

TOWN OF BEACON FALLS – MINIBUS POLICY RULES AND REGULATIONS

c/o Town Hall
10 Maple Avenue, Beacon Falls, CT 06403
203-729-5997, Fax: 203-723-2344

ARTICLE I NAME

The Name of the Transportation Program for seniors and disabled residents shall be called the **Town of Beacon Falls Minibus Service**.

ARTICLE II OBJECT

The Town of Beacon Falls shall provide its senior citizens and disabled residents with the use of the Town of Beacon Falls minibus for their transportation needs. Said transportation will be **‘on demand’** transportation.

ARTICLE III ELIGIBILITY

The only requirement to ride the minibus is that a person be a Beacon Falls resident, age 55 and older and/or a disabled resident. The bus is handicapped accessible.

ARTICLE IV SERVICE AREA

Because the Town of Beacon Falls funds the minibus operation, **only** Beacon Falls residents shall be served. The minibus will transport riders to Beacon Falls and surrounding towns. Special cultural and recreational trips can also be made to other Connecticut locations. Either the Liaison between the Office of the First Selectman and the Beacon Falls Senior Center, the President of the Beacon Falls Senior Citizens Organization, and that organization’s Special Trips Coordinator, **with** the approval of the First Selectman shall plan for these trips, and make arrangements accordingly with the minibus dispatcher to schedule use of bus and secure a driver.

ARTICLE V SPECIAL EVENTS

The Beacon Falls minibus shall be available for special cultural and recreational trips such as out of Town and in-Town programs, visits to various State attractions, entertainment venues, and other misc. events.

The Liaison between the Office of the First Selectman and The Beacon Falls Senior Center, the current President of the Beacon Falls Senior Citizens Organization or its

TOWN OF BEACON FALLS – MINIBUS POLICY RULES AND REGULATIONS

Special Trips Coordinator shall make arrangements with minibus dispatcher for use of the minibus for any special events. All special events *must* be approved by the First Selectman.

ARTICLE V HOURS OF OPERATION

The Town of Beacon Falls minibus shall make the services of the minibus available from Monday through Friday, between the hours of 9:00 A.M. to 4:00 P.M. The minibus will not run on Legal Holidays and can be cancelled due to inclement weather. If school is closed, the minibus will not run. School cancellations announcements shall run on the local CBS, NBC, ABC and FOX television networks.

ARTICLE VI TYPES OF TRIPS

The Town of Beacon Falls minibus shall offer transportation for medical appointments, business (banking, post office, for example), shopping, Senior Center activities and other social events.

ARTICLE VII SPECIAL EXCEPTIONS

There shall be a two (2) person minimum who shall constitute ridership for any scheduled trip other than a Doctor's visit. One (1) person rider shall be allowed for a scheduled Doctor's visit.

ARTICLE VIII SCHEDULE OF APPOINTMENTS

Riders shall schedule appointment for pick-up with the minibus dispatcher at 203-729-5997 from Monday through Friday between 9:00 A.M. until 4:00 P.M. and may leave a message if there is no answer. Appointments should be made the day before request *or* when the rider has a confirmed scheduled Doctor's appointment. Dispatcher will communicate with riders on a regular basis to determine their transportation needs.

ARTICLE IX PASSENGER PICK-UP

The Town of Beacon Falls is able to provide prompt and personalized door-to-door service only through the cooperation of all its passengers. Riders are expected to be ready at the time of their scheduled pick-up. Upon arrival, if no one appears within a few minutes, the driver will leave. The driver will then call the dispatcher to have someone call or check up on the safety of that passenger. However the bus driver cannot wait because doing so would delay the schedule for that day.

TOWN OF BEACON FALLS – MINIBUS POLICY RULES AND REGULATIONS

Each rider must be able to board the bus on their own or with the assistance of their own aide. Riders using walkers may use the lift if they cannot manage the bus steps. Riders in wheelchairs must be secured with brakes on when using the lift.

Riders are expected to conform to reasonable standards of behavior and comply with direction from the minibus driver.

Riders with working service animals may bring their service animal on board provided the animal stays with the rider. If the animal shows any aggression towards the driver or other passengers, the animal will not be allowed on the minibus.

Riders using portable oxygen or a respirator may bring their equipment on board the minibus, if medically necessary.

ARTICLE X PERSONNEL

The minibus dispatcher/driver shall schedule all appointments for transportation requests and shall serve as driver for all scheduled trips and must report to minibus dispatcher with regard to scheduled appointments, cancellations, etc. Public Passenger Endorsement from the State of Connecticut is required. The driver is not to carry groceries or parcels for riders.

A back-up minibus driver shall be available when either the regular driver or back-up driver is unavailable. Public Passenger Endorsement from the State of Connecticut is required.

ARTICLE XI OTHER RULES AND REGULATIONS

SMOKING: There is absolutely **NO SMOKING** allowed on the bus.

CANCELLATIONS: Riders who need to cancel a bus reservation are asked to do so as soon as possible to save the driver an unnecessary trip. When there is a cancellation due to inclement weather, dispatcher will notify scheduled riders.

VIOLATIONS: Passengers who consistently and knowingly violate bus regulations may lose their riding privileges.

SUGGESTIONS/COMPLAINTS: Passengers who are dissatisfied with the minibus service or who may have suggestions for improvements to the bus service should contact the dispatcher or the First Selectman. By making someone aware of a problem or need for improvement, the Town of Beacon Falls will work to get the situation resolved.