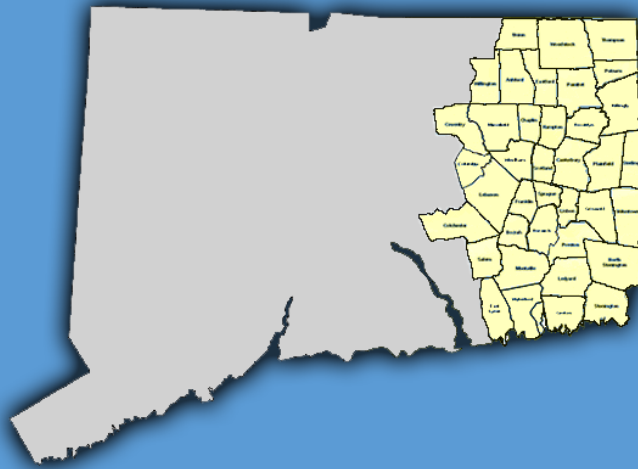


Getting Around Eastern Connecticut

Eastern Connecticut Transportation Consortium, Inc.



MOBILITY MADE EASIER



Prepared in cooperation with the U.S. Department of Transportation (Including its participating agencies) and the Connecticut Department of Transportation. The opinions, findings and conclusions expressed in this publication are those of the Second Party and do not necessary reflect the official views or policies of the Connecticut Department of Transportation and/or the U.S. Department of Transportation.

TELEPHONE: 860-848-5910

WWW.ECTCINC.ORG



Eastern Connecticut
Transportation Consortium, Inc



U.S. Department of Transportation
Federal Transit Administration

TO USERS OF THIS TRANSPORTATION GUIDE

The Eastern Connecticut Transportation Consortium, Inc. (**ECTC**) is pleased to distribute this Guide and Directory of Transportation Services to individuals and organizations throughout eastern Connecticut. All users of this guide are urged to call each transportation provider prior to trying to access the service. This guide contains the most accurate information available at the time of printing.

Please feel free to call **ECTC at 860-848-5910** with any corrections to the services listed in this directory.



Service Area

This publication was produced by ECTC, Inc. in collaboration with regional transportation providers.

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Types of Transportation Services

Traveling throughout eastern Connecticut can be made simpler when you are aware of the kinds of services that are available and how they operate. Depending on where you live, where you're going, how old you are, and your ability to use public transit, many transportation programs do exist to help meet your needs. Some transportation examples are:

- Local public transit systems (i.e. Northeast CT Transit District, Southeast Area Transit District, Windham Region Transit District)
- Paratransit services mandated by the Americans with Disabilities Act (ADA)
- Local Dial-a-Ride services
- Taxi and Livery
- Transportation through Senior Centers and specialty services for persons with disabilities.

This guide is meant to provide information to help you find transportation options that are available to seniors, people with disabilities and individuals who do not drive or have access to a car within eastern Connecticut. While it is possible that one service may not meet all of your transportation needs, it is also very possible that combining multiple services may enable you to get where you need to go.

The following sections describe a variety of transportation services operating within eastern Connecticut with the primary focus of this guide being on programs that provide special transportation options for seniors and people with disabilities. For detailed information about the transportation services discussed in this guide, such as specific transit schedules and fares, please contact the provider directly.

(Please note that the majority of the services listed in this guide are dependent on a variety of public funding sources.)

Public Transit Services

Fixed-route transportation services are the most practical forms of public transportation available. They operate on a schedule and stop at specific locations along the route. This lets you know where and when you can board and when you will arrive at your destination. Because of this, fixed-route services require less planning than using paratransit or other modes of travel.

In addition to being the most practical, fixed-route transportation is also much less expensive than paratransit or other services. There may also be additional discounts available to seniors and people with disabilities such as a reduced fare (for more information on this please contact the CT Transit Senior/Disabled Representative at 860-522-8101). If you are unfamiliar with using public transit please contact your local transit district for assistance.

The Americans with Disabilities Act (ADA) also requires that transit agencies make their services accessible to people with disabilities.

Below are some features you will find on your local public transit system:

- Buses equipped with wheelchair and passenger lifts or low floor ramps to allow easy access for people with disabilities.
- Priority seating on buses for those who need it, as required by federal law.
- Bus drivers trained to secure wheelchairs in designated spaces.
- Announcement of bus stops at major intersections and transfer points. At the request of bus passengers, specific destinations can be announced.

Public Transit Services Operating in Eastern Connecticut:

- **Estuary Transit District** (provides a Southeast Shuttle serving the towns of New London, East Lyme, Old Lyme and Old Saybrook with free transfers to Southeast Area Transit District)
Tel: 860-510-0429
Website: www.9towntransit.com
- **Northeast CT Transit District** (serving towns in the northeast region providing deviated fixed-route service)
Tel: 860-774-3902
Website: www.nectd.org
- **Windham Region Transit District (serving towns in the Windham Region)**
Tel: 860-456-2223
Website: www.wrtd.org
- **Southeast Area Transit District (serving towns in the southeastern region)**
Tel: 860-886-2631
Website: www.southeastareatransitdistrict.com

ADA Paratransit Services

Enacted in 1990, the Americans with Disabilities Act (ADA) required that Paratransit be provided for people who, due to their disability, are unable to ride regular buses some or all of the time.

ADA paratransit services operate within $\frac{3}{4}$ mile of the fixed-route service area, on the same days and during the same hours as regular public transit buses operate. The service is usually provided using smaller buses or vans, however, some transit districts like Northeast CT Transit District do not offer ADA paratransit services but offer a deviated fixed route service where the fixed-route vehicle can go off route to pick up qualified riders.

- Generally on most services the ride must be reserved at least one day and no earlier than 2 weeks in advance, however, some services may provide same day service if time allows. It may also provide, depending on the service, either curb to curb (*picking you up at the curb of your trip origin and transporting you to the curb of your destination*) or door to door transportation (*picking you up at the door of your trip origin and transporting you to the door of your destination*).
- The vehicle may make several stops on the way to your destination to pick up or drop off other passengers.
- The scheduled pick up time can also vary up to one hour from the time you requested to facilitate scheduling.
- Drivers do not enter people's homes or their destination locations. Riders who require assistance may bring an "attendant" with them at no additional charge.
- Prior to using this service, a person must be certified eligible due to a disability that prevents using regular buses some or all of the time.

According to the law you may be eligible for ADA paratransit if either of the following applies:

- Your disability prevents you from boarding, riding, or getting off a bus, without assistance.
- Your disability prevents you from getting to or from a bus stop.

Eligibility is not based on your age or inconvenient bus service. If you are unfamiliar with using public transit but feel it may work for you, contact your local provider to determine if travel training is available to help you to travel more comfortably. Travel training is also available through the Kennedy Center for senior citizens and people with disabilities other than blindness. They can also introduce you to some of the transit features that make them accessible to people with disabilities and mobility limitations. (See "Mobility Services" page for more information.)

Applying for ADA Eligibility

Apply or print application on-line: <https://www.ctada.com>

The eligibility process may vary slightly by transit district, so the best thing to do is contact a representative from your local transit district to get more information. The transit agency may find you to be fully eligible, conditionally eligible (trips may be dependent on weather conditions, etc.), temporarily eligible (eligibility for the period of time their disability is expected to prevent them from using regular transit), or ineligible to use ADA paratransit.

If you are denied eligibility this means that the agency has determined that you are able to take regular transit, and you may not use ADA paratransit service.

Traveling with a Personal Care Attendant

Some people require an attendant when using transit or paratransit (i.e. a rider may require assistance navigating from their drop off to their destination, or may need continuous supervision, etc.) Drivers do not provide this type of assistance and a personal care attendant may be necessary for ensuring safe travel. The attendants accompanying these riders on ADA paratransit services travel for free. Discounted fares may also be available for personal care attendants traveling on regular fixed-route buses or trains. Contact your local transit agency or transportation program for more information about their policies related to personal care attendants.

ADA Paratransit in Eastern Connecticut:

Northeast CT Transit District (serving towns in the northeast region providing deviated fixed-route service)

Tel: 860-774-3902

Website: www.nectd.org

Windham Region Transit District (serving towns in the Windham Region)

Tel: 860-456-2223

Website: www.wrtd.org

Southeast Area Transit District (serving towns in the southeastern region)

Tel: 860-886-2631

Website: www.southeastareatransitdistrict.com

Eastern Connecticut Transportation Consortium, Inc. (contracted ADA provider for Southeast Area Transit District)

Reservations: 860-848-5910

Website: www.ectcinc.org

Medical Transportation

American Ambulance Service, Inc.

One American Way

Norwich, CT 06360

Tel: 860-886-1463 or 1-888-489-4273

Website: www.americanamb.com

American provides the following levels of service twenty-four (24) hours a day seven (7) days a week three hundred sixty-five (365) days a year. American Ambulance covers the Eastern part of the state, from the shoreline to the Massachusetts and Rhode Island Lines. They will transport individuals to appointments across the state, and out of state, depending on availability.

- **Ambulance Transportation**

It should be understood that ambulance transportation is medically necessary only if other means of transport are contraindicated or would be potentially harmful to the patient.

- **Chair Car Transportation:**

Chair car team members are CPR trained and also attend a vehicle operator's course. All vans are equipped with side wheelchair lifts. A patient being transported in a chair car must be transported in a wheelchair. American will only transport motorized wheelchairs, scooters, electric conveyance vehicle (ECVs), etc. that are approved by the manufacturer for transportation of a seated patient during transport.

Service Area:

The program serves residents of the following cities/towns: Ashford, Bozrah, Brooklyn, Canterbury, Chaplin, Colchester, Columbia, Coventry, East Lyme, Eastford, Franklin, Griswold, Groton, Hampton, Killingly, Lebanon, Ledyard, Lisbon, Mansfield, Montville, New London, North Stonington, Norwich, Plainfield, Pomfret, Preston, Putnam, Salem, Scotland, Sprague, Sterling, Stonington, Thompson, Union, Voluntown, Waterford, Willington, Windham, and Woodstock.

Veyo Transportation for Medicaid Recipients

You can request a ride by calling Veyo at **855-478-7350** Monday through Friday between 7:00 AM and 6:00 PM EST.

For bus passes, please call at **least 5 business days** before your scheduled appointment. Additional time is needed for bus passes to be delivered to you.

If you qualify for mileage reimbursement, a car, or a wheelchair vehicle, please call at **least 2 business days** before your scheduled appointment.

If you're a facility looking to schedule a ride for a member, please 855-478-7350 or visit ct.ridewithveyo.com/facilities to book multiple trips at once.

Late Ride: **855-478-7350, prompt #4** to ask for an update on your driver's estimated time of arrival (ETA)
Website: veyo.com

For issues, you can call the main number and when they get a hold of an agent, ask to be transferred to escalations. If they wish to email, they can send emails to ctqa@veyo.com, and our Quality Assurance Department and they will do a full investigation into the issue.

Veyo Transportation is sponsored by the Connecticut Department of Social Services and is for Medicaid recipients needing transportation to medical appointments. Must be under age 70 and have a physician's note to qualify for livery services. Those who are disabled and in a wheelchair are accepted at any age. Eligible individuals must call two business days prior to the appointment and have their Medicaid (Tittle 19) ready) vans are wheelchair accessible.

This free program provides medical transportation to Medicaid recipients and others (see insurance) you must be under age 70 and have a letter from your physician in order to receive livery service; one receives tokens/passes for mass transit unless a physician verifies the need for livery service. For routine appointments a person must call two business days prior to the day that transportation is needed but may call thirty days in advance. You can request an Urgent needs trip or after hour discharge ride by calling Veyo at 855-478-7350. This after hour's service is available 24 hours, 7 days a week, including weekends and holidays. Please note: it may take up to 3 hours to arrange a ride for hospital discharge or urgent needs.

“Urgent need” mean you have an injury or illness that needs treatment in the next 48 hours or your health will get worse. If you have an emergency, please call 911.

Med Ride I

Tel: 860-848-0422

The Town of Montville Department of Senior & Social Services offers MedRIDE; a FREE transportation service within New London County for medical related appointments for our senior residents. For more information.

Med Ride II

Tel: 860-889-5960 Rose City Senior Center

Transportation is available for seniors and Social Security Disabled Residents of Norwich/Montville to out-of-town medical appointments. For availability please contact Rose City Senior Center.

New London County Dial-A-Ride Medical Transportation

The Senior Centers in the towns of Bozrah, East Lyme, Franklin, Griswold, Groton, Ledyard, Lisbon, New London, North Stonington, Salem, Stonington, and

Waterford have received a state grant for Dial-A-Ride transportation for seniors 60+ and persons with disabilities and for Caregiver Mileage Reimbursement. This transportation is for medical trips predominately within New London County.

The Dial-a-Ride Medical Transportation is provided by Eastern Connecticut Transportation Consortium, Inc. (ECTC). Reservations requests will be taken from 8:30 am – 4:00 pm Monday – Friday. Requests must be made at least 48 hours in advance and can be made up to 2 weeks ahead. Requests for Monday rides must be made on the preceding Friday by 2:00 pm. For more information on the DIAL-A-RIDE MEDICAL TRANSPORTATION program please contact: ECTC Inc. – Reservations Tel: 860-848-5910 ext: 2

Call the Town Representative for the Eligibility Form:
See page 28 for contact information for the above participating town senior center.

Town of Coventry – Medical Mileage Reimbursement Program

Tel: 860-742-3525

The Town of Coventry offers a Mileage Reimbursement Program, funded by The State of Connecticut Department of Transportation. This program allows reimbursement of mileage expenses for volunteers using their own vehicles, who assist the disabled and residents age 60 and over with transportation to medical facilities and related medical services beyond what is currently provided by the Coventry Van Program.

Disabled persons under the age of 60 must provide proof of their disability status. Reimbursement, as allowed, will be to the Senior or Disabled Person who can then distribute funds to the volunteer driver. Please contact the Coventry Transportation Coordinator at for more information on this service as well as other services they provide.

Town of Mansfield- Volunteer Medical Transportation Program

Tel: 860-429-0262 x 2

The goal of the program is to supplement existing senior transportation services such as Dial-A-Ride, the fixed route bus service and services offered through the Municipal Grant. This program will be integrated with existing services to make sure that every rider is receiving the most appropriate and cost-effective service.

It is available to all residents of Mansfield age 60 and older, and rides are provided both locally and out-of-town to a variety of destinations. While there is no charge for rides, donations are accepted to help to support program expenses. At this time priority will be given to individuals who need rides to medical appointments locally, but this will be expanded as more drivers become available.

If you are interested in volunteering your time as a driver, or if you need a ride, please call Gianna Stebbins at **860-429-0262 ext. 2**. Reservations must be made at least 48 hours in advance.

Windham Region Medical Transportation

Windham Region Transit District (WRTD) has received a transportation grant for seniors age 60+ and persons with disabilities in the towns of Ashford, Chaplin, Columbia, Hampton, Scotland, Willington, and Windham. This door-to-door transportation service is for trips primarily outside of the immediate region, covering appointments throughout the state of Connecticut. This service accommodates walkers, wheelchairs, and scooters.

The towns of Chaplin and Hampton also run Caregiver Mileage Reimbursement programs.

For more information on Windham Region Medical Transportation, please contact:

WRTD
860-208-3751

Ashford Town Hall
860-487-4400

Chaplin Senior Center
860-455-1327

Columbia Town Hall
860-228-0110

Hampton Town Hall
860-455-9132 ext. 3

Scotland Town Hall
860-456-7797 ext. 1

Willington Town Hall
860-487-3118

Windham Town Hall
860-465-3065

Specialized Transportation

AmRide

Tel: 855-426-7433

Email: dispatch@amride.com

Website: <https://www.amride.com>

AmRide provides screened, trained professional drivers drive your vehicle or ours. Local driver is extensively screened (background checks, DMV, drug test), highly trained and reliable. Multiple passengers and stops, same price! AmRide drivers are insured. Medical appointments, special occasion appointments, family visits, etc. Airport Drop-Off & Pick-Up: Bradley, Logan, White Plains, JFK, LaGuardia,

Newark. Drivers anytime, virtually any situation where you may need or want a driver.

Eastern Connecticut Transportation Consortium, Inc. Travel Voucher Program

Tel: 860-848-5910

Email: ectcmobility@ectcinc.com

Website: www.ectcinc.org

The Eastern Connecticut Travel Voucher Program is a transportation service that provides subsidized taxi, livery or wheelchair accessible rides for qualified individuals with disabilities residing in eastern Connecticut. The purpose of this program is to provide an affordable, accessible transportation alternative when existing transit services are ***not*** able to meet their transportation need. This service will allow individuals greater flexibility to employment, healthcare facilities, shopping, education, etc.

This travel voucher program is operated by the Eastern Connecticut Transportation Consortium, Inc. (ECTC) and is funded through the New Freedom Program.

Northeastern Connecticut Transit District - Elderly-Disabled Direct Service

Tel: 860-774-3902

Email: rides@nectd.org

Website: www.nectd.org

With a special grant (Municipal Grant Program) from the State of Connecticut, NECTD provides door-to-door service for pre-qualified elderly and disabled persons. This service requires a simple application and twenty –four hour advanced reservation Monday-Friday and no later than Friday before Sunday or Monday Service. Serving the Towns of: Brooklyn, Eastford, Killingly, Plainfield, Thompson, Pomfret, Woodstock.

Email: oscaforseniors@gmail.com

Website: <http://ourshorelinecommunity.com>

Advanced Wheels

East Haven, CT

Tel. 203-800-8064 x116

Website : <http://advancedwheels.com>

Advanced Wheels of Southern CT & Massachusetts offers a fleet of wheelchair accessible vans available for rental. Whether you need a wheelchair accessible van for a weekend or a month. They provide a low-cost alternative to expensive medical transportation or the

stress of getting your loved one in a non-accessible vehicle. They specialize in both short and long-term rentals.

Reliance Health Transportation Services

Tel: 860-887-6536

Website: www.reliancehealthinc.org

The Transportation Program was developed to meet the transportation needs of members of Reliance House who do not have access to the use of a private vehicle and/or are affected by the limits of Southeast Area Transit Services. The service supplements traditional transportation such as buses and medical cabs.

The goal of this service is to enhance the quality of life for members by supporting their community mobility. This service promotes recreational, personal, vocational, educational, and spiritual integration within the community. Members pay a monthly fee of **\$5.00** to use this service. Payment is made to the Reliance House Business Office. Services are only available to members of programs within the Reliance House agency.

Seniors Helping Seniors - (Companion Care)

Seniors Helping Seniors in-home services can match seniors who need help with seniors who want to help. They work with you to find a senior who can help meet your needs, schedule and personality. And can help out just a little or a lot. In the course of companion care or homemaking services consumers may also need transportation for a doctor's visit, physical therapy, to the bank or to the beauty shop. Transportation is done in conjunction with other services they provide and is not considered to be an exclusive service.

For more information contact:

Maria Cerino, Owner

Mystic/Stonington office

Tel: 860-536-4767

Email: shsmystic@gmail.com

Website: www.seniorshelpingseniors.com/easternCT

Service area: Eastern New London County (Stonington, Groton, Norwich, Preston, North Stonington, Ledyard, Voluntown, and Griswold), and Washington County, Rhode Island (Westerly, Charlestown, Hopkinton, Narragansett, Exeter, North Kingstown, South Kingstown, Richmond, and Block Island).

They can also arrange to transport further as needed - i.e., Hartford or New Haven, Boston etc. and with fees will be adjusted accordingly.

Bus Service from Sprague to Occum

Sprague Senior Center Coordinator

Tel: 860-822-3000 ext. 203

Email: seniorcenter@ctsprague.org

Website: www.ctsprague.org

The Sprague Senior Center offers a transportation service that is open to the general public and is a courtesy of the Town of Sprague and the Senior Center. The service can be used for: Medical appointments, Shopping and Senior Center Activities.

Service runs Monday through Thursday except for holidays. The Bus will follow the school closure schedule during the winter. Be sure to watch early morning television for closures and turn to Channels 3, 8 and 30.

Veterans Transportation Services

Focus on Veterans, Inc.

Tel: 860-317-1025

Tel Booking Technician: 860-317-1027

Email: ourctveterans@yahoo.com

Website: focusonvet.org

Focus on Veterans, Inc. provides free transportation to Veterans in the Quiet Corner of Connecticut for transportation to the Providence VA Hospital. To access this service a two-day advance notice is needed along with the name, address, telephone number and Veteran's information. Housing also offered when available.

Town of Andover – (Veterans Transportation)

The Town of Andover provides *free* medical transportation to resident Veterans. Service is provided on Thursdays and other days depending on availability.

To schedule a ride, please provide advance notice and leave your name, phone number, date of appointment, doctor and address.

For more information contact:

Catherine Palazzi - Andover Municipal Agent

Tel: 860-742-0188 extension 2

Cell: 860-916-6122

Email: nanasworld@comcast.net

Website: www.andoverconnecticut.org

Veterans Transportation Network

Veterans needing transportation from their homes to VA hospitals in Connecticut should call 2-3 weeks ahead of time to schedule the ride and also call again the day before to confirm the ride.

For more information contact:

Newington VA Medical Center

555 Willard Ave., Bldg.-3, Rm. 2C 1108B

Newington, CT 06111

Tel: 860-594-6318 or 860-594-6349

West Haven VA Medical Center

950 Campbell Ave., Bl-2, Rm. 1-168

West Haven, CT 06516

Tel: 203-932-5711 (ext. 3575) * **Free, no wheelchair lift**

Dial-A-Ride Service

Windham Region Transit District (WRTD) Dial-A-Ride

WRTD offers **Dial-A-Ride** service that may be used for rides to anywhere within the ten-town Windham Region (Ashford, Chaplin, Columbia, Coventry, Hampton, Lebanon, Mansfield, Scotland, Willington and Windham). The service can be used for:

- medical appointments (first priority)
- shopping (preferably in groups)
- personal business
- nutrition sites
- Senior Center activities
- social & recreational activities
- work

All WRTD services are open to the public.

Schedule a Ride

To schedule a ride, call the Dial-A-Ride dispatcher at **860-456-2223** 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. General Public rides 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. If you find that you do not need a ride you have scheduled, call the dispatcher immediately and cancel the ride.

Senior Transportation Services

Many municipalities throughout eastern Connecticut provide transportation for older adults in their community while some may also provide service to disabled residents. Service will vary from town to town so it is important to check with your local senior center for availability and if a donation is requested. Please refer to the "Transportation Directory" pages for more information on services offered in your area.

Refer to the ***Eastern Connecticut Senior Center Directory*** on pages 29-31.

Pawcatuck Neighborhood Center Senior Transportation

Tel: 860-599-3285 x102

Website: www.pawcatuckneighborhoodcenter.org

Address: 27 Chase Street, Pawcatuck, CT, 06379

The Pawcatuck Neighborhood Center (PNC) provides transportation services through grants and the generous donations of people in the community. Transportation is provided on a 12 passenger wheelchair-lift bus for medical appointments. Trips can include banking, grocery shopping, pharmacy, PNC congregate meals, social events and other destinations. This service is provided by paid certified drivers.

Service Area - The PNC Senior Transportation Program serves registered senior residents of Pawcatuck, Stonington, Mystic (Stonington side), and North Stonington in CT, and Westerly, RI.

Mobility Services

AARP'S Driver Safety Course

The course includes tips on how to help compensate for changes brought about by the aging process. The course is offered at various locations around eastern CT. To find a class closest to you according to your zip code, call AARP's toll free number at 1-866-732-4213. You may also take the course online for a few dollars more. **For information go to www.aarpdriversafety.org**

AARP CT Office

21 Oak St Suite 104

Harford CT 06106

Tel: 866-295-7279

Website: www.aarp.org

Easter Seals Mobility Center

158 State Street

Meriden, CT 06450

Tel: 203-630-2208
Fax: 203-634-0341
Website: www.easterseals.com

The Easter Seals Mobility Center provides thorough driving assessments to individuals over 16 years of age who have an injury or impairment that may impact their ability to safely operate a motor vehicle. They provide a clinical assessment, as well as an on the road assessment. They will also provide equipment recommendations and prescriptions, and when appropriate vehicle inspections. At the end of the assessment, a recommendation is given regarding a person's ability to safely operate a motor vehicle. Recommendations for equipment or driving restrictions are also made when appropriate.

A prescription, or referral, is required from a medical physician or other provider licensed to write prescriptions. The prescription must include the client's name and medical diagnosis, and also that a Driving Assessment is requested. It must be signed and dated.

AAA Senior Driving

These programs help mature drivers learn how to remain safe, responsible drivers. Completing such training may decrease insurance premiums. Take a look at:

- American Automobile Association (AAA). This program is for experienced drivers over the age of 55. Consists of eight hours of classroom activities, including study materials. Contact your local American Automobile Association office for information.
www.southernnewengland.aaa.com/sne/home/index.php

Parking Permits for Persons with Disabilities

The Department of Motor Vehicles issues permits allowing persons with qualifying disabilities to park in designated spaces. Once approved, you may use the permit in any vehicle in which you are the driver or a passenger.

You must obtain proof of disability from a licensed physician, member of the handicap-training unit or, in the case of blindness, a licensed optometrist. A qualifying disability affects mobility, is permanent, and involves one or more of the following:

- Use of portable oxygen
- Legal blindness
- Restrictions due to lung disease
- Limited use, or no use, of one or both legs
- Class III or IV cardiac condition (American Heart Association standards)
- Inability to walk 200 feet without stopping and/or severe limitations due to arthritic, neurological, or orthopedic condition, as well as neuromuscular dysfunction

For more information, contact the [Department of Motor Vehicles](#).
Phone: (860) 263-5700

Bureau of Education and Services for the Blind (BESB)

Tel: 860-602-4000

The Bureau of Education and Services for the Blind (BESB), within the Department of Rehabilitation Services provides resources, comprehensive low vision services, specialized education services, life skills training, case management, and vocational services to individuals of all ages who are legally blind and to children who are visually impaired. BESB's provides travel training for the individuals who are visually impaired. Travel training teaches people how to use the bus/rail systems in CT.

Kennedy Collective

Tel: 203-365-8522

Email: info@kennedycollective.org
www.thekennedycollective.org

The Kennedy Center is a non-profit rehabilitation agency that offers Travel Training to senior citizens and people with disabilities other than blindness. They provide one-on-one instruction for those with cognitive, sensory, and physical disabilities. The trainer travels along with the individual when he/she uses the transit system and will continue to accompany him/her on trips until he/she reaches a skill and confidence level that enables him/her to ride without assistance. This service is free and is available throughout most of Connecticut.

Job Access and Reverse Commute (JARC)

The Department of Social Services (DSS) and Department of Transportation (ConnDOT) are working together to improve employment opportunities for low-income TFA/TANF eligible individuals.

Bus service enhancements have been made in eastern Connecticut and other services included are: Public transportation services (i.e. free bus passes), taxi rides and mileage reimbursement for employment related activities. Car-based solutions ranging from car repairs, registering your vehicle, licenses, insurance, etc. for qualified individuals.

Contacts for these programs are:

Eastern Connecticut Transportation Consortium, Inc.

Tel: 860-848-5910

Website: www.ectcinc.org

Eastern Connecticut Workforce Investment Board

Tel: 860-859-4100

Website: www.ewib.org

Commuter & Van Service

CTrides

Website: www.ctrides.com

Tel: 1-877-CTRIDES / 1-877-287-4337

CTrides is a free service sponsored by the CT Department of Transportation that answers the question “is there an easier way to get to work?” They offer information and assistance on carpooling, vanpooling and taking public transit in your area. Businesses can get help finding the best commuter options for their workforce and creative ideas to implement various programs.

What does CTrides do?

We get Connecticut to work. The Connecticut Department of Transportation (CTDOT) has developed a family of commuter services designed to meet the needs of Connecticut commuters.

CTrides helps commuters find the best way to get to work or school and offers information & resources for travel options throughout Connecticut. **CTrides** offers; carpools, vanpools, bus, train, biking/walking and teleworking solutions.

Plus special tools & programs to make it easy to find your best commuting match:

- Comprehensive website
- Customer service assistance on schedules, fares & routes
- Customized trip planning
- Commuter reward programs
- Trial ride passes
- Emergency ride home

We offer Connecticut employers a number of resource options that may include; worksite assessments to help your employees with their commuter challenges, a customized traffic demand management plan, along with on-site programs like parking management, carpool and vanpool formation events, and lunch & learns.

Taxi & Livery Services

A Taxi Alternative

Tel: 860-333-9033

Ace Transportation

Tel: 860-222-2222

Curtin Transportation Group *(also*

provides wheelchair accessible transportation)

Tel: 860-443-1655

Dunn’s Non-emergency Medical Transportation

860-381-5827

Harry’s Taxi

Tel: 860-442-4054

Helping Hands LLC (also provides wheelchair accessible transportation)
Tel: 866-900-0227

Livery Limited (also provides wheelchair accessible transportation)
Tel: 860-599-8840

M7 (also provides wheelchair accessible transportation)
Tel: 203-777-7777

Mercy Transportation

Transportation Network Companies

Uber www.uber.com
Lyft www.lyft.com/cities

GoGoGrandparent No Smartphone needed Tel: 855-464-6872 or visit www.gogograndparent.com

Car Rental Services

Avis Car Rental
155 Tower Ave., Groton, CT 06340
Tel: 860-445-8585

Budget Rent-A-Car
155 Tower Ave Groton, CT, 06340
Tel: 860-405-8378

Enterprise Rent-A-Car
9 Proux St, Brooklyn, CT, 06234
Tel: 860-928-6402

1040 Main St., Willimantic, CT 06226
Tel: 860-423-1822

623 W. Main St., Norwich, CT 06360

Tel: 860-576-0215

Quiet Corner Transport LLC (also provides wheelchair accessible transportation)
Tel: 959-444-3287

Rose City Taxi
Tel: 860-886-2226

Yellow Cab
Tel: 860-443-4321

Tel: 860-886-5603

435 Colman St., New London, CT 06320
Tel: 860-442-8333

311 Mitchell Street, Groton
860 448-0422

Hertz Rent-A-Car
Website: www.hertz.com
320 Thomas Rd., Groton, CT 06340
Tel: 860-446-1200

801 Windham Rd., South Windham, CT 06266
Tel: 860-456-2556

Accessible Vehicle Rentals & Service

Advanced Wheels of Technology
33 Bradley Park Road
East Granby, CT 06026

Tel: 860-653-8064 or 1-877-943-3573
Website: www.advancedwheels.com
Email: Christian@advancedwheels.com

Advanced Wheels rents wheelchair accessible vans to people with physical disabilities for a daily, weekly or monthly time period. Advanced Wheels also provides sales and service of mobility vehicles. Advanced Wheels represent BraunAbility and VMI van conversions.

Mobility Works

104 Pitkin Street
East Hartford, CT 06108
Tel: 860-215-4100 or 877 275 4907
Website: mobilityworks.com

Mobility Works rents wheelchair accessible vans to people with physical disabilities for a daily, weekly, or monthly time period.

Call the Rental Manager for an appointment. Please present a copy of your driver's license and insurance document at time of the appointment.

Sales Hours: Monday to Thursday 9 a.m. – 6 p.m.; Saturday 10 a.m. – 2 p.m.
Service Hours: Monday to Friday 8 a.m. – 5 p.m.

Long Distance Bus

Greyhound Bus Lines

Website: www.greyhound.com

Fare and schedule information

Tel: 1-800-231-2222

Assistance for customers with disabilities

Tel: 1-800-752-4841

Greyhound is a provider of bus transportation to most cities across the United States.

Train Service

Amtrak NLC

Tel: 1-800-872-7245

Website: www.amtrak.com

Stations:

27 Water Street
New London, CT 06320

2 Roosevelt Avenue
Mystic, CT 06355

Amtrak is a federally supported train service that operates nearly all intercity passenger trains in the United States. Major destinations from eastern Connecticut include Boston, Massachusetts; New York; Philadelphia, Pennsylvania; Washington D.C. and beyond.

Shoreline East New London Station

Website: www.shorelineeast.com

Tel: 1-877-287-4337

Shore Line East is a commuter rail service and is a fully owned subsidiary of the ConnDOT. It provides service seven days a week from New London west to New Haven, with continuing service to Bridgeport and Stamford, and connecting service to New York City via the Metro-North Railroad's New Haven Line.

Ferry Service

Various carriers provide ferry service from New London to Fishers Island, New York; Long Island, New York and Block Island, Rhode Island.

New London – Fishers Island, NY Ferry

Web: www.fiferry.com

Tel: 860-443-6851 - Departure schedules

Tel: 860-442-0165 - Information

Tel: 631-788-7463 - Fishers Island, NY

New London – Block Island, RI Ferry

Tel: 860-444-4624

New London – Montauk, NY Ferry

Web: www.vikingfleet.com

Tel: 631-668-5700 – Information

New London – Orient Point, NY Ferry

Web: www.longislandferry.com

Tel: 860-443-5281 - Reservations and information Tel: 631-323-2525

Eastern Connecticut Senior Centers

Ashford Senior Center

Earl W. Smith Building

25 Tremko Lane

Ashford, CT 06278

Tel: 860-487-5122

www.ashfordtownhall.org

Bozrah Senior Center

63 Bozrah St.

Bozrah, CT 06334

Tel: 860-886-0363
Email: bozrahseniors@aol.com
Or call Town Hall Tel: 860-889-2689

Brooklyn*

See Quinebaug
www.brooklynct.org

Canterbury*

See Quinebaug
www.canterburyct.org

Chaplin Senior Center

132 Chaplin Street
Chaplin, CT 06235
Tel: 860-455-1327
www.chaplinct.org

Colchester Senior Center

95 Norwich Avenue
Colchester, CT 06415
Tel: 860-537-3911
www.colchesterct.gov

Columbia

Beckish Senior Center
188 Route 66
Columbia, CT 06237
www.Columbiact.org

Coventry Senior Center

Patriots Park
172 Lake Street
Coventry, CT 06238
Tel: 860-742-3525
www.coventryct.org
Mailing Address 1712 Main Street

East Lyme Senior Center

37 Society Road
Niantic, CT 06357
Tel: 860-739-5859
www.eltownhall.com

Franklin Seniors

5 Tyler Drive

North Franklin, CT 06254
Tel: 860-642-3936
www.franklinct.com

Griswold Senior Center

22 Soule Street
Jewett City, CT 06351
Tel: 860-376-2604
www.griswold-ct.org

Groton Senior Center

102 Newtown Road
Groton, CT 06340
Tel: 860-441-6785
www.groton-ct.gov

Hampton Seniors Club

164 Main Street
Hampton, CT 06247
Tel: 860-455-9132
www.hamptonct.org

Killingly*

See Quinebaug
www.killingly.org

Lebanon Senior Center

37R West Town Street
Lebanon, CT 06249
Tel: 860-642-3040
www.lebanontownhall.org

Ledyard Senior Center

12 Van Tassell Drive
Gales Ferry, CT 06335
Tel: 860-464-0471
www.town.ledyard.ct.us

Lisbon Senior Center

11 Newent Road
Lisbon, CT 06351
Tel: 860-376-2329
www.lisbonct.com

Lyme

M. Monica Eggert Senior Center

220 Main Street
Old Saybrook, CT 06475
Tel: 860-388-1611
www.ecsenior.org

Mansfield Senior Center
303 Maple Road
Mansfield, CT 06268
Tel: 860-429-0262
www.mansfieldct.org

Montville Senior Center
12 Maple Avenue
Uncasville, CT 06382
Tel: 860-848-0422
www.montville-ct.org

New London Senior Center
120 Broad Street (Rear)
New London, CT 06320
www.ci.new-london.ct.us
Tel: 860-447-5232

North Stonington Senior Center
391 Norwich-Westerly Road North
Mail: 40 Main Street Stonington, CT
860-535-8188 06359
www.northstoningtonct.gov

Norwich Rose City Senior Center
8 Mahan Drive
Norwich, CT 06360
860-889-5960
www.norwichct.org

Old Lyme Lyme's Senior Center
26 Town Woods Road
Old Lyme, CT 06371
860-434-1506 ext:240
www.oldlyme-ct.gov

Plainfield Senior Center
482 Norwich Road
Plainfield, CT 06374
860-564-1819
www.plainfieldct.org

Pomfret Senior Center
See Quinebaug
www.pomfretct.org

Preston Senior Center
389 Route 2
Preston, CT 06365
860-887-5581 ext:104
www.preston-ct.org

Putnam
*See Quinebaug
www.putnamct.us

Quinebaug Valley Senior CTR
Serving 10 Towns*
69 South Main Street #4
Brooklyn, CT 06234
860-774-1243
www.brooklynct.org

Salem Senior Center
270 Hartford Road
Salem, CT 06420
860-859-3873 ext 125
www.salemct.gov

Scotland
47 Brook Road
Scotland, CT 06264
860-546-9572
www.scotlandct.org

Sprague Senior Center
1 Main Street
Baltic, CT 06330
860-822-3000 ext. 203
www.ctsprague.org

Sterling
*See Quinebaug
www.sterlingct.us

Stonington

Robert A Granato Senior Center
27 Chase Street
Pawcatuck, CT 06379
860-599-3285
pawcatuckneighborhoodcenter.org

Thompson
*See Quinebaug
qvsc@sbccglobal.net

Union
1043 Buckley Highway
Union, CT 06076
860- 684-3770 / 860-974-0340

Voluntown
Municipal Agent for the Elderly
Tel: 860-376-4089
www.voluntown.gov

Waterford Senior Services Center
24 Rope Ferry Road
Mail: 15 Rope Ferry Road
Waterford, CT 06385
Tel: 860-444-5839
www.waterfordct.org

Windham Senior Center
47 Crescent Street
Willimantic, CT 06226
860-423-4524

Willington
20 Senior Way
Willington, CT 06279
Tel: 860-429-8321
www.willingtonct.org

Woodstock*See Quinebaug
www.townofwoodstock.com

Emergency Management Office – Registries

Special Needs Registries maintain information 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. Participation in the Special Needs Registry is voluntary.

Town of Bozrah
One River Road, Bozrah
Tel: 860-889-2689
<http://townofbozrah.org/>

Town of Colchester
127 Norwich Avenue, Colchester
Tel: 860-537-7285
<http://www.colchesterct.gov/>

Town of Franklin
7 Meeting House Hill Road, Franklin
Tel: 860-642-6055
<http://www.franklinct.com/>

Town of Griswold

28 Main Street, Griswold

Tel: 860-376-7060

<http://www.griswold-ct.org/>

City of Groton

295 Meridian Street, Groton

Tel: 860-446-4101

<http://cityofgroton.com/>

Town of Groton

68 Groton Long Point Road, Groton Tel: 860-445-2000

<http://townofgroton.com>

Town of Lebanon

579 Exeter Road, Lebanon

Tel: 860-642-6100

<http://www.lebanontownhall.org/>

Town of Lisbon

One Newent Road, Lisbon

Tel: 860-822-6329

<http://www.lisbonct.com/>

Town of Lyme

480 Hamburg Road, Lyme

Tel: 860-434-7733 <http://www.townlyme.org/>

Other Helpful Resources

Infoline (2-1-1)

Website: www.211ct.org

Infoline (now 2-1-1) is an integrated system of help via the telephone or by accessing their website listed above. 2-1-1 is a single source for information about community services, referrals to human services, and crisis intervention. It is accessed toll-free from anywhere in Connecticut by simply dialing 2-1-1. It operates 24 hours a day, 365 days a year. Multilingual call specialists and TDD access is available.

Disabilities Network of Eastern Connecticut (D.N.E.C.)

19 Ohio Avenue, Suite 2, Norwich, CT 06360

Tel: 860-823-1898

Website: www.dnec.org

The Disabilities Network of Eastern Connecticut will provide advocacy, peer support, independent living skills training, and information and referral services to individuals with disabilities and their families living in eastern Connecticut, and will work to enable individuals to live independently in the community.

Connecticut Mobility Programs:

1. Know How to Go/Southwest

<http://www.knowhowtogoct.org>

Contact: Margaret Haffner

Phone: (203)365-8522, ext. 2018

E-mail: mhaffner@kennedyctr.org

TOWNS SERVED: Ansonia, Bridgeport, Darien, Derby, Easton, Fairfield, Greenwich, Milford, Monroe, New Canaan, Norwalk, Seymour, Shelton, Stamford, Stratford, Trumbull, Weston, Westport, Wilton

2. Way To Go CT/North Central

<http://www.waytogoct.org>

Contact: Annette Diaz

Phone: (860)667-6207 ext. 17

E-mail: info@waytogoct.org

TOWNS SERVED: 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, Plymouth, Rocky Hill, Simsbury, Somers, Southington, South Windsor, Stafford, Suffield, Tolland, Vernon, West Hartford, Wethersfield, Windsor, Windsor Locks

3. Know How to Go/South Central

<http://www.knowhowtogoscct.org>

Contact: Laurie McElwee

E-mail: lmcelwee@kennedyctr.org

Phone: (860)333-7302

TOWNS SERVED:

Bethany, Branford, Chester, Clinton, Cromwell, Deep River, Durham, East Haddam, East Hampton, East Haven, Essex, Guilford, Haddam, Hamden, Killingworth, Lyme, Madison, Meriden, Middlefield, Middletown, Milford, New Haven, North Branford, North Haven, Old Lyme, Old Saybrook, Orange, Portland, Wallingford, Westbrook, West Haven, Woodbridge

4. Kennedy Center/ Northwest

Contact: April Chaplin

E-mail: achaplin@kennedyctr.org

Phone:(475)298-3103

TOWNS SERVED:

Ansonia, Barkhamsted, Beacon Falls, Bethel, Bethlehem, Bridgewater, Brookfield, Canaan, Cheshire, Colebrook, Cornwall, Danbury, Derby, Goshen, Hartland, Harwinton, Litchfield, Middlebury, Morris, Naugatuck, New Fairfield, New Hartford, New Milford, Newtown, Norfolk, North Canaan, Oxford, Plymouth, Prospect, Redding, Ridgefield, Roxbury, Salisbury, Seymour, Sharon, Shelton, Sherman, Southbury, Thomaston, Torrington, Warren, Washington, Waterbury, Watertown, Winchester and Woodbury.

5. Eastern Connecticut Transportation Consortium, Inc. – Eastern Region

E-mail: ectcmobility@ectcinc.com

Phone:(860)848-5911

TOWNS SERVED: Ashford, Bozrah, Brooklyn, Canterbury, Chaplin, Colchester, Columbia, Coventry, Eastford, Franklin, Griswold, Groton, Hampton, Killingly, Lebanon, Ledyard, Lisbon, East Lyme, Lyme, Mansfield, Montville, New London, North Stonington, Norwich, Old Lyme, Plainfield, Pomfret, Preston, Putnam, Salem, Scotland, Sprague, Sterling, Stonington, Thompson, Union, Voluntown, Waterford, Willington, Windham, Woodstock

Connecticut Statewide Travel Training

E-mail: traveltraining@kennedyctr.org

Phone:(203) 365-8522 ext. 2950

Senior Resources-Agency on Aging

19 Ohio Avenue Suite 2, Norwich, CT 06360

Tel: 860-887-3561

Website: www.seniorresourcesec.org

Senior Resources- Agency on Aging is a nonprofit organization that provides information and services to the aging population, their families and care providers.

South East Connecticut Community Center of the Blind, Inc.

45 Broad St, New London, CT 06320

Tel: 860-447-2048

Website: www.centeroftheblind.com

Transportation Barrier Survey

In an effort to gather information to research and create new or enhanced current transportation options please provide feedback on the following questions:

Please identify any transportation barriers that are currently affecting you (be specific)?

What services would you like to see implemented that could eliminate these barriers? Please describe in detail (i.e. weekend serve in Danielson, etc.)

Name: (optional): _____ Zip Code: _____

Date: _____

Please return completed form to:

*ECTC Inc.
601 Norwich New London Tpke, Suite 1
Uncasville, CT 06382*

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The information contained in this directory reflects the most accurate information available at the time of printing. It was gathered from transportation carriers that participated in our eastern Connecticut survey and contacts made through our Mobility Information Specialist. Be sure to verify all information with the transportation provider prior to using the service.

Eastern Connecticut Transportation Consortium, Inc. does not recommend or endorse any of the businesses, organizations, and individuals listed in the Guide. The information in the Guide is provided solely as a resource to assist in locating transportation resources in and around Eastern Connecticut.

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www.ectcinc.org



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