

TOWN OF CANTON TRANSPORTATION

POLICY & PROCEDURES

Canton Dial-A-Ride & Out-of-Town Medical Transportation Services

CONTACT INFORMATION FOR CANTON TRANSPORTATION SERVICES

To reserve/cancel a ride

860.693.1156

ALL TRANSPORTATION SERVICES:

ELIGIBILITY

- Canton residents, age 60 or older and residents over the age of 18 having certification of a medical disability that is permanently and/or totally disabling are eligible to use the town's Transportation Services.
- Persons younger than 60 who wish to use any transportation services through the town must show proof of disability from Social Security to the Senior Services/Social Services Office.
- Canton residents wishing to use these services must apply to be "Ok to Ride" by completing an *Application for Transportation Services*. These applications may be obtained from Senior & Social Services Office or on the Department's Website.

**Able-bodied Riders who are in complete control of their faculties shall be allowed to use Dial-A-Ride or the enhanced Medical Transportation services unattended.*

**Those not sufficiently alert and ambulatory MUST be accompanied by an attendant (this is up to the discretion of the Director of Senior and Social Services).*

ALL TRANSPORTATION SERVICES:

RIDERSHIP

To use Dial-A-Ride, Riders make a suggested donation as an annual membership and complete an annual registration form (*Application for Transportation Services*). The Ridership donation is a suggested \$50 per person for the fiscal period July 1-June 30. If someone starts riding after January 1st, the donation is prorated. For those Riders experiencing hardship, the suggested donation is reduced, based on federal poverty income and can appeal to the Director of Senior and Social Services in regard to the donation.

ALL TRANSPORTATION SERVICES:

PROCEDURES & SAFETY GUIDELINES

- All passengers are required by law to wear seat belts. There are no exceptions to this rule.
- Driveways must be passable and safe if the rider is to be picked up at the door.
- Only 2 destinations per person/per day.
- The driver will drop off Riders as close to their destination as is safely possible.
- Drivers are not required, nor should they be expected to search for Riders.
- Riders MUST be ready at least 10 minutes ahead of the scheduled time. Our goal is to deliver you to your appointment on time.

OPERATING PROCEDURES & SAFETY GUIDELINES *(continued)*

- Riders must be ready for pick-up within 10 minutes of their provided time. If a Rider cannot be located, the Driver will move onto the bus's next location.
- Grocery or Household goods purchases should be limited to 4 bags per person. ***The driver is not responsible for carrying your purchases.***
- Drivers are **NOT** allowed to make excessive stops that are not on their schedule.
- 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.*
- If requests for Dial-A-Ride service exceed our capacity on a given day, we may need to limit rides.
- People using the van must comply with all safety issues as determined by the Driver of the bus.
- ****People riding the van may not be under anesthesia without being accompanied by a companion.** (please see note above re: companion)
- Entering the bus in an intoxicated state is prohibited & the drinking of alcohol or use of any illegal substances in any vehicle is prohibited.
- Smoking is not allowed on the bus; this includes cigarettes, any illegal substances, e-cigarettes & “vaping” devices.
- 9-1-1 will be called in the case of a Rider, Companion, or Staff member falling in or around the Dial A Ride bus or any vehicle used for transportation.
- Senior & Social Services reserves the right to provide pertinent medical information in the case of a medical emergency to Emergency Personnel.
- There are security cameras in use on the Dial-A-Ride bus effective July 2016. Viewing 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.

DIAL-A-RIDE:

PURPOSE AND POLICY

The Dial-A-Ride Transportation Program is administered and operated by the Town of Canton Senior & Social Services Department. This program is a local in-town transit service for eligible residents who are without other means of necessary daytime travel.

The program is operated according to policies and procedures which permit it to serve as many people as possible in a fair, efficient and effective manner without regard to race, creed, religion, gender identification, sexual orientation, national origin or personal favoritism.

The Town of Canton Dial-A-Ride service is available on a regular weekly schedule to serve eligible residents, to provide transportation around town for medical appointments, shopping, Senior Center activities, hairdresser/barber appointments, Library, Town Hall, and socializing.

The Dial-A-Ride service is operated by Martel Transportation under contract with the Town of Canton. The Town of Canton Senior & Social Services Office administers the program, and is the

contact for any questions or concerns regarding the service.
860.693.5811

REGULAR DIAL-A-RIDE: **HOURS OF OPERATION**

“Regular” Dial-A-Ride hours will be as such

July & August 2019 and **June 2020 Monday-Friday** 9:30am-3:30pm

(“summer hours”)

and

Rotating **Saturday & Sundays** from 8:00am-1:00pm

2019 Weekend Dates

July Sat 7/6; Sun 7/14; Sat 7/20; Sun 7/28

August Sat 8/3; Sun 8/11; Sat 8/17; Sun 8/25; Sat 8/31

2020 Weekend Dates

June Sat 6/6; Sun 6/14; Sat 6/20; Sun 6/28

**September, October, November, December 2019 &
 January, February, March, April, May 2020**

Regular Hours will be **Monday-Friday** 9:00am-4:00pm with no weekend hours available.

DIAL-A-RIDE: **SERVICE AREA**

Rides are provided to and from a Rider’s home to anywhere within Canton; the Canton Senior Center, 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 (Marandinos) in New Hartford.

DIAL-A-RIDE: **RESERVATIONS**

Reservations must be made **at least** 24 hours in advance of the transport time by calling **860.693.1156** between the hours of **Monday – Friday 8:00 a.m. – 12noon**
 For “summer” weekend rides, Riders **MUST** call by Thursday at 12noon to reserve/cancel.

Weekend Riders are encouraged to provide a pick-up time at the time of reservation, as there will be NO dispatching services over the weekend.

****In the rare instance when a Rider who MUST have a “will-call” pick-up on Saturday or Sunday, they will be provided a callback number.****

DIAL-A-RIDE:

CANCELLATIONS

The number to call for a cancellation is **860.693.1156**. Riders are responsible for calling as soon as possible to cancel pick up or return trips.

Riders that frequently forget to cancel reservations may be subject to a non-riding penalty.

DIAL-A-RIDE:

OBTAINING SERVICE

To request a ride, you must call 860.693.1156 between 8:00am and 12noon at least one business day prior to the day your ride is required and by 12noon on Thursdays for “summer hours” Weekend dates of service.

Requests made after the allocated times and same day reservations will NOT be accepted. Please have all the required information to make a reservation on-hand when you call.

Every effort will be made to accommodate your request. There are, however, times when resources are limited i.e.: vehicle breakdown, driver illness, inclement weather, high volume of ride requests.

If the times requested cannot be accommodated in the schedule, you will be notified; the rider can then either accept a revised time if one is available or cancel the request and make other arrangements.

DIAL-A-RIDE:

PRIORITY USE OF RIDES

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

*****Riders are encouraged to call in reservations for rides to medical transport as soon as you make your appointment.***

All Transportation services are to be used for non-emergency appointments

****If you are in a state of emergency, you should call 9-1-1****

Priority transportation arrangements are providing to individuals who lack any other transportation means

The Senior & Social Services office reserves the right to request information in regard to medical appointments if there is a suspicion that someone is misusing or abusing the service.

The following is an illustration of the priority of rides for Dial-A-Ride:

1. Medical Appointments (including psych visits/picking up meds)
2. Food Shopping, Canton Food Bank, & Banking Services
3. Senior Center Activity/Social Services Appointment
4. Other Social Activities (hairstylist, movies, gym)

ENHANCED MEDICAL TRANSPORTATION (Out-of-Town)

“GENERAL” HOURS OF OPERATION: 9AM-4PM, Mon-Fri

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.

These rides must be coordinated at least 24 hours in advance of the appointment but may be scheduled up to two [2] weeks in advance. The same age/ability eligibility requirements apply for this service as for Dial-A-Ride.

MARTEL TRANSPORTATION administers this Transportation Service as well. Riders may travel outside the Regular Dial-A-Ride schedule and service area in order to receive medical treatment. The availability of this service is contingent on available funding.

Riders may use up to two [2] enhanced medical rides per month, or four [4] for a couple.
For any long trip requests, whether or not service can be provided is up to the discretion of the town of Canton (Director of S&SS) and Martel Transportation.

ENHANCED MEDICAL TRANSPORTATION: INFORMATION NEEDED

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

ALL TRANSPORTATION SERVICES:

HOLIDAYS

Transportation Services are not available on those holidays observed by the Town of Canton.
Please see insert list of these dates & plan accordingly for alternative transportation

ALL TRANSPORTATION SERVICES:

CANCELLATION OF SERVICES

Sometimes, inclement weather, bus breakdowns, or unexpected delays make it necessary for us to cancel your scheduled ride.

SEE PAGE 7

When the Canton Public Schools are cancelled due to ice and 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.

ALL TRANSPORTATION SERVICES

LIMITED ACCESS TO SERVICES & APPEAL

Civil and courteous behavior is expected at all times while using Transportation Services through the Department of Senior & Social Services or Department sponsored activities. Unacceptable behavior includes but is not limited to abusive or aggressive behavior, excessive rudeness, sexual harassment, racist remarks, and inappropriate language.

In order to maintain the welfare of all, the following procedure will be followed:

- The incident is brought to the attention of the Director
- 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
 - 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.
 - The Director of Senior & Social Services will notify people who put others' safety at risk that they are not to use Transportation Services. Appealing this decision may be taken up through the Chief Administrator's Office.

TRANSPORTATION SERVICES: 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
PO Box 168, Collinsville CT 06022**

****Drivers are NOT permitted to accept monetary gifts, tips or gratuities, according to Town personnel policy.**

****Written commendations for exceptional service is encouraged in lieu of tipping or gifts.**

****See final pages for ADA Grievance Procedure for the town of Canton**

****See final page for SEVERE WEATHER POLICY**

2019-2020 HOLIDAYS

These days are observed by the Town of Canton as holidays

On these days

The Canton Senior & Social Services Office will not be open.

There will be no scheduled Canton Senior Center programming.

All Transportation Services will not be available.

Independence Day	Thursday, July 4, 2019
Labor Day	Monday, September 2, 2019
Columbus Day	Monday, October 14, 2019
Veterans' Day	Monday, November 11, 2019
Thanksgiving	Thursday, Friday November 28-29, 2019
Christmas	Wednesday, December 25, 2019
New Year's Day	Wednesday, January 1, 2020
Birthday of Martin Luther King, Jr.	Monday, January 20, 2020
Washington's Birthday	Monday, February 17, 2020
Good Friday	Friday, April 10, 2020
Memorial Day	Monday, May 25, 2020

Thank you for riding with us!

Canton Senior & Social Services

40 Dyer Avenue, Canton CT, 06019
Phone: 860.693.5811



PO Box 168, Collinsville, CT 06022
Fax: 860.693.5835



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.

All written complaints received by the ADA Compliance Coordinator, appeals to the Chief Administrative Officer or his designee, and responses from the ADA coordinator and Chief Administrative Officer or his designee will be kept by the Town of Canton for at least three years.



SEVERE WEATHER POLICY

860.693.5811

When Canton's Public Schools are closed:

- There will be no Dial-A-Ride Services provided
- No CRT Congregate Meals will be served.
- Activities through Senior & Social Services will be canceled

When Canton's Public Schools have a delay in opening:

- Some special programming may be delayed, or postponed
- Dial-A-Ride services will continue to run, with minimal delays &
- CRT Congregate Meals will be served.

When Canton's Public Schools have an early closing:

- This should not affect Congregate Meals being served.
- Dial-A-Ride services may be canceled in the afternoon, and pick-ups/drop-offs may be hastened in order to get the buses off the road & people home safely.

In the case where Town Hall Offices are closed:

In the *very rare* case that Town Hall offices are closed due to inclement weather, the Senior/Social Services Office will be closed as well & all activities and Dial-A-Ride transportation will be canceled.

All Delay/Closing information is available at: <http://www.wfsb.com>

