

To: Matthew Hart, Town Manager  
From: Astrid Calderon – Social Services Manager  
CC: Helen Rubino-Turco, Social Services Director  
Date: April 18, 2018  
Re: Dial-A-Ride Extended MAP Pilot Program Elimination July 1, 2018

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Dial-A-Ride provides affordable transportation for medical appointments, grocery shopping and other trips to West Hartford seniors (age 65 and above) and those with a qualified disability. This service is intended for residents who cannot access public transportation. It has not traditionally been available for residents who live in assisted living or nursing homes, since these facilities offer their own transportation services. Curtin Transportation Group provides the service.

Since 2012, West Hartford has offered the ***Dial-A-Ride Extended Medical Access Program (MAP)*** in addition to “regular” Dial-A-Ride. This “pilot” program, conditionally offered based on funding by the CT Department of Transportation, allowed Dial-A-Ride membership to the residents of The St. James Apartments (144 South Main Street) and Canterbury Apartments (45 Highland Street) to cover two rides per week.

Due to the CT Department of Transportation funding cuts of \$62,460 in February 2018, we propose to eliminate the ***Dial-A-Ride Extended MAP Pilot Program***. Current service would continue until the end of the membership year on June 30, 2018, but services at these locations would not be renewed for the 2018-19 membership year. The registration form for MAP clearly states “...any rides provided under this expansion will be funded by a special grant through the State of Connecticut, Department of Transportation. As such, in the event this funding is no longer available to the Town of West Hartford, all related program modifications will be reversed.”

This year, approximately 290 residents registered for Dial-A-Ride. Over the past five years, we have averaged approximately 12,000 total rides per year, and approximately 2,000 of those trips were MAP rides. Currently, we count 30 riders between these two facilities that are entitled to two rides per week.

We can operate the Dial-A-Ride program for all eligible residents within the proposed FY2019 budget if we eliminate the MAP Pilot program. We have drafted letters to the individual members from the two sites and the management company at each site. We are scheduling a meeting with Curtin to discuss the change, once you approve it.

Thank you for your consideration.