

Town of Somers

Dial-A-Ride

PASSENGER HANDBOOK



**Dial-A-Ride Coordinator
(860)763-4379**



**Somers Senior Center
19 Battle Street
Somers, CT 06071**

August 2026

860-763-4379

Dial-A-Ride Services

The Town of Somers Dial-A-Ride provides free transportation to Somers residents age 60+ or to individuals age 18+ on Social Security Disability. Transportation is wheelchair accessible within the town of Somers as well as to the town of Enfield and to Johnson Memorial Hospital only.

Dial-A-Ride is a curb-to-curb service. Passengers are required to reach the bus independently. Drivers cannot assist individuals in or out of their homes/destinations.

Any passenger utilizing a wheelchair **must** be accompanied by an AID. The driver can assist the passenger onto the lift and into the bus only.

Wheelchairs should be equipped with a seat belt (lap belt). Drivers will secure wheelchairs. Passengers using motor scooters or wheelchairs without seatbelts will have to transfer to a seat.

A chairlift is available for individuals unable to walk the stairs of the vehicle.

Hours of Operation

Monday - Thursday 8:00am to 3:00pm

Medical Appointments must be scheduled between 8:30am and 1:00pm.

To Contact Dial-A-Ride:

Dial-A-Ride Coordinator: (860)763-4379

Questions or Cancellations: (860)763-4379

Additional Transportation Services

Road to Recovery - American Cancer Society

The American Cancer Society provides transportation for people with cancer to and from cancer related medical appointments. **Call 1-800-227-2345 for more information.**

Allied Transportation Services

Transportation services provided to senior citizens and individuals with disabilities. **Call 860-741-3701 ext. 224 for more information.**

Nutmeg Senior Rides

Transportation service available 365 days a year for seniors age 50 and over and disabled individuals age 18 or over. **Call 860-758-7833 for more information.**

Service Animals

Trained service animals, such as guide dogs, will be permitted to accompany riders with disabilities on trips. A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for a person with a disability, including but not limited to guiding people with vision problems, alerting people with hearing problems about intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or picking up dropped items. While most service animals are dogs, the possibility of other types of service animals is recognized.

- If you are traveling with a service animal, you must indicate this on your application prior to riding and provide necessary vaccination records.
- Riders with a disability cannot bring service animals to any destination that does not accept their entry.
- No animals can be left in the vehicle.
- A service animal is not allowed to occupy a seat in the vehicle.
- Service animals must be leashed at all times.

Scheduling Transportation

You must call 860-763-4379 to schedule your ride one week in advance.

If an urgent situation should arise and you are unable to provide a 1-week notice, we will make every attempt to accommodate you, but cannot guarantee availability. When you call to schedule transportation, please ensure you have the following information available:

- Full name of passenger
- Passenger's address and telephone number
- Date and time of appointment
- Destination information: address, telephone number, physician's name (if applicable)
- Passenger's approximate return time

Please be sure to inform us if you utilize a walker, are in a wheelchair or motorized scooter.

Cancellations

Should you need to change or cancel your reservation, please call the senior center at (860)763-4379 as soon as possible. Every effort will be made to notify passengers if transportation is delayed or cancelled due to inclement weather, unforeseen circumstances or emergencies. If a passenger is not ready on time, the driver will call the provided number and will wait 10 minutes before considering passenger a "no show". Three or more last minute cancellations or no shows will result in passenger being suspended from the Dial-A-Rider service.



Passenger Information

~ You will be notified after 2:00pm the day ***before*** your scheduled ride with a pickup time. Please be advised that pickup times sometimes will be significantly earlier than your appointment time due to multiple riders on the schedule. You may have to wait at your destination after your appointment for your return ride home. ***We ask that you are ready for your ride 15 minutes prior to the pick-up time and be prepared to wait up to 15 minutes after your scheduled pick-up time.***

~ ***Passengers are prohibited from contacting the drivers directly at any time and/or from asking about another rider's personal information or schedule.***

~ Per Connecticut state law, passengers ***MUST*** wear seat belts when traveling. Any passenger not abiding by this rule, will not be allowed to ride and must seek alternate transportation.

~ Drivers are not allowed to make stops that are not on the schedule.

~ Drivers may, with approval from the Director or designee, refuse transportation to an individual if there is a safety concern due to illness, intoxication, misbehavior or any other concerns.

~ Passengers must have good hygiene.

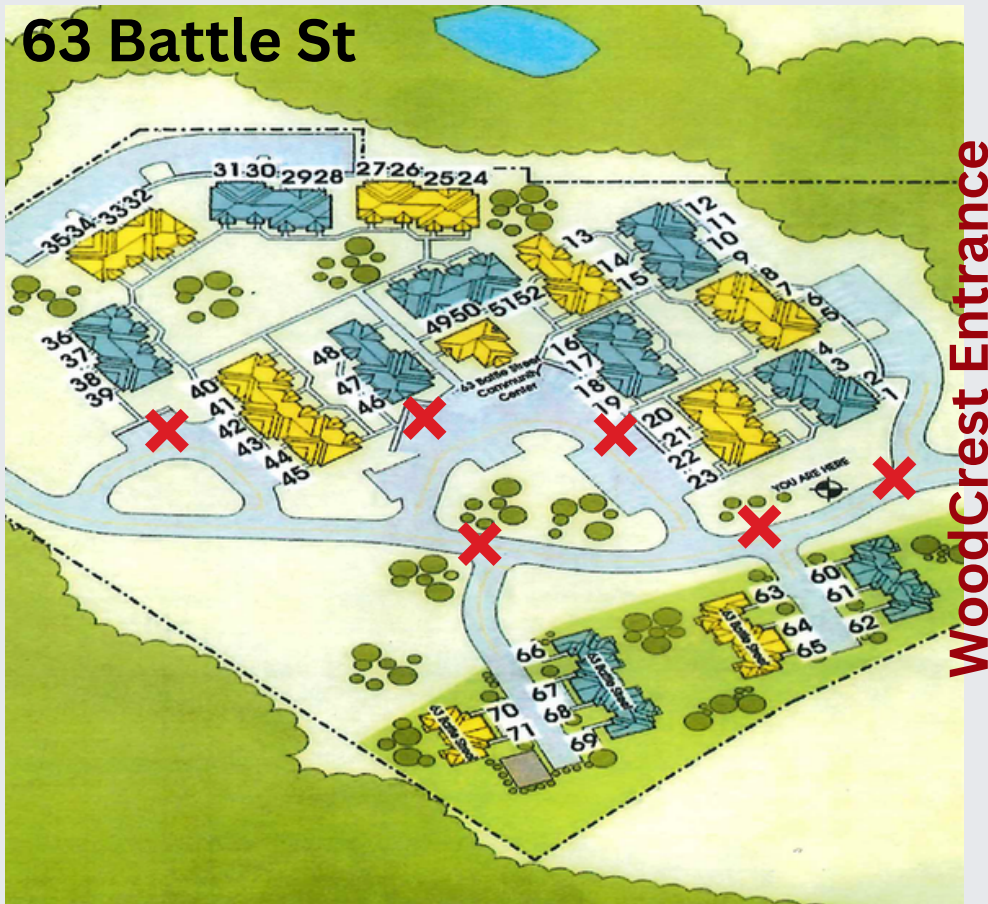
~ ***NO food or drink allowed on bus.***

Inclement Weather

The Somers Senior Center follows the Somers Public Schools with regards to weather related closures and delays. If schools are delayed or closed, programs/events at the Somers Senior Center as well as Dial-A-Ride transportation will be delayed/canceled. Please tune into WFSB Channel 3 or NBC 30 and look for "Somers Senior Center" for up-to-date information on delays/closings.

Pickup Location

Drivers are prohibited from entering a driveway or private road or from backing up. As such, **residents of Woodcrest located at 63 Battle Street** are asked to wait at any of the pickup locations marked with a **red X** shown below:



Pickups for 71 & 75 Battle Street will be in front of their own main entrances. If you have any questions, or are unsure as to your pickup location, please call (860)763-4379 and we will gladly assist you!

Registration/Cost

Registering for transportation is easy! Simply call us at 860-763-4379 to request a registration form or go to the Town of Somers website and download the form under the Somers Senior Center tab. Once you have completed the form, you may return it to us by mail or drop it off at the Senior Center at 19 Battle Street. You must have your form completed, however, before you will be able to utilize our service.

Passengers under 60 years of age who are eligible for transportation based upon disability are required to provide proof of Social Security disability with their registration form.

There is no required fee for this service, but donations are encouraged and help to offset our costs. Donations can be made at the Senior Center via cash or check made payable to "Town of Somers Dial-A-Ride".

Destinations

Dial-A-Ride provides transportation service to any destination within the Town of Somers and Enfield as well as Johnson Memorial Hospital in Stafford Springs. We do not provide transportation for emergency medical reasons. We provide rides for the following:

- ~ Medical Appointments (priority)
- ~ Employment (priority)
- ~ Grocery shopping (only 4 bags permitted per rider)
- ~ Banking
- ~ Senior Center
- ~ Library

Personal requests such as hairdresser, barber, nail salon and gym will be accommodated when the schedule permits. We reserve the right to decline or move to another day due to schedule restrictions.