

# Getting On Board

The South Central Connecticut  
Accessible Transportation Guide



# Public Transportation in South Central 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.

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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. South Central Connecticut has an excellent public transportation system with local and express bus services and two passenger rail lines, including 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. Welcome Aboard!

The transit information in this Guide is effective as of January 2006 and is subject to change. Please call the transit operator for updated information before you travel.



# Special Information for Riders with Disabilities

## How accessible are the buses and trains?

All transit buses 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. The following New Haven Line stations in Connecticut are ADA-accessible (see page 28 for details of ADA stations): New Haven and New Haven State Street, Bridgeport, South Norwalk, Stamford, Waterbury, Danbury, Bethel, Redding and New Canaan.

Shore Line East trains are handicapped accessible and train personnel will assist with boarding and getting off the trains.



## 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

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

#### 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 than for local bus service, 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 2,500 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](http://www.thekennedycenterinc.org) or contact the Kennedy Center's Mobility Services at 1-800-300-8029, ext 247. The Kennedy Center's Travel Training Program is available throughout most of Connecticut.

## How to use this section of the guide...

In the back pocket of the guide, there is a map of South Central Connecticut. The map shows some of the different types of transportation that are available in this part of Connecticut. Information is organized in the following sections: CTTRANSIT New Haven Division, Greater New Haven Transit District, Milford Transit District, Valley Transit District, CTTRANSIT Meriden/Wallingford Division, Middletown Transit District, Estuary Transit District, New Haven Line Rail Service and Shore Line East Commuter Rail Service.





**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.

**What the map shows for the rail system:**

- Train Stations – on the New Haven Line and the Shore Line East Commuter Rail Service.
- 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.

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

**How is the transit operator information organized in the guide?**

Bus and train information is organized by transit operator. If you don’t know which operator provides service in your town or city, please refer to the map.

The following information is provided for each operator:

- Contact information



# Regional Growth Connection (RGC)

Regional Growth Connection is a program funded by the State of Connecticut Department of Social Services, the Federal Transit Administration through the Connecticut Department of Transportation and others that offers enhanced transportation services to help low-income workers coming off state assistance (Temporary Family Assistance/TFA) and other residents in South Central Connecticut get to jobs that may not currently be accessible by public transportation. Beyond transportation enhancements, other services are available to qualified individuals.

**Job Starter Program**

- While a person who is moving from state assistance programs (TFA and TFA eligible) to the workforce works towards a steady paycheck, this program provides a 31-day CTTRANSIT bus pass for transportation.

**Auto Emergency Fund**

- This service helps workers who are

transitioning from TFA and need to use a car to get to work because there are no other reasonable transportation options available.

- The Auto Emergency Fund provides up to \$600 for expenses such as one-time automobile repairs, insurance, or registration and license fees.
- In order to qualify for this program, workers must meet eligibility requirements and complete an application for the funds, which is reviewed by a committee for approval.

**Guaranteed Ride**

- In instances of a personal or family emergency, an employee who uses one of RGC’s transportation services to get to work may use the Guaranteed Ride program.
- Guaranteed Ride provides free transportation, usually by taxi, from their place of employment to get home or wherever they need to go to deal with the emergency.

**Affiliated Transportation Providers**

RGC’s transportation arrangements are provided through one or more of the following:

- CTTRANSIT
- DATTCO, Inc.
- Rideworks
- Estuary Transit District
- Meriden Transit District
- Metro-North Railroad
- Metro Taxi
- Middletown Transit District
- Milford Transit District
- Greater New Haven Transit District
- Shore Line East Commuter Railroad
- Valley Transit District

- Eligible workers may use the program up to two times a year.
- For more information:  
RGC Director  
560 Ella Grasso Boulevard  
New Haven, CT 06519  
203-624-1493, ext. 261  
Fax: 203-562-1106  
Website: [www.rgc-2-work.org](http://www.rgc-2-work.org)

# CTTRANSIT New Haven Division

**Serving the towns of:**  
Ansonia, Branford, Cheshire,  
Derby, East Haven, Hamden,  
Meriden, Milford,  
New Haven, North Branford,  
North Haven, Orange,  
Seymour, Shelton,  
Wallingford, Waterbury,  
West Haven, Woodbridge

## CTTRANSIT New Haven Division

Mailing Address:

**P.O. Box 9608  
New Haven, CT 06535**

Telephone:

**Main Office  
203-867-6300**

**Customer Service  
203-624-0151  
for all service information**

**TTY/TDD**

**TTY 203-785-8930**

(Text Telephone/Telecommunications Device for the Deaf)

Website:

**[www.cttransit.com](http://www.cttransit.com)**

Customer Service Hours of Operation:

**Monday–Saturday  
6:30AM–6:30PM**

**Sunday  
7:00AM–6:00PM**

## Information About CTTRANSIT New Haven Division

### Local Bus Service

**(larger buses that run regular schedules on set routes)**

- Local bus service in the Greater New Haven area runs during these hours of operation:

**Monday through Friday, 4:30AM–1:44AM (following day)**

**Saturday, 5:00AM–1:45AM (following day)**

**Sunday and Holidays, 5:20AM–12:45AM (following day)**

- Buses pick up passengers at clearly marked bus stops.
- All buses are wheelchair accessible and can “kneel” to lower the first step height.
- All CTTRANSIT buses in metro New Haven are equipped with bike racks. For additional information, please read Bikes on Board! at [www.cttransit.com](http://www.cttransit.com).

### Commuter Connections—

#### Shore Line East to Downtown and Sargent Drive

- Commuter Connection shuttles meet Shore Line East trains and travel to and from downtown and Sargent Drive/Long Wharf Drive area worksites.
- Commuter Connections operate Monday through Friday during peak commute hours, from approximately 6AM–9AM and 4PM–7PM.
- Morning CTTRANSIT Commuter Connection service operates from State Street Station only (not Union Station).
- Afternoon and evening Commuter Connection service brings passengers to Union Station only (not to State Street Station).
- Shore Line East “Monthly Plus Bus” tickets are accepted on Commuter Connection buses. Other passengers must pay the regular bus fare. Shore Line East “Monthly Plus Bus” tickets are also accepted on all other CTTRANSIT New Haven Division buses.



## Travel Conditions

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

## Where to Buy

Tickets and passes may be purchased in the following ways:

### Customer Service and Sales Outlet

- Tickets and passes may be purchased at the Customer Service and Sales Outlet located at the center of the New Haven Green on Chapel St. (between Temple Street and Church Street) during the following hours:

**Monday through Friday,  
7:00AM–6:00PM**

**Saturday, 9:00AM–3:00PM  
Closed Major Holidays**

- Forms of payment accepted: cash, check (with proper ID), VISA and Mastercard only.

### Mail Order

- Tickets and passes may be purchased by mail by sending an order form and payment to:

Prepaid Fares Coordinator  
CTTRANSIT  
P.O. Box 66  
Hartford, CT 06141-0066

- Forms of payment accepted: check (payable to CTTRANSIT), VISA and Mastercard. Do not send cash.
- CTTRANSIT is not responsible for late delivery or for cash sent through the mail.

### Online

- You can also buy your tickets and passes online at [www.cttransit.com](http://www.cttransit.com).
- Forms of payment accepted: VISA and MasterCard.

## DATTCO, Inc.

Telephone:

**Customer Service Center  
1-800-229-4879, ext. 662**

Website:

**[www.DATTCO.com](http://www.DATTCO.com)**

Customer Service Dispatch Office

Hours of Operation:

**Monday through Friday  
6:30AM–7:30PM**

**Recorded schedule and fare  
information available at all  
other times**

## Temple Street Parking Garage Shuttle (to Union Station)

- Meets most New Haven Line trains at Union Station.
- The Temple Street Shuttle operates Monday through Friday during peak commute hours, from approximately 6:30AM–9:45AM and 3PM–10PM.
- In the morning, the shuttle departs the garage every 15 minutes; in the afternoon, the shuttle departs Union Station every 15 minutes. Travel time between the garage and Union Station is approximately 5 minutes.
- CTTRANSIT local bus fares apply (see fare information sheet in the back of the guide).

## Local Bus Service “S” Route New Haven to Madison (Operated by DATTCO)

- Local bus service is provided between New Haven and Madison during the following hours of operation:

**Monday through Friday, 5:40AM–7:15PM**

**Limited service is provided to the Old Saybrook Railroad Station**

**No service on these holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day**

- Buses make some scheduled stops that are marked with a white band painted on a pole; otherwise passengers must signal to the driver to be picked up or dropped off.
- Certain midday buses will stop at Shore Line East railroad stations upon request.
- Tickets and passes must be purchased on the bus.
- Free transfer connections can be made to the Shoreline Shuttle in Madison for service along Route 1 between Madison and Old Saybrook.
- Free transfer connections can be made to CTTRANSIT buses in New Haven.
- Connections can be made in New Haven to the DATTCO Route 42 New Haven to Hartford for express bus service to Middletown, Wethersfield and Hartford.
- All buses are equipped with wheelchair lifts.
- Local CTTRANSIT New Haven bus fares apply (see fare information sheet in the back of the guide).

## Express Bus Service Route 42 New Haven to Hartford (Operated by DATTCO)

- Express bus service is provided between New Haven and Hartford via I-91 on the following schedule:  
**Monday through Friday, 7:30AM, 4:20PM, 6:20PM (Departs New Haven)**  
**Monday through Friday, 6:30AM, 7:30AM, 5:55PM (Departs Hartford)**
- **No service on these holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day**
- Buses make scheduled stops in New Haven, Middletown, Wethersfield and Hartford.
- Tickets and passes must be purchased on the bus (see fare information sheet).
- Connections can be made to CTTRANSIT buses at all stops, including DATTCO “S” Route stops in New Haven.
- Monthly pass holders can use two Guaranteed Rides per year; see page 17 for details.
- All buses are equipped with wheelchair lifts.

## Plan Your Trip Before You Ride the Bus

You should know:

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

## How much does it cost to ride the bus?

See CTTRANSIT New Haven Division Fare Information Sheet in back pocket of guide.

## Riding a CTTRANSIT Bus

- Try to be at the bus stop at least five minutes ahead of the scheduled time.
- Get on the bus through the front door and pay the fare.
- A transfer is needed if you must take another bus to get to the place you want to go. Ask the driver for a transfer (if needed) when you get on the bus. Transfers are FREE and are good for continuing a one-way trip on the next connecting bus; they cannot be used for the return trip.
- About one block from your bus stop, signal to the driver to stop and let you off by pulling the cord located above the side windows. A bell will alert the operator to stop and a “stop requested” sign at the front of the bus will light up.
- Smoking, drinking, eating, playing radios and loud behavior are not permitted on the bus.
- Service animals such as guide dogs can ride on the bus. Other animals are not allowed unless they are in small carrying cases that can be placed on your lap.



# How to Read a CTTRANSIT Bus Schedule

Each route has a schedule or timetable that lists when the bus stops 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 J timetable.**

For this trip you want to leave from bus stop #2, Downtown New Haven at Church Street and Center Street, and take the bus to Centerville on a Wednesday. You want to be sure to arrive in Centerville by 10:00a.m. Here is how you would read the schedule and plan your trip:

- 1** First make sure you are reading the correct schedule. On top of the schedule the direction of travel and days of operation are listed. Find the portion of the schedule that lists "Weekday Service" operating from New Haven to Whitney Avenue to Waterbury.
- 2** Find "Centerville, Whitney & Dixwell" on top of the schedule.
- 3** Look down the column and find the time closest to the 10:00a.m. time you want to arrive in Centerville. You will need to arrive at 9:30a.m.; the bus after that will arrive too late at 10:30a.m.
- 4** Look across the top of the schedule again to find the stop you are leaving from—"Downtown New Haven Church & Center."
- 5** Read across the row (right to left) from 9:30a.m. at Centerville to the Downtown New Haven Church & Center column. The time listed is 9:10a.m.; this means that the bus leaves the Downtown New Haven Church & Center stop at 9:10a.m. Plan to be at this stop at least 5 minutes before the departure time listed on the schedule. You should be waiting at the bus stop at Downtown New Haven Church & Center by 9:05a.m.

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

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 or 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.



**WHITNEY AVENUE**

Routes

- J1 Centerville
- J2 Hamden Hills/ Hamden Plaza
- J4 Waterbury
- J8 Hamden Plaza via Skiff St.

also serving:

- Whitneyville
- Quinnipiac University
- Mount Carmel
- Cheshire
- Brass Mill Center



Customer Service Center:  
 (203) 834-0151  
 TTY 785-8930  
[www.cttransit.com](http://www.cttransit.com)

**1 WEEKDAY SERVICE**

New Haven > Whitney Avenue > Waterbury

Route	1 Union Station	2 Downtown New Haven Church & Center	16 Downtown New Haven Elm & Temple	3 Whitney & Edwards	4 Whitneyville Whitney & Putnam	5 Spring Glen Whitney & ...	6 Centerville Whitney & Dixwell	7 Hamden Hills Aviation Walk West St.	8 Kohf's Skiff & Dixwell	9 Hamden Plaza	10 Mount Carmel Whitney & Mt. Carmel	12 Cheshire Town Hall Route 10	13 East Main & I-84	14 Waterbury Green West Main & Loomis
J4	5:15			5:18	5:22	5:27	5:31				5:36	5:47	5:58	6:15
J1	6:02	6:15		6:18	6:22	6:27	6:31				6:36	6:47	6:58	7:15
J4	7:02	7:10		7:15	7:21	7:26	7:30				7:37	7:47	7:58	8:15
J2	7:32	7:40		7:45	7:51	7:56	8:00	8:03	8:10	8:14				
J	7:46	7:50		7:55										
J	7:53	8:00		8:05										
J4	8:03	8:10		8:15	8:21	8:26	8:30				8:37	8:47	8:58	9:15
J	8:12	8:20		8:25										
J	8:25	8:30		8:35										
J2	8:33	8:40		8:45	8:51	8:56	9:00	9:03	9:10	9:14				
J		8:45		8:50										
J	8:47	8:53												
J		8:55		9:00										
J		9:02		9:07										
J4		9:10		9:15	9:21		9:30				9:37	9:47	9:58	10:16
J	9:03	9:20		9:25										
J		9:30		9:35										
J2	9:33	9:40		9:45	9:51	9:56	10:00	10:03	10:10	10:14				
J4	10:03	10:10		10:15	10:21	10:26	10:30				10:37	10:47	10:58	11:16
J2	10:33	10:40		10:45	10:51	10:56	11:00	11:03	11:10	11:14				
J4	11:00	11:10		11:15	11:21	11:26	11:30				11:37	11:47	11:58	12:16

# Greater New Haven Transit District (GNHTD)

## Serving the towns of:

Ansonia\*, Branford, Cheshire\*, Derby\*, East Haven, Guilford\*, Hamden, Madison\*, Milford\*, New Haven, North Branford, North Haven, Orange, Seymour\*, Shelton\*, Wallingford\*, Waterbury\*, West Haven, Woodbridge

\* Limited Service Available

## Greater New Haven Transit District (GNHTD)

Mailing Address:

**840 Sherman Avenue  
Hamden, CT 06514**

Telephone:

**Main Number  
203-288-6282**

**Scheduling  
203-288-6643**

**TTY/TDD  
203-288-7067**

(Text Telephone/Telecommunications Device for the Deaf)

Customer Service Hours of Operation:

**Sunday-Saturday  
9:00AM-5:00PM**

## Information About Greater New Haven Transit District (GNHTD)

### Americans with Disabilities Act (ADA) Paratransit Van Services

- Service is provided in the Greater New Haven area during these hours of operation:  
**Sunday through Saturday, 5:00AM-12:00AM**  
**Holidays, 5:00-12:00AM**
- Door-to-door service is provided to qualified disabled individuals; passengers may call 203-288-6282 for an application.
- Reservations are required in advance; passengers may call 203-288-6643 to request a pick up.
- For 10-trip ticket books, please see "Where to Buy" on page 5.

### Regional Growth Connection (RGC) Shuttle

- Some jobs in areas such as healthcare and retail require their employees to work weekends, evenings or in the early morning hours when public transportation is not available. The RGC Shuttle enables eligible job seekers from the New Haven area to look for second-shift work in medical facilities and retail stores along the shoreline from Guilford to Old Saybrook.
- Call for schedule and fare details.





## Travel Conditions

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

### Quick Response (Regional Growth Connection)

- The Quick Response program arranges rides for job seekers registered with the Regional Growth Connection who need transportation to job interviews and job fairs.
- In some cases, rides to work may also be provided until other transportation can be arranged.
- The service is provided on a first-come/first-serve basis.

### Downtown New Haven Trolley Line

- New Haven Trolley Line service runs during these hours of operation:  
**Monday through Saturday, 11:00AM–6:00PM (every 15 minutes)**
- Trolleys pick up passengers at clearly marked stops.
- New Haven Trolley Line is operated by GNHTD on behalf of the City of New Haven.



## How much does it cost to ride?

See Greater New Haven Transit District (GNHTD) Fare Information Sheet in back pocket of guide.

# Milford Transit District

## Serving the towns of: Milford

### Milford Transit District

Mailing Address:

**259 Research Drive  
Milford, CT 06460**

Telephone:

**203-874-4507 for all calls**

### TTY/TDD

**203-874-4507**

(Text Telephone/Telecommunications Device for the Deaf)

Customer Service Hours of Operation:

**Monday through Friday  
5:30AM to 7:00PM**

## Information About Milford Transit District

- Passengers must signal to the driver to be picked up or dropped off; some stops are marked.

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

- Milford local bus service runs on these routes:

Route 2—Post Mall, The Dock

Route 3—Westshore

Route 4—Woodmont

- Service runs during these hours of operation:

Route 2:

**Monday through Friday, 7:00AM to 11:00AM and 2:00PM to 6:00PM**

**No service on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Day**

Routes 3 and 4:

**Monday through Friday, 6:00AM to 7:00PM**

**Saturday, 8:00AM to 6:00PM**

**No service on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Day**

### Coastal Link Service

- This service operates from Milford to Norwalk in conjunction with Greater Bridgeport Transit Authority and Norwalk Transit.

- Service runs during these hours of operation:

**Monday through Friday, 5:20AM to 11:00PM**

**Saturday, 5:30AM to 11:30PM**

**Sunday/Holiday, 7:30AM to 8:00PM**

### Commuter Connection—Milford Railroad Station

- Shuttle bus service runs between the Milford Railroad Station and Wheelers Farm Corporate Area.

- Shuttle service is also provided to and from the Milford Railroad Station and three Park & Ride locations:

Rt. 34, Orange Commuter Lot

Wolf Harbor Commuter Lot

Post Road at Milford Parkway





## Travel Conditions

Any change in service, including notice of delays or cancellations because of weather, will be reported on WICC 600 AM.

## How much does it cost to ride the bus?

See Milford Transit District Fare Information Sheet in back pocket of guide.

## Americans with Disabilities Act (ADA) Paratransit Van Services

- Call at least 24 hours in advance or up to 3 weeks in advance of service. An application for service is necessary but service is provided while the application is reviewed.
- ADA paratransit service operates within 3/4 mile of local bus routes during the same days and hours of operation as the local bus routes.



# Valley Transit District

**Serving the towns of:**  
Ansonia, Derby, Seymour,  
Shelton (the Lower  
Naugatuck Valley)

**Valley Transit District**

Mailing Address:

**41 Main Street  
Derby, CT 06418**

Telephone:

**203-735-6824**

**TTY/TDD**

**TDD 203-734-4616**

(Text Telephone/Telecommuni-  
cations Device for the Deaf)

Email:

**[jthompson@valleytransit.org](mailto:jthompson@valleytransit.org)**

Website:

**[www.invalley.org/vtd](http://www.invalley.org/vtd)**

## Information about Valley Transit District

### Dial-A-Ride Service

- Valley Transit District provides demand-response dial-a-ride services that are available to the public; it does not offer service on a set route.
- Service runs during these hours of operation:  
**Monday through Friday, 5:45AM to 6:00PM**  
**Saturday, 8:30AM to 11:30AM and 2:00PM to 5:00PM**
- Notice is required one day in advance for all trips.
- To make a reservation for a ride, call 203-735-6408.
- All vehicles are wheelchair accessible and are equipped with lifts; passengers are transported door to door.



## How much does it cost to ride?

See Valley Transit District Fare Information Sheet in back pocket of guide.

## Americans with Disabilities Act (ADA) Paratransit Van Services

- ADA paratransit service is provided in Ansonia, Derby, Seymour and Shelton.
- ADA paratransit service operates within 3/4 mile of CTTRANSIT bus routes during the same days and hours it operates within the Valley Transit District area.
- To make a reservation for a ride, call 203-735-6408.

## Job Access

Valley Transit District participates in one job access program:

- The Bridgeport Avenue Commuter Connection connects users of the Greater Bridgeport Transit Authority (Route 15) and CTTRANSIT New Haven Division (Route F6) to employers along the Bridgeport Avenue corridor in Shelton. Hours of operation are 7:00AM to 8:00AM and 4:00PM to 5:00PM.



## Travel Conditions

Notice of cancellations or weather-related delays are announced on WICC 600 AM; passengers may also call 203-735-6824.

# CTTRANSIT Meriden/Wallingford Division

Operated by the North East Transportation Company

**Serving the towns of:  
Meriden, Wallingford**

**CTTRANSIT  
Meriden/Wallingford Division**

Mailing Address:

**North East Transportation  
Co., Inc.  
1717 Thomaston Ave.  
P.O. Box 4670  
Waterbury, CT 06704**

Telephone:

**203-753-2538  
203-755-8242**

**TTY/TDD**

**203-756-7396**

(Text Telephone/Telecommuni-  
cations Device for the Deaf)

**Meriden/Middletown  
(M-Link)**

**Telephone**

**203-235-6851 (Meriden)**

**860-346-0212 (Middletown)**

**TDD—860-346-9233**

Website:

**[www.cttransit.com](http://www.cttransit.com)**

Customer Service Hours of Operation:

**Monday through Friday  
5:00AM–5:30PM**

**(local service)**

**Monday through Friday  
8:00AM–4:00PM**

**(paratransit service)**

## Information about CTTRANSIT Meriden/Wallingford Division

### Meriden Local Bus Service (Fixed Route Service)

- Service is provided during the following hours of operation:  
**Monday through Friday, 6:15AM to 6:00PM**
- Passengers must signal to the driver to be picked up or dropped off.
- All buses are wheelchair accessible.
- Service is provided for the following routes:

#### **Route A**

Railroad Station to Yale Acres

Railroad Station to Westfield Shoppingtown (Connects to CTTRANSIT A-Arch Street bus to New Britain)

#### **Route B**

Railroad Station to Kohl's Plaza (Connects to CTTRANSIT C bus to New Haven)

Railroad Station to South Meriden

#### **Route C**

Railroad Station to West Main Street

Railroad Station to East Main Street

### Wallingford Local Service (Fixed Route Service)

- Service is provided during the following hours of operation:  
**Monday through Friday, 9:00AM to 4:30 PM**
- Passengers must signal to the driver to be picked up or dropped off.
- All buses are wheelchair accessible.

## How much does it cost to ride?

See CTTRANSIT Meriden/Wallingford Division Fare Information Sheet in back pocket of guide.

### Wallingford Local Service (continued)

- The bus service operates along the following routes:

Burke Heights to Woodhouse Road to Post Office to Center and North Colony Road to Stop & Shop to Wallingford Plaza to Church Street and North Turnpike Road to Masonic Home and Hospital to the Railroad Station to Burke Heights.

For connection to CTTRANSIT New Haven Route C bus to Meriden or New Haven, transfer at Wallingford Plaza.

- Free transfers are available for the following connections:

Service to Wallingford and New Haven from Meriden is provided by the CTTRANSIT New Haven C bus (see page 4).

Service to New Britain from Meriden is provided by the CTTRANSIT New Britain Division A-Arch St. bus (call 860-828-0511 for information).

Service to Middletown from Meriden is provided by the Meriden-Middletown M-Link Service operated by the Middletown Transit District.

### Meriden-Middletown M-Link

- **M-Link** bus service runs between Middletown and Meriden, connecting to local CTTRANSIT buses at the Meriden Railroad Station and Middletown Transit District services at the Middletown Area Transit transfer station.

- **M-Link** service runs during these hours of operation:  
**Monday through Friday, 6:30AM–4:45PM**  
**Saturday, 8:30AM–3:30PM**



## 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 [www.cttransit.com](http://www.cttransit.com) or call 203-753-2538 or 203-755-8242.

# Americans with Disabilities Act (ADA)

## Paratransit Van Services

- 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.
- You can request an application form to determine eligibility for ADA paratransit van service in the Meriden/Wallingford area from North East Transportation (1-800-441-8901 or 1-800-704-313, TTY/TDD 203-756-7396).
- Service is available by appointment only during the following hours of operation:  
**Meriden: Monday through Friday, 6:00AM–5:30PM**  
**Wallingford: Monday through Friday, 9:00AM–4:30PM**



## How to Arrange for a Ride

- To make a reservation for a ride, call 203-237-3338 between 8:00AM and 4:00PM, Mondays through Fridays. Reservations will be on a first-come, first-serve basis, so make them as far in advance as possible. Ride reservations can be made from the previous day up to two weeks in advance.
- Trip changes or requests for service cannot be made with the driver. All trip changes or requests must be made by calling the dispatcher.
- Trip cancellations must be called in to the dispatcher as far in advance as possible. An uncancelled trip is considered a “no-show.” Individuals with four or more no-shows may be suspended from service.
- Medical attendants or aides can accompany passengers free of charge. Special trips for attendants alone will not be made. (Eligibility criteria are available with the application to receive service.)
- Upon request (and at the company’s discretion), “door to door” service may be provided.

## How to Ride a CTTRANSIT Paratransit Vehicle

- Please be ready 15 minutes prior to your scheduled pick-up time and allow for pick-up 15 minutes after your scheduled pick-up time because the van may arrive earlier or later than scheduled due to uncontrollable circumstances.
- Prearranged “door to door” service can only be accommodated if the access is clear of any vehicles, snow, ice or other debris. All ramps must be flat and built to proper building code specifications.
- Assistance will be provided to passengers boarding and deboarding vehicles if needed.
- Under no circumstances are drivers permitted to enter passengers’ homes or other buildings.

## Weekday Express Bus Service to Hartford

The Meriden Transit District provides express service to downtown Hartford.

- Two coach buses run each weekday morning with two return trips in late afternoon. The buses run during the following hours of operation:  
**Monday through Friday, 6:30AM – 8:15AM (to Hartford),  
 4:00PM – 6:10PM (from Hartford)**  
**No service on these holidays: New Year’s Day, Memorial Day,  
 Independence Day, Labor Day, Thanksgiving, Christmas Day**
- Morning departures can be made from these locations in Meriden: Centennial Plaza, West Main Street and Cook Avenue, the Record-Journal Building, East Main Street and Broad Street, East Main Street and Murray Street, East Main Street and Paddock Avenue. The last departure point in Meriden is the Bee Street Park and Ride lot.
- Hartford drop-off points in downtown Hartford are at Market Street and Kinsley Street, Central Row, Pearl Street and Trumbull Street, Washington Street and Capitol Avenue, and at the Aetna on Sigourney Street.
- Return trips follow a reverse sequence, starting at the Aetna on Sigourney Street in Hartford and ending at Centennial Plaza in Meriden.
- Tickets and passes may be purchased on morning and afternoon buses. Payment is accepted in cash (exact fare required) or by check.
- In the event of bad weather, passengers may call 203-235-6851 for service updates.

### Guaranteed Ride

The Guaranteed Ride Program is available to Express Bus passengers with a monthly pass. In the event of a family or personal emergency, a free taxi ride is available up to two times a year.

Call the Guaranteed Ride Hotline at 860-918-2042, Monday through Friday, from 8:00AM to 5:00PM to arrange for a guaranteed ride.

For more information, contact the Meriden Transit District at (203) 235-6851 Monday through Friday between 8:00AM and 12:00 noon.

# Middletown Transit District

**Serving the towns of:**  
Portland, East Hampton,  
Cromwell, Durham,  
Middletown

## **Middletown Transit District**

Mailing Address:

**340 Main Street  
Middletown, CT 06457**

Telephone:

**Main Office Line  
860-346-0212**

### **TTY/TDD**

**TDD 860-346-9233**

(Text Telephone/Telecommuni-  
cations Device for the Deaf)

### **Portland/East Hampton/ Durham**

**Telephone—860-347-7657  
TDD—860-346-9233**

### **Middletown/Meriden (M-Link)**

**Telephone  
860-346-0212 (Middletown)  
203-235-6851 (Meriden)  
TDD—860-346-9233**

### **American Red Cross for Paratransit Services**

**Telephone—860-347-3313**

## Information About Middletown Transit District

### **Fixed Route Services**

- **Local Bus Service** in the City of Middletown and portions of Cromwell runs during these hours of operation:  
**Monday through Friday, 6:05 AM–6:05 PM**  
**Saturday, 8:00 AM–5:00 PM**
- **The Night Owl Service** runs in the City of Middletown and portions of Cromwell during these hours of operation:  
**Monday through Friday, 7:00 PM–10:00 PM**  
**Saturday, 6:00 PM–10:00 PM**
- **The Middletown/Meriden (M-Link) Service** runs during these hours of operation:  
**Monday through Friday, 6:30 AM–4:45 PM**  
**Saturday, 8:30 AM–3:30 PM**

### **Portland/East Hampton/Durham Service (Rural Route)**

The Portland/East Hampton/Durham Service (Rural Route) runs during these hours of operation:

- **Portland/East Hampton**  
**Monday through Friday, 5:45 AM–5:45 PM**
- **Durham**  
**Monday through Friday, 6:15 AM–5:00 PM**





## Travel Conditions

Notice of cancellations or weather-related delays are announced on local radio; passengers may also call 860-346-0212.

# Americans with Disabilities Act (ADA) Paratransit Van Services and Senior/Disabled Dial-A-Ride Service

- ADA and Dial-A-Ride Senior/Disabled Transportation is provided in Middletown, Portland, East Hampton, Durham, and Middlefield; for ADA-certified passengers only, service is also provided in portions of Cromwell.
- The Middletown Transit District and the Greater Hartford Transit District provide ADA passengers with transportation in portions of Cromwell.
- Transportation for ADA-certified passengers is available during these hours of operation:  
**Monday through Friday, 6:30AM to 6:00PM**  
**Saturday, 8:00AM to 5:00PM**
- Transportation for Senior/Disabled Dial-A-Ride certified passengers is available during these hours of operation:  
**Monday through Friday, 8:30 AM to 4:30 PM**  
 No Dial-A-Ride service is provided in Cromwell
- General information on this Paratransit Service can be obtained by calling the American Red Cross at 860-347-3313 or the Greater Hartford Transit District at 860-247-5329.

## How much does it cost to ride?

See Middletown Transit District Fare Information Sheet in back pocket of guide.

## Where to Buy

### Customer Service and Sales Outlet

- One-way tickets may be purchased on the bus with exact change. Multi-ticket books and passes may be purchased at the Middletown Transit District downtown ticket window located at 340 Main Street.



# Estuary Transit District

## 9 Town Transit Service

### Serving the towns of:

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

### Estuary Transit District operating the 9 Town Transit Services

#### Mailing Address:

455 Boston Post Rd  
Old Saybrook, CT 06475

#### Telephone:

**RIDELINE**  
(customer service,  
reservations, schedules  
and trip planning)  
860-510-0429

**Comment Line**  
(questions, comments,  
complaints, general  
information)  
860-395-6698

**Administrative Offices**  
860-395-0891

**TTY/TDD**  
Call toll-free  
1-800-842-9710; for direct  
contact to equipment call  
1-800-883-8134  
(Text Telephone/Telecommuni-  
cations Device for the Deaf)

#### Website:

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

#### Email:

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

#### Customer Service Hours of Operation:

**Monday through Friday**  
**6:00AM to 6:30PM**  
**Closed Major Holidays**

## Information About 9 Town Transit

### Flexible Route Service

- Shoreline Shuttle and Riverside Shuttle routes offer flexible route service; the bus may travel up to 3/4 mile off its normal bus route to pick passengers up from their homes.
- Reservations are required at least 24 hours in advance. Passengers may call the RIDELINE at (860) 510-0429 to request a pick up.
- **Shoreline Shuttle** runs along U.S. Route 1 from Madison to Old Saybrook during these hours of operation:  
**Monday through Friday, 6:00AM to 6:30 PM**  
**Saturday, 9:00AM to 4:00PM**  
**No service on these holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day**
- **Riverside Shuttle** runs along Route 154 from Old Saybrook to Chester during these hours of operation:  
**Monday through Friday, 7:30AM to 5:30PM**  
**No service on these holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day**
- Connections and free transfers are available between Shoreline Shuttle and Riverside Shuttle.
- Connections and free transfers are available to DATTCO "S" Route service into New Haven; see page 5 for more information.
- Passengers must signal to the driver to be picked up or dropped off.
- Bus schedules are available on the buses, at any stop on the route, at numerous locations in the area (including town halls and libraries), online ([www.estuarytransit.org](http://www.estuarytransit.org)) or by mail (call 860-395-6698).
- All 9 Town Transit buses are wheelchair accessible and equipped with bicycle racks.
- Trip planning services are provided; call 860-510-0429.

## Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address—where you can get on or board the bus.
- Your destination address—where you want to get off the bus.
- The time you want to leave or when you want to get to the place you want to go.
- The fare and how to pay (if paying by cash, remember that the exact fare is required).
- The RIDELINE telephone number (860-510-0429) to call whenever you have questions about services.

### Where to Buy

Tickets and passes may be purchased in the following ways:

#### On Buses

- Tickets are available on all 9 Town Transit buses

#### Mail Order

- Call the RIDELINE (860) 510-0429 for information

## Transit-on-Call Paratransit Services

- 9 Town Transit provides Transit-on-Call services throughout the 9 towns of the Estuary region. Service is available to anyone for any purpose; however, priority is given for medical appointments and to areas not currently served by local bus routes.
- Off-route service is also available; buses will travel up to one mile off the regular route. Priority is given to elderly persons and persons with disabilities.
- Transit-on-Call and trip planning services are available during the following hours of operation:  
**Monday through Friday, 8:00AM–4:00PM**
- Reservations are required at least 24 hours in advance. Passengers may call the RIDELINE at (860) 510-0429 to request a pick up.

## Express Bus Service Route 40 Old Saybrook–Middletown –Hartford (Operated by DATTCO)

- Express bus service is provided between Old Saybrook and Hartford via Route 9 and I-91 on the following schedule:  
**Monday through Friday, 6:00AM, 6:30AM, 7:00AM (Departs Old Saybrook)**  
**Monday through Friday, 3:55PM, 4:25PM, 4:55PM (Departs Hartford)**
- **No service on these holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day**
- Buses make scheduled stops in Old Saybrook, Essex, Chester, Middletown and Hartford.
- All buses are equipped with wheelchair lifts.

### DATTCO, Inc.

Telephone:

**Customer Service Center  
1-800-229-4879, ext. 662**

Website:

**www.DATTCO.com**

Customer Service Dispatch Office

Hours of Operation:

**Monday through Friday  
6:30AM–7:30PM**

**Recorded schedule and fare  
information available at all  
other times**



## Travel Conditions

Schedule times are approximate and buses may be delayed due to traffic or weather conditions. In the event of bad weather, passengers may call either 860-510-0429 or 860-395-6698 for service updates.

## How much does it cost to ride?

See Estuary Transit District Operating the 9 Town Transit Services Fare Information Sheet in back pocket of guide.

## Riding the 9 Town Transit Bus

- Try to be at the bus stop or scheduled pick-up point at least 5 to 10 minutes ahead of the scheduled time.
- You can also flag down the bus to stop anywhere along the route. For your safety, please do not wait on a curve, next to a right-turn lane or on the opposite side of the street from the bus. Be prepared to signal the bus when it approaches.
- When the bus comes to a complete stop, wait for passengers to exit the bus before boarding. If you need assistance, the driver will help in any way possible.
- Pay the fare upon boarding; remember that the exact fare is required.
- A transfer is needed if you must take another bus to get to the place you want to go. Ask the driver for a transfer (if needed) when you get on or exit the bus. Transfers are FREE and are good for continuing a one-way trip on the next connecting bus; they cannot be used for the return trip. A transfer must be used within one hour from the time the driver gives it to you. Most routes are timed to make transfers as convenient as possible.
- Let the driver know when you need to get off the bus.
- If you are getting off at a special stop and need a return trip, simply tell the driver so we know where to pick you up.
- If you have any questions or concerns about the schedules or trip reservations, do not hesitate to ask a driver or call the RIDELINE (860-510-0429).





As an example of how to read a schedule, we'll use the Shoreline Shuttle schedule.

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

- 1 First make sure you are reading the correct schedule. On top of the schedule the direction of travel and days of operation are listed. You will be traveling East from Madison to Clinton.
- 2 From the section on the top find the "Scranton Gazebo" stop listed.
- 3 Next find the "Post Office Square" stop listed.
- 4 Look down the "Post Office Square" column and find the time closest to when you want to arrive; this would be 10:15AM.
- 5 Look across the row (from right to left) and find the time the shuttle leaves from the "Scranton Gazebo" stop; this would be 9:50AM. Plan to be at this stop at least 5 to 10 minutes ahead of the scheduled time.

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

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

	Scranton Gazebo	Hammonasset Park	Clinton Crossings Mail	Post Office Square	Subway Restaurant	Valley Shore YMCA	Westbrook Tanger Outlet	Old Saybrook Stop & Shop	Old Saybrook Senior Center	Old Saybrook Train Station
655	645	REQ	***	655	710	REQ	***	720	725	730
710	720	REQ	***	730	745	REQ	***	800	805	810
750	905	REQ	920	930	945	REQ	955	1010	1015	1020
820	950	REQ	1005	1015	1030	REQ	1040	1055	1100	1105
820	1030	REQ	1045	1055	1110	REQ	1120	1135	1140	1145
840	1200	REQ	1215	1225	1240	REQ	1250	105	110	115
855	145	REQ	200	210	225	REQ	235	250	REQ	255
855	235	REQ	250	300	315	REQ	325	340	REQ	345
810	315	REQ	330	340	355	REQ	405	420	REQ	425
830	430	REQ	445	455	510	REQ	520	535	REQ	540
810	515	REQ	530	540	555	REQ	605	620	REQ	625
845	555	REQ	***	610	620	REQ	***	635	REQ	640

# New Haven Line Rail Services



**New Haven**

## **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/mnr](http://www.mta.info/mnr)**

Customer Service Center  
Hours of Operation:  
**Monday through Friday,**  
**8:30AM–5:00PM**  
**Recorded Schedule and Fare**  
**information is available at**  
**all other times**



## Information about The New Haven Line

- The New Haven Line is operated by MTA Metro-North Railroad and consists of the New Haven Main Line and the New Canaan, Danbury and Waterbury Branch Lines.
- Trains run between New Haven and New York City (Grand Central Terminal) during the following hours of operation:  
**Monday through Friday, 4:30AM–1:50AM**  
**Saturday and Sunday, 4:40AM–1:50AM**  
**Holidays, 4:40AM–1:50AM**  
**Branch Lines run less frequently throughout the day**

- The New Haven Line serves the following towns and makes stops at the following stations:

### Mainline Stations

- NEW HAVEN (Union Station and State Street)
- MILFORD
- STRATFORD
- BRIDGEPORT
- FAIRFIELD (Fairfield and Southport)
- WESTPORT (Greens Farms and Westport)
- NORWALK (East Norwalk, South Norwalk and Rowayton)
- DARIEN (Darien and Noroton Heights)
- STAMFORD
- GREENWICH (Old Greenwich, Riverside, Cos Cob and Greenwich)

### New Canaan Branch Stations

- STAMFORD (Glenbrook and Springdale)
- NEW CANAAN (Talmadge Hill and New Canaan)

### Waterbury Branch Stations

- DERBY (Derby-Shelton)
- ANSONIA, SEYMOUR
- BEACON FALLS
- NAUGATUCK
- WATERBURY

### Danbury Branch Stations

- NORWALK (Merritt 7)
- WILTON (Wilton and Cannondale)
- RIDGEFIELD (Branchville)
- REDDING
- BETHEL
- DANBURY

- Direct train-to-train transfers are available in the same direction of travel.
- Bus connections are available at major stations.

## 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.

## 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 morning trains traveling toward New York scheduled to arrive at Grand Central Terminal between 5AM and 10AM on weekdays.
- **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.

## Where to Buy

Tickets and passes may be purchased in the following ways:

- From ticket vending machines at all mainline stations and at Danbury, Wilton and New Canaan stations on the branch lines. (Cash and credit/debit cards accepted.)
- At station ticket windows. (Cash, credit/debit cards and checks accepted)
- On board trains (an additional fee is charged if purchased on board when ticket windows are open or a vending machine is available at the departure station). (Cash accepted.)
- Via the website. (**WebTicket** is a convenient way to buy monthly, weekly, 10-trip and senior/disabled fare tickets online using a credit card. Receive tickets by mail in 2 or 3 business days. Postage is free.)
- Mail & Ride program (see details at right.)

# 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](http://www.mta.info). For more information call 1-800-649-NYNY (1-800-649-6969).



**WebTicket**



## 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—Union Station  
 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](http://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.

# Shore Line East Commuter Rail Service



**Serving the towns of:**  
New Haven, Branford,  
Guilford, Madison, Clinton,  
Westbrook, Old Saybrook,  
New London; limited service  
to Bridgeport and Stamford

**Shore Line East  
Commuter Rail Service**

Mailing Address:

**Rail Administrator  
Bureau of Public  
Transportation  
Connecticut Department  
of Transportation  
50 Union Avenue  
4th floor West  
New Haven, CT 06519**

Telephone:

**Customer Service  
1-800-ALL-RIDE**

**Outside of Connecticut  
203-777-7433**

**TTY/TDD  
203-785-8930**

(Text Telephone/Telecommuni-  
cations Device for the Deaf)

Website:

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

Email:

**[info@ShoreLineEast.com](mailto:info@ShoreLineEast.com)**

Customer Service Hours of Operation:

**Monday through Friday,  
8:30AM to 5:00PM**

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

# Information About Shore Line East Commuter Rail Service

## Shore Line East Trains

- Shore Line East runs weekday peak-hour morning and afternoon/evening trains between Old Saybrook and New Haven during the following hours of operation:  
**Monday through Friday, 5:30AM–10:00AM and 3:15PM–9:30PM**  
**No Service on These Holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day**
- Local trains stop at stations in Old Saybrook, Westbrook, Clinton, Madison, Guilford, Branford and New Haven (at State Street Station and Union Station).
- Monthly Shore Line East tickets will be honored on select Amtrak trains from New London to New Haven. Regularly scheduled Amtrak trains also provide service from New London.
- Shore Line Express operates thru-train service to and from Bridgeport and Stamford.
- Free parking is available at all Shore Line East train stations except New London and New Haven’s Union Station. No parking is available at New Haven’s State Street Station.
- All trains and stations are accessible for persons with disabilities.

## Connections to New Haven Line Trains

- Shore Line East passengers can transfer at Union Station to New Haven Line trains for travel between New Haven and New York City. They can also board Shore Line East trains at State Street Station and transfer at Union Station for connecting service.
- Select New Haven Line morning eastbound trains terminate at State Street Station while select evening westbound trains originate from State Street Station. (See New Haven Line schedule for details.)
- Two New Haven Line morning trains leave Stamford for travel to State Street Station. (See New Haven Line schedule for details.)

## Commuter Connection Shuttles and Local Bus Service in New Haven

- Commuter Connection shuttles meet Shore Line East trains and travel to and from downtown and Sargent Drive/Long Wharf Drive area worksites.
- Morning CTTRANSIT Commuter Connection service operates from State Street Station only (not to Union Station).
- Afternoon and evening Commuter Connection service brings passengers to Union Station only (not to State Street Station).
- Local CTTRANSIT J Route service is available from Union Station.
- State Street Station is located near stops for many other CTTRANSIT local bus routes.



## Travel Conditions

Commuters are notified of service cancellations by public announcement systems at the train stations. Other schedule changes are available at 1-800-ALL-RIDE and on the website ([www.ShoreLineEast.com](http://www.ShoreLineEast.com)).

## Where to Buy

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

- **One-Way:** Tickets can be purchased on board trains (cash only) and are available at stations in New Haven (Union Station), Old Saybrook and New London.
- **10-Trip:** 10-trip tickets are valid for 90 days and are sold only at stations in New Haven (Union Station), Old Saybrook and New London.
- **Monthly:** Monthly and Monthly Plus Bus tickets can be purchased by mail or by telephone (call 1-800-ALL-RIDE). Tickets are also available at stations in New Haven (Union Station), Old Saybrook and New London. Monthly Plus Bus tickets are good for use on all CTTRANSIT New Haven Division bus routes.
- **UniRail:** This ticket combines Shore Line East and New Haven Line rail fares into one monthly ticket. UniRail can be purchased at any New Haven Line ticket window or through the Metro-North Mail & Ride program (call 1-800-METRO-INFO).

## Plan Your Trip Before You Ride the Train

You should know:

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

## Guaranteed Ride Program

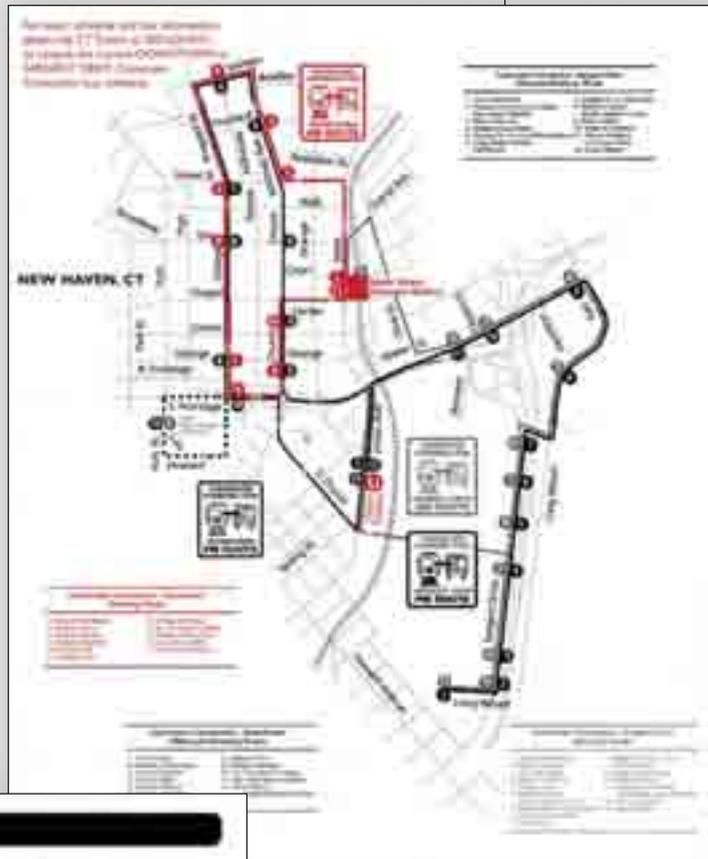
- Shore Line East monthly ticket holders have access to transportation if they become ill at work, a family emergency arises or they need to work late unexpectedly.
- On days that the Shore Line East operates (Mondays through Fridays), monthly pass holders who have an emergency and need to get to their cars or another destination can call 1-800-ALL-RIDE between 8:30AM and 5:00PM to arrange for a taxi to pick them up at no charge (including the taxi driver's gratuity).
- The Guaranteed Ride is available to Shore Line East monthly ticket holders twice in a calendar year.

## Riding the Shore Line East Train

- Try to be at the train station at least 5 to 10 minutes ahead of the scheduled time.
- When the train comes to a complete stop, wait for passengers to exit the train before boarding. If you need assistance, the conductor will help in any way possible.
- Pay the fare or show your ticket; the conductor will come around after passengers have boarded at each stop; remember that no bills larger than \$20 are accepted.
- Save your ticket stub if you are transferring to a connecting New Haven Line train.
- If you have any questions about schedules or transfers, do not hesitate to ask a conductor or call 1-800-ALL-RIDE.



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



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



## How to Read a Shore Line East Schedule

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

- The towns served.
- Departure and arrival times for each regular stop along the route.
- Departure and arrival times for connecting New Haven Line trains.
- Days/Hours of operation.
- Fares.
- A Commuter Connection bus map showing Downtown and Sargent Drive routes.
- The customer service telephone number (1-800-ALL-RIDE) and website ([www.ShoreLineEast.com](http://www.ShoreLineEast.com)).

**SHORE LINE EAST TRAIN SCHEDULES**

**WESTBOUND Monday - Friday**

**TO: NEW HAVEN**

	1602 AM	1627 AM	1653 AM	Arrive 9:00	1637 AM	1643 AM	1649 AM	Arrive 9:00	1653 AM	Speed 16:53- 16:54	16:59 AM	16:07 PM	16:03 PM
New London	1602	1627	1653		1637	1643	1649	1653					
Old Saybrook	1602	1627	1653		1637	1643	1649	1653					
Westbrook	1602	1627	1653		1637	1643	1649	1653					
Clinton	1602	1627	1653		1637	1643	1649	1653					
Madison	1602	1627	1653		1637	1643	1649	1653					
Groton	1602	1627	1653		1637	1643	1649	1653					
Stafford	1602	1627	1653		1637	1643	1649	1653					
New Haven State Street	1602	1627	1653		1637	1643	1649	1653					
<b>NEW HAVEN Union Station</b>	1602	1627	1653		1637	1643	1649	1653					

**EASTBOUND Monday - Friday**

**CONNECTIONS METRO-NORTH TRAINS FROM:**

	1602 AM	1627 AM	1653 AM	1628 PM	1634 PM	1640 PM	1646 PM	1652 PM	1658 PM	1704 PM	1710 PM	1716 PM	1722 PM	1728 PM	1734 PM	1740 PM
Old Saybrook	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740
Westbrook	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740
Clinton	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740
Madison	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740
Groton	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740
Stafford	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740
New Haven State Street	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740
<b>NEW HAVEN Union Station</b>	1602	1627	1653	1628	1634	1640	1646	1652	1658	1704	1710	1716	1722	1728	1734	1740

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

Here is as an example of how to read a schedule:

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

- 1 First make sure you are reading the correct schedule. On top of the schedule the direction of travel and days of operation are listed. You will be traveling Westbound to New Haven.
- 2 From the section on the left find the "Clinton" station listed.
- 3 Next find the "New Haven" station listed.
- 4 Look across the "New Haven" row and find the time closest to when you want to arrive; this would be 8:40AM.
- 5 Look up the column (from bottom to top) and find the time the train leaves from the "Clinton" station; this would be 8:05AM. Plan to be at this stop at least 5 to 10 minutes ahead of the scheduled time.

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

# Information Resources—Advocacy/Assistance

## Contact Information for agencies on Accessible Transportation Guide Map

### **Greater New Haven:**

Bureau of Rehabilitation Services (BRS)  
414 Chapel Street, Suite 301  
New Haven, CT 06511  
Phone: 203-974-3000  
Website: [www.brs.state.ct.us](http://www.brs.state.ct.us)

CT Mental Health Center  
34 Park Street  
New Haven, CT 06508  
Phone: 203-974-7300  
Website: [www.dmhas.state.ct.us](http://www.dmhas.state.ct.us)

CT Works (Labor Department)  
560 Ella T. Grasso Blvd. #3  
New Haven, CT 06519  
Phone: 203-624-1493  
Fax: 203-562-1106

CT Works (Workforce Alliance)  
37 Marne Street  
Hamden, CT 06514  
Phone: 203-859-3200  
Phone1: 203-859-3300 (Business Services)  
Phone2: 203-859-3100 (Fact Finding)  
TTY/TDD: 203-859-3313  
Fax1: 203-859-3120 (Office)  
Fax2: 203-859-3135 (Adjudications)

Department of Motor Vehicles (DMV)  
Satellite Office (Full Service)  
1985 State Street  
Hamden, CT 06517  
Phone: 1-800-842-8222  
Website: [www.ct.gov/dmv](http://www.ct.gov/dmv)  
Hours: Tuesday, Wednesday and Friday  
8:00AM. to 4:30PM; Thursday 8:00AM to  
7:00PM; Saturday 8:00AM to 12:30PM

Department of Social Services (DSS)  
194 Bassett Street  
New Haven, CT 06511  
Phone: 203-974-8000  
Website: [www.ct.gov/dss](http://www.ct.gov/dss)

### **Milford Transit District:**

Department of Motor Vehicles (DMV)  
Milford Office (Photo License Center)  
Parson's Government Center  
70 West River Drive  
Milford, CT 06460  
Phone: 1-800-842-8222  
Website: [www.ct.gov/dmv](http://www.ct.gov/dmv)  
Hours: Wednesday 10:00AM to 6:00PM;  
Thursday 10:00AM 7PM

Department of Social Services (DSS)  
194 Bassett Street  
New Haven, CT 06511  
Phone: 203-974-8000  
Website: [www.ct.gov/dss](http://www.ct.gov/dss)

### **Valley Transit District:**

Bureau of Rehabilitation Services (BRS)  
Ansonia Office  
Birmingham Group (c/o)  
435 E. Main Street  
Ansonia, CT 06401  
Phone: 203-735-9444 (V/TDD/TTY)  
Website: [www.brs.state.ct.us](http://www.brs.state.ct.us)

Department of Motor Vehicles (DMV)  
Derby Office (Photo License Center)  
12 Main Street  
Railroad Station  
Derby, CT 06418  
Phone: 1-800-842-8222  
Website: [www.ct.gov/dmv](http://www.ct.gov/dmv)  
Hours: Wednesday and Friday  
8:00AM to 5:00PM

Department of Social Services (DSS)  
194 Bassett Street  
New Haven, CT 06511  
Phone: 203-974-8000  
Website: [www.ct.gov/dss](http://www.ct.gov/dss)

### **Meriden/Wallingford:**

CT Works (Labor Department)  
85 West Main Street  
Meriden, CT 06451  
Phone: 203-238-6148  
Fax: 203-238-6696  
TTY/TDD: 203-238-6145  
Website: [www.ctdol.state.ct.us](http://www.ctdol.state.ct.us)

Department of Mental Retardation (DMR)  
104 South Turnpike Road  
Wallingford, CT 06492  
Phone: 888-263-4445  
TDD: 203-294-4475  
Website: [www.dmr.state.ct.us](http://www.dmr.state.ct.us)

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

Department of Social Services (DSS)  
(For Wallingford)  
194 Bassett Street  
New Haven, CT 06511  
Phone: 203-974-8000  
Website: [www.ct.gov/dss](http://www.ct.gov/dss)

### **Middletown Transit District:**

Bureau of Rehabilitation Services (BRS)  
Middletown Office  
117 Main Street Ext.  
Middletown, CT 06457  
Phone: 860-704-3070  
Website: [www.brs.state.ct.us](http://www.brs.state.ct.us)

CT Mental Health Center  
River Valley Services  
Leak Hall, PO Box 351  
Middletown, CT 06457  
Phone: 860-262-5200  
Fax: 860-262-5203  
Website: [www.dmhas.state.ct.us](http://www.dmhas.state.ct.us)

CT Works (Labor Department)  
645 South Main Street  
Middletown, CT 06457  
Phone: 860-754-5000  
Phone: 860-754-5020  
(Career Center Services)  
Phone: 860-754-5100 (Fact Finding)  
Fax: 860-754-5090  
TTY/TDD 860-754-5199  
Website: [www.ctdol.state.ct.us](http://www.ctdol.state.ct.us)

## Information Resources— Advocacy/Assistance (cont.)

Department of Motor Vehicles (DMV)  
Middletown Office  
(Photo License Center)  
Main Street Market  
386 Main Street  
Middletown, CT 06457  
Phone: 1-800-842-8222  
Website: [www.ct.gov/dmv](http://www.ct.gov/dmv)  
Hours: Wednesday 10:00AM to 5:00PM

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

### Estuary Transit District:

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

Department of Motor Vehicles (DMV)  
Old Saybrook Office (Full Service)  
7 Custom Drive  
Old Saybrook, CT 06475  
Phone: 1-800-842-8222  
Website: [www.ct.gov/dmv](http://www.ct.gov/dmv)  
Hours: Tuesday, Wednesday and Friday  
8:00AM to 4:30PM; Thursday 8:00AM to  
7:00PM; Saturday 8:00AM to 12:30PM

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

# Contact Information for other Advocacy Organizations

## State Agencies

Board of Education and  
Services for the Blind  
184 Windsor Avenue  
Windsor, CT 06095  
Phone: 860-602-4000  
TTY/TDD: 860-602-4221  
Website: [www.besb.state.ct.us](http://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  
Website: [www.brs.state.ct.us](http://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)  
Website: [www.state.ct.us/cdhi](http://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  
Website: [www.state.ct.us/ctcdd](http://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  
Website: [www.techactproject.com](http://www.techactproject.com)

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

Department of Labor (Central Office)  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
Phone: 860-263-6000  
TTY/TDD: 860-263-6074  
Website: [www.ctdol.state.ct.us](http://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)  
Website: [www.dmhas.state.ct.us](http://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  
Website: [www.dmr.state.ct.us](http://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  
Website: [www.ct.gov/dss](http://www.ct.gov/dss)

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

## 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  
Website: [www.ctaa.org](http://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.

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  
Website: [www.projectaction.org](http://www.projectaction.org)

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

U.S. Department of Justice  
Americans With Disabilities Act (ADA)  
Civil Rights Division—  
Disability Rights Section  
950 Pennsylvania Avenue, NW  
Washington, D.C. 20530  
Phone: 1-800-514-0301  
TTY/TDD: 1-800-514-0383  
ADA Home Page: [www.ada.gov](http://www.ada.gov)

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

### **Other Agencies**

The Kennedy Center, Inc.  
Mobility Services  
39 Lindeman Drive  
Trumbull, CT 06611  
Phone: 1-800-300-8029, ext. 247  
TTY/TDD: 203-337-4491  
Website: [www.thekennedycenterinc.org](http://www.thekennedycenterinc.org)

# Other Transportation Providers

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

### **Branford**

East Shore Regional Adult Daycare  
Center  
421 Shore Drive  
Branford, CT 06405  
203-481-7110

### **Cheshire**

Town of Cheshire—Senior Center  
84 South Main Street  
Cheshire, CT 06410  
203-271-6690

### **Cromwell**

Town of Cromwell—Senior Center  
41 West Street  
Cromwell, CT 06416  
860-632-3476

### **Durham**

Town of Durham—Senior Center  
30 Town House Road—P.O. Box 428  
Durham, CT 06422  
860-349-3153

### **Guilford**

Sarah, Inc.  
246 Goose Lane  
Guilford, CT 06437  
203-458-4040

### **Meriden**

Kuhn Employment Opportunities  
165 Pratt Street  
Meriden, CT 06450  
203-235-2583

### **Middletown**

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

### **Milford**

Milford Council on Aging  
9 Jepson Drive  
Milford, CT 06460  
203-877-5131

### **New Haven**

Casa Otonal, Inc.  
135 Sylvan Avenue  
New Haven, CT 06519  
203-773-1847

Community Action Agency  
781 Whalley Avenue  
New Haven, CT 06515  
203-387-7700

Easter Seal Goodwill Industries  
95 Hamilton Avenue  
New Haven, CT 06511  
203-777-2000

Jewish Home for the Aged, Inc.  
169 Davenport Avenue  
New Haven, CT 06519  
203-387-2886

Mary Wade Home, Inc.  
118 Clinton Avenue  
New Haven, CT 06513  
203-562-7222

### **Old Saybrook**

Estuary Council of Seniors, Inc.  
220 Main Street  
Old Saybrook, CT 06475  
860-388-1611

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

### **Portland**

Town of Portland—Senior Center  
7 Waverly Avenue  
Portland, CT 06480  
860-342-6760

Marc: Community Resources  
12 Fairview Street  
Portland, CT 06480  
860-342-0700

### **Woodbridge**

Marrakech, Inc.  
6 Lunar Drive  
Woodbridge, CT 06525  
203-389-2970

# Getting Around In A Private Vehicle

If you are interested in commuting in a private vehicle, the following is information about various public and private organizations and companies that provide:

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

## Driver Assessment, Evaluation and Training

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

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

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

### Easter Seals Mobility Center

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

Easter Seals Mobility Center  
158 State Street  
Meriden, CT 06450  
Phone: 203-237-7835  
Website: [www.ct.easterseals.com](http://www.ct.easterseals.com)

## Vehicle Modifications

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

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

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

Vehicle Modifications Consultant  
State Department of Social Services  
Bureau of Rehabilitation Services  
25 Sigourney Street, 11th Floor  
Hartford, CT 06106  
Phone: 860-424-4859  
TTY/TDD: 860-424-4839  
Website: [www.brs.state.ct.us](http://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](http://www.nhtsa.dot.gov/cars/rules/adaptive/brochure/brochure.html)

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

Ride-Away Corp.  
104 Pitkin Street  
East Hartford, CT 06108  
Phone: 1-888-495-9555  
Website: [www.ride-away.com](http://www.ride-away.com)

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

Advanced Wheels of Technology, Inc.  
15F International Drive  
East Granby, CT 06026  
Phone: 860-653-8064  
Website: [www.awtwheels.com](http://www.awtwheels.com)

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

Daimler Chrysler Corporation  
Phone: 1-800-255-9877  
Website: [www.dc-automobility.com](http://www.dc-automobility.com)

Ford Motor Company  
Phone: 1-800-952-2248  
TTY/TDD: 1-800-833-0312  
Website: [www.mobilitymotoringprogram.com](http://www.mobilitymotoringprogram.com)

General Motors Corporation  
Phone: 1-800-323-9935  
TTY/TDD: 1-800-833-9935  
Website: [www.gmmobility.com](http://www.gmmobility.com)

Saturn  
Phone: 1-800-553-6000, Prompt 3  
TTY/TDD: 1-800-833-6000  
Website: [www.saturn.com](http://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/](http://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  
Website: [www.ct.gov/dmv](http://www.ct.gov/dmv)

## Insurance Assistance

Connecticut Department of Insurance  
P.O. Box 816  
Hartford, CT 06142-0816  
Phone: 1-800-203-3447 (ask for Consumer Affairs)  
Website: [www.state.ct.us/cid](http://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 South Central Connecticut, including:

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

For more information:

Phone:

1-800-ALL-RIDE (255-7433) (Greater New Haven Region)

1-800-972-EASY (972-3279) (Middletown Region)

Website: [www.ctrides.com](http://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 a certain amount 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)

Website: [www.deductaride.com](http://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 lighted. While state-owned lots have parking spaces reserved for people with disabilities, most lots leased from private individuals or companies do not.

Connecticut Department of Transportation

Phone: 860-594-2141

Website: [www.ct.gov/dot](http://www.ct.gov/dot)

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