

## **DIAL- A- RIDE PROGRAM GUIDELINES**

### **PURPOSE AND POLICY**

The Dial-A-Ride Transportation Program is administered and operated by the Town of Glastonbury Human Services Department. This program is a local in-town transit service for eligible residents who are without other means of necessary daytime travel. The program is operated according to policies and procedures which permit it to serve as many people as possible in a fair, efficient and effective manner without regard to race, creed, religion, national origin or personal favoritism. There is no fee for this service.

### **ELIGIBLE RIDERS**

Glastonbury residents, age 60 or older and residents over the age of 18 having certification of a medical disability that is permanently and/or totally disabling are eligible to use Dial-A-Ride. Persons under the age of 60 with medical restrictions must apply for a disabled rider's card. Applications for disabled riders can be obtained from Senior Services. The application must be completed by the applicant and their physician. Completed applications need to be returned to Senior Services. Able-bodied riders who are in complete control of their faculties shall be allowed to use Dial-A-Ride unattended. Those not sufficiently alert and ambulatory **MUST be accompanied by an attendant.** New riders are required to fill out an Emergency Information Card. This card may be obtained from the Senior Services Department or from a Dial-A-Ride driver.

### **HOURS AND DAYS OF OPERATION**

Service is offered Monday through Friday, 8:45 am to 3:30 pm with the exception of Town Holidays, and closings due to inclement weather.

### **EVENING-WEEKEND ACTIVITIES**

Tuesdays/Thursday 4:45 pm – 8:00 pm  
Saturdays 8:45 am – 3:30 pm

### **OBTAINING SERVICE**

To request a ride, you must call 860-652-7643 between 8:00 and 11:00 a.m. **one business day prior to the day your ride is required for any**

**reservation.** Requests made **after 11:00 a.m. and same day reservations will NOT be accepted.** Please provide the following information when making a reservation:

- . Full Name of Rider
- . Rider's Address
- . Rider's Telephone Number
- . Desired Pick-up Time
- . Destination
- . Time of specific appointment
- . If doctor's appointment, give Dr's name & telephone number
- . Desired Return pick up Time

Every effort will be made to accommodate your request. There are, however, times when resources are limited i.e.: vehicle breakdown, driver illness, inclement weather, high volume of ride requests. If the times requested cannot be accommodated in the schedule, you will be notified. The rider can then either accept a revised time if one is available or cancel the request and make other arrangements.

### **CANCELLATIONS**

The number to call for a cancellation is 860-652-7638. **Riders are responsible for calling as soon as possible** to cancel pick up or return trips. Riders that frequently forget to cancel reservations may be subject to penalty.

### **PRIORITY USE OF RIDES**

Medical appointments have top priority in the daily scheduling, with Senior Center programs and trips second. All other destinations are scheduled thereafter.

### **SPECIAL CONDITIONS FOR SERVICE**

All passengers **are required by law to use seat belts. There is no exception to this rule. Driveways must be passable and safe if the rider is to be picked up at the door. Drivers cannot back into or out of driveways.**

The driver will drop off riders as close to their destination as safely possible. Drivers are not required nor should they be expected to search for riders. Riders **MUST be ready at least 10 minutes ahead of the scheduled time. Only 2 destinations per person/per day. Limit of 6 bags per person** per shopping trip. **Drivers are NOT responsible for carrying or delivering**

**groceries and/or other baggage.**

Drivers are NOT allowed to make stops that are not on their schedule. Drivers DO NOT provide assistance to riders. If you need assistance because you walk unsteadily or you are in a wheelchair, we request that provide your own escort. The escort must be identified as a rider when the reservation is made. Drivers will assist you once on the vehicle as needed to secure your wheelchair/walker.

### **INCLEMENT WEATHER CONDITIONS**

Dial-A-Ride service will be cancelled when road conditions are or may become too difficult or hazardous for safe operation of a vehicle. Riders should listen to radio WTIC AM/FM or watch WFSB on TV for cancellation notice or call our main number at 860-652-7638. If the **Glastonbury Schools are closed, Dial-A-Ride is cancelled.** On days that the Dial-A-Ride service is cancelled, reservations for the next day can be made in the usual manner.

### **COMPLIMENTS, PROBLEMS AND SUGGESTIONS**

Riders with compliments, problems or suggestions may write the Department of Human Services at 300 Welles St., Glastonbury, CT 06033 or call 860-652-7638.

- . Drivers are **NOT** permitted to accept monetary, gifts, tips or gratuities.

Monetary donations may be submitted directly to the Senior Services Department and will be used to benefit the Dial-A-Ride program.

**DIAL-A-RIDE ASSISTANT:** Nicole Mercer  
**DIAL- A-RIDE SUPERVISOR:** Patti White  
**RESERVATIONS: 860-652-7643**  
**INFORMATION & CANCELLATIONS:**  
**860-652-7638**

## **OTHER TRANSPORTATION RESOURCES**

### **F.I.S.H. (Friends in Service Here)**

**860-647-3911**

Transportation is provided for out-of-town medical appointments or medical appointments within Glastonbury for persons unable to use Dial-A-Ride due to special circumstances. Reservations must be made by 12:00 p.m. the day before the ride is required. Transportation is provided by volunteers in their own cars, at no charge however, parking fees are the responsibility of the rider. The service is available Tuesday through Friday, within a certain geographic area to include Hartford, East Hartford, West Hartford, Manchester, Rocky Hill, Wethersfield and the UCONN Health Center F.I.S.H. is unable to take wheelchairs.

### **A.D.A. TRANSPORTATION -CT Transit**

**For application or ride requests: 860-724-5340**

Door-to-Door transportation service, for any purpose, is available to persons who are unable to use regular CT Transit bus service. Some assistance is available outside of buildings. User's pick up address and destination must be within ADA service area, which is a 3/4 mile radius around all CT Transit bus routes. Service operates 7 days per week, during same hours as regular bus service. A charge of \$3.00 each way is payable at time of ride. If personal care assistant is required, that person rides for free.

**For access to language assistance for those with limited English proficiency call: Patti White, Title VI Coordinator at 860-652-7646.**



**GLASTONBURY HUMAN SERVICES**



# **GLASTONBURY DIAL-A-RIDE**

## **A TRANSPORTATION SERVICE**

**FOR  
ELDERLY AND INDIVIDUALS  
WITH DISABILITIES**



**RESERVATIONS:  
860-652-7643**

**QUESTIONS & CANCELLATIONS:  
860-652-7638**