



# Town of Monroe

## Senior & Disabled Transportation Guidelines



**To Reserve a Ride:** 203-452-2815 ext. 2

In order to provide a safe and efficient service, riders are required to abide by the transportation guidelines. Failure to do so may result in denial of service. Drivers will not make exceptions to these rules.

1. The Dial-A-Ride Transportation Program is administered and operated by the Monroe Senior Center, a division of the Monroe Department of Community & Social Services. The program provides affordable daytime, Monday through Friday, transportation for Monroe residents who are age 60 or older as well as disabled individuals, over the age of 18. The program is governed by policy and procedures which serve as many people as possible in a fair, efficient and effective manner without regard to race, creed, religion, gender identification, sexual orientation or national origin.
2. Riders must submit a completed registration card to become a member of the Monroe Senior Center before transportation is provided.
3. The Monroe Dial-A-Ride service is a curb to curb service. Our drivers **cannot** assist riders. If a rider is unable to safely enter / exit a vehicle or navigate their appointment, they must provide their own caregiver. Caregivers are not charged for ridership. Rides are free of charge. Donations are encouraged. Transportation is available to the following towns: Monroe, Trumbull, Shelton, Stratford and Bridgeport as well as the VA Hospital in West Haven by appointment. **Medical appointments have priority.** Residents may use the transportation to attend programs at the Senior Center, shopping, hairdresser, library, visiting friends, adult day care, etc.

### **Scheduling ~ Monday through Friday:**

1. The Transportation Coordinator is available Monday through Thursday from 8:30 am to 12:30 pm and from 8:30 am to 12:00 pm on Friday. Appointments should be called in at least five days before an appointment. You may schedule appointments up to six months in advance.
2. Appointments within Monroe are available between 9:00 am and 2:30 pm. All out of Town appointments must be between the hours of 9:30 am and 2:00 pm. Only one appointment is permitted per day, with the exception of a pharmacy visit or lab work after a medical appointment, if time allows.
3. All appointments must conclude by 3:30 pm.
4. Reservations and cancelations cannot be made with the drivers. Any changes or additions to the schedule must be done through the Transportation Coordinator.
5. Every effort will be made to accommodate individual appointments. However, an alternative time may be suggested in order to serve all requests. Riders need to be flexible.
6. The bus is used every Friday for "local" shopping only. Local shopping takes place on Fridays (unless a holiday falls on a Friday) and must be scheduled in advance either weekly or monthly. No additional stops will be made during these shopping trips.

7. It is the responsibility of the rider to notify the Transportation Coordinator of “standing” appointments on a regular basis. For example, if you have a hair appointment every Wednesday at 1:00 pm, you must call the Transportation Coordinator monthly to secure the time slot.
8. It is the responsibility of the rider to schedule their appointments, please do not ask the staff to call a physician’s office / beauty salon on your behalf. **An exception to this rule:** the Transportation Coordinator will assist with the scheduling of on-going therapy appointments.
9. The Transportation Coordinator will call you a day or two before your scheduled appointments with an approximate pick-up time.

**Services:**

1. When the driver picks you up at your home, please be prompt. Delays cause setbacks with other appointments. Passengers must be ready fifteen (15) minutes before their scheduled pick up.
2. You may have to wait to be picked up from your appointment. We service many individuals throughout the day and **all** are extremely important to us.
3. Occasionally, we may ask you to arrive at your appointment earlier than scheduled due to the driver’s itinerary for the day.
4. Please bear in mind on shopping days only four bags are allowed. The driver will remove the bags from the vehicle, but it is the riders’ responsibility to bring them into their home.

**Fees:**

1. There are no fees for transportation, however donations are accepted.
2. Transportation is currently funded in part by the Federal Older Americans Act through the Southwestern Connecticut Agency on Aging (SWCAA), five (5) days a week.
3. The Senior Center Bus is currently funded by Department of Transportation (DOT) five (5) days per week; they also fund transportation for one (1) car two (2) days per week.
4. The Town of Monroe prohibits employees from accepting gratuities and tips.

**Safety:**

1. All passengers are required to wear seat belts. The driver will assist if needed.
2. The vehicles are not available for emergency medical transportation.
3. The vehicles cannot pickup passengers after a medical procedure involving general anesthesia or where a patient needs to be signed out of a facility.
4. The driver may refuse to transport a passenger if the individual appears too ill.
5. It is the sole responsibility of the passenger, living in a personal residence, to assure the area of pickup is cleared of snow, mud, debris or other hazards. If the area is unsafe to the passenger, vehicle or driver the ride will not be provided.
6. Passengers shall be allowed adequate time to board and disembark a vehicle.
7. Walkers must be collapsible and able to be stored between the seats on the bus or in the trunk of the car.

**Portable Oxygen Use:**

1. Individuals who use portable oxygen devices are allowed to travel with the respirators and properly secure portable oxygen supplies. Oxygen supplies must not obstruct the aisle.

2. Potential passengers are reminded that Monroe's transportation service is not a medical transport and driver's are limited as to the types of additional assistance that can be offered. Passengers need to be prepared with enough oxygen to complete the trip.

**Service Animals:**

1. Riders may travel with a service animal, defined as a guide dog or other trained to work or perform tasks for persons with disabilities. Please notify staff if you will be riding with a service animal when booking your trip. Pets or non-service animals may not be transported at any time; this includes non-service animals in carriers or cages.
2. When a rider books a ride and will be accompanied by a service animal, other riders will be notified. If there are concerns / conditions (individuals with fear of dogs or allergies) which may be an issue, a change in vehicle may be required. Every effort will be made to separate the riders.

**TRANSPORTATION INFORMATION SPECIFIC TO THE BUS**

**Approved Equipment:**

The Town of Monroe Senior / Disabled Transportation Program can accommodate wheelchairs which meet the following minimum standards:

1. The wheelchair belonging to any class or three or more wheels, usable indoors, designed or modified for use by individuals with mobility impairments, whether manually operated or powered.
2. The wheelchair must be in good working order, with batteries charged, tires inflated, footrests attached and all parts secure.
3. Walkers must be collapsible and able to be stored between the seats.
4. Individuals with disabilities, who do not use a wheelchair, may use the bus's lift within the approved safety guidelines.

Passengers will be transported in the bus provided the lift and vehicle can physically accommodate them; unless doing so is outside of the safety requirements (i.e. the combined weight of the wheelchair / occupant exceeds the lift specifications, blocks an aisle or interferes with the safe evacuation of passengers in an emergency). The town will not supply wheelchairs for trip purposes.

**Mobility Device Brakes:**

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their wheelchair or walker however they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position which is not mandatory.

**Securement Policy:**

The Drivers are instructed to use front and rear tie-downs to secure mobility devices at the strongest part; however, the passenger can indicate the most optimal tie-down spot. The wheelchair will be secured front facing unless otherwise requested by passengers, if ADA complaint. Drivers will assist passengers with securement systems, ramps and seatbelts,

but cannot assist riders using power chairs or scooters with the operation of their equipment.

Drivers are required to utilize four (4) safety securements, a lap belt as well as a shoulder belt for passengers traveling while seated in wheelchairs. Passengers may refuse the lap belt and shoulder belt securements if the wheelchair's lap belt or a postural support belt has been properly crash tested.

## **STATEMENT OF RIGHTS**

### **Rights Under Title VI of the Civil Rights Act of 1964**

1. Title VI of the Civil Rights Act of 1964, as amended, ensures that no person in the United States shall, on the grounds of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal Financial Assistance.
2. Any person who believes that he or she has been subjected to discrimination prohibited under Title VI of the Civil Rights Act of 1964, as amended, may file a complaint. Complaints can be filed to Human Resources, 7 Fan Hill Road, Monroe, CT 06468 or FTA Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.
3. For more information on Title VI, please visit the Connecticut Department of Transportation website at [www.ct.gov/dot](http://www.ct.gov/dot).

### **Equal Opportunity Notice:**

1. The Town of Monroe does not discriminate with regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation or any other legally protected status.
2. We are an equal opportunity / affirmative action employer.

### **Americans with Disabilities Act Notice:**

1. The Town of Monroe does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services or activities. The Town of Monroe does not discriminate on the basis of disability in its hiring or employment practices.
2. This notice is provided as required by Title II of the Americans with Disabilities Act (ADA) of 1990.
3. Individuals who need auxiliary aids for effective communication in programs and services of the Town of Monroe are invited to make their needs and preferences known to the ADA Coordinator.
4. Questions, concerns, complaints or requests for additional information regarding the ADA, Equal Opportunity or Affirmative Action may be forwarded to the Town of Monroe Human Resources Director / ADA Coordinator.
  - a. Mailing Address: Monroe Town Hall, HR Director / ADA Coordinator, 7 Fall Hill Road, Monroe, CT 06468
  - b. Phone: 203-452-2808.

**ADA Grievance Procedure:**

1. Submit all complaints regarding access or alleged discrimination in writing to the ADA Coordinator for resolution. A form can be obtained from the ADA Coordinator. A record of the complaint and action taken will be maintained. A decision by the ADA Coordinator will be rendered within fifteen (15) working days.
2. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA Coordinator, upon written application of the complaint within fifteen (15) days after the decision, it shall be forwarded to the ADA compliance committee composed of elected officials, the disabled community and a business or nonprofit sector representative, education and health / medical profession. The committee shall be appointed by the First Selectman.
3. The committee shall be charged with establishing ground rules or procedures for hearing complaints, requests or suggestions from the disabled persons regarding access to and participation in public facilities, services, activities and functions in the community. Further, the committee shall be directed to hear such complaints in public, after adequate public notice is given, in an unbiased, objective manner. The committee shall issue a written decision within thirty (30) days of notification. All proceedings of the committee shall be recorded and maintained.
4. If the complaint cannot be resolved to the complainants' satisfaction by the committee, the complaint will be heard by the First Selectman upon filing of a request by the complainant within fifteen (15) days after the decision by the committee. An open, public meeting of the First Selectman will precede the vote. A determination must be made within thirty (30) days of the hearing. The decision of the First Selectman is final.
5. A record of action taken on each request or complaint must be maintained as part of the records or minutes at each level of the grievance process.
6. The individual's right to prompt and equitable resolution of the complaint shall not be impaired by his / her pursuit of other remedies, such as the filing of a complaint with the U.S. Department of Justice or any other appropriate federal agency. Furthermore, the filing of a lawsuit in the State or Federal district court can occur at any time. The use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

**Revised:****May 2020**