

## IMPORTANT NUMBERS

Applications 860-561-7561

Reservations (Curtin) 1-855-WH-RIDES  
(1-855-947-4337)

Town Hall - Main Line 860-561-7500

CTTransit - Greater Htfd 860-525-9181  
TDD Line: 860-727-8196

Greater Hartford Transit District –ADA  
Para-transit Inquiries: 860-724-  
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

2016-2017



## Reservations:

**1-855-WH-RIDES**

**(1-855-947-4337)**

**(203-753-4191)**

**Monday - Friday**

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

**DIAL-A-RIDE** provides assistance assist to West Hartford residents who are aged 65 or older or have a qualified disability (MD certificate required for persons under 65).

### **OBTAINING MEMBERSHIP**

- All Dial-A-Ride users must complete an application. Applications can be obtained by contacting Evelyn Lopez in the Human Services Department at 561-7561. Once an application is approved a confirmation is mailed to the member.
- Members must be a permanent West Hartford resident living in their own home or an apartment.
- An administrative fee of **\$50.00** per person is required. Memberships are renewed annually but may be obtained throughout the year.
- To help the Town of West Hartford to defray the actual cost of providing Dial-A-Ride services any tax-deductible donations would be gladly accepted.
- Dial-A-Ride is not provided to residents of long-term nursing or assisted living facilities.

### **SERVICE HOURS & RESERVATIONS**

- Dial-A-Ride operates 9:00 am - 4:00 pm, Monday through Friday (Last pickup at 3:30pm). Limited out-of-Town transportation is provided for medical appointments only. Appointments should be scheduled not earlier than 9:45am.
- Members should be ready 20 min. prior to scheduled pick-up time to avoid delays.

### **MEDICAL/DENTAL APPOINTMENTS**

Members can schedule rides for medical/dental appointments up to two weeks in advance. Requests received with less than two days notice prior to your appointment will 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 three (3) 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 can carry groceries to the exterior door of a member's home but cannot assist shoppers indoors or upstairs.

**WEEKLY SCHEDULE\***

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
	West Farms Mall (every other Monday)	Call for times	
<b>Tuesday</b>	Bloomfield	10:00, 12:00	12:30, 2:30
	Hartford Hosp Area	8:30, 11:00, 1:00	11:30, 1:30, 3:15
	<i>Shopping:</i> Big Y	8:30, 9:30	10:00, 11:00
	Hartford Hosp Area	8:30, 11:00, 1:00	11:30, 1:30, 3:15
<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	12:30, 2:30
	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	11:30, 1:30, 3:15
	UCONN Health Center		
	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, 2016
Labor Day	Mon. Sept. 5, 2016
Columbus Day	Mon. Oct. 10, 2016
Veteran's Day	Fri. Nov. 11, 2016
Thanksgiving	Thu. Nov. 24, 2016
Christmas	Mon. Dec. 25, 2016
New Year's Day	Mon. Jan. 2, 2017
Martin Luther King	Mon. Jan. 16, 2017
President's Day	Mon. Feb. 20, 2017
Good Friday	Fri. April 14, 2017
Memorial Day	Mon. May 29, 2017

**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 high demand, a **maximum of three (3) round-trip rides per week** are permitted. This includes medical/dental, grocery shopping, social/recreational trips, etc. **Priority is given to medical appointments.**

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

\*Schedule subject to change.

- 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 rides such as visiting an in-town relative or an in-town appointment at the hair dresser might be accommodated on a space availability basis and must be requested a minimum of one (1) day in advance.
- Twenty-Four (24) hours notice is expected when canceling a reservation. No-shows without valid cause are unacceptable.
- Ride privileges can be suspended for violent, disruptive or illegal behavior, or excessive cancellations or no-shows.
- In the event of bad weather, Curtin 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.