

FLORISSANT SENIOR TRANSPORTATION GUIDELINES

The City of Florissant welcomes senior citizens of all abilities to take advantage of our transportation service, the **F.L.E.R.T. BUS** (Florissant Local Elderly Resident Transportation). This service is available FREE of charge to all City of Florissant Residents 60 years of age or older with a current Florissant Resident Picture I.D. Every senior citizen will be required to fill out an emergency card before taking the bus for the first time.

A BUS WITH WHEELCHAIR ACCESSIBILITY IS AVAILABLE. We will make every effort to adapt our service to incorporate your individual needs. If special accommodations are needed, please call the Bus Reservation Line at (314) 839-1776. Residents using mobility devices such as wheelchairs or scooters must comply with the ADA standards for a “common wheelchair”. According to the ADA, a common wheelchair is any three or four-wheeled device that is usable indoors, which does not exceed 30” wide by 48” long and does not exceed 600 pounds when occupied. If needed, a senior citizen is welcome to bring a caregiver or family member over the age of 18 with them. Senior citizens must be able to get to and from the bus on their own or with the help of the caregiver or family member.

THE BUS RESERVATION LINE IS (314) 839-1776. Reservations are made by phone and will be taken between the hours of 8:30am and 12:00noon Monday through Friday. Appointments for Monday will be made on Friday. *Calls are answered in the order they are received so please stay on the line until your call is answered.* The first pick up is 8:00am and the last pick up is 3:30pm. We ask all residents to please be ready 10 minutes before scheduled pick up, in case the bus is running ahead of schedule. On the return trip home, residents must be ready at the assigned time. The driver can only wait 5 minutes before going on to the next scheduled appointment.

Residents may call one day in advance to make reservations to the bank, hair appointments, department stores, etc. Medical appointments including labs, x-rays, therapy, dentist and eye appointments are accepted 7 days in advance to ensure pick-up. Residents using wheelchairs may call for any appointment 7 days in advance. Reservations for the Senior Dining Center must be made 24 hours in advance by calling (314) 839-7603. Residents attending the Senior Dining Center may make a reservation for the bus when they make a reservation for lunch at the Dining Center. Reservation for the City of Florissant sponsored parties and special functions will be accepted 7 days in advance.

The after-hours answering machine is for messages ONLY, such as cancellations, and cannot be used to schedule appointments.

ON THURSDAY AND FRIDAY MORNINGS A BUS IS DESIGNATED STRICTLY FOR GROCERY SHOPPING. The Thursday morning trip is assigned to residents living on the west side of New Florissant Road and the Friday morning trip is assigned to residents living on the east side of New Florissant Road. For all shopping trips, there is a limit of 4 bags, 15 pounds per bag. The City of Florissant buses are for light shopping only and cannot accommodate any large items, such as construction or industrial items.

Buses operate only in the city limits of Florissant.

Bus Service is subject to weather conditions.

For any questions regarding the bus service, please call the Bus Reservation Line at (314)839-1776.