



Canton Dial-A-Ride Transportation Services Policy & Procedures

ELIGIBILITY

- a. Canton residents age 60 or older, and residents over the age of 18 with certification of a medical disability that is permanently and/or totally disabling, are eligible to use the towns' transportation services.
- b. Persons younger than 60 who wish to use town provided transportation services must provide proof of Social Security disability upon applying.
- c. Canton residents wishing to use these services must apply by completing an *Application for Transportation Services*. Applications may be obtained from the Senior & Social Services Office or on the department's website.

*Able-bodied riders are allowed to use Dial-A-Ride or the enhanced Medical Transportation services unattended.

***Riders not sufficiently alert and ambulatory MUST be accompanied by an attendant.**

RIDERSHIP FEE

- a. The Ridership fee is \$50 per person for the fiscal period September 1-August 31 and membership must be renewed annually in order to maintain rider privileges.

HOURS OF OPERATION

- a. Hours of operation are **Monday-Friday 9:00am-4:00pm** with no weekend hours.
- b. Dial-A-Ride Services are not available on holidays observed by the Town of Canton.

RESERVATIONS

- a. **Reservations must be made at least 24 hours in advance of the pick-up time by calling 860.693.1156 between the hours of 8:00 am - 12noon Monday - Friday.**
- b. All rides are on a first reserved, first served basis. Appointments should be booked as far in advance as possible.
- c. **When scheduling a medical appointment, the following information must be provided to the dispatcher:**
 - Full name of Rider
 - Rider's address & telephone Number
 - Destination Address & Doctor's Name
 - Specific Office Phone Number (for pick up purposes)
 - Time of specific appointment (if applicable)
 - Desired return pick-up time (if applicable)

- d. Every effort will be made to accommodate your request. However, there will be times when resources are limited due to unforeseen events such as vehicle breakdown, driver illness, inclement weather or a high volume of ride requests.

CANCELLATIONS

- a. Riders are responsible for calling as soon as possible to cancel pick-up or return trips. Riders who frequently forget to cancel reservations may have their ridership temporarily suspended.
- b. In the case of inclement weather, bus breakdowns, or unexpected delays it may be necessary for us to cancel your scheduled ride.
- c. ***When Canton Public Schools are cancelled due to ice or snow, all Transportation Services will be cancelled (enhanced transport, up to the discretion of the Town and Martel Transportation). Service may end earlier in the day than planned if bad road conditions occur or if there is a forecast of bad weather conditions. Please plan accordingly for important transportation needs when you become aware of impending severe weather.***

PRIORITY USE OF RIDES

- a. Medical appointments have top priority in the daily scheduling, with food shopping & bank trips second. Senior Center programs & all other destinations are scheduled thereafter.

Priority Use of Rides:

- Medical Appointments (including psych visits/picking up meds)
- Food Shopping, Canton Food Bank, & Banking Services
- Senior Center Activity/Social Services Appointment
- Other Social Activities (hairdresser, movies, gym)

****Riders are encouraged to call in reservations for rides to medical appointments as soon as the appointment is made.**

- b. Priority transportation arrangements are provided to individuals who lack any other means of transportation.

****Dial-A-Ride transportation services are to be used for non-emergency appointments only.** *If you are in a state of emergency, call 9-1-1*

PROCEDURES & SAFETY GUIDELINES

- a. All passengers are required by law to wear seat belts. There are no exceptions to this rule.
- b. Driveways must be passable and safe if the rider is to be picked up at the door.
- c. Only 2 destinations per person/per day.
- d. The driver will drop off riders as close to their destination as is safely possible.
- e. Drivers are not required, nor should they be expected to search for riders.
- f. Riders must be ready for pick-up within 10 minutes of their provided time. If a rider cannot be located, the driver will move on to their next scheduled pickup.
- g. Groceries are limited to 4 bags per person. ***The driver is not responsible for carrying your purchases; please do not ask.***
- h. Drivers are **NOT** allowed to make stops that are not on their schedule.

- i. Drivers DO NOT provide assistance to riders (for example, to assist someone who walks unsteadily or a rider in a wheel-chair). If you need assistance, you must provide your own escort. The escort must be identified as a rider when the reservation is made.
- j. Dial-A-Ride has the right to limit rides if the requests for service exceed our capacity on any given day.
- k. Riders under anesthesia must be accompanied by a companion, and the companion must be identified as an additional rider when the reservation is made.
- l. Entering the bus in an intoxicated state is prohibited, and the drinking of alcohol or use of any illegal substances on any Dial A Ride vehicle is prohibited.
- m. Smoking is not allowed on the bus. This includes cigarettes, medical marijuana, e-cigarettes, "vaping" devices, and any illegal substances.
- n. Senior & Social Services reserves the right to provide pertinent medical information to emergency personnel in the event of a medical emergency.
- o. Security cameras are in use on the Dial-A-Ride bus, and the review of data in the case of an event taking place is at the discretion of the Director of Senior & Social Services and only during an active investigation in regard to safety.
- p. Civil and courteous behavior is expected at all times while using Dial-A-Ride Services. Unacceptable behavior includes but is not limited to abusive or aggressive behavior, excessive rudeness, sexual harassment, racist remarks, and inappropriate language.
- q. **Drivers are NOT permitted to accept monetary gifts, tips or gratuities, according to Town personnel policy.

SERVICE AREA

- a. Rides are provided to and from home to anywhere within Canton; the Canton Senior Center, Canton Library, Canton Parks & Rec, along route 44 East shopping plazas: Simsbury Commons, Walmart Plaza, Nod Brook Mall, to the bottom of the Avon Mountain; Nod Road Wellness Offices & Nursing & Rehabilitation Homes on West Avon Road; Route 10 North to Riverdale Farms Plaza (including HealthTrax & Wellness Offices), and along Route 44 West to the Foothills Plaza Foodtown (formerly Marandinos) in New Hartford.

ENHANCED MEDICAL TRANSPORTATION (Out-of-Town)

HOURS OF OPERATION: 9AM-4PM Monday-Friday

The town of Canton receives grant monies through the CT DoT to provide transportation to medical appointments outside the regular Dial-A-Ride Program to eligible Canton residents. The availability of this service is contingent on available funding.

RESERVATIONS

- a. Rides must be made at least 24 hours in advance of the appointment. ****Riders are encouraged to call in reservations for rides to medical appointments as soon as the appointment is made.**
- b. Riders may travel outside the Dial-A-Ride service area in order to receive medical treatment.
- c. Riders may use up to two [2] enhanced medical rides per month for a single Rider, or four [4] for a couple.

- d. Determination of whether service can be provided for long trip requests is up to the discretion of the Director of Senior & Social Services and Martel Transportation.

REQUIRED ENHANCED MEDICAL TRANSPORTATION INFORMATION

- a. When you call in your ride reservation for Dial a Ride or Out-Of-Town Medical Transportation, please be prepared to provide:
- Full name of Rider
 - Rider's address & telephone Number
 - Destination Address & Doctor's Name
 - Specific Office Phone Number (for pick up purposes)
 - Time of specific appointment (if applicable)
 - Desired return pick-up time (if applicable)
 - Whether you use a wheelchair or will have someone riding with you for assistance

INCIDENTS AND APPEALS

- a. Any incidents that take place while riding on Dial-A-Ride will be reported immediately to the Director of Senior and Social Services. The following actions will follow:
- The Rider will inform the Senior & Social Services Director of unacceptable or questionable behavior.
 - If possible, there is a private discussion with the participant(s).
 - An incident report is written and the participant may be asked not to return until a decision is made.
 - A meeting is set with the Rider and the Director of Senior & Social Services.
 - A decision is made at the time of the meeting as to how the situation will be handled.
 - A person may be asked to leave for any behavior violations at the discretion of the driver on a day-to-day basis. Follow-up for acute incidents will be done by the Director of Senior & Social Services.
 - Temporary or Permanent Access to Transportation Services can be denied to persons for behaviors that impact overall safety.
- b. The Director of Senior & Social Services will notify people who put others' safety at risk that they are not to use Transportation Services.
- c. Appeals to the decision may be sent to the Town of Canton Chief Administrative Officer, 4 Market Street, Collinsville, CT 06019

COMPLIMENTS, PROBLEMS & SUGGESTIONS

We aim to provide quality transportation services & welcome your comments. Riders with compliments, problems or suggestions may write to:

**Department of Senior & Social Services
40 Dyer Avenue, Collinsville CT 06019**



TOWN OF CANTON
FOUR MARKET STREET
P.O. BOX 168
COLLINSVILLE, CONNECTICUT 06022-0168

Municipal ADA Grievance Procedure:

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the Town of Canton.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Town of Canton ADA Compliance Coordinator
[Canton Town Hall](#)
4 Market Street
PO Box 168
Collinsville, CT 06022

Within 15 calendar days after receipt of the complaint, the ADA Compliance Coordinator, or his designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Compliance Coordinator, or his designee, will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Canton and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Coordinator, or his designee, does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA coordinator within 15 calendar days after receipt of the response to the Chief Administrative Officer or his designee.

Within 15 calendar days after receipt of the appeal, the Chief Administrative Officer, or his designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Chief Administrative Officer or his designee, will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.