

WETHERSFIELD

DIAL-A-RIDE POLICIES & PROCEDURES

(Updated: 6-8-22)

Guidelines may change as needs change and riders will be informed of any changes in policies or eligibility requirements.

INDIVIDUALS INTERESTED IN USING THE DIAL-A-RIDE SERVICES SHOULD REFER TO THE FOLLOWING POLICIES AND PROCEDURES.



Wethersfield Dial-A-Ride service does not transport residents of Nursing/Convalescent Homes and/or Assisted Living/Rehab Facilities.

Wethersfield Dial-A-Ride service does not transport to and from any type employment.

Wethersfield Dial-A-Ride users may make trips to and from towns in the designated service area which includes:

Service Area

*WETHERSFIELD * NEWINGTON * ROCKY HILL * HARTFORD*

Medical Purposes Only

*BLOOMFIELD * EAST HARTFORD * FARMINGTON * GLASTONBURY,
NEW BRITAIN * WEST HARTFORD*

DIAL-A-RIDE SERVICES MAY BE SUSPENDED OR TERMINATED AT ANY TIME DUE TO FAILURE TO COMPLY WITH STATED POLICIES, INAPPROPRIATE BEHAVIOR OR MISUSE OF SERVICE.

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1. ELIGIBILITY CRITERIA

Any resident of Wethersfield who is 60 years of age or older is eligible to use Dial-A-Ride. The service is also available to any adult resident who has a permanent disability. Those with disabilities who are unable to use public transportation may also register for ADA* through the Greater Hartford Transit District. Please call Greater Hartford Transit directly at 888-248-9895.

* *ADA is a transportation service for individuals who, because of their disability, are unable to travel by a public city bus. It is intended to be used only for those trips whereby individuals cannot travel by the public city bus.*

Dial-A-Ride is not a Personal Taxi Service. Our main objective is to provide transportation to medical appointments. However, we have added shopping and other special trips. (See Page 10)

2. SERVICE AREA

- a) Wethersfield Dial-A-Ride service does not transport residents of Nursing/Convalescent Homes and/or Assisted Living.
- b) Wethersfield Dial-A-Ride service does not transport to and from employment.
- c) Wethersfield Dial-A-Ride users may make trips to and from towns in the designated service area which includes:

WETHERSFIELD * NEWINGTON * ROCKY HILL * HARTFORD
(Please refer to chart on page 4)

THE FOLLOWING AREAS ARE FOR MEDICAL PURPOSES ONLY
**BLOOMFIELD * EAST HARTFORD * FARMINGTON * GLASTONBURY,
NEW BRITAIN * WEST HARTFORD**

3. DAYS AND HOURS OF SERVICE

The days and hours of operation are as follows:

Hours of Operation	
Start	8:00 AM
End	5:00 PM

Dial-A-Ride starts at 8:00 AM and ends at 5:00 PM.

Do not schedule appointments prior to 8:00AM; you will be denied transportation. Due to the 30 minute window (see page 6; Section 7) you should not make an appointment before 8:30 AM. Please keep in mind that the last appointment should be scheduled so that you can be picked up and returned home by 5:00 PM.

Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM – 5:00 PM	8:00 AM – 5:00 PM	8:00 AM – 5:00 PM	8:00 AM – 5:00 PM	8:00 AM – 5:00 PM
<ul style="list-style-type: none"> • Medical Trips within medical services region • Non-medical trips within Wethersfield 	<ul style="list-style-type: none"> • Medical Trips within medical services region • Non-medical trips within Wethersfield • <u>Non-medical trips to:</u> Rocky Hill, Newington and Hartford 	<ul style="list-style-type: none"> • Medical Trips within medical services region • Non-medical trips within Wethersfield 	<ul style="list-style-type: none"> • Medical Trips within medical services region • Non-medical trips within Wethersfield • <u>Non-medical trips to:</u> Rocky Hill, Newington and Hartford 	<ul style="list-style-type: none"> • Medical Trips within medical services region • Non-medical trips within Wethersfield • First and third Friday trips to Westfarms Mall

When you schedule medical appointments, at any time, dispatch may ask for the name of your doctor for verification, only. Any misuse of service may result in cancellation of service.

NO SERVICE
SATURDAY OR SUNDAY

NO SERVICE MAJOR HOLIDAYS
**NEW YEAR'S DAY, MEMORIAL DAY,
JULY 4TH, LABOR DAY, THANKSGIVING AND CHRISTMAS**

4. FARE POLICY

Wethersfield charges a \$78.00 registration fee per year for each Dial-A-Ride subscriber. The year will run July 1st through June 30. If a person requests a subscription after July of a given year, payment will be calculated on a pro-rated basis. If there is a hardship, you may request a partial fee waiver, by contacting Wethersfield Social & Youth Services at (860) 721-2977.

All Fees are Non-Refundable and Non-Transferable.

NO MONEY SHOULD BE EXCHANGED BETWEEN THE RIDERS AND THE DRIVERS. The designated annual registration fee covers all fees. Tips are not permitted under any circumstances. **PLEASE DO NOT GIVE DRIVERS MONEY.**

ESCORT CARDS

Do you require an Escort? If you need someone (family, friend, nurse, etc.) to travel with you to your appointment due to medical reasons (only) you should request an escort card by checking "yes" on the application. (Number 10 on application) There is no additional charge for Escort Cards. If your circumstances change and you require an escort card during the year, please notify Social Services & Youth Services at (860) 721-2977. If at any time the Escort Card is misused, services may be cancelled. NOTE: Ambassador Wheelchair Services does not provide escorts.

5. TRIP PURPOSES

Requests for all types of trips will be scheduled on a priority basis: **Medically related trips receive the highest priority and are scheduled anywhere within the service area Monday through Friday.** Non-medical trips outside Wethersfield are available Tuesday and Thursday only. Please do not attempt to use Dial A Ride for transportation to and from any form of employment; including, volunteering, community service, etc. See Attachment A for a list of trip priorities. Any misuse of transportation may result in cancellation of service. Trips are scheduled on a "first come first served" basis.

ATTACHMENT A

PRIORITIES IN SCHEDULING

FIRST <i>(Riders may call up to 14 days in advance)</i>	Medical appointments with an escort/caregiver if necessary. Appointments must be made by 1 PM the day before at latest.
SECOND <i>(Riders may call up to 7 days in advance)</i>	Appointments for grocery shopping, banking, attendance at Wethersfield's Nutritional Lunch Program, and educational and instructional classes.
THIRD <i>(Riders may call 7 days in advance)</i>	Town and club meetings, social events
<u>Special Priorities</u>	
For other special needs contact Social & Youth Services at (860) 721-2977.	



6. **RESERVATION PROCEDURES**

Wethersfield residents will call the following TOLL FREE number to schedule pick up and return trips:

Dial A Ride Reservations 860-257-0885

In Order To Prevent Errors

- **Always** ask the Reservation Agent's name for your records.
- When making reservations and changes to previously made arrangements, call the reservation number listed above.
- **FOR RETURN PICK-UPS: Please call 860-257-0885 only.**
- Please do **not** call Social & Youth Services for reservations and cancellations.
- Do not ask Social & Youth Services to make reservations and cancellations for you. Subscriber must call the reservation number.

The reservation office is open 8am – 5pm, Monday through Friday. The reservation office is not open on weekends, therefore please plan accordingly.

Medical trips should be booked two weeks in advance when possible. At any time the reservation agent may verify your destination by contacting the medical office or any other scheduled location.

RESERVATION RULES

- **Next day reservations must be made no later than 1:00 PM the day before the ride is requested. Requests made after that time cannot be honored.**
- Riders may not request a specific type of vehicle. This is determined by the provider; unless a verified medical condition limits access to certain types of vehicles. If you require a specific type of vehicle due to a medical reason, please call Customer Service to arrange this.
- Please have pick up and destination addresses ready when making your reservations. **Please be sure the addresses are correct. If address is not in the designated service area, your reservation cannot be made.**
- Pick up and returns are considered separate trips. **There is a 3 trip limit (per day)**. *Example: Pick up at home and taken to Dr. Office (1); Pick up from Dr. Office and taken to Pharmacy (2); Pick up at pharmacy and taken home (3) equals 3 Trips.*

- Drivers will not wait for passengers to complete appointments or errands. **Please do not ask drivers to wait or alter reservations. Only your reservation agent can modify your appointment.** A call for pick up or time must be arranged in advance. **No Same Day Add Ons.**
- The provider will accept recurring reservations one month at a time for regularly scheduled appointments. You would need to call at the beginning of each month to set up reservations for that month.
- When making reservations, please be polite. Abusive behavior or language toward any Customer Service Representative, Driver or other passengers can result in suspension of service.

7. **OPERATING PROCEDURES**

(Please Read Very Carefully)

Riders will **not** be given an exact pick-up time, but a **30 minute period during which to expect their ride.** All passengers are expected to be ready during the 30-minute window time frame.

*For example: A rider requests a pick-up time of 8:30 AM. The Reservation Agent will give them a thirty minute window of 8:15 to 8:45 AM. (15 minutes before and 15 minutes after the stated time) The rider should be ready to go within the 30-minute window time frame. The driver will wait five minutes. If you have an appointment, please tell the reservation Agent when making your reservation and they will try to book your ride accordingly. **Please remain courteous and understanding when occasional traffic and inclement weather cause delays.***

Before hanging up with the Reservation Agent make sure of the following:

1. **The 30 minutes window time frame and date for your ride**
2. **Get the name of the Reservation Agent you spoke to**

For medical appointments, please book your arrival time to coincide with your appointment, but do not book a return trip. You will call the number given to you by the driver when you are ready to leave your doctor's office. You will call that number for return trips only. All other communication should be with Ambassador Wheelchair Services or Social Services.

Please note that requesting a ride does not guarantee that you will get a reservation. Reservations are "first come first served" and if all rides are already booked your request may be denied.

Cancellations: If a passenger has to cancel a trip, he or she is expected to contact Ambassador Wheelchair Services at least two hours before the scheduled ride. As long as the passenger gives at least two hours notice, the cancelled trip is noted only as a cancellation. If the passenger gives less than two hours notice of cancellation, it is recorded as a no show. "No shows" are different from cancellations. *However, if frequent cancellations*

are made, Social & Youth Services may request in writing an explanation for the cancellations. Misuse of this service may result in suspension or cancellation of service.

No Shows: Dial-A-Ride vehicles will wait no longer than 5 minutes after they arrive at the pick up location within the 30 minute pick up window. If possible, the dispatcher will attempt to contact passengers on the telephone before directing the vehicle to leave. Please make sure customer service has your correct telephone number. Return trips will be cancelled automatically for passengers who are no shows at the time of initial pick up. Passengers who are no shows are **not** guaranteed a ride that day if they contact the dispatcher. All no shows will be recorded and monitored.

Trips missed by a rider for reasons beyond his or her control shall not be considered in determining if a pattern of missed trips has occurred. Ambassador Wheelchair Services will notify Social & Youth Services and begin procedures to suspend riding privileges after an individual misses 3 trips or cancels 3 trips with less than 2 hours notice (or any combination) within a 30 day period. Prior to suspending services Ambassador Wheelchair Services and Social Services will take the following steps:

- Notify the individual (in writing) that Ambassador Wheelchair Services intends to suspend service, citing the specific instances missed or cancelled trips.
- Provide the rider with the opportunity to explain the reasons for the excessive no shows or cancellations.
- If Customer Service considers the reasons for the no-shows or cancellations are insufficient, Customer Service will notify the rider, in writing, of the suspension.
- The initial suspension shall be for a time not exceeding 30 days and may be shorter subject to Customer Service's discretion and the rider's ability to confirm that the practice will stop.
- Once service had been reinstated, if an additional 3 no-shows or excessive cancellations occur in a 30 day period, the same procedures will be followed. However, the second suspension period will be extended to 60 days. A third series of missed trips may result in a 180 day suspension and a fourth series may result in a 365 day suspension.

8. CONDUCT POLICY

Misconduct: Inappropriate actions including but not limited to intoxication, smoking in vehicles, abusive language, and aggressive behavior toward the drivers or other passengers will not be tolerated and can result in suspension of service.

Seating & Seat Belts: Passengers may not sit in front seat and are required to wear belts at all times when on the Dial-A-Ride vehicle. Passengers who refuse to wear seat belts will not be allowed to ride.

9. ANIMALS & PETS

Service animals (such as guide dogs) will be permitted on the vehicle. Other animals are permitted on board the vehicle as long as the animal is in a standard, lap size, pet carrier container. Drivers may not load or unload this container onto or off the vehicle.

10. MOBILITY AIDS AND SECURING OF DEVICES

Dial-A-Ride service will accommodate all three wheeled and four wheeled mobility devices that do not exceed 30" in width and 48" in length and do not weigh more than 600 pounds when occupied. Most mobility devices fit within these standards.

Individuals in wheelchairs, scooters, or stretchers that exceed these dimensions should contact the reservations agent. In these instances, supervisors will determine on a case by case basis if service can be provided safely. Drivers may request that passengers in three wheeled scooters transfer to a vehicle seat. Note that all drivers have been trained in safely handling and securing mobility devices. Passengers in wheelchairs/scooters will be directed to enter the vans in reverse. This is a general rule for safety purposes.

11. CHILDREN

Children 12 years and older may accompany a registered rider. Please inform the reservation agent if you plan to have a child with you. You will need an Escort Card.

13. SHOPPING BAGS/CARRY-ONS

Please limit the number of shopping bags/carry on to no more than 3 bags/carry-ons. Packages should not be any larger than 25 lbs or 17"x12" in size. Drivers will be happy to assist you with getting packages on and off the vehicle, only. If your packages exceed the listed sizes you may be asked to call a taxi.



14. SERVICE COMPLAINTS

Complaints may be sent in writing or by phone to:
The Town of Wethersfield Dial A Ride Program
Social and Youth Services
505 Silas Deane Highway
Wethersfield, CT 06109
Phone: (860) 721-2977

DIAL-A-RIDE SHOPPING SCHEDULE

Plan your shopping within the specified destinations

PLEASE DO NOT CALL AMBASSADOR WHEELCHAIR SERVICES FOR RETURN TRIPS.
THE INDICATED PICK-UP AND RETURN TIMES ARE THE DESIGNATED TIMES

DAY	DESTINATION	TIME	
Tuesday	<u>Stop & Shop Supermarket</u> 206 Kitts Lane, Newington or <u>Price Chopper Supermarket</u> 2985 Berlin Tpke, Newington	P/U Return	9 - 10 AM 12 Noon
Wednesday	<u>West Side Market</u> 887 Cromwell Avenue, Rocky Hill or <u>Big Y Supermarket</u> 1040 Elm Street, Rocky Hill	P/U Return OR P/U Return	9 - 10AM 12 Noon 12:30 PM 2:30 PM
Thursday	<u>Stop & Shop</u> 1380 Berlin Tpke Wethersfield	P/U Return OR P/U Return	9 - 10 AM 12 Noon 12:30 PM 2:30 PM
Friday	<u>Stop & Shop Supermarket or Wal-Mart</u> 80 Town Line Road, Rocky Hill	P/U Return	9 - 10 AM 12 Noon
1 st & 3 rd Fridays	WestFarms Mall	P/U Return	10:00 AM 2:00 PM

