

RULES DURING THE TRIP

- At this time masks are optional, please do what makes you feel most comfortable.
- In the event of extreme weather, CTS and the Town of West Hartford Social Services will determine if it is unsafe to provide services. Members with scheduled rides will be contacted by telephone, and announcements will be made on WTIC and Channel 3.
- All passengers are required to use seatbelts. No exceptions.
- Drivers are not allowed to make unscheduled stops.
- Tipping is **NOT** permitted.
- We have the right to suspend ride privileges for violent, disruptive or illegal behavior. Riders can also be suspended for excessive cancellations or no shows.
- Dial-A-Ride is unable to provide services to residents of long-term nursing homes, rehabilitation centers, or assisted living facilities.
- Trained service dogs are allowed to accompany their owner. Service dog owners cannot bring service animals to any destination that does not accept their entry. No animals can be left in the vehicle. A service animal is not allowed to occupy a seat in the vehicle. Animals must be leashed and up to date on vaccinations for safety reasons.
- Coordinated Transportation Solutions (Trumbull, CT) handles reservations, dispatch and customer service. Vehicle fleet and drivers are provided by Safe Transportation (Newington, CT).



WEST HARTFORD DIAL-A-RIDE

A Transportation Service for
West Hartford Residents who
are 60 years and up or over 18
years with a
qualifying disability.



Reservations:

860-561-7444

Hearing Impaired (TTY) 711

Monday - Friday

9:00 am - 4:00 pm

Services provided by
Coordinated Transportation Solutions (CTS)
through Safe Transportation

Town of West Hartford

Department of Social Services

50 South Main Street Room 306

West Hartford, CT 06107

Telephone 860-561-7560

Andrea.Ruggiero@WestHartfordCT.gov

Revised 5/10/2023

Welcome to West Hartford DIAL-A-RIDE (DAR)

DAR provides transportation assistance to West Hartford Residents who are age 60 or older or to those over 18 and have a qualifying disability. Those under age 60 will need to complete a disability form that will need to be certified by their doctor. (Dial-A-Ride does not service skilled nursing facilities, Rehabilitation Centers, or Assisted Living Facilities).

MEMBERSHIP YEAR - July 1, 2023 - June 30, 2024

ANNUAL ADMINISTRATIVE FEE - \$65.00 per year (July 2024 - June 2025) prorated to \$50 if you join after March 1, 2025. The annual fee is NOT refundable in whole or in part.

APPLICATION - Applications may be downloaded from our website www.westhartfordct.gov/socialservices or requested by calling 860-561-7560.

RENEWAL - Renewal notices for existing members are sent in May for uninterrupted service. You must send a new application and \$65.00 every year to remain an active member.

TRIP LIMITS - Members receive a maximum of three (3) round-trip rides per week. Priority is given to medical appointments.

HOURS - Dial-A-Ride operates Monday through Friday from **9:00 AM - 4:00 PM. First pickup is at 8:30 AM and last pickup is at 3:30 PM.**

RESERVATIONS - Call 860-561-7444 weekdays 8:30 AM - 4:00 PM. Members should be ready **15 minutes** before scheduled pick-up time to avoid delays. Vehicles may arrive within 15 minutes on either side of your designated pick-up time. Refer to Reservation Advance Notice Requirements on next page for details.

CANCELLATION - **24 hours notice** is expected when canceling a reservation. Repeated no-call/no-show could result in a cancellation of membership.

COMPANIONS/AIDES- Riders who need assistance entering or exiting the vehicle must provide their own adult aide. Adult aides will be permitted to ride **ONLY AFTER** completing an aide application with a form signed by the member's physician to confirm that the aide is necessary to participate in the program.

SERVICE ANIMALS - Trained service animals are allowed but you must indicate on your application that you will be traveling with a service animal. A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for a person with a disability, including but not limited to guiding people with vision problems, alerting people with hearing problems about intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or picking up dropped items. While most service animals are dogs, the possibility of other types of service animals is recognized. See additional guidelines on the last page.

TRANSPORTATION RADIUS - Dial A Ride travels anywhere within West Hartford and within all neighboring towns (Newington, Hartford, Bloomfield, Avon, and Farmington) for grocery shopping or medical appointments only. We will also travel to Costco and Target in New Britain.

SOCIAL ACTIVITIES - Travel to West Hartford Senior Centers (Elmwood and Bishop's Corner) and other social activities are available by request and availability.

RESERVATION ADVANCE NOTICE REQUIREMENTS

Medical/Dental and grocery trips take priority.

Please call to schedule all trips as soon as you know you will need to travel to a location.

We require a minimum of 2 days notice on all reservations.

Dial-A-Ride will not operate on these holidays 2024-2025

Independence Day (July 4)
Labor Day (Sept 2)
Indigenous Peoples' Day (Oct 14)
Veterans Day (Nov 11),
Thanksgiving Day (Nov 28),
Christmas Day (Dec 25)
New Year's Day (Jan 1)
Martin Luther King Jr Day (Jan 20)
Presidents Day (Feb 17)
Good Friday (Apr 18)
Memorial Day (May 26)
Juneteenth (June 19)