

**TOWN OF BURLINGTON DIAL-A-RIDE PROGRAM**  
**POLICIES AND PROCEDURES**  
**860-673-6789 Extension 226**  
**[www.burlingtonct.us](http://www.burlingtonct.us)**

This Town Service provides van transportation for Burlington residents, 60 years and older, or persons of any age, with disabilities. 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 am and 4:00 pm Monday through Thursday, and Friday between 8:00 am and 12:30 pm. (For Monday rides, call on Thursday) The first pick-up for appointments begins at 8:15 am and the latest appointment is 3:00 pm, unless there are mitigating circumstances.

**Priority of Rides**

1. Medical Appointments
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. In the event that vehicles need to access driveways, there must be space for turnaround, be free of tree limbs that can damage the vans or other vehicles, and be clear of snow and ice. The ability to safely travel up and down a driveway will be at the discretion of the driver.
- Clients can use the service a maximum of 3 trips per week and 2 trips per week for like appointments such as Dialysis, Physical Therapy, Medical Treatments, etc.
- All clients must be physically able to get on and off the bus or car and to and from appointments independently. If clients need assistance, a caregiver must be present to assist.
- If a client in a scooter or wheelchair cannot be transported safely while seated in scooter or wheelchair, client must be able to transfer to a van seat. If they cannot transfer seats independently, a caregiver must be present to assist. All clients must wear seatbelts.
- Reservations will be taken on a first-come, first-served basis. For bus trips, in the event that all spaces fill, we will maintain a waiting list. 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.
- 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](http://www.burlingtonct.us). If you would like to register for the newsletter, please call Parks and Recreation 860-673-6789 extension 7.

**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 8:30 am pick-up time will go out on time. Program cancellations are also posted on CBS Channel 3 Eyewitness News First Alert.