

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

***Days, dates and times of availability for Dial –A-Ride services may vary according to conditions during the ongoing pandemic. Please call 860.693.1156 to confirm service and schedule your ride**

TRANSPORTATION SERVICES: ELIGIBILITY

- 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 town's Transportation Services.
- Persons younger than 60 who wish to use town provided transportation services must provide proof of Social Security disability upon applying.
- 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. These decisions will be based on the discretion of the Director of Senior and Social Services and Dial A Ride management.***

TRANSPORTATION SERVICES: RIDERSHIP

The Ridership donation is \$50 per person for the fiscal period July 1-June 30. If you are experiencing financial hardship and require a reduced fee based on federal poverty income limits, please submit a written appeal to the Director of Senior and Social Services.

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.
- 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.
- Groceries should be limited to 4 bags per person. ***The driver is not responsible for carrying your purchases; please do not ask.***
- Drivers are **NOT** allowed to make 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.***
- Dial-A-Ride has the right to limit rides if the requests for service exceed our capacity on any given day.
- Riders must comply with all safety issues as determined by the Driver of the bus.
- ***Riders may not be under anesthesia without being accompanied by a companion, and the companion must be identified as an additional rider when the reservation is made.***
- 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, medical marijuana, e-cigarettes & “vaping” devices, and illegal substances.
- 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.

REGULAR DIAL-A-RIDE: HOURS OF OPERATION

September, October, November, December 2020 & January, February, March, April, May, June, July and August 2021

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

DIAL-A-RIDE: SERVICE AREA

Rides are provided to and from 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 **8:00 a.m. – 12noon Monday – Friday**. 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 who frequently forget to cancel reservations may be subject to a non-riding penalty.

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. However there will be 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 provided to individuals who lack any other means of transportation

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 (hairdresser, 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 for a single Rider, 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.

REQUIRED ENHANCED MEDICAL TRANSPORTATION INFORMATION

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 holidays observed by the Town of Canton.

Please see the list of these dates on Page 8 and plan accordingly for alternate 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.

****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.***

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 the event of an incident:

- 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.
 - The Director of Senior & Social Services will notify people who put others' safety at risk that they are not to use Transportation Services. ***Appeals to the decision may be sent to the Town of Canton Chief Administrative Officer, 4 Market Street, Collinsville, CT 06019***

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
40 Dyer Avenue, Collinsville CT 06019**

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

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

****See pages 9 -10 for ADA Grievance Procedures for the town of Canton**

****See page 10 for SEVERE WEATHER POLICY**

2020-2021 HOLIDAYS

The following holidays are observed by the Town of Canton
 On these days, The Canton Senior & Social Services Office will not be open
 There will be no scheduled Canton Senior Center programming
 Transportation Services will not be available

Labor Day

Monday, September 7, 2020

Columbus Day

Monday, October 12, 2020

Veteran's Day

Wednesday, November 11, 2020

Veterans' Day

Monday, November 11, 2020

Thanksgiving

Thursday, Friday November 26-27, 2020

Christmas

Friday, December 25, 2020

New Year's Day

Friday, January 1, 2021

**Martin Luther King, Jr.
Day**

Monday, January 18, 2021

President's Day

Monday, February 15, 2021

Good Friday

Friday, April 2, 2021

Memorial Day

Monday, May 31, 2021

Thank you for riding with us!



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 (3) 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>

