

Getting On Board

The North Central Connecticut
Accessible Transportation Guide



Public Transportation in North 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.

Congratulations on your decision to try transit! You join the thousands of people in Connecticut who ride buses or trains, or share commutes by carpooling or vanpooling every day to work, shop, play or go wherever life may take you. North Central Connecticut has a growing public transportation system with local and regional bus services and several paratransit programs.

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

The transit information in this Guide is effective as of March 2009 and is subject to change. Please call the transit operator for updated information before you travel.

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Getting on Board

The North Central Connecticut Accessible Transportation Guide

was produced by the Connecticut Department of Transportation and Connect-Ability in cooperation with The Rideshare Company.

Connect-Ability is an initiative that brings Connecticut employers together with the state's talent pool of people with disabilities. Connect-Ability is managed by the Connecticut Department of Social Services, Bureau of Rehabilitation Services.



Funded by the Centers for Medicare & Medicaid Services. For more information, visit www.connect-ability.com or info@connect-ability.com. You may also call: 1-866-844-1903.

Connecticut Commuter Services offers a family of services funded by the Connecticut Department of



Transportation (ConnDOT) designed to meet the needs of Connecticut's commuters and employers. Connecticut Commuter Services seeks to improve commuter mobility to help sustain the growth and vitality of Connecticut's economy and make the state more competitive in the employment marketplace.



Dedicated professionals can help you discover better ways to get to work or wherever you want to go. Through alternatives to driving alone – carpooling, vanpooling, riding the bus or train, or telecommuting – these commuter solutions save you time and money. By taking public transportation, you can also reduce vehicle wear and tear and even provide a better quality of life for all by improving air quality and reducing traffic congestion.

Connecticut Commuter Services also provides regional employer support throughout the state.

Contact a regional representative today to find out how Connecticut Commuter Services can help improve your commute. For more information, please call 1-877-CT RIDES.

Special Information for Riders with Disabilities

How accessible are the buses and trains?

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



In North Central Connecticut, the service area that is covered by this guide, Union Station in Hartford is accessible to persons using wheelchairs and/or any other mobility device.

What are the benefits of using local bus service vs. paratransit van services?

Mandated by the Americans with Disabilities Act (ADA) of 1990, paratransit van services are provided in all areas with local fixed route bus services for people 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	Paratransit Van Services
<p>Save Money A reduced fare is available for persons 65 years of age and older and persons with disabilities with proper ID (i.e. original Medicare, ADA identification, or state/elderly disabled ID card).</p>	<p>The cost for a one-way trip is a lot more than for local bus service, depending on where you are traveling to and from.</p>
<p>Save Time No advance reservations are required to ride the local buses. Services generally run often during work travel hours.</p>	<p>Advance reservations are required. You need to call to make a reservation at least the day before you want to travel, although same day service is accommodated when possible. You also need to allow for extra time for both pick up and drop off on both sides of the scheduled time. Reservations can be made 14 days in advance.</p>
<p>Gain Greater Mobility & Independence You can come and go as you please, whenever and wherever the local buses run.</p>	<p>Paratransit van services do get you places, but you can have much more freedom using local bus services.</p>

How to get started...

When it comes to using public transportation, you are definitely not alone! Every transit operator has customer service representatives who can answer your questions. Plus, most have schedules and other information available online. Phone numbers and website addresses are included for each operator following this introduction. If you need further help learning how to ride the buses and/or trains, you may want to sign up for Travel Training.

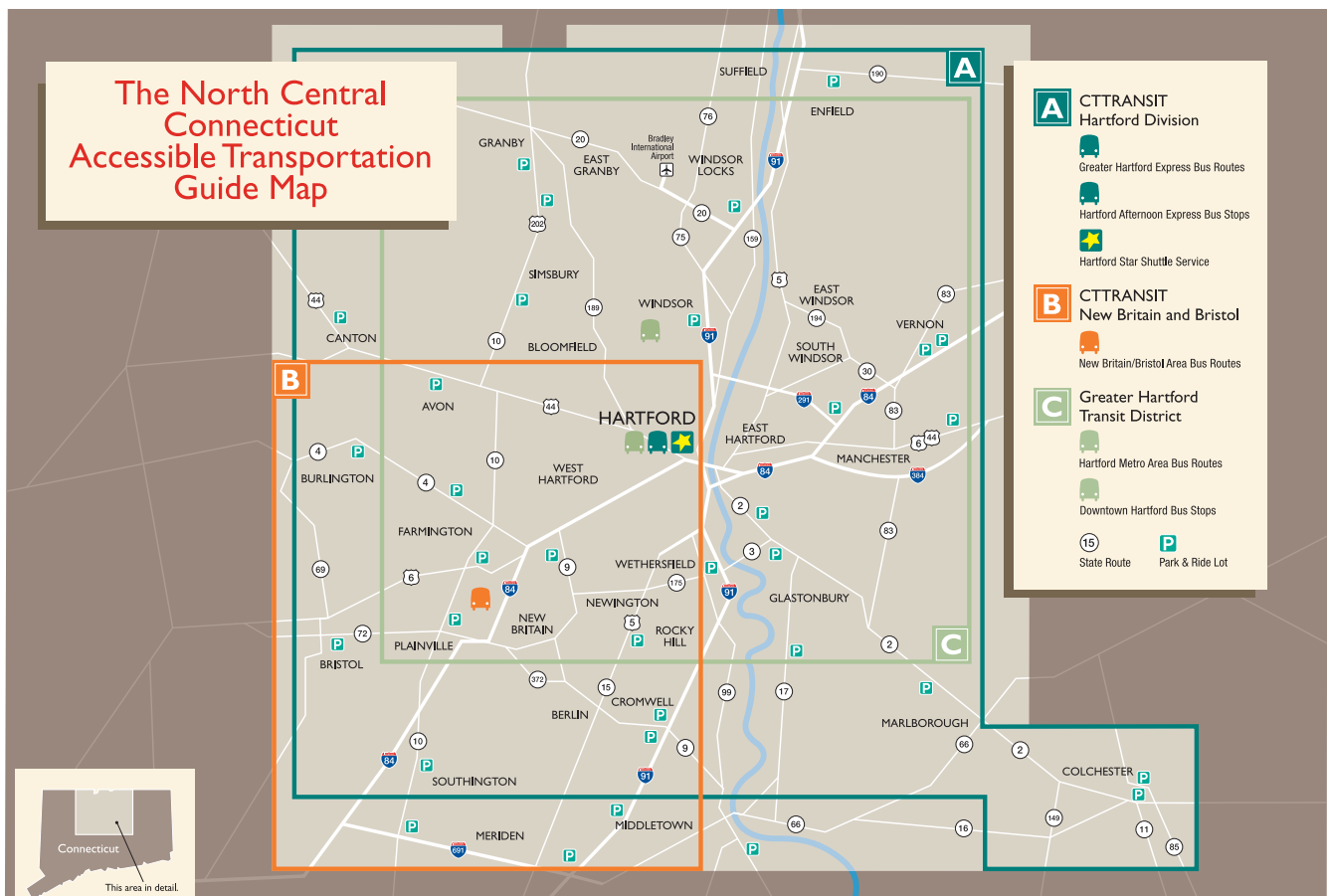
What is Travel Training?

Travel Training is a program that teaches people with disabilities how to use the local bus and rail system properly and safely. Travel Training increases independence, confidence, self-reliance, flexibility, and success. The Kennedy Center, one of the largest human services agencies in Connecticut, is responsible for this training, using their nationally recognized program. Since 1991, the Kennedy Center has travel-trained more than 3,000 people aged 16 to 95 with cognitive, sensory, and physical disabilities. The Kennedy Center continues to train about 200 additional people per year.

The program is highly regarded for its thoroughness, flexibility, focus on safety, attention to the “whole person,” and creative, caring staff. There is no cost for the training program. Each participant, however, is required to pay for the bus or train fare when training is taking place. Referrals to the program come from counselors, guardians, family members, community agencies, transit operators and the customers themselves (self-referrals). For more information about the Kennedy Center’s Travel Training Program, visit www.thekennedycenterinc.org or contact the Kennedy Center’s Mobility Services at 1-800-300-8029, ext. 265. The Kennedy Center’s Travel Training Program is available throughout most of Connecticut.

How to use this section of the guide...

In the back pocket of this guide, there is a map of North 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: CTTTRANSIT Hartford Division, Greater Hartford Transit District, CTTTRANSIT New Britain/Bristol Division, and the Central Connecticut Regional Planning Agency.



How is the transit operator information organized in the guide?

Bus information is organized by transit operator. For example, if you live in the Greater Hartford area, turn to the section on the Greater Hartford Transit District or CTTRANSIT Hartford Division. If you don't know which operator provides service in your town or city, please refer to the map. If further assistance is needed, please visit www.ctrides.com or call 1-877-CT RIDES (1-877-287-4337).

The following information is provided for each operator:

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

CTTRANSIT Hartford Division

Serving the towns of:

Avon, Berlin, Bloomfield, Bristol, Burlington, Canton, Colchester, East Granby, East Hartford, East Windsor, Enfield, Farmington, Glastonbury, Granby, Hartford, Manchester, Marlborough, New Britain, Newington, Plainville, Rocky Hill, Simsbury, South Windsor, Southington, Suffield, West Hartford, Wethersfield, Windsor Locks and Windsor

*Service to Colchester is provided through express bus service only.

CTTRANSIT Hartford Division
Mailing Address:
100 LeBaron Road
PO Box 66
Hartford, CT 06144-0066

Telephone – Main Office:
860-523-9101

Customer Service:
860-523-9181 (Hartford Area)
TTY/TDD: 860-727-8196

(For Hearing or Vision Impaired Persons, Please Call)

Customer Service
Hours of Operation:
Monday through Saturday
6:30 a.m. to 6:30 p.m.
Sunday/Holidays
7:00 a.m. to 6:00 p.m.

Website:
www.cttransit.com

Information About CTTRANSIT Hartford Division

Local Bus Service

- Local bus service in the Greater Hartford area runs during these hours of operation:
Monday through Friday 4:10 a.m. – 1:10 a.m. (following day) – Schedules vary
Saturday 4:10 a.m. – 12:25 a.m. (following day) – Schedules vary
Sunday and Holidays – Schedules vary
- All CTTRANSIT buses are accessible to persons with disabilities and can “load” to lower the first step height and are equipped with wheelchair lifts.
- Buses pick-up passengers at clearly marked bus stops.
- All CTTRANSIT buses in metro Hartford are equipped with bike racks. For additional information, please read Bikes on Board! at www.cttransit.com



- Express Bus Service**
(Commuter express service for Hartford area)
- Commuter Express Service to the Hartford area is provided by CTTRANSIT and private bus companies contracted by the Connecticut Department of Transportation, such as DATTCO, Peter Pan/Arrow, Post Road Stage/Colins Bus and Kelley Transit.
 - Hartford Express Bus Service routes include:
• Avon-Canton Express
• Colburn/Farm Springs Express
• Budland Express
• Glastonbury Express
• Enfield-Somers/Windsor Locks Express
• Cromwell Express
• Newington Express
• Unionville Express
• Century Hill Express
• Simsbury-Granby Express
• Marlborough/Cockleater Express
• Windsor Express
• Vernon Express (operated by Collins)
 - Willimantic/Conventry Express (operated by Peter Pan/Arrow)
 - Mendon Express (operated by Peter Pan/Arrow)
 - New Haven/Middletown/Hartford Express (operated by DATTCO)

- Middletown/Old Saybrook Express (operated by DATTCO)
- Plainville/Bristol Express (operated by DATTCO)
- Cheshire/Southington Express (operated by DATTCO)
- Winsted Express (operated by Kelley Transit)
- Torrington Express (operated by Kelley Transit)
- For further information, visit www.cttransit.com for all Hartford Express Bus routes and schedules, or contact any of the following operating companies:
• Collins Bus Service
Telephone: 860-644-1531

- DATTCO, Inc.**
Customer Service Center
Telephone: 1-800-229-4879, ext. 662
Website: www.DATTCO.com
- Star Shuttle Service**
(free service for downtown Hartford area)
- The Hartford Star Shuttle is a free downtown shuttle that operates approximately every 12 minutes.
 - Operates Monday through Friday from 7 a.m. to 11 p.m. and Saturday from 3 p.m. to 11 p.m.
 - For more information, call 860-523-8101.



How much does it cost to ride the bus? See CTTRANSIT Hartford Division Fare Information Sheet in back pocket of this guide.

Plan Your Trip Before You Ride the Bus

- You should know:
- Your starting address – where you can get on or board the bus.
 - Your destination address – where you want to get off the bus.
 - The time you want to leave or when you want to arrive at your destination.
 - The fare and how to pay (if paying by cash, remember that exact fare is required).

Riding a CTTRANSIT Bus

- Try to be at the bus stop at least five minutes ahead of the scheduled time.
- Get on the bus through the front door and pay the fare.
- A transfer is needed if you must take another bus to get to the place you want to go. Ask the driver for a transfer (if needed) when you get on the bus. Transfers are free and are good for continuing a one-way trip on the next connecting bus; they cannot be used for the return trip.
- About one block from your bus stop signal to the driver to stop and let you off by pulling the cord located above the side windows. A bell will alert the operator to stop and a “stop requested” sign at the front of the bus will light up.
- Smoking, drinking, eating, playing radios without headphones and loud behavior are not permitted on the bus.
- Service animals such as guide dogs can ride on the bus. Other animals are not allowed unless they are in small carrying cases that can be placed on your lap.

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 31 timetable.

31 PARK STREET-NEW PARK AVENUE Bus Schedule Effective July 6, 2008

31 West Hartford Place
31A West Hartford Place via Kline St.
31B West Hartford Place-Charter Oak
Marketplace

WEEKDAY SERVICE

Direction	Departures	Passing	Peak Street	31	31A	31B
West Hartford Place to Park Street	6:30	7:00	7:30	8:00	8:30	9:00
Park Street to West Hartford Place	6:45	7:15	7:45	8:15	8:45	9:15

When you open up the Route 31 schedule, this is what you'll see. A sample trip is outlined to help you understand the schedule.

When you open up the Route 31 schedule, this is what you'll see. A sample trip is outlined to help you understand the schedule.

For this trip you want to leave from bus stop #11, Downtown Hartford, Main & Pearl, and take the bus to Westfarms Mall, Macy's on a Tuesday. You want to be there at around 10:00 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 Downtown Hartford, Main & Pearl, so make sure the bus is traveling from your stop towards the Westfarms Mall, Macy's.
- 2 Find “Westfarms Mall, Macy's” on the top of the schedule.
- 3 Look down the column and find the time you are most comfortable with, closest to the 10:00 a.m. time you want to get to the mall.
- 4 You could arrive at 9:58 a.m. – that is a pretty good fit! Now, look across the top of the schedule again to see where you want to leave from – “Downtown Hartford, Main & Pearl.”



- 5 Read across the row (left to right) from 9:58 a.m. at Westfarms Mall, Macy's to the Downtown Hartford, Main & Pearl column. You see the time listed as 9:25 a.m. in this column. This means that the bus leaves Downtown Hartford, Main & Pearl at 9:25 a.m.
- You can read a bus schedule from left to right or right to left. It depends on if you choose to plan your trip by the time you want to get to where you want to go, or the time you want to leave where you are.

31 PARK STREET-NEW PARK AVENUE Bus Schedule Effective July 6, 2008

31 West Hartford Place
31A West Hartford Place via Kline St.
31B West Hartford Place-Charter Oak
Marketplace

WEEKDAY SERVICE

Direction	Departures	Passing	Peak Street	31	31A	31B
West Hartford Place to Park Street	6:30	7:00	7:30	8:00	8:30	9:00
Park Street to West Hartford Place	6:45	7:15	7:45	8:15	8:45	9:15

CTTRANSIT Hartford Division

Serving the towns of:

Avon, Berlin, Bloomfield, Bristol, Burlington, Canton, East Granby, East Hartford, East Windsor, Enfield, Farmington, Glastonbury, Granby, Hartford, Manchester, Marlborough, New Britain, Newington, Plainville, Rocky Hill, Simsbury, South Windsor, Southington, Suffield, West Hartford, Wethersfield, Windsor Locks and Windsor

*See page 5 for towns covered by Hartford Express Bus Service routes.

CTTRANSIT Hartford Division

Mailing Address:

100 Leibert Road
P.O. Box 66
Hartford, CT 06141-0066

Telephone – Main Office:

860-522-8101

Customer Service:

860-525-9181 (Hartford Area)
TTY/TDD: 860-727-8196

(Text Telephone/Telecommunications Device for the Deaf)

Customer Service

Hours of Operation:

Monday through Saturday
6:30 a.m. to 6:30 p.m.
Sunday/Holidays
7:00 a.m. to 6:00 p.m.

Website:

www.cttransit.com

Information About CTTRANSIT Hartford Division

Local Bus Service

(larger buses that run regular schedules on set routes)

- All CTTRANSIT buses are accessible to persons with disabilities and can “kneel” to lower the first step height and are equipped with wheelchair lifts.
- Local bus service in the Greater Hartford area runs during these hours of operation:
 - Monday through Friday 4:10 a.m. – 1:10 a.m. (following day) – Schedules vary.
 - Saturday 4:10 a.m. – 12:25 a.m. (following day) – Schedules vary.
 - Sunday and Holidays – Schedules vary.
- Buses pick up passengers at clearly marked bus stops.
- All CTTRANSIT buses in metro Hartford are equipped with bike racks. For additional information, please read *Bikes on Board!* at www.cttransit.com.



Express Bus Service

(commuter express service for Hartford area)

- Commuter Express Service to the Hartford area is provided by CTTRANSIT and private bus companies contracted by the Connecticut Department of Transportation, such as DATTCO, Peter Pan/Arrow, Post Road Stages/Collins Bus and Kelley Transit.
- Hartford Express Bus Service routes include:
 - Avon-Canton Express
 - Corbins/Farm Springs Express
 - Buckland Express
 - Glastonbury Express
 - Enfield-Somers/Windsor Locks Express
 - Cromwell Express
 - Newington Express
 - Unionville Express
 - Century Hills Express
 - Simsbury-Granby Express
 - Marlborough/Colchester Express
 - Windsor Express
 - Vernon Express (operated by Collins)
 - Willimantic/Coventry Express (operated by Peter Pan/Arrow)
 - Meriden Express (operated by Peter Pan/Arrow)
 - New Haven/Middletown/Hartford Express (operated by DATTCO)

- Middletown/Old Saybrook Express (operated by DATTCO)
- Plainville/Bristol Express (operated by DATTCO)
- Cheshire/Southington Express (operated by DATTCO)
- Winsted Express (operated by Kelley Transit)
- Torrington Express (operated by Kelley Transit)
- For further information, visit www.cttransit.com for all Hartford Express Bus routes and schedules, or contact any of the following operating companies:

Collins Bus Service

Telephone: 860-644-1531

Peter Pan/Arrow

Customer Service Center

Telephone: 1-800-343-9999

Website: www.peterpanbus.com

DATTCO, Inc.

Customer Service Center

Telephone: 1-800-229-4879, ext. 662

Website: www.DATTCO.com

Star Shuttle Service

(free service for downtown Hartford area)

- The Hartford Star Shuttle is a free downtown shuttle that operates approximately every 12 minutes.
- Operates Monday through Friday from 7 a.m. to 11 p.m., and Saturday from 3 p.m. to 11 p.m.
- For more information, call 860-522-8101.



Travel Conditions

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

How much does it cost to ride the bus?

See CTTRANSIT Hartford Division Fare Information Sheet in back pocket of this guide.

Plan Your Trip Before You Ride the Bus

You should know:

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

Riding a CTTRANSIT Bus

- Try to be at the bus stop at least five minutes ahead of the scheduled time.
- Get on the bus through the front door and pay the fare.
- A transfer is needed if you must take another bus to get to the place you want to go. Ask the driver for a transfer (if needed) when you get on the bus. Transfers are free and are good for continuing a one-way trip on the next connecting bus; they cannot be used for the return trip.
- About one block from your bus stop, signal to the driver to stop and let you off by pulling the cord located above the side windows. A bell will alert the operator to stop and a “stop requested” sign at the front of the bus will light up.
- Smoking, drinking, eating, playing radios without headphones and loud behavior are not permitted on the bus.
- Service animals such as guide dogs can ride on the bus. Other animals are not allowed unless they are in small carrying cases that can be placed on your lap.



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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.

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31 PARK STREET-NEW PARK AVENUE Bus Schedule Effective July 6, 2008

- 31 West Hartford Place
- 31A West Hartford Place via Kane St.
- 31B West Hartford Place-Charter Oak Marketplace

WEEKDAY SERVICE

	Downtown Hartford				Park Street					
Timepoints	1	2	3	4	5	6	7	8	9	
	Downtown Hartford Main & Pearl	Park & Broad	Parkville Park & Sisson	Kane & Prospect	West Hartford Place B.J.'s/Home Depot	Charter Oak Marketplace	Wal-Mart/ Marshalls	Park Rd. & So. Quaker	Westfarms Mall Macy's	Corbins Corner Shops Sears
Route										
31	5:15	5:20	5:25	..	5:29
31	5:45	5:50	5:55	..	5:59
33	6:00	6:05	6:10	6:15
33W	6:10	6:15	6:20	6:25	6:35	6:53	..
31	6:20	6:25	6:30	..	6:39
33	6:30	6:36	6:41	6:46
31	6:40	6:47	6:52	..	6:59
33W	6:50	6:58	7:04	7:10	7:22	7:43	..
31	7:00	7:09	7:15	..	7:21
33S	*7:05	*7:24
33	7:10	7:19	7:25	7:31
31	7:20	7:29	7:35	..	7:41
33W	7:30	7:39	7:45	7:51	8:03	8:13	..
31	7:40	7:49	7:55	..	8:01
33W	7:50	7:59	8:05	8:11	8:23	8:33	..
31	8:00	8:09	8:15	..	8:21
33W	8:10	8:19	8:25	8:31	8:43	9:03	..
31	8:20	8:29	8:35	..	8:41
33	8:30	8:39	8:45	8:51
31A	8:40	8:49	8:55	8:57	9:04
33W	8:50	8:59	9:05	9:11	9:23	9:38	..
31	9:00	9:09	9:15	..	9:21
33	9:10	9:19	9:25	9:31
33W	9:25	9:34	9:40	9:46	9:58	10:08	..
31	9:35	9:44	9:50	..	9:56
33	9:45	9:54	10:00	10:06
31A	9:55	10:04	10:10	10:12	10:19
33W	10:05	10:14	10:20	10:26	10:38	10:48	..
31	10:15	10:24	10:30	..	10:36
33	10:25	10:34	10:40	10:46
31A	10:35	10:44	10:50	10:52	10:59
33W	10:45	10:54	11:00	11:06	11:18	11:28	..
31	10:55	11:04	11:10	..	11:16
33	11:05	11:14	11:20	11:26
31A	11:15	11:24	11:30	11:32	11:39

When you open up the Route 31 schedule, this is what you'll see. A sample trip is outlined to help you understand the schedule.

For this trip you want to leave from bus stop #1, Downtown Hartford, Main & Pearl, and take the bus to Westfarms Mall, Macy's on a Tuesday. You want to be there at around 10:00 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 Downtown Hartford, Main & Pearl, so make sure the bus is traveling from your stop towards the Westfarms Mall, Macy's.
- 2 Find “Westfarms Mall, Macy's” on the top of the schedule.
- 3 Look down the column and find the time you are most comfortable with, closest to the 10:00 a.m. time you want to get to the mall.
- 4 You could arrive at 9:58 a.m. – that is a pretty good fit! Now, look across the top of the schedule again to see where you want to leave from –

“Downtown Hartford, Main & Pearl.”

- 5 Read across the row (left to right) from 9:58 a.m. at Westfarms Mall, Macy's to the Downtown Hartford, Main & Pearl column. You see the time listed as 9:25 a.m. in this column. This means that the bus leaves Downtown Hartford, Main & Pearl at 9:25 a.m.

Plan to be at this stop at least five minutes before the departure time listed on the timetable. You should be waiting at the bus stop at Downtown Hartford, Main & Pearl at 9:20 a.m.

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

31 PARK STREET–NEW PARK AVENUE Bus Schedule Effective July 6, 2008

31 West Hartford Place
31A West Hartford Place via Kane St.
31B West Hartford Place–Charter Oak Marketplace

WEEKDAY SERVICE

Downtown Hartford ► Park Street

Timepoints	1	2	3	4	5	6	7	8	9	
	Downtown Hartford Main & Pearl	Park & Broad	Parkville Park & Sisson	Kane & Prospect	West Hartford Place B.J.'s/Home Depot	Charter Oak Marketplace	Wal-Mart/ Marshalls	Park Rd. Quaker	Westfarms Mall Macy's	Corbins Corner Shops Sears
Route										
31	5:15	5:20	5:25	..	5:29
31	5:45	5:50	5:55	..	5:59
33	6:00	6:05	6:10	6:15
33W	6:10	6:15	6:20	6:25	6:35	6:53	..
31	6:20	6:25	6:30	..	6:39
33	6:30	6:36	6:41	6:46
31	6:40	6:47	6:52	..	6:59
33W	6:50	6:58	7:04	7:10	7:22	7:43	..
31	7:00	7:09	7:15	..	7:21
33S	*7:05	*7:24
33	7:10	7:19	7:25	7:31
31	7:20	7:29	7:35	..	7:41
33W	7:30	7:39	7:45	7:51	8:03	8:13	..
31	7:40	7:49	7:55	..	8:01
33W	7:50	7:59	8:05	8:11	8:23	8:33	..
31	8:00	8:09	8:15	..	8:21
33W	8:10	8:19	8:25	8:31	8:43	9:03	..
31	8:20	8:29	8:35	..	8:41
33	8:30	8:39	8:45	8:51
31A	8:40	8:49	8:55	8:57	9:04
33W	8:50	8:59	9:05	9:11	9:23	9:38	..
31	9:00	9:09	9:15	..	9:21
33	9:10	9:19	9:25	9:25
33W	9:25	9:34	9:40	9:46	9:58	10:08	..
31	9:35	9:44	9:50	..	9:56
33	9:45	9:54	10:00	10:06
31A	9:55	10:04	10:10	10:12	10:19
33W	10:05	10:14	10:20	10:26	10:38	10:48	..
31	10:15	10:24	10:30	..	10:36
33	10:25	10:34	10:40	10:46

Greater Hartford Transit District

Serving the towns of:

Bloomfield, East Hartford, East Windsor, Ellington, Enfield, Farmington, Granby, Hartford, Manchester, Newington, Rocky Hill, Simsbury, South Windsor, Tolland, Vernon, West Hartford, Wethersfield and Windsor

Greater Hartford Transit District

Mailing Address:

One Union Place
Hartford, CT 06103

Customer Service:

Schedules/Information:
860-247-5329

Hours of Operation:

Monday through Sunday
8:00 a.m. to 4:00 p.m.

Email:

Visit www.hartfordtransit.org and click on "Contact Us" for listing of email addresses.

Website:

www.hartfordtransit.org

Hartford Dial-A-Ride

Customer Service

Schedules/Information:
860-722-8473

Reservations/Cancellations:

860-724-5340

Hours of Operation:

Monday through Sunday
8:00 a.m. to 4:00 p.m.

Website:

www.hartfordtransit.org

Information About Greater Hartford Transit District

- Greater Hartford Transit District's ADA Paratransit service is dedicated specifically to individuals of any age, whose disability prevents them from using the CTTRANSIT city buses.
- All Greater Hartford Transit District vehicles are lift-equipped and accessible to persons with disabilities and can "kneel" to lower the first step height. Call Customer Service or visit www.hartfordtransit.org for specific transportation information.
- For travel requests beyond the Greater Hartford Transit District area, ADA Paratransit from another transit district, or from certain town Dial-A-Rides, you may be able to arrange a transfer ride. For details, please call 860-247-5329, extension 3011.
- Tickets and passes must be purchased on the bus. (See fare information sheet in back of guide.)



Dial-A-Ride Services

The Greater Hartford Transit District provides Dial-A-Ride paratransit services (called Hartford Dial-A-Ride). Any resident of the City of Hartford who is 60 years of age or older and any adult resident (age 18 or above) who has a permanent disability is eligible to use the Hartford Dial-A-Ride services. Persons with hidden disabilities such as epilepsy, lung or heart disease are also eligible to use Dial-A-Ride services. Persons with temporary disabilities will be transported by Dial-A-Ride on a case-by-case determination. Senior citizens and persons with disabilities vacationing or visiting the City of Hartford are also eligible for these services.

Dial-A-Ride transportation is generally limited to points within the Hartford city limits. Trips to bordering towns for medical appointments only are allowed on Mondays and Wednesdays. Out-of-town group trips for senior housing residents and senior center/agency members may be considered at the discretion of the Program Manager and availability of funds.

- Days of Operation include:
 - Monday to Sunday – 8:15 a.m. to 3:00 p.m.
 - Monday to Friday for medical appointments, grocery shopping and nutrition programs at Senior Centers.
 - Saturday for critical medical appointments, grocery shopping and the Weekend Elderly Services Program (WESP) lunch program.
 - Sunday for religious services and the WESP lunch program only.

For Reservations and/or Cancellations, call Hartford Dial-A-Ride office at least 24 hours in advance at 860-724-5340.

Office hours: Monday through Friday 8 a.m. – 4 p.m.

After 4 p.m. or on weekends, call the service to either speak to a dispatcher, or, if no one is available, leave a message on the answering machine.

- Out-of-town reservations (outside of Hartford area) can be made only for medical appointments and only on Mondays and Wednesdays. Out-of-town service areas include Bloomfield, East Hartford, Farmington-UCONN Hospital, Newington, West Hartford, Wethersfield, and Windsor.
- Service will not be available on the following holidays:
 - New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day

Upon determination by the City of Hartford's Dial-A-Ride Program Administrator, Dial-A-Ride service may be reduced or cancelled on other holidays.

- For more information, please visit www.hartfordtransit.org or call 860-722-8473.

Riding the Greater Hartford Transit District Dial-A-Ride Bus

- Be ready for pick-up at least fifteen minutes ahead of the scheduled pick-up time. There is a half-hour (30 minute) "window" on all pick-ups. For example, for a 9:00 a.m. pick-up, the driver could arrive as early as 8:45 a.m., or as late as 9:15 a.m.
- As opposed to the Greater Hartford Transit District Paratransit service, the Hartford Dial-A-Ride does not request any bus fare. However, there is a suggested \$20.00 annual donation payable to the City of Hartford at the time of registration.

How much does it cost to ride the bus?

See CTRANSPORT Hartford Division Fare Information Sheet in back pocket of this guide.



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 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 the Greater Hartford Transit District.

ADA paratransit van services are provided in the towns of East Hartford, Hartford, Manchester, West Hartford and Wethersfield. Services also are provided in portions of the towns of Avon, Bloomfield, Cromwell, Ellington, Farmington, Glastonbury, Middletown, New Britain, Newington, Rocky Hill, South Windsor, Tolland, Vernon, Windsor and Windsor Locks.

You can request an application form to determine eligibility for ADA paratransit van services in the Greater Hartford area from the Greater Hartford Transit District.

Phone 

860-724-5340

Mail 

ADA Applications
Greater Hartford Transit District
One Union Place
Hartford, CT 06103

Hours of Service

Monday through Sunday
8:00 a.m. to 4:00 p.m.

See pages 10–11 for more information about the Greater Hartford Transit District.

Other Paratransit Services

Hockanum Valley Community Council Dial-A-Ride Program

Serves Vernon, Ellington, and Tolland residents who are at least 60 years of age or disabled adults under 60.

For registration, reservations, cancellations and delays, call 860-870-7940 Monday to Friday between 8:30 a.m. and 2:00 p.m.



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 services updates visit CTTRANSIT's website or call Customer Service at 860-525-9181 or 860-727-8196 (TTY/TDD).

CTTRANSIT New Britain/Bristol Division

Operated by the New Britain Transportation Company (NBT)

Information About CTTRANSIT New Britain/Bristol Division

Local Bus Service (Fixed Route Service)

- All CTTRANSIT buses are accessible to persons with disabilities and can “kneel” to lower the first step height and are equipped with wheelchair lifts.
- Local fixed route bus service in the New Britain/Bristol area runs during these hours of operation:

Monday through Friday 5:10 a.m. – 11:55 p.m. – Schedules vary.

Saturday 6:00 a.m. – 10:30 p.m. – Schedules vary.

No service on Sundays.

- DATTCO also operates fixed route service Monday through Saturday in New Britain on the East Street and South Street routes.

Serving the towns of:

Berlin, Bristol, Cromwell,
Farmington, Meriden, New
Britain, Newington and Plainville

CTTRANSIT New Britain/Bristol Division

Customer Service

Mailing Address:

257 Woodlawn Road
Berlin, CT 06037-8346

Telephone – Main Office:
860-828-0511

Website:

www.cttransit.com

New Britain/Bristol Area

Customer Service

Schedules/Information:

860-828-0512

TTY/TDD: 860-727-8196

(Text Telephone/Telecommunications Device for
the Deaf)

Hours of Operation:

Monday through Friday
5:00 a.m. to 11:00 p.m.

Website: www.cttransit.com

DATTCO, Inc.

Customer Service Center

Telephone:

1-800-229-4879, ext. 662

Website: www.DATTCO.com

Hours of Operation:

Monday through Friday
6:30 a.m. to 7:30 p.m.

Recorded schedule and fare information
available at all other times.



Plan Your Trip Before You Ride the Bus

You should know:

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



Travel Conditions

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



Riding a CTTRANSIT Bus

- Try to be at the bus stop at least five minutes ahead of the scheduled time.
- Get on the bus through the front door and pay the fare.
- A transfer is needed if you must take another bus to get to the place you want to go. Ask the driver for a transfer (if needed) when you get on the bus. Transfers are free and are good for continuing a one-way trip on the next connecting bus; they cannot be used for the return trip.
- About one block from your bus stop, signal to the driver to stop and let you off by pulling the cord located above the side windows. A bell will alert the operator to stop and a “stop requested” sign at the front of the bus will light up.
- Smoking, drinking, eating, playing radios without headphones and loud behavior are not permitted on the bus.
- Service animals such as guide dogs can ride on the bus. Other animals are not allowed unless they are in small carrying cases that can be placed on your lap.

How much does it cost to ride the bus?

See CTTRANSIT New Britain/Bristol Division Fare Information Sheet in back pocket of this guide.

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

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 F timetable.



FARMINGTON AVENUE

Effective: October 1, 2007

WEEKDAY SERVICE

Dnwtwn. New Britain > Farmington Av > Farm Springs > UCONN Medical Ctr. > Dwtwn. New Britain												
Route	1	2	3	4	5	6	7	3	12	13	1	
	Bank Street Downtown New Britain	Governor & Corbin	Walmart Farmington Avenue	Slater Road & Farmington Avenue	Bonanza Bus Terminal	Marriott Hotel Farm Springs	UCONN Health Center	Walmart Farmington Avenue	Washington & Broad	Boys & Girls Club Washington Street	Bank Street Downtown New Britain	
	LV	LV	LV	LV	LV	LV	LV	LV	LV	LV	AR	
F	5:30	5:35	5:42	5:45	5:50	5:52	6:00	
F	6:00	6:05	..	6:12	6:15	6:20	6:30	..	6:52	6:53	7:00	
F	7:00	..	7:10	7:12	7:15	7:20	7:30	7:45	7:52	7:53	8:00	
F	8:00	..	8:10	8:12	8:15	8:20	8:30	8:45	8:52	8:53	9:00	
F	9:00	..	9:10	9:12	9:15	9:20	9:30	9:45	9:52	9:53	10:00	
F	10:00	..	10:10	10:12	10:15	..	10:30	10:45	10:52	10:53	11:00	
F	11:00	..	11:10	11:12	11:15	..	11:30	11:45	11:52	11:53	12:00	
F	12:00	..	12:10	12:12	12:15	..	12:30	12:45	12:52	12:53	1:00	
F	1:00	..	1:10	1:12	1:15	..	1:30	1:45	1:52	1:53	2:00	
F	2:00	..	2:10	2:12	2:15	..	2:30	2:45	2:52	2:53	3:00	
F	3:00	..	3:10	3:12	3:15	..	3:30	3:45	3:52	3:53	4:00	
F	4:00	..	4:10	4:12	4:15	4:20	4:30	4:45	4:52	4:53	5:00	
F	5:00	..	5:10	5:12	5:15	5:20	5:30	5:45	5:52	5:53	6:00	
F	6:00	6:05	6:10	6:12	6:15	6:20	6:30	6:45	6:52	6:53	7:00	
F	7:00	7:05	7:10	7:12	7:15	7:20	7:30	7:45	7:52	7:53	8:00	
F	8:30	8:38	..	8:45	8:50	8:55	8:56	9:00	
F	9:30	9:38	..	9:45	9:50	9:55	9:56	10:00	
FB	A10:30	

DESTINATION SIGN Route Letter
F FARMINGTON AV-Marriott-Bonanza-UConn Health Ctr-Walmart
F FARMINGTON AV-Dntwn New Britain
FB FARMINGTON AV-BURRITT ST

Timetable notes:
 ■ = PM .. = No service is provided to that timepoint.
 Timepoints are shown on the map as ● and are listed at the top of the timetable.
 * Bus returns to garage.
 A Trip goes both to Farmington Avenue and Burritt Street until the last passenger.

For this trip you want to leave from the third bus stop, Walmart/Farmington Ave., and take the bus to UCONN Health Center on a Thursday. You want to be there approximately at 2:00 in the afternoon. 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 Thursday, you are in good shape, since this route operates Monday through Friday – “Weekday Service.” You will be leaving from Walmart/Farmington Ave., so make sure the bus is traveling from your stop towards UCONN Health Center.
- 2 Find “UCONN Health Center” on the top of the schedule.
- 3 Look down the column and find the time you are most comfortable with, closest to the 2:00 p.m. time you want to get to the health center.
- 4 You could arrive at 1:30 p.m. – not a bad fit! Now, look across the top of the schedule again to see where you want to leave from – “Walmart/Farmington Ave.”
- 5 Read across the row (left to right) from 1:30 p.m. at UCONN Health Center to the Walmart/Farmington Ave. column. You see the time listed as 1:10 p.m. in this column. This means that the bus leaves Walmart/ Farmington Ave. at 1:10 p.m.

F FARMINGTON AVENUE

1 WEEKDAY SERVICE											
Dwtn. New Britain > Farmington Av > Farm Springs > UCONN Medical Ctr. > Dwtn. New Britain											
Route	1 Bank Street Downtown New Britain LV	2 Governor & Corbin LV	3 Walmart Farmington Avenue LV	4 Slater Road & Farmington Avenue LV	5 Bonanza Bus Terminal LV	6 Marriott Hotel Farm Springs LV	7 UCONN Health Center LV	3 Walmart Farmington Avenue LV	12 Washington & Broad LV	13 Boys & Girls Club Washington Street LV	1 Bank Street Downtown New Britain AR
F	5:30	5:35	5:42	5:45	5:50	5:52	6:00
F	6:00	6:05	..	6:12	6:15	6:20	6:30	..	6:52	6:53	7:00
F	7:00	..	7:10	7:12	7:15	7:20	7:30	7:45	7:52	7:53	8:00
F	8:00	..	8:10	8:12	8:15	8:20	8:30	8:45	8:52	8:53	9:00
F	9:00	..	9:10	9:12	9:15	9:20	9:30	9:45	9:52	9:53	10:00
F	10:00	..	10:10	10:12	10:15	..	10:30	10:45	10:52	10:53	11:00
F	11:00	..	11:10	11:12	11:15	..	11:30	11:45	11:52	11:53	12:00
F	12:00	..	12:10	12:12	12:15	..	12:30	12:45	12:52	12:53	1:00
F	1:00	..	1:10	1:12	1:15	..	1:30	1:45	1:52	1:53	2:00
F	2:00	..	2:10	2:12	2:15	..	2:30	2:45	2:52	2:53	3:00
F	3:00	..	3:10	3:12	3:15	..	3:30	3:45	3:52	3:53	4:00
F	4:00	..	4:10	4:12	4:15	4:20	4:30	4:45	4:52	4:53	5:00
F	5:00	..	5:10	5:12	5:15	5:20	5:30	5:45	5:52	5:53	6:00
F	6:00	6:05	6:10	6:12	6:15	6:20	6:30	6:45	6:52	6:53	7:00
F	7:00	7:05	7:10	7:12	7:15	7:20	7:30	7:45	7:52	7:53	8:00
F	8:30	8:38	..	8:45	8:50	8:55	8:56	9:00
F	9:30	9:38	..	9:45	9:50	9:55	9:56	10:00
FB	A10:30

Plan to be at this stop at least five minutes before the departure time listed on the timetable. You should be waiting at the bus stop at Walmart/ Farmington Ave. at 1:05 p.m.

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

Central Connecticut Regional Planning Agency (CCRPA)

Serving the towns of:

Berlin, Bristol, Burlington, New Britain, Plainville, Plymouth and Southington

Central Connecticut Regional Planning Agency

Mailing Address:

225 North Main Street
Suite 304
Bristol, Connecticut 06010-4993

Administrative Office/ Transit Manager:

860-589-7820 or
860-224-9888

TDD Access:

860-589-6950

Website:

www.ccrpa.org

DATTCO, Inc.

Customer Service Center

Telephone:

1-800-229-4879, ext. 662

Customer Service

Hours of Operation:

Monday through Friday
6:30 a.m. to 7:30 p.m.

Recorded schedule and fare information
available at all other times.

Information About CCRPA

- The Central Connecticut Regional Planning Agency is responsible for monitoring the CTTRANSIT New Britain and Bristol Division bus routes, which are operated by the New Britain Transportation Company and DATTCO.
- Information regarding schedules and route maps may be obtained by calling the CCRPA's Transit Manager at 860-589-7820 or 224-9888 or TDD 860-589-6950.
- In addition to monitoring bus routes, CCRPA also provides paratransit services through the Central Connecticut Paratransit Service. The ADA Paratransit Service provider is the DATTCO Bus Company. To schedule a ride appointment, please call 1-800-997-0700.



How much does it cost to ride the bus?

See Central Connecticut Regional Planning Agency Fare Information Sheet in back pocket of this guide.

Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address – where you can get on or board the bus.
- Your destination address – where you want to get off the bus.
- The time you want to leave or when you want to arrive at your destination.
- The amount of the fare and how to pay.
- The RIDELINE Number at 860-510-0429.

Central Connecticut Paratransit Service



- In compliance with the Americans with Disabilities Act (ADA), CCRPA provides transportation services for persons who, because of their disability, are unable to travel on the CTTRANSIT fixed route bus system. This paratransit service is designed to provide persons with disabilities equal access to public transportation.
- This ADA service operates in Bristol, Kensington, New Britain and Plainville. The service covers 3/4 of a mile around all public bus routes. There is no Sunday or major Holiday service (New Year's Day, Memorial Day, Labor Day, Thanksgiving Day and Christmas). Times for the service are generally between 6 a.m. to 6 p.m., with slight variations in each of the four towns indicated.
- The ADA Paratransit Service Provider is the DATTCO Bus Company.

Information Resources – Advocacy/Assistance

Contact Information for agencies on Accessible Transportation Guide Map

CTTRANSIT Hartford Division:

*Bureau of Rehabilitation Services (BRS)
(Hartford office)*
3580 Main Street
Hartford, CT 06120-1187
Phone: 860-723-1400
Website: www.brs.state.ct.us

*Bureau of Rehabilitation Services (BRS)
(East Hartford office)*
1137 Main Street
East Hartford, CT 06108
Phone: 860-289-2904
Website: www.brs.state.ct.us

*Bureau of Rehabilitation Services (BRS)
(Enfield office)*
Smyth's Corner
77 Hazard Avenue
Enfield, CT 06082
Phone: 860-741-2852
Website: www.brs.state.ct.us

*Bureau of Rehabilitation Services (BRS)
(Manchester office)*
699 East Middle Turnpike
Manchester, CT 06040
Phone: 860-647-5960
Website: www.brs.state.ct.us

CTWorks (Hartford)
3580 Main Street
Hartford, CT 06120
Phone: 860-256-3700
Website: www.capitalworkforce.org/ctworks/index.shtml

CTWorks (Enfield)
620 Enfield Street
Enfield, CT 06082
Phone: 860-741-4295

*Department of Motor Vehicles (DMV)
(Full Service)*
4 Pearson Way
Enfield, CT 06082
Website: www.ct.gov/dmv

*Department of Social Services (DSS)
(Hartford Regional Office)*
3580 Main Street
Hartford, CT 06120-1187
Phone: 860-723-1000
TDD/TYY: 860-566-7913
Website: www.ct.gov/dss

*Department of Social Services (DSS)
(Manchester Sub Office)*
699 East Middle Turnpike
Manchester, CT 06040-3744
Phone: 860-647-1441 or
Toll Free: 800-859-6646
TDD/TYY: 860-647-5968
Website: www.ct.gov/dss

CTTRANSIT New Britain/ Bristol Division

*Bureau of Rehabilitation Services (BRS)
(Area Service Office)*
270 Lafayette Street
New Britain, CT 06053
Phone: 860-612-3569

CTWorks (New Britain)
260 Lafayette Street
New Britain, CT 06053
Phone: 850-827-6200

*Department of Motor Vehicles (DMV)
(Full Service)*
85 North Mountain Road
New Britain, CT 06053
Website: www.ct.gov/dmv

*Department of Social Services (DSS)
(New Britain Sub Office)*
30 Christian Lane
New Britain, CT 06051-4121
Phone: 860-612-3400 or
Toll Free: 866-723-2591
TDD/TYY: 860-612-3569
Website: 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: 800-842-4510
TTY/TDD: 860-602-4221
Website: www.ct.gov/besb

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

Commission on Deaf and Hearing Impaired
67 Prospect Avenue, 3rd Floor
Hartford, CT 06106-2980
Phone/TTY/TDD: 860-231-8756
800-708-6796 (Voice/TTY/TDD)
Website: www.cdhi.ct.gov

Connecticut Council on Developmental Disabilities
460 Capitol Avenue
Hartford, CT 06106-1308
Phone: 860-418-6160
800-653-1134 (CT only)
TTY/TDD: 860-418-6172
Website: www.ct.gov/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.cttechact.com

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

Department of Labor (Central Office)
200 Folly Brook Boulevard
Wethersfield, CT 06109
Phone: 860-263-6000
TTY/TDD: 860-263-6074
Website: www.ct.gov/dol

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

Department of Developmental Services (Central Office)
460 Capitol Avenue
Hartford, CT 06134
Phone: 860-418-6000
TTY/TDD: 860-418-6079
Website: www.ct.gov/dds

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

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

Federal Agencies/National Organizations

American Public Transportation Association
1666 K Street NW, Suite 1100
Washington, DC 20006
Phone: 202-496-4800
Website: www.apta.com

Community Transportation Association of America (CTAA)†
1341 G Street NW, 10th Floor
Washington, DC 20005
Phone: 202-628-1480
800-891-0590
Website: www.ctaa.org

†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 *(continued)*

*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
800-659-6428 (Voice)
TTY/TDD: 202-347-7385
Website: www.projectaction.org

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

*U.S. Department of Justice
Americans with Disabilities Act (ADA)
Civil Rights Division
Disability Rights Section*
950 Pennsylvania Avenue, NW
Washington, DC 20530
Phone: 800-514-0301
TTY/TDD: 800-514-0383
ADA Home Page: www.ada.gov

DisAbilityInfo.gov
Website: 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: 1-800-626-6764 ext. 265
Website:
www.thekennedycenterinc.org

Other Transportation Providers

The following nonprofit agencies and municipalities provide transportation to senior citizens and/or people with disabilities.

Avon

Town of Avon – Senior Center
635 West Avon Road
Avon, CT 06001
Phone: 860-675-4353

Berlin

Berlin Senior Citizens Center
33 Colonial Drive
Berlin, CT 06037
Phone: 860-828-7006

Bloomfield

Bloomfield Senior Center
330 Park Avenue
Bloomfield, CT 06002
Phone: 860-243-8361

Bolton

Bolton Senior Center
104 Notch Road
Bolton, CT 06043
Phone: 860-647-9196

Bristol

Bristol Senior Community Center
240 Stafford Avenue
Bristol, CT 06010
Phone: 860-584-7895

Burlington

Burlington Senior Citizen Center
200 Spielman Highway
Burlington, CT 06013
Phone: 860-673-6789

Canton

Canton Town Senior Services
40 Dyer Avenue
Collinsville, CT 06022
Phone: 860-693-5811

East Granby

Town of East Granby – Senior Services
9 Center Street
East Granby, CT 06026
Phone: 860-653-4371

East Hartford

East Hartford Senior Services
740 Main Street
East Hartford, CT 06108
Phone: 860-569-5659 or
860-569-5671

Ellington

Ellington Senior Center
16 Church Street (Center Plaza)
Ellington, CT 06029
Phone: 860-870-3133

Enfield

Enfield Neighborhood Services
786-F Enfield Street
Enfield, CT 06082
Phone: 860-253-6396

Enfield Senior Center

299 Elm Street
Enfield, CT 06082
Phone: 860-763-7425

Farmington

*Farmington Senior/Disabled
Transportation Services*
1 Monteith Drive
Farmington, CT 06032
Phone: 860-675-2300
Email: ParentN@farmington-ct.org

Glastonbury

*Glastonbury Senior Services/Dial-A-Ride
The Riverfront Community Center*
300 Welles Street
Glastonbury, CT 06033
Phone: 860-652-7643 (Dial-A-Ride
Reservations)
Phone: 860-652-7638 (Main Office)

Granby

Granby Senior Van
15C North Granby Road
Granby, CT 06035
Phone: 860-844-5353

Hartford

Hartford Elderly Services
c/o North End Senior Center
Hartford, CT 06112
Phone: 860-548-1980 ext. 16

Immanuel House
15 Woodland Street
Hartford, CT 06105
Phone: 860-525-4229 ext. 28

North Central Area Agency on Aging
Two Hartford Square West,
Suite 101
Hartford, CT 06106
Phone: 860-724-6443

Salvation Army Senior Center
120 Sigourney Street
Hartford, CT 06105
Phone: 860-246-3251

Manchester

Manchester Elderly/Family Outreach
479 Main Street, Box 191
Manchester, CT 06045-0191
Phone: 860-647-3096

Manchester Memorial Hospital
71 Haynes Street
Manchester, CT 06040
Phone: (860) 647-6889

*Manchester Community College –
Older Adult Program MS#16*
Great Path, Box 1046
Manchester, CT 06045-1046
Phone: 860-512-2823

Marlborough

Marlborough Senior Services
26 North Main Street, Box 29
Marlborough, CT 06447
Phone: 860-295-6209

New Britain

Catholic Charities
New Britain Family Service Center
90 Franklin Square
New Britain, CT 06051
Phone: 860-225-3561

New Britain Senior Center
55 Pearl Street
New Britain, CT 06051
Phone: 860-826-3553

Perlas Hispanas Center
90 Main Street
New Britain, CT 06051
Phone: 860-229-8182

Newington

Newington Senior & Disabled Center
120 Cedar Street
Newington, CT 06111
Phone: 860-665-8778

Plainville

Plainville Senior Citizens Center
200 East Street
Plainville, CT 06062
Phone: 860-747-5728

Rocky Hill

Rocky Hill Human Services
699 Old Main Street
Rocky Hill, CT 06067
Phone: 860-258-2724

Rocky Hill Senior Center
699 Old Main Street
Rocky Hill, CT 06067
Phone: 860-258-2726

South Windsor

South Windsor Human Services
c/o Community Center
150 Nevers Road
South Windsor, CT 06074
Phone: 860-648-6357

Tolland

Tolland Senior Center/Elderly Outreach
647 Tolland Stage Road
Tolland, CT 06084
Phone: 860-870-3730

Vernon

Hockanum Valley Community Council
155 West Main Street
Vernon, CT 06066
Phone: 860-872-9825

Vernon Department of Social Services
114 Franklin Park West
Vernon, CT 06066
Phone: 860-896-2375

Vernon Senior Citizens Center
26 Park Place
Vernon, CT 06066
Phone: 860-870-3680

*Visiting Nurse & Health
Services of CT*
8 Keynote Drive
Vernon, CT 06066
Phone: 860-872-9163

Contact Transportation Providers *(continued)*

West Hartford

Elmwood Senior Center
1106 New Britain Avenue
West Hartford, CT 06110
Phone: 860-236-5693

Greater Hartford Jewish Community Center
335 Bloomfield Avenue
West Hartford, CT 06117
Phone: 860-231-6327

West Hartford Senior Center
15 Starkel Road
West Hartford, CT 06107
Phone: 860-236-1229

Wethersfield

Connecticut Community Care, Inc.
100 Great Meadow Road, Suite 102
Wethersfield, CT 06109
Phone: 860-253-6685 or
860-257-1503

First Church Village
117 Wells Road
Wethersfield, CT 06109
Phone: 860-563-9997

Wethersfield Human Services
Pitkin Community Center
30 Greenfield Street
Wethersfield, CT 06109
Phone: 860-721-2977

Windsor Locks

Windsor Locks Senior Center
41 Oak Street
Windsor Locks, CT 06096
Phone: 860-627-1425

Windsor

Windsor Senior Center
599 Matianuck Avenue
Windsor, CT 06095
Phone: 860-285-1992

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

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: 203-630-2208
Website: 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

“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: 888-495-9555
Website: 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

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

Chrysler Automobile Program
Phone: 800-255-9877
Website: www.automobility.chrysler.com

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

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

Saturn
Phone: 800-323-9935, Prompt 3
TTY/TDD: 800-833-9935

Volkswagen
Phone: 800-822-8987

Volvo Cars of North America
Phone: 800-803-5222
TTY/TDD: 800-833-0312
Website:
www.volvocars.com/us/salesandservices/MobilityProgram/Pages/default.aspx

Handicapped Permits/ License Plates

A licensed driver with disabilities may apply for a handicapped parking permit, which will allow him or her to park in any handicapped parking space as well as in other areas where it is legal to park. The permit is renewable every two years and can be transferred from one vehicle to another. To obtain a permit, request an application from the Department of Motor Vehicles. The application process, which is free, requires a doctor's note, and the notarized signature of the person with disabilities.

Anyone holding a valid handicapped parking permit may also apply for a handicapped license plate for a vehicle in his or her name. The license plate enables the driver to obtain service at any Connecticut self-service gasoline pump without leaving the vehicle. The plate is provided free of charge.

Handicapped parking permits and license plates may be revoked if used by someone other than the person to whom they were issued.

Department of Motor Vehicles
60 State Street
Wethersfield, CT 06161
Phone: 800-842-8222
Website: www.ct.gov/dmv

Insurance Assistance

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

Ridesharing: Carpooling and Vanpooling

Thousands of Connecticut commuters find sharing the ride to work in a carpool or vanpool offers many benefits, including: saving time, money and stress. Accessible vans for vanpooling are available. For information regarding eligibility requirements and details, call one of the numbers listed below.

The Connecticut Department of Transportation supports a wide range of FREE commuter services throughout Eastern Connecticut, including:

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

For more information:
Phone: 1-877-CTRIDES
(1-877-287-4337)
Website: www.ctrides.com

Commuter Tax Benefit – The Tax-Free Commuter Choice

Federal tax law allows you to save hundreds of dollars each year in taxes when you commute to work by vanpool, bus or train if your employer has a Commuter Tax Benefit program. Under this program, you may set aside (through payroll deduction) up to a certain amount per month, tax-free, from your salary to pay for your vanpool, bus or train fare, as well as qualified parking expenses. Commuter Tax Benefit is promoted by the Connecticut Department of Transportation.

For more information:

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

Website: www.commutertaxbenefit.org

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 or www.ctrides.com

Independent Transportation Network® (ITN)

ITN® is a nonprofit transportation service for older adults who need to limit or stop driving because of age-related changes that compromise their safety, independence and mobility. Replication of the ITN model would result in an economically sustainable community-based transportation service for older adults.

For additional information on the Independent Transportation Network, visit www.itnamerica.org or call 207-857-9001.

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March 2009

