

TRANSPORTATION SERVICES NEW SCHEDULED

DIAL-A-RIDE PROGRAM INFORMATION

1. Current Dial-A-Ride hours of operation are:

8:15 A.M. – 3:00 P.M. Tuesday, Thursday & Fridays
8:15 A.M. – 3:00 P.M. Thursdays Out of town services
8:15 A.M. 3:00 P.M. Saturday GROCERIES
8:15 A.M. 3:00 P.M. Sundays RELIGIOUS SERVICES

2. Trip requests can now be made Monday - Friday and weekends during the hours of 8:00 A.M. to 5:00 P.M. Contact reservations at (860) 724-5340.

All Dial-A-Ride trips maybe reserved up to (5) days in advance, but NO LATER than one day before the trip. Trips will be scheduled on a first-call/first-served basis according to availability. Dial-A-Ride transportation is generally limited to points within the Hartford City limits. Trips to bordering towns for medical appointments only are allowed on THURSDAYS.

3. IMPORTANT -- PLEASE TAKE NOTICE

All Dial-A-Ride trips have a half-hour "window" within the scheduled pick-up time. SEE THE FOLLOWING EXAMPLE.

THE 30 MINUTE PICK-UP WINDOW

All passengers must be ready during the 30 minute pick-up window. The 30 minute pick-up window is usually defined as 15 minutes on either side of the scheduled pick-up.

For example:

If your scheduled pick-up time is 8:30 A.M., the vehicle may arrive at the pick-up location anywhere from 8:15 A.M. to 8:45 A.M. The rider should be ready to go at any time within that 30 minute period.

If the rider's pick-up request is stated as "no earlier than" or "no later than" a specified time, the specified time determines one of the boundaries of the 30 minute pick-up window.

For example:

Conversely, if the rider requests a pick-up of "no later than 10:30 A.M.", the 30 minute pick-up window is 10:00 A.M. to 10:30 A.M.

VEHICLES WILL WAIT NO MORE THAN FIVE (5) MINUTES AFTER THEY ARRIVE AT THE PICK-UP LOCATION WITHIN THE 30 MINUTE PICK-UP WINDOW.