

**Attachment #3**

**TO: All BGCAP Transit Staff**

All Health Care Facilities and Transportation Providers

**FROM:** Taylor Veatch, HSTD Compliance Coordinator

**SUBJECT: Inclement Weather Plan and Announcements**

**Date:** Updated April 3, 2025

When bad weather occurs, BGCAP Transit will communicate **if** the decision is made to implement “Limited Service” **or** “No-service” no later than 6:00 a.m. to the following outlets

**TELEVISION**

**WKYT TV CH 27:** This is the most reliable way to see our updates on television.

**FACEBOOK**

The Blue Grass Community Action Partnership Facebook page will have the information posted for any service change by 6:00 AM.

**IMPORTANT FOR HEALTH CARE FACILITIES AND  
SUBCONTRACTED TRANSPORTATION PROVIDERS:**

**\*\*\*NOTE: Leave a message if you go to Voice Mail\*\*\***

**Definitions:**

**LIMITED SERVICE:** BGCAP Transit will operate as road conditions allow. Service may be delayed. All but urgent care transportation will likely be affected.

**--OR--**

**NO SERVICE:** BGCAP Transit will not provide transportation service.

**All Bluegrass Ride routes will operate as road conditions allow.**

If your program has a policy that is unique, please inform us immediately at 800.456.6588, (*for example, if you follow the school closing schedule in your area; note that we may decide to operate when the schools do not*).

If your program will be closed so that we are unable to pick up your clients, please call at 800.456.6588. Please use discretion, as BGCAP Transit does not want its staff on the roads any more than necessary. We will be following up if you close and do not cancel your bus, putting our staff at risk.

## BGCAP TRANSIT INCLEMENT WEATHER POLICY

1. The HSTD Compliance Coordinator or Senior Director of Transportation Services will determine before 6:00 a.m. **on any operational day services will be limited or cancelled.**
2. The HSTD Compliance Coordinator and Driver Manager or Senior Director of Transportation Services will notify the appropriate web site manager and television stations after reaching a decision. The list of stations and social media pages will be distributed to each Health Care Facility, Transportation Provider, and employee at the beginning of inclement weather season.
3. All **BGCAP Transit** staff are to check the WKYT website or the Blue Grass Community Action Partnership Facebook page to determine what service changes (if any) have been announced.
4. Drivers experiencing inclement weather conditions during the operational day that could adversely affect the safety of our
5. clients, the public, the vehicles or our staff are to contact Dispatch or their Driver Supervisor immediately to report the conditions. ***Safety guides all decision making.***
6. **Dispatch will notify all affected drivers** when service in their area is to be changed due to weather conditions or facility problems.
7. If a Health Care Facility is concerned about their recipient clients being released at an earlier time due to inclement weather or an issue at the facility, the Health Care Facility should call BGCAP Transit for instructions regarding accommodations that can be made with the limited resources available.
8. **NOTE:** there is NO implied guarantee that BGCAP Transit can accommodate an early closing decision by a Health Care Facility. All manifested schedules stand as published unless BGCAP Transit announces a change.
9. **At no time or for any reason are drivers to contact Health Care Facilities or recipient clients to negotiate a release time other than that originally manifested.**
10. BGCAP Transit is a member of DEM (Emergency Management) for each of its Operating Counties. Generally, BGCAP Transit falls in the queue below and responding to instructions from the local County Sheriff's Department.