

TOWN OF BURLINGTON DIAL-A-RIDE PROGRAM
POLICIES AND PROCEDURES
860-673-6789 Extension 226
www.burlingtonct.us

This Town Service provides van transportation for Burlington residents, 60 years and older, or persons of any age, with special needs. Vans are wheelchair accessible.

Hours of Operation

The service is available Monday through Friday, excluding weekends, holidays and during inclement weather. Reservations must be made 48 hours in advance of the transport by calling 860-673-6789, extension 226 between 8:00 a.m. and 4:00 p.m., Monday through Thursday, and Friday between 8:00 a.m. and 12:30 p.m. **For Monday rides, call on Thursday.** The first pick-up for appointments begins at 8:15 a.m. and the latest appointment is 3:00 p.m., unless there are mitigating circumstances. On Fridays the last pick-up for an appointment is 12:30 p.m.

Priority of Rides

1. Medical Appointments (call four (4) business days in advance) or as soon as you know you have an appointment and will need transportation.
2. Blood Pressure Screening or Clinics provided by the Bristol/Burlington Health District
3. Food Shopping and Foodshare
4. Socials and Senior Citizen Center activities
5. Errands

GENERAL INFORMATION

- To use the Transportation Service, all clients will be required to fill out a Client Information Sheet. All information will be held in confidence.
- The Dial-A-Ride Service is curb to curb.
- Clients can use the service a maximum of 3 trips per week.
- In order for the vehicles to access driveways, there must be space for turnaround and free of tree limbs that can damage the vans or other vehicles.
- Scooter clients must be able to transfer to a van seat and all clients must wear seatbelts.
- There is no charge for this Town Service however, contributions are always accepted.
- A calendar of events is available in the bimonthly Senior Citizen Newsletter. If you have registered to receive a copy of the newsletter, it will be mailed to you or you can access the information on-line, www.burlingtonct.us. Go to the Parks and Recreation Department and click on the Senior Center Activities tab on the left side.
- Registrations will be taken on a first-come, first-served basis. If bus trips fill, we will maintain a waiting list of those who wish to participate. If there are cancellations prior to the trip, seats will be offered to those on the list in the order received.
- A minimum number of clients will be determined and required for all Lunch Bunch Programs.
- Driver schedules are determined by client schedules subsequently, cancellations must be received 24 hours in advance unless there are mitigating circumstances.

WEATHER CANCELLATION POLICY

The Dial-A-Ride Service follows the Regional School District #10 cancellation policy. When school is cancelled transportation will be cancelled. If school is delayed 90 minutes, regular physician appointments, grocery shopping and social bus trips with an 8:15 a.m. pick-up time will go out on time. Program cancellations are also posted on CBS Channel 3 Eyewitness News First Alert, WTIC-1080 Radio or by calling the Parks and Recreation Office, 860-673-6789 extension 7.

Revised: 5/16