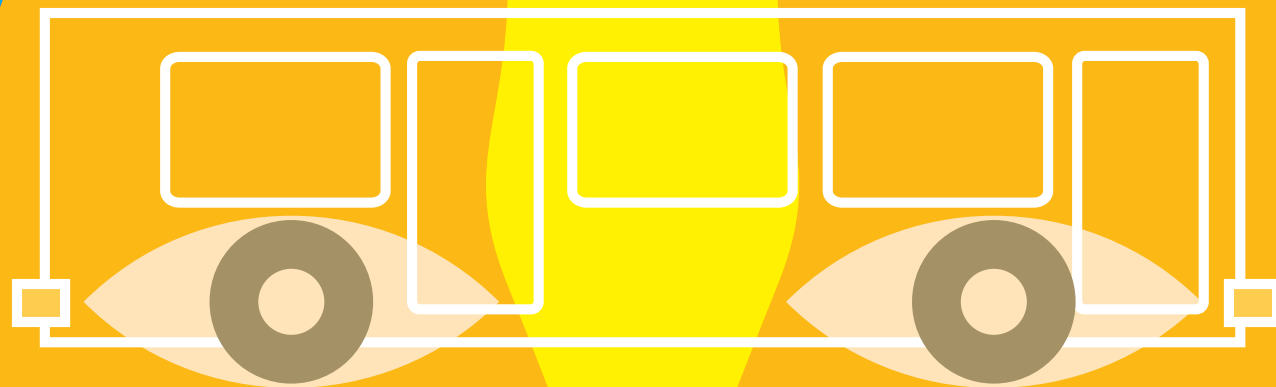


# Getting On Board

The Eastern Connecticut  
Accessible Transportation Guide



# Public Transportation in Eastern Connecticut – Everything you need to know to get on board

“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.

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.

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# 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](http://www.connect-ability.com) or [info@connect-ability.com](mailto: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.

Local Bus Services	Paratransit Van Services
<p><b>Save Money</b> 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).</p>	<p>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.</p>
<p><b>Save Time</b> No advance reservations are required to ride the local buses. Services generally run often during work travel hours.</p>	<p>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.</p>
<p><b>Gain Greater Mobility &amp; Independence</b> You can come and go as you please, whenever and wherever the local buses run.</p>	<p>Paratransit van services do get you places, but you can have much more freedom using local bus services.</p>

# 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.

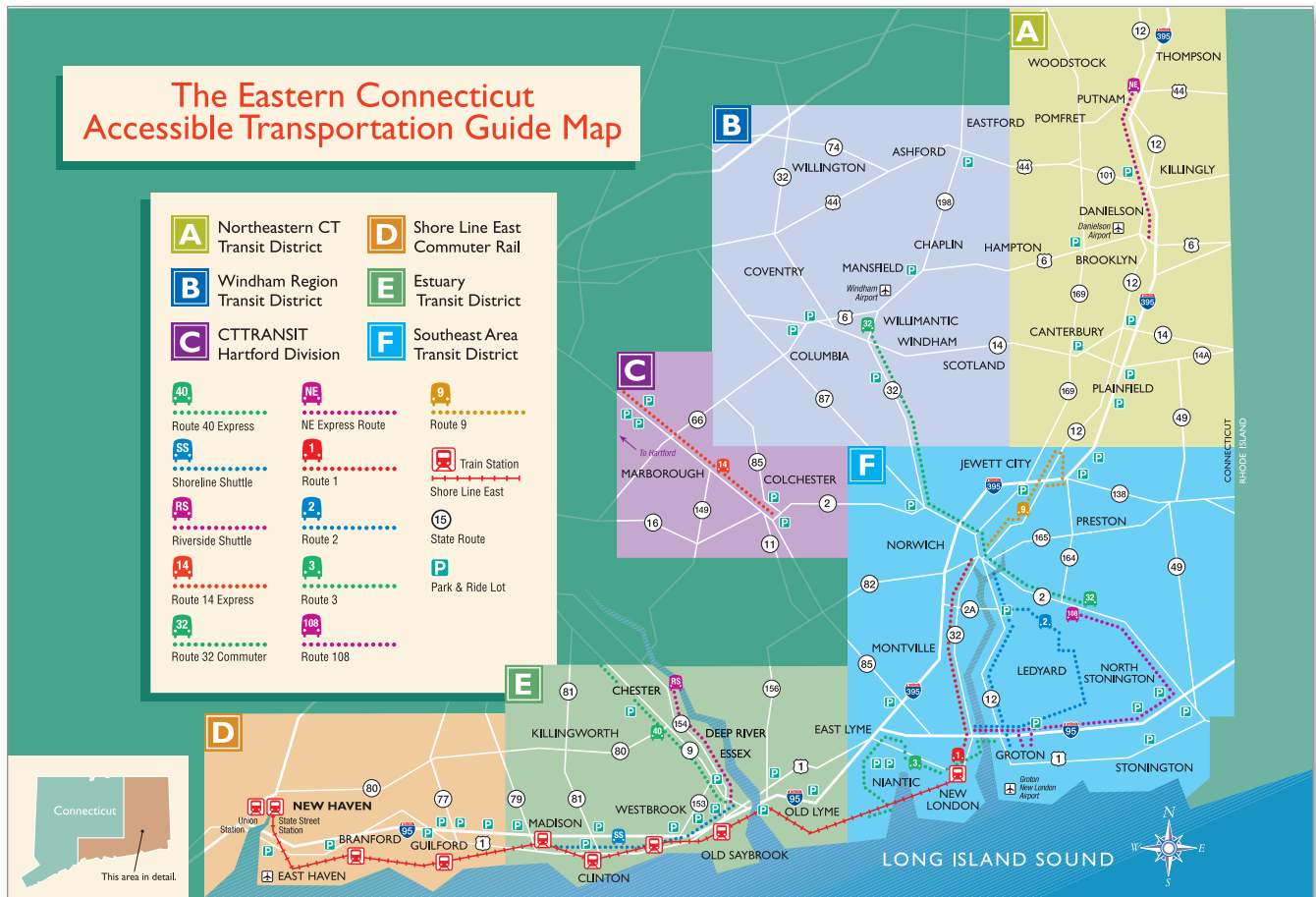
# What is Travel Training?

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](http://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 CTTTRANSIT (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](http://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)

**Serving the towns of:** Norwich, East Lyme, Griswold, Groton, Ledyard, Lorton, Monville, New London, Preston\*, Stonington and Waterford

**Southeast Area Transit District Mailing Address:**  
SEAT  
21 Rt. 12  
Preston, CT 06365

**Customer Service (Schedule Information):**  
(860) 896-2631

**Customer Service Hours of Operation:**  
Monday through Friday  
8:30 a.m. to 5:00 p.m.

**Email:**  
[southeasttransit@sbgebol.net](mailto:southeasttransit@sbgebol.net)

**Website:**  
[www.seatbus.com](http://www.seatbus.com)

### 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).

### Information About Southeast Area Transit District (SEAT)

- All SEAT buses are accessible to persons with disabilities and can “bused” to lower the first step height. Call Customer Service or visit [www.seatbus.com](http://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.ctrans.com/seniorIDCard.asp](http://www.ctrans.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.)

### 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 get to the place you want to go 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 860-896-2631.



### 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 much does it cost to ride?** See SEAT Fare Information Sheet in back pocket of this guide.

Each route (or more) has a schedule to describe the line where 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 schedule.

### Local Southeast Area Transit

**SEAT**  
For More Information Call: 860-896-2631  
www.seatbus.com

OPEN TO THE PUBLIC  
Since 1982

### Run #5: Industrial Park/Wawecus St./Norwichtown/Backus Hospital Monday through Saturday

For this trip you will depart from bus stop #1 "Norwich/Trans. Cent." 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:

- First, make sure you are reading the correct schedule. At the top it will tell you the date 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".
- Next, along the left side of the schedule, under "Run #5", find the stop you want to end at, which is "Norwichtown Mall".
- Look across the row for "Norwichtown Mall" and look at the arrival times listed. Find the time(s) closest to 10:00 a.m.
- 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 other options. 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. Cent."
- Now locate the time you want to arrive at "Norwichtown Mall" and by reading up the column, find "Norwich/Trans. Cent." Here you see the time 9:00 a.m. This is the time that the bus will leave from "Norwich/Trans. Cent." 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. Cent." is 8:55 a.m.

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

### LOCAL BUS SCHEDULES

ALL ROUTES MONDAY THROUGH SATURDAY  
Bus Service Starts at 5:00 a.m. on Saturday Service

Run #5 Industrial Park / Wawecus St. / Norwichtown / Backus Hospital	Mon	Tue	Wed	Thu	Fri	Sat
Norwich/Trans. Cent.	8:00	8:15	8:30	8:45	9:00	9:00
Wawecus St.	8:10	8:25	8:40	8:55	9:10	9:10
Industrial Park	8:20	8:35	8:50	9:05	9:20	9:20
Norwichtown Mall	8:30	8:45	9:00	9:15	9:30	9:30
Backus Hospital	8:40	8:55	9:10	9:25	9:40	9:40
Norwich/Trans. Cent.	8:50	9:05	9:20	9:35	9:50	9:50

# Southeast Area Transit District (SEAT)

## Serving the towns of:

East Lyme, Griswold, Groton, Ledyard, Lisbon,\* Montville, Mystic, New London, Norwich, Preston,\* Stonington and Waterford

\*Limited Services Available

Southeast Area Transit District  
Mailing Address:  
SEAT  
21 Rt. 12  
Preston, CT 06365

Customer Service  
(Schedules/Information):  
(860) 886-2631

Customer Service  
Hours of Operation:  
Monday through Friday  
8:30 a.m. to 5:00 p.m.

Email:  
[southeast.transit@sbcglobal.net](mailto:southeast.transit@sbcglobal.net)

Website:  
[www.seatbus.com](http://www.seatbus.com)

## 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](http://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](http://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).

## 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

## 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.



# 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.



**LOCAL BUS SCHEDULES**  
ALL ROUTES MONDAY THROUGH SATURDAY UNLESS OTHERWISE NOTED  
\*Sat. service starts \*\* End of Saturday Service

**RUN #4: TAFTVILLE / OCCUM / THREE RIVERS - MOHEGAN CAMPUS / GREENVILLE**  
Viaduct, N. Main St., Central, N. Main, Norwich Ave., Occum Rd., Hooper, Railroad Ave., Battie Rd., Occum Rd., South B St., Hunter's Ave., Merchants Ave., Harland Rd., Ox Hill Rd., Senior Center, Mohegan Park Rd., Hunters Rd., Harland Rd., Merchants Ave., Providence, North 5th Ave., Wequonnock Village, Providence St., Norwich Ave., N. Main St., Central Ave., N. Main St., Viaduct  
**Note: No Senior Center after 4:30 p.m.**

Norwich / Trans. Centr.	6:00	*7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	6:55
Occum	6:15	7:15	8:15	9:15	10:15	11:15	12:15	1:15	2:15	3:15	4:15	5:15	6:15	
Mohegan Campus	6:30	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	
Wequonnock Village	6:40	7:40	8:40	9:40	10:40	11:40	12:40	1:40	2:40	3:40	4:40	5:40	6:40	
Central / 7th St.	6:50	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	

**RUN #5: INDUSTRIAL PARK / WAWECUS ST / NORWICHTOWN / BACKUS HOSPITAL**  
Viaduct, N. Main St., Franklin St., McKinley, Rockwell, Crescent, Sachem, Lafayette, Washington, W. Town, Industrial Park, Conn. Ave., Wisconsin Ave., New Park Ave., Route 32, West Town, Otrobando, Wawecus, Otrobando, N.L. Tpke. (Rollins, N.L. Tpke.), Norwichtown Mall, Town, Washington, Lafayette, Sachem, Chelsea Parade, Broadway, Union, Main, Viaduct - **Note: 1\* 3 trips and noon go to laundry (Monday through Friday)**

Norwich / Trans. Centr.	8:30	7:15	8:00	*9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	**5:00	6:00	6:55
Industrial Park	8:45	7:30	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20	4:20	5:20	6:20	
Otrobando	-	-	8:27	9:27	10:27	11:27	12:27	1:27	2:27	3:27	4:27	5:27	6:27	
Wawecus St.	-	-	8:29	9:29	-	11:29	-	1:29	-	3:29	-	5:29	6:29	
Rollins Rd. / N.L. Tpke.	-	-	-	-	10:30	-	12:30	-	2:30	-	4:30	-	-	
Norwichtown Mall	8:55	7:40	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	
Backus Hospital	-	-	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	4:45	5:45	6:45	

**RUN #6: WEST SIDE**  
Viaduct, Water St., W. Main, High, Mechanic, W. Main, Dunham, Elizabeth, Westwood Park, Elizabeth St. Ext., Pembroke, Clifton, Stanley, Dunham, W. Main, Salem Tpke., Backus Outpatient Center, Salem Tpke., Wal-Mart/Big Y, Salem Tpke, W. Main, Dunham, Elizabeth, Westwood Park, Elizabeth St. Ext., Pembroke, Clifton, Stanley, Dunham, W. Main, Rt. 12, Viaduct

Norwich / Trans. Centr.	7:00	8:00	*9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	**5:00	6:00	6:55
Dunham / Elizabeth	7:15	8:15	9:15	10:15	11:15	12:15	1:15	2:15	3:15	4:15	5:15	6:15	
Backus Outpatient Cntr.	7:25	8:25	9:25	10:25	11:25	12:25	1:25	2:25	3:25	4:25	5:25	6:25	
Wal-Mart / Big Y	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	
Maroon Plaza	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	
Dunham / Elizabeth	7:45	8:45	9:45	10:45	12:45	12:45	1:45	2:45	3:45	4:45	5:45	6:45	

**RUN #7: DAYTIME - HAMILTON AVE. / MOHEGAN SUN / N.L. TPKE. / WEST MAIN / - Route changes at 7:00 PM**  
Viaduct, East Main St., Hamilton Ave., Quarto Rd., Smith St., Pukallus St., Hamilton Ave., East Main St., Main St., Market St., Westside Blvd., Rte. 32, Sandy Desert Rd., Mohegan Sun (Employee and Autumn Entrances), Sandy Desert Rd., Rte. 32, New London Tpke., West Main St., Chelsea Harbor Dr., Water St., Rte. 12, Viaduct.

Norwich Trans. Centr.	8:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00
Quarto Rd.	8:05	7:05	8:05	9:05	10:05	11:05	12:05	1:05	2:05	3:05	4:05	5:05	6:05
Ahepa Housing	8:07	7:07	8:07	9:07	10:07	11:07	12:07	1:07	2:07	3:07	4:07	5:07	6:07
W. Thames / Dunham	8:25	7:25	8:25	9:25	10:25	11:25	12:25	1:25	2:25	3:25	4:25	5:25	6:25
Mohegan Sun	8:30	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30
N.L. Tpke. / W. Main	8:40	7:40	8:40	9:40	10:40	11:40	12:40	1:40	2:40	3:40	4:40	5:40	6:40

**RUN #7 PM: HAMILTON AVE. / MOHEGAN SUN / WEST THAMES / WEST MAIN**  
Viaduct, East Main St., Hamilton Ave., Quarto Rd., Smith St., Eighth St., Central Ave., N. Main St., Main St., Market St., Westside Blvd., Rte. 32, Sandy Desert Rd., Mohegan Sun (Employee and Autumn Entrances), Sandy Desert Rd., Rte. 32, New London Tpke., West Main St., Chelsea Harbor Dr., Main St., Viaduct

Norwich Trans. Centr.	7:00PM	8:00	9:00	10:00	11:00	11:55							
Quarto Rd.	7:05	8:05	9:05	10:05	11:05	-							
Central Ave.	7:10	8:20	9:20	10:20	11:20	-							
W. Thames / Dunham	7:25	8:25	9:25	10:25	11:25	-							
Mohegan Sun	7:30	8:30	9:30	10:30	11:30	-							
N.L. Tpke.	7:35	8:35	9:35	10:35	11:35	-							
W. Main St. / Westgate	7:40	8:40	9:40	10:40	11:40	-							
Franklin Square	7:50	8:50	9:50	10:50	11:50	-							

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.

<b>LOCAL BUS SCHEDULES</b>												
<b>ALL ROUTES MONDAY THROUGH SATURDAY UNLESS OTHERWISE</b>												
*Sat. service starts      ** End of Saturday Service												
<b>RUN #5: INDUSTRIAL PARK / WAWECUS ST / NORWICHTOWN / BACKUS HOSPITAL</b>												
Viaduct, N. Main St., Franklin St., McKinley, Rockwell, Crescent, Sachem, Lafayette, Washington, W. Town, Industrial Park, New Park Ave., Route 32, West Town, Otrobando, Wawecus, Otrobando, N.L. Tpke. (Rollins, N.L. Tpke.), Norwich, Lafayette, Sachem, Chelsea Parade, Broadway, Union, Main, Viaduct - Note: 1 <sup>st</sup> 3 trips and noon go to laundry (M)												
4	Norwich / Trans. Centr.	6:30	7:15	8:00	5	9:00	10:00	11:00	12:00	1:00	2:00	3:00
	Industrial Park	6:45	7:30	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20	
	Otrobando	-	-	8:27	9:27	10:27	11:27	12:27	1:27	2:27	3:27	
	Wawecus St.	-	-	8:29	9:29	-	11:29	-	1:29	-	3:29	
	Rollins Rd. / N.L. Tpke.	-	-	-	3	10:30	-	12:30	-	2:30	-	
2	Norwichtown Mall	6:55	7:40	8:35	3	9:35	10:35	11:35	12:35	1:35	2:35	3:35
	Backus Hospital	-	-	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	



## 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](http://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.



## Travel Conditions

Notification of service cancellations (for example, due to weather) is provided through local media outlets and online at [www.seatbus.com](http://www.seatbus.com).

The times listed in schedules are approximate. There may be delays due to traffic or weather conditions. In the event of a snowstorm or bad weather, it is a good idea to check to see if the bus schedules will be affected. For information on alternate routes for snow days, visit SEAT's Website or call Customer Service at 860-886-2631.

## 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.

# Northeastern Connecticut Transit District (NECTD)

Northeastern Connecticut  
Transit District (NECTD)

## Serving the towns of:

Brooklyn,\* Eastford,\* Killingly,  
Plainfield,\* Pomfret,\* Putnam,  
Thompson and Woodstock\*

\*Limited Services Available

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.

## 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.

How much does it cost to ride the bus?

See NECTD Fare Information Sheet in back pocket of this guide.

## 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.

## 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.

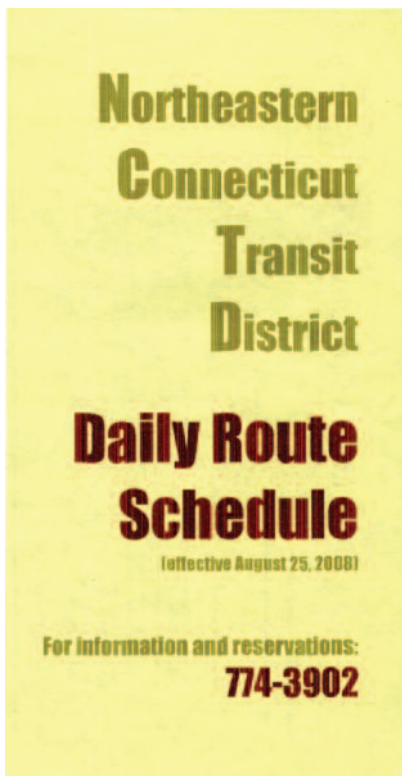


# How to Read an NETCD Bus Schedule

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.

The cover of the schedule looks like this. The information includes the district name, effective date of the route schedule, and the phone number for obtaining more information or making reservations.



## DAILY ROUTE SCHEDULE

**NETCD**

Effective August 25, 2008

### Southern Loop (Monday – Friday)

Stop	Arrival/Departure (may vary 5 minutes +/-)								
Danielson Main Street	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30
Big Y, Danielson	--	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35
Ocean State Plaza, Brooklyn	8:40	9:40	10:40	11:40	12:40	1:40	2:40	3:40	4:40
Salem Village, Brooklyn	8:42	9:42	10:42	11:42	12:42	1:42	2:42	3:42	4:42
Quinebaug Senior Center, Brooklyn	8:47	9:47	10:47	11:47	12:47	1:47	2:47	3:47	4:47
Maple Courts, Danielson	8:52	9:52	10:52	11:52	12:52	1:52	2:52	3:52	4:52
Quinebaug Valley Community College	8:55	9:55	10:55	11:55	12:55	1:55	2:55	3:55	4:55
Robinwood Apartments, Rogers	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00
101/Upper Maple Street, Dayville	9:05	10:05	11:05	12:05	1:05	2:05	3:05	4:05	5:05
Killingly Commons, Dayville	9:10	10:10	11:10	12:10	1:10	2:10	3:10	4:10	5:10
Killingly Plaza, Dayville	9:15	10:15	11:15	12:15	1:15*	2:15	3:15	4:15	5:15
Learning Center, Danielson	9:20	10:20	11:20	12:20	1:20	2:20	3:20	4:20	--
Killingly Library, Danielson	9:25	10:25	11:25	12:25	1:25	2:25	3:25	4:25	--

\*shift change – transfer required

### Northern Loop (Monday – Friday)

Stop	Arrival/Departure (may vary 5 minutes +/-)								
River Commons (Price Chopper), Putnam	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20	4:20
Hampshire Heights, Putnam	8:25	9:25	10:25	11:25	12:25	1:25	2:25	3:25	4:25
Sears/Stop & Shop, Putnam	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30
Wal-Mart, Putnam	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35
Thompson Town Hall	8:40	9:40	10:40	11:40	12:40	1:40	2:40	3:40	4:40
Thompson Community Center, N. Grosvenordale	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	4:45
Gladys Green, Thompson	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	4:50
Ella Grasso Housing, Putnam	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00
Bulger/St. Onge Housing, Putnam	9:05	10:05	11:05	12:05	1:05	2:05	3:05	4:05	5:05
Little River Apartments, Putnam	9:10	10:10	11:10	12:10	1:10	2:10	3:10	4:10	5:10
Day Kimball Hospital	9:15	10:15	11:15	12:15	1:15*	2:15	3:15	4:15	5:15

\*shift change – transfer required

### Express Service (Monday – Friday)

Express One			Express Two			
Stop	Arrival/Departure (may vary 5 minutes +/-)				Out Of Service	
Killingly (Main Street Exchange)	7:30	9:30			12:00	
Day Kimball Hospital	7:45	9:45	11:30		12:15	1:45 2:50
Riverfront Commons	7:55	9:55			12:25	1:50 2:55
Wal-Mart	8:00	10:00			12:30	1:55 3:00
Thompson (Town Hall)	8:10	11:40			12:40	2:10 4:45
Putnam (River Commons)	8:20	11:50			12:50	2:20 3:15
Killingly Commons	8:35	12:00			12:45	2:30 3:15
QVCC	8:45	12:10			12:55	2:40 3:15
Killingly (Main Street Exchange)	8:50	10:15			1:00	2:40 3:30
Ocean State Plaza, Brooklyn	8:55	10:30	12:15			3:35
Quinebaug Valley Senior Center	9:00	10:35			1:10	4:05
Killingly (Main Street Exchange)		10:40	12:20		1:20	4:10
QVCC		10:50			1:30	4:15
Killingly Commons		11:00			1:40	4:20
Putnam (River Commons)		11:15			1:50	4:35

### Willimantic Danielson Shuttle (Monday – Friday)

Willimantic to Danielson		Danielson to Willimantic	
Arrival/Departure (may vary 5 minutes +/-)			
Willimantic to Danielson	Danielson to Willimantic	8:30	3:45
Danielson to Willimantic	Willimantic to Danielson	8:30	3:45

The Northeastern Connecticut Transit District, which is a deviated 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 1/4 of a mile from the regular route by calling 24 hours in advance. Each of our buses is fully ADA certified and have wheel chair 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 NETCD 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 a.m.
- 4 The closest times that the bus will arrive at “Killingly Library, Danielson” for 10:30 a.m. is 10:25 a.m. 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 a.m. will get you to the “Killingly Library, Danielson” precisely at 10:25 a.m.

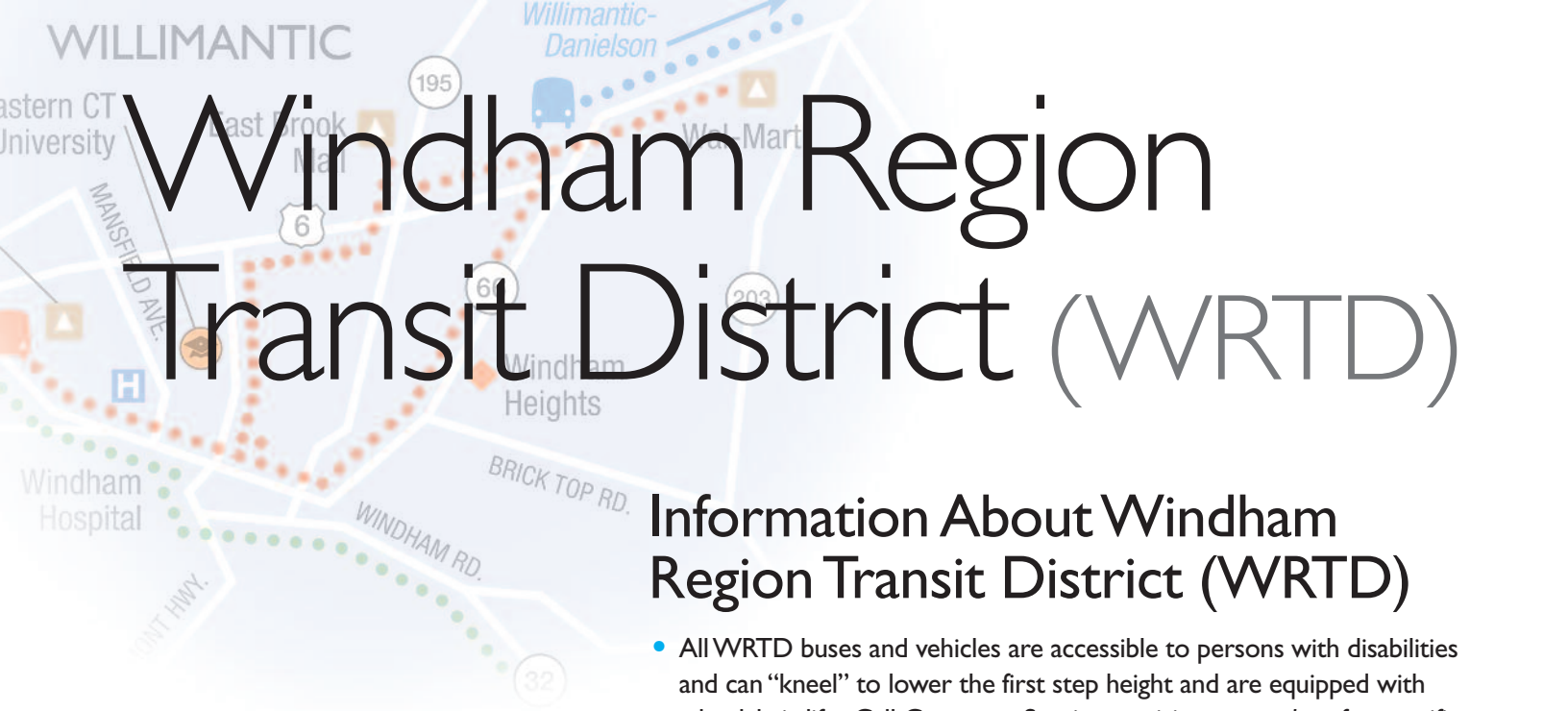
Plan to get to the bus stop at least five minutes before the listed departure time. So you should plan to get to “Danielson Main Street” at the latest 9:25 a.m. if you are taking the 9:30 a.m. bus.

# DAILY ROUTE SCHEDULE

1 **Southern Loop (Monday – Friday)**

Stop	5 Arrival/Departure (may vary 5 minutes +/-)						
4 Danielson Main Street	8:30	9:30	10:30	11:30	12:30	1:30	2:30
Big Y, Danielson	--	9:35	10:35	11:35	12:35	1:35	2:35
Ocean State Plaza, Brooklyn	8:40	9:40	10:40	11:40	12:40	1:40	2:40
Salem Village, Brooklyn	8:42	9:42	10:42	11:42	12:42	1:42	2:42
Quinebaug Senior Center, Brooklyn	8:47	9:47	10:47	11:47	12:47	1:47	2:47
Maple Courts, Danielson	8:52	9:52	10:52	11:52	12:52	1:52	2:52
Quinebaug Valley Community College	8:55	9:55	10:55	11:55	12:55	1:55	2:55
Robinwood Apartments, Rogers	9:00	10:00	11:00	12:00	1:00	2:00	3:00
101/Upper Maple Street, Dayville	9:05	10:05	11:05	12:05	1:05	2:05	3:05
Killingly Commons, Dayville	9:10	10:10	11:10	12:10	1:10	2:10	3:10
Killingly Plaza, Dayville	9:15	10:15	11:15	12:15	1:15*	2:15	3:15
Learning Center, Danielson	9:20	10:20	11:20	12:20	1:20	2:20	3:20
2 Killingly Library, Danielson	9:25	10:25	11:25	12:25	1:25	2:25	3:25

\*shift change – transfer re



# 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](http://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).

### Serving the towns of:

Ashford, Brooklyn, Chaplin, Columbia, Coventry, Hampton, Lebanon, Mansfield, Norwich, Scotland, Willington, Willimantic and Windham

Windham Region Transit District (WRTD)

Mailing Address:  
115 Ash Street  
Willimantic, CT 06226

Customer Service  
(Schedules/Information):  
860-456-2223

Paratransit Service:  
860-456-1462

TDD Service:  
800-833-8134

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

Email:  
[wrtd@snet.net](mailto:wrtd@snet.net)

Website:  
[www.wrtd.net](http://www.wrtd.net)



## Dial-A-Ride

Dial-A-Ride runs Monday through Friday, year-round, except on:

- New Year's Day
- President's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day and the Friday following Thanksgiving Day
- Christmas Eve
- Christmas Day

## Holidays

No Fixed Route service is provided on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

## 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												Times are approximate. Please get to the stop a few minutes early.												Southbound - Storrs to Willimantic																							
Monday through Friday												Saturday												Monday through Friday												Saturday											
Gateway Commons	6:14	6:54	8:00	8:30	C	11:28	C	2:23	2:51	C	C	5:47	8:00	C	C	3:41	Holiday Mall	X	7:39	8:56	X	10:26	12:27	1:49	3:19	4:15	4:38	5:26	X	8:55	10:26	2:39	X														
Main/Holbrook	6:16	6:56	8:02	8:32	X	11:30	X	2:25	2:53	X	X	5:49	8:02	X	X	3:43	Grand Union	6:54	7:41	8:58	9:14	10:28	12:29	1:51	3:21	4:17	4:40	5:28	6:41	8:58	10:28	2:41	4:45														
Valley/Ashton	6:17	6:57	8:03	8:33	X	11:31	X	2:26	2:54	X	X	5:50	8:03	X	X	3:44	Jensen's	6:55	7:43	9:00	9:16	10:30	12:31	1:53	3:23	4:19	4:42	5:30	6:43	8:59	10:30	2:43	4:46														
Valley/Access	6:18	6:58	8:04	8:34	X	11:32	X	2:27	2:55	X	X	5:51	8:04	X	X	3:45	Four Corners	6:56	7:44	9:01	9:17	10:31	12:32	1:54	3:24	4:20	4:43	5:31	6:44	9:01	10:31	2:44	4:47														
Valley/Noble Hall	6:19	6:59	8:05	8:35	X	11:33	X	2:28	2:56	X	X	5:52	8:05	X	X	3:46	Whitney Hall	7:00	7:48	9:05	9:21	10:35	12:36	1:58	3:28	4:24	4:47	5:35	6:48	9:05	10:35	2:48	4:51														
Valley/Bank	6:21	7:01	8:07	8:37	X	11:35	X	2:30	2:58	X	X	5:54	8:07	X	X	3:48	Shippee Hall	7:02	7:50	9:07	9:23	10:37	12:38	2:00	3:30	4:26	4:49	5:37	6:50	9:07	10:37	2:50	4:53														
Valley/Jackson	6:22	7:02	8:08	8:38	X	11:36	X	2:31	2:59	X	X	5:55	8:08	X	X	3:49	S. Eagleville Rd.	7:03	7:51	9:08	9:24	10:38	12:39	2:01	3:31	4:27	4:50	5:38	6:51	9:08	10:38	2:51	4:54														
Jackson/Grove	6:24	7:04	8:10	8:40	X	11:38	X	2:33	3:01	X	X	5:57	8:10	X	X	3:51	Glen Ridge	X	X	9:12	9:28	10:42	12:43	2:05	3:35	4:31	X	X	X	9:12	10:42	2:55	X														
Jackson/Ash	6:25	7:05	8:11	8:41	X	11:39	X	2:34	3:02	X	X	5:58	8:11	X	X	3:52	Juniper Hill	X	X	9:15	9:30	10:44	12:45	2:07	3:37	4:33	X	X	X	9:15	10:44	2:57	X														
Foster/Rt. 195	6:27	7:07	8:13	8:43	9:42	11:41	X	2:36	3:04	X	X	6:00	8:13	9:43	1:46	3:54	Mansfield Sr. Center	X	X	9:16	9:31	10:45	12:46	2:08	3:38	4:34	X	X	X	9:16	10:45	2:58	X														
Foster/City Line	6:28	7:08	8:14	8:44	9:43	11:42	X	2:37	3:05	X	X	6:01	8:14	9:44	1:47	3:55	Knollwood Apts	X	X	9:17	9:32	10:46	12:47	2:09	3:39	4:35	X	X	X	9:17	10:46	2:59	X														
Foster/Ash	6:29	7:09	8:15	8:45	9:44	11:43	X	2:38	3:06	X	X	6:02	8:15	9:45	1:48	3:56	Mansfield Apts	X	X	9:18	9:33	10:47	12:48	2:10	3:40	4:36	X	X	X	9:18	10:47	3:00	X														
Ash/S. Frontage	6:31	7:11	8:17	8:47	9:45	11:45	X	2:40	3:08	X	X	6:04	8:17	9:46	1:49	3:58	Spring Hill Rd	7:05	7:53	9:20	9:35	10:49	12:50	2:12	3:42	4:38	4:52	5:40	6:53	9:20	10:49	3:02	4:56														
S. Frontage/Rt. 195	6:32	7:12	8:18	8:48	9:46	11:46	X	2:41	3:09	X	X	6:05	8:18	9:48	1:51	3:59	Mansfield Center	7:08	7:56	9:23	9:38	10:52	12:53	2:15	3:45	4:41	4:55	5:43	6:56	9:23	10:52	3:05	4:59														
East Brook Mall	6:34	7:17	8:23	8:53	9:50	11:52	12:53	2:47	3:14	4:05	5:04	6:10	8:23	9:50	1:53	4:14	Puddin Lane	7:09	7:57	9:24	9:39	10:53	12:54	2:16	3:46	4:42	4:56	5:44	6:57	9:24	10:53	3:06	5:00														
Big Y	6:37	7:21	8:27	8:57	9:54	11:56	12:57	2:51	3:18	4:09	5:08	6:14	8:27	9:54	1:57	4:18	Big Y	7:12	8:00	9:27	9:41	10:56	12:57	2:19	3:49	4:45	4:59	5:47	7:00	9:27	10:56	3:09	5:02														
FARE ZONE BOUNDARY												FARE ZONE BOUNDARY												FARE ZONE BOUNDARY																							
Puddin Lane	6:39	7:23	8:29	8:59	9:56	11:58	12:59	2:53	3:20	4:11	5:10	6:16	8:29	9:56	1:59	4:20	East Brook Mall	7:14	8:02	9:29	T9:47	10:58	1:03	2:25	T3:55	4:51	T5:04	5:49	7:05	9:29	10:58	3:15	T5:04														
Mansfield Center	6:42	7:26	8:32	9:02	9:59	12:01	1:02	2:56	3:23	4:14	5:13	6:19	8:32	9:59	2:02	4:23	S. Frontage/Rt. 195	7:16	8:04	X	11:00	1:05	2:27	X	4:53	X	5:50	7:07	X	11:00	3:17																
Spring Hill Rd.	6:45	7:29	8:35	9:05	10:02	12:04	1:05	2:59	3:26	4:17	5:16	6:22	8:35	10:02	2:05	4:26	S. Frontage/Ash	7:17	8:05	X	11:01	1:06	2:28	X	4:54	X	5:51	7:08	X	11:01	3:18																
Glen Ridge	X	X	8:39	X	10:06	12:08	1:09	3:03	3:30	X	X	6:26	8:39	10:06	2:09	4:30	Ash/Foster	7:18	8:06	X	11:02	1:07	2:29	X	4:55	X	5:52	7:09	X	11:02	3:19																
Juniper Hill	X	X	8:42	X	10:09	12:11	1:12	3:06	3:33	X	X	6:29	8:42	10:09	2:12	4:33	Foster/City Line	7:19	X	X	11:03	1:08	2:30	X	4:56	X	5:53	7:10	X	11:03	3:20																
Mansfield Sr. Ctr.	X	X	8:45	X	10:12	12:14	1:15	3:09	3:36	X	X	6:32	8:45	10:12	2:15	4:36	Foster/Rt. 195	7:21	X	X	11:05	1:10	2:32	X	4:58	X	5:54	7:12	X	11:05	3:22																
Knollwood Apts	X	X	8:46	X	10:13	12:15	1:16	3:10	3:37	X	X	6:33	8:46	10:13	2:16	4:37	Jackson/Ash	7:23	8:07	X	11:07		2:34	X	5:00	X		7:14	X	11:07	3:24																
Mansfield Apts	X	X	8:47	X	10:14	12:16	1:17	3:11	3:38	X	X	6:34	8:47	10:14	2:17	4:38	Jackson/Peru	7:24	8:08	X	11:08		2:35	X	5:01	X		7:15	X	11:08	3:25																
S. Eagleville Rd	6:48	7:32	8:48	9:08	10:15	12:17	1:18	3:12	3:39	4:20	5:19	6:35	8:48	10:15	2:18	4:39	Jackson/Summit	7:25	8:09	X	11:09		2:36	X	5:02	X		7:16	X	11:09	3:26																
Shippee Hall	6:49	7:33	8:49	9:09	10:16	12:18	1:19	3:13	3:40	4:21	5:20	6:36	8:49	10:16	2:19	4:40	Jackson/Valley	7:26	8:10	X	11:10		2:37	X	5:03	X		7:17	X	11:10	3:27																
Whitney Hall	6:50	7:34	8:50	9:10	10:17	12:19	1:20	3:14	3:41	4:22	5:21	6:37	8:50	10:17	2:20	4:41	Main/Jackson St.	7:27	8:11	X	11:11		2:38	X	5:04	X		7:18	X	11:11	3:28																
Grand Union	6:54	XX	XX	9:14	10:21	XX	1:24	XX	3:45	4:26	XX	6:41	XX	10:21	2:24	4:45	Main/Rt. 66 QuickMart	7:28	8:12	X	11:12		2:39	X	5:05	X		7:19	X	11:12	3:29																
Jensen's	6:55	XX	XX	9:16	10:23	XX	1:26	XX	3:47	4:28	XX	6:43	XX	10:23	2:26	4:46	Main/High	7:29	8:13	X	11:13		2:40	X	5:06	X		7:20	X	11:13	3:30																
Four Corners	6:56	XX	XX	9:17	10:24	XX	1:27	XX	3:48	4:29	XX	6:44	XX	10:24	2:27	4:47	Main/Mansfield	7:32	8:16	X	11:16		2:43	X	5:09	X		7:23	X	11:16	3:33																
Holiday Mall	X	7:39	8:55	X	10:26	12:24	1:29	3:19	3:50	4:31	5:26	X	8:55	10:26	2:29	X	Tyler Square	7:33	8:17	X	11:17		2:44	X	5:10	X		7:24	X	11:17	3:34																
X - Stop is not served on this trip.												Main/Holbrook												Main/Holbrook																							
XX - Northbound passengers who wish to go to Grand Union, Jensen's, and Four Corners should stay on the bus after it reaches the end of the run (Holiday Mall). The bus will arrive shortly at their destination.												Wmct Plaza												Wmct Plaza																							
C - Use City Bus from Gateway Commons to connect with the Northbound Bus at the East Brook Mall.												Gateway Commons												Gateway Commons																							
T - Transfer to Willimantic City Bus to continue into downtown Willimantic.												Drop-offs at Foster Drive, North Windham / Wal-Mart *												Drop-offs at Foster Drive, North Windham / Wal-Mart *																							
												Express to North Windham / Wal-Mart *												Express to North Windham / Wal-Mart *																							

\* See Storrs - North Windham Schedule for Storrs to North Windham / Wal-Mart stops and times

**Service Calendar** The Storrs-Willi Bus does not run on the following holidays: New Year's Day • Memorial Day • Independence Day • Labor Day • Thanksgiving Day • Christmas

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

## Northbound – Willimantic 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:

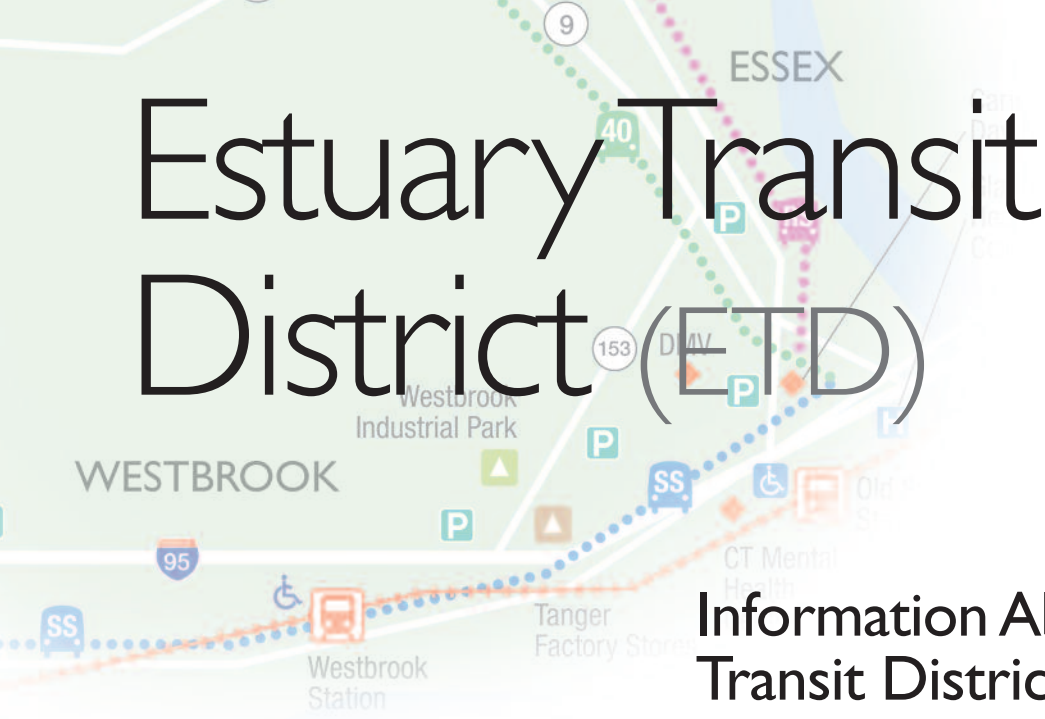
- 1 First, make sure you are reading the correct schedule. At the top are the days of service, as well as the direction. You are looking to find the Monday through Friday schedule that is going in the Northbound direction (from Willimantic to Storrs).
- 2 Next, on the left side of the schedule find the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

Northbound - Willimantic to Storrs										
Monday through Friday										
Gateway Commons	4	6:54	8:00	8:30	5	C	11:28	C	2:23	2:51
Main/Holbrook		6:16	6:56	8:02	8:32	X	11:30	X	2:25	2:53
Valley/Ashton		6:17	6:57	8:03	8:33	X	11:31	X	2:26	2:54
Valley/Access		6:18	6:58	8:04	8:34	X	11:32	X	2:27	2:55
Valley/Noble Hall		6:19	6:59	8:05	8:35	X	11:33	X	2:28	2:56
Valley/Bank		6:21	7:01	8:07	8:37	X	11:35	X	2:30	2:58
Valley/Jackson		6:22	7:02	8:08	8:38	X	11:36	X	2:31	2:59
Jackson/Grove		6:24	7:04	8:10	8:40	X	11:38	X	2:33	3:01
Jackson/Ash		6:25	7:05	8:11	8:41	X	11:39	X	2:34	3:02
Foster/Rt. 195		6:27	7:07	8:13	8:43	9:42	11:41	X	2:36	3:04
Foster/City Line		6:28	7:08	8:14	8:44	9:43	11:42	X	2:37	3:05
Foster/Ash		6:29	7:09	8:15	8:45	9:44	11:43	X	2:38	3:06
Ash/S. Frontage		6:31	7:11	8:17	8:47	9:45	11:45	X	2:40	3:08
S. Frontage/Rt. 195		6:32	7:12	8:18	8:48	9:46	11:46	X	2:41	3:09
East Brook Mall	2	7:17	8:23	8:53	3	9:50	11:52	12:53	2:47	3:14
Big Y		6:37	7:21	8:27	8:57	9:54	11:56	12:57	2:51	3:18

- 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.

# Estuary Transit District (ETD)



## 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](http://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.)

### Serving the towns of:

Chester, Clinton, Deep River, Essex, Killingworth, Lyme, Madison, Old Lyme, Old Saybrook and Westbrook

### Estuary Transit District (ETD)

#### Mailing Address:

455 Boston Post Road  
Old Saybrook, CT 06475

#### Customer Service

#### (Schedules/Information):

860-510-0429 or 860-388-1919

#### Administrative Office:

800-395-0891

#### Customer Service

#### Hours of Operation:

Monday through Friday  
6:00 a.m. to 6:30 p.m.

#### Email:

[estuary@sbcglobal.net](mailto:estuary@sbcglobal.net)

#### Website:

[www.estuarytransit.org](http://www.estuarytransit.org)



# 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](http://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.

## 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



## 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.

How much does it cost to ride the bus?

See Estuary Transit District 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 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

## 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.

# How to Read an ETD Bus Schedule

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

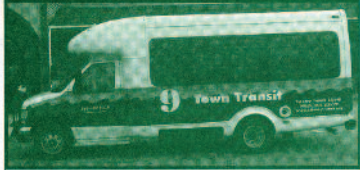
- The Route name and the towns served.
- A Route map showing the Off-Route service area.
- Departure times for each regular stop along the route.
- Days/Hours of operation.
- Bus Fares.
- The RIDELINE telephone number (860-510-0429).

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

## 9 TOWN TRANSIT

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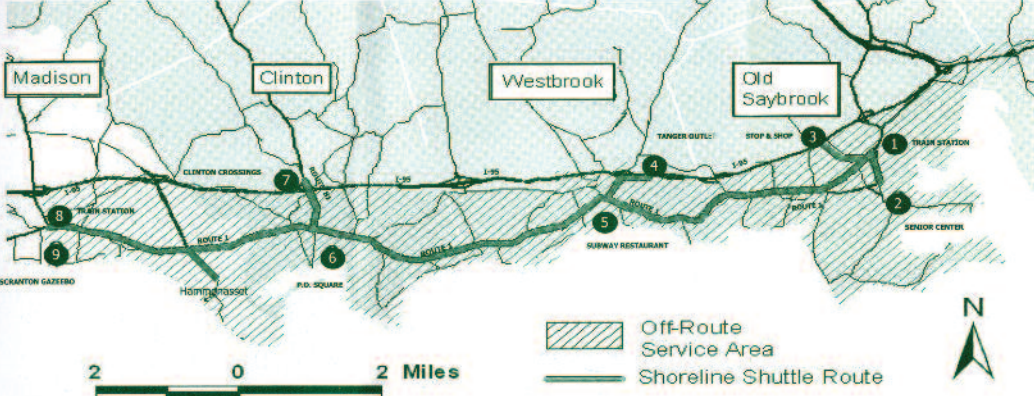
### SHORELINE SHUTTLE ROUTE



Serving  
**OLD SAYBROOK / WESTBROOK**  
**CLINTON / MADISON**

Offering Connections and Free Transfers Onto  
**DATTCO 'S' ROUTE**  
 Into NEW HAVEN  
 And  
**RIVERSIDE SHUTTLE BUSES**

**CUSTOMER SERVICE**  
**510-0429**  
[www.estuarytransit.org](http://www.estuarytransit.org)



**Service**

Timed St

REQ Stop

Flag Stop

Off-Route

**Timeta**

\*\*\*

**730**

**WEST-Old Saybrook–Westbrook–Clinton–Madison**

Old Saybrook Train Station	REQ	***	REQ	***	615	625	***	REQ	635	REQ	640	<b>650</b>	<b>635</b>
Old Saybrook Senior Center	REQ	***	REQ	***	650	700	***	REQ	710	REQ	715	<b>725</b>	<b>710</b>
Old Saybrook Stop & Shop	REQ	***	REQ	805	815	830	840	REQ	855	REQ	900	<b>900</b>	<b>850</b>
Valley Shore YMCA	REQ	830	REQ	845	855	910	920	REQ	935	REQ	940	***	<b>920</b>
Westbrook Tanger Outlet	REQ	910	REQ	925	935	950	1000	REQ	1015	REQ	1020	<b>1040</b>	<b>1020</b>
Subway Restaurant	REQ	1040	REQ	1055	1105	1120	1130	REQ	1145	REQ	1150	<b>1200</b>	<b>1140</b>
Post Office Square	REQ	1225	REQ	1240	1250	105	115	REQ	130	REQ	135	<b>145</b>	<b>135</b>
Clinton Crossings Mall	REQ	110	REQ	130	140	155	205	REQ	220	REQ	225	<b>245</b>	<b>235</b>
Hammonasset Park	REQ	145	REQ	210	220	235	245	REQ	300	REQ	305	<b>315</b>	<b>310</b>
Madison Train Station	REQ	310	REQ	330	340	355	405	REQ	420	REQ	425	<b>430</b>	<b>430</b>
Madison Senior Center	REQ	350	REQ	415	425	440	450	REQ	505	REQ	510	<b>515</b>	<b>510</b>
Scranton Gazebo	REQ	440	REQ	500	510	525	535	REQ	550	REQ	555	<b>620</b>	<b>545</b>

**EAST- Madison–Clinton–Westbrook–Old Saybrook**

Scranton Gazebo	REQ	645	REQ	720	REQ	725	710	720	REQ	***	730	745	REQ	***	800	805	<b>810</b>
Hammonasset Park	REQ	905	REQ	920	930	945	905	REQ	955	1010	1015	955	REQ	1010	1015	<b>1020</b>	<b>1020</b>
Clinton Crossings Mall	REQ	950	REQ	1005	1015	1030	950	REQ	1040	1055	1100	1040	REQ	1040	1055	1100	<b>1105</b>
Post Office Square	REQ	1030	REQ	1045	1055	1110	1030	REQ	1120	1135	1140	1120	REQ	1120	1135	1140	<b>1145</b>
Subway Restaurant	REQ	1200	REQ	1215	1225	1240	1200	REQ	1250	105	110	1250	REQ	1250	105	110	<b>115</b>
Valley Shore YMCA	REQ	145	REQ	200	210	225	145	REQ	235	250	REQ	235	REQ	250	REQ	255	<b>255</b>
Westbrook Tanger Outlet	REQ	235	REQ	250	300	315	235	REQ	325	340	REQ	325	REQ	340	REQ	345	<b>345</b>
Old Saybrook Stop & Shop	REQ	315	REQ	330	340	355	315	REQ	405	420	REQ	405	REQ	420	REQ	425	<b>425</b>
Old Saybrook Senior Center	REQ	430	REQ	445	455	510	430	REQ	520	535	REQ	520	REQ	535	REQ	540	<b>540</b>
Old Saybrook Train Station	REQ	515	REQ	530	540	555	515	REQ	605	620	REQ	605	REQ	620	REQ	625	<b>625</b>
Old Saybrook Senior Center	REQ	555	REQ	610	620	REQ	555	REQ	635	REQ	640	610	REQ	635	REQ	640	<b>640</b>

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.

**1** EAST- Madison-Clinton-Westbrook-Old Saybrook

	Scranton Gazebo	Hammonasset Park	Clinton Crossings Mail	Post Office Square	Subway Restaurant	Valley Shore YMCA	Westbrook Tanger Outlet	Old Saybrook Stop & Shop	Old Saybrook Senior Center	Old Saybrook Train Station
35	645	REQ	***	655	710	REQ	***	720	725	<b>730</b>
10	720	REQ	***	730	745	REQ	***	800	805	<b>810</b>
50	905	REQ	920	930	945	REQ	955	1010	1015	<b>1020</b>
20	<b>950</b>	REQ	1005	<b>1015</b>	1030	REQ	1040	1055	1100	<b>1105</b>
020	1030	REQ	1045	1055	1110	REQ	1120	1135	1140	<b>1145</b>
140	1200	REQ	1215	1225	1240	REQ	1250	105	110	<b>115</b>
35	145	REQ	200	210	225	REQ	235	250	REQ	<b>255</b>
35	235	REQ	250	300	315	REQ	325	340	REQ	345
10	315	REQ	330	340	355	REQ	405	420	REQ	<b>425</b>
30	430	REQ	445	455	510	REQ	520	535	REQ	540
10	515	REQ	530	540	555	REQ	605	620	REQ	625
45	555	REQ	***	610	620	REQ	***	635	REQ	640

WEST—TOWARDS CLINTON  
EAST—TOWARDS OLD SAYBROOK





# CTTRANSIT Hartford Division

## 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

(Text Telephone/Telecommunications Device for the Deaf)

### 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](http://www.CTTRANSIT.com)

## 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](http://www.CTTRANSIT.com)





## Travel Conditions

Notification of service cancellations (for example, due to weather) is provided through local media outlets and [www.CTTRANSIT.com](http://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.

No service on Saturdays and Sundays and the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

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](http://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.

## 14 MARLBOROUGH-COLCHESTER EXPRESS

Effective May 27, 2007

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

	Colchester		Marlborough		Via Route 2			Hartford	
Timepoints	9	10	11	8	5	4	3	1	2
	Lake Hayward Park & Ride	Colchester Colchester Green	Colchester Town Garage	Marlborough Park & Ride	Downtown Hartford Central Row North	Sovereign Bank Pearl & Trumbull	Goodwin Square Pearl & Ann	Asylum Hill Aetna	State Library Capitol Avenue
Route	AM								
14	..	..	..	6:15	*6:35	*6:36	..	..	..
14	6:10	6:13	6:15	6:30	*6:50	*6:51	*6:52	*6:57	*7:02
14	..	..	..	6:55	*7:15	*7:16	*7:17	*7:22	*7:27
14	6:40	6:43	6:45	D	*7:20	*7:21	*7:22	*7:27	*7:32
14	7:00	7:03	7:05	7:20	*7:40	*7:42	*7:42	*7:47	*7:52
14	7:25	7:28	7:30	D	*8:05	*8:06	*8:07	*8:12	*8:17
14	..	..	..	7:45	*8:05	*8:06	*8:07	*8:12	*8:17
14	8:00	8:03	8:05	8:20	*8:40	*8:41	..	..	..
	PM								
14	1:00	1:03	1:05	1:20	*1:40	*1:41	..	..	..
14	4:20	4:23	4:25	..	*4:55	..	..	..	..
14	4:42	4:45	4:47	D	*5:17	..	..	..	..
14	..	..	..	5:10	*5:30	..	..	..	..
14	5:19	5:22	5:24	..	*5:54	..	..	..	..
14	5:50	5:53	5:55	..	*6:25	..	..	..	..
14	6:18	6:21	6:23	..	*6:53	..	..	..	..

#### 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.

D These trips stop in Marlborough on Reduced Service Days only. (See below)

R 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.

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.

## 14 MARLBOROUGH-COLCHESTER EXPRESS

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

**Colchester ➤ Marlborough ➤ Via Route 2 ➤ Hartford**

Timepoints	9	10	11	8	5	4	3	1	2
	Lake Hayward Park & Ride	Colchester Colchester Green	Colchester Town Garage	Marlborough Park & Ride	Downtown Hartford Central Row North	Sovereign Bank Pearl & Trumbull	Goodwin Square Pearl & Ann	Asylum Hill Aetna	State Library Capitol Avenue
	<b>AM</b>								
14	..	..	..	6:15	*6:35	*6:36	..	..	..
14	6:10	6:13	6:15	6:30	*6:50	*6:51	*6:52	*6:57	*7:02
14	..	..	..	6:55	*7:15	*7:16	*7:17	*7:22	*7:27
14	6:40	6:43	6:45	D	*7:20	*7:21	*7:22	*7:27	*7:32
14	7:00	7:03	7:05	7:20	*7:40	*7:42	*7:42	*7:47	*7:52
14	7:25	7:28	7:30	D	*8:05	*8:06	*8:07	*8:12	*8:17
14	..	..	..	7:45	*8:05	*8:06	*8:07	*8:12	*8:17
14	8:00	8:03	8:05	8:20	*8:40	*8:41	..	..	..
	<b>PM</b>								
14	1:00	1:03	1:05	1:20	*1:40	*1:41	..	..	..
14	4:20	4:23	4:25	..	*4:55	..	..	..	..
14	4:42	4:45	4:47	D	*5:17	..	..	..	..
14	..	..	..	5:10	*5:30	..	..	..	..
14	5:19	5:22	5:24	..	*5:54	..	..	..	..
14	5:50	5:53	5:55	..	*6:25	..	..	..	..
14	6:18	6:21	6:23	..	*6:53	..	..	..	..

# 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.

### ECTC

Mailing Address:  
18 Meridian Street  
New London, CT 06320

Customer Service  
(Information):  
860-439-1207

Reservations:  
860-439-0062

Fax:  
860-439-1209

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

Website:  
[www.ectcinc.com](http://www.ectcinc.com)



## 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



## Amtrak

Telephone

Customer Service:

1-800-USA-RAIL  
(1-800-872-7245)

TTY/TDD

1-800-523-6590

Website:

[www.Amtrak.com](http://www.Amtrak.com)

## 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](http://www.ShoreLineEast.com)

Email:

[info@ShoreLineEast.com](mailto: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.





## 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](http://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](http://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](http://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 to 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.

## 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.

## 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.

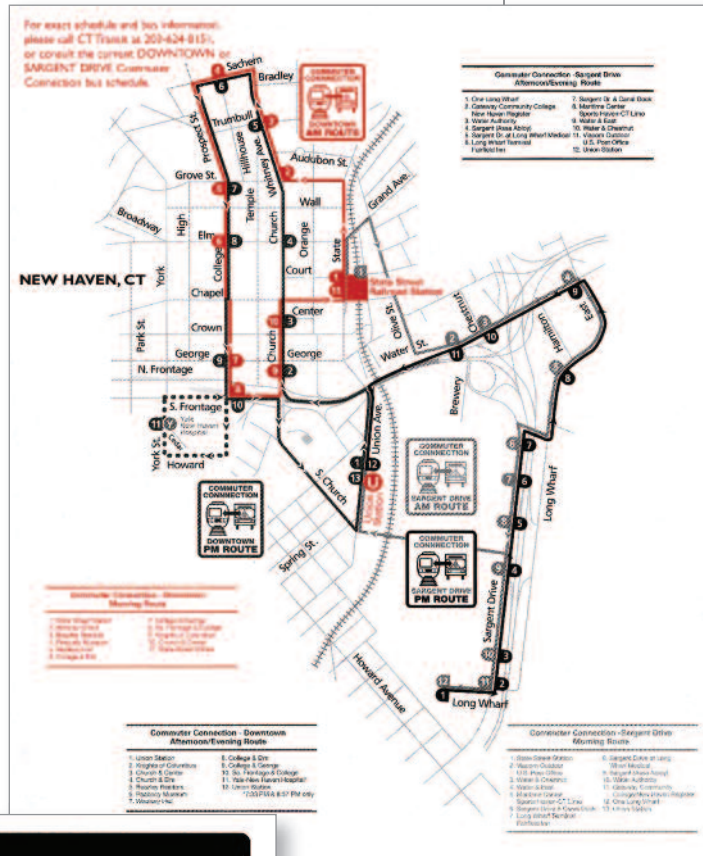
- *One-Way*: Tickets can be purchased on board trains (cash only) and are available at stations in New Haven (Union Station), Old Saybrook, and New London.
- *10-Trip*: 10-trip tickets are valid for 90 days and are sold only at stations in New Haven (Union Station), Old Saybrook and New London.
- *Monthly*: 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 New Haven Line rail ticket): 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](http://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.

## 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.

The schedule includes a map showing stops for Commuter Connection buses in New Haven.



## Shore Line East

Operated by Amtrak

### Connecticut Commuter Rail



Connecticut Department of Transportation

Register for email notification at:

[www.ShoreLineEast.com](http://www.ShoreLineEast.com)

(800) ALL-RIDE

The cover of the schedule looks like this. The information includes the towns served and connection information.

## 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](http://www.ShoreLineEast.com)).

## SHORE LINE EAST TRAIN SCHEDULES

WESTBOUND Monday - Friday															
TO: NEW HAVEN															
	1621 AM	1627 AM	1633 AM	Amtrak 630	1637 AM	1641 AM	1645 AM	Amtrak 748	1651 AM	Special 1675* PM	1679 PM	1687 PM	1693 PM	1699 PM	1705 PM
New London				630				748							
Old Saybrook	530	553	618	SLE	655	720	755	SLE	915	305	410	520	810		
Westbrook	535	558	623	Monthly	700	725	800		920						
Clinton	540	603	628	Ticket	705	730	805		925						
Madison	545	608	633	Only	710	735	810		930						
Guilford	551	614	639		716	741	816		936						
Branford	559	622	647		724	749	824		944						
New Haven State Street	612	635	700		737	802	837		957						
New Haven Union Station	615	638	703		740	805	840		960						
CONNECTING METRO-NORTH TRAINS TO:	621	1527	1531	1633	1533	1535	1637	1537	1541	1545	1551	1575	1579	1587	1593
New Haven Union Station	623	640	649	706	713	726	744	751	812	850	1004	352	452	657	916
Milford	634	651	700	-	724	737	-	802	823	901	1015	403	503	708	927
Stratford	639	657	705	-	729	742	-	807	828	906	1020	408	508	713	932
Bridgeport	645	703	711	727	735	748	804	813	834	912	1026	414	514	719	938
South Norwalk	704	-	735	-	759	c	-	833	858	c	1046	438	538	739	958
Stamford	714	730	748	753	810	816	831	c	908	939	1056	454	554	754	1013
Greenwich	721	c	801	c	827	c	c	c	c	c	501	601	c	c	
Grand Central Terminal	805	818	845	c	959	915	929	955	1028	1144	546	645	840	1059	

■ SLE trains connect with the Commuter Connection **SARGENT DRIVE (SD)** and **DOWNTOWN (DT)** Buses at State Street Station in the morning and Union Station in the evening.  
 c - Symbol indicates connection service via another NHL train to or from this station. Consult the New Haven Line schedule or call RIDEWORKS at 1 (800) ALL-RIDE.  
 \* - Special Trains 1626 and 1675 will operate on Fridays only from May 27 to September 2, 2005. Trains will not operate on May 30, July 4 and September 5, 2005.  
 Amtrak - Amtrak trains as indicated on the schedule will honor New London - New Haven SLE Monthly and UniRail Monthly tickets.

EASTBOUND Monday - Friday																	
CONNECTING METRO-NORTH TRAINS FROM:																	
	AM	1506 AM	1610 AM	1526 PM	1530 PM	1536 PM	1538 PM	1540 PM	1640 PM	1542 PM	1644 PM	1546 PM	1548 PM	1556 PM	1560 PM	1568 PM	1574 PM
Grand Central Terminal	NA	623		1207	107	234	307	334		405		436	441	516	538	604	658
Greenwich		704		c	c	313	c	413		443		514	519	c		c	c
Stamford		711	810	1251	151	321	351	421	442	451	511	522	527	601		648	741
South Norwalk		726	820	104	206	332	406	432	-	501	-	537	-	c		c	751
Bridgeport		753	836	127	227	353	431	453	506	522	534	600	550	624	653	717	810
Stratford		758	842	132	232	358	436	458	511	527	-	605	555	630	659	722	815
Milford		804	848	138	238	404	443	504	517	533	-	611	601	636	705	728	821
New Haven Union Station		818	906	152	252	418	457	518	533	550	559	628	617	652	721	744	837
TO: OLD SAYBROOK and NEW LONDON	1602 AM	1606 AM	1610 AM	Special 1626* PM	1630 PM	1636 PM	1638 PM	Amtrak 1640 PM	THRU 1644 PM	THRU 1644 PM	1646 PM	1656 PM	Amtrak 1668 PM	1674 PM			
New Haven Union Station	623	820	906	210	315	427	502	530	537	602	634	655	730	748	842		
New Haven State Street			909	212	317	429	504	SLE	539	604	636	657	SLE	750	844		
Branford				223	328	440	515	Monthly	550	615	647	708	Monthly	801	855		
Guilford				231	336	448	523	Ticket	558	623	655	716	Ticket	809	903		
Madison				237	342	454	529	Only	604	629	701	722	Only	815	909		
Clinton				242	347	459	534		609	634	706	727		820	914		
Westbrook				247	352	464	539		614	639	711	732		825	919		
Old Saybrook	658	906		255	400	517	547		622	647	717	740		831	927		
New London								618			739		819				

NOTE: All Eastbound trains from New Haven to Old Saybrook and New London may leave intermediate stations up to 5 minutes ahead of time shown.

When you open up the Shore Line East train schedule this is what you'll see. A sample trip is outlined to help you understand the schedule.

Here is as 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

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

*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](mailto:seniorinfo@seniorresourcesec.org)

### **Southeast Area Transit District:**

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

*Department of Motor Vehicles (DMV)  
(Full Service)*  
173 Salem Turnpike  
Norwich, CT 06360  
Website: [www.ct.gov/dmv](http://www.ct.gov/dmv)

*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](http://www.ct.gov/dss)

### **Northeastern Connecticut Transit District**

*CTWorks*  
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](http://www.ct.gov/dmv)

### **Windham Regional Transit District**

*CTWorks*  
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](http://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](http://www.ct.gov/dss)

### **Estuary Transit District**

*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](http://www.dmhas.state.ct.us)

*Department of Motor Vehicles (DMV)  
Old Saybrook Office (Full Service)*  
7 Custom Drive  
Old Saybrook, CT 06475  
Phone: 800-842-8222  
Website: [www.ct.gov/dmv](http://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](http://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](http://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](http://www.brs.state.ct.us) and  
[www.connect-ability.com](http://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](http://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](http://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](http://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](http://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](http://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](http://www.ct.gov/dds)

*Department of Social Services  
(Central Office)*  
25 Sigourney Street  
Hartford, CT 06106  
Phone: 800-842-1508  
TTY/TDD: 800-842-4254  
Website: [www.ct.gov/dss](http://www.ct.gov/dss)

*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](http://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](http://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](http://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.

## 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](http://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](http://www.ada.gov)

*DisAbilityInfo.gov*  
Website: [www.disabilityinfo.gov](http://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](http://www.thekennedycenterinc.org)

## 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](http://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](mailto: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



**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](http://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](http://www.dnec.org)  
Email: [dnec@dnec.org](mailto: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](mailto:estuary.council@snet.net)  
Website: [www.ecsenior.org](http://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



# Getting Around in a Private Vehicle

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](http://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](http://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.

<i>Vehicle Modifications Consultant</i>	Also:
<i>State Department of Social Services</i>	T.J. LoVoi
<i>Bureau of Rehabilitation Services</i>	Manchester, CT
25 Sigourney Street, 11th Floor	Phone: 860-647-5969
Hartford, CT 06106	
Phone: 860-424-4859	
TTY/TDD: 860-424-4839	
Website: <a href="http://www.brs.state.ct.us">www.brs.state.ct.us</a>	

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

[www.nhtsa.dot.gov/cars/rules/adaptive/brochure/brochure.html](http://www.nhtsa.dot.gov/cars/rules/adaptive/brochure/brochure.html)

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](http://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](http://www.awtwheels.com)

# Getting Around in a Private Vehicle *(continued)*

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](http://www.automobility.chrysler.com)

*Ford Motor Company*

Phone: 800-952-2248

TTY/TDD: 800-833-0312

Website: [www.mobilitymotoringprogram.com](http://www.mobilitymotoringprogram.com)

*General Motors Corporation*

Phone: 800-323-9935

TTY/TDD: 800-833-9935

Website: [www.gmmobility.com](http://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](http://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](http://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](http://www.ct.gov/cid)

# Getting Around in a Private Vehicle *(continued)*

## 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](http://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](http://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](http://www.ct.gov/dot) or [www.ctrides.com](http://www.ctrides.com)

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\*Towns marked with no page number do not offer local transit service.



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