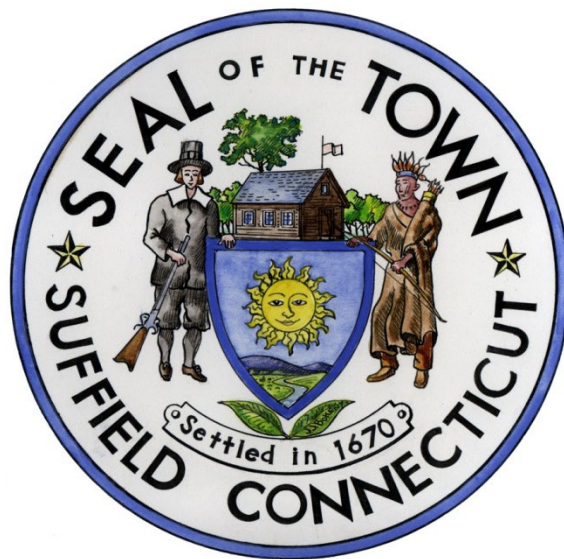


## PUBLIC INVOLVEMENT PROCEDURES



Town of Suffield  
Community Services  
Mini Bus Transportation Service

*Updated June 6, 2022*

## Our Mission

The Suffield Mini Bus is a pre-scheduled transportation service provided to Suffield residents over the age of 60 as well as permanently disabled residents and is designed to aid and supplement these residents in their transportation needs for activities of daily living. The service is designed to enhance the quality of life for our clientele in their quest to remain independent and self-sufficient.

## Our Values

We will endeavor to utilize the latest technology and preserve the integrity of our current assets to provide a safe, efficient, integrated transportation program that offers options for mobility.

We are committed to consulting with our internal and external stakeholders in an open and transparent decision-making process; and to being responsive by providing timely information on services and programs.

We demand excellence in all we do to fulfill our mission by being solution-oriented and focused on the service we provide. We continuously re-evaluate our mission, values, performance and priorities to ensure that Suffield Mini Bus Transportation and its employees are innovative and responsive to changing needs.

Suffield Mini Bus Transportation uses a variety of methods to ensure information regarding our services is available to the residents of the Town of Suffield.

The Town of Suffield has contracted with Suffield Community Aid to provide social services to the Town. Suffield Mini Bus Transportation works closely with Suffield Community Aid and Suffield Housing Authority to disseminate information, ensure we are meeting the transportation needs of our community, and make referrals when appropriate. Additionally, we continue to monitor and establish relationships with additional outreach organizations. Others include Kent Memorial Library and the churches within our community.

Mini Bus Transportation has a printed booklet containing all of the information regarding our transportation services. Contained on the back cover of the booklet is information on how to contact the department if a resident is hearing impaired or of limited English proficiency. Our current Transportation Scheduler's first language is Polish, thereby able to assist Polish speaking residents without translation assistance. This booklet is available by the front doors of the ADA compliant Senior Center, Suffield Community Aid, Senior Housing, Town Hall, on the Town's website, and Kent Memorial Library. A copy of the booklet is mailed, at no cost, to anyone requesting a copy.

Suffield Senior Center & Mini Bus Transportation publishes a monthly newsletter of all of the activities and programs available to the community. Copies of the newsletter are delivered to Suffield Community, Post Office, Town Hall, Kent Memorial Library, Senior Housing, and several banks in Town. Additionally, the newsletter is available on the Town of Suffield's website for download. Individuals can get a copy e-mailed to them or a hard copy can be mailed.

Information regarding programs and services is submitted monthly to the Suffield Observer which is mailed free to every household in Suffield. Free copies of the Suffield Observer are also available at the Suffield Senior Center.

The Town of Suffield maintains a web-site: [www.suffieldct.gov](http://www.suffieldct.gov). Suffield Senior Center & Mini Bus Transportation each has a page on this site containing information about our programs and services.

The Town of Suffield maintains a Facebook page. The Suffield Community Services Director is an administrator on the site and regularly posts flyers of the activities and programs offered the department.

There are no membership fees associated with The Suffield Mini Bus Transportation. An annual donation of \$40 for a single person and \$60 per couple is suggested. No qualified individual (60 years of age or older or permanently disabled person) is refused transportation due to inability to pay.

This plan is an active working document to be used by the Suffield Mini Bus Transportation to insure all individuals 60 years of age or older and individuals with disabilities have the ability to participate in our programs and services. The plan will be evaluated and updated periodically to insure it remains up to date and effective.