



# Town of Simsbury

754 HOPMEADOW STREET

SIMSBURY, CONNECTICUT 06070

Community and Social Services Department  
Kristen Formanek, Director

**TOWN OF SIMSBURY**  
**Community and Social Services Department**  
**Dial-A-Ride Transportation Procedures**  
*Revised September 27, 2022*  
*Revised March 27, 2023*

**Purpose:**

The goal of the Town of Simsbury, Department of Community and Social Services, is to provide quality programs and services to the residents of the Town of Simsbury. The Dial-A-Ride Transportation Program is administered by the Department and is available to residents over the age of 60, or permanently disabled. The program provides door-to-door transportation Monday through Friday around Simsbury, West Simsbury, Tariffville, and Weatogue for medical appointments, shopping, Senior Center activities, hairdresser or barber appointments, the Library, Town Hall, and visiting with a friend. Additional trips to pre-determined locations are also offered weekly to Avon and Granby. Two out of town medical appointments are provided to each rider to the additional towns of Avon, Granby, Canton, Bloomfield, West Hartford, Farmington, Hartford, and the Newington Veteran's Hospital.

**Guidelines:**

- Passengers must obtain an annual pass the Department.
  - Passes are only available to Simsbury residents.
  - Passengers must be at least 60 years of age, or permanently disabled (receiving Social Security Disability).
  - \$25.00 annual donation for an individual.
  - \$35.00 annual donation for a couple.
- 1) Pass allows residents daily use of program, Monday through Friday. Only two stops are allowed per day, per individual.
  - 2) Lengthy appointments cannot be scheduled for the afternoon. All infusion appointments must be scheduled for the morning.
  - 3) Two out-of-town medical trips are allowed per month, to designated towns through "Enhanced Dial-A-Ride".
  - 4) Senior Center "Jump On Board" day trips are included with annual pass.

**Hours of Operation:**

- Monday through Friday from 9:00 a.m. to 3:30 p.m.
- Morning pickups begin at 9:00 a.m.
- Afternoon pickups end at 3:30 p.m.
- Timing for Jump-on-Board Trips depends upon the trip.

**Medical Trips:**

- Medical trips within Simsbury, Avon and Granby will be provided by regular Dial-A-Ride services.
- Dialysis trips cannot be accommodated.

**Out-of-Town Medical Trips via “Enhanced” Dial-A-Ride:**

- All passengers are allowed two (2) out-of-town medical trips per month.
- Hours of operation are the same as routine Dial-A-Ride hours.
- Included towns are Avon, Granby, Canton, Bloomfield, West Hartford, Farmington, Hartford, and the Newington Veteran’s Hospital (only).

**Jump-On-Board Trips:**

- Simsbury Residents – free with Dial-A-Ride pass, \$10 with no pass.
- Non-residents - \$15.00 per trip, no pass available.
  - 1) Preference is given to Simsbury residents.
  - 2) Non-residents will be placed on a waiting list.
  - 3) Reservations for JOB trips can be made up until a week before the trip date. After that, if room is available, non-residents can be moved from the wait list and be registered for the trip.

**Closures:**

- If Simsbury public schools are closed due to inclement weather, all trips are cancelled for the day.
- If Simsbury public schools are delayed, or close early due to inclement weather, trips will run as scheduled unless you are contacted by Dial-A-Ride.
- If Town of Simsbury municipal buildings are closed, delayed, or close early due to inclement weather, trips will be cancelled in accordance with the municipal building schedule. Changes to municipal operating schedules due to inclement weather can be found on the town’s website, Facebook, and Twitter pages.
- If Simsbury public schools are on vacation or otherwise closed, please check the news or town website for closures.

**Basic Rules:**

- All passengers must be ready for their pick-up fifteen (15) minutes prior to scheduled pick-up time.
- All pick-up times are estimates based on traffic and unexpected delays.
- Passengers are expected to board on time, driver will not wait beyond 5 minutes; if able. Late passengers may be left behind.
- All passengers are expected to act in a safe and respectful manner.
- All passengers are expected to wear their seat belt.
- No standing is allowed.
- No smoking is allowed.
- You may not ride the bus if you are intoxicated.

- You may not ride the bus if you are currently ill, or actively contagious.
- No swearing or yelling will be tolerated.
- Passengers may not distract the driver.
- Routes may not be changed after your reservation is made.
- No changes can be made to your destination after reservation is made.
- Additional stops may not be added to your trip after your reservation is made.
- Passengers are allowed to bring three (3) shopping bags onto the bus.

### **Enforcement of Policies:**

Passengers who violate this policy may be subject to consequences up to, and including, termination of Dial-A-Ride services without lower levels of consequences having been issued, depending on the nature and severity of the offense or offenses.

- 1) If the rules are broken the passenger will first be spoken to and counseled on appropriate bus behavior.
- 2) If the rules continue to be broken the passenger will then receive a written warning.
- 3) If the rules then continue to be broken, the passenger will be suspended from bus privileges for a period of thirty (30) to ninety (90) days, depending on the severity of the situation.
- 4) If the rules then continue to be broken, the passenger will be permanently banned from utilizing the Dial-A-Ride service.