Transportation is a life-line to economic, educational and health care opportunities, as well as serving simple needs.

– Wendy Bloch, Founder of Mobility Services, The Kennedy Center, Inc.

Eastern Connecticut – Everything you need to know to get on board

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Congratulations on your decision to try transit!
You join the thousands of people in Connecticut who ride buses or trains, or share commutes by carpooling or vanpooling every day to work, shop, play or go wherever life may take you.

Eastern Connecticut has a growing public transportation system with local and regional bus services, several paratransit programs and the Shore Line East commuter rail service, which provides fast and easy commuter transportation between New London and New Haven.

Public transportation in Connecticut is reliable, safe, economical and convenient. Welcome Aboard!

The transit information in this Guide is effective as of March 1, 2009 and is subject to change. Please call the transit operator for updated information before you travel.
Getting on Board

The Eastern Connecticut Accessible Transportation Guide was produced by the Connecticut Department of Transportation and Connect-Ability in cooperation with The Rideshare Company.

Connect-Ability is an initiative that brings Connecticut employers together with the state’s talent pool of people with disabilities. Connect-Ability is managed by Connecticut Department of Social Services, Bureau of Rehabilitation Services.

Funded by the Centers for Medicare & Medicaid Services. For more information, visit www.connect-ability.com or info@connect-ability.com. You may also call: 1-866-844-1903.

The Connecticut Department of Transportation (ConnDOT) offers a family of services designed to meet the needs of Connecticut’s commuters and employers. Connecticut Commuter Services seeks to improve commuter mobility to help sustain the growth and vitality of Connecticut’s economy and make the state more competitive in the employment marketplace.

Dedicated professionals can help you discover better ways to get to work or wherever you want to go. Through alternatives to driving alone — carpooling, vanpooling, riding the bus or train, or telecommuting — the commuter solutions provided save you time and money. By taking public transportation, you can also reduce vehicle wear and tear and even provide a better quality of life for all by improving air quality and reducing traffic congestion.

Connecticut Commuter Services also provides regional employer support throughout the state.

Contact a regional representative today to find out how Connecticut Commuter Services can help improve your commute. For more information, please call 1-877-CTRIDES (1-877-287-4337).

Special Information for Riders with Disabilities

How accessible are the buses and trains?

All transit buses used in Connecticut are accessible to people with disabilities. The buses have a kneeling feature that lets the driver lower the steps to make it easier for passengers to get on and off the bus. Each bus also is equipped with either a lift platform that lowers to the curb to lift a wheelchair/scooter onto the bus, or on low-floor buses, a ramp used to allow easy access. Anyone can request to use the lift, regardless of disability. Lifts are equipped with handrails on two sides.

In Eastern Connecticut, the service area that is covered by this guide, all Shore Line East stations are handicapped accessible. The Shore Line East station in Westbrook however, requires the use of a lift for those who need assistance. Persons with disabilities are encouraged to call 800-ALL-RIDE or 203-777-7433 in advance if assistance is needed. (See page 35 for details of ADA stations.)

What are the benefits of using local bus service vs. paratransit van services?

Mandated by the Americans with Disabilities Act (ADA) of 1990, paratransit van services are provided in all areas with local fixed-route bus services for people that can’t use the local bus system due to their disability. For people who are able to use the local bus services (larger buses that run regular schedules on set routes), the following table illustrates some of the benefits.

<table>
<thead>
<tr>
<th>Local Bus Services</th>
<th>Paratransit Van Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Save Money</strong></td>
<td>The cost for a one-way trip is a lot more than for local bus service, depending on where you are traveling to and from.</td>
</tr>
<tr>
<td>A reduced fare is available for persons 65 years of age and older and persons with disabilities with proper ID (i.e. original Medicare, ADA identification, or state/elderly disabled ID card).</td>
<td>Advance reservations are required. You need to call to make a reservation at least the day before you want to travel, although same day service is accommodated when possible. You also need to allow for extra time for both pick up and drop off on both sides of the scheduled time. Reservations can be made 14 days in advance.</td>
</tr>
<tr>
<td><strong>Save Time</strong></td>
<td></td>
</tr>
<tr>
<td>No advance reservations are required to ride the local buses. Services generally run often during work travel hours.</td>
<td></td>
</tr>
<tr>
<td><strong>Gain Greater Mobility &amp; Independence</strong></td>
<td>Paratransit van services do get you places, but you can have much more freedom using local bus services.</td>
</tr>
<tr>
<td>You can come and go as you please, whenever and wherever the local buses run.</td>
<td></td>
</tr>
</tbody>
</table>
How to get started…

When it comes to using public transportation, you are definitely not alone! Every transit operator has customer service representatives who can answer your questions. Plus, most have schedules and other information available online. Phone numbers and website addresses are included for each operator following this introduction. If you need further help learning how to ride the buses and/or trains, you may want to sign up for Travel Training.

What is Travel Training?

Travel Training is a program that teaches people with disabilities how to use the local bus and rail system properly and safely. Travel Training increases independence, confidence, self-reliance, flexibility, and success. The Kennedy Center, one of the largest human services agencies in Connecticut, is responsible for this training using their nationally-recognized program. Since 1991, the Kennedy Center has travel-trained more than 3,000 people aged 16 to 95 with cognitive, sensory, and physical disabilities. The Kennedy Center continues to train about 200 additional people per year.

The program is highly regarded for its thoroughness, flexibility, focus on safety, attention to the “whole person,” and creative, caring staff. There is no cost for the training program. Each participant, however, is required to pay for the bus or train fare when training is taking place. Referrals to the program come from counselors, guardians, family members, community agencies, transit operators and the customers themselves (self-referrals). For more information about the Kennedy Center’s Travel Training Program, visit www.thekennedycenterinc.org or contact the Kennedy Center’s Mobility Services at 1-800-300-8029, ext. 247. The Kennedy Center’s Travel Training Program is available throughout most of Connecticut.

How to use this section of the guide…

In the back pocket of this guide, there is a map of Eastern Connecticut. The map shows some of the different types of transportation that are available in this part of Connecticut. Information is organized in the following sections: Southeast Area Transit District, Northeastern Connecticut Transit District, Windham Transit District, Estuary Transit District, and CTTRANSIT (Colchester-Hartford Express).
What the map shows for each bus operator:

- Landmarks – such as industrial/ corporate parks, hospitals, social service agencies, etc. that are within the service area.

- Local bus services – route numbers and a brief description of where the route travels are listed in the key.

- Connecting “Link” routes – connect towns or cities that cross the boundaries of transit operators.

What the map shows for the rail system:

- Train Stations – on the Shore Line East Commuter Rail Service (New Madison SLE station will be fully accessible).

- Stations with full and limited ADA access (Westbrook is only SLE station that is partially accessible).

How is the transit operator information organized in the guide?

Bus and rail information is organized by transit operator. For example, if you live in the Norwich or New London area, turn to the section on the Southeastern Area Transit District (SEAT). If you don’t know which operator provides service in your town or city, please refer to the map. If further assistance is needed, please visit www.ctrides.com or call 1-877-CTRIDES (1-877-287-4337).

The following information is provided for each operator:

- Contact information
- “How to” information – how to ride the bus, read the schedule, etc.
- Americans with Disabilities Act (ADA) paratransit van information
- Fare information – prices and where to purchase passes, etc., is printed on a separate sheet in the back pocket of the guide.

Information about Shore Line East Commuter Rail starts on page 30.

Southeast Area Transit District (SEAT)

Plan Your Trip Before You Ride the Bus

You should:

- Know your starting point where you can go on or leave the bus.
- Your destination: where you want to get off the bus.
- The fare you plan to use or when you want to arrive at your destination.
- The fare in the area you are planning to visit.

Riding a SEAT Bus

- You do not have to stop at any bus stop or remain aboard ahead of the intersection.
- Passengers can get on the bus or step anytime along the route for your intended stops and may exit or board at any time.
- When the bus has fully stopped, passengers should step toward the front of the bus and down the first step one at a time.

Local bus services – route numbers and a brief description of where the route travels are listed in the key.

Connecting “Link” routes – connect towns or cities that cross the boundaries of transit operators.

Train Stations – on the Shore Line East Commuter Rail Service (New Madison SLE station will be fully accessible).

Stations with full and limited ADA access (Westbrook is only SLE station that is partially accessible).

How much does it cost to ride?

See SEAT Fare Information Sheet in back pocket of the guide.

 Norfolk Rt. 12

Gronin
Western New London

Minnetonka

Trumbull

Greenwich

Ridgewood

New London

GROTON

Waterford

Montville, New London, Groton, Ledyard, Lisbon, Norwich, East Lyme, Griswold, Serving the towns of:

Southeast Area Transit District

Your destination address – where you want to arrive at your destination. Transfers are free and are to be used immediately.

For any questions or concerns about the SEAT schedules, ask the driver or call (860) 886-2631.

Monday through Friday

First, make sure you are reading the correct schedule. At the top it will tell you the days of service, as well as the direction of travel. For this example, you should be reading the “Industrial Park/ Wawecus St/Norwichtown/Trans. Centr. - Run #5” schedule.

Ask the driver for a transfer ticket, which is free. It can be used to get you to the place you want to go, regardless of which bus you take.

The closest time the bus will arrive to the “Norwichtown Mall” before the scheduled time.

Now locate the time you want to arrive at “Norwichtown Mall” and by reading up the column, find “Norwich/Trans. Centr.” Here you see the closest time the bus will arrive to the “Norwichtown Mall” before the scheduled time.

When the bus comes to a complete stop, wait for passengers to exit the bus before boarding. If you need assistance, please ask the driver.

When the bus comes to a complete stop, passengers should step toward the front of the bus and down the first step one at a time. Call Customer Service or visit www.seatbus.com for specific route and schedule information.

If you need assistance, please ask the driver.

For any questions or concerns about the SEAT schedules, ask the driver or call (860) 886-2631.

Monday through Friday

First, make sure you are reading the correct schedule. At the top it will tell you the days of service, as well as the direction of travel. For this example, you should be reading the “Industrial Park/ Wawecus St/Norwichtown/Trans. Centr. - Run #5” schedule.

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When the bus comes to a complete stop, passengers should step toward the front of the bus and down the first step one at a time. Call Customer Service or visit www.seatbus.com for specific route and schedule information.

If you need assistance, please ask the driver.
Southeast Area Transit District (SEAT)

Information About Southeast Area Transit District (SEAT)

- All SEAT buses are accessible to persons with disabilities and can “kneel” to lower the first step height. Call Customer Service or visit www.seatbus.com for specific route and schedule information.

- Senior Citizens and Persons with Disabilities may travel on SEAT for half fare at any time of the day. Qualified persons must show their Medicare card to the SEAT driver to be eligible for this reduced fare. To apply for a Medicare card, visit: www.cttransit.com/seniorIDCard.asp.

- SEAT buses run every hour Monday through Friday during peak commuting hours (approximately 6 a.m. to 9 a.m. and 3 p.m. to 6 p.m.).

- Tickets and passes must be purchased on the bus, at the SEAT main office, or by mail. (See fare information sheet in back of guide.)

How much does it cost to ride the bus?

See SEAT Fare Information Sheet in back pocket of this guide.
Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address – where you can get on or board the bus.
- Your destination address – where you want to get off the bus.
- The time you want to leave or when you want to arrive at your destination.
- The fare and how to pay (if paying by cash, remember that exact fare is required).

Riding a SEAT Bus

- Try to be at the bus stop at least five to ten minutes ahead of the scheduled time.
- Passengers can get the bus to stop anywhere along the route. For your safety, do not wait on a curve, next to a right turn lane, or on the opposite side of the street from the bus. Be prepared to flag the bus down when it approaches.
- When the bus comes to a complete stop, wait for passengers to exit the bus before boarding. If you need assistance, please ask the driver.
- Pay the fare upon boarding. Exact change is required.
- Ask the driver for a transfer, if needed, when exiting the bus. A transfer is needed if you take another bus to your destination. Transfers are free and are to be used immediately.
- For any questions or concerns about the SEAT schedules, ask the driver or call Customer Service at 860-886-2631.

Holidays

SEAT bus service is not provided on the following holidays:

- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day
How to Read a SEAT Bus Schedule

Each route (or run) has a schedule or timetable that lists when the bus leaves or stops along that route. The schedule also notes how to use the flag-down system, where to transfer to other bus routes for local and corridor service, and fare and zone information.

As an example of how to read a schedule, we’ll use the Run #5 timetable.

The cover of the schedule looks like this. The information includes the service area, contact information, and the latest revised date.

When you open up the schedule, this is what you will see. A sample trip is outlined at right to help you understand the schedule.
Run #5: Industrial Park/Wawecus St/Norwichtown/Backus Hospital Monday through Saturday

For this trip you want to depart from the first bus stop shown, “Norwich/Trans. Centr.” and take the bus to “Norwichtown Mall.” You are traveling on a Monday and want to arrive to your destination at 10:00 in the morning. Here is how you would read the schedule to plan your trip:

1. First, make sure you are reading the correct schedule. At the top it will tell you the days of service, as well as the direction of travel. For this example, you want the “Weekday Service” schedule and make sure that the bus is traveling in the direction from your stop towards the “Norwichtown Mall.”

2. Next, along the left side of the schedule, under “Run #5,” find the stop you want to end at, which is “Norwichtown Mall.”

3. Look across the row for “Norwichtown Mall” and look at the arrival times listed. Find the time(s) closest to 10:00 a.m.

4. The closest time the bus will arrive to the “Norwichtown Mall” before 10:00 a.m. is at 9:35 a.m. Although the next arrival time is at 10:35 a.m., which is after your planned time of arrival, you can see that you have either option. Now look along the left side of the schedule again, under “Run #5,” and find the bus stop that you want to leave from, “Norwich/Trans. Centr.”

5. Now locate the time you want to arrive at “Norwichtown Mall” and by reading up the column, find “Norwich/Trans. Centr.” Here you see the time 9:00 a.m. This is the time that the bus will leave from “Norwich/Trans. Centr.” in order to arrive at “Norwichtown Mall” by 9:35 a.m.

Plan to get to the bus stop at least 5 minutes before the listed departure time. The latest you should arrive at the “Norwich/Trans. Centr.” is 8:55 a.m.
Paratransit Van Services – Americans with Disabilities Act (ADA)

If you have a disability that prevents your use of a SEAT bus, you may be eligible for paratransit van service. ADA paratransit van services are limited to those who cannot, because of their disabilities, get to bus stops or use buses.

ADA service is provided by Eastern Connecticut Transportation Consortium (ECTC) service. Please call SEAT for information about the paratransit services at 860-886-2631 or visit the ECTC website at www.ectcinc.com. See pages 28–29 for more information about ECTC.

Service area and hours of operation

Service is provided if the origins and destinations are within a 3/4 mile radius of an operating fixed route. Due to the complexity of this definition and services based on each individual rider’s circumstance, passengers are encouraged to call 860-439-0062 between 8:30 a.m. and 4:00 p.m. Monday through Friday for more detailed information.

Reservations

Reservations can be made by calling 860-439-0062 between the hours of 8:30 a.m. and 4:00 p.m. on weekdays. (Answering machine is available to leave messages on nights, weekends, and holidays.) Same-day service is accommodated whenever possible.

No answering machine reservations are confirmed until the customer is contacted by telephone.

Reservations can be made up to 14 days in advance. At the time the reservation is made, the office shall remind the customer that the van will pick up the customer at the curb of the property line abutting a legally recognized street.

When calling to make a reservation, please give the dispatcher your name, location of where you want to be picked up, where you are going, and what time you want to arrive at your destination. Please be sure to tell the dispatcher if you are using a wheelchair or other mobility aid.

SEAT does not impose restrictions or priorities based on trip purpose.

Passenger Pick-Up

Passengers are required to be ready at their scheduled pick-up time. Drivers will wait five (5) minutes and if the passenger is not available for pick-up, it will be considered a “no-show.”

Passengers are responsible for getting themselves to the van on time. This service is comparable to the fixed-route bus service. When boarding the van, please deposit the exact fare in the farebox. (You will be advised of what your fare will be when you make your reservation.)

Cancellations

Customers must notify the office of a request for cancellation no later than two (2) hours before the scheduled pick-up time.
Dial-A-Ride

Curb-to-curb transportation is available in the towns of Groton, Stonington, Mystic, and Pawcatuck. This service is available to the general public. To book a ride, call ECTC at 860-439-0062 from 8:30 a.m. to 4:00 p.m. on weekdays. Transportation may be requested up to 14 days in advance, but no less than 24 hours before scheduled appointment.

Personal care attendants and guests
The need for an attendant will be determined during the eligibility screening process. A personal care attendant rides at no cost. At a minimum one guest may travel with the customer at all times. Provided there is available space, additional guests are allowed to travel. Guests are charged the same fare as the customer.

Both personal care attendants and guests must board and de-board at the same location as the customer.

Customer assistance
Customers are expected to be able to enter and exit the vehicle on their own, except when the customer uses a mobility aid and the vehicle lift is utilized.

Customers that need assistance in their mobility or in the carrying of packages should travel with an attendant. Drivers are not responsible for carrying customer’s packages or assisting customers into their home or other destination.

Lift and securement use
Wheelchairs are not permitted to ride in places other than designated securement locations in the vehicle. Individuals are required to permit wheelchairs to be secured with the onboard securement system provided on each vehicle.

SEAT will not deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle’s securement system. SEAT will however recommend to a user of a wheelchair that the individual transfer to a vehicle seat but it will not require the individual to transfer.

Trained personnel shall assist individuals with disabilities with the use of securement systems, ramps and lifts.

Individuals with disabilities who do not use wheelchairs, including standees, are permitted to use the vehicle’s lift or ramp to enter the vehicle.

Other requirements
Individuals with a disability are permitted to travel with a respirator or portable oxygen supply, consistent with applicable Department of Transportation rules on the transportation of hazardous materials (49 CFR subtitle B, chapter 1, subchapter C).

Service animals may accompany individuals with disabilities in vehicles and facilities.

Fares
The customer will be advised of the amount of the fare at the time they make the reservation. Fares charged for complementary paratransit service will be no more than twice the fare for a comparable trip made by a person without a disability on the fixed-route system. Fares will be deposited in the farebox by the customer, their attendant or guest.

For more service area and contact information about ADA paratransit van service in the Eastern Connecticut area, please turn to pages 28–29 for the section on the region’s paratransit van services.
Information About Northeastern Connecticut Transit District (NECTD)

- All NECTD buses are accessible to persons with disabilities and can “kneel” to lower the first step height. All NECTD buses are ADA compliant and have wheelchair lifts.

- Referred to as a deviated fixed route, individuals who are functionally unable to board the bus at a regular stop on the main route may be able to schedule a pick-up if they are located within 3/4 of a mile from the regular route by calling Customer Service 24 hours in advance.

- All NECTD buses are equipped with bicycle racks.

- Special requests must be made to ride NECTD transportation for the towns of Eastford, Plainfield, Pomfret, and Woodstock, which are available specifically for disabled citizens. For more information and an application, call NECTD Customer Service at 860-774-3902.

- NECTD operates a deviated fixed route service that operates Monday through Friday from approximately 8:00 a.m. to 5:00 p.m. for the towns of Brooklyn, Killingly, Putnam and Thompson. The service is open to all members of the general public.

- Tickets and passes must be purchased on the bus. (See fare information sheet in back of guide.)

- NECTD coordinates with local merchants and restaurants to offer riders valuable money-saving coupons at various stops along the routes.

Serving the towns of:
Brooklyn, Eastford, Killingly, Plainfield, Pomfret, Putnam, Thompson and Woodstock

Northeastern Connecticut Transit District (NECTD)
Mailing Address:
125 Putnam Pike, P.O. Box 759
Dayville, CT 06241

Customer Service
(Schedules/Information):
860-774-3902

Customer Service
Hours of Operation:
Monday through Friday
8:30 a.m. to 4:30 p.m.
Riding a NECTD Bus

- Try to be at the bus stop at least five to ten minutes ahead of the scheduled time.
- Passengers can get the bus to stop anywhere along the route. For your safety, do not wait on a curve, next to a right turn lane, or on the opposite side of the street from the bus. Be prepared to flag the bus down when it approaches.
- When the bus comes to a complete stop, wait for passengers to exit the bus before boarding. If you need assistance, please ask the driver.
- Pay the fare upon boarding. Exact change is required.
- Ask the driver for a transfer, if needed, when boarding or exiting the bus. A transfer is needed if you take another bus to get to your destination. Transfers are free, and are to be used immediately.
- For any questions or concerns about the NECTD schedules, ask the driver or call Customer Service at 860-774-3902.

Rides for Jobs Program

The Rides for Jobs Program is a program of the Eastern Connecticut Workforce Investment Board with funding provided by the State of Connecticut Department of Social Services. See pages 28–29 in this guide for more information.

How much does it cost to ride the bus?

See NECTD Fare Information Sheet in back pocket of this guide.
How to Read
an NETCD
Bus Schedule

Each route (or run) has a schedule or timetable that lists the direction of the bus, and when the bus leaves or stops along that route. The Express Service portion of the schedule lists the departure and arrival points of the bus, as well as the timetable.

When you open up the schedule, this is what you will see. A sample trip is outlined here to help you understand the schedule.

**Northeastern Connecticut Transit District (NECTD)**

**DAILY ROUTE SCHEDULE**

**Southern Loop** (Monday – Friday)

- **Arrival/Departure (may vary 5 minutes +/-)**
- **Danielson Main Street**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Big Y, Danielson**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Ocean State Plaza, Brooklyn**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Salem Village, Brooklyn**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Quinebaug Senior Center, Brooklyn**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Maple Courts, Danielson**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Quinebaug Valley Community College**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Robinwood Apartments, Rogers**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Killingly Commons, Dayville**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Killingly Plaza, Dayville**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Leaming Center, Danielson**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Killingly Library, Danielson**: 8:30, 9:10, 9:50, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30

**Northern Loop** (Monday – Friday)

- **Arrival/Departure (may vary 5 minutes +/-)**
- **River Commons (Price Chopper), Putnam**: 8:00, 9:00, 10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00
- **Hampshires Heights, Putnam**: 8:00, 9:00, 10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00
- **Sears/Stop & Shop, Putnam**: 8:00, 9:00, 10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00
- **Wall-Mart, Putnam**: 8:00, 9:00, 10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00
- **Thompson Town Hall**: 8:00, 9:00, 10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00
- **Thompson Community Center, N. Grosvenordale**: 8:45, 9:45, 10:45, 11:45, 12:45, 1:45, 2:45, 3:45, 4:45
- **Shady Green, Thompson**: 8:30, 9:30, 10:30, 11:30, 12:30, 1:30, 2:30, 3:30, 4:30
- **Bull’s/40 Acres, Thompson**: 8:00, 9:00, 10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00
- **Little River Apartments, Putnam**: 8:00, 9:00, 10:00, 11:00, 12:00, 1:00, 2:00, 3:00, 4:00
- **Day Kinvil Hospital**: 8:15, 9:15, 10:15, 11:15, 12:15, 1:15, 2:15, 3:15, 4:15

**Express Service** (Monday – Friday)

- **Arrival/Departure (may vary 5 minutes +/-)**
- **Killingly (Main Street Exchange)**: 7:30, 8:30, 9:30, 10:30, 11:30, 12:30
- **Day Kinvil Hospital**: 7:45, 8:45, 9:45, 10:45, 11:45
- **Riverfront Commons**: 7:55, 8:55, 9:55, 10:55
- **Wal-Mart**: 8:00, 9:00, 10:00
- **Thompson (Town Hall)**: 8:10, 9:10
- **Putnam (River Commons)**: 8:20, 9:20
- **Killingly Commons**: 8:30, 9:30, 10:30, 11:30
- **Ocean State Plaza, Brooklyn**: 8:45, 9:45, 10:45, 11:45
- **Quinebaug Valley Senior Center**: 9:00, 10:00
- **Killingly (Main Street Exchange)**: 9:45, 10:45, 11:45, 12:45
- **OCC**: 10:50, 11:50, 12:50, 1:50
- **Killingly Commons**: 11:15, 12:15, 1:15, 2:15
- **Putnam (River Commons)**: 12:30, 1:30, 2:30, 3:30

**Willimantic Danielson Shuttle** (Monday – Friday)

- **Arrival/Departure (may vary 5 minutes +/-)**
- **Willimantic to Danielson (Ocean State Plaza)**: 8:30, 9:30
- **Danielson (Ocean State Plaza)**: 8:30, 9:30

The Northeastern Connecticut Transit District, which is a devoted fixed route service, is open to all members of the general public. The District operates Monday thru Friday from approximately 8:00 a.m. until 5:00 p.m. The District Bus is a “Flag” stop system where passenger can board or disembark at any street corner along the regular route. Individuals who are functionally unable to board the bus at a regular stop on the main route may be able to schedule a pick-up if they are located within a mile of the regular route by calling 24 hours in advance. Each of our buses are fully ADA certified and have wheelchair lifts. Additionally, our buses are equipped with bicycle racks.

The Northeastern Connecticut Transit District is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services.

ALL Rides are $1.00. For information and to Schedule a Deviation Pick-Up, please call NECTD at 774-3902.

**Public Transportation for Everyone**
Southern Loop Monday through Friday

For this trip you want to depart from the first bus stop shown, “Danielson Main Street” and take the bus to bus stop “Killingly Library, Danielson.” You are traveling on a Tuesday and want to arrive at Killingly Library, Danielson by 10:30 in the morning. Here is how you would read the schedule to plan your trip:

1. First, make sure you are reading the correct schedule. At the top is the direction of the bus as well as the days of service. You are looking to find the Monday through Friday schedule that is going in the Southern Loop direction (from Danielson Main Street to Killingly Library, Danielson).

2. Next, on the left side of the schedule find the stop you want to end at, which is “Killingly Library, Danielson” (last stop down the column).

3. Look at the arrival times listed across the row (left to right) for that stop. Find the times closest to 10:30 am.

4. The closest times that the bus will arrive at “Killingly Library, Danielson” for 10:30 am is 10:25 am. Now look up the left-side column and find the bus stop that you want to leave from, “Danielson Main Street.”

5. Look to the right of “Danielson Main Street” and find the listed times for departure from the bus stop. You will see that the departure time of 9:30 am will get you to the “Killingly Library, Danielson” precisely at 10:25 am.

Plan to get to the bus stop at least five minutes before the listed departure time. So you should plan to get to “Danielson Main Street” at the latest 9:25 am if you are taking the 9:30 am bus.

<table>
<thead>
<tr>
<th>Stop</th>
<th>Arrival/Departure (may vary 5 minutes +/-)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Danielson Main Street</td>
<td>8:30 9:30 10:30 11:30 12:30 1:30 2:30</td>
</tr>
<tr>
<td>Big Y, Danielson</td>
<td>--- 10:35 11:35 12:35 1:35 2:35</td>
</tr>
<tr>
<td>Ocean State Plaza, Brooklyn</td>
<td>8:40 9:40 10:40 11:40 12:40 1:40 2:40</td>
</tr>
<tr>
<td>Salem Village, Brooklyn</td>
<td>8:42 9:42 10:42 11:42 12:42 1:42 2:42</td>
</tr>
<tr>
<td>Maple Courts, Danielson</td>
<td>8:52 9:52 10:52 11:52 12:52 1:52 2:52</td>
</tr>
<tr>
<td>Robinwood Apartments, Rogers</td>
<td>9:00 10:00 10:00 12:00 1:00 2:00 3:00</td>
</tr>
<tr>
<td>101/Upper Maple Street, Dayville</td>
<td>9:05 10:05 11:05 12:05 1:05 2:05 3:05</td>
</tr>
<tr>
<td>Killingly Commons, Dayville</td>
<td>9:10 10:10 11:10 12:10 1:10 2:10 3:10</td>
</tr>
</tbody>
</table>

*shift change – transfer required
Windham Region Transit District (WRTD)

Information About Windham Region Transit District (WRTD)

- All WRTD buses and vehicles are accessible to persons with disabilities and can “kneel” to lower the first step height and are equipped with wheelchair lifts. Call Customer Service or visit www.wrtd.net for specific route and schedule information.

- Tickets and passes must be purchased on the bus (see fare information sheet in back of guide). Multi-ride and monthly passes can be purchased at the WRTD main office.

Fixed Route Bus Services

- **Willimantic City Bus** serves Willimantic and North Windham, Monday through Saturday except on the holidays listed at right. Service does not operate on Sunday.

- **Storrs-Willimantic Bus** serves Mansfield, Storrs and Willimantic Monday through Saturday except on the holidays listed at right. This service runs on a reduced Saturday schedule and does not operate on Sunday.

- **Route 195 Express Service** is a trial service offering an evening run from the UCONN campus, through Foster Drive, past ECSU, and into downtown Willimantic.

- **Route 32 Commuter Bus** provides service along Rt. 32, connecting Willimantic to Norwich and Foxwoods® Resort Casino, seven days a week, including holidays.

- **Willimantic-Danielson Bus** service is provided between Willimantic, Chaplin, the Route 97 commuter lot in Hampton, and Ocean State Plaza in Brooklyn, where it connects with the Northeast Connecticut Transit District (NECTD).
Other Services

Dial-A-Ride provides transportation service Monday through Friday within the ten-town Windham region (Ashford, Chaplin, Columbia, Coventry, Hampton, Lebanon, Mansfield, Scotland, Willington and Windham). Hours of service vary by town.

Schedule a Ride

To schedule a ride, call the Dial-A-Ride dispatcher at 860-456-1462 by 4:00 p.m. a minimum of two business days before you’d like a ride. Persons 60 years of age and older and persons with disabilities have priority scheduling. Rides for the general public (non-seniors and non-handicapped individuals) are scheduled on an as-available basis.

Operation of Dial-A-Ride requires the grouping of rides, whenever possible, according to destination. Dial-A-Ride is not a taxi service.

ADA Paratransit

ADA Paratransit operates Monday through Saturday. This service is not available on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

ADA Paratransit service is also available to eligible individuals who are traveling within a 3/4 mile radius of a WRTD fixed-route bus service during the same days and times the fixed route service is operating.

Riding a WRTD Bus

• Try to be at the bus stop at least five to ten minutes ahead of the scheduled time.
• Pay the fare upon boarding. Exact change is required.
• Ask the driver for a transfer, if needed, when boarding or exiting the bus. A transfer is needed if you take another bus to get to your destination. Transfers are free, and are to be used immediately.
• For any questions or concerns about the WRTD schedules, ask the driver or call Customer Service at 860-456-2223.

How much does it cost to ride the bus?

See WRTD Fare Information Sheet in back pocket of this guide.
How to Read a WRTD Bus Schedule

Each route (or run) has a schedule or timetable that lists when the bus leaves or stops along that route.

Northbound - Willimantic to Storrs

<table>
<thead>
<tr>
<th>Monday through Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Commons 8:14</td>
<td>5:46</td>
</tr>
<tr>
<td>Money Hill 8:16</td>
<td>5:46</td>
</tr>
<tr>
<td>Valley Junction 8:17</td>
<td>5:45</td>
</tr>
<tr>
<td>Valley Access</td>
<td>5:47</td>
</tr>
<tr>
<td>Valley North Hill</td>
<td>5:49</td>
</tr>
<tr>
<td>Valley Bank</td>
<td>5:52</td>
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<tr>
<td>Valley Junction</td>
<td>5:56</td>
</tr>
<tr>
<td>Jackson Greens</td>
<td>6:00</td>
</tr>
<tr>
<td>Jackson Hill</td>
<td>6:02</td>
</tr>
<tr>
<td>Foss Rd/FR 195</td>
<td>6:07</td>
</tr>
<tr>
<td>Foss/City Line</td>
<td>6:11</td>
</tr>
<tr>
<td>East Brook Hill</td>
<td>6:13</td>
</tr>
<tr>
<td>Big Y</td>
<td>6:17</td>
</tr>
<tr>
<td>Puddle Lane</td>
<td>6:20</td>
</tr>
<tr>
<td>Mansfield Center</td>
<td>6:20</td>
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<tr>
<td>Spring Hill Rd</td>
<td>6:21</td>
</tr>
<tr>
<td>Glen Ridge</td>
<td>6:23</td>
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<tr>
<td>Jasper Hill</td>
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<td>Mansfield St Ct</td>
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<td>Kitts Corner</td>
<td>6:26</td>
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<tr>
<td>S. Eagles Rd</td>
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</tr>
<tr>
<td>Shippee Hill</td>
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</tr>
<tr>
<td>Whitney Hill</td>
<td>6:29</td>
</tr>
<tr>
<td>Jemmers</td>
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<tr>
<td>Four Corners</td>
<td>6:31</td>
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<tr>
<td>Holiday Mall</td>
<td>6:32</td>
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</table>

Southbound - Storrs to Willimantic

<table>
<thead>
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<th>Saturday</th>
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</thead>
<tbody>
<tr>
<td>Storrs</td>
<td>7:00</td>
</tr>
<tr>
<td>Four Corners</td>
<td>7:05</td>
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<tr>
<td>Whitney Hill</td>
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<tr>
<td>Shippee Hill</td>
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<td>Jemmers</td>
<td>7:20</td>
</tr>
<tr>
<td>Four Corners</td>
<td>7:25</td>
</tr>
<tr>
<td>Holiday Mall</td>
<td>7:30</td>
</tr>
</tbody>
</table>

When you open up the schedule, this is what you will see. A sample trip is outlined here to help you understand the schedule.

**Service Calendar**

The Storrs-Will Bus does not run on the following holidays: New Year’s Day • Memorial Day • Independence Day • Labor Day • Thanksgiving Day • Christmas
Northbound – Willamantic to Storrs Monday thru Friday
For this trip you want to depart from the first bus stop shown, “Gateway Commons,” and take the bus to the bus stop called “East Brook Mall.” You are traveling on a Tuesday and want to arrive at East Brook Mall by 9:00 in the morning. Here is how you would read the schedule to plan your trip:

1. First, make sure you are reading the correct schedule. At the top are the days of service, as well as the direction. You are looking to find the Monday through Friday schedule that is going in the Northbound direction (from Willimantic to Storrs).

2. Next, on the left side of the schedule find the stop you want to end at, which is “East Brook Mall” (stop #15 down the column).

3. Look at the arrival times listed across the row (left to right) for that stop. Find the times closest to 9:00 a.m.

4. The closest times that the bus will arrive at “East Brook Mall” before 9:00 a.m. are 8:53 a.m. and 8:23 a.m., so you have the option of arriving right on time or arriving a little earlier. Now look up the left-side column and find the bus stop that you want to leave from, “Gateway Commons.”

5. Look to the right of “Gateway Commons” and find the listed times for departure from the bus stop. Correspond the arrival times 8:23 a.m. and 8:53 a.m. at “East Brook Mall” with the departure times from “Gateway Commons” that are listed above in the same columns. If you plan to arrive to “East Brook Mall” at 8:53 a.m., you need to take the bus that leaves at 8:30 a.m. from “Gateway Commons.” Or if you want to give yourself more time and arrive at “East Brook Mall” at 8:23 a.m., you need to take the bus that leaves at 8:00 a.m. from “Gateway Commons.”

Plan to get to the bus stop at least five minutes before the listed departure time. So you should plan to get to “Gateway Commons” at the latest 8:25 a.m. if you are taking the 8:30 bus or 7:55 a.m. if you are taking the 8:00 bus.
Information About Estuary Transit District (ETD)

- All ETD buses and vehicles are accessible to persons with disabilities and are equipped with wheelchair lifts. Call Customer Service or visit www.estuarytransit.org for specific route and schedule information.

- With ETD’s Shoreline Shuttle Service, regular service is provided along Route 1 from Madison to Old Saybrook and all points in between. Stops include Madison Center, Hammonasset State Park, Clinton Crossing, Tanger Outlet, YMCA, Walmart, and the Old Saybrook Train Station.

- With ETD’s The Riverside Shuttle, regular service is provided along Route 154 from Old Saybrook to Essex, Deep River, and Chester. Regular stops include the Old Saybrook Train Station, Essex Square, Adam’s Market, and the Center of Chester.

- ETD’s Transit-on-Call/Dial-A-Ride Service provides passengers a personalized transit option. Trips are provided with at least 24-hour advanced reservation and available throughout the nine town region.

- Tickets and passes must be purchased on the bus, or via mail. (See fare information sheet in back of guide.)
Other Services

- Rural Dial-A-Ride service is available in all nine towns on a limited schedule Monday through Friday, excluding major holidays, listed under “Holidays” below.

- Passengers that are unable to get to a bus stop may call to request service to and from their homes. Buses will travel off-route up to one mile.

- Passengers do not have to wait outside for any off-route, Transit-on-Call or Dial-A-Ride trip they schedule. They must wait where they can see the bus pull up. Once the vehicle arrives, drivers will wait for a maximum of five minutes before moving on to their next stop.

ETD bus schedules are available on the website at estuarytransit.org, as well as at many locations along the route and onboard all of the buses. Passengers may request schedules at local libraries, town halls or by calling Customer Service at 860-510-0429 or 860-388-1919.

Flexible Service Route
(Fixed stops with deviations)

- All ETD routes operate as ‘Flex Routes,’ which means that the buses have schedules and routes to follow, but they can also deviate off the route to areas located within 3/4 of a mile from the regular route to pick passengers up from or drop them off at their destination. Off-route stops must be scheduled at least 24 hours in advance by calling 860-510-0429.

- Passengers can get the bus to stop anywhere along the route. For your safety, do not wait on a curve, next to a right turn lane, or on the opposite side of the street from the bus. Be prepared to flag the bus down when it approaches.

- When the bus comes to a complete stop, wait for passengers to exit the bus before boarding. If you need assistance, please ask the driver.

- ETD also provides “Door to Door Service,” which means that drivers will offer assistance to all passengers getting on and off the vehicle. Drivers will also escort passengers from their front doors to the bus and back again on the return. For safety reasons, however, drivers cannot assist any passenger in a wheelchair up or down any steps.

- Service available for shoreline towns of Clinton, Westbrook, and Old Saybrook, Monday through Saturday.

Holidays

ETD bus service will not be provided on the following major holidays:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year’s Day
Riding the ETD Bus

- Try to be at the bus stop or your scheduled pick-up point at least five to ten minutes ahead of the scheduled time.
- Passengers can get the bus to stop anywhere along the route. For your safety, do not wait on a curve, next to a right turn lane, or on the opposite side of the street from the bus. Be prepared to flag the bus down when it approaches.
- When the bus comes to a complete stop, wait for passengers to exit the bus before boarding. If you need assistance, the driver will help any way he/she can.
- Pay the fare upon boarding. Exact change is required.
- Ask the driver for a transfer, if needed, when boarding or exiting the bus. A transfer is needed if you take another bus to get to the place you want to go. Transfers are free, good for continuing a one-way trip on the next connecting bus, but cannot be used for your return trip. A transfer must be used within one hour from the time the driver gives it to you.
- Most routes are timed to make transfers as convenient as possible.
- Let the driver know when you need to get off the bus.
- If you are getting off at a special stop and need a return trip, simply tell the driver so he/she knows where to pick you up.
- For any questions or concerns about the ETD schedules or trip reservations, ask the driver or call the RIDELINE at 860-510-0429.

Plan Your Trip
Before You Ride the Bus

You should know:
- Your starting address – where you can get on or board the bus.
- Your destination address – where you want to get off the bus.
- The time you want to leave or when you want to get to your destination.
- The amount of the fare and how to pay.
- The RIDELINE Number at 860-510-0429

Holidays

ETD bus service will not be provided on the following major holidays:
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year’s Day

How much does it cost to ride the bus?
See Estuary Transit District Fare Information Sheet in back pocket of this guide.
How to Read an ETD Bus Schedule

A bus schedule for each service is available in print or online and includes the following information:

- The Route name and the towns served.
- A Route map showing the Off-Route service area.
- Departure times for each regular stop along the route.
- Days/Hours of operation.
- Bus Fares.
- The RIDELINE telephone number (860-510-0429).

The information on the cover of the schedule includes the route name, towns served and connection information.

When you open up the Shoreline Shuttle Route schedule this is what you’ll see. A sample trip is outlined to help you understand the schedule.
As an example of how to read a schedule, we’ll use the Shoreline Shuttle schedule.

For this trip you want to leave from the center of Madison (Scranton Gazebo) and take the shuttle to the center of Clinton (Post Office Square) on a Tuesday morning, arriving by 10:30 a.m. Here is how you would read the schedule and plan your trip:

1. First make sure you are reading the correct schedule. On top of the schedule the direction of travel and days of operation are listed. You will be traveling East from Madison to Clinton.

2. From the section on the top find the “Scranton Gazebo” stop listed.

3. Next find the “Post Office Square” stop listed.

4. Look down the “Post Office Square” column and find the time closest to when you want to arrive; this would be 10:15 a.m.

5. Look across the row (from right to left) and find the time the shuttle leaves from the “Scranton Gazebo” stop; this would be 9:50 a.m. Plan to be at this stop at least 5 to 10 minutes ahead of the scheduled time.

You can read a bus schedule from left to right or right to left. It depends on if you plan your trip by the time you want to arrive where you are going or the time you want to leave where you are.
Information About CTTRANSIT Hartford Division

Local Bus Service
(larger buses that run regular schedules on set routes)

- All CTTRANSIT buses are accessible to persons with disabilities and can “kneel” to lower the first step height and are equipped with wheelchair lifts.
- Local bus service in the Greater Hartford area runs during these hours of operation:
  - Monday through Friday 4:10 a.m.–1:10 a.m. (following day) – Schedules vary.
  - Saturday 4:10 a.m.–12:25 a.m. (following day) – Schedules vary.
  - Sunday and Holidays – Schedules vary.
- Buses pick up passengers at clearly marked bus stops.
- All CTTRANSIT buses in metro Hartford are equipped with bike racks. For additional information, please read Bikes on Board! at www.CTTRANSIT.com

Serving the towns of:
Avon, Berlin, Bloomfield,
Bristol, Burlington, Canton,
Colchester,* East Granby, East Hartford, East Windsor, Enfield,
Farmington, Glastonbury,
Granby, Hartford, Manchester,
Marlborough, New Britain,
Newington, Plainville, Rocky Hill, Simsbury, South Windsor,
Southington, Suffield, West Hartford, Wethersfield,
Windsor Locks and Windsor

*Colchester is the only town representing the Eastern Connecticut area. Service to Colchester is provided through express bus service only.

CTTRANSIT Hartford Division
Mailing Address:
100 Leibert Road
P.O. Box 66
Hartford, CT 06141-0066

Telephone – Main Office:
860-522-8101

Customer Service:
860-525-9181 (Hartford Area)
TTY: 860-727-8196

Customer Service
Hours of Operation:
  - Monday through Saturday 6:30 a.m. to 6:30 p.m.
  - Sunday/Holidays 7:00 a.m. to 6:00 p.m.

Website:
www.CTTRANSIT.com
Express Bus Service Route 14 Colchester to Hartford

Express bus service is provided between Colchester and Hartford via Route 2 on the following schedules:

Trips departing Hartford to Colchester
  Monday through Friday, 3:25 p.m., 4:27 p.m., 4:52 p.m., 5:20 p.m.

Trips departing Colchester to Hartford
  Monday through Friday, 6:10 a.m., 6:40 a.m., 7:00 a.m., 7:25 a.m., 8:00 a.m.,
  1:00 p.m., 4:20 p.m., 4:42 p.m., 5:19 p.m., 5:50 p.m., 6:18 p.m.


Reduced service days on the Friday after Thanksgiving, Martin Luther King, Jr. Day, and President’s Day.

- Buses make scheduled stops in Colchester, Marlborough, and Hartford.
- Tickets and passes must be purchased on the bus (see fare information sheet in back of guide).
- All buses are equipped with wheelchair lifts.

Express Bus Service Middletown/Old Saybrook Express

- Express bus service to Hartford is also available for Eastern Connecticut commuters via Old Saybrook (Route 9 and Interstate 91).

- Buses make scheduled stops in Old Saybrook, Essex, Chester, Middletown, and Hartford.

For further route details, contact DATTCO, Inc.
  Service operated by DATTCO, Inc.
  Telephone:
  Customer Service Center
  1-800-229-4879, ext. 662

Website:
  www.DATTCO.com

How much does it cost to ride the bus?
See CTTRANSIT Hartford Division Fare Information Sheet in back pocket of this guide.
Plan Your Trip
Before You
Ride the Bus

You should know:

• Your starting address – where you can get on or board the bus.
• Your destination address – where you want to get off the bus.
• The time you want to leave or when you want to get to the place you want to go.
• The fare and how to pay. (Exact fare is required.)

Riding a CTTRANSIT Bus

• Try to be at the bus stop at least five minutes ahead of the scheduled time.
• Get on the bus through the front door and pay the fare.
• A transfer is needed if you must take another bus to get to the place you want to go. Ask the driver for a transfer (if needed) when you get on the bus. Transfers are free* and are good for continuing a one-way trip on the next connecting bus; they cannot be used for the return trip.
• About one block from your bus stop, signal to the driver to stop and let you off by pulling the cord located above the side windows. A bell will alert the operator to stop and a “stop requested” sign at the front of the bus will light up.
• Smoking, drinking, eating, playing radios without headphones and loud behavior are not permitted on the bus.
• Service animals such as guide dogs can ride on the bus. Other animals are not allowed unless they are in small carrying cases that can be placed on your lap.

*Additional fare required for CTTRANSIT Express bus service. CTTRANSIT transfer provides $1.25 discount off regular one-way fare.
How to Read a CTTRANSIT Bus Schedule

- Each route has a schedule or timetable that lists when the bus leaves (departs) a bus stop along that route. The timetable also notes special places the bus travels to on the route, where to transfer to other bus routes, and the days that you can ride the bus.
- As an example of how to read a schedule, we’ll use the Route 14 timetable.

### MARLBOROUGH-COLCHESTER EXPRESS

**WEEKDAY SERVICE (No Service Saturday or Sunday)**

<table>
<thead>
<tr>
<th>Timepoints</th>
<th>Colchester</th>
<th>Marlborough</th>
<th>Via Route 2</th>
<th>Hartford</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route</td>
<td></td>
<td></td>
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<tr>
<td>14</td>
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<td>18:00</td>
<td>18:03</td>
<td>18:05</td>
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</tr>
</tbody>
</table>

### ROUTE KEY

- **14** HARTFORD EXPRESS
- **14** MARLBOROUGH-COLCHESTER EXPRESS
- **14M** MARLBOROUGH EXPRESS
- **14C** COLCHESTER EXPRESS
- **4/14** GLASTONBURY-MARLBOROUGH-COLCHESTER EXPRESS

### NOTES

- Timepoints are places the bus is scheduled to reach at a specific time. The timepoints are not the only places the bus will stop along the route.
  - No service is provided to that timepoint.
  - This timepoint is for drop-off purposes only. Bus may depart earlier than time shown.
  - Trip continues to Colchester. Bus stops on Main Street across the street from the parking lot. Bus does not serve the shelter on West Street.
  - These trips stop in Marlborough on Reduced Service Days only. (See below)
  - Upon request, trip stops on Main Street across from parking lot to drop off passengers en route to Colchester.

### REDUCED SERVICE DAYS

- Shaded trips do not operate on the following days:
  - Day After Thanksgiving
  - Martin Luther King, Jr. Day
  - President's Day
  - Express bus service does not operate on Saturdays, Sundays, or the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

The regular schedule operates on all other weekdays.

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When you open up the Route 14 schedule, this is what you’ll see. A sample trip is outlined on the next page to help you understand the schedule.
For this trip you want to leave from the first bus stop, called Lake Hayward Park & Ride, and take the bus to State Library Capitol Avenue on a Tuesday. You want to be there at around 8:30 in the morning. Here is how you would read the schedule and plan your trip:

1. First, make sure you are reading the correct schedule. On the top of the schedule, the direction of travel and days of operation are listed. Since you want to travel on a Tuesday, you are in good shape, since this route operates Monday through Friday – “Weekday Service.” You will be leaving from Lake Hayward Park & Ride, so make sure the bus is traveling from your stop towards the State Library Capitol Avenue (Colchester to Hartford).

2. Find “State Library Capitol Avenue” on the top of the schedule.

3. Look down the column and find the time you are most comfortable with, closest to the 8:30 a.m. time you want to get to the library.

4. You could arrive at 8:17 a.m. – that is a pretty good fit! Now, look across the top of the schedule again to see where you want to leave from – “Lake Hayward Park & Ride.”

5. Read across the row (left to right) from 8:17 a.m. at State Library Capitol Avenue to the Lake Hayward Park & Ride column. You see the time listed as 7:25 a.m. in this column. This means that the bus leaves Lake Hayward Park & Ride at 7:25 a.m.

Plan to be at this stop at least five minutes before the departure time listed on the timetable. You should be waiting at the bus stop at Lake Hayward Park & Ride at 7:20 a.m.

You can read a bus schedule from left to right or right to left. It depends on if you choose to plan your trip by the time you want to get to where you want to go, or the time you want to leave where you are.

An asterisk (*) as seen on the 8:17 arrival time to State Library Capitol Avenue refers to this timepoint being for drop-off purposes only. Bus may depart earlier than this time shown.
Eastern Connecticut Transportation Consortium, Inc. (ECTC)

The purpose of the ECTC is to promote the coordination of paratransit services in Eastern Connecticut in order to achieve a high level of efficiency in the use of public and private funds.

ECTC is a broker and operator of paratransit services for persons of low income, the elderly, physically and mentally challenged, and others who receive health, social, educational, and assistance services from public and private non-profit agencies.

Senior Transportation

ECTC is contracted by the towns of Bozrah, Franklin and Salem to provide handicap-accessible transportation to individuals 60 years of age and older who reside in these towns. The service operates between 8:30 a.m. and 4:30 p.m. and provides transportation to nutrition sites, shopping, and medical appointments.

There is no fare charged to the passenger, but donations are accepted and used to offset the cost of the service.

Service is available on the following days only:
- Tuesdays – Town of Franklin
- Thursdays – Town of Salem
- Fridays – Town of Bozrah

Rides for Jobs

The Rides for Jobs Program is a program of the Eastern Connecticut Workforce Investment Board with funding provided by the State of Connecticut Department of Social Services.

Eastern Regional Transit Collaborative

ECTC is an Eastern Connecticut Regional Transit Collaborative Broker. Our role is to arrange cost effective employment-related transportation for eligible individuals in the region.

Eligibility Requirements

Services are available to Temporary Assistance for Needy Families (TANF) eligible individuals who meet the income guidelines and are referred by an employment and training system caseworker.

Transportation can be provided for employment or employment-related activities like job search, orientations, workshops, job clubs, and meetings with caseworkers, employment counselors, etc. and to childcare while the parent is attending any of the above.

How Service Works

- Caseworker establishes individual’s transportation need and submits, by mail or fax, an Eligibility & Referral Form (FORM A) along with a Transportation Request Form (FORM B) to ECTC.
- ECTC will analyze the transportation need and match it with available services. If no service exists, an ECTC representative will try to develop a cost-effective option.
Policy

- The Regional Transit Collaborative (RTC) requires a two-hour notice in the event that a client wishes to cancel a ride. Cancellations with less than a 2-hour notice will be considered a “no show.”

- The caseworker will be notified in the event of a “no show.” This notification will be made after the first incident and any subsequent incidents.

- Services will be suspended after three “no show” incidents. The suspension shall remain in force until the caseworker or ECTC representative reauthorizes service.

- Rides are free for all job-related activities for a LIMITED TIME. The cost of the service will be deferred to the individual after that and will be based on the type of service provided.

- Anyone transporting children ages 4 and under to childcare may be required to provide a car seat. Assistance with installation of the car seat is dependent upon the provider’s policy.

- Children can be transported to/from childcare only when the participant is going to/from an employment related activity. Participants must travel with their children.

- Program also includes car repairs and trip reimbursement options. Reimbursement rate will be determined by trip distance. All requests for repairs and trip reimbursements must be submitted to, and approved by, ECTC prior to being performed.

Call the ECTC at 860-439-1207 for more information.

Dial-A-Ride Medical Transportation

- The Senior Centers in the towns of East Lyme, Groton, New London and Waterford have received a state grant for Dial-A-Ride transportation for seniors aged 60 years plus, and persons with disabilities and for Caregiver Mileage Reimbursement.

- This transportation and mileage reimbursement is for medical trips only within New London County.

For more information on this transportation service, please call:
East Lyme Senior Center: 860-739-5859
Groton Senior Center: 860-441-6785
New London Senior Center: 860-447-5239
Waterford Senior Center: 860-444-5839
You may also call ECTC at 860-439-0062 from 8:30 a.m. to 4:00 p.m. Monday through Friday.

Through the Southeast Area Transit (SEAT), ECTC also provides:
    ADA Paratransit Service
    Dial-A-Ride

See pages 8 and 9 for more information.
Shore Line East
Commuter Rail Service

Serving the towns of:
New Haven, Branford, Guilford, Madison, Clinton, Westbrook and Old Saybrook seven days a week; weekday service from New London is provided by regularly scheduled Amtrak trains; limited weekday service to Bridgeport and Stamford.

Shore Line East Commuter Rail Service
Mailing Address:
Rail Administrator
Bureau of Public Transportation
Connecticut Department of Transportation
50 Union Avenue, 4th Floor West
New Haven, CT 06519

Telephone
Customer Service:
1-800-ALL-RIDE

Outside of Connecticut:
203-777-7433

TTY/TDD:
203-785-8930
(Text Telephone/Telecommunications Device for the Deaf)

Website:
www.ShoreLineEast.com

Email:
info@ShoreLineEast.com

Customer Service
Hours of Operation:
Monday through Sunday
7:00 a.m. to 11:00 p.m.

Recorded Schedule and Fare information is available at all other times.

Amtrak
Telephone
Customer Service:
1-800-USA-RAIL
(1-800-872-7245)

TTY/TDD
1-800-523-6590

Website:
www.Amtrak.com
Travel Conditions

In the event that Shore Line East trains may be delayed or cancelled, every effort is made to advise passengers by making public address announcements at each train station. Other schedule changes are available at 1-800-ALL-RIDE and on the website (www.shorelineeast.com).

Service Animals/Pets

Trained service animals assisting the blind or hearing impaired are allowed to ride the Shore Line East so long as they are leashed. All other pets must be crated in order to ride the Shore Line East.

Reservations

Reservations on Shore Line East are not accepted.

Information about Shore Line East Commuter Rail Service

Shore Line East Trains

- Shore Line East trains run seven days a week between Old Saybrook and New Haven.
- Weekend schedule operates on the following holidays: New Year’s Day, Memorial Day, Independence Day, Thanksgiving, and Christmas Day.
- Local trains stop at stations in Old Saybrook, Westbrook, Clinton, Madison, Guilford, Branford and New Haven (at State Street Station and Union Station).
- Monthly Shore Line East tickets will be honored on select Amtrak trains from New London to New Haven. Select Amtrak trains from New London to New Haven now honor valid Shore Line East (SLE) monthly, weekly, and 10-trip multi-ride tickets. Regularly scheduled Amtrak trains also provide service from New London.
- Shore Line Express operates thru-train service on select trains to and from Bridgeport and Stamford.
- Free parking is available at all Shore Line East train stations except New London and New Haven’s Union Station. No parking is available at New Haven’s State Street Station.
- All trains and stations are accessible for persons with disabilities. Train personnel will assist passengers in boarding and deboarding the train. Persons with disabilities are encouraged to call 800-ALL-RIDE or 203-777-7433 between the hours of 7:00 a.m. and 11:00 p.m. in advance if additional assistance is necessary.

Connections to New Haven Line Trains

- Shore Line East passengers can transfer at Union Station to New Haven Line trains for travel between New Haven and New York City. They can also board Shore Line East trains at State Street Station and transfer at Union Station for connecting service. Visit www.mta.info/mnr for more information on the New Haven Line.

Commuter Connection Shuttles and Local Bus Service in New Haven

- Commuter Connection shuttles meet weekday Shore Line East trains and travel to and from downtown and Sargent Drive/Long Wharf Drive area worksites.
- Weekday morning CTTRANSIT Commuter Connection service operates from State Street Station only (not from Union Station).
- Weekday afternoon and evening Commuter Connection service brings passengers to Union Station only (not to State Street Station).
- Local CTTRANSIT J Route service is available from Union Station.
- State Street Station is located near stops for many other CTTRANSIT local bus routes.
- CTTRANSIT operates local bus service in New Haven. For more information on routes that operate to and from Union Station and State Street Station, please visit www.cttransit.com.
Plan Your Trip
Before You Ride the Train

You should know:

• Your starting address – where you can get on or board the train.
• Your destination address – where you want to get off the train.
• The time you want to leave or the time you wish to arrive at your destination.
• The fare and how to pay. (If paying by cash, remember that bills no larger than $20 are accepted.)
• The telephone number (800-ALL-RIDE) to call whenever you have questions about services.

Where to Buy

Shore Line East offers many different ticket types. All multi-ride tickets are offered at discounted prices from the regular one-way fares.

• One-Way: Tickets can be purchased on board trains (cash only) and are available at stations in New Haven (Union Station), Old Saybrook, and New London.

• 10-Trip: 10-trip tickets are valid for 90 days and are sold only at stations in New Haven (Union Station), Old Saybrook and New London.

• Monthly: Monthly tickets can be purchased by mail or by telephone (call 1-800-ALL-RIDE). Tickets are also available at stations in New Haven (Union Station), Old Saybrook and New London.

• Monthly Plus: (includes Shore Line East and Commuter Connection bus service in New Haven, Bridgeport and Stamford). Monthly Plus tickets can be purchased by mail or by telephone (call 1-800-ALL-RIDE). Tickets are also available at stations in New Haven (Union Station), Old Saybrook, and New London.

• UniRail: (combined Shore Line East and Commuter Connection bus service in New Haven, Bridgeport and Stamford). UniRail monthly tickets can be purchased by mail or by telephone (call 1-800-ALL-RIDE). Tickets are available in daily (one-way), weekly or monthly tickets. UniRail monthly tickets are sold at New Haven Line windows or through Metro-North’s Mail&Ride program at 1-866-MNR-MAIL. UniRail one-way weekly tickets are sold at New Haven Line ticket windows, ticket vending machines and online with a credit card at www.mta.info.

• UniTicket: This combined Shore Line East and New Haven Line rail ticket includes local bus service at your New Haven Line destination station. Call Metro-North for UniTicket details at 1-800-METRO-INFO.

Children aged 2 through 15 receive a 50% discount on Shore Line East trains when accompanied by one person paying an adult rail fare. Children under age 2 are permitted to travel free.

Guaranteed Ride Program

• Shore Line East monthly ticket holders have access to transportation if they become ill at work, a family emergency arises, or they need to work late unexpectedly.

• Monthly pass holders who have an emergency and need to get to their cars or another destination can call 1-800-ALL-RIDE between 7:00 a.m. and 11:00 p.m. to arrange for a taxi to pick them up at no charge (including the taxi driver’s gratuity).

• The Guaranteed Ride is available to Shore Line East monthly ticket holders four times in a calendar year.

Riding the Shore Line East Train

• Try to be at the train station at least five to ten minutes ahead of the scheduled time.
• When the train comes to a complete stop, wait for passengers to exit the train before boarding. If you need assistance, the conductor will help in any way possible.
• Pay the fare or show your ticket; the conductor will come around after passengers have boarded at each stop; remember that no bills larger than $20 are accepted.
• If you are transferring to a connecting New Haven Line train, show your Shore Line East ticket stub to the conductor so you will not have to pay the Metro-North onboard ticket purchase surcharge.
• If you have any questions about schedules or transfers, do not hesitate to ask a conductor or call 1-800-ALL-RIDE.
How to Read a Shore Line East Schedule

A train schedule for Shore Line East service is available in print or online and includes the following information:

- The towns served.
- Departure and arrival times for each regular stop along the route.
- Departure and arrival times for connecting New Haven Line trains.
- Days/Hours of operation.
- Fares.
- The customer service telephone number (1-800-ALL-RIDE) and website (www.ShoreLineEast.com).

The schedule includes a map showing stops for Commuter Connection buses in New Haven.
Here is an example of how to read a schedule:

For this trip you want to leave from Clinton and take the train to New Haven on a Monday morning, arriving by 9:00 a.m. Here is how you would read the schedule and plan your trip:

1. First make sure you are reading the correct schedule. On top of the schedule the direction of travel and days of operation are listed. You will be traveling Westbound to New Haven.

2. From the section on the left find the “Clinton” station listed.

3. Next find the “New Haven” station listed.

4. Look across the “New Haven” row and find the time closest to when you want to arrive; this would be 8:40 a.m.

5. Look up the column (from bottom to top) and find the time the train leaves from the “Clinton” station; this would be 8:05 a.m. Plan to be at this stop at least 5 to 10 minutes ahead of the scheduled time.

You can read a train schedule from top to bottom or bottom to top. It depends on if you plan your trip by the time you want to arrive where you are going or the time you want to leave where you are.
Features of Accessible Stations

All Shore Line East trains and stations are ADA-accessible. In Eastern Connecticut, the area covered by this guide, the following station is ADA-accessible: New London – Water Street

ADA-accessible stations have many of the following features that improve accessibility for customers with visual, hearing, and mobility impairments:

- Elevators or ramps
- Handrails on ramps and stairs
- Audio and visual information systems (visual information systems are in development)
- Accessible station booth windows/Ticket Vending Machines (TVMs), where available
- Platform-edge warning strips
- Bridge plates to reduce or eliminate the gap between trains and platforms
- Telephones at an accessible height with volume control, and text telephones (TTY/TDD)
- Accessible restrooms, where restrooms are available

Boarding, Riding, and Leaving Trains

To ensure that you have a safe, comfortable, and convenient ride, please follow these guidelines:

- Notify the conductor if you need help boarding the train. Conductors check the platform to identify passengers in need of assistance.
- All fully-accessible and newly-renovated station platforms have two-foot-wide yellow tactile edge-warning strips. Stay behind these strips until it is time to board the train.
- Customers using wheelchairs waiting for a train should remain at least five feet (if possible) from the platform’s edge and position their wheelchairs with the brakes locked and wheels parallel to the track. It is best to wait in the middle of the platform because cars at either end of the train may be closed during certain times or may not line up with platforms at certain stations. Train cars with dedicated spaces for wheelchairs have a handicapped sticker displayed on the car for identification. Conductors will assist customers in wheelchairs or scooters who would like to board these cars.
- When boarding or leaving a train in a wheelchair, back on and off, so that the larger rear wheels lead. This makes it less likely that the small front wheels will get caught in the gap between the platform edge and the train. Whenever the gap or the difference in height between the train and the station is too large, ask the conductor to set a bridge plate in place to span the gap.
- Many cars on the train have designated seating for individuals with disabilities and senior citizens, as well as special wheelchair areas where the seats fold up to provide adequate floor space. Please station your wheelchair in the special area or position it in the vestibule area with wheels locked.
- Notify the train conductor of your destination if you want to be assisted when you leave the train. If you miss your station, please ask a conductor for assistance in determining an alternate travel plan.
Information Resources – Advocacy/Assistance
Contact Information for Agencies on Accessible Transportation Guide Map

Greater Norwich:

Bureau of Rehabilitation Services (BRS)
(Norwich Office)
113 Salem Turnpike
North Building, Suite 200
Norwich, CT 06360
Phone: 860-859-5720

CTWorks (New London)
Shaws Cove Six
New London, CT 06320
Phone: 860-439-7400

Senior Resources Agency on Aging
4 Broadway, 3rd Floor
Norwich, Connecticut 06360
Phone: 800-690-6998 (Toll free, in state only)
Phone: 860-887-3561
Fax: 860-886-4736
Email: seniorinfo@seniorresourcesec.org

CTWorks (Norwich)
113 Salem Turnpike
North Building, Suite 200
Norwich, CT 06360
Phone: 860-859-5777

Department of Social Services (DSS)
401 West Thames Street
Norwich, CT 06360
Phone: 860-823-5000
TDD/TTY: 860-892-1429
Website: www.ct.gov/dss

Department of Motor Vehicles (DMV)
(Satellite Office)
1557 West Main Street
Willimantic, CT 06226
Website: www.ct.gov/dmv

Northeastern Connecticut Transit District

CT Works
95 Westcott Road
Danielson, CT 06239
Phone: 860-412-7000

Dayville Bureau of Rehabilitation Services (BRS)
559 Hartford Pike
Bell Park Square, Suite 202
Dayville, CT 06241-2153
Phone: 860-779-2204

Department of Motor Vehicles (DMV)
(Satellite Office)
165 Kennedy Drive
Putnam, CT 06260
Website: www.ct.gov/dmv

Department of Social Services (DSS)
676 Main Street
Willimantic, CT 06226
Phone: 860-465-3500
Phone: 866-327-7700 (Toll free)
Website: www.ct.gov/dss

Southeast Area Transit District:

Bureau of Rehabilitation Services (BRS)
(Area Service Office)
Shaws Cove Six
New London, CT 06320
Phone: 860-439-7686

Dayville Bureau of Rehabilitation Services (BRS)
559 Hartford Pike
Bell Park Square, Suite 202
Dayville, CT 06241-2153
Phone: 860-779-2204

CT Mental Health Center
River Valley Services
Old Saybrook Office
2 Center Road West
Old Saybrook, CT 06475
Phone: 860-395-5040
Website: www.dmhas.state.ct.us

Department of Motor Vehicles (DMV)
(Satellite Office)
7 Custom Drive
Old Saybrook, CT 06475
Phone: 800-842-8222
Website: www.ct.gov/dmv

Department of Social Services (DSS)
117 Main Street Ext.
Middletown, CT 06457-3843
Phone: 860-704-3100
Website: www.ct.gov/dss

Windham Regional Transit District

CT Works
1320 Main Street
Tyler Square
Willimantic, CT 06226
Phone: 860-465-2120

Bureau of Rehabilitation Services (BRS)
(Manchester Office)
699 East Middle Turnpike
Manchester, CT 06040
Phone: 860-647-5960

Department of Motor Vehicles (DMV)
(Satellite Office)
1557 West Main Street
Willimantic, CT 06226
Website: www.ct.gov/dmv

Department of Social Services (DSS)
117 Main Street Ext.
Middletown, CT 06457-3843
Phone: 860-704-3100
Website: www.ct.gov/dss
Contact Information for Other Advocacy Organizations

**State Agencies**

**Board of Education and Services for the Blind**
184 Windsor Avenue
Windsor, CT 06095
Phone: 860-842-4510
TTY/TDD: 860-602-4221
Website: www.ct.gov/besb

**Bureau of Rehabilitation Services (Central Office)**
Department of Social Services
25 Sigourney Street, 11th Floor
Hartford, CT 06106
Phone: 860-424-4844
800-537-2549 (Voice)
TTY/TDD: 860-424-4839
Website: www.brs.state.ct.us and www.connect-ability.com

**Commission on Deaf and Hearing Impaired**
1245 Farmington Avenue
West Hartford, CT 06107-2668
Phone/TTY/TDD: 860-566-7414
800-708-6796 (Voice/TTY/TDD)
Website: www.cdhi.ct.gov

**Connecticut Council on Developmental Disabilities**
460 Capitol Avenue
Hartford, CT 06106-1308
Phone: 860-418-6160
800-653-1134 (CT only)
TTY/TDD: 860-418-6172
Website: www.ct.gov/ctdd

**Connecticut Tech Act Project*  
Department of Social Services**
Bureau of Rehabilitation Services
25 Sigourney Street, 11th Floor
Hartford, CT 06106
Phone: 860-424-4881
Website: www.techactproject.com

*The Connecticut Tech Act Project provides information and advocacy services to Connecticut residents with disabilities regarding assistive technology issues. Assistive technology is any tool, device, or equipment designed to help, develop, maintain or improve the ability to function on a daily basis.

**Department of Labor (Central Office)**
200 Folly Brook Boulevard
Wethersfield, CT 06109
Phone: 860-263-6000
TTY/TDD: 860-263-6074
Website: www.ct.gov/dol

**Department of Mental Health and Addiction Services (Central Office)**
410 Capitol Avenue
Hartford, CT 06134
Phone: 860-418-7000
800-446-7348 (Voice)
TTY/TDD: 860-418-6707
888-621-3551
Website: www.ct.gov/dmhas

**Department of Developmental Services (Central Office)**
460 Capitol Avenue
Hartford, CT 06134
Phone: 860-418-6000
TTY/TDD: 860-418-6079
Website: www.ct.gov/dds

**Office of Protection and Advocacy for Persons with Disabilities**
60 B Weston Street
Hartford, CT 06120
Phone: 860-297-4300
800-842-7303 (Voice/TTY/TDD)
Website: www.ct.gov/opapd

**Federal Agencies/National Organizations**

**American Public Transportation Association**
1666 K Street, NW, Suite 1100
Washington, DC 20006
Phone: 202-496-4800
Website: www.apta.com

**Community Transportation Association of America (CTAA)†**
1341 G Street NW, 10th Floor
Washington, DC 20005
Phone: 202-628-1480
800-891-0590
Website: www.ctaa.org

†CTAA is a national, professional membership association of organizations and individuals committed to removing the barriers that lead to isolation and to improving mobility for all people. CTAA conducts research, provides technical assistance, offers educational programs and serves as an advocate in order to make coordinated community transportation available, affordable and accessible.
Other Transportation Providers

The following nonprofit agencies and municipalities provide transportation to senior citizens and/or people with disabilities.

**Chaplin**
- **Town of Chaplin — Senior Center**
  - 132 Chaplin Street
  - Chaplin, CT 06235
  - Phone: 860-455-1327

**Colchester**
- **Colchester Senior Citizens Center**
  - 95 Norwich Ave
  - Colchester, CT 06415
  - Phone: 860-537-3911

**Columbia**
- **Town of Columbia — Beckish Senior Center**
  - 188 Route 66
  - Columbia, CT 06237
  - Phone: 860-228-0759

**Coventry**
- **Town of Coventry — Social Services/Youth Services/Elderly Services**
  - Coventry Town Hall
  - 1712 Main Street
  - Coventry, CT 06238
  - Phone: 860-742-5324

**Danielson**
- **The Arc of Quinebaug Valley**
  - 687 Cook Hill Road
  - Danielson, CT 06239
  - Phone: 860-774-2827

**East Lyme**
- **Town of East Lyme — Senior Center**
  - 37 Society Road
  - Niantic, CT 06357
  - 860-739-5859
  - Website: www.eltownhall.com

**Groton**
- **City of Groton — Senior Center**
  - 102 Newtown Road
  - Groton, CT 06340
  - Phone: 860-441-6785

**Hampton**
- **Town of Hampton — Senior Center**
  - 164 Main Street Rte. 97
  - Hampton, CT 06247
  - Phone: 860-455-9976

**Lebanon**
- **Town of Lebanon — Senior Center**
  - 37R West Town Street
  - Lebanon, CT 06249
  - Phone: 860-642-3040

**Mansfield**
- **Town of Mansfield — Senior Center**
  - 303 Maple Road
  - Mansfield, CT 06268
  - Phone: 860-429-0262
  - Email: SeniorCntr@mansfieldct.org

**Middletown**
- **Middlesex Chapter American Red Cross**
  - 97 Broad Street
  - Middletown, CT 06457
  - Phone: 860-347-3313

**Montville**
- **Town of Montville — Senior Center**
  - 12 Maple Avenue
  - Uncasville, CT 06382
  - Phone: 860-848-0422

Contact Information for Other Advocacy Organizations (continued)

*Easter Seals Project ACTION*®
(Accessible Community Transportation
In Our Nation)
Project ACTION’S National Institute
for Accessible Transportation
1425 K Street, NW, Suite 200
Washington, DC 20005
Phone: 202-347-3066
800-659-6428 (Voice)
TTY/TDD: (202) 347-7385
Website: www.projectaction.org

*Funded through a cooperative agreement with the U.S. Department of Transportation and Federal Transportation Administration. Easter Seals Project ACTION promotes cooperation between the transportation industry and the disability community to increase mobility for people with disabilities under the ADA and beyond.

**U.S. Department of Justice**
Americans with Disabilities Act (ADA)
Civil Rights Division
Disability Rights Section
950 Pennsylvania Avenue, NW
Washington, DC 20530
Phone: 800-514-0301
TTY/TDD: 800-514-0383
ADA Home Page: www.ada.gov

DisAbilityInfo.gov
Website: www.disabilityinfo.gov
DisAbilityInfo.gov Web portal is a directory of government Web links relevant to people with disabilities, their families, employers, service providers and other community members.

**Other Agencies**
- **The Kennedy Center, Inc.**
  - Mobility Services
  - 39 Lindeman Drive
  - Trumbull, CT 06611
  - Phone: 800-626-6764 x 265
  - Website: www.thekennedycenterinc.org
New London
Eastern Connecticut Transportation Consortium
18 Meridian Street
New London, CT 06320
Phone: 860-439-1207
Fax: 860-439-1209
Website: www.ectcinc.com

Norwich
Disabilities Network of Eastern Connecticut
Carolyn Newcombe, Executive Director
238 West Town Street
Norwich, CT 06360
Phone: 860-823-1898 (V/TDD)
Website: www.dnec.org
Email: dnec@dnec.org

City of Norwich –
Rose City Senior Center
8 Mahan Drive
Norwich, CT 06360
Phone: 860-889-5960

Old Lyme
Town of Old Lyme – Senior Center
26 Town Woods Road
Old Lyme, CT 06371
Phone: 860-434-4127

Old Saybrook
Estuary Council of Seniors, Inc.
220 Main Street
Old Saybrook, CT 06475
Phone: 860-388-1611
Email: estuary.council@snet.net
Website: www.ecsenior.org

Caring Ways Adult Day Care Centers, Inc.
245 Boston Post Road
Old Saybrook, CT 06475
Phone: 860-388-4455

Waterford
The Waterford Community Center
24 Rope Ferry Road
Waterford, CT 06385
Phone: 860-444-5839

Windham
McSweeney Regional Senior Center
47 Crescent Street
Willimantic, CT 06226
Phone: 860-423-4524

St. Joseph Living Center Adult Day Care
14 Club Road
Windham, CT 06280
Phone: 860-456-1107
If you are interested in commuting in a private vehicle, the following is information about various public and private organizations and companies that provide:

- Driver assessment, evaluation and training,
- Assistance in vehicle modification and information about mobility equipment dealers,
- And other services for getting around in a private vehicle, such as ridesharing (carpooling and vanpooling).

### Driver Assessment, Evaluation and Training

**The Connecticut Department of Motor Vehicles (DMV)**

The DMV in Wethersfield provides a free driver screening and training program through the Handicapped Driver Training Unit. An inspector evaluates, trains and tests the individual and will even go to his or her home or rehabilitation center.

*Department of Motor Vehicles*
*Handicapped Driver Training Unit*
*60 State Street*
*Wethersfield, CT 06161*
*Phone: 860-263-5097*
*TTY/TDD: 860-263-5601*
*Website: www.ct.gov/dmv*

**Easter Seals Mobility Center**

Easter Seals Mobility Center provides pre-driving screening and car/van evaluations in order to determine if an individual can safely operate a motor vehicle. They offer evaluations/recommendations and prepare prescriptions for vehicle modifications and driving equipment. The Mobility Center is the only state-approved vendor site serving clients of the Connecticut Bureau of Rehabilitation Services.

*Easter Seals Mobility Center*
*158 State Street*
*Meriden, CT 06450*
*Phone: 203-237-7835*
*Website: www.ct.easterseals.com*
Vehicle Modifications

You can get information about vehicle modifications from a variety of sources – physicians, public agencies (state and national) and automobile manufacturers.

A physician may be able to recommend the most appropriate equipment for vehicle modifications, or may make a referral to companies or rehabilitative agencies that have had direct experience with vehicle adaptive equipment.

State funds may be granted through the Bureau of Rehabilitation Services (BRS) to qualified applicants to cover the cost of vehicle modification. For individuals who cannot drive, a van can be modified to accommodate a passenger using a wheelchair. The BRS seeks to enhance the self-sufficiency of persons with disabilities and uses only the National Mobility Equipment Dealers Association (NMEDA) Quality Assurance Program for its vehicle modification vendors.

Vehicle Modifications Consultant
State Department of Social Services
Bureau of Rehabilitation Services
25 Sigourney Street, 11th Floor
Hartford, CT 06106
Phone: 860-424-4859
TTY/TDD: 860-424-4839
Website: www.brs.state.ct.us

Also:
T.J. LoVoi
Manchester, CT
Phone: 860-647-5969

“Adapting Motor Vehicles for People with Disabilities” is an excellent brochure available online from the National Highway Transportation Safety Administration at:

The following Mobility Equipment Dealers are approved by the BRS:

Ride-Away Corp.
104 Pitkin Street
East Hartford, CT 06108
Phone: 888-495-9555
Website: www.ride-away.com

Uplift Mobility Products LLC
42 Crestway
Hamden, CT 06514
Phone: 203-281-1482

Advanced Wheels of Technology, Inc.
15F International Drive
East Granby, CT 06026
Phone: 860-653-8064
Website: www.awtwheels.com
The following manufacturers offer rebates or reimbursements on New Vehicle Modification:

**Chrysler Automobility Program**
Phone: 800-255-9877
TTY: 800-922-3826
Website: www.automobility.chrysler.com

**Ford Motor Company**
Phone: 800-952-2248
TTY/TDD: 800-833-0312
Website: www.mobilitymotoringprogram.com

**General Motors Corporation**
Phone: 800-323-9935
TTY/TDD: 800-833-9935
Website: www.gmmobility.com

**Saturn**
Phone: 800-323-9935
TTY/TDD: 800-833-9935

**Volkswagen**
Phone: 800-822-8987

**Volvo Cars of North America**
Phone: 800-803-5222
TTY/TDD: 800-833-0312
Website: www.volvocars.com/us/salesandservices/MobilityProgram/Pages/default.aspx
Handicapped Permits/License Plates

A licensed driver with disabilities may apply for a handicapped parking permit, which will allow him or her to park in any handicapped parking space as well as in other areas where it is legal to park. The permit is renewable every two years and can be transferred from one vehicle to another. To obtain a permit, request an application from the Department of Motor Vehicles. The application process, which is free, requires a doctor’s note, and the notarized signature of the person with disabilities.

Anyone holding a valid handicapped parking permit may also apply for a handicapped license plate for a vehicle in his or her name. The license plate enables the driver to obtain service at any Connecticut self-service gasoline pump without leaving the vehicle. The plate is provided free of charge.

Handicapped parking permits and license plates may be revoked if used by someone other than the person to whom they were issued.

Department of Motor Vehicles
60 State Street
Wethersfield, CT 06161
Phone: 800-842-8222
Website: www.ct.gov/dmv

Insurance Assistance
Connecticut Department of Insurance
P.O. Box 816
Hartford, CT 06142-0816
Phone: 800-203-3447 (ask for Consumer Affairs)
Website: www.ct.gov/cid
Ridesharing: Carpooling and Vanpooling

Thousands of Connecticut commuters find sharing the ride to work in a carpool or vanpool offers many benefits, including: saving time, money and stress. Accessible vans for vanpooling are available. For information regarding eligibility requirements and details, call one of the numbers listed below.

The Connecticut Department of Transportation supports a wide range of FREE commuter services throughout Eastern Connecticut, including:

- Personalized commute consultation
- Ridematching services for carpools and vanpools
- Easy Street vanpool formation
- NuRide – incentive based ride network

For more information:
Phone: 1-877-CTRIDES (1-877-287-4337)
Website: www.ctrides.com

Commuter Tax Benefit – The Tax-Free Commuter Choice

Federal tax law allows you to save hundreds of dollars each year in taxes when you commute to work by vanpool, bus or train if your employer has a Commuter Tax Benefit program. Under this program, you may set aside (through payroll deduction) up to a certain amount per month, tax-free, from your salary to pay for your vanpool, bus or train fare, as well as qualified parking expenses. Commuter Tax Benefit is promoted by the Connecticut Department of Transportation.

For more information:
Phone: 800-FIND-RIDE (346-3743)
Website: www.commutertaxbenefit.org

Park & Ride Lots

Park & Ride lots are safe and convenient meeting locations for commuters interested in carpooling and vanpooling. There are more than 35,000 commuter parking spaces in Park & Ride lots located in towns and cities throughout the state.

Most commuter lots have free parking: almost all are paved and lighted. While state-owned lots have parking spaces reserved for people with disabilities, most lots leased from private individuals or companies do not.

Connecticut Department of Transportation
Phone: 860-594-2141
Website: www.ct.gov/dot or www.ctrides.com
Congratulations on your decision to try transit!
You join the thousands of people in Connecticut who ride buses or trains, or share commutes by carpooling or vanpooling every day to work, shop, play or go wherever life may take you.

Eastern Connecticut has a growing public transportation system with local and regional bus services, several paratransit programs, and the Shore Line East commuter rail service, which provides fast and easy commuter transportation between New London and New Haven.

Public transportation in Connecticut is reliable, safe, economical and convenient. Welcome Aboard!

The transit information in this Guide is effective as of March 1, 2009 and is subject to change. Please call the transit operator for updated information before you travel.