

Getting On Board

The Northwestern Connecticut
Accessible Transportation Guide



Public Transportation in Northwestern 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 the buses or trains every day to work, shop, play or go wherever life may take you. Northwestern Connecticut — the Greater Danbury, Waterbury and Torrington regions — has an excellent public transportation system with local and express bus services and branch line rail services that connect to one of the largest passenger rail systems in the country — the New Haven Line, operated by MTA Metro-North Railroad.

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

The transit information in this Guide is effective as of September 1, 2004 and is subject to change. Please call the transit operator for updated information before you travel.

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Getting On Board – The Northwestern Connecticut Accessible Transportation Guide, was produced by the Connecticut Department of Transportation in cooperation with JobLinks (Northwest Connecticut Access to Jobs) and MetroPool, Inc.

Additional copies are available. This document is also available in alternate formats upon request. Call MetroPool at 1-800-FIND-RIDE (346-3743).

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Special Information for Riders with Disabilities

How accessible are the buses and trains?

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

All train stations along the New Haven Line have ramps to reach the platform for both getting on and off the train. In Northwestern Connecticut, the Danbury and Waterbury Branch Lines feed into the New Haven Line Main Line, which runs along the Connecticut coastline and into New York to Grand Central Terminal. The following New Haven Line stations in Connecticut are ADA-accessible (see page 24 for details of ADA stations): Waterbury, Bridgeport, Danbury, Bethel, Redding, South Norwalk, New Canaan, Stamford, Darien, New Haven and New Haven-State Street.



What are the benefits of using local bus services 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 who 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

Save Money

The cost for a one-way trip is between 50 cents and 60 cents depending on the transit operator. This reduced fare is available for persons with disabilities with proper ID (i.e. original Medicare, ADA identification, or state/elderly disabled ID card).

Save Time

No advance reservations are required to ride the local buses. Services generally run often during work travel hours.

Gain Greater Mobility & Independence

You can come and go as you please, whenever and wherever the local buses run.

Paratransit Van Services

The cost for a one-way trip is a lot more, from \$1.10 - \$3.00, depending on where you are traveling to and from.

Advance reservations are required. You need to call to make a reservation at least the day before you want to travel. You also need to allow for extra time for both pick up and drop off on both sides of the scheduled time.

Paratransit van services do get you places, but you can have much more freedom using local bus services.

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 web site addresses are listed in each operator's information section, following this introduction. If you need further help to learn about riding the buses and/or trains, you may want to sign up for Travel Training.

What is Travel Training?

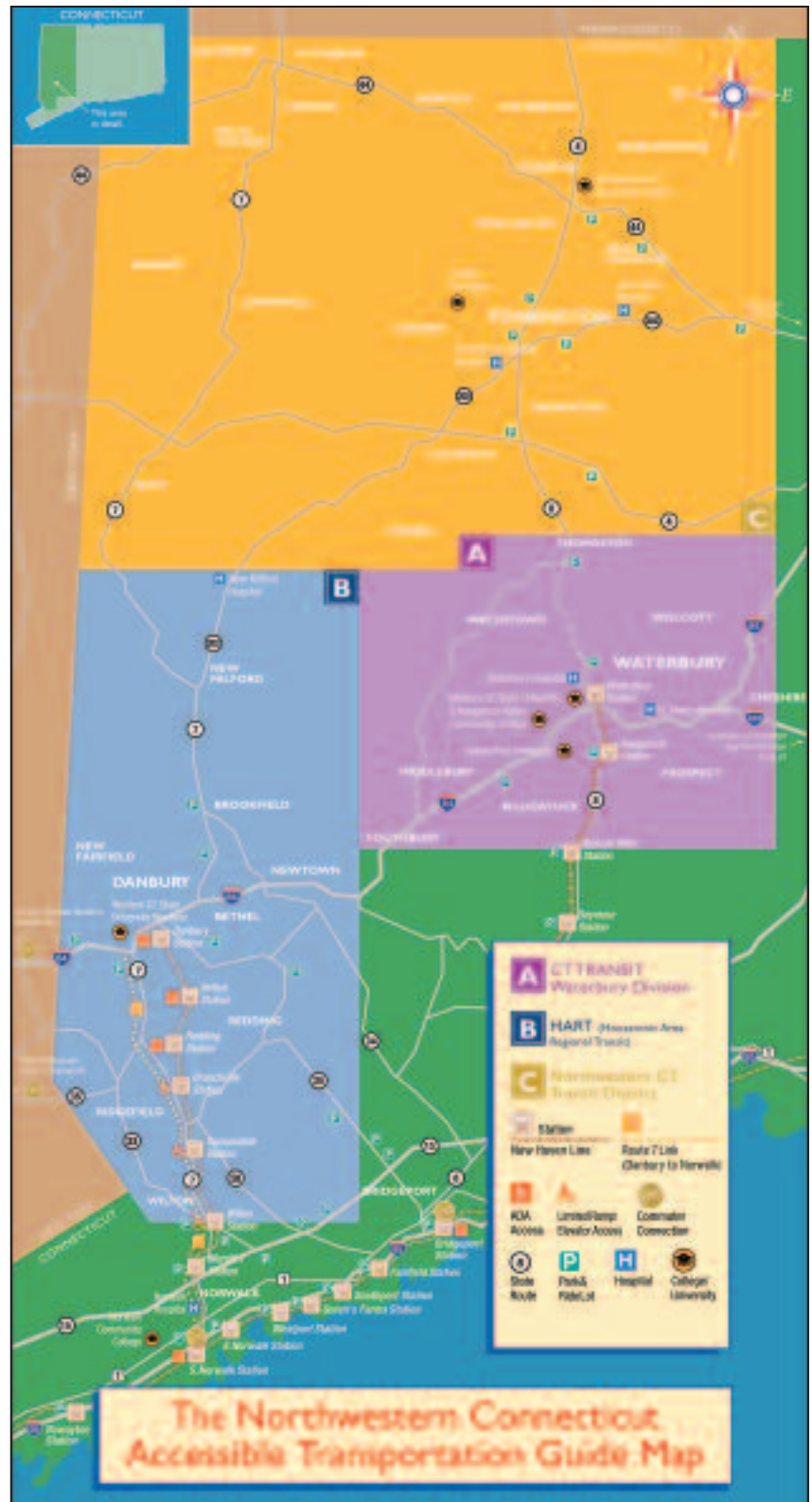
Travel Training is a program that teaches people with disabilities how to use the local bus and rail system properly and safely. Travel Training increases independence, confidence, self-reliance, flexibility and success. The Kennedy Center, one of the largest human services agencies in Connecticut, is responsible for this training using their nationally-recognized program. Since 1991, the Kennedy Center has travel-trained more than 2000 people aged 16 to 95 with cognitive, sensory and physical disabilities.

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

How to use this section of the guide...

Now would be a good time to open the map located in the back flap of the guide. As you can see, in Northwestern Connecticut there are three bus operators: Housatonic Area Regional Transit (HART), CTTRANSIT Waterbury Division and Northwestern Connecticut Transit District.

The railroad—the New Haven Line—has a Main Line that runs along the coast and three branch lines which feed into it—the New Canaan (not shown), Danbury and Waterbury Branch Lines.





JobLinks

JobLinks is an extension of northwest Connecticut's transportation network offering both new and enhanced bus routes in greater Waterbury, Danbury and Torrington to some of the top industrial and commercial locations in these areas. The program makes it possible for people to get to jobs in areas that are not well served by public transportation. In some areas that have established bus routes, JobLinks has improved the existing services by extending hours and making some routes longer, offering greater flexibility and convenience for people to get to jobs.

JobLinks transportation is available to the general public, including individuals transitioning off welfare and other eligible low-income individuals. JobLinks is more than just buses. Several other services, for those who qualify, are offered to help people get to work. These include: van service to interviews, free gas cards, car repair program, free bus passes, evening reservation and childcare reservation services, plus others.

JobLinks is made possible by funding from the Connecticut Department of Social Services, through the Northwest Regional Workforce Investment Board, and the Federal Transit Administration through the Connecticut Department of Transportation.

For more information:
 JobLinks Coordinator: 203-574-6971
 Web site: www.joblinksct.com



What the map shows for the rail system:

- Train Stations — on the Danbury and Waterbury Branch Lines and the New Haven Main Line.
- Commuter Connection Bus/Rail services — a shuttle bus that takes commuters from Park & Ride lots to train stations or between certain train stations and places where many people live or work. Commuter Connections operate Monday through Friday during the peak morning and evening commute hours.
- Stations with full and limited ADA access.



How is the transit operator information organized in the guide?

Bus information is organized by transit operator. For example, if you live in Danbury or Bethel, turn to the section on Housatonic Area Regional Transit. If you don't know which operator provides bus service in your town or city, please refer to the map.

The following information is provided for each bus operator:

- Contact information
- "How to" information — ride the bus, read a schedule, etc.
- Paratransit van information
- Fare information — prices and where to purchase passes, etc. is printed on a separate insert in the back pocket of the guide

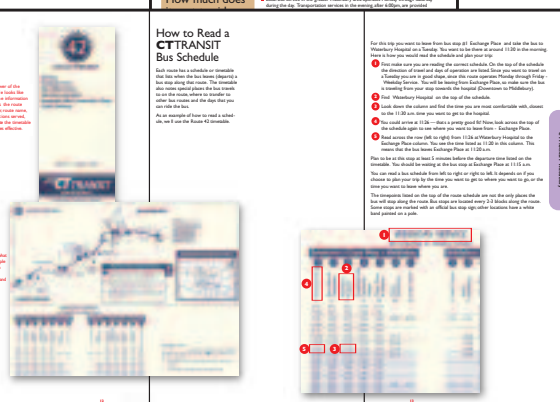
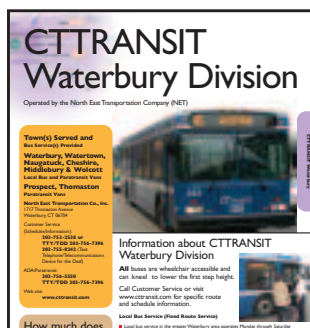
Information about **New Haven Line Rail Services** starts on page 21.



What the map shows for each bus operator:

The service area (color coded) — where local bus service is provided.

- 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. The Route 7 Link, from Danbury to Norwalk, allows you to ride the bus from one transit operator's service area to another, without having to transfer to another bus at a transit "hub" or "center."



Housatonic Area Regional Transit (HART)



Ride The LOOP to work weeknights, Saturday nights, Sundays and holidays (be on the lookout for smaller buses on LOOP routes). Here are just a few places you can get to:

Newtown Road/South Street LOOP —Downtown Danbury, Western Connecticut State University, Berkshire Shopping Center (route covers part of New Milford and expands service north to the Bethel town line)

New Milford LOOP —Wal-Mart, Kohl's, Stew Leonard's (route provides service to jobs along Federal Road and the Route 7 corridor from Danbury through Brookfield to New Milford)

Danbury (Mall-Hospital) LOOP — Danbury Mall, Danbury Hospital, CVS (route expands service days and hours along existing local bus route to work sites in Danbury)

The Ridgefield LOOP — operates on weekdays to and from Hay Day to the Danbury Fair Mall

The LOOP is a JobLinks project, providing low-income and other residents with affordable and accessible transportation to jobs in the Housatonic Region.

For more information:

Call the JobLinks Coordinator at
203-574-6971

Visit JobLinks online at
www.joblinksct.com

Information About Housatonic Area Regional Transit

All buses are wheelchair accessible and many can kneel to lower the first step height.

Call Customer Service or visit www.hartct.org for specific route and schedule information.

Local Bus Service (Fixed Route Service)

HART operates a 15 route system in the greater Danbury area.

- 7 Urban Fixed Routes operate Monday through Saturday during the morning and afternoon.
- The LOOP routes serve many of the daytime fixed route locations and provide additional service to jobs weeknights, Saturday nights, Sundays and holidays.
- CityCenter Danbury Trolley runs a circuit downtown between Western Connecticut State University and Roger's Park every 30 minutes. Points of interest include CityCenter Historic Dining and Entertainment District, Danbury City Hall and Danbury Library. The Trolley operates Wednesday through Saturday from 10:30AM to 7PM.
- Weekday Bus-Rail Shuttles include the Danbury to Brewster shuttle and Ridgefield to Katonah shuttle. Both shuttle services make connections with MTA Metro-North Harlem Line trains to and from New York City and White Plains. In Brewster you can transfer to Putnam Area Rapid Transit (PART) buses and in Katonah with Westchester County Bee-Line buses. Contact information for connecting services is on the map.
- Danbury — Norwalk Route 7 Link serves employment sites along the Route 7 corridor between Danbury and Norwalk. Route 7 Link is jointly operated by HART and Norwalk Transit District. In Norwalk, at the WHEELS bus hub, you can transfer to Norwalk Transit District and CTTRANSIT Stamford buses. You can also transfer to the Coastal Link bus, which travels from Norwalk along Route 1 through Westport, Fairfield, Bridgeport and Stratford to the Connecticut Post Mall in Milford. Contact information for connecting services is on the map.
- All buses, except the Ridgefield LOOP, meet at the **Pulse Point** (bus hub), located in downtown Danbury at the corner of Main Street and Kennedy Avenue, where you can transfer (free of charge) to the bus you need to finish your trip.

Town(s) Served and Bus Service(s) Provided

In Connecticut:

Danbury

Local Bus, LOOP (JobLinks), Danbury-Brewster Shuttle, CityCenter Trolley, Paratransit vans

New Milford, Brookfield & Bethel

Local Bus, LOOP (JobLinks), Paratransit vans

Ridgefield

LOOP (JobLinks), Ridgefield-Katonah Shuttle, Route 7 Link, Paratransit vans

Redding, Wilton & Norwalk

Route 7 Link

Newtown & New Fairfield

Paratransit vans

In New York:

Bedford, Brewster & Lewisboro

Danbury-Brewster Shuttle, Ridgefield-Katonah Shuttle

Housatonic Area Regional Transit

Administrative Offices

**62 Federal Road
Danbury, CT 06810**

Administrative/General:

203-744-4070

Customer Service (Schedules/Information):

203-748-2034

Voice/TTY/TDD (Text Telephone/Telecommunications Device for the Deaf)

ADA/Paratransit:

203-748-2511

Voice/TTY/TDD

Web site:

www.hartct.org

How much does it cost to ride the bus?

See HART "FARE INSERT" in back pocket of guide



Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address — where you can get on 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.



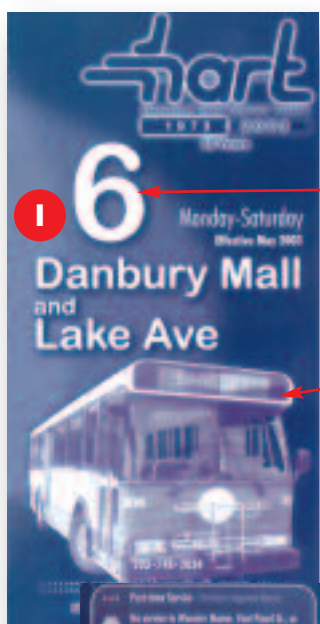
Riding a HART Bus

- 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.
- Ask the driver for a transfer, if needed, when you get on or exit 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 can't be used for your return trip. A transfer must be used within a short time from the time the driver gives it to you.
- Most routes are timed to meet at the Pulse Point (bus hub) for easy transfer to other routes. Several routes are paired and allow for through trips without changing buses. For example, after arriving at the Pulse Point from New Milford, the bus continues to the Danbury Fair Mall. The following HART routes are paired: Routes 7 & 6 (before 9AM and after 3PM — not during midday hours or on Saturday), Routes 4 & 6 (between 9AM and 3PM and on Saturday), Routes 1 & 5 and Routes 3 & 2.
- About one block from your bus stop, pull the cord above the window to signal to the driver to stop and let you off. Get off the bus by the rear door.
- Service animals such as guide dogs can ride on the bus.



How to Read a HART Bus Schedule

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



- route name and number
- a map of the route including points of interest
- departure/arrival times of the bus along that route
- days/hours of operation
- a picture of the bus typically used on the route
- bus fares
- service/contact information

As an example of how to read a schedule, we'll use the Route 6 timetable. When you open up the schedule, this is what you'll see. A sample trip is outlined below to help you understand the schedule.

For this trip you want to leave from the Pulse Point and take the bus to the Danbury Fair Mall on a Wednesday. You want to be there at around 11:30 in the morning. Following are the steps you would take to read the schedule and plan your trip:



- 1 First make sure you are reading the correct schedule. The Route number is printed on the front cover and inside the schedule. Route 6 has different hours of operation for Monday through Friday Service and for Saturday Service. Be sure you are reading the timepoints for Monday through Friday Service and also following the timepoints in the correct direction — from the Danbury Pulse Point to Mall (not Mall to Pulse Point).
- 2 From the column “Lake Avenue/Pulse Point,” listed as stop #1, read across the top of the schedule and find the stop “Danbury Fair Mall” (which is stop #7).
- 3 Look down that column and find the time closest to the 11:30AM time you want to get there.
- 4 There is a bus that will get you to the Mall at 11:22AM — that’s a pretty good fit! Now, look across the top of the schedule again to see where you want to leave from - “Pulse Point.”
- 5 Simply read across the row (from right to left) from 11:22 to the Pulse Point “Departs” column. You see the time listed as 11:00 in this column. This means that the bus leaves the Pulse Point stop at 11AM.

HART 6 LAKE AVENUE PULSE POINT		Danbury Pulse Point to Mall										
ARRIVES 1 DEPARTS		2	3	4	5	6	7	8	9	10	11	12
		Berkshire Center	Try's Corner	Wheatley Manor	Lake Ave North	Lake Ave South	MT Plaza	Danbury Fair Mall	Danbury Fair Mall	North Pole	North Pole	North Pole
6:25	6:30	6:01	6:11	6:16	—	6:19	6:21	—	6:25	—	—	—
6:55	7:00	6:37	6:39	6:44	—	6:49	6:51	—	6:55	—	—	—
7:25	7:30	7:05	7:07	7:12	—	7:17	7:20	—	7:24	—	—	—
7:55	8:00	7:35	7:37	7:42	—	7:47	7:50	7:54	—	—	—	—
8:25	8:30	8:05	8:07	8:12	—	8:17	8:20	—	8:24	—	—	—
8:55	9:00	8:35	8:37	8:42	—	8:47	8:50	—	—	—	—	—
9:25	9:30	9:05	9:07	9:12	9:15	9:22	9:25	—	—	—	—	—
10:00	10:05	10:05	10:07	10:12	10:15	10:22	10:25	—	—	—	—	—
10:55	11:00	11:05	11:07	11:12	11:15	11:22	11:25	—	—	—	—	—
11:55	12:00	12:05	12:07	12:12	12:15	12:22	12:25	—	—	—	—	—
12:55	1:00	1:05	1:07	1:12	1:15	1:22	1:25	—	—	—	—	—
1:55	2:00	2:05	2:07	2:12	2:15	2:22	2:25	—	—	—	—	—
2:55	3:00	3:05	3:07	3:12	—	3:17	3:20	—	3:24	—	—	—
3:25	3:30	3:35	3:37	3:42	—	3:47	3:50	—	3:54	—	—	—
3:55	4:00	4:05	4:07	4:12	—	4:17	4:20	—	4:24	—	—	—
4:25	4:30	4:35	4:37	4:42	—	4:47	4:50	—	4:54	—	—	—
4:55	5:00	5:05	5:07	5:12	—	5:17	5:20	5:24	—	—	—	—
5:25	5:30	5:35	5:37	5:42	—	5:47	5:50	—	—	—	—	—
5:55	6:00	6:05	6:07	6:12	—	—	6:20	—	—	—	—	—
6:33	—	—	—	—	—	—	—	—	—	—	—	—
8:55	9:00	8:05	8:07	8:12	—	8:17	8:20	—	8:24	—	—	—
9:55	10:00	9:05	9:07	9:12	—	9:17	9:20	—	9:24	—	—	—
10:55	11:00	10:05	10:07	10:12	—	10:17	10:20	—	10:24	—	—	—
11:55	12:00	11:05	11:07	11:12	—	11:17	11:20	—	11:24	—	—	—
12:55	1:00	12:05	12:07	12:12	—	12:17	12:20	—	12:24	—	—	—
1:55	2:00	1:05	1:07	1:12	—	1:17	1:20	—	1:24	—	—	—
2:55	3:00	2:05	2:07	2:12	—	2:17	2:20	—	2:24	—	—	—
3:55	4:00	3:05	3:07	3:12	—	3:17	3:20	—	3:24	—	—	—
4:55	5:00	4:05	4:07	4:12	—	4:17	4:20	—	4:24	—	—	—
—	5:00	5:05	5:07	5:12	—	5:17	5:20	—	—	—	—	—

Plan to be at this stop at least 5 minutes before the departure time listed on the timetable. You should be waiting at the Pulse Point at 10:55AM.

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.

Each major stop on the schedule is numbered and indicated on the route map. These are not the only stops the bus will make. You can get on and off the bus at any bus stop sign along the route. When boarding the bus between major stops, use the time at the closest stop before yours to get an idea of when the bus will arrive. A few routes have sections with no bus stop signs. In this case, flag stops are allowed. Make sure to stand in a safe place and wave your arms as the bus approaches. Do not flag a bus on a curve or at an intersection.



Travel Conditions

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 service updates listen to WLAD (880AM) or WDAQ (98.3FM).

Paratransit Van Services — Americans with Disabilities Act (ADA)

HART operates SweetHART — a Paratransit/Dial-A-Ride service for seniors, age 60 or older, and persons of any age with disabilities in Danbury, Bethel, Brookfield, New Milford, New Fairfield, Newtown and Ridgefield.

The Americans with Disabilities Act (ADA) provides for priority SweetHART service for persons with disabilities making trips within a specified corridor of Danbury, Bethel, Brookfield and New Milford. If you have a disability that prevents your use of a HART fixed route bus in this corridor, you may be eligible for this service. Availability of ADA SweetHART services are limited to those who cannot, because of their disabilities, get to bus stops or use buses. ADA SweetHART services operate within 3/4 mile of local bus routes and during the same days and hours of operation. To use ADA services, riders must be eligible and certified according to the Americans with Disabilities Act.

How to register to use SweetHART:

You need to complete an eligibility application. Two applications are available: a short form for persons 60 or older and a long form for persons with disabilities. Once you are certified to use the service, you will receive a SweetHART ID card. This card also entitles you to half fare privileges on the HART fixed route system.

You can request a certification form by:



Phone

203-748-2511 Voice/TTY/TDD



Mail

**HART
62 Federal Avenue
Danbury, CT 06810**



Online

www.hartct.org

Reservations:

Passengers reserve trips in advance to use SweetHART service by calling HART at 203-748-2511. In the town of New Milford, passengers need to call the New Milford Senior Center at 860-355-6075 to make reservations. Schedules are filled on a first come-first served basis, and they fill up quickly. In general, you can make a reservation one week in advance of the date you want to travel, but no later than 1PM the day before. Reservations for medical trips and ADA-qualifying trips can be made up to two weeks in advance and up until 5PM the day before the trip; same day service is not available.

SweetHART service is available for trips within any one town or between bordering towns. Passengers from any of the seven towns may travel to Danbury as the schedule permits. ADA eligible SweetHART passengers receive scheduling preference over other SweetHART riders for certain trips.

For more specific information about reservations and the days and hours of operation in each town, please contact HART at 203-748-2511.

CTTRANSIT Waterbury Division

Operated by the North East Transportation Company (NET)

Town(s) Served and Bus Service(s) Provided

Waterbury, Watertown, Naugatuck, Cheshire, Middlebury & Wolcott
Local Bus and Paratransit Vans

Prospect, Thomaston
Paratransit Vans

North East Transportation Co., Inc.
1717 Thomaston Avenue
Waterbury, CT 06704

Customer Service
(Schedules/Information):

203-753-2538 or
203-755-8242
TTY/TDD 203-756-7396
(Text Telephone/
Telecommunications
Device for the Deaf)

ADA/Paratransit:
203-756-5550
TTY/TDD 203-756-7396

Web site:
www.cttransit.com



CTTRANSIT Waterbury

Information about CTTRANSIT Waterbury Division

All buses are wheelchair accessible and can “kneel” to lower the first step height.

Call Customer Service or visit www.cttransit.com for specific route and schedule information.



How much does it cost to ride the bus?

See CTTRANSIT Waterbury “FARE INSERT” in back pocket of guide

Local Bus Service (Fixed Route Service)

- Local bus service in the greater Waterbury area operates Monday through Saturday during the day. Transportation services in the evening, after 6PM, are provided through JobLinks projects (see information in box on page 10).
- All buses meet at **Exchange Place** (bus hub) located at The Green in downtown Waterbury. During the hours of 6AM to 9AM and 1PM to 6PM, a uniformed representative from NET, called a “Starter,” is available at **Exchange Place** to assist customers with information about the buses.
- CTTRANSIT Waterbury buses connect with CTTRANSIT New Haven Division’s Route J (Whitney Ave.) to New Haven, and the Waterbury Rail Station on the Waterbury Branch Line of the New Haven Line.



Ride JobLinks vans to work at commercial and industrial parks in the Greater Waterbury area. Here are just a few places you can get to:

In Waterbury: Brass Mill Center & Brass Mill Commons

In Watertown: Watertown Industrial Park & Straits Turnpike area

In Torrington: 100 Commercial Boulevard

In Cheshire: Cheshire Industrial Park

In Naugatuck: Naugatuck Industrial Park & downtown Naugatuck

In Beacon Falls: Baker's Choice Products, Murtha & Pine's Bridge Industrial Parks

In Southbury: Southbury Hilton, IBM, Heritage Inn & Conference Center

Transportation Services At Night

JobLinks vans can get you home at night after 6PM, when CTTRANSIT buses are not operating, through the following projects:

Customized Ride Home —available in the City of Waterbury only

Get a Customized Ride Home from certain worksites served by JobLinks, such as the Brass Mill Center or the Beacon Falls route. Similar to how local bus routes operate, Customized Ride Home is offered on specific days and at set times. You don't make a reservation for this service.

Evening Reservation Project —available in Greater Waterbury only

If you qualify and need a ride beyond the city of Waterbury, register 24 hours in advance for the Evening Reservation Project and receive a Customized Ride Home from work between 6PM and midnight. Evening Reservation Project is on a "first come-first served" basis, with up to 18 hours of service provided each week.

Shuttle vans to commercial and industrial parks, Customized Ride Home and Evening Reservation Project are just a few JobLinks projects providing low-income and other residents with affordable and accessible transportation to jobs in the Greater Waterbury Region. For more information:

Call the JobLinks Coordinator at **203-574-6971**

Visit JobLinks online at **www.joblinksct.com**



CTTRANSIT Waterbury

Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address — where you can get on 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.

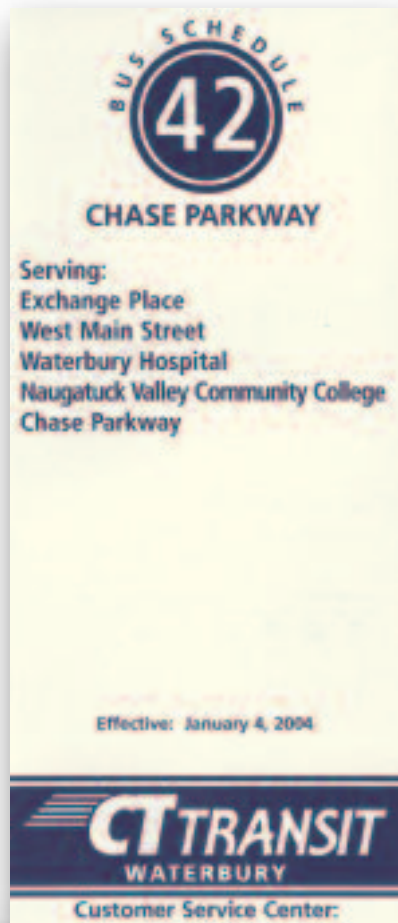


Riding a CTTRANSIT Bus

- 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.
- About one block from your bus stop, pull the cord located above the side windows to signal to the driver to stop and let you off. A bell will alert the operator to stop and a “stop requested” sign at the front of the bus will light up.
- Ask the driver for a transfer, if needed, when you **EXIT** 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 can't be used for your return trip. A transfer must be used within a short time from the time the driver gives it to you.
- Service animals such as guide dogs can ride on the bus.



The cover of the schedule looks like this. The information includes the route number, route name, destinations served, and date the timetable becomes effective.



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 42 timetable.

When you open up the Route 42 schedule this is what you'll see. A sample trip is outlined on the next page to help you understand the schedule.

42 CHASE PARKWAY WATERBURY

ORONOKE MIDDLEBURY

WHAT THE SYMBOLS ON THE MAP MEAN

1 Timetables are placed at the bus stop scheduled to reach at a specific time based on the schedule. The timetables are not the only places the bus will stop along the route.

11 Transfer Points show connections with other bus routes. The connecting route letter is in the box. This is an example of where to transfer to the "1" route.

*** Part-time routing of driver for areas where the bus does not always travel. Refer to the schedule for trips that take the part-time route.

WEEKDAY SERVICE
No Saturday or Sunday Service

Downtown > Chase Pkwy > Middlebury							Middlebury > Chase Pkwy > Downtown						
7	6	5	4	3	2	1	1	2	3	4	5	6	7
Exchange Place	West Main & Thompson	Waterbury Hospital	Naugatuck Valley Community College	Chase Parkway & Driveway	Mid & Middlebury	John's Center	John's Center	Mid & Middlebury	Chase Parkway & Driveway	Naugatuck Valley Community College	Waterbury Hospital	West Main & Thompson	Exchange Place
8:30	8:35	8:38	8:40	8:42	-	-	8:05	8:10	8:13	8:15	8:19	F	8:27
**7:30	7:35	7:38	7:40	7:42	-	-	-	8:45	8:47	8:50	8:53	8:56	-
7:55	7:58	7:59	7:59	7:59	8:00	8:05	-	10:20	10:25	10:27	10:30	10:31	10:36
**8:30	8:35	8:38	8:40	8:42	-	-	-	11:05	11:07	11:10	11:13	11:16	-
8:30	8:32	8:34	8:40	8:42	-	-	-	11:40	11:45	11:47	11:50	11:53	11:56
**10:00	10:05	10:06	10:10	10:12	10:15	-	-	12:15	12:19	12:21	12:24	12:27	12:29

Timetable notes:

PM - No service is provided to that endpoint.

Timetables are shown on the map as **1** and are listed at the top of the timetable.

***** Bus makes a detour into Naugatuck Valley Community College.

F Bus travels via Freight Street and Grand Street.

For this trip you want to leave from bus stop #1, Exchange Place, and take the bus to Waterbury Hospital on a Tuesday. You want to be there at around 11:30 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 Exchange Place, so make sure the bus is traveling from your stop towards the hospital (Downtown to Middlebury).
- 2 Find "Waterbury Hospital" on the top of the schedule.
- 3 Look down the column and find the time you are most comfortable with, closest to the 11:30AM time you want to get to the hospital.
- 4 You could arrive at 11:26 — that's a pretty good fit! Now, look across the top of the schedule again to see where you want to leave from - "Exchange Place."
- 5 Read across the row (left to right) from 11:26 at Waterbury Hospital to the Exchange Place column. You see the time listed as 11:20 in this column. This means that the bus leaves Exchange Place at 11:20AM.

Plan to be at this stop at least 5 minutes before the departure time listed on the timetable. You should be waiting at the bus stop at Exchange Place at 11:15AM.

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.

The timepoints listed on the top of the route schedule are not the only places the bus will stop along the route. Bus stops are located every 2-3 blocks along the route. Some stops are marked with an official bus stop sign; other locations have a white band painted on a pole.

1 WEEKDAY SERVICE
No Saturday or Sunday Service

Downtown > Chase Pkwy > Middlebury							Middlebury >	
1	2	3	4	5	6	7	7	6
Exchange Place	West Main & Thomaston	Waterbury Hospital	Naugatuck Valley Community College	Chase Pkwy & Wooster	Yale & Middlebury	Judd's Corner	Judd's Corner	Yale & Middlebury
LV	LV	LV	LV	AR	AR	AR	LV	LV
6:30	6:33	6:36	6:40	6:42
*7:30	7:33	7:36	7:40	7:42
7:45	7:48	7:51	7:54	7:56	8:00	8:05	8:05	8:10
*8:30	8:33	8:36	8:40	8:42
9:30	9:33	9:36	9:40	9:42
*10:00	10:03	10:06	10:10	10:12	10:16	10:20
*10:40	10:43	10:46	10:50	10:52	10:56	11:00
11:20	11:23	11:26	11:30	11:32	11:36	11:40
12:00	12:03	12:06	12:10	12:12	12:15	12:15
12:30	12:33	12:36	12:40	12:42
1:30	1:33	1:36	1:40	1:42
2:30	2:33	2:36	2:40	2:42
3:30	3:33	3:36	3:40	3:42
3:50	3:53	3:56	4:00	4:02	4:06	4:12	4:12	4:17
4:30	4:33	4:36	4:40	4:42



Paratransit Van Services — Americans with Disabilities Act (ADA)

ADA paratransit is a service for individuals who, because of their disability, are unable to travel by local CTTRANSIT bus. ADA paratransit van services operate within 3/4 mile of local bus routes and during the same days and hours of operation as the local bus routes. To use ADA services, riders must be eligible and certified according to the Americans with Disabilities Act and certified by North East Transportation.

Complementary ADA paratransit van services are provided in the towns of Waterbury, Watertown, Naugatuck, Prospect, Wolcott, Middlebury and Cheshire. Non-ADA paratransit van services are also provided in these towns, as well as Thomaston.

You can request an application form to determine eligibility for ADA paratransit van service in the Greater Waterbury area from NET.

☎ Phone

203-756-5550 TTY/TDD 203-756-7396

✉ Mail

**North East Transportation Co., Inc.
Waterbury ADA Division
1717 Thomaston Avenue
Waterbury, CT 06704**

Hours of Service:

6AM to 6PM Monday through Saturday

Reservations:

You can make a reservation to travel from 24 hours up to two weeks in advance. Reservations are made between the hours of 8:30AM to 4:30PM. This is a shared ride public transportation service. Due to uncontrollable circumstances, the van may arrive earlier or later than your scheduled pick-up time. Please allow extra time for your travels — up to 15 minutes both before and after your scheduled pick-up times.

For more specific information about service operations and policies, please contact NET at 203-756-5550.



Travel Conditions

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 service updates visit CTTRANSIT's Web site or call Customer Service at 203-753-2538 or 203-755-8242.

Northwestern Connecticut Transit District (NWCTD)

Information about Northwestern Connecticut Transit District

All buses are wheelchair accessible.

Local Bus Service (Flexible Route Service)

- Local bus service is available in Torrington, Winsted and Litchfield, Monday through Saturday (called The CandyStriper Bus System — operated by Kelley Transit Company under contract with NWCTD).
- Local bus service is a flexible route service, which means the bus will travel 3/4 mile off its local bus route, upon request, to pick up riders. Call Kelley Transit at 860-489-9243 the day before travel to make arrangements for pick-up. You can also request drop-off within 3/4 mile of the bus route when you are on the bus; the driver will try to accommodate your request within 30 minutes.
- Commuter bus service provides access to jobs in Torrington and the Canaan Industrial Park Monday through Friday.



**Serving the towns of:
Barkhamsted, Canaan/
North Canaan,
Colebrook, Cornwall,
Falls Village, Goshen,
Harwinton, Kent,
Litchfield, Morris,
New Hartford,
Norfolk, Salisbury,
Sharon, Torrington and
Winchester/Winsted**

Northwestern Connecticut Transit District
**140 Main Street
Torrington, CT 06790**

Dispatch/Customer Service: (CandyStriper,
Dial-A-Ride, Commuter Services)

Local **860-489-2535**

Toll-Free **1-866-906-7433**

Web site:

**[www.torringtonct.org/
Public_Documents/
TorringtonCT_Bus/index](http://www.torringtonct.org/Public_Documents/TorringtonCT_Bus/index)**

How much does it cost to ride the bus?

See NWCTD “FARE INSERT” in back pocket of guide

Dial-A-Ride Services

■ NWCTD provides Dial-A-Ride paratransit van services (called Rural Transit Dial-A-Ride) in sixteen towns throughout the Northwest corner. The hours of operation are Monday through Friday, from 9AM — 3PM. Transportation is provided to nutrition programs, medical appointments, shopping and for other social and personal purposes. Reservations are made on a first-come, first-served basis. Call the NWCTD office 24 hours in advance to make reservations.

Office hours:

Monday through Wednesday: 8AM — 4PM

Thursday: 8AM — 6:30PM

Friday: 8AM — 12:30PM

■ NWCTD also offers Inter-Regional Service to other out of area towns for medical and other purposes. The service operates on Tuesdays and Thursdays. Reservations are made on a first-come, first-served basis by calling the NWCTD office 24 hours in advance.



Now you can get to work at the Canaan Industrial Park. Northwestern Connecticut Transit District operates the Torrington/Canaan route, providing service Monday through Friday from Torrington City Hall to Canaan three times each day: in the early morning, mid-afternoon and late evening.

There is also service Monday through Friday between 100 Commercial Boulevard in Torrington and the Waterbury Green.

Commuter bus service is a JobLinks project, providing low-income and other residents with affordable and accessible transportation to jobs in the Torrington Region.

For more information:

Call the JobLinks Coordinator at **203-574-6971**

Visit JobLinks online at **www.joblinksct.com**



Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address — where you can get on 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 amount of the fare and how to pay.



Riding the Northwest Connecticut Transit District Dial-A-Ride Bus

- Be ready for pick-up at least fifteen minutes ahead of the scheduled pick-up time.
- Get on the bus and pay the fare to the driver.
- Driver will drop you off at the scheduled destination. If you are a “will call” client, the bus driver will give you a phone number to call when you are ready for pick-up. Please be prepared to wait a little. The Dial-A-Ride route is always busy.

Riding the Northwest Connecticut Transit District Candystriper/Commuter Bus (Local 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.
- Ask the driver for a transfer, if needed, when you get on 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 can't be used for your return trip.
- Service animals such as guide dogs can ride on the bus.

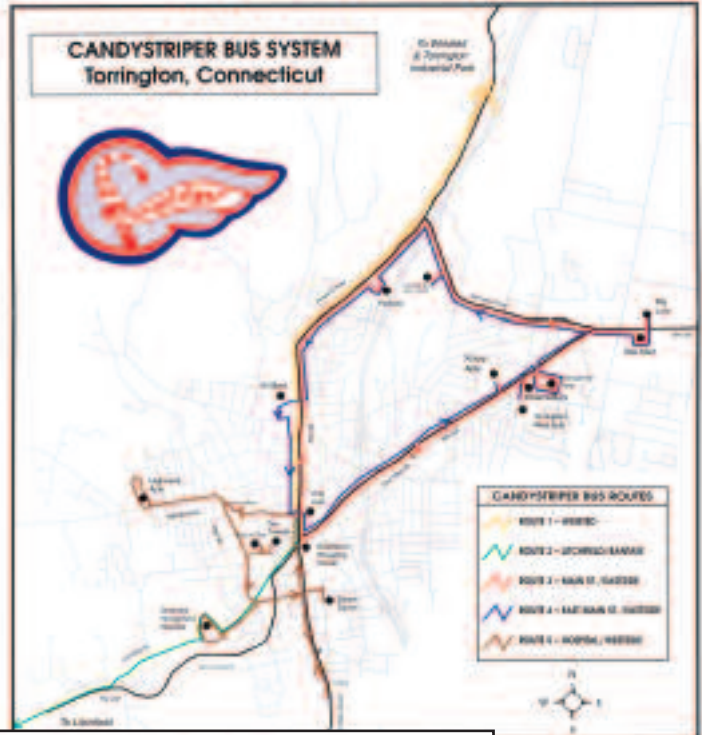


WAVE AT OUR BUS DRIVERS... THEY'LL STOP!

If you want to take the CandyStriper... **STAND AT ANY CORNER** along the routes and flag down the bus... **THEN RIDE THE EASY WAY.**

NEED A RIDE??? NOT ON THE ROUTE???

"CANDYSTRIPER" NOW OPERATES A SERVICE ROUTE SYSTEM. CALL KELLEY TRAVIS, 489-9349, THE PRIOR DAY AND THE BUS WILL DEVIATE FROM THE ROUTE TO PICK YOU UP, UP TO 3/4 MILE. IF YOU ARE ALREADY ON THE BUS AND NEED TO BE DROPPED OFF WITHIN 3/4 MILE, JUST LET THE DRIVER KNOW AND HE OR SHE WILL DO IT. WE WILL ATTEMPT TO ACCOMMODATE YOUR REQUEST WITHIN 30 MINUTES, SO PLEASE PLAN AHEAD IF YOU HAVE A SCHEDULED APPOINTMENT. A FREE BUS TRANSFER MAY BE NECESSARY, DEPENDING UPON YOUR LOCATION.



The CandyStriper Bus Schedule lists all five local routes in Torrington, Winsted and Litchfield on one schedule. When you open the schedule, one side shows a map with all of the routes and the other side displays the timetable for each route.

CANDYSTRIPER BUS SCHEDULE

OPEN TO PUBLIC
Schedules are available in Urdu and Spanish upon request.

ROUTE 1

TO	FROM	TIME
Winsted	Winsted	7:00 AM
Winsted	Winsted	8:00 AM
Winsted	Winsted	9:00 AM
Winsted	Winsted	10:00 AM
Winsted	Winsted	11:00 AM
Winsted	Winsted	12:00 PM
Winsted	Winsted	1:00 PM
Winsted	Winsted	2:00 PM
Winsted	Winsted	3:00 PM
Winsted	Winsted	4:00 PM
Winsted	Winsted	5:00 PM
Winsted	Winsted	6:00 PM
Winsted	Winsted	7:00 PM

ROUTE 2

TO	FROM	TIME
Griswold	Griswold	7:00 AM
Griswold	Griswold	8:00 AM
Griswold	Griswold	9:00 AM
Griswold	Griswold	10:00 AM
Griswold	Griswold	11:00 AM
Griswold	Griswold	12:00 PM
Griswold	Griswold	1:00 PM
Griswold	Griswold	2:00 PM
Griswold	Griswold	3:00 PM
Griswold	Griswold	4:00 PM
Griswold	Griswold	5:00 PM
Griswold	Griswold	6:00 PM
Griswold	Griswold	7:00 PM

ROUTE 3

TO	FROM	TIME
Main St. Garrison	Main St. Garrison	7:00 AM
Main St. Garrison	Main St. Garrison	8:00 AM
Main St. Garrison	Main St. Garrison	9:00 AM
Main St. Garrison	Main St. Garrison	10:00 AM
Main St. Garrison	Main St. Garrison	11:00 AM
Main St. Garrison	Main St. Garrison	12:00 PM
Main St. Garrison	Main St. Garrison	1:00 PM
Main St. Garrison	Main St. Garrison	2:00 PM
Main St. Garrison	Main St. Garrison	3:00 PM
Main St. Garrison	Main St. Garrison	4:00 PM
Main St. Garrison	Main St. Garrison	5:00 PM
Main St. Garrison	Main St. Garrison	6:00 PM
Main St. Garrison	Main St. Garrison	7:00 PM

ROUTE 4

TO	FROM	TIME
Main St. Garrison	Main St. Garrison	7:00 AM
Main St. Garrison	Main St. Garrison	8:00 AM
Main St. Garrison	Main St. Garrison	9:00 AM
Main St. Garrison	Main St. Garrison	10:00 AM
Main St. Garrison	Main St. Garrison	11:00 AM
Main St. Garrison	Main St. Garrison	12:00 PM
Main St. Garrison	Main St. Garrison	1:00 PM
Main St. Garrison	Main St. Garrison	2:00 PM
Main St. Garrison	Main St. Garrison	3:00 PM
Main St. Garrison	Main St. Garrison	4:00 PM
Main St. Garrison	Main St. Garrison	5:00 PM
Main St. Garrison	Main St. Garrison	6:00 PM
Main St. Garrison	Main St. Garrison	7:00 PM

ROUTE 5

TO	FROM	TIME
Winsted	Winsted	7:00 AM
Winsted	Winsted	8:00 AM
Winsted	Winsted	9:00 AM
Winsted	Winsted	10:00 AM
Winsted	Winsted	11:00 AM
Winsted	Winsted	12:00 PM
Winsted	Winsted	1:00 PM
Winsted	Winsted	2:00 PM
Winsted	Winsted	3:00 PM
Winsted	Winsted	4:00 PM
Winsted	Winsted	5:00 PM
Winsted	Winsted	6:00 PM
Winsted	Winsted	7:00 PM



How to Read the Candystriper Bus Schedule

You can read the 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. The timepoints listed on the schedule are not the only places the bus will stop along the route. The bus can stop anywhere along the route for pick-up or drop-off. You can stand at any corner along each route and flag down the bus.

When you open up the schedule, this is what you'll see. A sample trip for Route 4 (East Main Street to East Side) is outlined below to help you understand the schedule.

For this trip you want to leave City Hall in Torrington, and take the bus to Wal-Mart any day of the week (Monday—Friday). You want to be there at around 10:45 in the morning. Following are the steps you would take to read the schedule and plan your trip:

- 1 First make sure you are reading the correct schedule. The route number is on the right hand side. For this trip you will need Route 4.
- 2 Find Wal-Mart on the top of the route schedule.
- 3 Look down the column and find the time you are most comfortable with, closest to the 10:45AM time you want to be at Wal-Mart. You can arrive at 10:30.
- 4 Look across the top of the schedule again to see where you want to leave from—City Hall.
- 5 Read across the row (right to left) from 10:30 at Wal-Mart to the City Hall column. You will see the time listed as 10:00 in this column. This means that the bus leaves City Hall at 10AM.

Plan to be at this stop at least 5 minutes before the departure time listed on the timetable. You should be waiting at the bus stop at City Hall at 9:55AM.

▲ ROUTE 4 - EAST MAIN STREET TO EAST SIDE													
CITY HALL	PATTERSON PARK	SULLIVAN SENIOR CENTER	KOURY APTS.	EBLENS/BJ'S	TORRINGFORD WEST APTS.	GEORGETOWN	WAL MART	BIG LOTS	COMMERCIAL BLVD.	KENNEDY DR. MEDICAL CENTER	PARKADE	K-MART	CITY HALL VIA PROSPECT
9:00				9:20			9:30				9:45		10:00
10:00				10:20			10:30				10:45		11:00
11:00				11:20			11:30				11:45		12:00
12:00				12:20			12:30				12:45		1:00
1:00				1:20			1:30				1:45		2:00
2:00				2:20			2:30				2:45		3:00
3:00				3:20			3:30				3:45		4:00
4:00				4:20			4:30				4:45		5:00



▲ On Routes 3 and 4, major time points are shown. Buses will wait at these locations until time indicated. Buses will make all intermediate stops as indicated so estimate your departure time accordingly.

How much does it cost to ride the Express bus?

See NWCTD FARE INSERT in back pocket of guide — look for “Hartford Express Bus Services”

Get to Work with Express Bus Service to Hartford

Express bus service to Hartford is available weekdays from both Winsted and Torrington.

The **Winsted/Barkhamsted/New Hartford** bus picks up passengers at Winsted Green, Northwestern Connecticut Community College, the Barkhamsted Park and Ride lot and in New Hartford and the Post Office on Route 44 in the morning before 7:15AM.

The **Torrington to Hartford** bus picks up passengers at Kelley Garage and St. Paul’s Church off Torrington West Street by 7AM.

Both express bus services drop off and pick up passengers at several downtown Hartford locations, including: State Office Building, Trumbull and Pearl Streets, Union Place and Hartford Insurance. Departures from these locations are between 4PM and 5:30PM.

A “Guaranteed Ride” Program is available to Express Bus passengers with a monthly pass. In the event of a family or personal emergency, you can get a taxi ride home a maximum of two times each year. Simply call the Guaranteed Ride Hotline at 860-918-2042, Monday through Friday, between the hours of 8AM and 5PM.

Weekday Express Bus Service to Hartford is provided by Kelley Transit Company under contract to the Connecticut Department of Transportation.

For more information contact Kelley Transit at 1-800-243-5106.



Travel Conditions

The times listed in the schedules are approximate. There may be delays due to traffic or weather conditions. In the event of a snowstorm or bad weather, cancellations will be announced on WZBG (97.3 FM) and Channel 5 (a local cable channel). Dial-A-Ride is automatically cancelled when local schools are closed.

New Haven Line Rail Services



Danbury

New Haven Line

Connecticut Department of Transportation
P.O. Box 317546
Newington, CT 06131

Administrative Offices —
CDOT Rail Operations
203-789-7189

Metro-North Customer Service
(fare/schedule information)
1-800-METRO-INFO
(1-800-638-7646)

TTY/TDD Information Line
1-800-724-3322
(Text Telephone/Telecommunications
Device for the Deaf)

Web site:
www.mta.info



Information about The New Haven Line

The New Haven Line, operated by MTA Metro-North Railroad, consists of the New Haven Main Line and the New Canaan, Danbury and Waterbury Branch Lines. The train line extends 73 miles from Grand Central Terminal (GCT) in New York City to New Haven.

The three Branch Lines feed into stations on the Main Line. Customers on the Waterbury Branch make connections at the Bridgeport train station; Danbury Branch customers connect at the South Norwalk train station and customers on the New Canaan Branch make connections at the Stamford train station.

New Haven Line trains operate seven days a week and on holidays. Service intervals (the time between trains) vary according to destination and time. Weekdays, hours of operation on the Main Line are approximately 4AM to 2AM, with service intervals between 20 and 60 minutes, depending on the time of day. In general, Branch Line trains operate less frequently throughout the day. For specific schedule information, visit www.mta.info or call 1-800-METRO-INFO.

Tickets and Fares

Reduced-Fare Program for People with Disabilities or Senior Citizens (65 or older)

People with qualifying disabilities who have the required identification can travel on the New Haven Line for half fare. Reduced-fare benefits are available for single-ticket purchases at all times except during the morning New York-bound peak (trains scheduled to arrive at Grand Central Terminal New York between 5AM and 10AM on weekdays). There is no reduced-fare program for weekly, 10-trip or monthly tickets since they already represent a significant discount.

To pay a reduced-fare, you must present one of the following forms of identification:

- Medicare card (Medicaid cards not accepted)
- CT elderly/disabled ID card or ADA ID
- Reduced-Fare MetroCard (which need not have any value when used for identification purposes)
- MTA Reduced-Fare ID card (issued prior to 1995)
- New York City Department for the Aging ID card

How to apply for a Reduced-Fare MetroCard:



Online:

www.mta.info/nyct/fare/rfapp.htm

Your Reduced-Fare MetroCard will arrive in the mail four to eight weeks after your application is received.



By phone:

Call the Reduced-Fare Office at **718-243-4999 or 718-596-8273** (TTY/TDD), Monday to Friday, 9AM to 5PM, to request an application.



By mail:

Write the
Customer Assistance Division
370 Jay Street, 7th Floor
Brooklyn, NY 11201

Paying Your Reduced-Fare

You can purchase a senior/disabled fare ticket at ticket windows, WebTicket online at www.mta.info, ticket machines, or on the trains. Many newer stations have wheelchair-accessible ticket windows. Tickets may be paid for with cash, or credit/debit cards at ticket machines, or with checks at station ticket offices. When paying by check, two forms of photo identification are required with one preferably a driver's license. The Connecticut Department of Motor Vehicles issues "Non-Driver" photo ID cards.

People with disabilities and seniors who purchase tickets on board the train are not required to pay the higher fare for on-board purchases.



WebTicket — a convenient way to buy monthly, weekly, 10-trip, and senior/disabled fare tickets online using your credit card. Receive your tickets by mail in 2 to 3 business days. Postage is free.

Other Ticket Types

One-Way Peak — For use on weekday trains arriving at Grand Central Terminal (GCT) between 5AM and 10AM and departing GCT between 4PM and 8PM. Valid for three months from date of purchase. Senior/disabled fare tickets are NOT VALID on board AM peak trains.

Weekly Commutation — Unlimited rides on all trains from Saturday through Friday. Non-transferable.

Monthly Commutation — Unlimited rides in a calendar month for approximately 50 percent off the One-Way Peak fare. For sale 10 days in advance; non-transferable. Monthly tickets are also available with a MetroCard on the reverse side through Mail&Ride Plus, a convenient ticket subscription program offering a wide variety of discounts.

UniTicket — A reduced-rate ticket that combines monthly or weekly round-trip local bus service with train fare. UniTicket is available through Mail&Ride and New Haven Line ticket offices.

MAIL&RIDE

Mail&Ride

If you are a daily or frequent commuter, you may want to use the Mail&Ride program to have your monthly New Haven Line ticket mailed automatically to your home. This program does not provide any additional reduced-fare benefits, beyond the regular monthly ticket that costs approximately half the regular peak one-way fare and may be used during peak or off-peak hours for unlimited rides for the calendar month.

Mail&Ride payments can be deducted from your checking account, charged directly to a major credit card, or paid by check, money order, or Transit Chek. Mail&Ride applications are available at station ticket offices or online at www.mta.info. For more information call 1-800-649-NYNY (1-800-649-6969).





Features of Accessible Stations

The following stations on the New Haven Line in Connecticut are ADA-accessible:

Main Line

New Haven — State Street
 New Haven
 Bridgeport
 South Norwalk
 Stamford

Waterbury Branch

Waterbury

Danbury Branch

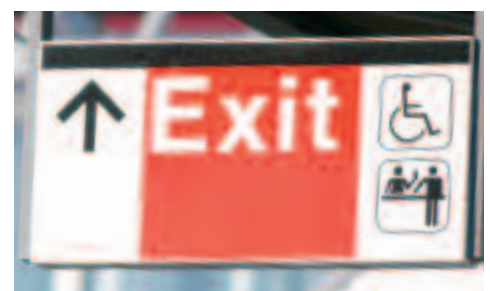
Danbury
 Bethel
 Redding

New Canaan Branch

New Canaan

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
- large-print and Braille signs
- 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). The pay phone is off the platform at the front of the old station at Waterbury.
- 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.

Personal Care Attendants (PCA)

Personal Care Attendants (people employed to assist individuals with disabilities) are eligible to ride the train free when accompanying a passenger with a disability. The PCA must carry identification that shows that he or she is employed by an agency that provides services to people with disabilities.

Service Animals

Customers with disabilities are permitted to bring their service animals into all MTA transit facilities. The animals must be securely leashed for the safety of all customers.

Parking

In Connecticut, parking facilities are primarily operated by local municipalities. For parking information call Metro-North Customer Service at 1-800-METRO-INFO (1-800-638-7646) or visit www.mta.info and click on Metro-North Railroad and select "stations" on the side bar to find out about parking at a particular station.

Service Changes and Emergencies

Information about changes in service is provided over the public address system in rail stations and on the trains. If your train is rerouted from an accessible station, ask your conductor or the person at the ticket booth for assistance in determining an alternate travel plan.

In the event of an emergency, trained railroad personnel and members of the train crew will give you instructions on what to do.



Information Resources—Advocacy/Assistance

Contact Information for Agencies on Accessible Transportation Guide Map

CTTRANSIT

Waterbury Division:

Bureau Of Rehabilitation Services (BRS)
249 Thomaston Avenue
Waterbury, CT 06702
Phone: 203-578-4550
TTY/TDD: 203-578-4550
Web site: www.brs.state.ct.us

CT Works (DOL)

One Stop
249 Thomaston Avenue
Waterbury, CT 06702
Phone: 203-596-4141
TTY/TDD: 1-800-842-9710
Web site: www.ctdol.state.ct.us

Department of Mental Retardation (DMR)
250 Freight Street
Waterbury, CT 06702
Phone: 1-866-274-3888
Web site: www.dmr.state.ct.us

Department of Motor Vehicles (DMV)
2210 Thomaston Avenue
Waterbury, CT 06704
Phone: 1-800-842-8222
Web site: www.ct.gov/dmv

Department of Social Services (DSS)
249 Thomaston Avenue
Waterbury, CT 06702
Phone: 203-597-4000
TTY/TTD 1-800-842-4524
Web site: www.dss.state.ct.us

Easter Seals Employment Industries
122 Avenue of Industry
Waterbury, CT 06705
Phone: 203-236-0188
Web site: www.eswct.com

Easter Seals Rehabilitation Center
22 Tompkins Street
Waterbury, CT 06708
Phone: 203-754-5141
Web site: www.eswct.com

New Opportunities, Inc. (New Opp.)
232 North Elm Street
Waterbury, CT 06702
Phone: 203-575-9799
Web site: www.newopportunitiesinc.org

Waterbury Mental Health Authority
115 South Main Street
Waterbury, CT 06706
Phone: 203-805-5300
Web site: www.dmhs.state.ct.us

Housatonic Area Regional Transit:

Ability Beyond Disability (ABD)
135 Old State Street
Brookfield, CT 06804
Phone: 203-775-4700
Web site: www.abilitybeyonddisability.org

Bureau of Rehabilitation Services (BRS)
342 Main Street
Danbury, CT 06810
Phone: 203-207-8990
Web site: www.brs.state.ct.us

CT Works
One Stop (Eldorado Center)
152 West Street
Danbury, CT 06813
Phone: 203-797-4144
TTY/TDD: 203-731-2810
Web site: www.ctdol.state.ct.us

Danbury Mental Health Authority
(DMHA)
64 West Street
Danbury, CT 06810
Phone: 203-778-1640
Web site: www.dmhas.state.ct.us

Department of Motor Vehicles (DMV)
2 Lee Mac Avenue
Danbury, CT 06810
Phone: 1-800-842-8222
Web site: www.ct.gov/dmv

Department of Motor Vehicles (DMV)
Satellite Office
Fleet Bank
100 Park Lane
New Milford, CT 06776
Phone: 1-800-842-8222
Web site: www.ct.gov/dmv

Department of Social Services (DSS)
342 Main Street
Danbury, CT 06810
Phone: 203-207-8900
TTY/TDD: 1-800-842-4524
Web site: www.dss.state.ct.us

Education Connection (ED. CONN.)
345 Main Street
Danbury, CT 06810
Phone: 203-791-1904
Web site: www.educationconnection.org

TBICO
39 Rose Street
Danbury, CT 06810
Phone: 203-743-6695
Web site: www.tbico.org

Northwestern Connecticut Transit District:

Bantam Superior Courthouse
80 Doyle Road
Bantam, CT 06750
Phone: 860-567-3942
Web site: www.jud.state.ct.us

Bureau of Rehabilitation Services (BRS)
62 Commercial Boulevard, Suite 1
Torrington, CT 06790
Phone: 860-496-6990
Web site: www.brs.state.ct.us

CT Works
One Stop
486 Winsted Road
Torrington Parkade
Torrington, CT 06790
Phone: 860-626-6220
TTY/TDD: 860-496-6090
Web site: www.ctdol.state.ct.us

Department of Motor Vehicles (DMV)
Satellite Office
151 Torrington Road
Winsted, CT 06098
Phone: 1-800-842-8222
Web site: www.ct.gov/dmv

Department of Social Services (DSS)
62 Commercial Boulevard, Suite 1
Torrington, CT 06790
Phone: 860-496-6900
TTY/TDD: 1-800-842-4524
Web site: www.dss.state.ct.us

Education Connection (ED. CONN.)
355 Goshen Road
P.O. Box 909
Litchfield, CT 06759
Phone: 860-567-0863
Web site: www.educationconnection.org

Contact Information for other Advocacy Organizations

State Agencies

Board of Education and
Services for the Blind
184 Windsor Avenue
Windsor, CT 06095
Phone: 860-602-4000
TTY/TDD: 860-602-4221
Web site: www.besb.state.ct.us

Bureau of Rehabilitation Services
(Central Office)
Department of Social Services
25 Sigourney Street, 11th Floor
Hartford, CT 06106
Phone: 860-424-4844
1-800-537-2549 (Voice)
TTY/TDD: 860-424-4839
Web site: www.brs.state.ct.us

Commission on Deaf
and Hearing Impaired
1245 Farmington Avenue
West Hartford, CT 06107-2668
Phone/TTY/TDD: 860-566-7414
1-800-708-6796 (Voice/TTY/TDD)
Web site: www.state.ct.us/cdhi

Connecticut Council on
Developmental Disabilities
460 Capitol Avenue
Hartford, CT 06106-1308
Phone: 860-418-6160
1-800-653-1134 (CT only)
TTY/TDD: 860-418-6172
Web site: www.state.ct.us/ctcdd

Connecticut Tech Act Project*
Department of Social Services
Bureau of Rehabilitation Services
25 Sigourney Street, 11th Floor
Hartford, CT 06106
Phone: 860-424-4881
Web site: 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
Web site: www.ctdol.state.ct.us

Department of Mental Health and
Addiction Services (Central Office)
410 Capitol Avenue
Hartford, CT 06134
Phone: 860-418-7000
1-800-446-7348 (Voice)
TTY/TDD: 860-418-6707
1-888-621-3551 (TTY/TDD)
Web site: www.dmhas.state.ct.us

Department of Mental Retardation
(Central Office)
460 Capitol Avenue
Hartford, CT 06106
Phone: 860-418-6000
TTY/TDD: 860-418-6079
Web site: www.dmr.state.ct.us

Department of Social Services
(Central Office)
25 Sigourney Street
Hartford, CT 06106
Phone: 1-800-842-1508
TTY/TDD: 1-800-842-4524
Web site: www.dss.state.ct.us

Office of Protection and Advocacy
for Persons with Disabilities*
60 B Weston Street
Hartford, CT 06120
Phone: 860-297-4300
1-800-842-7303 (Voice/TTY/TDD)
Web site: www.state.ct.us/opapd

Municipal Agents

City of Danbury
80 Main Street
Danbury, CT 06810
Phone: 203-796-1513
Web site: www.ci.danbury.ct.us

Town of Ridgefield
Municipal Agent for the Disabled
400 Main Street
Ridgefield, CT 06877
Phone: 203-431-2754
Web site: www.ridgefieldct.org

City of Waterbury
236 Grand Street
Waterbury, CT 06702
Phone: 203-574-6746
Web site: www.waterbury-ct.gov

Federal Agencies/ National Organizations

Community Transportation
Association of America (CTAA)*
1341 G St. NW, 10th Floor
Washington, DC 20005
Phone: 202-628-1480
1-800-891-0590
Web site: www.ctaa.org

*CTAA is a national, professional
membership association of organizations
and individuals committed to removing
barriers 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 (cont.)

Easter Seals Project ACTION*
(Accessible Community
Transportation In Our Nation)
Project ACTION's National Institute
for Accessible Transportation
700 13th Street, NW, Suite 200
Washington, DC 20005
Phone: 202-347-3066
1-800-659-6428 (Voice)
TTY/TDD: 202-347-7385
Web site: 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, D.C. 20530
Phone: 1-800-514-0301
TTY/TDD: 1-800-514-0383
ADA Home Page: www.ada.gov

DisAbilityInfo.gov
Web site: 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

Goodwill Industries
of Western Connecticut
Corporate Headquarters
165 Ocean Terrace
Bridgeport, CT 06605
Phone: 203-368-6511
1-800-423-9787
TTY/TDD: 203-581-5365
Web site: www.goodwillwct.org

Bethel Office
45 Grassy Plain Street
Bethel, CT 06801
Phone: 203-797-8746

Torrington Office
1849 East Main Street
Torrington, CT 06702
Phone: 860-489-8670

Greater Waterbury Transit District
(GWTD)
67 Farrington Avenue
Waterbury, CT 06706
Phone: 203-573-8627
Web site: www.gwtd.org

The GWTD is an organization formed
to represent eight municipalities in the
Greater Waterbury area on transportation
issues concerning persons with disabilities
and the elderly. The GWTD acts as a
resource for information on paratransit,
acts as an advocate for transportation
and as an advisory committee to the
ADA paratransit services provided
in Waterbury. The eight municipalities
include: Cheshire, Middlebury,
Naugatuck, Prospect, Thomaston,
Waterbury, Watertown and Wolcott.

Other Transportation Providers

Brookfield

Ability Beyond Disability
135 Old State Road
Brookfield, CT 06804
203-775-4700
Transportation for people with disabilities
for medical, vocational, educational,
recreational and support services.

Canaan

Geer Nursing and Rehabilitation Center
99 South Canaan Road
Canaan, CT 06018
860-824-5137
Transportation for adults to and
from the adult day center for medical
appointments, recreational and other
needs.

Cheshire

Town of Cheshire
84 South Main Street
Cheshire, CT 06410
203-271-6690
Transportation for seniors and people
with disabilities for medical and other
needs.

Colebrook

Town of Colebrook
P.O. Box 5
Colebrook, CT 06021
860-738-9521
Transportation for seniors and people
with disabilities for medical and other
needs.

Danbury

City of Danbury
10 Elmwood Place
Danbury, CT 06810
203-797-4686
Transportation for seniors to medical
appointments, recreational and the
senior center.

The Connecticut Department of Transportation provides grants to the following non-profit agencies and municipalities to transport senior citizens and/or people with disabilities.

Naugatuck

Human Resource Development Agency
575 Rubber Avenue
Naugatuck, CT 06770
203-729-5285

Transportation for seniors and people with disabilities for medical appointments, employment and recreational.

Naugatuck Senior Center
300 Meadow Street
Naugatuck, CT 06770
203-720-7069

Transportation for seniors to medical appointments and other needs.

Prospect

Town of Prospect
36 Center Street
Prospect, CT 06712
203-758-4461

Transportation for seniors to medical appointments and other needs.

Southbury

Town of Southbury
501 Main Street South
Southbury, CT 06488
203-262-0666

Transportation for seniors to medical appointments, recreational and other needs.

Torrington

Litchfield County Association for Retarded Citizens
84-R Main Street
Torrington, CT 06790
860-482-9364

Transportation for people with disabilities for work sites, vocational training and social activities.

Sullivan Senior Center/City of Torrington
88 East Albert Street
Torrington, CT 06790
860-489-2211

Transportation for seniors to medical appointments, therapy, social and other needs.

Waterbury

City of Waterbury—
Office of Comm. Development
236 Grand Street
Waterbury, CT 06702
203-346-2607

Transportation for seniors and people with disabilities through their Senior Shuttle Program for medical appointments and other needs.

Easter Seals Rehab. Center of Greater Waterbury
22 Tompkins Street
Waterbury, CT 06708
203-754-5141

Transportation for seniors and people with disabilities for vocational training, employment, medical, therapy and other needs.

Grace Development Corporation, Inc.
5 Abbott Terrace
Waterbury, CT 06721
203-756-5269

Transportation for seniors to the senior center.

La Casa Bienvenida
135 East Liberty Street
Waterbury, CT 06701
203-754-5684

Transportation for seniors to and from the senior center for medical, social services appointments, shopping and other needs.

Mt. Olive AME Zion Senior Citizens
82-100 Pearl Street
Waterbury, CT 06720
203-574-1113

Transportation for seniors to medical appointments, recreational and other needs.

New Opportunities Inc.
232 North Elm Street
Waterbury, CT 06702
203-575-9799

Transportation for seniors and people with disabilities for medical appointments, work sites and to their volunteer assignments.

Waterbury Association for Retarded Citizens
1929 East Main Street
Waterbury, CT 06705
203-575-0707

Transportation for people with disabilities to work sites, recreational and social.

Watertown
Town of Watertown
424 Main Street
Watertown, CT 06795
860-945-5255

Transportation for seniors to medical appointments and other needs.

Winsted

Blanche McCarthy Winsted Senior Citizens Center
80 Holabird Avenue
Winsted, CT 06098
860-379-4252

Transportation for seniors to medical appointments, social, recreational, educational and other needs.

Wolcott

Town of Wolcott
10 Kenea Drive
Wolcott, CT 06716
203-879-8100

Transportation for seniors and people with disabilities to medical appointments, nutrition, social, recreational, employment and other needs.

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
Web site: 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
Web site: www.ct.easterseals.com

Gaylord Hospital

This privately operated rehabilitation facility offers an outpatient driver training program for people with disabilities that is recognized by the Handicapped Driver Training Unit of the DMV.

Gaylord Hospital
Gaylord Farm Road
P.O. Box 400
Wallingford, CT 06492
Phone: 203-284-2800
TTY/TDD: 203-284-2700
Web site: www.Gaylord.org
(click on Programs and Services)

Vehicle Modifications

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

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

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

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

“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

The following **Mobility Equipment Dealers** are **approved by the BRS:**

Ride-Away Corp.
104 Pitkin Street
East Hartford, CT 06108
Phone: 860-282-8202
Web site: 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
Web site: www.awtwheels.com

The following manufacturers offer rebates or reimbursements on **New Vehicle Modification:**

Daimler Chrysler Corporation
Phone: 1-800-255-9877
Web site: www.dc-automobility.com

Ford Motor Company
Phone: 1-800-952-2248
TTY/TDD: 1-800-833-0312
Web site: www.mobilitymotoringprogram.com

General Motors Corporation
Phone: 1-800-323-9935
TTY/TDD: 1-800-833-9935
Web site: www.gmmobility.com

Saturn
Phone: 1-800-553-6000, Prompt 3
TTY/TDD: 1-800-833-6000
Web site: www.saturn.com (on home page type "Mobility Program" in search box and hit ok)

Volkswagen
Phone: 1-800-822-8987

Volvo Cars of North America
Phone: 1-800-803-5222
TTY/TDD: 1-800-833-0312
Website: www.volvocars.us/volvoownership/volvomobility/

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. This 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: 1-800-842-8222
Web site: www.ct.gov/dmv

Insurance Assistance

Connecticut Department of Insurance
P.O. Box 816
Hartford, CT 06142-0816
Phone: 1-800-203-3447 (ask for Consumer Affairs)
Web site: www.state.ct.us/cid

Getting Around In A Private Vehicle (cont.)

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 Northwestern Connecticut, including:

- Personalized commute consultation
- Ridematching services for carpools and vanpools
- Vanpool formation

For more information:

Phone:

Greater Danbury Region 1-800-FIND-RIDE (346-3743)

Greater Waterbury Region 1-800-ALL-RIDE (255-7433)

Greater Torrington Region 1-800-972-EASY (972-3279)

Web site: www.ctrides.com

Deduct-A-Ride – 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 Deduct-A-Ride program. Under this program, you may set aside (through payroll deduction) up to \$100 per month, tax-free, from your salary to pay for your vanpool, bus or train fare. Deduct-A-Ride is sponsored by the Connecticut Department of Transportation.

For more information:

Phone: 1-800-FIND-RIDE (346-3743)

Web site: www.deductaride.com

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 are 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

Web site: www.ctrides.com

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Housatonic Area Regional Transit (HART) Fare Information — Effective September 2004

(Operator Information on pages 4-8)

Local (Fixed Route) Bus Service

You can pay your fare with cash or purchase a pass.

Use only U.S. coins and/or \$1.00 bills in the fareboxes when you pay with cash. Exact fare in cash is required—**Drivers carry no change.**

Cash Fare (One-Way Trip)

Adults	\$1.25
Students (K-12).....	\$.90
Student Identification required	
Reduced Fare*	\$.60
For people with disabilities and people 60 or older	
Children (up to age 5).....	FREE
Transfers	FREE
Transfers good for one hour only	

Passes

Discount passes are available to passengers purchasing multiple or unlimited rides.

The **Fast-Pass** provides unlimited travel on all local bus services during one calendar month.

The **Bye-Pass** is a 10-Ride pass, punched by the bus operator each time a ride is redeemed and does not have an expiration date.

Fast-Pass (Monthly)

Adults.....	\$45.00
Students (K-12).....	\$32.00
Student Identification required	
Reduced Fare*	\$22.50
For people with disabilities and people 60 or older	

Bye-Pass (10-Ride)

Adults.....	\$11.00
Students (K-12).....	\$8.25
Student Identification required	
Reduced Fare*	\$5.50
For people with disabilities and people 60 or older	

*Reduced fare riders must show their original Medicare, SweetHART or state-issued reduced-fare transit identification card (call CTTRANSIT at 860-522-8101 for more information about the state-issued card). Certification by a medical doctor is needed to qualify for the disabled reduced fare.



Housatonic Area Regional Transit Fare Information – Effective September 2004

Danbury Trolley Pass

You can purchase a \$1 Danbury Trolley pass for unlimited rides for the day when you board the trolley. Passes are also sold at the HART Administrative offices. One-way cash fare is \$.50.

Where to Buy

Passes can be purchased at HART's bus hub, the **Pulse Point**, located in downtown Danbury at the corner of Main Street and Kennedy Avenue, or at HART's Administrative Offices, 62 Federal Road in Danbury, during the following hours:

Monday — Friday 7AM — 11AM (Pulse Point)

Monday — Friday 8:30AM — 5PM (Administrative Offices)

UniTicket

UniTicket is used for the bus-rail shuttles. Riders can save money by using UniTicket, a monthly or weekly train ticket and bus fare, combined in one discounted ticket. For more information about the weekly or monthly UniTicket visit rail station ticket windows (New Haven Line & Metro-North Harlem Line), www.mta.info, or call 1-800-METRO-INFO.

SweetHART FARES

(Dial-A-Ride/ADA Paratransit Van Services)

All fares are exact change or you may use a pass — **Drivers carry no change.**

	SweetHART Fares	ADA*
One-Way Cash	\$.60	\$ 1.25
10-Ride Bye-Pass	\$ 5.50	\$ 11.00

*The Americans with Disabilities Act (ADA) provides for priority SweetHART service for persons with disabilities making trips within a specified corridor of Danbury, Bethel, Brookfield and New Milford.

Bye-Pass: Discount rate, ten one-way trips. Punched by bus operator each time a ride is redeemed. No expiration date.

ADA Bye-Pass: Ten one-way trips. For persons certified under the Americans with Disabilities Act and traveling within 3/4 mile radius of a fixed route bus.

For all services, Personal Care Attendants may ride for free when accompanying a passenger with a disability, but companions are required to pay a fare. Please let the scheduler know how many people will travel with you when you reserve your ride.

Where to Buy

Purchase SweetHART Bye-Passes in person at HART Administrative Offices or by mail. Order envelopes are also available on all SweetHART vehicles.



CTTRANSIT Waterbury Division Fare Information — Effective September 2004

(Operator Information on pages 9-14)

Local (Fixed Route) Bus Service

You can pay your fare with cash, or purchase tickets or passes.

Cash fares are for a one-way trip.

Local Cash Fare.....	\$1.10
Reduced Fare*	\$.55
For people with disabilities and people 65 or older (10-Ride Ticket \$5.00)	
Youth (age 5 to 18).....	\$.90
Proof of age may be requested (10-Ride Ticket \$8.00)	
Children (age 4 & under).....	FREE
(maximum of three with each adult)	
Transfers.....	FREE
(issued on EXITING only; good for continuing a one-way trip on local buses)	
All-Day Pass.....	\$3.00
(may be purchased on bus)	
3-Day Pass	\$6.50
5-Day Pass	\$10.00
7-Day Pass	\$13.25
31-Day Pass.....	\$40.00

Passes valid for unlimited rides beginning with date of first use for the time period stated on the pass.

*Reduced fare riders must show their original Medicare or state elderly/disabled ID card to the driver. Call CTTRANSIT at 860-522-8101 for more information about the state-issued card. Certification by a medical doctor is needed to qualify for the disabled reduced fare.

Cash

Use only U.S. coins and/or \$1.00 bills in the fareboxes when you pay with cash. Exact fare in cash is required— **Drivers carry no change.**

Passes

There are a variety of passes; all are good for unlimited rides for the specified time period. You can purchase a pass at any time — the time limit starts the first time you use it. Any pre-paid fare can be used on all CTTRANSIT buses and routes throughout the state.

Where to Buy

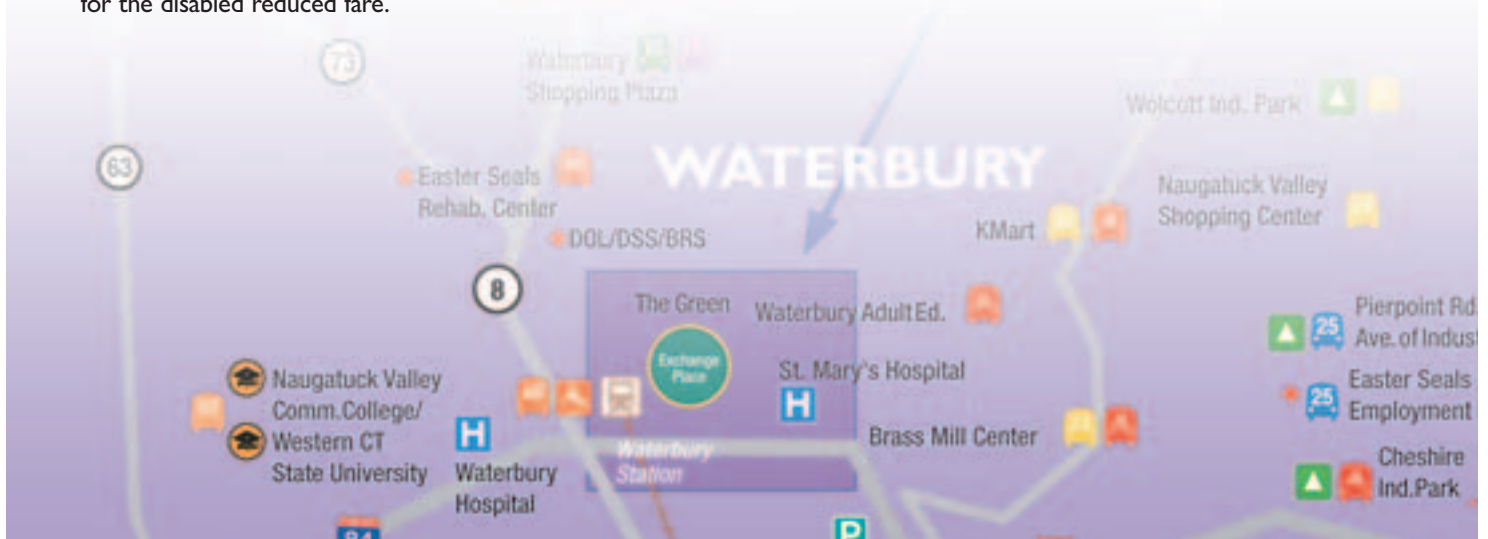
Tickets and passes may be purchased at the following locations:

North East Transportation
1717 Thomaston Avenue
Waterbury, CT 06704
203-753-2538 or 203-755-8242
Monday through Friday 8AM to 4PM

The Travel Center
188 Bank Street
Waterbury, CT 06704
203-756-8941
Monday through Sunday 6:30AM to 6:30PM

Forms of payment accepted: cash only for tickets and passes.

You can also buy your tickets and passes online with Visa and MasterCard at www.cttransit.com.



CTTRANSIT Waterbury Division Fare Information – Effective September 2004

UniTicket

Used for connections between bus and train. Riders can save money by using UniTicket, a monthly or weekly train ticket and bus fare, combined in one discounted ticket. For more information about the weekly or monthly UniTicket, visit New Haven Line ticket windows, www.mta.info or call 1-800-METRO-INFO.

ADA Paratransit Van Services/Dial-A-Ride Fares

Drivers cannot make change — please have exact fare.

Cash fares are \$2.20 for a one-way trip or \$20.00 for a 10-Ride ticket book.

Medical or Personal Care Attendants ride for free when accompanying a passenger with a disability; companions are required to pay a fare.

A fare change may occur in January 2005. Please call Customer Service for current fares: 203-753-2538 or 203-755-8242.

JobLinks Evening Shuttle Services

Drivers cannot make change — please have exact fare.

Customized Ride Home &\$1.50
Evening Reservation Project

For more information call the JobLinks Coordinator at 203-574-6971.



Northwestern Connecticut Transit District (NWCTD) Fare Information — Effective September 2004

(Operator Information on pages 15-20)

All fares are exact change — **Drivers carry no change.**

Fares are for a one-way trip.

Candystriper Fares (Local Bus)

Adults (age 18 & over)	\$1.00
Students.....	\$.75
Reduced Fare*	\$.50
For people with disabilities and people 60 or older	
Children (up to age 5)	FREE
Transfers	FREE
<i>Winsted & Litchfield – seniors ride free on a donation basis.</i>	
Suggested donation.....	\$1.00
10-Ride Ticket (purchase from bus driver).....	\$9.00
Reduced Fare*	\$4.50
For people with disabilities and people 60 or older	

NWCTD Commuter Fares (to Torrington/Canaan/ Waterbury)

All passengers (one-way)	\$1.65
10-Ride Ticket (purchase from bus driver)	\$15.00
Reduced Fare*	\$7.50
For people with disabilities and people 60 or older	

Dial-A-Ride Fares

Senior Citizens (age 60 or older).....	FREE
Suggested Donation.....	\$1.00
Adults (age 18 & over)	\$1.00
Students.....	\$.75
Children (up to age 5, with an adult)	FREE

*Reduced fare riders must show their original Medicare or state elderly/disabled ID card to the driver. Call CTTRANSIT at 860-522-8101 for more information about the state-issued card. Certification by a medical doctor is needed to qualify for the disabled reduced fare.



Northwestern Connecticut Transit District (NWCTD) Fare Information – Effective September 2004

NWCTD Inter-Regional Fares

Vary depending on destination

Danbury, Farmington, Waterbury\$6.00

Hartford, New Haven, West Haven\$7.00

People with disabilities ride for half fare. People 60 or older ride free on donation basis.

Personal Care Attendants may ride for free when accompanying a passenger with a disability; companions are required to pay a fare.

All ticket purchases are non-transferable and non-refundable.

Where to Buy

Tickets can either be purchased on the bus or by mail:

Northwestern Connecticut Transit District
140 Main Street
Torrington, CT 06790
Phone: 860-489-2535 (Local)
1-866-906-7433 (Toll-Free)

Hartford Express Bus Services Fare Information – Effective September 2004

(a fare increase is anticipated for January 2005)

All fares are exact change — **Drivers carry no change**

Fares are for a one-way trip.

Children (under age 5)FREE

Reduced Fare*\$1.60

For people with disabilities and people 65 or older

All other passengers\$3.20

Monthly Pass\$109.00

10-Ride Ticket\$28.75

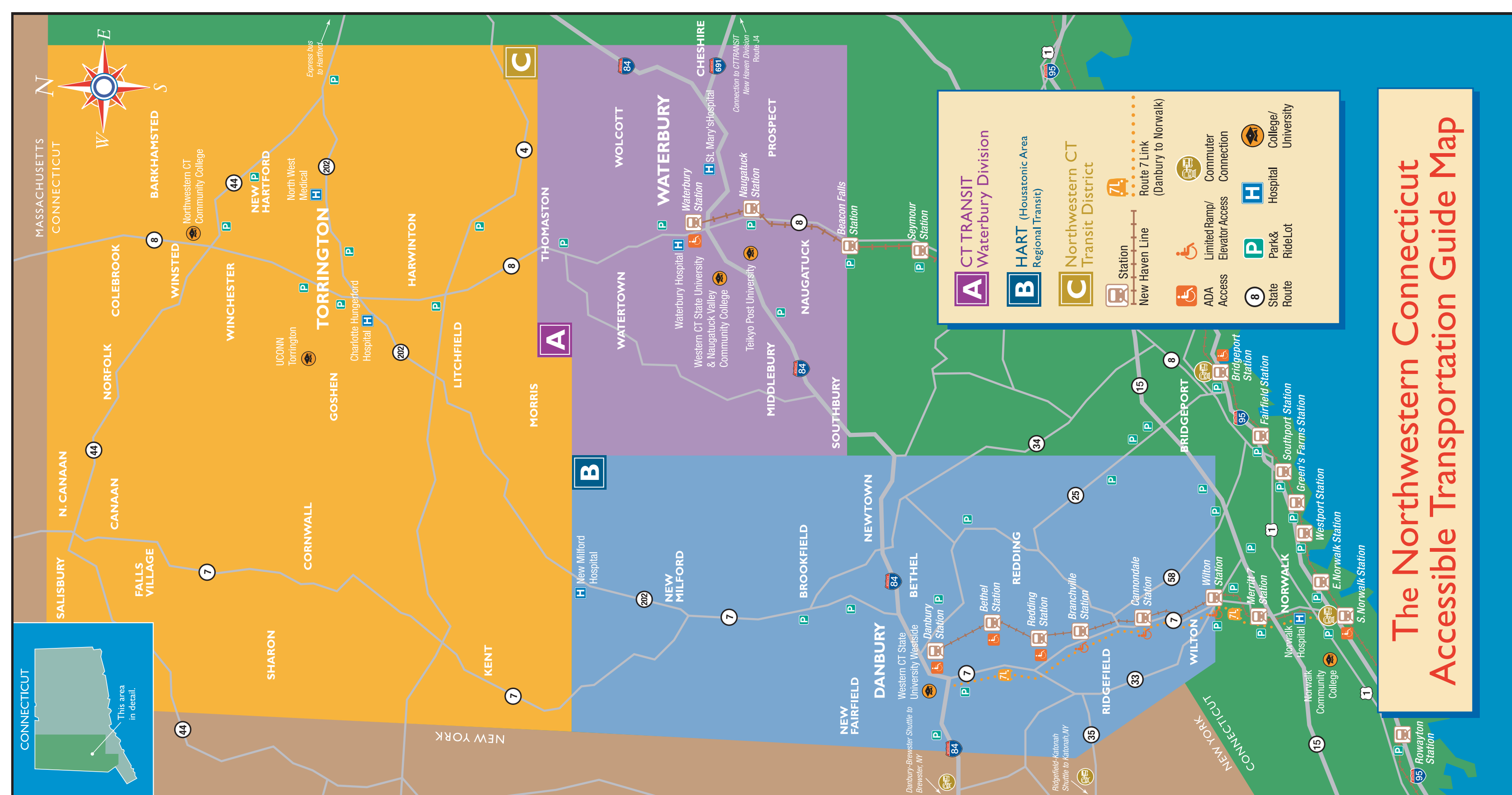
Where to Buy

Express bus passes can either be purchased on the bus or in person at Kelley Transit Company:

Kelley Transit Company
30 Railroad Square
Torrington, CT 06790
Phone: 1-800-243-5106

*Reduced fare riders must show their original Medicare or state elderly/disabled ID card to the driver. Call CTTRANSIT at 860-522-8101 for more information about the state-issued card. Certification by a medical doctor is needed to qualify for the disabled reduced fare.





The Northwestern Connecticut Accessible Transportation Guide Map

ABOARD!

- Train stations along the New Haven Main Line and Branch Lines (Danbury & Waterbury).
- Commuter Connection Bus/Rail Shuttles at certain Park & Ride lots and train stations.

A **Service Area Map** for each bus operator in Northwestern Connecticut that shows the following information:

- The transit “hub” or “center” where local bus routes begin and end.
- Landmarks such as industrial/corporate parks and social service agencies and the bus route(s) to take to travel to them.
- Connecting routes to areas outside the local service area.
- The pages to turn to in the *Northwestern Connecticut Accessible Transportation Guide* to find more detailed information about each transit operator, as indicated by the following symbol:

We hope you enjoy your journey learning about public transportation in Northwestern Connecticut. We appreciate you taking the time to do this and assure you it is time well spent.

Thank you and welcome aboard!

CONTACT INFORMATION

CTTRANSIT Waterbury Division
203-753-2538 or 755-8242 TTY/TDD 203-756-7396
www.cttransit.com

HART (Housatonic Area Regional Transit)
203-748-2034 TTY/TDD 203-748-2034
www.hartct.org

Northwestern Connecticut Transit District
Local 860-489-2535
Toll-Free 1-866-906-7433
www.torringtonct.org/Public_Documents/TorringtonCT_Bus/index

New Haven Line Rail
1-800-METRO-INFO (638-7646) TTY/TDD 1-800-724-3322
www.mta.info

Other Transit Operators (for connecting service information)

In Connecticut:

CTTRANSIT New Haven Division
203-624-0151 TTY/TDD 203-785-8930
www.cttransit.com

Kelley Transit Company
(Express Bus Service to Hartford)
1-800-243-5106

Norwalk Transit District
203-299-5170 TTY/TDD 203-299-5173
www.norwalktransit.com

In New York:

Putnam Area Rapid Transit (connections in Brewster)
845-878-RIDE (878-7433) TTY/TDD 845-878-4039
www.putnamcountyny.com/PART/part.html

Westchester County Bee-Line
(connections in Brewster & Katonah)
914-813-7777 TTY/TDD 914-813-7711
www.beelinebus.com

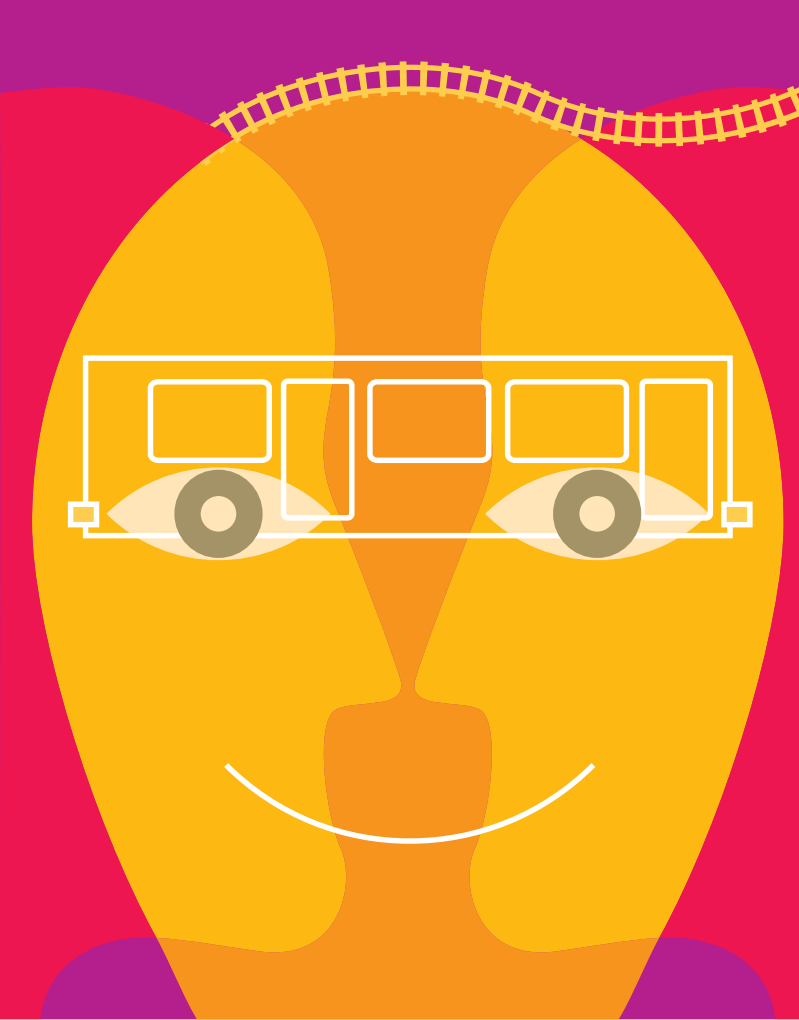
MTA Metro-North Railroad Harlem Line
(connections in Brewster & Katonah)
1-800-METRO-INFO (638-7646) TTY/TDD 1-800-724-3322
www.mta.info

Getting On Board - The Northwestern Connecticut Accessible Transportation Guide was produced by the Connecticut Department of Transportation in cooperation with JobLinks (Northwest Connecticut Access to Jobs) and MetroPool, Inc.

The information provided on the maps is effective as of September 1, 2004 and is subject to change. Please contact the transit operator for updated information before you travel.



Getting On Board



The Northwestern Connecticut Accessible Transportation Guide Map

- CTTRANSIT Waterbury Division
- HART (Housatonic Area Regional Transit)
- Northwestern Connecticut Transit District
- New Haven Line Rail

WELCOME

In Northwestern Connecticut you can ride the buses and trains to work, shopping, special events, meetings, appointments – wherever life may take you. Riding public transit is a great way to get around – it’s accessible, safe and convenient.

When you take advantage of Northwestern Connecticut’s local, regional and express bus services and branch line rail services that connect to one of the largest passenger rail systems in the country, you gain greater mobility and freedom – and at a very affordable price when compared to using paratransit van services.

Please use this map to get to know the public transportation system in this region and as a companion piece to the *Northwestern Connecticut Accessible Transportation Guide*.

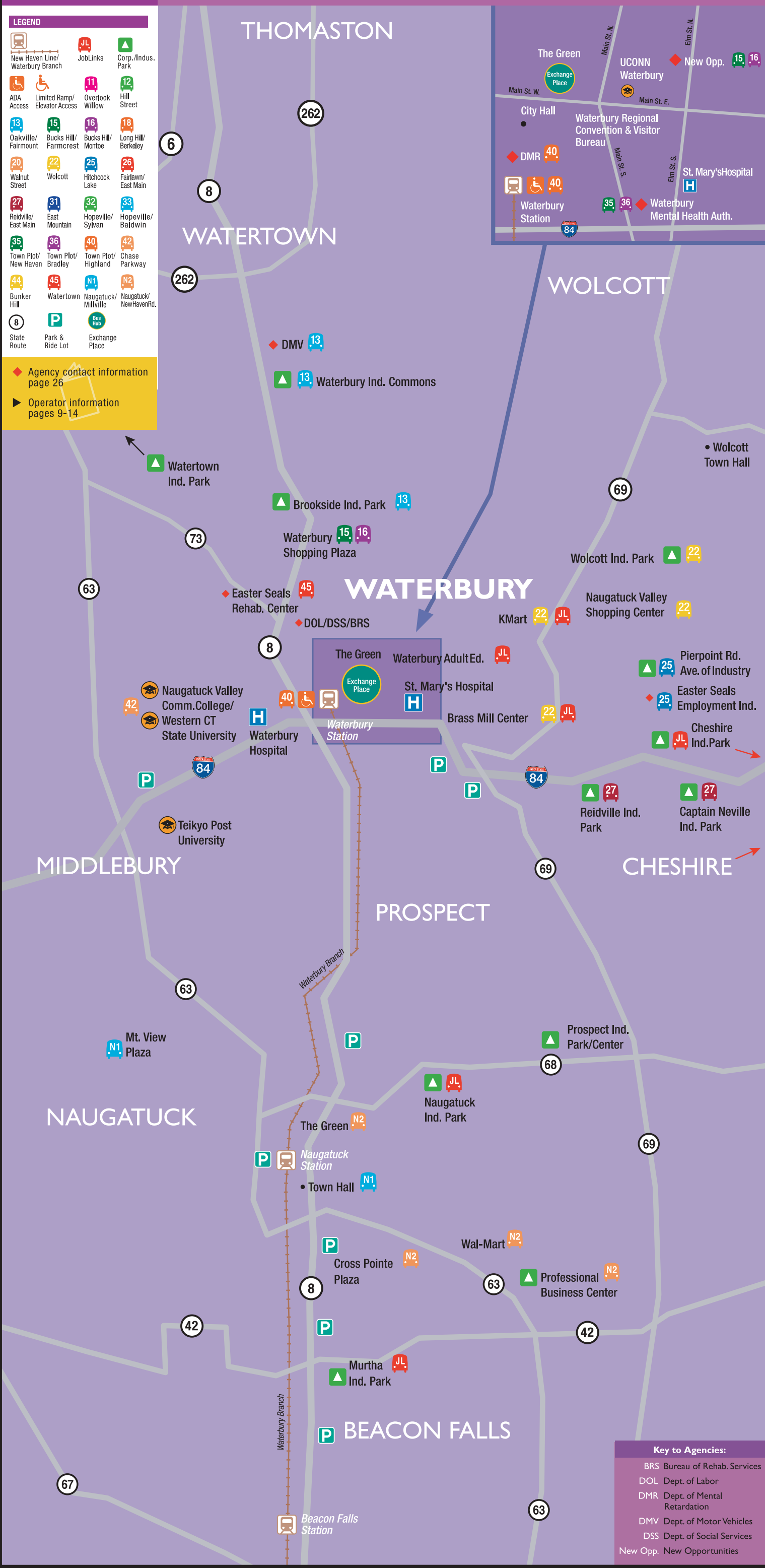
When you open this map you will find...
A **Regional Map** of the public transportation system in Northwestern Connecticut that shows the following information:

- Color-coded service areas for the bus operators.
- Regional bus routes that “link” service areas together.

A

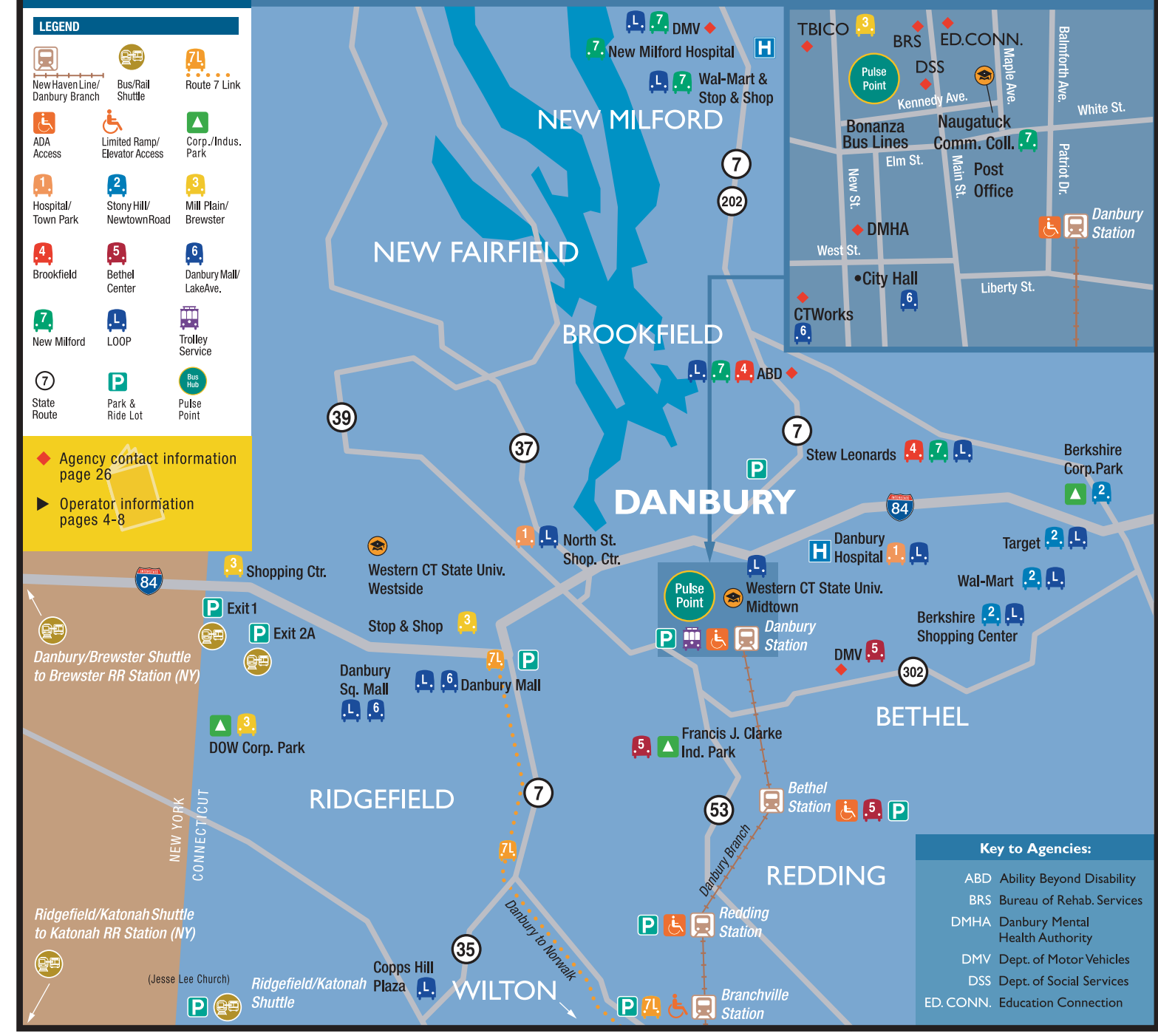
CT TRANSIT WATERBURY

Operated By North East Transportation



B

HART HOUSATONIC AREA REGIONAL TRANSIT



C

NORTHWESTERN CONNECTICUT TRANSIT DISTRICT

