

## IMPORTANT NUMBERS

Applications	561-7561
Reservations (DATTCO)	404-0712
Town Hall - Main Line	561-7500
CTTransit - Greater Htfd	525-9181
TDD Line:	727-8196
Greater Hartford Transit District - ADA (Americans with Disabilities Act)	
Paratransit Inquiries:	724-5340



### Town of West Hartford

Department of Human and Leisure Services  
Division of Human Services  
50 South Main Street Room 306  
West Hartford, CT 06107

(860) 561-7561

# WEST HARTFORD DIAL-A-RIDE SERVICE

2011-2012



## Reservations:

**404-0712**

**Monday - Friday**

**9:00 am - 4:00 pm**

A Transportation Service for  
**West Hartford Residents** Aged 65 &  
older or Persons with an ADA  
Qualified Disability.

**DIAL-A-RIDE** is designed to assist West Hartford residents, who have difficulty using public transportation, to access essential services in the area. To qualify you must be aged 65 or older or have an ADA qualified disability (MD certificate required for persons under 65).

### **OBTAINING MEMBERSHIP**

- All Dial-A-Ride users must complete an application and obtain a membership card. Applications can be obtained by contacting Evelyn Nieves in the Human Services Department at 561-7561. Once your application is received you will be sent your membership card by mail.
- You must be a permanent resident (either own a home or rent an apartment).
- An administrative fee of **\$25.00** per person is required. Memberships are renewed annually but may be obtained throughout the year.
- Dial-A-Ride is not provided to residents of long-term nursing or assisted living facilities.

### **SERVICE HOURS & RESERVATIONS**

- Dial-A-Ride operates 8:30am - 4:00pm, Monday through Friday (Last pickup at 3:30pm). Out-of-Town transportation is provided for medical appointments only. You should schedule your medical appointments after 9:45am.
- Phones are often busy first thing in the morning. It may be best to try after 1:00.
- Please be ready 20 min. prior to your scheduled pick-up time to avoid delays.

### **MEDICAL/DENTAL APPOINTMENTS**

You may schedule rides for medical/dental appointments up to one week in advance. Requests received with less than two days notice prior to your appointment may not be accommodated.

- Daily service to Hartford Hospital, St. Francis and Mt. Sinai.
- Service to UConn is provided on Monday, Wednesday & Friday.
- Service to Bloomfield medical offices (Cottage Grove Rd., Northwestern Dr. & Jolly Rd.) is provided on Tuesday and Thursday.
- Limited service to Newington Veterans Hospital.



### **GROCERY SHOPPING**

Grocery shopping trips are scheduled by neighborhood and reservations can be made two (2) days in advance.

- There is a one (1) hour period to complete your shopping needs.
- See Schedule for days and times
- Shoppers are limited to **four (4) bags per household.**
- Drivers may carry groceries to the exterior door of the rider's home but they cannot assist shoppers indoors or upstairs.

**WEEKLY SCHEDULE\***

- Dial-A-Ride also provides service to Elmwood Senior Center on Wednesday and the West Hartford Senior Center at 15 Starkel Road on Friday.
- Requests for other types of activities such as visiting a sick relative can requested one (1) day in advance and will be accommodated if space is available.
- Twenty-Four (24) hours notice is expected when canceling a reservation. No-shows without valid cause are unacceptable.
- Ride privileges may be suspended for violent, disruptive or illegal behavior, or excessive cancellations or no-shows.
- In the event of bad weather, DATTCO will act in consultation with the Town to determine when it is unsafe to provide service. Riders will be contacted by phone and announcements will be made on WTIC & Channel 3.
- Riders who need assistance ambulating must provide their own escort. Escorts must be identified as an additional rider when the reservation is made.
- All passengers are required to use seat belts. There are no exceptions.
- Drivers cannot make unscheduled stops. You will be picked-up/dropped-off as indicated on the schedule.
- **Tipping is not permitted.**

DAY	DESTINATION	PICK-UP	RETURN
<b>Monday</b>	Hartford Hosp & 85 Seymour St. Area	8:30, 11:00, 1:00	11:30, 1:30, 3:15
	St. Francis/Mt. Sinai Area	8:30, 11:00, 1:00	11:30, 1:30, 3:15
	UCONN Health Ctr.	10:00, 12:00	12:30, 2:30
	<i>Shopping:</i> Bloomfield	10:00, 12:00	12:30, 2:30
<b>Tuesday</b>	Hartford Hosp Area	8:30, 11:00, 1:00	11:30, 1:30, 3:15
	Big Y	8:30, 9:30	10:00, 11:00
	Crown/Whole Foods	By Request	By Request
	<b>Wednesday</b>	Hartford Hosp Area	8:30, 11:00, 1:00
<b>Wednesday</b>	UCONN Health Center	10:00, 12:00	12:30, 2:30
	Elmwood Senior Center	9:30	3:00
	<b>Thursday</b>	Bloomfield	10:00, 12:00
<b>Thursday</b>	Hartford Hosp Area	8:30, 11:00, 1:00	11:30, 1:30, 3:15
	<i>Shopping:</i> Stop & Shop - Blvd.	9:30 10:30	11:00 12:00
	Stop & Shop - New Park	1:00pm	3:00pm
	<b>Friday</b>	Hartford Hosp Area	8:30, 11:00, 1:00
<b>Friday</b>	UCONN Health Center	10:00, 12:00	12:30, 2:30
	WHSC 15 Starkel Road	8:30, 11:30	3:10

**HOLIDAYS**

*Dial-A-Ride will **not** operate on these dates:*

Independence Day	Mon. July 4, 2011
Labor Day	Mon. Sept. 5, 2011
Columbus Day	Mon. Oct. 10, 2011
Veteran's Day	Fri. Nov. 11, 2011
Thanksgiving	Thu. Nov. 24, 2011
Christmas	Mon. Dec. 26, 2011
New Year's Day	Mon. Jan. 2, 2012
Martin Luther King	Mon. Jan. 16, 2012
Lincoln's Birthday	Mon. Feb. 13, 2012
Washington's Birthday	Mon. Feb. 20, 2012
Good Friday	Fri. April 6, 2012
Memorial Day	Monday, May 28, 2012

**Medical Access Program**

West Hartford also provides transportation for Kidney Dialysis, Chemotherapy and other urgent, ongoing medical needs. This is a separate program from Dial-A-Ride and is known as the MAP Program.

Call 561-7561 for more info.

**LIMITATIONS**

Due to excessive demand, a **maximum of three (3) rides per week** are allowed; this includes medical/dental, grocery shopping and social use. **Priority is given to medical appointments.**

**Dial-A-Ride cannot be used to provide transportation to the Emergency Room.**

\*Schedule subject to change.