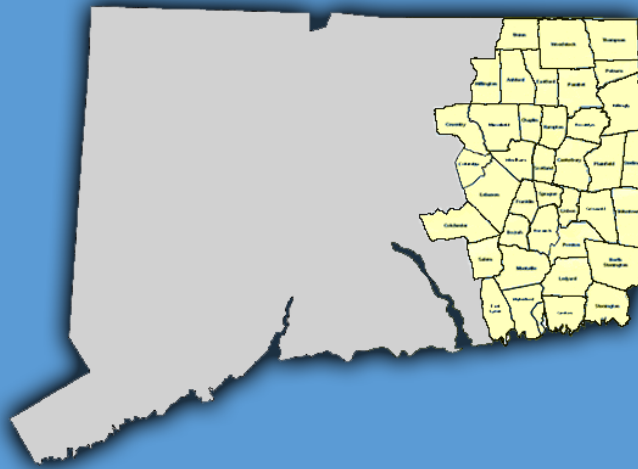


# Getting Around Eastern Connecticut

Eastern Connecticut Transportation  
Consortium, Inc.



TELEPHONE: 860-848-5910

[WWW.ECTCINC.ORG](http://WWW.ECTCINC.ORG)



MOBILITY MADE EASIER



**Eastern Connecticut**  
Transportation Consortium, Inc

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



U.S. Department of Transportation  
Federal Transit Administration

# TO USERS OF THIS TRANSPORTATION GUIDE

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

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



**Service Area**

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

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## Types of Transportation Services

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

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

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

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

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

## Public Transit Services

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

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

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

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

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

### **Public Transit Services Operating in Eastern Connecticut:**

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

## **ADA Paratransit Services**

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

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

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

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

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

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

## **Applying for ADA Eligibility**

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

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

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

## **Traveling with a Personal Care Attendant**

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

## **ADA Paratransit in Eastern Connecticut:**

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

Tel: 860-774-3902

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

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

Tel: 860-456-2223

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

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

Tel: 860-886-2631

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

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

Reservations: 860-848-5910

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



## **Medical Transportation**

### **American Ambulance Service, Inc.**

One American Way

Norwich, CT 06360

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

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

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

- **Ambulance Transportation**

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

- **Chair Car Transportation:**

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

### **Service Area:**

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

### **American Cancer Society-Road to Recovery (New London Unit)**

825 Brook Street I-91 Tech Center

Rocky Hill, CT 06067

Tel: 800-227-2345

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

### **Program Details:**

Patients must be traveling to an appointment required to begin or complete cancer treatment, or to be an appointment for complementary therapy during cancer treatment. Transportation cannot be provide for follow-up appointments after treatment has been completed. Patients must be ambulatory, able to walk

unassisted to and from the vehicle, or have an accompanying caregiver to assist. Patients under the age of 18 must be accompanied by a legally responsible adult such as a parent or caregiver. A 4 business day advance notice is required, not including the date transportation is needed. No charge service. This program is provided by the American Cancer Society

**Service Area:**

The program serves residents of the following cities/towns: East Lyme, Lyme, Montville, New London, Niantic, Oakdale, Old Lyme, Quaker Hill, Salem, Uncasville, Waterford, Gales Ferry, Groton, Groton Long Point, Ledyard, Mystic, Noank, North Stonington, Old Mystic, Pawcatuck, Stonington, West Mystic, Baltic, Bozrah, Colchester, Franklin, Griswold, Jewett City, Lebanon, Lisbon, Norwich, Preston, Sprague, Taftville, Versailles and Voluntown.

**Veyo Transportation for Medicaid Recipients**

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

For bus passes, please call at **least 5 business days** before your scheduled appointment. Additional time is needed for bus passes to be delivered to you. If you qualify for mileage reimbursement, a car, or a wheelchair vehicle, please call at least **2 business days** before your scheduled appointment.

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

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

Website: [veyo.com](http://veyo.com)

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

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

This free program provides medical transportation to Medicaid recipients and others (see insurance) you must be under age 70 and have a letter from your physician in order to receive livery service; one receives tokens/passes for mass transit unless a physician verifies the need for livery service. For routine appointments a person must call two business days prior to the day that transportation is needed but may call thirty days in advance. You can request an

urgent needs trip or after hour discharge ride by calling Veyo at 855-478-7350. This after hours service is available 24 hours, 7 days a week, including weekends and holidays. Please note: it may take up to 3 hours to arrange a ride for hospital discharge or urgent needs.

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

### **Med Ride I**

Tel: 860-848-0422

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

### **Med Ride II**

Tel: 860-889-5960 Rose City Senior Center

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

### **New London County Dial-A-Ride Medical Transportation**

The Senior Centers in the towns of Bozrah, East Lyme, Griswold, Groton, Ledyard, Lisbon, New London, NorthStonington, Salem, Stonington and Waterford have received a state grant for Dial-A-Ride transportation for seniors 60+ and persons with disabilities and for Caregiver Mileage Reimbursement. This transportation is for medical trips predominately within New London County.

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

Call the Town Representative for the Eligibility Form:

*See page 28 for contact information for the above participating town senior center.*

### **Town of Coventry – Medical Mileage Reimbursement Program**

Tel: 860-742-3525

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

facilities and related medical services beyond what is currently provided by the Coventry Van Program.

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

### **Town of Mansfield- Volunteer Medical Transportation Program**

Tel: 860-429-0262 x 2

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

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

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

### **Windham Region Medical Transportation**

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

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

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

**WRTD**  
860-208-3751

**Ashford Town Hall**  
860-487-4400

**Chaplin Senior Center**  
860-455-1327

**Columbia Town Hall**  
860-228-0110

**Hampton Town Hall**  
860-455-9132 ext. 3

**Scotland Town Hall**  
860-456-7797 ext. 1

**Willington Town Hall**  
860-487-3118

**Windham Town Hall**  
860-465-3065

### **Specialized Transportation**

#### **AmRide**

Tel: 855-426-7433  
Email: [dispatch@amride.com](mailto:dispatch@amride.com)  
Website: <https://www.amride.com>

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

#### **Eastern Connecticut Transportation Consortium, Inc. Travel Voucher Program**

Tel: 860-848-5910  
Email: [ectcmobility@ectcinc.com](mailto:ectcmobility@ectcinc.com)  
Website: [www.ectcinc.org](http://www.ectcinc.org)

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

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

**Keep Me Home, LLC**

Tel: English Line: 860-829-4500 Latino Line: 844-859-3016

Toll Free Line: 877-302-2323

Transportation & Moving Services available with 2 Hour Notice

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

Our caregivers arrange transportation and escort clients wherever they want to go such as doctor appointments, shopping or recreational activities.

**Network, Inc. Transportation Services**

Tel: 860-742-1313, ext. 55455

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

Network, Inc. serves people who are developmentally disabled and may also be physically disabled and elderly. Network's services include two day programs, thirteen residential sites, an individual supportive employment program, and an individual home supports program. Transportation services provided by Network can be made available to individuals who are physically, elderly, and developmentally disabled when it is logistically sensible and fits into the schedule of Network transportation runs and outings, based on space availability.

Transportation is provided for the following purposes: Trips for any medical appointments (including optometry, dentist, physical therapy, etc.). Trips to meet daily needs such as buying groceries and personal hygiene products, and picking up prescriptions. Transportation to job sites. Transportation for recreational outings such as games nights, VFW dances, holiday themed outings, art classes, bowling, picnics, trips to the circus, etc. Educational trips such as to the CT Science Center, the library, the Nathan Hale Homestead and a horticulture program. Community service outings such as volunteering at a local food pantry and a local church. Vocational training outings such as providing janitorial services at another nonprofit. Regular transportation to and from other day programs. Family visits.

Network, Inc.'s service area includes towns in Windham, Tolland, Greater Hartford, and New London counties. Operating hours of vans vary, based on program participant needs and types of recreational outings.

## **Northeastern Connecticut Transit District - Elderly-Disabled Direct Service**

Tel: 860-774-3902

Email: [rides@nectd.org](mailto:rides@nectd.org)

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

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

## **Our Shoreline Community Association**

West Mystic, CT

Tel: 860-271-1681

Email: [oscaforseniors@gmail.com](mailto:oscaforseniors@gmail.com)

Website: <http://ourshorelinecommunity.com>

Shoreline Community Association (OSCA) is a naturally occurring retirement communities located along the shoreline of SE Connecticut, serving seniors in the neighborhoods of Noank, Groton Long Point, Mumford Cove and Mystic (both Groton and Stonington sides). Mission is to enhance the independent lives of seniors by providing the support and security of a retirement community in their own homes. Contact OSCA Coordinator for more information and rates.

## **Reliance Health Transportation Services**

Tel: 860-887-6536

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

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

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

## **Seniors Helping Seniors - (Companion Care)**

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

### **For more information contact:**

**Maria Cerino, Owner**

**Mystic/Stonington office**

Tel: 860-536-4767

Email: [shsmystic@gmail.com](mailto:shsmystic@gmail.com)

Website: [www.seniorshelpingseniors.com/easternCT](http://www.seniorshelpingseniors.com/easternCT)

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

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

## **Bus Service from Sprague to Occum**

**Sprague Senior Center Coordinator**

Tel: 860-822-3000 ext. 203

Email: [seniorcenter@ctsprague.org](mailto:seniorcenter@ctsprague.org)

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

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

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

## **Veterans Transportation Services**

**Focus on Veterans, Inc.**

Tel: 860-317-1025

Tel Booking Technician: 860-317-1027

Email: [ourctveterans@yahoo.com](mailto:ourctveterans@yahoo.com)



Website: [focusonvet.org](http://focusonvet.org)

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

### **Town of Andover – (Veterans Transportation)**

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

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

For more information contact:  
Catherine Palazzi - Andover Municipal Agent  
Tel: 860-742-8088  
Cell: 860-916-6122  
Email: [nanasworld@comcast.net](mailto:nanasworld@comcast.net)  
Website: [www.andoverconnecticut.org](http://www.andoverconnecticut.org)

### **Veterans Transportation Network**

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

**For more information contact:**  
**Newington VA Medical Center**  
555 Willard Ave., Bldg.-3, Rm. 2C 1108B  
Newington, CT 06111  
Tel: 860-594-6318 or 860-594-6349

West Haven VA Medical Center  
950 Campbell Ave., Bl-2, Rm. 1-168  
West Haven, CT 06516  
Tel: 203-932-5711 (ext. 3575) \* **Free, no wheelchair lift**

### **Dial-A-Ride Service**

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

WRTD offers **Dial-A-Ride** service that may be used for rides to anywhere within the ten-town Windham Region (Ashford, Chaplin, Columbia, Coventry, Hampton,

Lebanon, Mansfield, Scotland, Willington and Windham). The service can be used for:

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

***All WRTD services are open to the public.***

### **Schedule a Ride**

To schedule a ride, call the Dial-A-Ride dispatcher at **860-456-2223** by 4:00 p.m. a minimum of two business days before you'd like a ride. Persons 60 years of age and older and persons with disabilities have priority scheduling. General Public rides are scheduled on an as-available basis.

Operation of Dial-A-Ride requires the grouping of rides, whenever possible, according to destination. Dial-A-Ride is not a taxi service. If you find that you do not need a ride you have scheduled, call the dispatcher immediately and cancel the ride.

### **Senior Transportation Services**

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

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

### **Pawcatuck Neighborhood Center Senior Transportation**

Tel: 860-599-3285 x15

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

Address: 27 Chase Street, Pawcatuck, CT, 06379

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

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

## **Mobility Services**

### **AARP'S Driver Safety Course**

The course includes tips on how to help compensate for changes brought about by the aging process. Cost is \$15 for AARP members with membership card, or \$20 for non-members. The course is offered at various locations around eastern CT. To find a class closest to you according to your zip code, call AARP's toll free number at 1-866-732-4213. You may also take the course online for a few dollars more. **For information go to [www.aarpdriversafety.org](http://www.aarpdriversafety.org)**

### **AARP CT Office**

21 Oak St Suite 104

Harford CT 06106

Tel: 866-295-7279

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

### **Easter Seals Mobility Center**

158 State Street

Meriden, CT 06450

Tel: 203-630-2208

Fax: 203-634-0341

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

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

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

### **AAA Senior Driving**

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

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

## **Parking Permits for Persons with Disabilities**

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

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

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

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

## **Bureau of Education and Services for the Blind (BESB)**

Tel: 860-424-5055

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

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

## **Kennedy Center, Inc.**

Tel: 203-365-8522

Fax: 203-365-8533

Email: [info@kennedyctr.org](mailto:info@kennedyctr.org)

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

The Kennedy Center is a non-profit rehabilitation agency that offers Travel Training to senior citizens and people with disabilities other than blindness. They provide

one-on-one instruction for those with cognitive, sensory, and physical disabilities. The trainer travels along with the individual when he/she uses the transit system and will continue to accompany him/her on trips until he/she reaches a skill and confidence level that enables him/her to ride without assistance. This service is free and is available throughout most of Connecticut.

## **Job Access and Reverse Commute (JARC)**

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

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

**Contacts for these programs are:**

### **Eastern Connecticut Transportation Consortium, Inc.**

Tel: 860-848-5910

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

### **Eastern Connecticut Workforce Investment Board**

Tel: 860-859-4100

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

## **Commuter & Van Service**

### ***CTrides***

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

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

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

### **What does CTrides do?**

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

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

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

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

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

## **Taxi & Livery Services**

### **A Taxi Alternative**

Tel: 860-333-9033

### **Ace Transportation**

Tel: 860-222-2222

**Curtin Transportation Group** (*also provides wheelchair accessible transportation*)

Tel: 860-443-1655

### **Harry's Taxi**

### **Norwich Taxi & Livery**

Tel: 860-848-2227 or 860-642-1999

Tel: 860-444-2255

**Livery Limited** (*also provides wheelchair accessible transportation*)

Tel: 860-599-8840

or 1-800-959-6339

**Med-X** (*also provides wheelchair accessible transportation*)

Tel: 860-230-0300

### **Norwich Taxi & Livery**

Tel: 860-848-2227 or 860-642-1999

### **Port City Taxi**

Tel: 860-444-9222

**Putnam Taxi** (*also provides wheelchair accessible transportation*)

Tel: 860 928 RIDE (7433)

### **Yellow Cab**

Tel: 860-443-4321

## **Transportation Network Companies**

**Uber** [www.uber.com](http://www.uber.com)

**Lyft** [www.lyft.com/cities](http://www.lyft.com/cities)

**GoGoGrandparent** No Smartphone needed Tel: 855-464-6872 or visit [www.gogograndparent.com](http://www.gogograndparent.com)

## **Car Rental Services**

### **Avis Car Rental**

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

### **Budget Rent-A-Car**

155 Tower Ave Groton, CT, 06340  
Tel: 860-405-8378

### **Enterprise Rent-A-Car**

9 Proux St, Brookly, CT, 06234  
Tel: 860-928-1822

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

623 W. Main St., Norwich, CT 06360  
Tel: 860-886-5603

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

### **Hertz Rent-A-Car**

Website: [www.hertz.com](http://www.hertz.com)  
320 Thomas Rd., Groton, CT 06340  
Tel: 860-446-1200

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

## **Accessible Vehicle Rentals & Service**

### **Advanced Wheels of Technology**

33 Bradley Park Road  
East Granby, CT 06026  
Tel: 860-653-8064 or 1-877-943-3573  
Website: [www.advancedwheels.com](http://www.advancedwheels.com)  
Email: [Christian@advancedwheels.com](mailto:Christian@advancedwheels.com)

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

### **Ride-Away Mobility Works**

104 Pitkin Street  
East Hartford, CT 06108  
Tel: 855-694-7323  
Website: [www.ride-away.com](http://www.ride-away.com)  
Email: [efeather@ride-away.com](mailto:efeather@ride-away.com)

Ride-Away rents wheelchair accessible vans to people with physical disabilities for a daily, weekly, or monthly time period.

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

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

### **Wheelchair Getaways**

650 Coe Ave  
East Haven, CT 06512  
Tel: 888-423-9299  
Website: [www.wheelchairgetaways.com](http://www.wheelchairgetaways.com)  
Email: [info@wheelchairgetaways.com](mailto:info@wheelchairgetaways.com)

Wheelchair Getaways is a for profit agency that offers rental, sales and service of full-size vans for the disabled. Vans come with driving adaptations and wheelchair lock-ins, and are lift-equipped. Payment for services is through private pay.

Hours of Operation: Monday to Friday 9 a.m. – 5 p.m., Saturday 9 a.m. – 2 p.m.

### **Long Distance Bus**

#### **Greyhound Bus Lines**

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

#### **Fare and schedule information**

Tel: 1-800-231-2222

#### **Assistance for customers with disabilities**

Tel: 1-800-752-4841

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

#### **Sunshine Travel Services**

Website: <http://www.sunshineglobe.com>  
Boston: 12 Tyler St Boston, MA 02111  
Tel: 617-695-1989

#### **Quincy**

219 Quincy Ave, Unit 96 Quincy, MA 02169  
Tel: 617-328-0862

For bus tours and private group charters and Mohegan Sun ride, please email to: [sunshinetravelboston@gmail.com](mailto:sunshinetravelboston@gmail.com)

Passengers will be picked up at Quincy or Boston. From Massachusetts, we will drive to Mohegan Sun Casino. Mohegan Sun in eastern Connecticut.



## **Train Service**

### **Amtrak NLC**

Tel: 1-800-872-7245

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

### **Stations:**

27 Water Street  
New London, CT 06320

2 Roosevelt Avenue  
Mystic, CT 06355

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

### **Shoreline East New London Station**

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

Tel: 1-877-287-4337

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

## **Ferry Service**

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

### **New London – Fishers Island, NY Ferry**

Web: [www.fiferry.com](http://www.fiferry.com)

Tel: 860-443-6851 - Departure schedules

Tel: 860-442-0165 - Information

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

### **New London – Block Island, RI Ferry**

Tel: 860-444-4624

### **New London – Montauk, NY Ferry**

Web: [www.vikingfleet.com](http://www.vikingfleet.com)

Tel: 631-668-5700 – Information

### **New London – Orient Point, NY Ferry**

Web: [www.longislandferry.com](http://www.longislandferry.com)

Tel: 860-443-5281 - Reservations and information

Tel: 631-323-2525

## **Bicycle Program**

### **Mystic Community Bikes**

Email: [mysticcommunitybikes@gmail.com](mailto:mysticcommunitybikes@gmail.com)

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

Tel: 860-245-8150

A nonprofit, bicycle-sharing program for residents and visitors touring Mystic during the summers on donated, reconditioned bikes available at conveniently located distribution centers on a refundable deposit basis. Mystic Community Bikes' objectives are to provide and support an environmentally friendly transportation option to visitors and residents that will:

Reduce energy consumption, traffic congestion, noise, and air pollution.  
Encourage safe and sustainable transportation and bike-friendly community by integrating bike planning into town wide-operations. Making it easier and more logical to bike to local destinations by creating and connecting bike lanes and trails.  
Encourage physical fitness and enhance the overall quality of life for residents and contribute to a positive Mystic experience for visitors.

### **How & Where to Borrow a Bike:**

Borrowing a bike requires a valid driver's license/ID & a \$10 refundable deposit. Choose a convenient distribution center & call for bike availability, hours & directions. Or, just stop by & sign up.

### **Bike Distribution Centers**

#### **Harbor House**

3 Williams Ave  
Mystic, CT  
860-536-8140

#### **Bank Square Books**

53 West Main St  
Mystic CT 06355  
860-536-3795

#### **Coogin Farm Nature & Heritage Center**

162 Greenmanville Ave RT 27  
Mystic CT 06355  
860-536-1216

#### **Quality Inn**

48 Whitehall  
Mystic CT 06355  
860-572-8531

#### **Seaport Marine**

2 Washington St  
Mystic CT 06355

**The Tabor Inn**  
66 Williams Ave  
Mystic CT 06355  
860-536-4904

**Whaler's Inn**  
20 East Main St  
Mystic CT 06355  
860-536-1506

**Howard Johnson Inn**  
253 Greenmanville Ave  
Mystic CT 06355  
860-536-2654

**Mystic & Noank Library**  
40 Library St  
Mystic CT 06355  
860-536-7721

## **Eastern Connecticut Senior Centers**

**Ashford Senior Center**  
Earl W. Smith Building  
25 Tremko Lane  
Ashford, CT 06278  
Tel: 860-487-5122  
[www.ashfordtownhall.org](http://www.ashfordtownhall.org)

**Columbia**  
Beckish Senior Center  
188 Route 66  
Columbia, CT 06237  
[www.Columbiact.org](http://www.Columbiact.org)

**Bozrah Senior Center**  
63 Bozrah St.  
Bozrah, CT 06334  
Tel: 860-886-0363  
Email: [bozrahseniors@aol.com](mailto:bozrahseniors@aol.com)  
Or call Town Hall Tel: 860-889-2689

**Coventry Senior Center**  
Patriots Park  
172 Lake Street  
Coventry, CT 06238  
Tel: 860-742-3525  
[www.coventryct.org](http://www.coventryct.org)  
Mailing Address 1712 Main Street

**Brooklyn\***  
See Quinebaug  
[www.brooklynct.org](http://www.brooklynct.org)

**East Lyme Senior Center**  
37 Society Road  
Niantic, CT 06357  
Tel: 860-739-5859  
[www.eltownhall.com](http://www.eltownhall.com)

**Canterbury\***  
See Quinebaug  
[www.canterburyct.org](http://www.canterburyct.org)

**Franklin Seniors**  
5 Tyler Drive  
North Franklin, CT 06254  
Tel: 860-642-3936  
[www.franklinct.com](http://www.franklinct.com)

**Chaplin Senior Center**  
132 Chaplin Street  
Chaplin, CT 06235  
Tel: 860-455-1327  
[www.chaplinct.org](http://www.chaplinct.org)

**Griswold Senior Center**  
22 Soule Street  
Jewett City, CT 06351  
Tel: 860-376-2604  
[www.griswold-ct.org](http://www.griswold-ct.org)

**Colchester Senior Center**  
95 Norwich Avenue  
Colchester, CT 06415  
Tel: 860-537-3911  
[www.colchesterct.gov](http://www.colchesterct.gov)

**Groton Senior Center**

102 Newtown Road  
Groton, CT 06340  
Tel: 860-441-6785  
[www.groton-ct.gov](http://www.groton-ct.gov)

**Hampton Seniors Club**

164 Main Street  
Hampton, CT 06247  
Tel: 860-455-9132  
[www.hampton.org](http://www.hampton.org)

**Killingly\***

See Quinebaug  
[www.killingly.org](http://www.killingly.org)

**Lebanon Senior Center**

37R West Town Street  
Lebanon, CT 06249  
Tel: 860-642-3040  
[www.lebanontownhall.org](http://www.lebanontownhall.org)

**Ledyard Senior Center**

12 Van Tassell Drive  
Gales Ferry, CT 06335  
Tel: 860-464-0471  
[www.town.ledyard.ct.us](http://www.town.ledyard.ct.us)

**Lisbon Senior Center**

11 Newent Road  
Lisbon, CT 06351  
Tel: 860-376-2329  
[www.lisbonct.com](http://www.lisbonct.com)

**Lyme**

M. Monica Eggert Senior Center  
220 Main Street  
Old Saybrook, CT 06475  
Tel: 860-388-1611  
[www.ecsenior.org](http://www.ecsenior.org)

**Mansfield Senior Center**

303 Maple Road  
Mansfield, CT 06268  
Tel: 860-429-0262  
[www.mansfieldct.org](http://www.mansfieldct.org)

**Montville Senior Center**

12 Maple Avenue  
Uncasville, CT 06382  
Tel: 860-848-0422  
[www.montville-ct.org](http://www.montville-ct.org)

**New London Senior Center**

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

**North Stonington Senior Center**

391 Norwich-Westerly Road North  
Mail: 40 Main Street Stonington, CT  
860-535-8188 06359  
[www.northstoningtonct.gov](http://www.northstoningtonct.gov)

**Norwich Rose City Senior Center**

8 Mahan Drive  
Norwich, CT 06360  
860-889-5960  
[www.norwichct.org](http://www.norwichct.org)

**Old Lyme Lyme's Senior Center**

26 Town Woods Road  
Old Lyme, CT 06371  
860-434-1506 ext:240  
[www.oldlyme-ct.gov](http://www.oldlyme-ct.gov)

**Plainfield Senior Center**

482 Norwich Road  
Plainfield, CT 06374  
860-564-1819  
[www.plainfieldct.org](http://www.plainfieldct.org)

**Pomfret Senior Center**

See Quinebaug  
[www.pomfretct.org](http://www.pomfretct.org)

**Preston Senior Center**

389 Route 2  
Preston, CT 06365  
860-887-5581 ext:104  
[www.preston-ct.org](http://www.preston-ct.org)

**Putnam**

\*See Quinebaug

[www.putnamct.us](http://www.putnamct.us)

**Quinebaug Valley Senior CTR**

Serving 10 Towns\*

69 South Main Street #4

Brooklyn, CT 06234

860-774-1243

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

**Salem Senior Center**

270 Hartford Road

Salem, CT 06420

860-859-3873 ext 125

[www.salemct.gov](http://www.salemct.gov)

**Scotland**

47 Brook Road

Scotland, CT 06264

860-546-9572

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

**Sprague Senior Center**

1 Main Street

Baltic, CT 06330

860-822-3000 ext 203

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

**Sterling**

\*See Quinebaug

[www.sterlingct.us](http://www.sterlingct.us)

**Stonington****Robert A Granato Senior Center**

27 Chase Street

Pawcatuck, CT 06379

860-599-3285

[www.the-pnc.org](http://www.the-pnc.org)

**Thompson**

\*See Quinebaug

[qvsc@sbcgloba.net](mailto:qvsc@sbcgloba.net)

**Union**

1043 Buckley Highway

Union, CT 06076

860- 684-3770 / 860-974-0340

**Voluntown**

Municipal Agent for the Elderly

Tel: 860-376-4089

[www.voluntown.gov](http://www.voluntown.gov)

**Waterford Senior Services Center**

24 Rope Ferry Road

Mail: 15 Rope Ferry Road

Waterford, CT 06385

Tel: 860-444-5839

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

**Windham Senior Center**

47 Crescent Street

Willimantic, CT 06226

860-423-4524

**Willington**

20 Senior Way

Willington, CT 06279

Tel: 860-429-8321

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

**Woodstock\*See Quinebaug**

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

**Emergency Management Office – Registries**

Special Needs Registries maintain information about residents who may require assistance in the event of a disaster. People with disabilities, people who cannot drive, and people who do not have access to transportation are included.

Participation in the Special Needs Registry is voluntary.

**Town of Bozrah**

One River Road, Bozrah

Tel: 860-889-2689

<http://townofbozrah.org/>

**Town of Colchester**

127 Norwich Avenue, Colchester

Tel: 860-537-7285

<http://www.colchesterct.gov/>

**Town of Franklin**

7 Meeting House Hill Road, Franklin

Tel: 860-642-6055

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

**Town of Griswold**

28 Main Street, Griswold

Tel: 860-376-7060

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

**City of Groton**

295 Meridian Street, Groton

Tel: 860-446-4101

<http://cityofgroton.com/>

**Town of Groton**

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

<http://townofgroton.com>

**Town of Lebanon**

579 Exeter Road, Lebanon

Tel: 860-642-6100

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

**Town of Lisbon**

One Newent Road, Lisbon

Tel: 860-822-6329

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

**Town of Lyme**

480 Hamburg Road, Lyme

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

## **Other Helpful Resources**

Getting on Board (The Eastern Connecticut Accessible Transportation Guide) produced by the Connecticut Department of Transportation, Connect-Ability and The Rideshare Company-provides information on public transit in eastern Connecticut. This guide can be downloaded at [www.ct.gov/dot/lib/dot/032491\\_DSS\\_ECT\\_finalRel.pdf](http://www.ct.gov/dot/lib/dot/032491_DSS_ECT_finalRel.pdf)

### **Infoline (2-1-1)**

Website: [www.211ct.org](http://www.211ct.org)

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

### **Connecticut Network of Care**

<http://connecticut.networkofcare.org/mh/index.aspx>

Connecticut's Network of Care for Behavioral Health, made possible through State and Private Partnerships committed to promoting access to behavioral health care information for all residents of Connecticut. This Web site is a resource for individuals, families and agencies concerned with mental health. It provides information about mental health services, laws, and related news, as well as communication tools and other features. Regardless of where you begin your search for assistance with mental health issues, the Network of Care helps you find what you need - it helps ensure that there is "No Wrong Door" for those who need services.

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

19 Ohio Avenue, Suite 2, Norwich, CT 06360

Tel: 860-823-1898

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

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

## **Connecticut Mobility Programs:**

### **1. Know How to Go/Southwest**

<http://www.knowhowtogoct.org>

Contact: Margaret Haffner

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

E-mail: [mhaffner@kennedyctr.org](mailto:mhaffner@kennedyctr.org)

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

### **2. Way To Go CT/North Central**

<http://www.waytogoct.org>

Contact: Marlene Schempp

Phone: (860)667-6207 ext. 17

E-mail: [info@waytogoct.org](mailto:info@waytogoct.org)

TOWNS SERVED: Andover, Avon, Berlin, Bloomfield, Bolton, Bristol, Burlington, Canton, East Granby, East Hartford, East Windsor, Ellington, Enfield, Farmington, Glastonbury, Granby, Hartford, Hebron, Manchester, Marlborough, New Britain, Newington, Plainville, Plymouth, Rocky Hill, Simsbury, Somers, Southington, South Windsor, Stafford, Suffield, Tolland, Vernon, West Hartford, Wethersfield, Windsor, Windsor Locks

### **3. Know How to Go/South Central**

<http://www.knowhowtogoscct.org>

Contact: Laurie McElwee

E-mail: [lmcelwee@kennedyctr.org](mailto:lmcelwee@kennedyctr.org)

Phone: (860)333-7302

TOWNS SERVED:

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

### **4. Kennedy Center/ Northwest**

Contact: April Chaplin

E-mail: [achaplin@kennedyctr.org](mailto:achaplin@kennedyctr.org)

Phone:(475)298-3103

TOWNS SERVED:

Ansonia, Barkhamsted, Beacon Falls, Bethel, Bethlehem, Bridgewater, Brookfield,



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

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

Contact: Lita Buttermore  
 E-mail: [ectcmobility@ectcinc.com](mailto:ectcmobility@ectcinc.com)  
 Phone:(860)848-5911

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

**Connecticut Statewide Travel Training**

E-mail: [traveltraining@kennedyctr.org](mailto:traveltraining@kennedyctr.org)  
 Phone:(203) 365-8522 ext. 2950

**Senior Resources-Agency on Aging**

19 Ohio Avenue Suite 2, Norwich, CT 06360  
 Tel: 860-887-3561  
 Website: [www.seniorresourcesec.org](http://www.seniorresourcesec.org)

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

**South East Connecticut Community Center of the Blind, Inc.**

45 Broad St, New London, CT 06320  
 Tel: 860-447-2048  
 Website: [www.centeroftheblind.com](http://www.centeroftheblind.com)

**QUICK REFERENCE CONTACT SHEET**

<b>SERVICE NAME</b>	<b>TELEPHONE NUMBER</b>	<b>WEBSITE</b>
<b>Ace Taxi Service</b>	860-222-2222	<a href="http://www.ace-taxi-service.com">www.ace-taxi-service.com</a>
<b>Alternative Transportation Solutions LLC</b>	860-865-0823	

<b>American Cancer Society</b>	800-227-2345	<a href="http://www.cancer.org">www.cancer.org</a>
<b>American Ambulance Service</b>	860-886-1463	<a href="http://www.americanamb.com">www.americanamb.com</a>
<b>Amtrak NLC</b>	1-800-872-7245	<a href="http://www.amtrak.com">www.amtrak.com</a>
<b>Andover (Town of) Town of Andover Veterans Transportation</b>	860-742-7305	<a href="http://www.andoverconnecticut.org">www.andoverconnecticut.org</a>
<b>The Arc of Quinebaug Valley, Inc.</b>	860-889-4435	<a href="http://www.qvarc.org">www.qvarc.org</a>
<b>AARP Drivers Safety Course</b>	888-342-2277	<a href="http://www.aarp.org">www.aarp.org</a>
<b>Ashford Senior Center</b>	860-487-5122	<a href="http://www.ashfordtownhall.org">www.ashfordtownhall.org</a>
<b>Bozrah Senior Center</b>	860-889-2689 x8	<a href="http://www.townofbozrah.org">www.townofbozrah.org</a>
<b>Bureau of Education and Services for the Blind</b>	860-602-4198	<a href="http://www.ct.gov.besb">www.ct.gov.besb</a>
<b>Chaplin Senior Center</b>	860-455-1327	<a href="http://www.chaplinct.org/">www.chaplinct.org/</a>
<b>Colchester Senior Center</b>	860-537-3911	<a href="http://www.colchesterct.gov">www.colchesterct.gov</a>
<b>Columbia Town Hall</b>	860-228-0110	<a href="http://www.columbiact.org">www.columbiact.org</a>
<b>Coventry (Town of)</b>	860-742-3525	<a href="http://www.coventryct.org">www.coventryct.org</a>
<b>Curtin Taxi Service</b>	860-443-1655	<a href="http://www.curtinlivery.com">www.curtinlivery.com</a>
<b>CT Commuter Services</b>	1-877-CTRIDES 1-877-287-4337	<a href="http://www.ctrides.com">www.ctrides.com</a>
<b>Disabilities Network of Eastern Connecticut</b>	860-823-1898	<a href="http://www.dnec.org">www.dnec.org</a>
<b>Eastern Connecticut Transportation Consortium, Inc.</b>	860-859-5791	<a href="http://www.ectcinc.org">www.ectcinc.org</a>
<b>Eastern Connecticut Workforce Investment Board</b>	860-859-4100	<a href="http://www.ewib.org">www.ewib.org</a>
<b>East Lyme Senior Center</b>	860-739-5859	<a href="http://www.eltownhall.com">www.eltownhall.com</a>
<b>Easter Seals Mobility Center</b>	203-237-1448	<a href="http://www.easterseals.com">www.easterseals.com</a>
<b>Estuary Transit of Seniors</b>	860-388-1611	<a href="http://www.ecsenior.org">www.ecsenior.org</a>
<b>Estuary Transit District</b>	860-510-0429	<a href="http://www.9towntransit.com">www.9towntransit.com</a>
<b>Focus on Veterans</b>	860-317-1025	<a href="http://www.focusonvet.org">www.focusonvet.org</a>
<b>Greyhound Bus Lines</b>	1-800-231-2222 1-800-752-4841	<a href="http://www.greyhound.com">www.greyhound.com</a>
<b>Franklin Seniors</b>	860-642-3936	<a href="http://www.franklinct.com">www.franklinct.com</a>
<b>Griswold Senior Center / Town of Griswold</b>	860-376-2604	<a href="http://www.griswold-ct.org">www.griswold-ct.org</a>

<b>Groton Senior Center (Town of)</b>	860-441-6785	<a href="http://www.groton-ct.gov">www.groton-ct.gov</a>
<b>Hampton Senior Club</b>	860-208-2430	<a href="http://www.hamptonct.org">www.hamptonct.org</a>
<b>Infoline</b>	2-1-1	<a href="http://www.infoline.org">www.infoline.org</a>
<b>Kennedy Center, Inc.</b>	203-365-8522	<a href="http://www.thekennedycenterinc.org">www.thekennedycenterinc.org</a>
<b>Lebanon Senior Center</b>	860-642-3040	<a href="http://www.lebanontownhall.org">www.lebanontownhall.org</a>
<b>Ledyard Senior Center</b>	860-464-0478	<a href="http://www.ledyardct.org">www.ledyardct.org</a>
<b>Lisbon Senior Center</b>	860-376-2329	<a href="http://www.lisbonct.com">www.lisbonct.com</a>
<b>Lyme – M. Monica Eggert Senior Center</b>	860-434-1605	<a href="http://www.seniorcenterct.org">www.seniorcenterct.org</a>
<b>Mansfield Senior Center</b>	860-429-0262	<a href="http://www.mansfieldct.org">www.mansfieldct.org</a>
<b>Montville (Town of)</b>	860-848-0422	<a href="http://www.townofmontville.org">www.townofmontville.org</a>
<b>Montville (Town of) &amp; City of Norwich Med Ride II</b>	860-889-5960	<a href="http://www.townofmontville.org">www.townofmontville.org</a>
<b>New London County Dial-A-Ride – ECTC</b>	860-859-5794	<a href="http://www.ectcinc.org">www.ectcinc.org</a>
<b>New London Senior Center</b>	860-447-5232	<a href="http://www.ci.new-london.ct.us">www.ci.new-london.ct.us</a>
<b>Network, Inc. Transportation Services</b>	860-742-1313 x55444	<a href="http://www.networkhumanservices.org">www.networkhumanservices.org</a>
<b>Northeastern Connecticut Transit District</b>	860-774-3902	<a href="http://www.nectd.org">www.nectd.org</a>
<b>Northeast Placement Services, Inc.</b> (please see website for further location numbers)	860-963-2555	<a href="http://www.northeastplacementservices.org">www.northeastplacementservices.org</a>
<b>Norwich Rose City Senior Center</b>	860-889-5960	<a href="http://www.norwichct.org">www.norwichct.org</a>
<b>North Stonington Senior Center</b>	860-535-8188	<a href="http://www.northstoningtonct.gov">www.northstoningtonct.gov</a>
<b>Our Shoreline Community Association</b>	860-271-1681	<a href="http://www.alingnable.com">www.alingnable.com</a>
<b>Old Lyme Senior Center</b>	860-434-1605 x240	<a href="http://www.oldlyme-ct.gov">www.oldlyme-ct.gov</a>
<b>Pawcatuck Neighborhood Center</b>	860-599-3285 x15	<a href="http://www.the-pnc.org">www.the-pnc.org</a>
<b>Plainfield Senior Center</b>	860-564-1455	<a href="http://www.plainfieldct.org">www.plainfieldct.org</a>
<b>Preston Senior Center</b>	860-887-5581	<a href="http://www.seniorcenterct.org/preston">www.seniorcenterct.org/preston</a>
<b>Quinebaug Valley Senior Center SERVING 10 Towns</b>	860-774-1243	<a href="http://www.brooklynct.orgquinebaug-valley-senior-center">www.brooklynct.orgquinebaug-valley-senior-center</a>

<b>Reliance Health Transportation</b>	860-887-6536	<a href="http://www.reliancehealthinc.org">www.reliancehealthinc.org</a>
<b>Salem Senior Center</b>	860-859-3873 x125	<a href="http://www.salemct.gov">www.salemct.gov</a>
<b>Scotland Town Hall</b>	860-423-9634	<a href="http://www.scotlandct.org">www.scotlandct.org</a>
<b>Seabird Enterprises</b>	860-446-0882	<a href="http://www.seabirdenterprises.org">www.seabirdenterprises.org</a>
<b>Senior Resources Agency of Aging</b>	860-887-3561	<a href="http://www.seniorresourcesec.org">www.seniorresourcesec.org</a>
<b>Shoreline East New London</b>	1-877-ctrides	<a href="http://www.shorelineeast.com">www.shorelineeast.com</a>
<b>Southeast Area Transit District</b>	860-886-2631	<a href="http://www.southeastareatransitdistrict.com">www.southeastareatransitdistrict.com</a>
<b>South East CT Community Center of the Blind, Inc.</b>	860-447-2048	
<b>Seniors Helping Seniors Mystic</b>	860-536-4767	<a href="http://www.seniorcaremystic.com">www.seniorcaremystic.com</a>
<b>Sprague Senior Center</b>	860-822-3000 x203	<a href="http://www.ctsprague.org">www.ctsprague.org</a>
<b>Stonington Human Service</b>	860-535-5015	<a href="http://www.stonington-ct.gov">www.stonington-ct.gov</a>
<b>Stonington – Robert A. Granato Senior Center</b>	860-599-3285	<a href="http://www.pawcatuckneighborhoodcenter.org">www.pawcatuckneighborhoodcenter.org</a>
<b>United Community and Family Services</b>	860-822-4227	<a href="http://www.UCFS.org">www.UCFS.org</a>
<b>Union (Town of)</b>	860-974-0340	<a href="http://www.unionconnecticut.org">www.unionconnecticut.org</a>
<b>Veterans Transportation Network Newington West Haven</b>	860-667-6759 203-932-5711 x3575	<a href="http://www.connecticut.va.gov">www.connecticut.va.gov</a>
<b>Veyo</b>	855-478-7350	<a href="http://ct.ridewithveyo.com/facilities">ct.ridewithveyo.com/facilities</a>
<b>Voluntown</b>	860-376-4089	<a href="http://www.voluntown.gov">www.voluntown.gov</a>
<b>Waterford Senior Center</b>	860-444-5839	<a href="http://www.waterfordct.org">www.waterfordct.org</a>
<b>Willington Town Hall</b>	860-429-8321	<a href="http://www.willingtonct.org">www.willingtonct.org</a>
<b>Windham Region Transit District Dial-A-Ride</b>	860-456-2223 860-456-1462	<a href="http://www.wrtd.org">www.wrtd.org</a>
<b>Windham Region Medical Transportation</b>	860-208-3751	
<b>Windham Senior Center</b>	860-423-4524	<a href="http://www.windhamseniorcenter.org">www.windhamseniorcenter.org</a>



***Transportation Barrier Survey***

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

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

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

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Name: (optional): \_\_\_\_\_ Zip Code: \_\_\_\_\_

Date: \_\_\_\_\_

Please return completed form to:

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

### **COPYRIGHT AND DISCLAIMER**

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

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

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