

GENERAL RULES

- All passengers are required to use seatbelts. No exceptions.
- Drivers are not allowed to make unscheduled stops.
- Tipping is NOT permitted.
- No smoking in the vehicles.
- All riders are expected to act in a safe and respectful manner, no swearing or yelling at the driver.
- All passengers should be ready 15 minutes prior to their scheduled pick-up time.
- Vehicles may arrive 15 minutes before or after your scheduled pickup time due to traffic delays, etc.
- Members who violate policies may be subject to consequences including termination of membership.

**Review the Dial-A-Ride Program Policy and Guidelines for complete program details.*

New this year!
You can now enroll and pay online.



westhartford.seamlessdocs.com/ng/fa/DARmembership

DIAL-A-RIDE 2026-2027

Holiday Closures:

Independence Day (July 3)
Labor Day (Sept. 7)
Indigenous Peoples' Day (Oct. 12)
Veterans Day (Nov. 11)
Thanksgiving Day (Nov. 26)
Christmas Day (Dec. 25)
New Year's Day (Jan. 1)
Martin Luther King Jr. Day (Jan. 18)
Presidents' Day (Feb. 15)
Good Friday (March 26)
Memorial Day (May 31)
Juneteenth (June 19)



50 South Main Street, Room 306
West Hartford, CT 06107



Enrollment: 860-561-7560



Reservations: 860-561-7444



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www.WestHartfordCT.gov



WEST HARTFORD Dial-A-Ride



**Transportation for West
Hartford residents who are
aged 60+ or 18+ with a
qualifying disability.**

RESERVATIONS:

860-561-7444

Hearing impaired (TTY) 711

Monday through Friday

8:30 AM TO 4:00 PM

WEST HARTFORD DIAL-A-RIDE (DAR)

DAR provides transportation assistance to West Hartford residents who are aged 60+ or 18+ with a qualifying disability, as certified by their doctor. *Dial-A-Ride does not provide service to residents living in skilled nursing facilities, rehabilitation centers, or assisted living facilities.*

ANNUAL MEMBERSHIP FEE

The membership year is July 1, 2026 - June 30, 2027 and costs \$65 per year. The fee is prorated to \$50 after March 1. The annual fee is NOT refundable.

RIDES

Members can take a maximum of up to three (3) round-trip rides per week.

HOURS

Monday - Friday 9:00am - 4:00pm.
Pickups begin at 8:30am and end at 3:30pm.

SERVICE AREA

Rides are available anywhere within West Hartford for any reason. Rides to neighboring towns (Newington, Hartford, Bloomfield, Avon, and Farmington) are allowed for medical appointments and grocery shopping only. Also allowed: Costco, Target, Hospital for Special Care in New Britain; Walmart in Hartford.

RESERVATIONS

Call 860-561-7444 Monday-Friday from 8:30am - 4:00pm to schedule.

- Reservations must be made a minimum of 2 business days in advance.
- Medical/dental and grocery trips take priority.
- Please schedule as soon as possible to secure your reservation, especially for those requiring a wheelchair van.

CANCELLATION

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

CLOSURE

In the event of extreme weather, cancellations are announced on WTIC and Channel 3. Members with scheduled rides will be contacted by telephone.

APPLICATION/RENEWAL

Applications can be requested by calling 860-561-7560 or can be completed on the Town's Social Services website.

Renewals for existing members are mailed in May; a new application and payment of membership fee are required annually to remain an active member.

MEDICAL ACCESS PROGRAM (MAP)

Medical conditions requiring more than 3 round-trip rides per week (such as dialysis, chemotherapy, short-term rehabilitation, etc.) can be accommodated with a separate form including a doctor's certification. MAP rides must be to a medical or rehabilitation facility.

COMPANIONS/AIDES

Members who need assistance entering or exiting the vehicle must provide their own companion or adult aide. A separate form including a doctor's certification will be required before they can ride in the car. Drivers are able to assist with mobility devices.

SERVICE ANIMALS

Trained service animals are allowed but must be noted on your application. A service animal is considered to be any 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, providing minimal protection or rescue work, pulling a wheelchair or picking up dropped items. Animals must be leashed and current on vaccinations.