

TOWN OF



PLAINVILLE

SENIOR CENTER

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Plainville Senior Center

Dial-a-Ride Rules

- Call 860-589-6965 ext. 1 to schedule a ride.
Medical rides may be scheduled up to 3 weeks in advance.
All other rides may be scheduled up to 5 days in advance.
- Please let the dispatcher know that you are using a wheelchair, walker or cane (or if you need to use the lift rather than the stairs) so we may allow extra time for boarding and exiting the bus.
- When you are ready to be picked up call 860-589-6968 ext. 2
- Please provide the dispatcher with all the locations you wish to travel to (no more than 2 stops per reservation). The driver is unable to take you to an unscheduled destination. Please plan accordingly.
- Seatbelts must be worn when riding the bus.
- Passengers must remain seated at all times when the bus is in motion.
- Do not yell or swear at the driver.
- Do not distract the driver, in any way, while the bus is in motion.
- The bus cannot pick up or discharge a passenger on the side of the road. All pick ups and exits from the vehicle must be in a driveway or a parking lot.
- Service animals are permitted to accompany individuals with disabilities in vehicles.
- Passengers may use respirators or portable oxygen when using Dial-A-Ride.
- Passengers are allowed to use the lift upon request at any time. If you are unable or uncomfortable using the stairs to enter or exit the bus, you may ask the driver to use the lift at any designated stop.
- Dial-a-Ride buses have a transit wheelchair available to ride the lift safely.
- The driver can put your walker on the bus for you if you need assistance with it.
- All passengers are provided adequate time to board and disembark the vehicle.

Updated 6/2023