

Dial-A-Ride Program Policy and Guidelines

Dial-A-Ride Program Purpose:

The Dial-A-Ride program is a transportation program that is administered by the Town of West Hartford Social Services. Reservations, dispatch and customer service are provided Coordinated Transportation Solutions (Trumbull, CT), and vehicle fleet and drivers are provided by Safe Transportation (Newington, CT). This program is to enable West Hartford residents aged 60 or older or those who are permanently disabled and unable to take public transportation to maintain their independence.

Membership Guidelines:

- Membership is available to residents of West Hartford aged 60 or older or permanently disabled and unable to use public transportation and must be renewed annually.
- The cost of membership is \$65 per year (July 1 - June 30). Membership cost will be prorated to \$50 for those joining after March 1.
- Membership allows 3 round-trip rides per week (point to point, no stopping).
- All rides must be scheduled at least 48 hours in advance, priority is given to medical appointments.
- Wheelchair vans are available to those who need them, though it is recommended to reserve as early as possible as vehicles are limited.
- Residents must be able to safely navigate from their home to the vehicle. Drivers can assist with storing supportive equipment (rollators, etc.). Special accommodations can be made for members who may be legally blind, please inquire with our office.

Hours of Operation:

- Hours of operation are Monday through Friday from 9:00 a.m. to 4:30 p.m. First pickup is at 8:30 a.m.; last pickup is at 3:30 p.m.
- Dial-A-Ride is closed on weekends and the following Holidays: Independence Day, Labor Day, Indigenous Peoples' Day, Veteran's Day, Thanksgiving Day, Christmas Day, New Year's Day, Martin Luther King Jr. Day, Presidents Day, Good Friday, Memorial Day, Juneteenth.

Service Area:

- Rides for medical appointments, grocery shopping or recreational purposes (hair, nails, senior centers, shopping, etc.) are available anywhere within West Hartford.
- Rides to adjacent towns (Avon, Bloomfield, Farmington, Hartford, Newington) are for medical appointments and grocery shopping only.
- Additional pre-approved locations include:
 - Target and Costco on Hartford Rd. in New Britain
 - Walmart on Flatbush Ave. in Hartford
 - Hospital for Special Care in New Britain
- No exceptions will be made to these locations.

Medical Trips:

- Medical trips within adjacent towns (Avon, Bloomfield, Farmington, Hartford, Newington) can be accommodated with a regular Dial-A-Ride membership.

- Medical conditions requiring more than 3 round-trip rides per week (such as dialysis, chemotherapy, short-term rehabilitation, etc.) can be accommodated with a completed Medical Access Program (MAP) application filled out and signed by your medical provider. MAP rides must be to a medical or rehabilitation facility.
- No exceptions will be made; please check with your medical providers for locations that are available within our service area.

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 defined as 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.
- Trained service dogs are allowed to accompany their owner, though owners cannot bring service animals to any destination that does not accept their entry as no animals can be left in the vehicle.
- A service animal is not allowed to occupy a seat in the vehicle.
- Service animals must be leashed and up to date on vaccinations for safety reasons.

Closures:

- 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.

Basic Rules:

- All passengers should be ready 15 minutes prior to their scheduled pick-up time.
- All pick-up times are estimates based on traffic and unexpected delays.
- All riders are expected to act in a safe and respectful manner, no swearing or yelling at the driver.
- No smoking in the vehicles.
- All passengers are required to use seatbelts. No exceptions.
- Drivers are not allowed to make unscheduled stops.
- Tipping is NOT permitted.
- Dial-A-Ride is unable to provide services to residents of long-term nursing homes, rehabilitation centers, or assisted living facilities.

Enforcement of Policies:

Passengers who violate this policy may be subject to consequences up to and including termination of Dial-A-Ride services without lower levels of consequences having been issued, depending on the nature and severity of the offense. 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. The following process will be followed for rule infractions:

- 1) If the rules are broken, the passenger will be spoken to and counseled regarding appropriate behavior.
- 2) If the rules continue to be broken the passenger will receive a written warning.
- 3) If the rules continue to be broken, the passenger will be suspended from rides for a period of 30 to 90 days depending on the severity of the situation.
- 4) If the rules then continue to be broken, the passenger will be permanently banned from using Dial-A-Ride service.