

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

INFORMATION & PROCEDURES

The Kings Point transportation fleet is managed by the Vesta Property Services. Kings Point residents pay the fleet's operating expenses, such as personnel costs, fuel, insurance, repairs, and maintenance. The Transportation Office is located in the Kings Point North Clubhouse.

TRAM SERVICE- (813) 387-3470

Monday – Friday 8 AM – 4 PM

Internal Tram Service – The Kings Point Transportation Service shuttles residents and lessees Monday-Friday 8:30 a.m.- 3:30 p.m. to ALL locations within Kings Point. Internal Tram service is also provided on select evenings at the Transportation Department's discretion.

- a. To request the Tram service, call 387-3470 at the top of the hour (8 am, 9 am, 10 am, etc.) and leave a message with your name, phone number, address, destination, and time of pick up. Please speak clearly when leaving a message. Also, indicate if the Wheelchair lift or ramp is needed.
- b. The Tram will depart from the Kings Point Clubhouse Portico on the half-hour (8:30 am, 9:30 am, 10:30 am, etc.) to pick up passengers. Please be ready to board when the tram arrives.
- c. Calls will *not* be honored after 15 minutes past the hour for pickup of passengers from home.
- d. 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.). You must notify the Transportation Office no later than 15 minutes past the hour and must physically be in the foyer by 25 minutes past the hour.

Designated Stops - A specific route with designated stops that include Winn Dixie, SCC Plaza, Bealls and Fiore's runs hourly Monday-Friday from 9:00 a.m. – 3:00 p.m.

Special Runs:

Tuesdays- Aldi's and Walmart

Wednesdays- SouthShore Plaza

Thursdays- Publix and Walmart

Requested Stops- Requested stops include Banks, Doctors' Offices, South Bay Hospital, Library, etc. If your request involves a medical facility you need to let the transportation department know the location of the Doctor's Office/Medical Facility and what time you need to be picked up in order to arrive on time for your appointment.

In order to better serve the community, the Transportation Department has set up a special **emergency phone number**, available in the event the office phone is not functional and residents are unable to leave messages for tram drivers: **813-918-0246**.

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.
2. Transfer of badges to another person is prohibited under any circumstances.
3. 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.
4. For safety reasons, there will be no standing or walking while a vehicle is in motion. Anyone who chooses to stand or move about the vehicle while it is in operation does so at their own risk.
5. Drivers are prohibited from assisting passengers when boarding and exiting the vehicle. Riders must be self-sufficient to ride the tram. 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.
6. Residents in a wheelchair/electric wheelchair must have models which can be properly secured and tied down as per DOT regulation. Residents in electric scooters need to be able to correctly maneuver the scooter by backing onto the lift safely without the driver's assistance and with a minimum number of attempts. Drivers are not permitted to move residents in wheelchairs or physically assist residents on or off the tram.

7. When circumstances warrant, management reserves the right to substitute vehicles as needed.
8. The front seats of the Trams are reserved for handicapped passengers.

The following items and actions are prohibited on Kings Point Trams:

1. Open containers of alcohol/liquid beverages
2. Eating of food
3. Trash and recycling items
4. Buckets-5 gallons or larger
5. Hand trucks/dollies
6. Large appliances
7. Large cartons
8. Bicycles
9. Large plants-real or artificial
10. Furniture
11. Filing cabinets/office furniture
12. No items larger than those held on your lap
13. Hazardous materials (gasoline or sharp metals)
14. No more than two grocery bags/one per hand
15. Other items considered by Vesta Management to be a safety hazard.