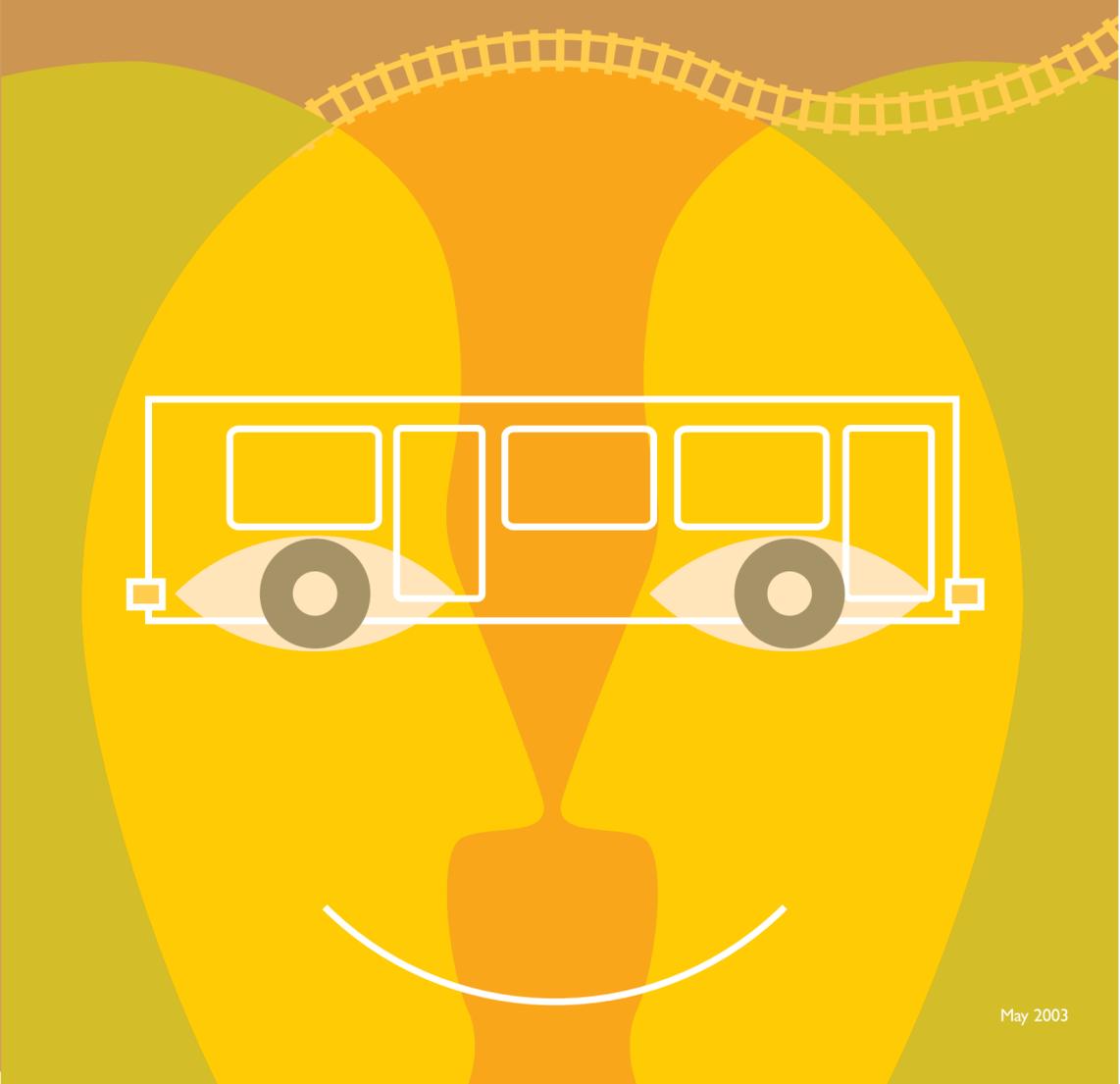


Getting On Board

The Southwestern Connecticut Accessible Transportation Guide



Getting On Board – The Southwestern Connecticut Accessible Transportation Guide, was produced by the Connecticut Department of Transportation in cooperation with the People to Jobs Task Force of Southwestern Connecticut and MetroPool, Inc.

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

Design: PlowShare Group (Stamford, CT)

Editor: Paula Sakofs, MetroPool (Stamford, CT)



Public Transportation in Southwestern 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 simple needs.”

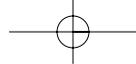
-Wendy Bloch, Founder of Mobility Services, The Kennedy Center, Inc.

Congratulations on your decision to try transit. You join the thousands of people in Connecticut who ride the buses or trains every day to work, shop, play or go wherever life may take you. Southwestern Connecticut has an excellent public transportation system with local and regional bus services and one of the largest passenger rail systems in the country—the New Haven Line, operated by MTA Metro-North Railroad. Public transportation in Connecticut is reliable, safe, economical and convenient.

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The transit information in this Guide is effective as of May 1, 2003 and is subject to change. Please call the transit operator for updated information before you travel.



Special Information for Riders with Disabilities

How accessible are the buses and trains?

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

All train stations along the New Haven Line have ramps to reach the platforms for both getting on and off the train. In Southwestern Connecticut, the service area covered by this guide, there are five stations that are ADA-accessible. (See page 25 for details of ADA stations.) These stations are: Stamford, South Norwalk, Darien, Bridgeport and New Canaan. Other stations along the New Haven Line in Connecticut that are ADA accessible include: Redding, Bethel, Danbury, Waterbury, New Haven-Union Station and New Haven-State Street.



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

Mandated by the Americans with Disabilities Act (ADA) of 1990, paratransit van services are provided in all areas with local bus services for people that can't use the local bus system due to their disability. For people who are able to use the local bus services (larger buses that run regular schedules on set routes), the following table illustrates some of the benefits.

Local Bus Services

Save Money

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

Save Time

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

Gain Greater Mobility & Independence

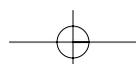
You can come and go as you please, whenever and wherever the local buses run.

Paratransit Van Services

The cost for a one-way trip is a lot more, from \$2.00 - \$6.00, depending on where you are traveling to and from.

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

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



How to get started...

When it comes to using public transportation, you are definitely not alone! Every transit operator has customer service representatives who can answer your questions. Plus, they all have schedules and other information available online. Phone numbers and web site addresses are listed in each operator's information section, following this introduction. If you need further help to learn about riding the buses and/or trains, you may want to sign up for Travel Training.

What is Travel Training?

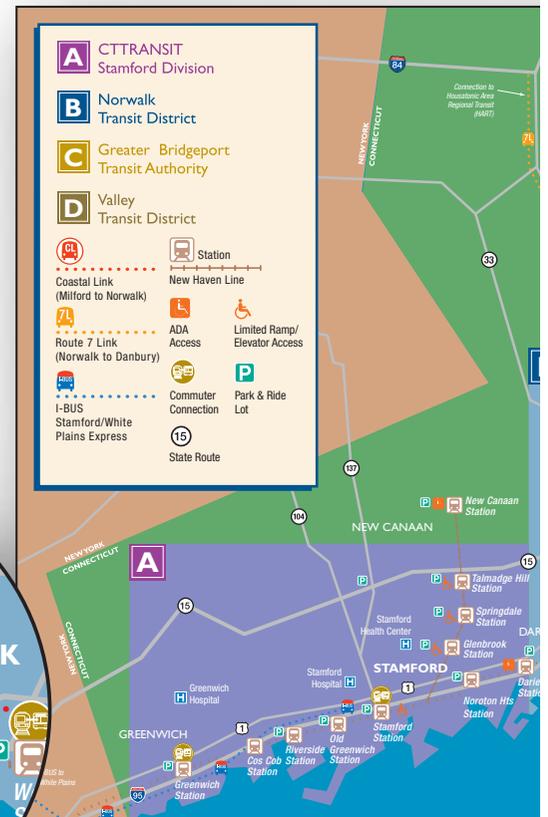
Travel Training is a program that teaches people with disabilities how to use the local bus and rail system properly and safely. Travel Training increases independence, confidence, self-reliance, flexibility and success. The Kennedy Center, one of the largest human services agencies in Connecticut, is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

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

How to use this section of the guide...

Now would be a good time to open the map located in the back flap of the guide. As you can see, in Southwestern Connecticut there are four bus operators: CTRANSTAM Stamford Division, Norwalk Transit District, Greater Bridgeport Transit Authority and Valley Transit District.

The railroad – The New Haven Line – has a Main Line that runs along the coast and three branch lines which feed into it – the New Canaan, Danbury and Waterbury Branch Lines.



What the map shows for each bus operator:

- The service area (color coded) – where local bus service is provided.
- **H** Landmarks – such as business parks, hospitals, social service agencies, etc. that are within the service area.
- **10** Local bus services – route numbers and a brief description of where the route travels are listed in the key.
- **CL** Connecting "Link" routes – connect towns or cities that cross the boundaries of transit operators. The Coastal Link and Route 7 Link routes allow you to ride the bus from one transit operator's service area to another, without having to transfer to another bus at a transit "hub" or "center."

What the map shows for the rail system:

- **Train Stations** – on the New Haven Main Line and the three branch lines.
- **Commuter Connection services** – a shuttle bus that takes commuters between certain train stations and places where many people live or work. Commuter Connections operate Monday through Friday during the peak morning and evening commute hours.
- **Stations with full and limited ADA access.**





How is the transit operator information organized in the guide?

Bus information is organized by transit operator. For example, if you live in Trumbull or Fairfield, turn to the section on the Greater Bridgeport Transit Authority. If you don't know which operator provides bus service in your town or city, please refer to the map.

The following information is provided for each bus operator:

- Contact information
- Fare information – prices and where to purchase tokens, passes, etc.
- “How to” information – ride the bus, read a schedule, etc.
- Paratransit van information

Information about **New Haven Line Rail Services** starts on page 22.

CTTRANSIT Stamford Division

Information About CTTRANSIT Stamford Division

All buses are wheelchair accessible and can “kneel” to lower the first step height. Call Customer Service or visit www.cttransit.com for specific route and schedule information.

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

- Local bus service is in the Stamford area.
- CTTRANSIT buses connect with bus service in Norwalk, with the New Haven Line rail service at Stamford, Norwalk, and Danbury rail stations, and the Greenwich rail station on the New Canaan Branch Line.
- CTTRANSIT operates a regional bus service called RBS, which provides express bus service between downtown Stamford, Connecticut and downtown White Plains, New York. RBS connects with the Hudson Line of Metro-North Railroad/Vestibular County Beechline buses and Transport of Reduced fares. (Contact information for connecting services is on map).

Commuter Connections

A Commuter Connection is a shuttle bus service that takes commuters between certain train stations and the places where most people live or work. Commuter Connections operate Monday through Friday during peak commute hours, from approximately 6 AM – 9 AM and 4 PM – 7 PM.

The cost is only \$1.00 per trip. Riders can save money by using UniTicket. The cost for the monthly train and bus fare is \$22 for the monthly bus fare. The price of UniTicket is the monthly train fare plus \$22 for the monthly bus fare. For example, if your monthly train ticket costs \$50, the price for the UniTicket would be \$72 (\$50 plus \$22).

If you ride the bus at both ends of your work trip go to the train station from your home and from the train you can purchase a “double ended” UniTicket for \$37, plus the cost for the monthly fee. If your train fare costs \$50, the price for the “double ended” monthly UniTicket would be \$87 (\$50 plus \$37).

You can also purchase a UniTicket for the week (combining your weekly train and bus fares). For information about UniTickets, for the week or month, visit www.cttransit.com or call 800-METRO-INFO.

CTTRANSIT operates the following Commuter Connection routes to and from the Stamford rail station:

- Commuter Connection Central** – service to places in downtown Stamford including Stamford Center, Landmark Tower, Stamford Courthouse, Program Library, Cemetery Green, Memorial Park and others.
- Commuter Connection North** – service on Washington Boulevard, High Ridge and Long Ridge including 1010 Washington Boulevard and Westcott.
- Commuter Connection Route 1 East** – service to places along Cow Road, East Plain Street, Route 1 including Super Center & Plaza, Canal and WVE (Wolcottville/Wolcott Greenway).

Serving the towns of Stamford, Greenwich, Darien and Norwalk, Connecticut and Port Chester and White Plains, New York

CTTRANSIT Stamford Division
 24 Elm Court
 Stamford, CT 06902
 Customer Service (Stamford/Information)
 203-322-1412
 24 HOURS (24/7) For People with Disabilities and People 65 or older
 (For People with Disabilities, please call 203-322-1412)

Web site: www.cttransit.com

CTTRANSIT Customer Service & Sales Office is located at the North Side Street entrance to the Stamford rail station (under the right overpass).

Hours of operation:
Monday – Friday 7:00 AM – 7:00 PM
Saturday 8:00 AM – 3:00 PM

Fare Information Local Routes

Effective May 2003

You pay your fare with cash or purchase tokens, passes or passes. More information is provided below.

Local Regular Cash Fare: **\$1.00**
 (20-Minute Ticket for People with Disabilities and People 65 or older)

Children (4 & under): **FREE**

Transfer: **FREE**
 (to other local buses in CT and NY)

At-Stop Pass: **\$1.50**
 (valid for 7 days from date of use)

2-Day Pass: **\$12.00**
 (valid for 2 days from date of use)

31-Day Pass: **\$38.00**
 (valid for 31 days from date of use)

Medical fare rules must show their original Medicare ABA identification or one other disabled ID card to the driver. Confirmation by medical doctor is required to qualify for the disabled reduced fare. Application for a new identity and disabled ID card is available online at www.cttransit.com or by the Customer Service.

Cash
 Use only U.S. coins and/or \$1.00 bills, no face value coins other than one-cent coins that can be placed on your fare.

Fare Information I-BUS

Effective May 2003

Regular Cash Fare: **\$1.00**
 Reduced Cash Fare: **\$0.50**
 (20-Minute Ticket for People with Disabilities and People 65 or older)

Transfer: **FREE**
 (Medical card or state issued Reduced Fare ID card must be shown upon boarding)

31-Day Pass: **\$75.00**
 (valid for 31 days from date of use)

UniTicket: **\$55.00**
 (for “double-ended” UniTickets available for 10/15)

Where to Buy

Tokens and passes may be purchased on weekdays and Saturdays at the Customer Service & Sales Office at the Stamford rail station.

Forms of payment accepted: cash, personal checks (with proper ID), Visa & MasterCard for tokens and passes.

You can also buy your tickets and passes online with Visa and MasterCard at 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.
- Ask the driver for a transfer if needed when you get on the bus. A transfer is needed if you need to take another bus to get to the place you want to go. Transfers are FREE, good for continuing a one-way trip on the next connecting bus, but can be used for your return trip.
- About one block from your 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 request” sign at the front of the bus will light up.
- Smoking, drinking, using playing tables 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 the 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 13 timetable.

When you open up the Route 13 schedule this is what you'll see. A sample trip is outlined in red to help you understand the schedule.

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

For this trip you want to leave from bus stop #1 “Stamford RR Station” and take the bus to Stamford Hospital on a Tuesday. You want to be there around 11:30 in the morning. Here is how you would read the schedule and plan your trip:

- First make sure you are reading the correct schedule. On the top of the schedule the direction of travel and date of operation are listed. Make sure you are reading the “Weekday Service” schedule and the bus is traveling from your stop toward the hospital (Downbound Stamford to West Broad Street).
- Find “Stamford Hospital” on the top of this schedule.
- Look down the column and find the time you are most comfortable with, closest to the 11:30 a.m. time you want to get to the hospital.
- The closest arrival is at 11:09 or 11:20. Look to see you want to arrive at the earlier time, 11:09. Now, look across the top of the schedule again to where you want to leave from – “Stamford RR Station.”
- Read across the row (right to left) from 11:09 at Stamford Hospital to the Stamford RR Station column. You see the time listed as 11:00 in this column. This means that the bus leaves the Stamford RR Station at 11:00 a.m.

Plan to be at this stop at least 5 minutes before the departure time listed on the timetable. You should be waiting at the Stamford RR Station at 10:55 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.

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

Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address – where you get on or board the bus.
- Your destination address – where you want to get off the bus.
- The time you want to leave or when you want to get to the place you want to go.
- The amount of the fare and how to pay.



CTTRANSIT Stamford Division

Information About CTTRANSIT Stamford Division

All buses are wheelchair accessible and can “kneel” to lower the first step height. Call Customer Service or visit www.cttransit.com for specific route and schedule information.

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

- Local bus service in the greater Stamford metro area.
- CTTRANSIT buses connect with bus service in Norwalk, with the New Haven Line rail service at Stamford, Noroton Heights and Darien rail stations, and the Glenbrook rail station on the New Canaan Branch Line. CTTRANSIT also connects with the Westchester County Bee-Line buses in Port Chester, N.Y.
- CTTRANSIT operates a regional bus service called I-BUS, which provides express bus service between downtown Stamford, Connecticut and downtown White Plains, New York. In White Plains, I-BUS connects with the Harlem Line of Metro-North Railroad, Westchester County Bee-Line buses and Transport of Rockland buses. (Contact information for connecting services is on map.)

**Serving the towns of:
Stamford, Greenwich,
Darien and Norwalk,
Connecticut and
Port Chester and White
Plains, New York**

CTTRANSIT Stamford Division-
Administrative Offices

**26 Elm Court
Stamford, CT 06902**

Customer Service (Schedules/Information):

**203-327-7433
TTY/TDD 203-327-2404**

(Text Telephone/Telecommunications
Device for the Deaf)

Web site:

www.cttransit.com

CTTRANSIT's Customer Service & Sales
Outlet is located in the North State Street
entrance to the Stamford rail station (under
the highway overpass).

Customer Service Outlet
Hours of operation:

**Monday – Friday7AM - 7PM
Saturday9AM - 3PM**



Commuter Connections

A Commuter Connection is a shuttle bus service that takes commuters between certain train stations and places where many people live or work. Commuter Connections operate Monday through Friday during peak commute hours, from approximately 6 AM – 9 AM and 4 PM – 7 PM.

The cost is only \$1.00 per trip. Riders can save money by using **UniTicket**, a monthly train ticket and bus fare combined in one discounted ticket. The price of the UniTicket is the monthly train fare plus \$22 (for the monthly bus fare). For example, if your monthly train ticket costs \$50, the price for the UniTicket would be \$72 (\$50 plus \$22).

If you ride the bus at both ends of your work trip (to get to the train station from your home and to get to work from the train), you can purchase a “double ended” UniTicket for \$37, plus the cost for the monthly train ticket. So, if your train fare costs \$50, the price for the “double ended” monthly UniTicket would be \$87 (\$50 plus \$37).

You can also purchase a UniTicket for the week (combining your weekly train and bus fares). For more information about UniTicket, for the week or month, visit New Haven Line ticket windows, www.mta.info, or call 1-800-METRO-INFO.

CTTRANSIT operates the following Commuter Connection routes to and from the Stamford rail station.

- **Commuter Connection Central** – service to places in downtown Stamford, including: Stamford Town Center, Landmark Tower, Stamford Courthouse, Ferguson Library, Canterbury Green, Marriott, Purdue Pharma and others.
- **Commuter Connection North** – service on Washington Boulevard and High Ridge Road including: MeadWestvaco and High Ridge Office Park.
- **Commuter Connection Route 1 East** – service to places along Cove Road, East Main Street (U.S. Route 1) including: Super Grade A Plaza, Clairol and WWE (World Wrestling Entertainment).



Fare Information Local Routes

Effective May 2003

You can pay your fare with cash, or purchase tickets, tokens or passes. More information is provided below.

Local Regular Cash Fare.....\$1.00

Reduced Fare*\$.50
(10-Ride Ticket \$5.00) For People with Disabilities and People 65 or older

Children (4 & under).....FREE

TransfersFREE
(to other local buses in CT and NY)

All-Day Pass\$2.50
(unlimited rides for one day)

7-Day Pass\$12.00
(unlimited rides for 7 days from date of first use)

31-Day Pass\$38.00
(unlimited rides for 31 days from date of first use)

*Reduced fare riders must show their original Medicare, ADA identification or state elderly/disabled ID card to the driver. Certification by a medical doctor is needed to qualify for the disabled reduced fare. Application for a state elderly/disabled ID card is available online at www.cttransit.com or by calling Customer Service.

Cash

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

Tokens

Can be used for a one-way cash fare. Bus tokens have no cash value and cannot be combined with cash to purchase All-Day passes.

Passes

There are a variety of passes, including: All-Day, 7-Day and 31-Day. All passes are good for unlimited rides for the specified time period. You can purchase a pass at any time – the time limit starts the first time you use it. Any prepaid fare can be used on all CTTRANSIT buses and routes throughout the state.

A fare change may occur January 1, 2004. Please call Customer Service for current fares.

Fare Information I-BUS

Effective May 2003

Regular Cash Fare.....\$2.50

Reduced Fare*\$1.25
For People with Disabilities and People 65 or older

*Medicare card or state issued Reduced Fare ID card must be shown upon boarding.

Transfers.....FREE

31-Day Pass\$75.00

UniTicket.....\$55.00
(no "double-ended" UniTicket available for I-BUS)

Where to Buy

Tickets and passes may be purchased on weekdays and Saturdays at the Customer Service & Sales Outlet at the Stamford rail station.

Forms of payment accepted: cash, personal checks (with proper ID), Visa & MasterCard for tickets and passes.

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



Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address – where you can get on or board the bus.
- Your destination address – where you want to get off the bus.
- The time you want to leave or when you want to get to the place you want to go.
- The fare and how to pay.

Riding a CTTRANSIT Bus

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



How to Read a CTTRANSIT Bus Schedule

Each route has a schedule or timetable that lists when the bus leaves bus stops along that route. The timetable also notes special places the bus travels to on the route, where to transfer to other bus routes and the days that you can ride the bus.

As an example of how to read a schedule, we'll use the Route 13 timetable.

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



Route Number

Route Description

Route Line with Points of Interest defined

Destinations Served

Date the timetable becomes effective

When you open up the Route 13 schedule, this is what you'll see. A sample trip is outlined at right to help you understand the schedule.

1 WEEKDAY SERVICE

Downtown Stamford > West Broad Street				West Br Downtown			
Route	1 Stamford RR Station Transp. Center Bay #1	2 Atlantic Atlantic	3 Stamford Hospital	4 Connecticut Terminus	Route	4 Connecticut Avenue Terminus	3 Stamford Hospital
	LV	LV	LV	AR		LV	LV
13	5:45	5:48	5:52	5:56	13	6:01	6:04
13	6:15	6:18	6:22	6:26	13	6:31	6:34
13	6:45	6:48	6:52	6:56	13	7:01	7:06
13	7:20	7:23	7:27	7:31	13	7:34	7:39
13	7:50	7:53	7:59	8:03	13	8:04	8:09
13	8:20	8:23	8:29	8:33	13	8:34	8:39
13	9:00	9:03	9:09	9:13	13	9:14	9:18
13	9:30	9:33	9:39	9:43	13	9:44	9:47
13	10:00	10:03	10:09	10:13	13	10:14	10:17
13	10:30	10:33	10:39	10:43	13	10:44	10:47
13	11:00	11:03	11:09	11:13	13	11:14	11:17
13	11:30	11:33	11:39	11:43	13	11:44	11:47
13	12:00	12:03	12:09	12:13	13	12:14	12:17
13	12:30	12:34	12:40	12:44	13	12:45	12:48
13	1:00	1:04	1:10	1:14	13	1:15	1:18
13	1:30	1:34	1:40	1:44	13	1:45	1:48
13	2:00	2:04	2:10	2:14	13	2:15	2:18
13	2:30	2:34	2:40	2:44	13	2:45	2:48
13	3:00	3:04	3:10	3:14	13	3:15	3:18
13	3:30	3:34	3:40	3:44	13	3:45	3:48
13	4:00	4:04	4:10	4:14	13	4:15	4:18
13	4:30	4:35	4:41	4:46	13	4:46	4:49
13	5:00	5:05	5:11	5:16	13	5:16	5:19

For this trip you want to leave from bus stop #1 "Stamford RR Station" and take the bus to Stamford Hospital on a Tuesday. You want to be there at around 11:30 in the morning. Here is how you would read the schedule and plan your trip:

- 1 First make sure you are reading the correct schedule. On the top of the schedule the direction of travel and days of operation are listed. Make sure you are reading the "Weekday Service" schedule and the bus is traveling from your stop towards the hospital (Downtown Stamford to West Broad Street).
- 2 Find "Stamford Hospital" on the top of this schedule.
- 3 Look down the column and find the time you are most comfortable with, closest to the 11:30 a.m. time you want to get to the hospital.
- 4 You could either arrive at 11:09 or 11:39. Let's say you want to arrive at the earlier time, 11:09. Now, look across the top of the schedule again to see where you want to leave from - "Stamford RR Station."
- 5 Read across the row (right to left) from 11:09 at Stamford Hospital to the Stamford RR Station column. You see the time listed as 11:00 in this column. This means that the bus leaves the Stamford RR Station at 11:00 a.m.

Plan to be at this stop at least 5 minutes before the departure time listed on the timetable. You should be waiting at the Stamford RR Station at 10:55 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.

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



Paratransit Van Services— Americans with Disabilities Act (ADA)

If you have a disability that prevents your use of a CTTRANSIT bus, you may be eligible for paratransit van service. ADA paratransit van services are limited to those who cannot, because of their disabilities, get to bus stops or use buses. ADA paratransit van services operate within $\frac{3}{4}$ 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 (Section 37.123, ADA Paratransit Eligibility Standards).

You can request an application form for ADA paratransit van service in the Stamford area from Norwalk Transit District, the provider of these services in Stamford.



Phone

203-299-5180 TTY/TDD 203-299-5183



Mail

**Norwalk Transit District
275 Wilson Avenue
Norwalk, CT 06854**



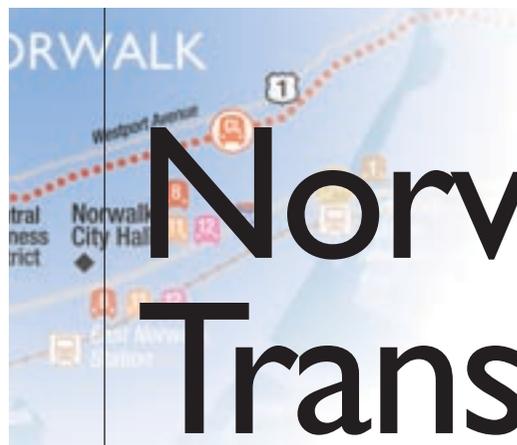
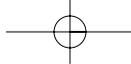
Online

www.norwalktransit.com/ada.htm

For service area and contact information about ADA paratransit van service in the Stamford area, please turn to pages 14-15 for the section on Norwalk Transit District's paratransit van services.

Travel Conditions

The times listed in schedules are approximate. There may be delays due to traffic or weather conditions. In the event of a snowstorm or bad weather, it is a good idea to check to see if the bus schedules will be affected. For service updates visit CTTRANSIT's Web site or call Customer Service at 203-327-7433.



Norwalk Transit District



Norwalk Transit District

Town(s) Served and Bus Service(s) Provided
Norwalk & Westport
Local Bus, Commuter Connection, Paratransit vans

Greenwich
Commuter Connection, Paratransit vans

Wilton
Route 7 Link, Paratransit vans

Stamford, Darien, New Canaan & Weston
Paratransit vans

Norwalk Transit District
275 Wilson Avenue
Norwalk, CT 06854

Administrative/General:
203-852-0000

Customer Service (Schedules/Information):
203-299-5170
TTY/TDD 203-299-5173
(Text Telephone/Telecommunications Device for the Deaf)

ADA/Paratransit:
203-299-5180
TTY/TDD 203-299-5183

Web site:
www.norwalktransit.com

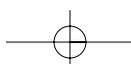
Information about Norwalk Transit District

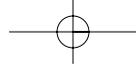
All buses are wheelchair accessible and can “kneel” to lower the first step height. Call Customer Service or visit www.norwalktransit.com for specific route and schedule information.



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

- Local bus service in Norwalk (called WHEELS). Most WHEELS buses “talk”... providing automatic route, location and safety messages.
- Norwalk Sunday and Evening Shuttles (serving the South Norwalk neighborhoods as well as Connecticut Avenue and Main Avenue businesses).
- Local bus service in Westport (Daytime and Commuter Routes).
- The Coastal Link bus travels from the WHEELS hub in Norwalk, along Route 1 (Post Road) through Westport, Fairfield, Bridgeport, Stratford and Milford to the Connecticut Post Mall in Milford. The route is jointly operated by Norwalk Transit District, Greater Bridgeport Transit Authority and Milford Transit District.
- The Route 7 Link serves employment sites along the Route 7 corridor between Danbury and Norwalk. It is jointly operated by Norwalk Transit District and Housatonic Area Regional Transit (HART) in Danbury.





Commuter Connections

A Commuter Connection is a shuttle bus service that takes commuters between certain train stations and places where many people live or work. Commuter Connections operate Monday through Friday during peak commute hours, from approximately 6 AM – 9 AM and 4 PM – 7 PM.

The cost is only \$1.25 per trip. Riders can save money by using **UniTicket**, a monthly train ticket and bus fare combined in one discounted ticket. The price of the UniTicket is the monthly train fare plus \$22 (for the monthly bus fare). For example, if your monthly train ticket costs \$50, the price for the UniTicket would be \$72 (\$50 plus \$22).

If you ride the bus at both ends of your work trip (to get to the train station from your home and to get to work from the train), you can purchase a “double ended” UniTicket for \$37, plus the cost for the monthly train ticket. So, if your train fare costs \$50, the price for the “double ended” monthly UniTicket would be \$87 (\$50 plus \$37).

You can also purchase a UniTicket for the week (combining your weekly train and bus fares). For more information about UniTicket, for the week or month, visit New Haven Line ticket windows, www.mta.info, or call 1-800-METRO-INFO.

Norwalk Transit District operates the following Commuter Connection routes to and from various rail stations.

- In Norwalk and Wilton – service to and from South Norwalk Railroad Station to Merritt 7/Glover Avenue, Norwalk Hospital/Virgin Atlantic and 10/20 Westport Road.
- In Westport – service to and from Westport (Saugatuck) Railroad Station to Pepperidge Farm, Norden, Nyala Farms, Imperial Avenue Lot and local neighborhoods. Also serves Green’s Farms Railroad Station and local neighborhoods.
- In Greenwich – service to and from Greenwich Railroad Station to the Central Business District (The Central Loop) and West Putnam Avenue (The West Loop).

Fare Information Cash/Token

Effective May 2003

All fares are **exact change** or token only – **Drivers carry no change.**

For all Norwalk Transit WHEELS buses.....\$1.25 or token

Reduced Fare*\$.60
For People with Disabilities and People 65 or older

Children (under 5).....FREE

TransfersFREE

*Reduced fare riders must show their original Medicare, ADA identification or state elderly/disabled ID card to the driver. Certification by a medical doctor is needed to qualify for the disabled reduced fare. Application for a state elderly/disabled ID card is available from Norwalk Transit District.

Tokens

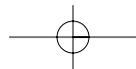
Single Token Value\$1.25

Tokens may be purchased in quantities of:

10\$10.50
20\$21.00
40\$42.00

Tokens can be purchased at Norwalk Transit District’s office or at the Fairfield County Savings Bank branches in Norwalk.

Norwalk Transit District

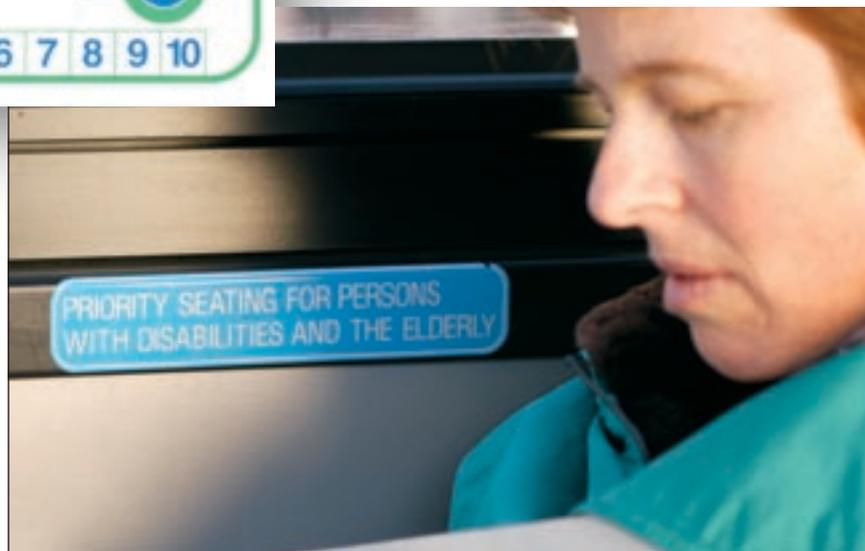




Plan Your Trip Before You Ride the Bus

You should know:

- Your starting address – where you can get on or board the bus.
- Your destination address – where you want to get off the bus.
- The time you want to leave or when you want to get to the place you want to go.
- The fare and how to pay.



Norwalk Transit District

Riding a Norwalk Transit District Bus

- Try to be at the bus stop at least five minutes ahead of the scheduled time.
- Get on the bus through the front door and pay the fare.
- Ask the driver for a transfer, if needed, when you get on the bus. A transfer is needed if you need to take another bus to get to the place you want to go. Transfers are FREE, good for immediate use at the WHEELS hub (where the buses start and end their trips), but can't be used for your return trip.
- About one block from your bus stop, signal to the driver to stop and let you off by pressing the rubber strip next to the window. Get off the bus by the rear door.
- Smoking, drinking, eating, playing radios and loud behavior are not permitted on the bus.
- Service animals such as guide dogs can ride on the bus. Other animals are not allowed unless they are in small carrying cases that can be placed on your lap.

How to Read a Norwalk Transit District Bus Schedule

Norwalk Transit District operates a variety of public transportation services to help make your commute convenient, safe and inexpensive. Bus schedules/timetables for each of these services, available in print or online, include the following information:

- a drawing or map of the route(s)
- departure/arrival times of the bus along that route
- days/hours of operation
- important information to know about the service
- bus fares
- contact information

Effective 12/30/02

WHEELS Route and Time Guide

Riding WHEELS is easy.

- WHEELS will take you almost anywhere in Norwalk safely and conveniently.
- A ride costs just \$1.25.
- You get frequent, dependable service.
- Immediate free transfer between all routes at the Norwalk Mall including the Coastal Link (service from Norwalk to Milford) and the 7 Link (service between Danbury and Norwalk).
- If you have any questions or would like information about our services for persons with disabilities, call us at 852-0000 or visit us on the web at www.norwalktransit.com

All WHEELS vehicles are wheelchair accessible.

See New Routes & Times

**NORWALK TRANSIT DISTRICT
WHEELS**

275 Wilson Avenue
Norwalk, CT 06854





As an example of how to read a schedule, we'll use WHEELS Route 1, which is listed in the WHEELS Route and Time Guide brochure. This brochure lists the timetables for all of the WHEELS bus routes, plus the Coastal Link and Route 7 Link routes.

When you open up the WHEELS Route and Time Guide and look at the Route 1 timetable, this is what you'll see. A sample trip is outlined below to help you understand the schedule.

For this trip you want to leave the WHEELS hub and take the bus to Norwalk Hospital on a Tuesday. You want to be there at around 11:30 in the morning. Following are the steps you would take to read the schedule and plan your trip:

- 1 First make sure you are reading the correct schedule. On the top left hand corner is the Route number and on the right side of the schedule is information about the days/hours of operation. Route 1 operates Monday through Saturday. The note on the right side explains that the bus leaves at different times on Saturday. But, since you want to travel on a Tuesday, you would use the times listed in the schedule.
- 2 Find the stop "Hospital" on the top of the schedule.

Leave	Leave	Leave	Leave	Leave	Leave	Arrive
---	---	5:58	6:01	6:04	6:08	6:15
6:20	6:25	6:28	6:31	6:34	6:38	6:45
7:20	7:25	7:28	7:31	7:34	7:38	7:45
8:20	8:25	8:28	8:31	8:34	8:38	8:45
9:20	9:25	9:28	9:31	9:34	9:38	9:45
10:20	10:25	10:28	10:31	10:34	10:38	10:45
11:20	11:25	11:28	11:31	11:34	11:38	11:45
12:20	12:25	12:28	12:31	12:34	12:38	12:45
1:20	1:25	1:28	1:31	1:34	1:38	1:45
2:30	2:35	2:39	2:43	2:47	2:52	3:00

Callouts in the image:
 1: Route 1
 2: Hospital
 3: 11:25
 4: WHEELS hub
 5: 11:20

- 3 Look down the column and find the time closest to the 11:30 a.m. time you want to get there. There is a bus that will get you to the hospital at 11:25 a.m. – that's a pretty good fit!
- 4 Now, look across the top of the schedule again to see where you want to leave from - "WHEELS hub."
- 5 The hospital is the first stop after the hub. Simply read across the row (from right to left) from 11:25 to the WHEELS hub column. You see the time listed as 11:20 in this column. This means that the bus leaves the WHEELS hub stop at 11:20 a.m.

Plan to be at this stop at least 5 minutes before the departure time listed on the timetable. You should be waiting at the WHEELS hub at 11:15 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.

The timepoints listed on the top of the route schedule are generally not the only places the bus will stop along the route. For more specific information about bus stops on Norwalk Transit District's local bus routes, contact Customer Service at 203-299-5170.



Paratransit Van Services – Americans with Disabilities Act (ADA)

Norwalk Transit District operates local and inter-town door-to-door van services for people with disabilities in seven towns and complementary ADA service in Westport, Norwalk, Stamford, Darien and Greenwich.

If you have a disability that prevents your use of a Norwalk Transit District bus, you may be eligible for paratransit van service. ADA paratransit van services are limited to those who cannot, because of their disabilities, get to bus stops or use buses. ADA paratransit van services operate within $\frac{3}{4}$ 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 (Section 37.123, ADA Paratransit Eligibility Standards).

You can request a certification form by:

-  Phone
203-299-5180 TTY/TDD 203-299-5183
-  Mail
**Norwalk Transit District
 275 Wilson Avenue
 Norwalk, CT 06854**
-  Online
www.norwalktransit.com/ada.htm

Travel Conditions

The times listed in schedules are approximate. There may be delays due to traffic or weather conditions. In the event of a snowstorm or bad weather, it is a good idea to check to see if the bus schedules will be affected. For service updates listen to WNLK (1350 AM) in Norwalk.



Paratransit Vans Fare Information

Fare tickets for paratransit van services must be given to the driver before boarding the vehicle and need to be purchased in advance. Drivers will not accept cash. Transportation will not be provided without fare tickets (valued at \$2 each). Fare tickets may be purchased in person or by mail at the following locations:

Norwalk Transit District

275 Wilson Avenue
Norwalk, CT 06854
Phone: 203-299-5180

Transportation Association of Greenwich (TAG)

13 Riverside Avenue
Riverside, CT 06878
Phone: 203-637-4345

Stamford Government Center

888 Washington Boulevard, 1st Floor
Stamford, CT 06902
Phone: 203-977-4686

Westport Town Hall

Human Services Department

110 Myrtle Avenue, Room 200
Westport, CT 06880
Phone: 203-341-1050
Email: humansrv@ci.westport.ct.us

Westport residents may also purchase tickets at the following locations in Westport: Hudson United Bank, 87 Post Road East and Westport Senior Center, located at 70 North Avenue.

Fares are as follows:

Dispatch-A-Ride, Easy Access and Westport Elderly/Disabled passengers pay \$2 (1 ticket) for a one-way trip within the service area.

TOWN-TO-TOWN passengers pay \$4 (2 tickets) for a one-way trip across one town line; \$6 (3 tickets) for a one-way trip across two or more town lines.

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

For more specific information about each service, such as: making reservations, the days and hours of operation, and how to use the service, please contact Norwalk Transit District:

203-299-5180
TTY/TDD 203-299-5183

In Norwalk:

Dispatch-A-Ride (Norwalk ADA) and TOWN-TO-TOWN (for Norwalk residents) are the door-to-door transportation services available for people with disabilities. The services use automobiles, vans and small buses, and drivers receive intensive training in defensive driving and sensitivity to serve the needs of people with disabilities.

Dispatch-A-Ride is available to anyone who is disabled, unable to use the WHEELS bus and is certified to use the service. Norwalk residents who qualify for Dispatch-A-Ride may also take advantage of TOWN-TO-TOWN services. This inter-town door-to-door transportation service allows you to travel to Greenwich, Stamford, Darien, New Canaan, Wilton, Westport and Weston.

In Westport:

Westport offers door-to-door transportation services to anyone who is 65 years and older or ADA certified as disabled. Drivers receive intensive training in defensive driving and sensitivity to serve the needs of people with disabilities.

In Greenwich, Stamford and Darien:

Easy Access is the door-to-door transportation service available to anyone with disabilities, who is unable to use the local bus system and is ADA certified wishing to travel within the city of Stamford and the following service area: $\frac{3}{4}$ mile on either side of the Post Road in Greenwich, Darien, and to the Riverview Mall in Norwalk. The service uses automobiles, vans and small buses with trained drivers sensitive to the needs of people with disabilities.

In Greenwich, Stamford, Darien, New Canaan, Wilton, Westport and Weston:

TOWN-TO-TOWN is a regional door-to-door transportation service available for people with disabilities who wish to travel between towns in the Southwestern Connecticut Region. Travel can be for any trip purpose – medical, employment, education, shopping or social – except for Wilton residents, who may only use the service for medical appointments. The service uses automobiles, vans and small buses with trained drivers sensitive to the needs of people with disabilities.





Greater Bridgeport Transit Authority

Information about Greater Bridgeport Transit Authority

All buses are wheelchair accessible and can “kneel” to lower the first step height. Call Customer Service or visit www.gbtabus.com for specific route and schedule information.

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

- Local bus service in Bridgeport, Fairfield, Stratford and Trumbull.
- Extended service available to the Derby Shelton Railroad Station.
- The Coastal Link bus travels from the Connecticut Post Mall (in Milford) along Route 1 (Post Road) through Stratford, Bridgeport, Fairfield and Westport to the transit hub in Norwalk. This route is jointly operated by Greater Bridgeport Transit Authority, Norwalk Transit and Milford Transit Districts.

**Serving the towns of:
Bridgeport, Fairfield,
Stratford, Trumbull**

Greater Bridgeport Transit Authority
One Cross Street
Bridgeport, CT 06610

Administrative Offices:
203-366-7070
TTY/TDD 203-330-0657
(Text Telephone/ Telecommunications
Device for the Deaf)

Customer Service (Schedules/Information):
203-333-3031
TTY/TDD 203-330-0668

ADA/Paratransit Vans:
203-579-7777
TTY/TDD 203-579-8754

Web site:
www.gbtabus.com

Greater Bridgeport Transit Authority



Fare Information Cash/Token

Effective May 2003

All fares are **exact change** or token only –
Drivers carry no change.

Adults (age 18 and over).....\$1.25

Youth (ages 5 to 17).....\$1.00

Reduced Fare*\$.60
For People with Disabilities and
People 65 or older

Children (under 5).....FREE

TransfersFREE
(valid for 70 minutes)

*Reduced fare riders must show their original
Medicare, ADA identification or state elderly/
disabled ID card to the driver. Certification
by a medical doctor is needed to qualify for
the disabled reduced fare. Application for
a state elderly/disabled ID card is available
from Greater Bridgeport Transit Authority.

Tokens

Single Token\$1.25

Token Ten Pack.....\$11.25

You can buy tokens and pick up schedules
at the Greater Bridgeport Transit Authority
Bus Terminal, located at 35 John Street (first
floor) in downtown Bridgeport.



Commuter Connections

A Commuter Connection is a shuttle bus service that takes commuters between certain train stations and places where many people live or work. Commuter Connections operate Monday through Friday during peak commute hours, from approximately 6 AM – 9 AM and 4 PM – 7 PM.

The cost is only \$1.25 per trip. Riders can save money by using **UniTicket**, a monthly train ticket and bus fare combined in one discounted ticket. The price of the UniTicket is the monthly train fare plus \$22 (for the monthly bus fare). For example, if your monthly train ticket costs \$50, the price for the UniTicket would be \$72 (\$50 plus \$22).

If you ride the bus at both ends of your work trip (to get to the train station from your home and to get to work from the train), you can purchase a “double ended” UniTicket for \$37, plus the cost for the monthly train ticket. So, if your train fare costs \$50, the price for the “double ended” monthly UniTicket would be \$87 (\$50 plus \$37).

You can also purchase a UniTicket for the week (combining your weekly train and bus fares). For more information about UniTicket, for the week or month, visit New Haven Line ticket windows, www.mta.info, or call 1-800-METRO-INFO.

Greater Bridgeport Transit Authority operates the Stratford Commuter Connection between the Stratford Railroad Station and Sikorsky Aircraft and residential and commercial areas along the route.

Plan Your Trip Before You Ride the Bus

You should know:

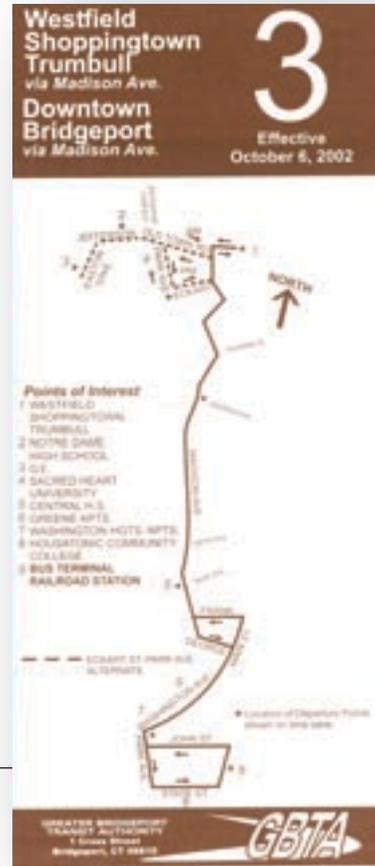
- Your starting address – where you can get on or board the bus.
- Your destination address – where you want to get off the bus.
- The time you want to leave or when you want to get to the place you want to go.
- The fare and how to pay.

How to Read the Bus Schedule

Each route has a schedule or timetable that lists when the bus leaves bus stops along that route. The timetable also notes special places the bus travels to on the route and the days that you can ride the bus.

As an example of how to read a schedule, we'll use the Route 3 timetable.

The cover of the Route 3 schedule looks like this.



Greater Bridgeport Transit Authority



Riding a Greater Bridgeport Transit Authority Bus

- Try to be at the bus stop at least five minutes ahead of the scheduled time.
- Get on the bus through the front door and pay the fare.
- Ask the driver for a transfer, if needed, when you get on the bus. A transfer is needed if you need to take another bus to get to the place you want to go. Transfers are FREE, good for continuing a one-way trip on the next connecting bus, but can't be used for your return trip. A transfer must be used within 70 minutes from the time the driver gives it to you.
- About one block from your bus stop, signal to the driver to stop and let you off by pressing the rubber strip next to the window. Get off the bus by the rear door.
- Service animals such as guide dogs can ride on the bus.

When you open up the Route 3 schedule this is what you'll see. A sample trip is outlined below to help you understand the schedule.

For this trip you want to leave from the bus stop "Bus Terminal Platform A" and take the bus to the Trumbull Mall (Westfield Shoppingtown Trumbull) on a Tuesday. You want to be there at around 11:30 in the morning. Following are the steps you would take to read the schedule and plan your trip:

Transit Tip Try to be at your Bus Stop at least 5 minutes ahead of schedule.

ROUTE 3
MONDAY-FRIDAY

All GBTA vehicles are wheelchair lift equipped.

NORTHBOUND

Leaves:								Arrives:
Bus Term. Platform A	Clark Johnson	Madison & North	Madison & Westfield	Sacred Heart University	Notre Dame High School	G.E./ Fairfield	Westfield Shop. Trumbull	
---	---	---	---	---	---	---	---	
A 5:40	5:45	5:52	5:58	6:06	---	---	6:10	
A 6:20	6:25	6:32	6:38	6:46	---	---	6:50	
A 6:40	6:45	6:52	6:58	7:06	---	---	7:10	
A 6:55	7:00	7:07	7:13	7:21T	7:24	7:27	T	
A 7:20	7:25	7:32	7:38	7:46	---	---	7:50	
A 7:40	7:45	7:52	7:58	8:06	---	---	8:10	
A 8:00	8:05	8:12	8:18	8:26	---	---	8:30	
A 8:20	8:25	8:32	8:38	8:46	---	---	8:50	
A 8:40	8:45	8:52	8:58	9:06	---	---	9:10	
A 9:00	9:05	9:12	9:18	9:26	---	---	9:30	
A 9:20	9:25	9:32	9:38	9:46	---	---	9:50	
9:40	9:45	9:52	9:58	---	---	---	10:06	
10:00	10:05	10:12	10:18	---	---	---	10:26	
10:20	10:25	10:32	10:38	---	---	---	10:46	
10:40	10:45	10:52	10:58	---	---	---	11:06	
11:00	11:05	11:12	11:18	---	---	---	11:26	
11:20	11:25	11:32	11:38	---	---	---	11:46	

- 1 First make sure you are reading the correct schedule. On the top right hand corner is the Route number and the days of operation. In this case you would look for the Monday-Friday timetable, because you want to travel on a Tuesday.
- 2 Find "Westfield Shop. Trumbull" on the top of the schedule.
- 3 Look down the column and find the time you are most comfortable with, closest to the 11:30 a.m. time you want to get to the mall. You could either arrive at 11:06 or 11:26. Let's say you want to arrive at the earlier time, 11:06.
- 4 Look across the top of the schedule again to see where you want to leave from - "Bus Term. Platform A."
- 5 Read across the row (right to left) from 11:06 at Westfield Shop. Trumbull to the Bus Term. Platform A column. You see the time listed as 10:40 in this column. This means that the bus leaves Bus Terminal Platform A at 10:40 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.

The timepoints listed on the top of the route schedule are not the only places the bus will stop along the route. Almost all Greater Bridgeport Transit Authority routes have bus stops approximately every two blocks along the route. There are bus stop signs at these locations. You can stand at a bus stop anywhere along the route to catch the bus.

Plan to be at this stop at least 5 minutes before the departure time listed on the timetable. You should be waiting at Bus Terminal Platform A at 10:35 a.m.

Paratransit Van Fares Prepaid Ticket or Cash

The one-way fare is \$2.50 and may be paid in cash or prepaid ticket. Exact fare is paid directly to the driver – no change will be given. The fare must be presented with a GBTAcess ID card.

Companions are required to pay a fare (cash or ticket).

If you are certified to travel with a Personal Care Attendant (PCA), this will be shown on your ID card and the attendant may ride for free.

Books of ten one-way trip tickets may be purchased for \$25.

Checks or money orders are to be made payable to "GBTA" and mailed to:

GBTAcess

**One Cross Street
Bridgeport, CT 06610
Attention: Accounting Department**

*Enclose a self-addressed stamped postage paid envelope so that your tickets can be mailed to you.

Ticket purchases are non-replaceable and non-refundable.

For additional information:

Contact the GBTAcess
Customer Service Department
**203-579-7777
TTY/TDD 203-579-8754**

Travel Conditions

The times listed in schedules are approximate. There may be delays due to traffic or weather conditions. In the event of a snowstorm or bad weather, it is a good idea to check to see if the bus schedules will be affected. For service updates listen to WICC (600 AM), or call Customer Service at 203-333-3031.



Paratransit Van Services – Americans with Disabilities Act (ADA)

If you have a disability that prevents your use of a Greater Bridgeport Transit Authority bus, you may be eligible for paratransit van service. ADA paratransit van services are limited to those who cannot, because of their disabilities, get to bus stops or use buses. ADA paratransit van services operate within $\frac{3}{4}$ 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 (Section 37.123, ADA Paratransit Eligibility Standards).

The ADA paratransit program in Bridgeport (GBTAcess) complies with all ADA requirements.

To request a GBTAcess application:

Call: **203-366-7070 TTY/TDD 203-330-0657**

Reservations:

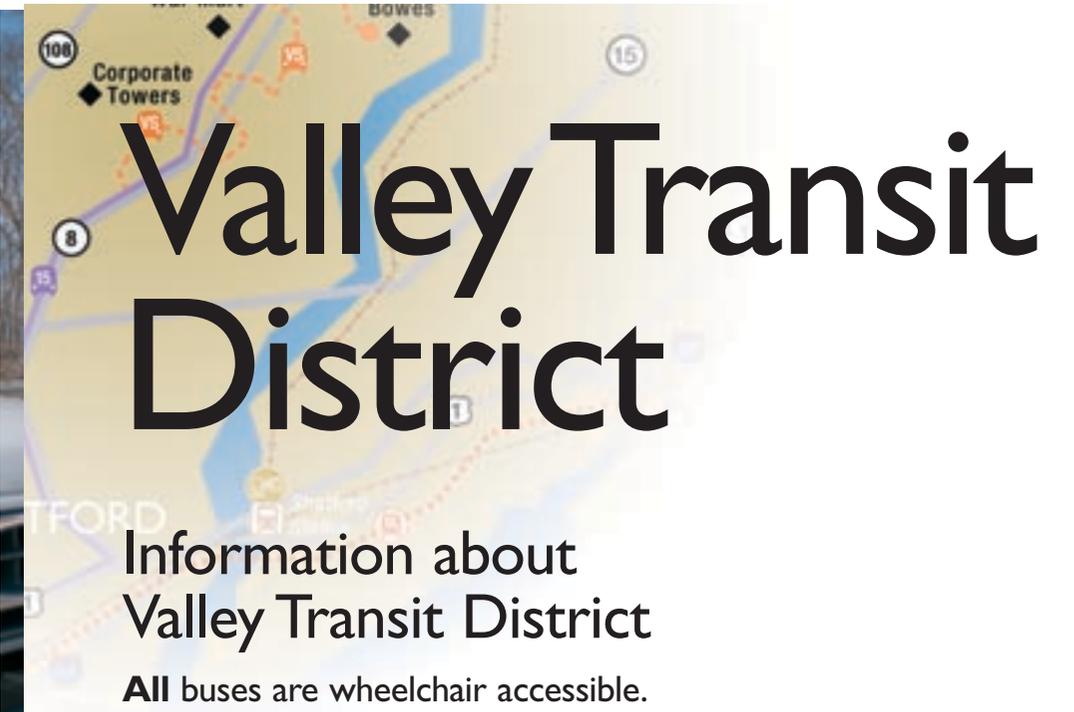
You can make a reservation as early as five days before the date you want to travel, but no later than 4:30 p.m. the day before.

When you call to make a reservation, the operator will let you know what time you need to be ready to get picked up for going to and from your appointment. Please let the operator know if you can board the vehicle using the steps or if you need assistance on the lift with a wheelchair/scooter (you can use your own or a wheelchair can be provided upon request).

Call: **203-579-7777 TTY/TDD 203-579-8754**

Service Days and Hours:

ADA Service days and hours are determined by the local bus that is operating within a $\frac{3}{4}$ mile radius of your origin and destination on the day and time of travel.



Valley Transit District

Information about Valley Transit District

All buses are wheelchair accessible.

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

The **Valley Shuttle** (Bridgeport Avenue Commuter Connection) is the only local bus service operated by Valley Transit District. It connects users of the Greater Bridgeport Transit Authority (Route 15) and CTTRANSIT New Haven Division (Route F6) to employers along the Bridgeport Avenue corridor in Shelton. The hours of operation are: Monday through Friday, hourly, from approximately 7 AM – 9 AM and 4 PM – 6PM. Areas served include: Trap Falls Road, Research Drive, Enterprise Drive, Commerce Drive, Long Hill Crossroad, Platt Road and Constitution Boulevard. It does not cost any money to ride the Bridgeport Avenue Commuter Connection; it is a FREE service. For specific route and schedule information call Customer Service.

Dial-A-Ride and ADA Paratransit Van Services

Valley Transit District's primary responsibilities are to provide Dial-A-Ride and ADA complementary paratransit van services in four towns throughout the Valley area (Ansonia, Derby, Seymour and Shelton). The hours of operation are Monday through Friday, from 6 AM – 6 PM (limited Saturday service, Medical only). Call the Dispatch Line to make reservations, Monday through Friday, from 6 AM – 5 PM.



Serving the towns of: Ansonia, Derby, Seymour, Shelton

Valley Transit District
 41 Main Street
 Derby, CT 06418

Administrative/Customer Service:
 203-735-6824
 TTY/TDD 203-734-4616
 (Text Telephone/Telecommunications Device for the Deaf)

Dispatch Line (to reserve a ride for Dial-A-Ride/ADA Paratransit Van Services):
 203-735-6408
 TTY/TDD 203-734-4616

Web site:
www.invalley.org/vtd

Fare Information Dial-A-Ride and ADA paratransit van services

Effective May 2003

All fares are exact change – Drivers carry no change.

Fares are for a one-way trip:

General Public	\$4.00
Riders getting on van in a Wheelchair/Scooter	\$4.00
Reduced Fare*	\$2.00
For People with Disabilities and People 65 or older (reduced fare does not apply to riders on van in a Wheelchair/Scooter)	
Students K-12	\$2.00

*Reduced fare riders must show their original Medicare, ADA identification or state elderly/disabled ID card to the driver. Certification by a medical doctor is needed to qualify for the disabled reduced fare. Application for a state elderly/disabled ID card is available from Valley Transit District.

Personal Care Attendants may ride for free.

For additional information contact Customer Service.

New Haven Line Rail Services



New Haven Line

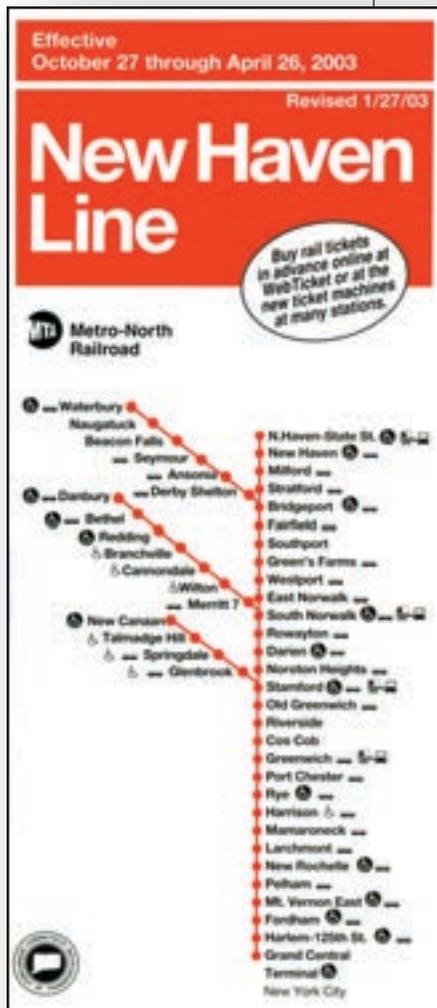
Connecticut Department of Transportation
P.O. Box 317546
Newington, CT 06131

Administrative Offices –
CDOT Rail Operations
203-789-7189

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

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

Web site:
www.mta.info



Information about The New Haven Line

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

New Haven Line trains operate seven days a week and on holidays. Service intervals (the time between trains) vary according to destination and time. In general, trains run according to the following schedule:

Weekdays (Monday – Friday)

Peak-Period Trains

(arrive at GCT between 5 AM and 10 AM and depart GCT between 4 PM and 8 PM)

Trains run every 20-30 minutes

Off-Peak Trains

(operates at all other hours during the week)

Trains run every 30-60 minutes

Weekends (Saturday – Sunday)

(no peak or off-peak time periods on the weekend)

Trains run every 60 minutes

Tickets and Fares

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

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

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

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

How to apply for a Reduced-Fare MetroCard:



Online:

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

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



By phone:

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



By mail:

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

Paying Your Reduced-Fare

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

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



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

Other Ticket Types

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

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

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

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

MAIL&RIDE

Mail&Ride

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

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





Features of Accessible Stations

In the service area covered in this guide, the following stations on the New Haven Line are ADA-accessible: Stamford, Darien, South Norwalk, Bridgeport and New Canaan. Other stations along the New Haven Line in Connecticut that are ADA-accessible include: Redding, Bethel, Danbury, Waterbury, New Haven-Union Station and New Haven-State Street.

ADA-accessible stations have many of the following features that improve accessibility for customers with visual, hearing and mobility impairments:

- elevators or ramps
- handrails on ramps and stairs
- large-print and Braille signs
- audio and visual information systems (there is no visual information system at Waterbury station)
- accessible station booth windows
- accessible Ticket Vending Machines (TVMs). At Danbury and Bethel stations the tickets must be bought by TVM, as the ticket offices are closed. There is no TVM at the Waterbury station.
- platform-edge warning strips
- bridge plates to reduce or eliminate the gap between trains and platforms
- telephones at an accessible height with volume control, and text telephones (TTY/TDD). The pay phone is off the platform at the front of the old station at Waterbury.
- accessible restrooms at commuter rail stations with restrooms (not all station buildings have restrooms)



Boarding, Riding and Leaving Trains

To ensure that you have a safe, comfortable and convenient ride, please follow these guidelines:

- Notify the conductor if you need help boarding the train. Conductors check the platform to identify passengers in need of assistance.
- All fully accessible and newly renovated station platforms have two-foot-wide yellow tactile edge-warning strips. Stay behind these strips until it is time to board the train.
- Customers using wheelchairs waiting for a train should remain at least five feet (if possible) from the platform's edge and position their wheelchairs with the brakes locked and wheels parallel to the track. It is best to wait in the middle of the platform because cars at either end of the train may be closed during certain times or may not line up with platforms at certain stations. Train cars with dedicated spaces for wheelchairs have an accessibility sticker displayed on the car for identification. Conductors will assist customers in wheelchairs or scooters who would like to board these cars.
- When boarding or leaving a train in a wheelchair, back on and off, so that the larger rear wheels lead. This makes it less likely that the small front wheels will get caught in the gap between the platform edge and the train. Whenever the gap or the difference in height between the train and the station is too large, ask the conductor to set a bridge plate in place to span the gap.
- Many cars on the train have designated seating for individuals with disabilities and senior citizens, as well as special wheelchair areas where the seats fold up to provide adequate floor space. Please station your wheelchair in the special area or position it in the vestibule area with wheels locked.
- Notify the train conductor of your destination if you want to be assisted when you leave the train. If you miss your station, please ask a conductor for assistance in determining an alternate travel plan.



Personal Care Attendants (PCA)

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

Service Animals

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

Parking

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

Service Changes and Emergencies

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

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

Information Resources – Advocacy/Assistance

Contact information for agencies on Accessible Transportation Guide Map

CTTRANSIT Stamford Division:

Bureau of Rehabilitation Services
1642 Bedford Street
Stamford, CT 06905
Phone/TTY/TDD: 203-251-9430
Web site: www.brs.state.ct.us

CTWorks (Dept. of Labor)
1340 Washington Blvd.
Stamford, CT 06902
Phone: 203-333-5129, 1-866-859-8818
TTY/TDD: 203-335-2419
Web site: www.ctworkssw.org

Department of Motor Vehicles -
Satellite Office (DMV)
Stamford Government Center
888 Washington Blvd.
Stamford, CT 06902
Phone: 1-800-842-8222
Web site: www.ct.gov/dmv

Department of Social Services
1642 Bedford Street
Stamford, CT 06905
Phone: 203-251-9300
TTY/TDD: 203-251-9304
Web site: www.dss.state.ct.us

Norwalk Transit District:

Department of Motor Vehicles (DMV)
540 Main Avenue
Norwalk, CT 06851
Phone: 1-800-842-8222
Web site: www.ct.gov/dmv

Norwalk Economic Opportunity Now
(NEON), Inc. (Main Office)
98 South Main Street
Norwalk, CT 06854
Phone: 203-899-2483
Web site: www.rsvpswct.org

Norwalk Economic Opportunity Now
(NEON), Inc.
165 Flax Hill Road
Norwalk, CT 06854
Phone: 203-899-1061
Web site: www.rsvpswct.org

Greater Bridgeport Transit Authority:

Bureau of Rehabilitation Services
1057 Broad Street
Bridgeport, CT 06604
Phone/TTY/TDD: 203-551-5500
Web site: www.brs.state.ct.us

Career Resources -
One Stop Operator
350 Fairfield Avenue
Bridgeport, CT 06604
Phone: 203-334-5627
TTY/TTD: 203-335-2419
Web site: www.careerresources.org

CTWorks (Dept. of Labor)
2 Lafayette Square
Bridgeport, CT 06604
Phone: 203-333-5129, 1-866-859-8818
TTY/TDD: 203-335-2419
Web site: www.ctworkssw.org

Department of Mental Health
and Addiction Services
1635 Central Avenue
Bridgeport, CT 06610
Phone: 203-551-7400
TTY/TDD: 203-551-7676
1-800-842-9710 (TTY/TDD)
Web site: www.dmhas.state.ct.us

Department of Mental Retardation
115 Virginia Avenue
Bridgeport, CT 06610
Phone: 203-576-3600
TTY/TDD: 203-576-3616
Web site: www.dmr.state.ct.us

Department of Motor Vehicles (DMV)
95 Sylvan Avenue
Bridgeport, CT 06608
Phone: 1-800-842-8222
Web site: www.ct.gov/dmv

Department of Social Services
925 Housatonic Avenue
Bridgeport, CT 06606
Phone: 203-551-2700
TTY/TDD: 203-551-2972
Web site: www.dss.state.ct.us

Disability Resource Center
of Fairfield County, Inc.
80 Ferry Boulevard
Stratford, CT 06615
Phone: 203-378-6977
TTY/TDD: 203-378-3248
Web site: www.drcfc.org

Family Services Woodfield
475 Clinton Ave.
Bridgeport, CT 06605
Phone: 203-368-4291
TTY/TDD: 1-888-676-8554
Web site: www.fswinc.org

The Kennedy Center
Mobility Services
184 Garden Street
Bridgeport, CT 06605
Phone: 203-332-4535
1-800-300-8029 (Voice only)
TTY/TDD: 203-337-4491
Web site: www.thekennedycenterinc.org

The Kennedy Center
2440 Reservoir Avenue
Trumbull, CT 06611
Phone: 203-365-8522
TTY/TDD: 203-365-8540
Web site: www.thekennedycenterinc.org

Valley Transit District:

Bureau of Rehabilitation Services
c/o Birmingham Group
435 East Main Street
Ansonia, CT 06401
Phone/TTY/TDD: 203-735-9444
Web site: www.brs.state.ct.us

CTWorks (Dept. of Labor)
c/o TEAM, Inc.
30 Elizabeth Street
Derby, CT 06418
Phone: 203-333-5129, 1-866-859-8818
TTY/TDD: 203-335-2419
Web site: www.ctworkssw.org

Contact information for other advocacy organizations

State Agencies

Board of Education and
Services for the Blind
184 Windsor Avenue
Windsor, CT 06095
Phone: 860-602-4000
1-800-842-4510 (CT only)
TTY/TDD: 860-602-4002
Web site: www.besb.state.ct.us

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

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

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

Connecticut Tech Act Project*
Department of Social Services
Bureau of Rehabilitation Services
25 Sigourney Street, 11th Floor
Hartford, CT 06106
Phone: 860-424-4881
1-800-537-2549 (Voice)
TTY/TDD: 1-800-842-4524
Web site: www.techactproject.com

*The Connecticut Tech Act Project provides information and advocacy services to Connecticut residents with disabilities regarding assistive technology issues. Assistive technology is any tool, device or equipment designed to help develop, maintain or improve the ability to function on a daily basis. Such devices include: special motor vehicle controls to help with the independent operation of a motor vehicle, motorized wheelchairs, hearing aids, augmentative alternative communication tools, etc.

Department of Labor (Central Office)
200 Folly Brook Boulevard
Wethersfield, CT 06109
Phone: 860-263-6000
TTY/TDD: 1-800-842-9710
Web site: www.ctdol.state.ct.us

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

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

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

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

*Online Disability Resource Directory
available at: [www.state.ct.us/opapd/
disresources.htm](http://www.state.ct.us/opapd/disresources.htm)

Municipal Agencies

City of Bridgeport
Office for Persons with Disabilities
45 Lyon Terrace, Room 19
Bridgeport, CT 06604
Phone: 203-576-8301
TTY/TDD: 203-576-4440
Web site: www.cityofbridgeport.org

Town of Fairfield
Office for Persons with Disabilities
Independence Hall Annex
725 Old Post Road
Fairfield, CT 06824
Phone/TTY/TDD: 203-256-3130
Web site: www.fairfieldct.org

Federal Agencies/ National Organizations

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

*CTAA is a national, professional membership association of organizations and individuals committed to removing barriers to isolation and to improving mobility for all people. CTAA conducts research, provides technical assistance, offers educational programs and serves as an advocate in order to make coordinated community transportation available, affordable and accessible.

Easter Seals Project ACTION*
(Accessible Community
Transportation In Our Nation)
Project ACTION's National Institute
for Accessible Transportation
700 13th Street, NW, Suite 200
Washington, DC 20005
Phone: 202-347-3066
1-800-659-6428 (Voice)
TTY/TDD: 202-347-7385
Web site: www.projectaction.org

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

Other Transportation Providers

U.S. Department of Justice
Americans With Disabilities Act (ADA)
Civil Rights Division –
Disability Rights Section
950 Pennsylvania Avenue, NW
Washington, D.C. 20530
Phone: 1-800-514-0301
TTY/TDD: 1-800-514-0383
ADA Home Page: www.ada.gov
(can link to the U.S. Department of
Transportation's Action for Access home
page from the ADA home page)

DisAbilityInfo.gov

Web site: www.disabilityinfo.gov

DisAbilityInfo.gov is the New Freedom Initiative's online resource for Americans with disabilities. The New Freedom Initiative is the Bush administration's comprehensive plan to promote the full participation of people with disabilities in all aspects of American life.

DisabilityInfo.gov has links to Federal web sites and other web sites with disability-related information.

Other Agencies

Goodwill Industries of Western
Connecticut

165 Ocean Terrace
Bridgeport, CT 06605
Phone: 203-368-6511

Web site: www.goodwillwct.org

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

Ansonia

Birmingham Group Health
435 East Main Street
Ansonia, CT 06401
203-736-2601

Transportation for adults with disabilities to medical appointments, work sites, training sites and therapy.

Bridgeport

The Kennedy Center
184 Garden Street
Bridgeport, CT 06605
203-332-4535

Transportation for people with disabilities for vocational training, recreation, social, medical and education purposes.

Greenwich

Transportation Association of Greenwich
13 Riverside Avenue
Riverside, CT 06878
203-637-4345

Transportation for seniors and people with disabilities.

Monroe

Town of Monroe
7 Fan Hill Road
Monroe, CT 06468
203-452-3771

Transportation for seniors to medical appointments, etc.

New Canaan

Getabout
P.O. Box 224
New Canaan, CT 06840
203-972-7433

Transportation for seniors to medical appointments and the senior center.

Norwalk

Elderhouse
7 Lewis Street
Norwalk, CT 06851
203-847-1998

Transportation for seniors and people with disabilities for medical and other needs.

Mid-Fairfield Child Guidance Center
100 East Street
Norwalk, CT 06851
203-299-1315

Transportation for youth with behavioral, psychiatric and psychological problems.

Norwalk Senior Center
11 Allen Road
Norwalk, CT 06851
203-847-3115

Transportation for seniors and people with disabilities for medical appointments and other needs.

Stratford

Stratford Senior Services
1000 West Broad Street
Stratford, CT 06615
203-385-4055

Transportation for seniors from the center for medical appointments and other needs.

Trumbull

Trumbull Senior Center
23 Priscilla Place
Trumbull, CT 06611
203-452-5199

Transportation for seniors from the center for medical appointments and other needs.

Getting Around In A Private Vehicle

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

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

Driver Assessment, Evaluation and Training

The Connecticut Department of Motor Vehicles (DMV)

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

Department of Motor Vehicles
Handicapped Driver Training Unit
60 State Street
Wethersfield, CT 06161
Telephone: 860-263-5097
Web site: www.ct.gov/dmv

Easter Seals Mobility Center

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

Easter Seals Mobility Center
158 State Street
Meriden, CT 06450
Telephone: 203-237-7835
Web site: www.ct.easter-seals.org

Gaylord Hospital

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

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

Vehicle Modifications

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

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

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

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

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

www.nhtsa.dot.gov/cars/rules/adaptive/brochure/index.html

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

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

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

Advanced Wheels of Technology, Inc.
15F International Drive
East Granby, CT 06026
Phone: 203-653-8064
Web site: www.awtwheels.com

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

Daimler Chrysler Corporation
Phone: 1-800-255-9877
TTY/TDD: 1-800-922-3826
Web site: www.automobility.daimlerchrysler.com

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

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

Saturn
Phone: 1-800-553-6000, Prompt 3
TTY/TDD: 1-800-833-6000
Web site: www.saturn.com (from home page click on FAQ on top bar. Scroll down FAQ page for "Mobility" information)

Volkswagen
Phone: 1-800-822-8987

Handicapped Permits/License Plates

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

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

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

Department of Motor Vehicles
60 State Street
Wethersfield, CT 06161
Telephone: 860-263-5700
Web site: www.ct.gov/dmv

Insurance Assistance

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

Getting Around In A Private Vehicle (cont.)

Ridesharing: Carpooling and Vanpooling

Thousands of Connecticut commuters find **sharing the ride to work in a carpool or vanpool** offers many benefits, including: saving time, money and stress. Accessible vans for vanpooling are available. Call MetroPool for eligibility requirements and details. **MetroPool, Inc.**, a private, non-profit corporation, provides **FREE commuter services** in Fairfield County with support from the Connecticut Department of Transportation.

MetroPool's services include:

- Personalized commute consultation
- Ride Matching services for carpools and vanpools
- Vanpool formation

MetroPool
 One Landmark Square
 Stamford, CT 06901
 Phone: 1-800-FIND-RIDE (346-3743)
 Web site: www.metropool.com

Deduct-A-Ride – The Tax-Free Commuter Choice

Federal tax law allows you to save hundreds of dollars each year in taxes when you commute to work by vanpool, bus or train if your employer has a Deduct-A-Ride program. Under this program, you may set aside (through payroll deduction) up to \$100 per month, tax-free, from your salary to pay for your vanpool, bus or train fare. Deduct-A-Ride is sponsored by the Connecticut Department of Transportation and administered by MetroPool.

MetroPool
 One Landmark Square
 Stamford, CT 06901
 Phone: 1-800-FIND-RIDE (346-3743)
 Web site: www.deductaride.com

Park & Ride Lots

Park & Ride lots are safe and convenient meeting locations for commuters interested in carpooling and vanpooling. There are more than 35,000 commuter parking spaces in Park & Ride lots located in towns and cities throughout the state.

Most commuter lots have free parking; almost all are paved and are well lighted. While state-owned lots have parking spaces reserved for people with disabilities, most lots leased from private individuals or companies do not.

Connecticut Department of Transportation
 Phone: 860-594-2141
 Web site: www.dot.state.ct.us
 (Park & Ride lot locations are listed under Traveler and Road Information)

MetroPool
 Phone: 1-800-FIND-RIDE (346-3743)
 Web site: www.metropool.com
 (click on Commuter Services and scroll down to Park-n-Ride lots)

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ABOARD!

- Train stations along the New Haven Main Line and Branch Lines.
- Commuter Connection bus services at certain train stations.

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

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

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

Thank you and welcome aboard!

CONTACT INFORMATION

CTTRANSIT Stamford Division
203-327-7433 TTY/TDD 203-327-2404
www.cttransit.com

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

Greater Bridgeport Transit Authority
203-333-3031 TTY/TDD 203-330-0668
www.gbtabus.com

Valley Transit District
203-735-6824 TTY/TDD 203-734-4616
www.invalley.org/vtd

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

Other Transit Operators (for connecting service information)

In Connecticut:

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

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

Milford Transit District
203-874-4507

In New York:

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

Transport of Rockland (connections in White Plains)
845-364-3333 TTY/TDD 1-800-662-1220
www.rocklandgov.com

Westchester County Bee-Line (connections in Port Chester & White Plains)
914-813-7777 TTY/TDD 914-813-7711
www.westchestergov.com

Getting On Board - The Southwestern Connecticut Accessible Transportation Guide was produced by the Connecticut Department of Transportation in cooperation with the People to Jobs Task Force of Southwestern Connecticut and MetroPool, Inc.

The information provided on the maps is effective as of May 1, 2003 and is subject to change. Please contact the transit operator for updated information before you travel.



Getting On Board



The Southwestern Connecticut Accessible Transportation Guide Map

- CT TRANSIT Stamford Division
- Norwalk Transit District
- Greater Bridgeport Transit Authority
- Valley Transit District
- New Haven Line Rail

May 2003

WELCOME

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

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

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

When you open this map you will find...

A **Regional Map** of the public transportation system in Southwestern Connecticut that shows the following information:

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

