

## Dial-A-Ride

Despite having many routes throughout Middlesex County, we know that there are gaps in service. Dial-A-Ride fills those gaps, offering reservation based curb-to-curb service for the general public. Any trip that originates or ends more than 3/4 of a mile from a fixed route is eligible for Dial-A-Ride service.

Dial-A-Ride service is available on a first-come-first-served basis, Monday-Friday 7am-5pm. Reservations can be made up to two weeks in advance, but no later than 4pm the day prior to your desired ride. To schedule a ride please download and use the Ecolane App or call 860-510-0429 option 3 between 8am-4pm Monday-Friday.

## XtraMile

XtraMile is a same day on-demand service. XtraMile is offered in Old Saybrook encompassing portions of Westbrook and Essex. Riders may request pickups and drops off anywhere in the service area. You may request a ride easily through the XtraMile App available on iPhone or Google or by calling 860-510-0429 option 5.

## Flag Stops

Although some stops in the region are marked by a bus stop, buses will also stop on request anywhere on the route where it is safe to do so. To be picked up, a rider must wait in a safe and visible roadside location. Wave to the driver to let them know you would like to be picked up. Do not wait on a curve, near an intersection, on a bridge, or by a guard rail. Buses cannot block a road. When getting on a bus, limit grocery bags and personal items to what you can carry on with you when you board. Items cannot take up seats and make sure to keep the aisle clear of any items. Any carriages, strollers, or shopping carts must also be folded up and secured. There may also be additional flag stop restrictions unique to each bus route. For example, Route 590 has stop restrictions along Washington Street in Middletown. To learn more about these restrictions please reference the individual route schedule accessible by the QR code. To depart from the bus, simply pull the stop request cord about a block before your desired drop off point.

## Off-Route Service

For routes in our 642, 643, 644 and 645, off-route service is available for an additional charge. These deviations must be within 3/4 a mile of the bus route and must be scheduled by 4pm the day prior. Reservations are available on a first-come, first-serve basis.

## Taxi Voucher Program

River Valley Transit District's Taxi Voucher Program provides accessible transportation outside of the service area. The program offers a 100% match, meaning RVT

will pay for half of the cost of your taxi ride. This service is only available to seniors and persons with disabilities. Anyone with a CT reduced fare ID, a Medicare card, is certified for ADA Paratransit, or is over the age of 60 is eligible for the taxi voucher program. Riders must submit a Taxi Voucher Application form with payment and proof of eligibility to use the program. The taxi will take residents anywhere in Connecticut. To learn more, visit us online or call 860-510-0429.

## Accessibility

River Valley Transit is accessible to persons with disabilities. All buses are equipped with wheelchair lifts or ramps that enable persons in wheelchairs or persons who cannot navigate steps to utilize our services. Bus Operators are trained to assist riders in use of lifts and ramps and secure wheelchairs. Passengers may travel with respirators, concentrators, and/or portable oxygen. Service animals are welcome on board our vehicles and in our facilities. Public information is available in alternative formats upon request. If you have a complaint about the accessibility of our transit system or service or believe you have been discriminated against because of your disability, you may file a complaint by visiting [RiverValleyTransit.com](http://RiverValleyTransit.com) or calling 860-510-0429 Ext 122 if you need assistance filing a complaint.

## Reasonable Accommodations

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 860-510-0429 or email us at [info@estuarytransit.org](mailto:info@estuarytransit.org). Please submit requests at least two business days prior to the desired ride.

## ADA Paratransit

ADA Paratransit is an origin-to-destination service for individuals of any age with a physical or cognitive disability that prevents them from using RVT services. ADA paratransit is only available to residents who live within 3/4 of a mile from a traditional fixed bus route. To register for ADA Paratransit, you must complete an application process to determine eligibility for the program. Applications are available online at [www.ctada.com](http://www.ctada.com) or by calling 860-510-0429 option 2.

## River Valley Transit Title VI Policy Statement

The Estuary Transit District is committed to ensuring that no person is excluded from participation, denied benefits, or otherwise subjected to discrimination under any program or activity, on the basis of race, color or national origin. Any person who believes that he or she has been subjected to discrimination or retaliation based on their race, color or national origin may file a Title VI complaint. For more information about this policy and the complaint process go to [RiverValleyTransit.com](http://RiverValleyTransit.com) or call our Civil Rights Officer at 860-510-0429 Extension 101.



**RIVER  
VALLEY  
TRANSIT**



# 2023 SYSTEM MAP

Individual Route Schedules  
and detailed maps, including  
evening and weekend service  
are available on our website



[RiverValleyTransit.com](http://RiverValleyTransit.com)

## Exciting Changes to Public Transit in Middlesex County

River Valley Transit was formerly two separate transit districts, Middletown Area Transit (MAT) and 9-Town Transit (9TT). MAT served the northern portion of Middlesex County and 9TT served the southern Shoreline Division. For a variety of reasons including simplicity, resource pooling, larger staff and vehicle capabilities, the districts officially merged as of July 1st 2022. RVT now represents the one unified system. As part of this merger a series of exciting changes are coming including updated routes for better efficiency, new routes, new fare discounts and new branding. Be on the lookout for more exciting changes. Want to learn more or comment about our proposed route changes, please go to [RiverValleyTransit.com](https://RiverValleyTransit.com).

### Bus Schedules

Schedules for the Middletown and Shoreline Division bus routes can be found by using the QR Code located on the front, back and on the map. These schedules not only show information related to the weekday routes, but in addition show evening and weekend routes. If you have a smartphone, simply open your camera and hover over the QR Code. A link will pop up directing you to our website with the schedule information.



For help planning out trips throughout the state of CT, make sure to download the free Transit App on your smartphone by using the QR Code below.



### Fares

| Fixed Route                     |          |
|---------------------------------|----------|
| Single Ride                     | \$1.75   |
| Off-Route Ride                  | \$3.50   |
| All Day Pass                    | \$3.50   |
| Senior/Disabled Ride            | \$0.85   |
| ADA Eligible Ride (fixed route) | FREE     |
| Children Under 5                | FREE     |
| Demand Response                 |          |
| Dial-A-Ride                     | \$3.50   |
| Dial-A-Ride - Senior 60+*       | Donation |
| ADA Paratransit                 | \$3.50   |
| XtraMile                        | \$1.75   |
| Pre-Paid Fares                  |          |
| Ten-Ride Ticket                 | \$15.75  |
| Senior/Disabled Ten-Ride Ticket | \$7.65   |
| Monthly Pass                    | \$52.50  |
| Senior/Disabled Monthly Pass    | \$25.50  |
| Dial-A-Ride Ten-Ride Ticket     | \$35.00  |

Fares may be paid on-board the vehicle at the time of the trip. Exact fare is required, and no change can be provided. The Token Transit App for IOS and Android offers a cashless way to pay, along with discounted pass options.



RVT is committed to reducing financial barriers for riders, with money saving multi-trip passes and monthly passes available at the Downtown Middletown Terminal, Clinton, Madison and Old Saybrook Stop & Shop stores, the Deep River Adams Market, online at [RiverValleyTransit.com](https://RiverValleyTransit.com) and in the Token Transit App. Payment of a one-way ticket also enables riders to make free transfers to another bus in the system.



\*Senior transportation is made possible by a grant from the Senior Resources Agency on Aging with Title III funds made available under the *Older Americans Act*. RVT reserves the right to alter or cancel this program at any time. Dial-A-Ride Senior Fare requires pre-registration by calling customer service at 860-510-0429.

## About River Valley Transit

River Valley Transit (RVT) is a transit agency operated by the Estuary Transit District. RVT provides a variety of transit services including traditional fixed routes, ADA Paratransit, Dial-A-Ride, and our On-Demand XtraMile service. Our service area encompasses most of Middlesex County and serves 17 municipalities. All services are open to the general public with no age or disability restrictions.



**RIVER  
VALLEY  
TRANSIT**

### River Valley Transit

91 N Main Street  
Middletown, CT 06457  
860-346-0212

**Middletown Terminal**  
340 Main Street, Middletown  
860-510-0429

[RiverValleyTransit.com](https://RiverValleyTransit.com)

Individual Route Schedules and detailed maps, including evening and weekend service are available on our website:



