

TRANSPORTATION RESOURCES FOR NORTH CENTRAL CONNECTICUT

ADDRESSING THE NEEDS OF SENIOR
CITIZENS, VETERANS,
AND PERSONS WITH DISABILITIES
TO HELP THEM NAVIGATE THEIR
TRANSPORTATION OPTIONS

(REVISED DECEMBER 2014)



MOBILITY MANAGEMENT/TRANSPORTATION OMBUDSMAN

TOWNS SERVED BY WAY TO GO CT

ANDOVER, AVON, BERLIN, BLOOMFIELD, BOLTON, BRISTOL, BURLINGTON, CANTON, EAST GRANBY, EAST HARTFORD, EAST WINDSOR, ELLINGTON, ENFIELD, FARMINGTON, GLASTONBURY, GRANBY, HARTFORD, HEBRON, MANCHESTER, MARLBOROUGH, NEW BRITAIN, NEWINGTON, PLAINVILLE, NEWINGTON, PLAINVILLE, PLYMOUTH, ROCKY HILL, SIMSBURY, SOMERS, SOUTHWINGTON, SOUTH WINDSOR, STAFFORD, SUFFIELD, TOLLAND, VERNON, WEST HARTFORD, WETHERSFIELD, WINDSOR AND WINDSOR LOCKS

This resource guide contains information on transportation options available in your specific geographic area. The Way To Go CT program cover 37 towns in north central Connecticut and this guidebook would be well over 300 pages long of information that might not serve your needs. Therefore, we have included your town in this paper copy. You can go to our website at www.waytogoct.org and find all of the town guides (updated monthly) or call us at (860) 667-6207, ext. 17 and we would be happy to send you a copy of all of the towns our program covers for a \$5.00 service fee.

PLEASE NOTE: The information listed in this guidebook was verified at the time of publication. Please call the service providers or visit their websites to see if any routes, prices or hours of operation have changed and please feel free to call us with any questions.

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*DOWNLOAD YOUR SPECIFIC TOWN BY CLICKING ON TOWN'S NAME IN THE
“CLICK ON YOUR TOWN BELOW TO FIND OUT YOUR TRANSPORTATION OPTIONS”
 ON THE HOMEPAGE OF THE WEBSITE

INTRODUCTION

THE WAY TO GO CT MOBILITY MANAGEMENT PROGRAM is sponsored by Federal New Freedom Funds and the [Connecticut Department of Transportation](#) (CDOT). The program is overseen by the [North Central Regional Mental Health Board](#) (NCRMHB).

In its infancy as of July 2013, our goal and mission is to help people with disabilities, senior citizens, veteran's and low income individuals navigate transportation options by creating a point of access for all services available in north central Connecticut.

Accessible transportation benefits our personal lives.

- Most of our daily activities take place outside our home. Because of this, transportation touches every part of our lives and without transportation there are many activities we could not take part in.

Transportation also benefits others in the community like:

- Public agencies, such as human service and workforce development agencies. Transportation is what connects these agencies and the people they serve. If people can't get to the agencies, they can't access their services, and the agencies cannot fulfill their mission to provide life-enhancing services.
- Transportation impacts private businesses, educational institutions, and health care services.
- It impacts the community at large.

Mobility is important for many reasons:

A more mobile workforce with access to training and job sites attracts more employers to a community; a healthier population with access to preventive and follow-up care can help reduce health care costs; older adults and people with disabilities who can travel independently to work, shopping, and social events which will help them experience a higher quality of life.

The services provided by Way To Go CT will include outreach to the disabled via social service agencies, churches, senior centers, homeless shelters, radio and public access television broadcasts. We hope this guide will help you navigate the transportation options that you may not be aware of giving you access to your transportation options for each town in north central Connecticut.

Please do not hesitate to call our call center about any issues you may encounter with regards to your transportation option. A survey is included at the end of this guide which will help use to find out about overlapping services and gaps in service. We want to identify the customers' needs to help transportation planners make a more user friendly system which will help you in the long-run.

Ombudsman services are available to represent the interests and act as an advocate for individuals who have transportation mobility needs and issues.

Mobility Management is about moving people not vehicles and our goal is to help people find out what are their options for getting around North Central Connecticut, to help overcome transportation barriers and to find out the Way To Go.

Please call us with any questions at 860-667-6207 ext. 17

NCRMHB / WAY TO GO CT TITLE VI PLAN



TITLE VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance (42 U.S. C. Section 2000d). The North Central Regional Mental Health Board (www.ncrmhb.org) is committed to ensuring that no person is excluded from participation in NCRMHB programs or activities on the basis of race, color, religion, sex, or national origin as protected by Title VI and Title VII of the Civil Rights Act of 1964. Environmental Justice and Executive Orders 13166 and 12898 further amplify Title VI by requiring programs or activities receiving Federal assistance to identify and address disproportionately high and adverse human health or environmental effects of its programs, policies and activities on minority and low-income populations. This plan was developed to guide the NCRMHB in its administration and management of Title VI-related activities. See our website at <http://waytogoct.org/title-vi-statement.html> for the full Title VI. Plan statement approved by NCRMHB on September 25, 2013



AMERICANS WITH DISABILITIES ACT TITLE II

THE AMERICANS WITH DISABILITIES ACT (ADA) Title II mandates that paratransit services are available to eligible Connecticut residents during the same hours of operation as an existing fixed bus route and eligible individuals must live within $\frac{3}{4}$ of a mile from a fixed bus route. The service is on a reservation basis, and federal civil rights law prohibits discrimination. Individuals must have a disability that impairs their ability to use the accessible fixed route public bus system for their transportation mobility needs.

You must have one or more of the following disabilities to qualify:

- Cognitive
- Physical
- Psychiatric
- Seizure Disorder
- Vision

For additional information on the Americans with Disabilities Act visit their website at www.ada.gov.

QUICK REFERENCE GUIDE

TOWNS SERVED	AMTRAK	CTTRANSIT LOCAL	CTTRANSIT EXPRESS	DIAL-A-RIDE
ANDOVER			X	X
AVON			X	X
BERLIN	X			X
BLOOMFIELD		X	X	X
BOLTON		X		X
BRISTOL		X	X	X
BURLINGTON				X
CANTON			X	X
EAST GRANBY		X		X
EAST HARTFORD		X	X	X
EAST WINDSOR		X		X
ELLINGTON				X
ENFIELD		X	*X	X
FARMINGTON		X	X	X
GLASTONBURY		X	X	X
GRANBY			X	X
HARTFORD	X	X	X	X
HEBRON				X
MANCHESTER		X	X	X
MARLBOROUGH			X	X
NEW BRITAIN		X	X	X
NEWINGTON		X	X	X
PLAINVILLE		X	X	X
PLYMOUTH			X	X
ROCKY HILL		X	X	X
SIMSBURY			X	X
SOMERS			X	X
SOUTHINGTON			X	X
SOUTH WINDSOR		X		X
STAFFORD				X
SUFFIELD				X
TOLLAND			X	X
VERNON		X	X	X
WEST HARTFORD		X		X
WETHERSFIELD		X	X	X
WINDSOR	X	X	X	X
WINDSOR LOCKS	X	X		X

SERVICES BY TOWNS

FREEDOM RIDE YELLOW CAB	INDEPENDENT TRAVEL NETWORK	ALTERNATIVE TRANSPORTATION PROVIDERS	PARATRANSIT (3/4 mile radius surrounding the public transit fixed route **Portions of these towns only
		X	
	X	X	**X
X		X	**X
X	X	X	**X
		X	
		X	X
		X	
	X	X	
X		X	X
X	X	X	
		X	**X
X	X	X	
X	X	X	**X
	X	X	**X
X	X	X	X
		X	
X		X	**X
		X	
X		X	X
X	X	X	X
		X	X
	X	X	
X	X	X	**X
		X	
	X	X	
X		X	**X
X	X	X	**X
X	X	X	**X
X	X	X	**X
	X	X	**X

PARATRANSIT SERVICE PROVIDERS FOR NORTH CENTRAL CONNECTICUT

If you live 3/4 miles from a fixed route bus and think that you may be determined eligible for paratransit services then you can request an application form for ADA paratransit van services from the following agencies listed below. All vans are wheelchair lift equipped. So if you are unable to travel on a CTTransit fixed bus route because of your disability then apply for this service. The ADA Paratransit service is provided in compliance with the Americans with Disabilities (ACT) to provide disabled persons equal access to public transportation.

CT ADA PARATRANSIT RESOURCE CENTER www.ctada.com **CLICK FOR AN ONLINE APPLICATION**



GREATER HARTFORD TRANSIT DISTRICT (GHTD) serves all of Hartford and East Hartford and portions of Avon, Bloomfield, Cromwell, Ellington, Farmington, Glastonbury, Manchester, Middletown, New Britain, Newington, Rocky Hill, South Windsor, Tolland, Vernon, West Hartford, Wethersfield, Windsor and Windsor Lock.

Call (860) 724-5340 ext. 3005 for information or an application. www.hartfordtransit.org

Greater Hartford Transit District
One Union Place
Hartford, CT 06103

Costs: \$ 3.00 One way ticket
\$24.00 10-Ticket Book

CENTRAL CONNECTICUT REGIONAL PLANNING AGENCY

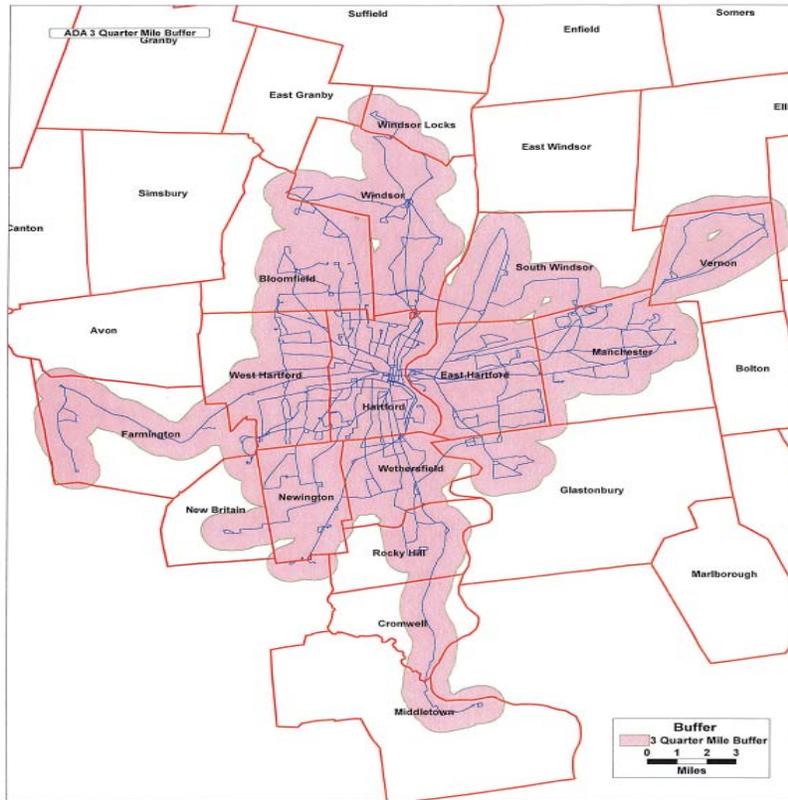
CENTRAL CONNECTICUT REGIONAL PLANNING AGENCY (CCRPA) serves all of Bristol, New Britain, Newington and Plainville and portions of Farmington, Berlin and Kensington. **This service is intended to complement CTTRANSIT's Bristol and New Britain area buses.**

Call (860) 589-7820 ext. 155 for info or an application. www.ccrpa.org.

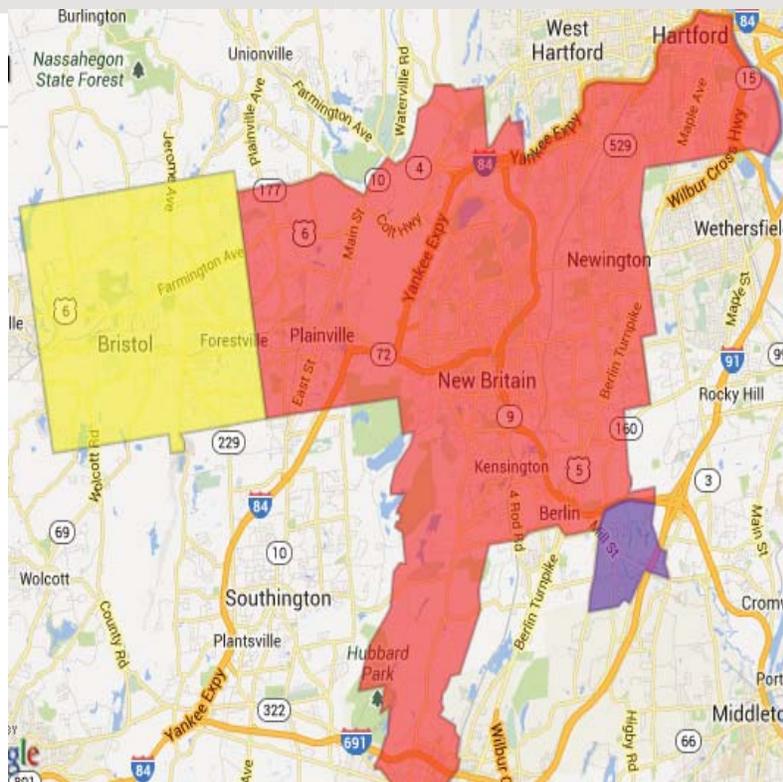
Central Connecticut Regional Planning Agency
225 North Main Street, Suite 304
Bristol, CT 06010

Costs: \$ 3.00 One way ticket
\$24.00 10-Ticket Book

GREATER HARTFORD TRANSIT DISTRICT SERVICE AREA MAP



CENTRAL CT REGIONAL PLANNING AGENCY SERVICE AREA MAP

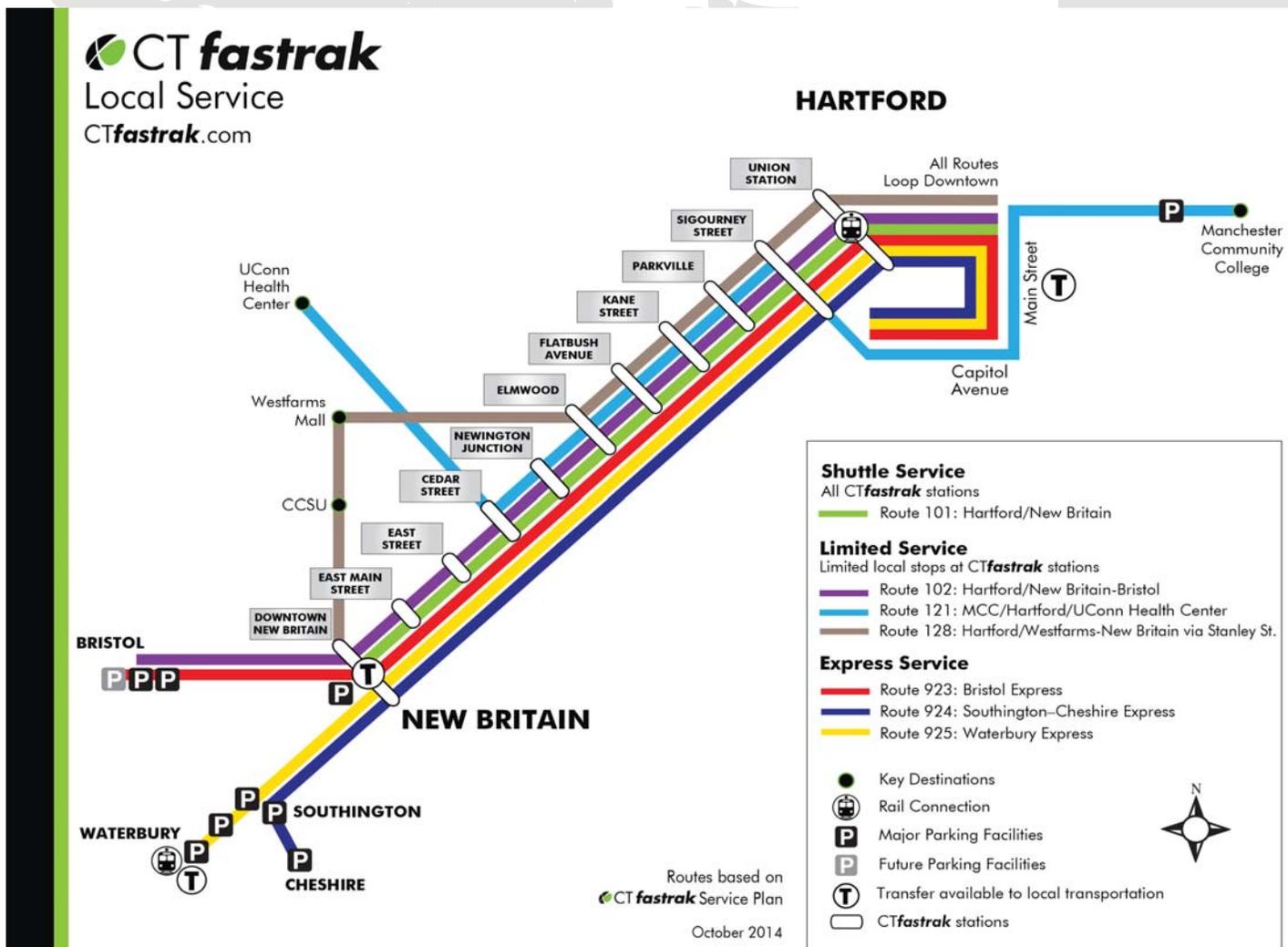




CTfastrak is a new Bus Rapid Transit system that will serve travelers in central Connecticut **beginning on March 28, 2015**. It includes a 9.4-mile guideway dedicated to buses that will serve as the spine of the CTfastrak system.

It will offer a traffic-free 20-minute ride with the convenience and flexibility that the bus provides to deliver riders directly to their destinations on a dedicated line between downtown Hartford and New Britain and will bypass traffic on I-84 & local streets in this heavily-congested corridor. CTfastrak will operate daily from early morning until late at night and will extend beyond the dedicated bus corridor with routes that reach outlying communities. Several new routes will be created to provide a transfer-free, one-seat ride to popular destinations along the corridor. With connections to local and express bus routes as well as the interstate rail system, travelers will be able to get to destinations throughout the entire central Connecticut region and beyond.

New Britain / Newington / West Hartford / Hartford with 68 routes providing fast, convenient access to employment, shopping, educational, cultural and entertainment destinations throughout the region. Please visit their website for additional information at www.ctfastrak.com



REGULAR FIXED ROUTE PUBLIC BUS SERVICE

CONNECTICUT TRANSIT (CTTRANSIT) is the Connecticut Department of Transportation (ConnDOT) owned bus service. Several companies under contract to ConnDOT operate services in metropolitan areas throughout Connecticut.

CTTRANSIT Hartford Division operates over **30 local** and **12 express** bus routes. Many local routes operate 7 days a week, serving 26 towns in the Capital Region. Express service operates weekdays only. CTTRANSIT Hartford makes connections with Middletown Area Transit, and CTTRANSIT New Britain.

The Hartford and New Britain Divisions serve: Avon, Berlin, Bloomfield, Bristol, Burlington, Canton, 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.

Service in the Hartford area operates 365 days a year. Sunday service schedules operate on the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. Click here for detailed holiday schedule.

Updated schedules and maps can be found at www.cttransit.com/RoutesSchedules/search.asp, on our website at www.waytogoct.org or on your town's resource guide at the end of this guide. Please note that transportation information included in this book is only as accurate as at time of publishing and will be updated on an ongoing basis.

**Contact Customer Service at CT Transit at (860) 525-9181 or (860) 727-8196 TTY/TDD
Monday - Saturday 6:30 AM to 6:30 PM, Sundays and Holidays from 7:00 AM - 6:00 PM**

BUS STOPS are located every 2-3 blocks along the bus route. Most stops are marked with an official bus stop sign; some locations have a white band painted on a pole.

New Britain, Bristol, Wallingford and Meriden bus service operates on a “flag stop” basis. This means the bus will stop to pick up passengers at any safe location along the route when the customer waves or signals to the driver that they wish to ride. Because safety is a priority, buses cannot stop in intersections, on hills or curves where there is limited sight-distance for oncoming traffic.

BIKES ON BOARD! All CTTRANSIT buses have bike racks! Buses can carry a maximum of two bikes, on a “first-come, first-served” basis. Only single seat, two-wheeled bikes will fit in the racks. No tricycles, electric, tandem, or motorized bikes are permitted.

TRAVEL CONDITIONS The times listed in schedules are approximate, delays may occur subject to weather or traffic conditions. You may wish to consider adverse conditions when planning the time of your trip.

HOW TO RIDE THE BUS A “How to Ride the Bus” video can be seen at <http://www.waytogoct.org/videos---photo-gallery.html>

WHEELCHAIR ACCESSIBLE BUSES

ALL CTTRANSIT BUSES HAVE WHEELCHAIR LIFTS OR RAMPS for access by persons with disabilities. Also, the bus can “kneel” to lower the first step height. Please ask the operator to kneel the bus to assist you in boarding or alighting. Most types of mobility devices (wheelchairs, 3-wheel scooters, and walkers) can be accommodated on the buses. Each bus has a system for securing wheelchairs near the front of the bus. Non-wheelchair, mobility impaired passengers may also use the lift or ramp to board the bus.

REDUCED FARE PROGRAM

TRANSIT REDUCED FARE PROGRAM *(half price fares) or Seniors 65 or years or older or Persons with a Disability.

A federally-issued Medicare card or state-issued photo I.D. card are the only two forms of identification accepted as valid proof for reduced fare on state-subsidized transit providers

SENIOR CITIZENS: If you have a Medicare card, you are entitled to ride for a reduced fare. Show your Card to the driver when boarding the bus.

IF YOU DO NOT HAVE A VALID MEDICARE CARD YOU MAY APPLY FOR A STATE-ISSUED PHOTO ID CARD AT <http://www.cttransit.com/seniordisabled/Application.asp>

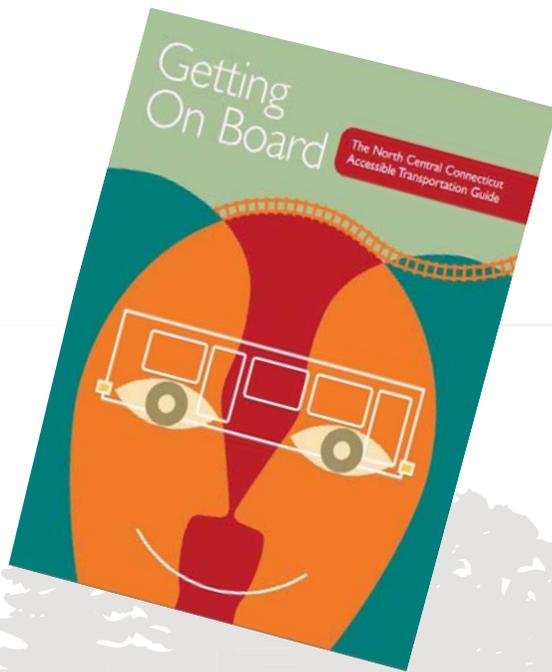
Cost - \$5.00 to issue a first photo I.D. card. Temporary disability cards expire one year from issue date. Temporary cards require reapplication upon expiration (see “new applicant” information).

Applicants must submit an appropriately-sized photograph of himself or herself.

LOCAL SERVICE FARES Fare payment is easy on CTTRANSIT buses with cash, ticket and pass options. Prices effective as of 1/19/14

Regular Cash Fare	\$1.50
Children (Age 4 & under) Maximum of three with each adult.	FREE
Youth (Age 5-18) - Cash	\$1.20
10-Ride Ticket Proof of age may be requested.	\$10.80
Transfers - Free transfers are valid for unlimited rides on local CTTRANSIT buses, going in any direction, for two hours from time issued, until printed time and date of expiration. A transfer is issued at the time the fare is paid upon boarding.	FREE
* Senior/Disabled - Transit Reduced Fare Program - Cash 10-Ride Ticket 31-Day Pass:	75¢ \$6.75 \$27.00
* Medicare card or state-issued Reduced Fare ID card must be shown upon boarding.	
10-Ride Ticket Multi-ride ticket with no expiration date.	\$13.50
1-Day Pass/Local May be purchased on bus. Please tell bus operator you want a pass before depositing money. Bus tokens have no cash value and cannot be combined with cash to purchase All-Day passes.	\$3.00
2 Hour Pass/Local 5-Pack	\$7.50
3 Day Pass/Local	\$7.50
5 Day Pass/Local	\$12.00
7 Day Pass/Local	\$16.50
31 Day Pass/Local	\$54.00
SEE CTTRANSIT WEBSITE FOR ADDITIONAL TICKET OPTIONS AT http://buypasses.storesecured.com	

OTHER AVAILABLE RESOURCES



“GETTING ON BOARD” is a transportation resource guide published by the Connecticut Department of Transportation (CDOT) in March 2009. The guide has information on how to read public transit maps and schedules, paratransit services and information on getting around in north central Connecticut.

A copy of the guide can be download at:

http://www.ct.gov/dot/lib/dot/032793_DSS_NCTG_finalREL.pdf

You can also download copies from other areas of the state at:

<http://www.ct.gov/dot/cwp/view.asp?a=1386&q=417538>

2-1-1

UNITED WAY'S 2-1-1 is a one-stop connection to the local services you need, from crisis intervention, elder care, food, help with utility assistance, food, housing, child care, after school programs and more. TTD and multilingual assistance is available 24 hours a day and 365 days a year. 2-1-1 is available to help so simply dial 2-1-1 (toll free from anywhere in Connecticut) or look on their online database at www.211ct.org



GOOGLE MAPS is a Web-based service that provides detailed information about geographical regions and sites around the world. In addition to conventional road maps, Google Maps offers aerial and satellite views of many places. In some cities, Google Maps offers street views comprising photographs taken from vehicles.

Google maps offers a route planner that gives directions for drivers, bikers, walkers, and users of public transportation who want to take a trip from one specific location to another. See <https://maps.google.com>



ONLINE TRIP PLANNERS

[Click here for an instructional video on how to use Google Transit Trip Planner](#)

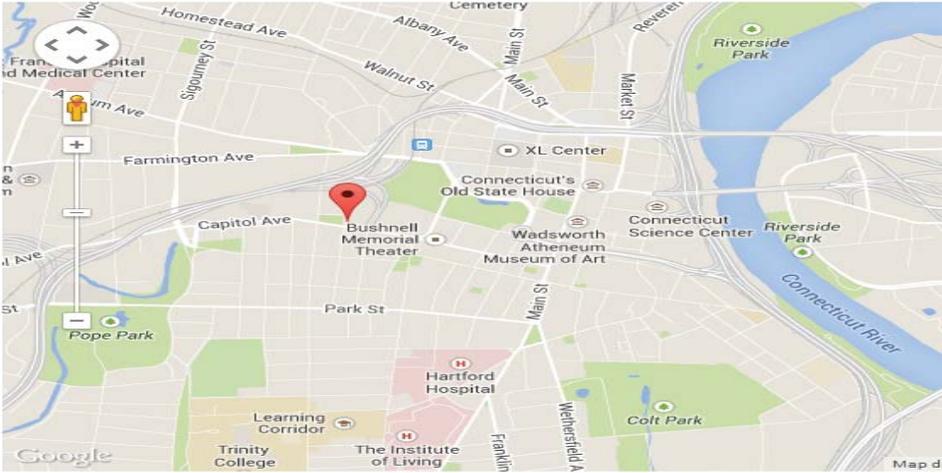
GOOGLE TRANSIT TRIP PLANNER can plan trips using public transportation data, complete with itineraries and maps. Enter the specifics of where you want to go & Google Trip Planner lets you decide how to get there (car, walking, or by public transit). Google will use all available public transportation schedules and information (provided by participating transit agencies) to provide up to three suggested trip plans. See <https://www.google.com/intl/en/landing/transit/#mdy>

From

To

Get Directions

Options
 Bus
 Best route



Visit the CTTransit website's Trip Planner to plan a public bus trip, check schedules, and to find a certain bus stop.

- Trip Planner
- Google Transit
- Visit www.cttransit.com

From:

To:

Date: (or MM/DD/YY)

Time: Depart at Arrive at

hh:mm AM PM

Get Trip Plan



ALTERNATIVE TRANSPORTATION

IF PUBLIC TRANSPORTATION WON'T WORK FOR YOU and you do not qualify for ADA Paratransit services then there are other modes of transportation available to you. They include:

DIAL-A-RIDE OR SENIOR BUS SERVICE

Note: each town has its own specific and unique program. Details and contact information is listed in your towns section of this guide. Some town's ask for an application fee or donation and some towns supply free rides.

ALTERNATIVE TRANSPORTATION FROM NON-PROFIT AGENCIES

There are many agencies and associations that provide free transportation services to people who are eligible because of a certain medical condition. Note: Details and contact information is listed in your town's section of this guide.

VOLUNTEER TRANSPORTATION

There are also associations that provide free or small fee based transportation services to people who are eligible via their criteria. Note: Details and contact information is listed in your town's section of this guide.

MEDICAID ELIGIBLE TRANSPORTATION SERVICES

Transportation is available for non-emergency medical transportation for Medicaid recipients. If you qualify for Medicaid The CT Department of Social Services (DSS) provides a broad range of services to the elderly, people with disabilities, families, and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. In order to receive services from the Department of Social Services, you will need to apply by calling DSS at 1-855-6-CONNECT (1-855-626-6632) to see if your are eligible for services or fill out a form online at <https://connect.ct.gov/access/>

RIDESHARE & COMMUTER SERVICES

The logo for vRide features the word "vRide" in a bold, black, sans-serif font. The letter "v" is lowercase and italicized, while "Ride" is uppercase. To the right of the text is a graphic element consisting of two parallel diagonal lines, one green and one yellow, set against a white background.

VRIDE is a commuter van service in the designed to help people who live or work near each other get to their jobs easily. It offers over 400 routes daily transporting 4,500 riders. vRide benefits riders and non-riders. The vRide fleet is made up of 7-passenger minivans as well as 12 and 15-passenger full-size vans. Fares are per seat, payable at the beginning of each month. Call (800) 826-7433 or visit their website for a chart listing the routes in your area visit <http://vride.com>



ERIDESHARE is a carpool rideshare website that was founded in 1999 and currently has over 15,000 commuter, travel, and local rideshare listings. Find carpool listings for your area at www.eRideShare.com/carpool.php?zip=yourzipcode (replace yourzipcode with the zip for your commute destination).



CTRIDES provides commuting solutions for residents of Connecticut and is a program from the CT Department of Transportation. Visit their website to find out information on carpooling, vanpooling, buses, trains, biking, walking and telecommuting. (877) 287-4337 or www.ctrives.com. You can also join **NuRide** and get rewards when you walk, bike, telecommute, carpool, vanpool, take the train, or bus.

BUS & RAIL SERVICE

Specific information for each rail or private bus line can be found in your town's section at the end of this guide.

PASSENGER RAIL SERVICE

- Amtrak - www.amtrak.com
(800) USA-RAIL or (800) 523-6590 (TTY)
- Metropolitan Transportation Authority
Metro-North - www.mta.info
(877) 690-5114 or 511 (TTY)

PRIVATE BUS SERVICE

- DATTCO www.dattco.com
(800) 229-4879
- Greyhound www.greyhound.com
(800) 231-2222
- MegaBus us.megabus.com/Default.aspx
No telephone available for MegaBus (Call DATTCO at (800) 229-4879)
- Peter Pan Bus Lines www.peterpanbus.com
(800) 343-9999

SPECIAL NEEDS DIRECTORY FOR EMERGENCY SERVICES



Many towns in north central Connecticut maintain an informational registry through their Human Services or Emergency Management Departments about residents who may require assistance in the event of a disaster. People with disabilities, people who cannot drive, and people who do not have access to transportation are included. Please see your town's section at the end of this guide to see if your town maintains a directory and for information on how to get onto your town's voluntary list.



KNOW HOW TO GO
MOBILITY RESOURCES FOR SOUTHWEST CT

[Click here](#) for a video on how Travel Training could benefit you.

TRAVEL TRAINING teaches people with disabilities, veterans and seniors how to properly and safely use the local bus and rail system for their transportation needs. The Kennedy Center, one of the largest human service agencies in Connecticut, is responsible for this program. Since 1991, The Kennedy Center has successfully taught more than 3,500 people, aged 14-95, with cognitive, sensory and physical disabilities how to use the local bus and rail routes. Travel training is available in any part of the state where there is local bus or train service. Individuals with disabilities and seniors who wish to become more independent should consider participating. Your residence and destination should be on or near a bus route. Travel destinations are your choice and can include: work, school, medical appointments and leisure activities.

The training process is individualized to meet your personal needs, with an emphasis on safety. A qualified mobility instructor will travel with you to your desired locations, at times of your convenience. Your instructor will stay with you, teaching you techniques for safe travel until you are ready to travel on your own. There is no time limit for training. An instructor will stay with you until you feel comfortable and confident riding the bus or train, and will be available for follow-up services.

The program is funded by CTTRANSIT and the CT Department of Transportation, therefore there is no cost for the training program. Each participant, however, is required to pay the bus or train fare while training is taking place.

For more information about travel training please call 203-365-8522 ext. 265 or email jrubell@kennedyctr.org.

REDUCED TAXI FARE PROGRAM

FREEDOM RIDE is a prepaid reduced fare voucher program, which offers a 50% discount from the normal taxicab rate, with a minimum purchase of \$25.00 initially. It is available to ADA eligible passengers who need transportation beyond the traditional ADA paratransit service area and hours or for same-day service.



FREEDOM RIDE TAXI VOUCHER / DEBIT CARD PROGRAM

The Freedom Ride Taxi Voucher/Debit Card Program goes beyond ADA paratransit service by providing:

- A taxi voucher debit card with a 100% match, within limits, to people defined as having a disability under the ADA definition.
- A partnership with Yellow Cab Company, which may be used for taxi trips that go beyond the ADA service area and are available at times that ADA paratransit is not available, such as same day service, 24 hours day/7 days per week.
- Funds, which are utilized for transportation by wheelchair accessible taxis. These vehicles accommodate passengers using wheelchairs and other mobility devices.
- An expanded service area (see listing below).

AREA OF SERVICE In order to use the new Taxi Voucher Program, each trip that you take must either **BEGIN** or **END** in one of the following towns:

Berlin, Bloomfield, East Hartford, East Windsor, Enfield, Farmington, Hartford, Manchester, New Britain, Newington, Rocky Hill, Simsbury, South Windsor, Vernon, West Hartford, Wethersfield, Windsor and Windsor Locks.

ELIGIBILITY AND APPLICATION PROCESS

If you are currently certified as an ADA eligible rider-you will be eligible for the Voucher Program, based upon the conditions of your certification.

For clarification of your status, to determine eligibility or apply for the Freedom Ride voucher card, contact Greater Hartford Transit District (the "District") at (860) 247-5329 extension 3100. The ADA staff will interview individuals for the Freedom Ride Taxi Voucher Program as part of the overall application process.

Program information and ADA application may be viewed by visiting www.hartfordtransit.org/freedom-ride.html



MEDICAL TRANSPORTATION

LOGISTICARE transports Medicaid members to medical appointments at no cost. Please call Logistcare at (866) 684-0409 for additional information or visit their website at: www.logisticare.com If you are currently qualified please call 888-248-9895 or visit their website to make a reservation.

ALS ASSOCIATION (AMYOTROPHIC LATERAL SCLEROSIS) transports people receiving treatment for ALS with a dual cancer diagnosis to treatment at no cost. Please call ALS Association at (877) 257-2281 or visit their website at http://webct.alsa.org/site/PageServer?pagename=CT_homepage

AMERICAN RED CROSS ROAD TO RECOVERY transports people receiving treatment for cancer related diseases and are unable to drive themselves at no cost. Please call (800) 227-2345 or visit their website at www.cancer.org/treatment/supportprogramsservices/road-to-recovery

DAV (DISABLED AMERICAN VETERANS) transports veterans to and from the Newington VA for treatment and other appointments at no cost. Please call (860) 667-6759 or visit their website at www.dav.org/veterans/i-need-a-ride

LATINO COMMUNITY SERVICES transports all people living with HIV/AIDS to medical care appointments via Greater Hartford Transit District vans or Ambassador Wheel Chair Services at no cost. Call (860) 296-6400, ext. 225 or visit their website at <http://lcs-ct.org/index.php/en/services>

AMBULANCE SERVICES

AETNA AMBULANCE SERVICES
(860) 247-6792

AMERICAN MEDICAL RESPONSE
(860) 522-1612

WHEELCHAIR LIVERY SERVICES

The following transportation providers charge for service but provide wheelchair accessible transportation in north central Connecticut. Please call them for rates and hours of service.

AAA CAB (860) 231-8888

ACE TAXI SERVICES (860) 244-9999

AMBASSADOR WHEELCHAIR SVCS
(860) 257-0885

GOOGE WHEELCHAIR SVC (860) 727-4066

METRO WHEELCHAIR SVC (860) 643-4322

SUPREME / SUBURBAN LIVERY
(860) 284-0508

YELLOW CAB (860) 666-6666

TAXI COMPLAINTS CT DOT, Bureau of Transportation, Regulatory & Compliance issues licenses to taxicab and livery companies licensed in Connecticut and can provide information about complaint history of state licensed taxicab and livery services (860) 594-2875



ADVOCACY ORGANIZATIONS

OFFICE OF PROTECTION AND ADVOCACY FOR PERSONS WITH DISABILITIES (OPA) is an independent State agency created to safeguard and advance the civil and human rights of people with disabilities in Connecticut. (860) 297-4300 <http://www.ct.gov/OPAPD/site/default.asp>

UNITED WE RIDE is an initiative of the federal government's Coordinating Council on Access and Mobility, charged with advancing the Council's mission of improving the availability, quality, and efficient delivery of transportation services to people with disabilities, older adults and people with low incomes. (800) 527-8279 <http://www.unitedweride.gov/>

WAY TO GO CT provides Ombudsman services to represent the interests of and act as an advocate for individuals who have transportation mobility needs and issues. (860) 667-6207 ext.

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PUBLIC TRANSPORTATION USER SURVEY

Please let us know about how you get around north central Connecticut. We are surveying public transportation users to better understand how they get where they need to go and what are the challenges of using public and/or paratransit transportation.

* 1. What town/city do you currently live?

* 2. Do you use public transportation?

Yes

No

3. If yes, what form of transportation do you use?

Bus

Dial-A-Ride

Door to Door Paratransit

Logisticare/Medcab (Medicaid Transportation)

Taxi

Train

Other (please specify)

4. What kind of public transportation is available where you live? (Check all that apply)

Bus

Dial-A-Ride

Door to Door Paratransit

Logisticare/Medcab (Medicaid Transportation)

Taxi

Train

Other (please specify)

Please detach this three page survey and mail to:

Way To Go CT
367 Russell Road
Newington, CT 06111

You can also visit

<https://www.surveymonkey.com/s/WayToGoCT>,
you can email your responses to
info@waytogoct.org or call in your answers in to
(860) 667-6207 ext. 17

PUBLIC TRANSPORTATION USER SURVEY

*5. How often do you ride the bus or use public transportation?

- Never
- Every day
- 2 - 3 times a week
- Monthly
- Only when I have no other option

Other (please specify)

6. What are your top three destinations when you take public transportation?

1.
2.
3.

7. If you could add a bus to three locations, where would they be?

1.
2.
3.

8. Rate the ease of using transit

- Very easy
- Somewhat easy
- Somewhat challenging
- Very challenging
- Don't use

PUBLIC TRANSPORTATION USER SURVEY

9. If you do not use public transportation, why not?

- I drive my own vehicle
- I'm not sure how to read the bus/train schedule and don't know when the next bus/train will arrive
- I feel that I might get lost
- There is no bus/train close to where I live or work
- It is too expensive
- Transportation provider does not run on time
- Does not run on the dates and times that I need
- Drivers are rude and unhelpful
- No parking
- I ride with family and/or friends
- I cannot ride the bus/train dues to barriers (Ex, uneven pavement, no sidewalks, danger from traffic, steep hills)

10. What improvements would help you choose public transportation or make your ride better?

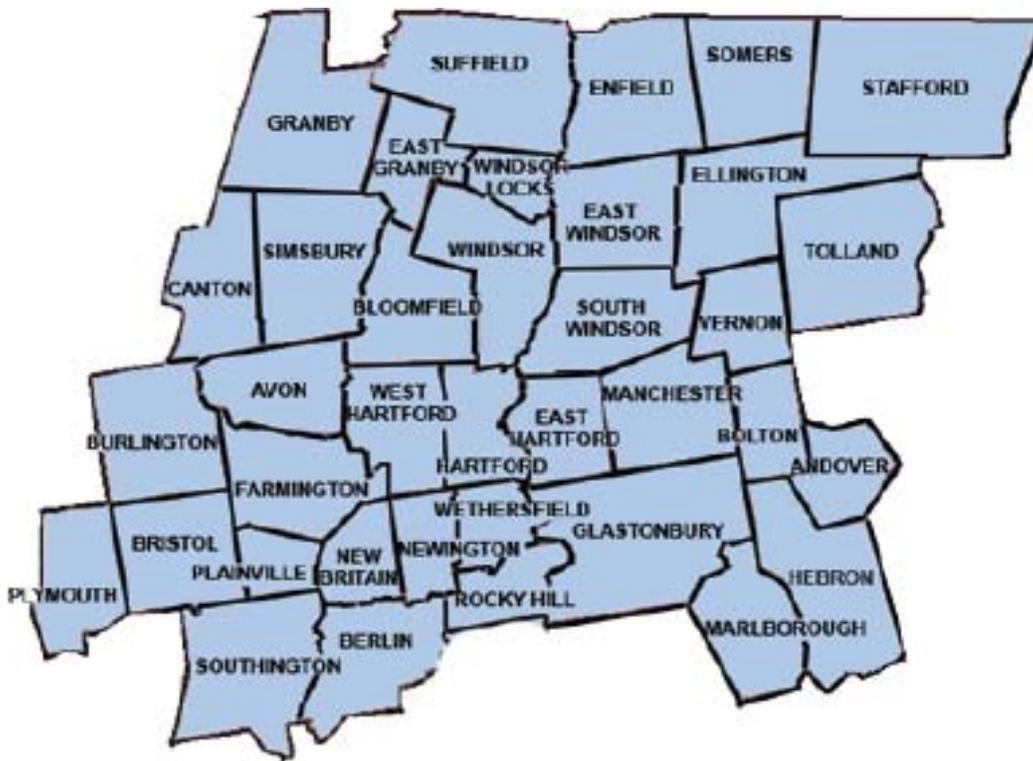
*11. I am a:

- Senior
- Person with Disability
- Veteran
- Concerned Citizen

Other (please specify)

12. If you would like to be contacted or receive updates please provide your contact information.

Name	<input type="text"/>
Address	<input type="text"/>
Telephone	<input type="text"/>
Email Address	<input type="text"/>



Mobility Management • Ombudsman Services
Community Outreach • Call Center
Transportation Resource Assistance

A full listing of transportation resources from all of the towns shown above can be viewed on our website at www.waytogoct.org



367 Russell Road, Newington, CT 06111
860-667-6207 www.waytogoct.org
info@waytogoct.org