

# WETHERSFIELD

## DIAL-A-RIDE POLICIES & PROCEDURES

Effective July 1, 2008  
(Updated: 05/05/2008)

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Individuals interested in using the Dial-A-Ride services should refer to the following policies and procedures. Guidelines may change as needs change and riders will be informed of any changes in policies or eligibility requirements. Dial-A-Ride services may be suspended or terminated at any time due to inappropriate behavior or misuse of service.

### 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 (860) 247-5329.

\*\* *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.*

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

**Wethersfield Dial A Ride service does not transport to and from employment.**

**Please Note:** *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 8)*

### 2. SERVICE AREA

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

- **Wethersfield**
- **Newington**
- **Rocky Hill**
- **Hartford**

**For Medical Purposes Only:**

**Bloomfield, East Hartford, Farmington, Glastonbury, New Britain, West Hartford have been added to the service region.**

### 3. DAYS AND HOURS OF SERVICE

The days and hours of operation are as follows:

Dial A Ride starts at 8:00 AM and ends at 5:00 PM. Due to the 30 minute window (see page #5; Section 7) do 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"> <li>Medical Trips within medical services region</li> <li>Non-medical trips within Wethersfield</li> </ul>	<ul style="list-style-type: none"> <li>Medical Trips within medical services region</li> <li>Non-medical trips within Wethersfield</li> <li><u>Non-medical trips to:</u> Rocky Hill, Newington and Hartford</li> </ul>	<ul style="list-style-type: none"> <li>Medical Trips within medical services region</li> <li>Non-medical trips within Wethersfield</li> </ul>	<ul style="list-style-type: none"> <li>Medical Trips within medical services region</li> <li>Non-medical trips within Wethersfield</li> <li><u>Non-medical trips to:</u> Rocky Hill, Newington and Hartford</li> </ul>	<ul style="list-style-type: none"> <li>Medical Trips within medical services region</li> <li>Non medical trips to Senior Café and scheduled grocery trips only</li> </ul>
<p><b>Please Note:</b></p> <p><b>There is no service on Saturday or Sunday</b></p> <p><b>There is no service on Major Holidays: New Year’s Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and Christmas</b></p>				

**4. FARE POLICY**

Wethersfield charges a \$52.00 registration fee per year for each Dial-A-Ride subscriber. The year will run July 1<sup>st</sup> through June 30. If a person requests a subscription after July of a given year, payment will be calculated on a pro-rated basis. Please notify Customer Service if you require an escort card. There is no additional charge for Escort Cards. If there is a hardship, you may request a partial fee waiver, by contacting Wethersfield Social & Youth Services at (860) 721-2977.

**No money should be exchanged between the riders and the drivers.** The designated annual registration fee covers all fees and gratuities (tips).

**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. See Attachment A (page 4) for a list of trip priorities. Trips are scheduled on a “first come first served” basis.***

# ATTACHMENT A

<b>PRIORITIES IN SCHEDULING</b>	
<p style="text-align: center;"><b>FIRST</b> <i>(Riders may call up to 14 days in advance)</i></p>	<p>Medical appointments with their escort/caregiver if necessary. When sudden illness necessitates seeing a doctor for an unscheduled appointment, call within 24 hours.</p>
<p style="text-align: center;"><b>SECOND</b> <i>(Riders may call up to 1 days in advance)</i></p>	<p>Appointments for grocery shopping, banking, attendance at Wethersfield's Nutritional Lunch Program, and educational and instructional classes.</p>
<p style="text-align: center;"><b>THIRD</b> <i>(Riders may call 1 days in advance)</i></p>	<p>Town and club meetings, social events, and visits to hospitals and nursing homes.</p>
<b>SPECIAL PRIORITIES</b>	
<p>Transportation for Therapeutic Recreation program to include regular day or evening programs and occasional out of service area trips.</p>	
<p>For other special needs, contact Social and Youth Services 721-2977 for further information</p>	

## 6. RESERVATION PROCEDURES

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

<p style="text-align: center;"><b>Dial-A-Ride Reservations</b> <i>(For Reservations and Changes)</i></p>	<p style="text-align: center;"><b>1-888-737-0825 TOLL FREE</b></p>
<p style="text-align: center;"><u><b>In Order To Prevent Errors</b></u></p> <ul style="list-style-type: none"> <li>• Please do not call Ambassador or Dispatch directly. When making reservations and changes to previously made arrangements, you must call the reservation number listed above.</li> <li>• The telephone number on the Call Back Card is to be used for return pick-ups only.</li> <li>• Do not call customer service for reservations and cancellations.</li> <li>• Do not ask customer service to make reservations and cancellations for you.</li> <li>• It is the responsibility of the subscriber to call the reservation number.</li> </ul>	

Dial-A-Ride clients may make a trip request no later than one day before the trip. The reservation office is not open on weekends, therefore please plan accordingly. Medical trips should be booked two weeks in advance when possible.

### Reservation Rules

- Reservations must be made no later than 1:00 PM the day before the ride is requested. Requests made after that time **may** be denied.
- Riders may not request a specific type of vehicle. This is determined by the provider; unless a medical condition limits access to certain types of vehicles.
- Please have pick up and destination addresses ready when making your reservations. Please be sure the addresses are correct.
- 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. 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. A call for pick up or time must be arranged in advance. No Same Day Add Ons. Please do not ask to leave packages in vehicles. All items must stay with passengers at all times.
- 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.

### **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 will be given.** 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. 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. 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.**

**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 the dispatcher 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. However, If the passenger gives less than two hours notice of cancellation, it is recorded as a no show. "No shows" are different from cancellations.

**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. Logisticare will begin procedures to suspend riding privileges after an individual misses 3 trips or cancels 3 trips less than 2 hours notice (or any combination) within a 30 day period. Prior to suspending services Logisticare will take the following steps:*

- *Notify the individual (in writing) that Logisticare 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 Logisticare considers the reasons for the no-shows or cancellations are insufficient, Logisticare 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 Logisticare'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.*

**Seat Belts:** Passengers 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.

**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 are not to load or unload this container onto or off the vehicle.

**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.

**Children (General):** Children 12 years and older may accompany a registered rider, but notify the reservations agent if you plan to have a child with you.

## **8. 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.

## **9. 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*

DAY	DESTINATION	TIME	
Tuesday	<u>Shaw's Supermarket</u> <i>206 Kitt Lane, Newington</i> or <u>Price Chopper Supermarket</u> <i>2985 Berlin Tnpke, Newington</i>	P/U Return	9 - 10 AM 12 Noon
Wednesday	<u>Stop &amp; Shop Supermarket</u> <i>1380 Berlin Tnpke, Wethersfield</i> or <u>Big Y Supermarket</u> <i>1040 Elm Street, Rocky Hill</i>	P/U Return	9 - 10AM 12 Noon
Thursday	<u>Stop &amp; Shop Supermarket</u> <i>1380 Berlin Tnpke, Wethersfield</i>	P/U Return  OR P/U Return	9 - 10 AM 12 Noon  12:30 PM 2:30 PM
Friday	<u>Stop &amp; Shop Supermarket or</u> <u>Wal-Mart</u> <i>80 Town Line Road, Rocky Hill</i>	P/U Return	9 - 10 AM 12 Noon
1 <sup>st</sup> & 3 <sup>rd</sup> Fridays	<b>WestFarms Mall</b>	P/U Return	10:00 AM 2:00 PM