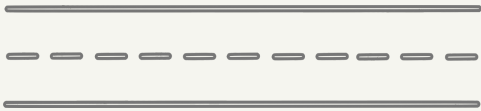




Dial-A-Ride  
is funded and administered by the  
Town of Glastonbury



To view Glastonbury Senior Services website,  
press the camera icon on your smartphone  
or tablet, then hover over the QR code with  
your smartphone or tablet.



QR Code

# GLASTONBURY DIAL-A-RIDE

## PASSENGER HANDBOOK



**RIVERFRONT COMMUNITY CENTER  
300 WELLES STREET  
GLASTONBURY, CT 06033**

# Dial-A-Ride Services

Town of Glastonbury Dial-a-Ride provides free, wheelchair accessible, transportation to Glastonbury residents age 60+ or those 18+ with a disability.

Dial-a-Ride is a curb-to-curb service. Passengers are required to reach the bus independently. Drivers cannot assist individuals in or out of their homes/destinations.

Drivers will assist passengers in wheelchairs onto the lift and into the bus. If you are traveling in a wheelchair, you must be able to manage independently or bring an adult aide or attendant.

Wheelchairs should be equipped with a seat belt (lap belt). Drivers will secure wheelchairs. Passengers using motor scooters or wheelchairs without seatbelts will have to transfer to a seat.

A chairlift is available for individuals unable to walk the stairs of the vehicle.

## Hours of Operation

Monday – Friday 8:45 a.m. – 3:30 p.m.

Tuesday & Thursday 5:00 p.m. – 8:00 p.m.

Saturday 9:30 a.m. – 1:30 p.m.

## Dial-A-Ride Telephone Numbers

Reservation Line: (860) 652-7643

Questions or Cancellations: (860) 652-7638

# Additional Transportation Options

## F.I.S.H. (Friends in Service Here)

FISH provides rides for Glastonbury residents to out of town medical appointments at no cost.

Call **(860) 647-3911** for more information.

## CT Transit - ADA Paratransit Service

ADA provides transportation services for individuals who, because of their disability, are unable to travel on the fixed route system operated by CTTransit.

Call **(860) 724-5340** for more information.

## Road to Recovery - American Cancer Society's Transportation Service

The American Cancer Society provides transportation for people with cancer to and from cancer related medical appointments.

Call **1-800-227-2345** for more information.

## Encompass

Transportation program offering ambulatory and accessible transportation for seniors ages 60 and older and/or individuals with disabilities.

Call **(860) 444-4444** for more information.

# Disabled Passengers Under Age 60

Persons under the age of 60 with medical restrictions should contact the Dial-a-Ride program (860-652-7638) for an application. Applications must be completed by the applicant and their physician and returned to the Senior Services Department at 300 Welles Street, Glastonbury, CT 06033.

## Pets

Service animals will be permitted on the vehicle. Other animals are allowed to be transported on Dial-a-Ride provided they are in a standard lap size pet carrier and can be transported/carried securely by the owner without assistance from the driver.

## Drivers

Our drivers are certified and trained and have either a CDL or passenger endorsement license.

## Fares

There is no fee for Dial-a-Ride services. Dial-a-Ride drivers, as employees of the Town of Glastonbury, are strictly prohibited from accepting tips or gifts.

# Destinations

Dial-a-Ride provides service to any destination within the Town of Glastonbury (except emergency medical transportation). Dial-a-Ride does not provide transportation outside of Glastonbury.

- Medical Appointments (Take Priority)
- Riverfront Community Center
- Grocery Shopping
- Library
- Banking
- Hairdresser, Barber
- Recreation, Social Visits, Personal Business

## Reservations

To schedule a ride, call the reservation line, (860) 652-7643 no later than 11:00 a.m. the business day prior to the requested ride, Monday – Friday (except holidays)

When you leave a message, please be prepared with the following information:

- Full Name (spell your last name)
- Home Address
- Phone Number
- Destination/Address
- Date/Time of Appointment
- Wheelchair/Scooter/Walker/Aide/Attendant

Please speak clearly and slowly when leaving your message.

# Grocery Shopping Shuttle

Pick-Up Time - 10:00 am; Return Time - 12:00 pm

Residents North of Hebron Avenue (Zone A)  
Every Monday: Stop & Shop (Glastonbury Blvd.)  
1st & 3rd Tuesdays of the month: Shop Rite

Residents South of Hebron Avenue (Zone B)  
Every Thursday: Stop & Shop (Oak Street)  
2nd & 4th Tuesdays of the month: Shop Rite

Passengers are limited to 4 bags per shopping trip.  
Drivers cannot carry groceries or bags further than curbside.

## Cancellations

If you need to cancel your ride reservation, call the office at (860) 652-7638 as soon as possible.

Every effort will be made to notify passengers if transportation is delayed or cancelled due to unforeseen circumstances or emergencies.

## Inclement Weather

If Glastonbury schools are closed due to inclement weather, Dial-a-Ride will be cancelled. If service is cancelled, we will make every effort to contact passengers. Cancellations will also be announced on WFSB TV Channel 3, WTNH Channel 8 and WVIT Channel 30.

# Passenger Information

Please be ready 15 minutes prior to your scheduled pick up time. Every effort will be made to pick passengers up at the requested time. If the driver anticipates that your actual pick up time will be more than 15 minutes from the time you requested, we will call you to notify you.

If a passenger does not come out, we will try to contact them by telephone. If we are unable to contact or locate a passenger, we may call their emergency contact on file or emergency services to determine location and well-being.

- Call to cancel rides.
- Be respectful of drivers and fellow passengers.
- Drivers are not allowed to make stops that are not previously scheduled.
- Passengers must wear seatbelts.
- The Town of Glastonbury reserves the right to require that drivers/passengers wear a mask on the Dial-a-Ride vehicle if a passenger has COVID or flu-like symptoms and/or in the event of a COVID or pandemic outbreak.
- Passengers with COVID or flu-like symptoms, who have been diagnosed with or who believe they may have a viral illness are NOT allowed to ride until the illness has passed.
- Drivers may, with approval from the Director or designee, refuse transportation to an individual if there is a safety concern due to illness, intoxication, misbehavior or other concerns.
- No food or drinks allowed on bus.