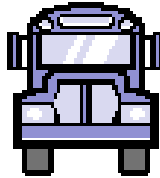




WELCOME TO THE MANCHESTER DIAL-A-RIDE

870-7940

**REGISTRATION
WEEKDAYS 2PM-4PM
RESERVING A RIDE
WEEKDAYS 8:30AM-2PM**



Registering for Dial-A-Ride:

Call weekdays between *2PM* and *4PM* and state that you are a new rider and wish to register. It will only take a few minutes to answer some simple questions.

Dial-A-Ride serves Manchester residents aged 60 and over and people with disabilities. There is no charge for the service, but an annual donation request is mailed to every rider in hopes that those who are able to contribute will do so.

Reserving a Ride:

Rides are provided Monday through Friday from *8:30AM* to *4:15PM* and on Saturdays from *10:00AM* to *3:00PM*. Reservations for rides are taken any weekday between *8:30AM* and *2:00PM*. Reservations for medical appointments can be made up to ***28 days*** prior to your appointment. All other rides can be booked up to ***14 days*** prior to your appointment. Every attempt will be made to accommodate requests for rides. Please note that some flexibility in timing may be needed.

If you need to cancel a ride, please do so as early as possible. Last-minute cancellations may mean that someone else was refused a ride that could have been provided. A message can be left in the 24-hour voicemail if calling outside of business hours.

Inclement Weather Procedure:

When Manchester schools are delayed due to weather, *Dial-A-Ride* will be delayed for at least 90 minutes. If schools are cancelled, *Dial-A-Ride* will be delayed until at least 11:00AM, at which time a decision will be made about whether to cancel rides. For the most up-to-date information on delays and closings, please call the main number (870-7940) and listen to the recorded announcement. You can also get cancellation information by watching WFSB Channel 3 or listening to WTIC 1080 AM radio. It will be listed as Hockanum Valley Community Council *Dial-A-Ride*.

- ◆ NOTE: This is ***not*** an emergency service. If you need an ambulance, please dial **911**.
- ◆ Please be ready for your ride 15 minutes before the scheduled pick-up time. If possible, wait where you can see the vehicle arrive.
- ◆ Remember, rides are on a first-come, first-served basis.

Services Offered:

Grocery Shopping:

Group trips are offered on a weekly basis by area of town. There is a 3 (*three*) **grocery bag** limit per passenger, per trip.

Saturday Trips:

Create your own day out! Offered every Saturday (except holidays)

Trip ideas include:

- ◆ Breakfast/lunch with a friend
- ◆ Genesis Center Club House
- ◆ A walk in a local park
- ◆ Shopping at a thrift or dollar store, the mall, or Evergreen Walk
- ◆ Tri-City Plaza in Vernon (monthly)

Department of Motor Vehicles:

A trip is offered on the 2nd and 4th Thursday of each month to the DMV in Wethersfield for picture identification cards.

Medical Appointments

A special trip is coordinated on the 1st and 3rd Thursday of each month to the ECHN Medical Building in South Windsor.

Manchester Bandshell (summer only):

Trips are coordinated each summer to the free Manchester Bandshell summer concerts offered at Manchester Community College. A newsletter is sent out to riders with dates and details.

HOLIDAYS OBSERVED:

- ◆ New Year's Day
- ◆ Martin Luther King Day
- ◆ President's Day
- ◆ Memorial Day
- ◆ 4th of July
- ◆ Labor Day
- ◆ Columbus Day
- ◆ Thanksgiving Day
- ◆ Day After Thanksgiving
- ◆ Christmas Day

Suggestions? Problems? Complaints?

You are always encouraged to voice any concerns to the reservationist or to a supervisor when necessary. In addition, please note that the Town of Manchester Senior, Adult & Family Services staff are willing and available to talk with you regarding the Dial-A-Ride program. The phone number is 647-3096.



Other Transportation Options:

- ◆ **ADA** (Americans with Disabilities Act) **Transportation** provides rides in the Greater Hartford area 7 days a week for people whose disabilities prevent use of public transit. You will need to call 724-5340 to apply and register. There is a fare charged for each one-way trip.
- ◆ **Manchester Senior Center Transportation** offers rides to residents over 60 on weekdays to and from the Senior Center and for weekly shopping trips. Rides are also offered seasonally for Tuesday and Thursday evening and Saturday programs for residents over 55. Make reservations by calling 647-3211 up to 3PM on the business day before you ride.
- ◆ Contact Senior, Adult & Family Services by calling 647-3096 or visit our website at <http://humanservices.townofmanchester.org/elderly/Transportation.cfm> for information on these other options:

CT Transit Reduced Fare • Veterans Affairs (VA) CT Healthcare Transportation
• SAGA Transportation • Medicaid Transportation • American Cancer Society •

MANCHESTER DIAL-A-RIDE 870-7940