

TOWN OF ROXBURY - SENIOR TRANSPORTATION RESERVATIONS:

Please call the Municipal Agent/Social Services at 860-210-0201 or the Senior Center Director at 860-210-0056 for rides in and out of Town (Dial-A-Ride).

Reservations for rides must be made 48 hours in advance of the desired ride date, by 4:00 p.m. Reservations for rides may not be made more than two months in advance.

Reservations will only be taken on Tuesday through Friday during the hours of 10:00 a.m. and 4:00 p.m. Voicemails made outside of this time frame will not be addressed until the next scheduled business day. Drivers will make every effort to pick up and drop off in a timely fashion.

Appointments for rides scheduled will be confirmed by the driver with the rider the morning of the appointment. Appointments for rides in and out of Town must conclude by 5:00 p.m.

Cancellations: Seniors must contact the Municipal Agent/Social Services at 860-210-0201 or the Senior Center Director at 860-210-0056 as soon as they become aware of a cancellation. Changes to a ride in progress may be made within reason, but **MUST** be approved by the Muni Agent/Social Services, Senior Center Director, or the Office of the First Selectman, with communication from the bus drivers directly.

BASIC TRANSPORTATION POLICIES AND PROCEDURES:

For the well-being of all passengers and drivers, we ask for courteous behavior and compliance with all guidelines for Dial-A-Ride, Fixed Route and Recreational Trips.

- Riders must be 60 years of age or a disabled resident of Roxbury
- Passengers may enter the bus via stairs or the wheel chair lift. Passengers who cannot navigate the stairs but are not wheel chair bound may enter the bus standing via the lift.
- All passengers are required to be seated and have seat belts fastened at all times. A passenger may have an aide accompany them.
- Drivers cannot accept tips.
- No food or drink is permitted on the bus other than water.
- Drivers are not allowed to assist passengers with their groceries/packages nor accompany riders into their residence. Curb to Curb service or very limited door to door (driving up a difficult driveway) will only be provided. The driver should stay with the bus at all times unless the bus is parked, empty and turned off (This is a liability issue).
- Transportation from a skilled nursing facility is prohibited. (I.e. the bus cannot take the place of an ambulance.)
- A ride can be provided to a surgical procedure, however a ride cannot be provided from a surgical procedure in which anesthesia (other than a local) is administered.
- Only certified service animals are allowed on the bus.
- A senior or an individual with a disability may travel on the bus with a portable oxygen supply, consistent with applicable DOT rules on the transportation of hazardous material. The unit or canister must be secured firmly to the wheel chair, or strapped/tied down where it will not to be a projectile in case of sudden stop or accident.
- A senior or an individual with a disability may travel on the bus with a respirator.

SENIOR TRANSPORTATION – GENERAL COMPLAINT POLICY

- All general complaints regarding Senior Transportation not involving Title VI must be directed to the Senior Center Director and/or Office of the First Selectman. Discussion and resolution of any general complaint must be coordinated through both offices.

TOWN OF ROXBURY – LANGUAGE ASSISTANCE PLAN

The Town of Roxbury has a **Language Assistance Plan (LAP)** to ensure that the Town can communicate effectively with those individuals who seek assistance from the Town who are **Limited English Proficient**. An LEP individual who does not speak English as his or her primary language and who has a limited ability to speak, read, write, or understand English. This plan is handled on a case by case basis with family members or friends who interpret for the individual or if needed, via Language Line Solution Services (800)752-6096.

Please contact Jerrilynn Tiso, Director of Social Services and the Municipal Agent for the Elderly for more information at 860-210-0201.