

## POLICIES

**DRIVEWAYS, SIDEWALKS, AND STEPS** should be kept clear of brush, trees, and snow/ice for easy accessibility for the driver. If these conditions are not met, the driver will not be able to pick you up.

**“NO SMOKING” and SEAT BELT LAWS** are strictly enforced.

There will be **NO BUS SERVICE** on:

Weekends

Holidays

When Bethany Town Hall is Closed

The Human Services Office has the right to refuse transportation to any individual when physical/psychological condition(s) warrant other means of transportation.

Any complaints regarding service should be made in writing to Robin Glowa, Director of Human Services at [rglowa@bethany-ct.com](mailto:rglowa@bethany-ct.com) or 40 Peck Road Bethany, CT 06524

## TRIP PURPOSES

Medical Appointments  
(Non-Surgical)

Shopping

Special Senior Events

Medical appointments will always take priority.

Rides are provided on a time and space availability.

Drivers confirm appointments the night before pick up.

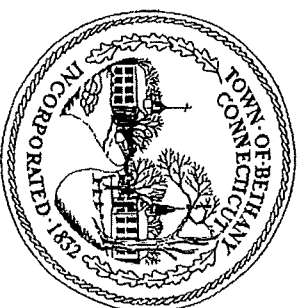
## TRIP RATES

**\$3.00** Per Destination

**\$2.00** One-Way within the Town of Bethany

Riders will pay **CASH ONLY** upon entering the bus.

**First-Time Riders Must Call  
(203) 393-2100  
x:1124 or x:1113  
Before Making Your First  
Reservation.**



## TOWN OF BETHANY

### Senior Bus Transportation Service

Transportation Guidelines

For

Seniors and Disabled Persons

**TO RESERVE A RIDE:  
CALL (203) 393-2100  
EXT: 1324**

**9:00 A.M. - 4:00 P.M.**

**MON—WED—FRI**

## BASIC SERVICE

- Program provides door-to-door transportation for Bethany Residents only.
- The bus accommodates 12 passengers.
- The bus accommodates 1 wheelchair, which the bus does not provide.
- Heated and Air-Conditioned
- Stereo radio
- Dispatch system
- Cellular telephone

## WAITING FOR A RIDE

- At your scheduled pick-up time, you should be waiting at or near the first floor front door of your pick-up location where you can see the vehicle.
- In cases where visibility might be impaired, wait where the driver can see the rider.

## WHERE CAN I GO?

- Ansonia
- New Haven
- Beacon Falls
- North Haven
- Cheshire
- Orange
- Derby
- Prospect
- Hamden
- Seymour
- Milford
- Waterbury
- Naugatuck
- West Haven
- Woodbridge

## WHO MAY COME WITH YOU?

You may bring a Personal Care Attendant at no extra charge.

**PETS:** Guide dogs and registered companion animals are allowed.

## WHO IS ELIGIBLE?

Any Bethany resident 55 years or older, or who has permanent or temporary disabilities.

## LIMITS OF ASSISTANCE

- The bus drivers provide *limited assistance* to and from vehicle and pick-up and drop-off locations.
  - Rides are not available for any surgeries or procedures that involve anesthesia.
  - The drivers assist an ambulatory rider to and from the first floor from the front door of the pick-up location, for a maximum of three steps.
  - Wheelchair users must be at the bottom of the steps prior to boarding the vehicle unless a ramp is available.
- WHEELCHAIR USERS MUST BE ACCOMPANIED BY A FAMILY MEMBER OR AN AIDE.**
- Transportation Services may be cancelled due to inclement weather.

*Schedule and bus fare are subject to change without notice.*