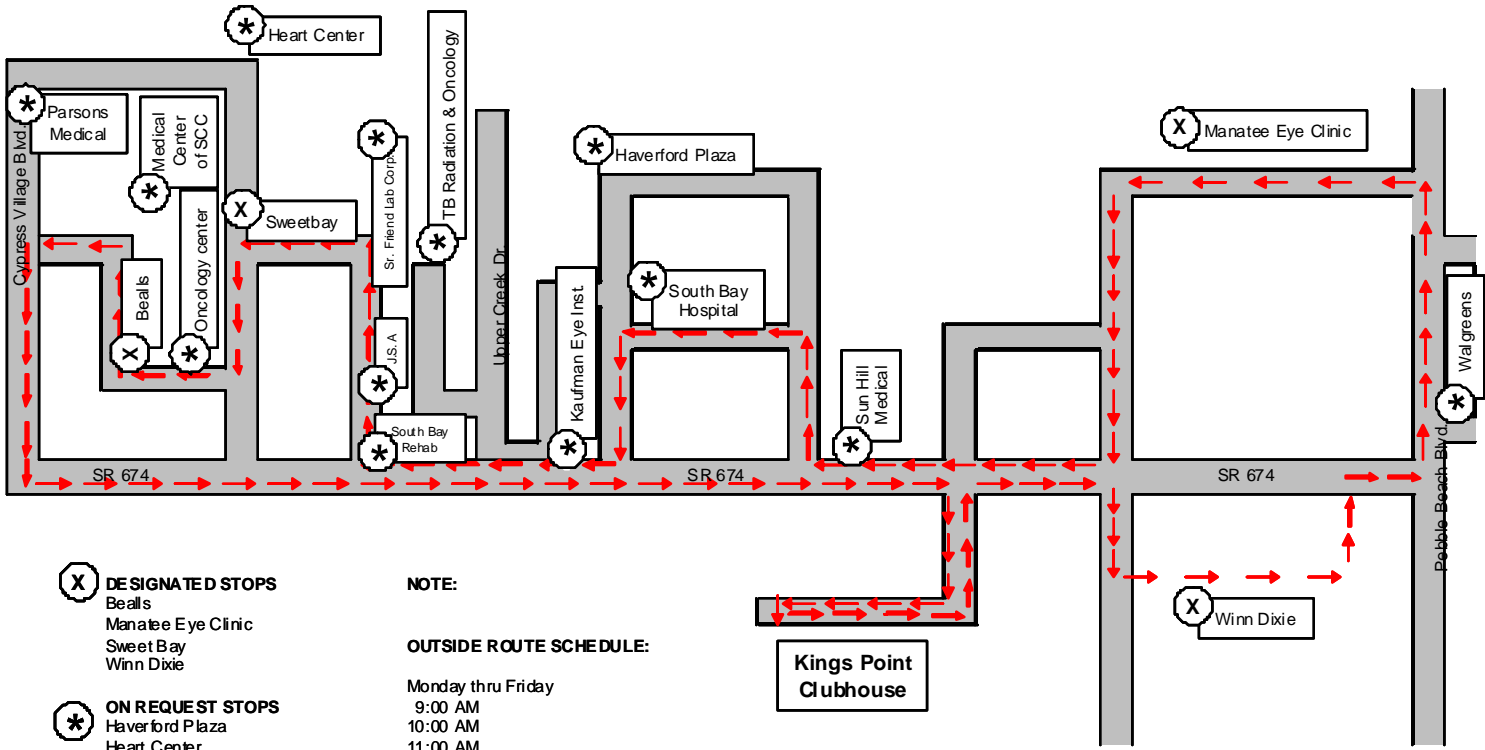
Additional event schedule is available (see below schedule).

NOTE: WHEEL CHAIR TRANSPORTING MUST CALL BY THE TOP OF THE HOUR FOR INTERNAL SERVICE IN ORDER FOR DRIVERS TO BE ABLE TO ROUTE PROPERLY.

THE FOLLOWING REFLECTS THE DAILY SCHEDULE:

MONDAY	8:30 AM – 4:30 PM	INTERNAL TRAM SERVICE
	9:00 AM – 3:00 PM	EXTERNAL TRAM SERVICE
	DURING SERV HRS	HOSPITAL ON REQUEST (FRONT ENT PICK UP)
	6:45 PM – 9:15 PM	BINGO AT THE SOUTH PEBBLE BEACH COMMUNITY HALL
TUESDAY	8:30 AM – 4:30 PM	INTERNAL TRAM SERVICE
	9:00 AM – 3:00 PM	EXTERNAL TRAM SERVICE
	DURING SERV HRS	HOSPITAL ON REQUEST (FRONT ENT PICK UP)
	9:30 AM 10:30AM	PUBLIX GROCERY SHOPPING (Blue Zone Only) WAL MART
WEDNESDAY	8:30 AM – 4:30 PM	INTERNAL TRAM SERVICE
	9:00 AM – 3:00 PM	EXTERNAL TRAM SERVICE
	DURING SERV HRS	HOSPITAL ON REQUEST (FRONT ENT PICK UP)
THURSDAY	8:30 AM – 4:30 PM	INTERNAL TRAM SERVICE
	9:00 AM – 3:00 PM	EXTERNAL TRAM SERVICE
	DURING SERV HRS	HOSPITAL ON REQUEST (FRONT ENT PICK UP)
	9:30 AM 10:30 AM	PUBLIX GROCERY SHOPPING (Red/White Zone Only) WAL MART
FRIDAY	8:30 AM – 4:30 PM	INTERNAL TRAM SERVICE
	9:00 AM – 3:00 PM	EXTERNAL TRAM SERVICE
	DURING SERV HRS	HOSPITAL ON REQUEST (FRONT ENT PICK UP)
	7:00 PM– 9:15 PM	SYNAGOGUE (ON REQUEST)
SATURDAY	11:30 AM– 2:30 PM	LUNCH: Danny Boy, Bob Evans, Denny's, Radio Shack, Ozies
	DURING SERV HRS	HOSPITAL ON REQUEST (FRONT ENT. PICKUP)
	5:30PM - 9:30PM	BINGO (KPCH)
SUNDAY	8:45 AM – 12:30 PM	LOCAL CHURCH SERVICES
	DURING SERV HRS	HOSPITAL ON REQUEST (FRONT ENT PICK UP)
	5:30 PM - 9:30 PM	BINGO (KPCH)

KINGS POINT TRAM OUTSIDE ROUTE



- (X) DESIGNATED STOPS**
- Bealls
- Manatee Eye Clinic
- Sweet Bay
- Winn Dixie

- (*) ON REQUEST STOPS**
- Haverford Plaza
- Heart Center
- JSA
- Kaufman Eye Institute
- Manatee Eye Clinic
- Medical Center of SCC
- Oncology Center
- Parsons Medical Center
- South Bay Hospital
- South Bay Rehab
- Sr. Friend / Lab Corp.
- Sun Hill Medical Center
- Tampa Bay Radiation & Oncology
- Walgreens

NOTE:

OUTSIDE ROUTE SCHEDULE:

Monday thru Friday

- 9:00 AM
- 10:00 AM
- 11:00 AM
- 12:00 PM
- 1:00 PM
- 2:00 PM (last time to Transport Outside)
- 3:00 PM (last time to Pick-up Outside)