



Stratford Senior Services Transportation Program Policies & Procedures 203-385-4051

Stratford Residents who are age 60+ or 55-59 on Social Security Disability Insurance (SSDI) are welcome to participate in the Stratford Senior Services Transportation Program. **This program is intended and funded for those who DO NOT have any other means of transportation.** Residents must complete and sign a registration form and waiver form(s) prior to riding. Once approved, passengers are registered with the service for two years. If staff determines that transportation is not appropriate, the resident is referred to alternative transportation.

We provide **curb-to-curb** service. Keep in mind that our transportation program is designed to promote mass transportation as well as meet individual medical appointment needs. Therefore, we ask that passengers be flexible when requesting a specific time.

Our buses run Monday through Friday from 8:00 am to 3:30 pm. All appointments must conclude by 2:45 pm. Rides are provided for those traveling in Stratford, which includes to and from the Baldwin Senior Center, medical appointments and grocery shopping.

The driver's instructions must be followed at all times. Your safety and the safety of our drivers is our utmost concern. Donations are gratefully accepted. Tipping of drivers is not allowed.

COST

Rides to the Baldwin Center for activities or meals and rides for shopping, will cost \$1 round trip. Riders will be required to purchase a twelve ride punch card for \$10 from the Senior Services Dispatch/Scheduler at the Baldwin Center. For those shoppers that do not come to the Baldwin Center, punch cards can be purchased from the drivers. Medical rides are free of charge.

ACCESSIBILITY

Riders must be capable of entering and exiting the vehicles using the bus steps with handrails or with the assistance of a home health aide/companion. Riders in wheelchairs receive assistance to enter the wheelchair lift that is secured by the driver. If you use a walker, drivers take it on and off the bus. For those riders utilizing a walker that require additional assistance entering the bus, please contact the Senior Services Dispatch/Scheduler to discuss reasonable accommodations. Riders may bring home health aides/companions with them on the bus free of charge. **Drivers are not permitted to bring riders into their appointments or their homes.**

RESERVATIONS REQUIRED

- **Please schedule your rides as far in advance as possible.** All rides are on a first reserved, first served basis.
- **Wednesdays at 10 am is the cut off to request a ride for the following week.**
- Please notify the dispatch/scheduler if an aide or companion will be riding with you.
- Only one round trip ride per day may be scheduled with a maximum of 3 round trips rides per week. Driver will not make alternate stops. No unscheduled stops are permitted.
- **Please be ready 30-45 minutes before your scheduled pickup time** in case the driver is in your neighborhood early. Depending on the driver's schedule/route, you may need to be picked up earlier than the normal. In such cases, you will be notified in advance. Depending on number of riders and the route, you may have to wait to be picked up from your appointment.

BALDWIN CENTER FIXED ROUTES

Rides to the Baldwin Senior Center for activities and the nutrition program are provided Monday to Friday with pick-up times approximately at 8:15 am and 10:30 am and return rides at 12:15 pm and 2:15 pm.

MEDICAL APPOINTMENTS

Medical riders who require assistance need to have a home health aide/companion ride with them, which is free of charge. Please notify the dispatch/scheduler if an aide or companion will be riding with you. Rides to **Stratford** medical appointments are available between **8:15 am – 1:30 pm**. All appointments must conclude by **2:45 pm**. We **do not** provide rides to/from medical procedures, treatments, short stays, surgeries, hospital stays or nursing homes. Rides to physical therapy are available in Stratford only.

DIAL-A-RIDE

Dial-A-Ride supplements Stratford Senior Services transportation and the GBT fixed bus routes and ADA services. **Rides to doctor appointments in Bridgeport, Fairfield, Trumbull and parts of Shelton and parts of Milford** are serviced by Dial-A-Ride program. This also includes rides to **the West Haven VA**. Riders must be ready for pick-up **1 hour** prior to appointment time and must provide time for return ride. Service is available 7 days a week from 6:00 am to 10:00 pm. All rides are coordinated by the Senior Services Dispatch/Scheduler. Maximum of **3 rides per month** provided.

SHOPPING

We provide weekly service to Stop & Shop and Shop Rite. Shoppers are limited to **three bags** per trip due to safety concerns. Bags should not be heavily packed. The driver will put the bags on the bus for you and bring them to the front of your home/building.

CANCELATIONS/NO SHOWS-NO CANCELS

If you need to cancel your ride, please try to call **before 8:00 am** on the day of your ride at the very latest. If you cancel **3** times within a 2 month period, your participation in our transportation program may be suspended for 3 months. If you do not call to cancel or do not show up for your ride **2** times within a 2 month period, your participation in our transportation program may be suspended for 3 months.

PERSONAL CONDUCT

Inappropriate language and behavior is not to be tolerated and will result in terminating your participation in the transportation program.