

# 9 TOWN TRANSIT

## Serving

Chester

Clinton

Deep River

Durham

East Haddam

Essex

Haddam

Killingworth

Lyme

Old Lyme

Old Saybrook

Westbrook

## Limited Service to

East Lyme

Madison

Middletown

New London

## 9 TOWN TRANSIT

is a public transportation service  
of the Estuary Transit District  
with offices located at:

17 Industrial Park Road Suite 6  
Centerbrook, CT 06409

860-510-0429

[www.9TownTransit.com](http://www.9TownTransit.com)



A Service of the Estuary Transit District

Effective September 1, 2019

CUSTOMER SERVICE

**860-510-0429**

**860-554-0551** (Haddam Area)

[www.9TownTransit.com](http://www.9TownTransit.com)

# General Information

## About Estuary Transit

9 Town Transit (9TT) is operated by the Estuary Transit District (ETD) and serves the twelve towns of the Valley Shore region: Chester, Clinton, Deep River, Durham, East Haddam, Essex, Haddam, Killingworth, Lyme, Old Lyme, Old Saybrook and Westbrook. Services include Dial-A-Ride and deviated fixed-routes. In addition, 9TT provides connections to New Haven, New London, Middletown and Hartford area transit services.

All services are open to the general public with no age or disability restrictions.

## ADA Paratransit

Passengers with a disability preventing them from using Route 641 may be eligible for ADA Paratransit Service. This service is available within 3/4 mile of this route. See page 18 for details.

## Dial-A-Ride

Door-to-door shared ride service to and from anywhere within the twelve-town region. Reservations are required.

## Fixed Routes

Route 641 is a fixed route, running on a published schedule and route with no deviations. The bus may be flagged down anywhere along the route without a reservation.

## Deviated Fixed Routes

Routes 642, 643, 644 and 645 are running on a published schedule and may be accessed by flagging down the bus as it nears. No reservations are required for pick-ups along the published route.

## Using the Schedule

Each schedule lists scheduled stops along the route. The time listed is the time the bus will depart the scheduled stop. Locate the scheduled stop nearest your departure point to estimate when it will arrive. Plan to be outside along the route at least five minutes early.

## Flag Stops

Although some stops are marked with a 9TT bus stop sign, all 9TT routes will stop at any safe location along the published route. Wait in a safe and visible location on the side of the road and wave to the driver as the bus nears to let him/her know you wish to board. To disembark, pull the stop request cord at least one block before your stop.

## Off-Route Service

In addition to providing service along the published route, deviated fixed routes will also provide service off-route up to ¾ mile from the published route. All off-route stops require an additional fare and must be scheduled by calling 9TT's dispatcher

by 4:00 PM one day prior. Due to schedule constraints, off-route stops may be limited.

## By Request Stops

Any stop listed as "by request" is not serviced unless requested. To be picked up at a "by request" stop, call dispatch at least 30 minutes in advance of the scheduled time. To be dropped off at a "by request" stop, inform the driver when you board the bus. There is no additional fare for "by request" stops.

## Transfers

Transfers are provided at no charge with fare payment by cash or tickets when requested upon boarding. They are valid on the next connecting bus for a continuing one-way trip on the next 9TT, CT Transit, Middletown Area Transit or Southeast Area Transit route. Transfers are not provided to pass or senior fare card users.

## Travel Training

Need help planning your first transit trip? 9TT provides free travel training through the Kennedy Center. Their transit experts will plan your trip and even ride the first time with you! Call the Kennedy Center at 203-365-8522 ext 265.

## No-Shows

Should your plans change after scheduling an off-route or Dial-A-Ride trip, please call 9TT dispatch to cancel as soon as possible. Failure to do so will result in penalties. Additional information on our no-show policy is available upon request.

## Holidays

Buses do not operate on Sundays or the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

## Bicycle Racks

All 9TT buses are equipped with bicycle racks, which are available for use at no additional charge. Bicycles must be loaded and unloaded by the passenger in the following manner:

- As the bus approaches, have your bike ready to load. Remove water bottles, pumps, or other loose items;
- Inform the driver that you will be loading or unloading a bicycle;
- Load only from the curb side of the vehicle;
- Pull the handle in the center of the rack and pull the rack down;
- Place the bicycle in the inside slot of the rack if empty;
- Pull the support arm over the front tire, ensuring that it is not on the fender or frame;
- After removing your bicycle, pull the handle to lift the rack back up to the stowed position.



## Rider's Guide

A detailed Rider's Guide is available on request. The guide contains additional information on using 9TT and rider policies.

## Travel Conditions

Schedule times are approximate and subject to delays due to poor weather and traffic conditions. During severe weather events, updates on delayed openings, early shutdowns and closures will be posted online and on local tv stations.

## Language Translation Services

ETD offers free translation services for over 100 languages by phone. Callers may begin speaking in any language and we will place you on hold while we conference in a translator.

## Customer Service

Customer Service agents are available for questions, information, reservations, or comments.

Phone: 860-510-0429 or 860-554-0551 (Haddam area)

TDD: 711

Hours: 6:00 AM – 8:00 PM Monday – Friday  
7:15 AM – 6:00 PM Saturday

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

Online: [www.9towntransit.com](http://www.9towntransit.com)

## Passenger Guidelines

Please adhere to the following guidelines to allow us to better serve you:

- Have your fare ready before boarding
- Strollers or shopping carts must be folded prior to boarding and stored out of the aisle
- Reserve the front seats for seniors and people with disabilities
- Bags must be limited to what may be carried in one trip and must remain on your lap or the seat next to you
- No eating or drinking while in the vehicle
- Talk quietly to others on the bus and while on your cellphone
- Animals other than service animals must be caged
- No smoking or using any other tobacco or nicotine products
- Never cross in front of bus; wait until it has pulled away

## Senior/Disabled Fares

Reduced fares are available to people with disabilities and seniors age 65 and older. To qualify, simply show your Medicare card to the bus operator. If you do not have a Medicare card, you can obtain a reduced fare ID by visiting [www.cttransit.com](http://www.cttransit.com) and submitting an application.

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## Fares

Fares may be paid in cash on-board the vehicle at the time of the trip. Exact fare is required and no change can be provided. 9TT also offers money saving multi-trip passes and monthly passes available at the main office, as well as the Clinton, Madison and Old Saybrook Stop & Shop stores, the Deep River Adams Market, and online at [www.9towntransit.com](http://www.9towntransit.com). In addition, 9TT accepts some connecting services monthly passes. See route schedule for details.

### Cash Fare

**Exact Fare Required, Bus Drivers can not make change**

<b>Regular On-Route</b> .....	\$1.75
<b>Senior/Disabled On-Route</b> .....	\$0.85
<b>Resident Senior On-Route</b> .....	\$0.85*
<b>Regular Off-Route, Dial-A-Ride, ADA Paratransit...</b>	\$3.50
<b>Senior Off-Route, Dial-A-Ride</b> .....	\$1.75*
<b>Children</b> (age 4 & under, maximum of 3 children per adult) .....	FREE
<b>Transfers</b> (with fare payment; continuing one-way trip only) .....	FREE

### Pre-Paid fares

<b>Ten-ticket book</b> .....	\$15.75
<b>Monthly Pass</b> .....	\$59.00
<b>Senior/Disabled Monthly Pass</b> .....	\$31.00

### \*Senior Fare Program

In addition to the senior/disabled fare, seniors 60 and over residing in any of the twelve ETD member towns may ride any 9 Town Transit service on a donation only basis. 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. ETD reserves the right to alter or cancel this program at any time.

To use the senior fare program on-route, a 9TT Senior ID is required. IDs can be obtained online at [www.9towntransit.com](http://www.9towntransit.com) or at our main office. Off-Route and Dial-A-Ride Senior Fare requires pre-registration by calling customer service.

**Fares are subject to change**

## Acerca de Estuary Transit

9 Town Transit (9TT) es operado por Estuary Transit District (ETD) y sirve a los doce pueblos de la región de Valley Shore: Chester, Clinton, Deep River, Durham, East Haddam, Essex, Haddam, Killingworth, Lyme, Old-Lyme, Old Saybrook y Westbrook. Los servicios incluyen Dial-A-Ride y rutas fijas desviadas. Además, 9TT provee conexiones a los servicios de tránsito de las áreas de New Haven, New London, Middletown y Hartford. Todos los servicios son abiertos al público en general sin restricciones de edad o discapacidad.

## ADA Paratransit

Pasajeros con alguna discapacidad que los previene de usar la Ruta 641 pueden ser elegibles para el servicio de ADA Paratransit. Este servicio está disponible dentro de  $\frac{3}{4}$  de milla de esta ruta. Ver página 18 para detalles.

## Dial-A-Ride

Servicio de transporte Puerta a Puerta de y para cualquier lugar dentro de la región de las doce localidades. Se necesitan reservaciones.

## Rutas Fijas

La Ruta 641 es una ruta fija, que sigue un horario programado y no tiene desvíos. El bus puede ser señalado en cualquier lugar dentro de la ruta sin reservaciones.

## Rutas Fijas Desviadas

Las Rutas 642, 643, 644 y 645 funcionan en un horario programado y se puede acceder a ellas señalado al bus mientras se acerca. No se necesitan reservaciones para que el bus recoja pasajeros dentro de la ruta programada.

## Usando el Horario

Cada horario incluye paradas programadas dentro de la ruta. El tiempo listado es el tiempo en que el bus se dirigirá a la parada programada. Ubica la parada programada cerca a tu punto de partida para estimar a qué hora llegará. Planea estar afuera en la ruta al menos cinco minutos antes.

## Señales de Parada

No obstante algunas paradas están marcadas con el signo de parada de 9TT, todas las rutas 9TT tendrán su parada en un lugar seguro a un lado de la calle y hazle señas con la mano al conductor para dejarle saber que quieres subir. Para desembarcar, jala el cordel para pedir parada por lo menos una cuadra antes de tu parada.

## Servicio fuera de ruta

Además de proveer servicio dentro de la ruta publicada y las rutas fijas desviadas, también se provee servicio fuera de ruta hasta  $\frac{3}{4}$  de milla de la ruta programada. Todas las paradas fuera de ruta requieren una tarifa adicional y deben ser programadas llamando al operador de 9TT hasta las 4:00 PM un día antes. Debido a restricciones del horario, las paradas fuera de ruta deben ser limitadas.

## Por Solicitud de Parada

Cualquier parada listada “por solicitud” no está disponible a no ser que se la solicite. Para ser recogido en una parada mediante solicitud, llame al operador con anticipación al tiempo programado. Para ser recogido en una parada “por solicitud”, infórmele al conductor cuando usted se sube al bus. No hay tarifa adicional por paradas “por solicitud”.

## Transferencias

Las transferencias se proporcionan sin cargo con el pago de la tarifa en efectivo o con boletos cuando se solicitan al abordar. Son válidos en el siguiente autobús de conexión para un viaje de ida de la próxima ruta de 9TT, CT Transit, Middletown Area Transit o Southeast Area Transit. No se proporcionan transferencias para los usuarios de tarjetas de pases o mayores.

## Entrenamiento de Viaje

¿Necesitas ayuda planeando su primer viaje? 9TT provee entrenamiento de viaje gratis a través del Kennedy Center. Sus expertos de tránsito planearán tu viaje e incluso te acompañarán en tu primer viaje. Llame al Kennedy Center al 203-685-8522 ext. 265.

## Pasajeros que no se presentan

Si tus planes cambian después de programar un fuera de ruta o un viaje Dial-A-Ride, por favor llama al operador de 9TT para cancelar tan pronto sea posible. El no hacerlo, puede resultar en penalidades. Información adicional en nuestra póliza de pasajero que no se presenta, está disponible bajo solicitud.

## Ferriados

Los buses no operan los domingos de los siguientes feriados: Día de Año Nuevo, Día de Conmemoración, Día del Trabajo, Acción de Gracias y Navidad.

## Parrillas para bicicletas

Todos los autobuses 9TT están equipados con parrillas para bicicletas, disponibles sin costo adicional. El pasajero está encargado de cargar y descargar su bicicleta de la siguiente manera:

## Estantes de Bicicletas

Todos los buses 9TT están equipados con estantes de bicicletas, que están disponibles para el uso sin cargos adicionales. Las bicicletas deben depositarse y retirarse de la siguiente manera:

- Cuando el bus se aproxima, ten lista tu bicicleta para engancharla;
- Remueve botellas de agua o cualquier otro item que esté suelto;
- Informa al conductor que estarás enganchando y desenganchando tu bicicleta;
- Carga la bicicleta solo en la acera de a lado del vehículo;
- Jala la manilla en el centro del estante y empuja el estante para abajo;
- Coloca la bicicleta en uno de los espacios de adentro del estante si está vacío
- Jala el brazo de apoyo sobre la llanta frontal, asegurándote que no esté en el marco
- Después de remover tu bicicleta, jala el pasador para levantar el estante a su posición original

## La guía del pasajero

Una guía detallada del pasajero está disponible por solicitud. La guía contiene información adicional sobre cómo usar el 9TT y las reglas del pasajero.

## Condiciones de Viaje

Los tiempos programados son aproximados y sujetos a retrasos por condiciones del tiempo y el tráfico. Durante eventos por clima severo, las actualizaciones sobre retrasos, cierres tempranos y cancelaciones se publicarán online y en estaciones locales.

## Servicios de Traducción de Idiomas

ETD ofrece servicios de traducción gratis de más de 100 idiomas, vía telefónica. Los que llaman pueden empezar a hablar en cualquier idioma y te pondremos en espera mientras nos conectamos con el traductor.

## Servicio al Cliente

Los agentes de servicio al cliente están disponibles para preguntas, informaciones, reservaciones o comentarios.

Teléfono: 860-510-0429 o 860-554-0551 (área de Haddam)

TDD: 711

Horas: 6:00 AM – 8:00 PM Lunes a viernes

7:15 AM - 6:00 PM sábados

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

Online: [www.9towntransit.com](http://www.9towntransit.com)

## Reglas del Pasajero

Por favor, considera las siguientes reglas para permitirnos servirte mejor:

- Ten tu pasaje listo antes de abordar
- Carros de compras o coches de niños deben ser doblados antes del abordaje y almacenados fuera de la isla
- Reserva los asientos frontales para las personas de la tercerad edad o con discapacidad
- Los bolsos deben ser limitados a lo que se puede cargar en un viaje y deben permanecer en su falda o en el asiento cerca a usted
- No se puede comer o beber mientras está en el vehículo
- Habla a otros en voz baja o mientras está hablando por celular
- Los animales deben estar enjaulados, a no ser que sean animales de servicio
- No se puede fumar o consumir ningún producto con tabaco o nicotina
- Nunca cruces en frente del bus, espera hasta que estacione.

## Tarifas para Adultos Mayores/ Personas con

### Discapacidad

Las tarifas reducidas están disponibles para gente con discapacidad o personas de 65 años o más. Para calificar, simplemente muestra tu tarjeta Medicare al operador del bus. Si no la tienes, puedes obtener una tarjeta de identificación para tarifa reducida visitando [www.cttransit.com](http://www.cttransit.com) y solicitar una aplicación.

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## Tarifas

Las tarifas pueden ser pagadas en efectivo a bordo del vehículo el momento del viaje. Se requiere tarifa exacta y no se puede ofrecer cambio. 9TT también ofrece pases multi-viajes con ahorros y pases mensuales disponibles en la oficina central, así como en las tiendas Stop and Shop de Clinton, Madison y Old Saybrook, River Adams Market y online en [www.9towntransit.com](http://www.9towntransit.com). Además, 9TT acepta algunos pases mensuales de servicios de conexión. Ver horarios de ruta para detalles.

### Tarifa en efectivo

Tarifa de precio exacto, los conductors de los buses no pueden proveer cambio

<b>En Ruta Regular</b> .....	\$1.75
<b>En Ruta para Adulto Mayor/ Discapacitado</b> .....	\$0.85
<b>En Ruta para Residente Adulto Mayor</b> .....	\$0.85
<b>Fuera de ruta regular, Dial-A-Ride, ADA Paratransit</b> ....	\$3.50
<b>Fuera de ruta para Adulto Mayor, Dial-A-Ride</b> .....	\$1.75
<b>Niños (de 4 o menores, máximo 3 niños por adulto)</b> .....	GRATIS
<b>Transferencias (con pago de tarifa, solo de una vía continua)</b> ..	GRATIS

### Tarifas Pre-Pago

**Libro de Diez Boletos** .....

\$15.75

**Pase Mensual** .....

\$59

**Pase Mensual para Adultos Mayores o Discapacitados** ..

\$31

### \*El Programa de Tarifa de Adultos Mayores

Además de la tarifa de anciano/ discapacitado, las personas de 60 años o más que residan en cualquiera de los doce pueblos de ETD pueden viajar en cualquiera de los 9 servicios de tránsito contribuyendo una donación. La transportación de ancianos es posible por un fondo de la Agencia de Recursos de Vejez del Título III con fondos disponibles bajo el Acta de Americanos Envejecientes. ETD se reserva el derecho a cancelar el programa en cualquier momento.

Para usar el programa en ruta de la tarifa de ancianos, una identificación de persona mayor es requerida. Las tarjetas de identificación se pueden obtener online en [www.9towntransit.com](http://www.9towntransit.com) o en la oficina central. La tarifa de Adultos Mayores de Dial-A-Ride requiere pre-registración llamando al servicio al cliente.

**Las tarifas son sujetas a cambio**



# 641 Old Saybrook/Madison

## Serving

## OLD SAYBROOK, WESTBROOK, CLINTON and MADISON

Offering connections and free transfers to CT Transit Route 201 into New Haven

## CONNECTING SERVICES

### CT TRANSIT ROUTE 201 MADISON

The Shoreline route is designed to connect with the CT Transit Route 201 into and out of New Haven. FREE transfers may be made at the Scranton Gazebo in Madison. Customers presenting a valid CT Transit Route 201 monthly bus pass may travel at no additional cost. Customers presenting a valid 9TT monthly pass may travel on CT Transit Route 201 at no additional cost.

### 9 TOWN TRANSIT ROUTES

Transfers can be made between Routes 642, 643 and 644 at the Old Saybrook Train Station. Transfers can be made to Route 645 at the Scranton Gazebo. Transfers are free for the next connecting bus.

## SHORELINE EAST RAIL SERVICES

Shoreline East Rail Service customers presenting their valid Shoreline East Monthly Plus Bus ticket when boarding 9TT shuttle buses may travel at no additional cost.

## MAP LEGEND

**Scheduled Stops** - Are listed on the timetable and shown on the map with its corresponding number ①.

**REQ Stops** - Bus will make stops on request. Passengers should call for pickup information.

**Flag Stop** - Passengers may flag the bus down anywhere along the route. Drivers will pull over in a safe location.

**ADA Paratransit** - Passengers with a disability preventing them from using this route may be eligible for ADA Paratransit Service. This service is available within 3/4 mile of this route. See page 18 for details.

**Transfers** - Coordinated connection with other 9 Town Transit Routes and CT Transit Route 201. Free transfers available.

## Saturday

### WESTBOUND – Old Saybrook-Westbrook-Clinton-Madison

### EASTBOUND – Madison-Clinton-Westbrook-Old Saybrook

Old Saybrook Train Station	Old Saybrook Senior Center	Old Saybrook Stop & Shop	Westbrook Outlets	Valley Shore YMCA	Rte 1 & Old Clinton Rd Westbrook	Rte 1 & Liberty Green Clinton	Clinton Crossings Mall	Bradley Rd & Rte 79 Madison	Scranton Gazebo Madison	Route 201 Madison Arrives	Route 201 Madison Departs	Scranton Gazebo Madison	Clinton Crossings Mall	Rte 1 & Liberty Green Clinton	South Main St & Rte 1 Westbrook	Valley Shore YMCA	Westbrook Outlets	Old Saybrook Stop & Shop	Old Saybrook Senior Center	Old Saybrook Train Station
①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩			⑩	⑧	⑦	⑥	⑤	④	③	②	①
7:20	***	7:25	***	REQ	7:35	7:45	***	***	8:00	8:00	8:10	8:10	8:25	8:35	8:50	REQ	9:00	9:15	REQ	9:25
7:55	REQ	8:00	8:10	REQ	8:15	8:30	8:40	8:55	9:00	9:00	9:10	9:10	9:25	9:35	9:50	REQ	10:00	10:15	10:20	10:25
9:40	9:45	9:50	10:05	REQ	10:15	10:30	10:40	10:55	11:00	**	**	11:10	11:25	11:35	11:50	REQ	12:00	12:15	REQ	12:25
10:40	10:45	10:50	11:05	REQ	11:15	11:30	11:40	11:55	12:00	**	**	12:10	12:25	12:35	12:50	REQ	1:00	1:15	1:20	1:25
12:40	12:45	12:50	1:05	REQ	1:15	1:30	1:40	1:55	2:00	**	**	2:10	2:25	2:35	2:50	REQ	3:00	3:15	3:20	3:25
2:30	2:35	2:40	2:55	REQ	3:05	3:20	3:30	3:45	3:50	3:47	3:55	4:00	4:15	4:25	4:40	REQ	4:50	REQ	REQ	REQ
3:30	3:35	3:40	3:35	REQ	4:05	4:20	4:30	4:45	4:50	4:47	4:55	5:00	5:15	5:25	5:40	REQ	5:50	REQ	REQ	REQ



### Monday - Friday

#### WESTBOUND – Old Saybrook-Westbrook-Clinton-Madison

#### EASTBOUND – Madison-Clinton-Westbrook-Old Saybrook

Old Saybrook Train Station	Old Saybrook Senior Center	Old Saybrook Stop & Shop	Westbrook Outlets	Valley Shore YMCA	Rte 1 & Old Clinton Rd Westbrook	Rte 1 & Liberty Green Clinton	Clinton Crossings Mall	Bradley Rd & Rte 79 Madison	Scranton Gazebo Madison	Route 201 Bus Arrives	Route 201 Bus Departs	Scranton Gazebo Madison	Clinton Crossings Mall	Rte 1 & Liberty Green Clinton	South Main St & Rte 1 Westbrook	Valley Shore YMCA	Westbrook Outlets	Old Saybrook Stop & Shop	Old Saybrook Senior Center	Old Saybrook Train Station
1	2	3	4	5	6	7	8	9	10			10	8	7	6	5	4	3	2	1
6:20	REQ	***	***	***	6:30	6:40	***	REQ	6:55	6:50	7:10	7:00	7:15	7:25	7:40	REQ	REQ	8:05	8:10	8:15
7:20	REQ	***	***	***	7:30	7:40	***	***	7:55	7:50	8:10	8:00	8:15	8:25	8:40	REQ	8:50	9:05	9:10	9:15
7:30	REQ	7:40	7:55	REQ	8:05	8:20	8:30	8:45	8:50	8:50	9:00	9:00	9:15	9:25	9:40	REQ	9:50	10:05	10:10	10:15
8:30	REQ	8:40	8:55	REQ	9:05	9:20	9:30	9:45	9:50	9:52	10:00	10:00	10:15	10:25	10:40	REQ	10:50	11:05	11:10	11:15
9:30	REQ	9:40	9:55	REQ	10:05	10:20	10:30	10:45	10:50	**	**	11:00	11:15	11:25	11:40	REQ	11:50	12:05	12:10	12:15
10:30	REQ	10:40	10:55	REQ	11:05	11:20	11:30	11:45	11:50	11:52	12:00	12:00	12:15	12:25	12:40	REQ	12:50	1:05	REQ	1:15
11:30	REQ	11:40	11:55	REQ	12:05	12:20	12:30	12:45	12:50	12:52	1:00	1:00	1:15	1:25	1:40	REQ	1:50	2:05	REQ	2:15
1:30	1:35	1:40	1:55	REQ	2:05	2:20	2:30	2:45	2:50	2:52	3:00	3:00	3:15	3:25	3:40	REQ	3:50	4:05	REQ	4:15
2:30	2:35	2:40	2:55	REQ	3:05	3:20	3:30	3:45	3:50	3:52	4:00	4:00	4:15	4:25	4:40	REQ	4:50	5:05	REQ	5:15
4:30	4:35	4:40	4:55	REQ	5:05	5:20	5:30	5:45	5:50	5:52	6:00	6:00	6:15	6:25	6:40	REQ	6:50	7:05	REQ	REQ
5:30	REQ	5:40	5:55	REQ	6:05	6:20	6:30	6:45	6:50	6:52	7:00	7:00	7:15	7:25	7:35	REQ	7:40	REQ	REQ	REQ

**Timetable Notes:** Shaded areas denote PM. \*\*\* No service is provided at that timing point. REQ - Stops upon request.

# 642 Old Saybrook/Chester

Serving  
**CHESTER, DEEP RIVER, ESSEX  
and OLD SAYBROOK**

## CONNECTING SERVICES

### 9 TOWN TRANSIT ROUTES

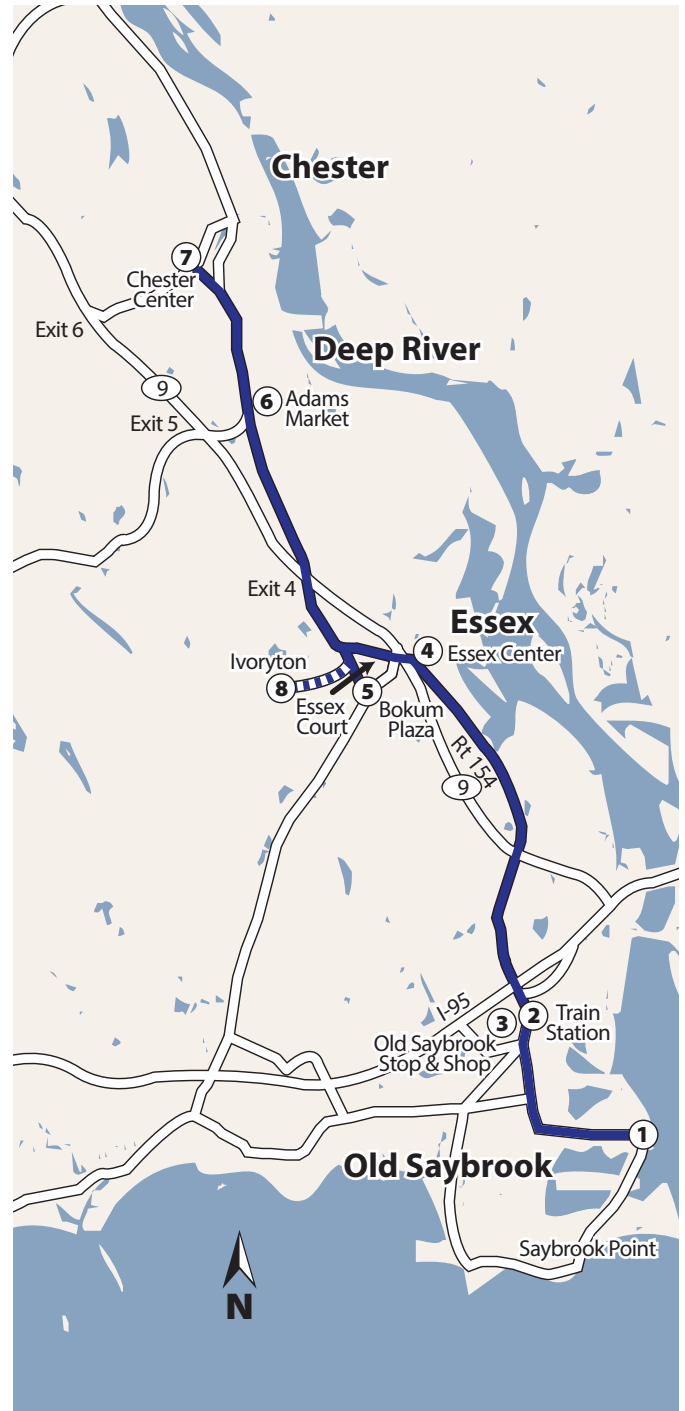
Transfers can be made between Routes 641, 643 and 644 at the Old Saybrook Train Station. Transfers may also be made to Route 644 in Chester Center. Transfers are free on the next connecting bus.

### SHORELINE EAST RAIL SERVICES

Shoreline East Rail Service customers presenting their valid Shoreline East Monthly Plus Bus ticket when boarding the Riverside bus may travel at no additional cost.

### CT TRANSIT EXPRESS

Transfers can be made to the Hartford Express bus at the Old Saybrook Train Station and the Essex Park & Ride lot. Express bus transfers are accepted.





Monday - Friday							
NORTHBOUND – Old Saybrook to Chester							
Saybrook Point	Old Saybrook RR Station	Old Saybrook Stop & Shop	Essex Center	Main & Walnut Ivoryton	Bokum Shopping Plaza	Adams Market Deep River	Chester Center
1	2	3	4	8	5	6	7
-	-	-	-		-	-	-
***	7:10		EXPRESS – No Stops				7:25
8:30	8:40	8:42	9:00	***	9:10	9:20	9:25
10:30	10:40	10:42	11:00	***	11:10	11:20	11:25
12:30	12:40	12:42	1:00	REQ	1:10	1:20	1:25
2:30	2:40	2:42	3:00	***	3:10	3:20	3:25
4:30	4:40	4:42	5:00	REQ	5:10	5:20	5:25
6:30	6:40	6:42	7:00	REQ	7:10	7:20	7:25
Saturday							
***	***	***	***	***	***	***	***
9:30	9:40	9:42	10:00	***	10:10	<sup>1</sup> 10:20	10:30
11:30	11:40	11:42	12:00	***	12:10	12:20	12:30
1:30	1:40	1:42	2:00	***	2:10	<sup>1</sup> 2:20	2:30
REQ	3:30	3:32	REQ	REQ	REQ	REQ	REQ

Monday - Friday							
SOUTHBOUND – Chester to Old Saybrook							
Chester Center	Adams Market Deep River	Main & Walnut Ivoryton	Bokum Shopping Plaza	Essex Center	Old Saybrook RR Station	Old Saybrook Stop & Shop	Saybrook Point
7	6	8	5	4	2	3	1
6:25	6:30	***	6:40	6:50	7:10	***	***
7:30	7:35	REQ	7:45	7:55	8:15	8:17	8:25
9:30	9:35	9:40	9:45	9:55	10:15	10:17	10:25
11:30	11:35	***	11:45	11:55	12:15	12:17	12:25
1:30	1:35	REQ	1:45	1:55	2:15	2:17	2:25
3:30	3:35	***	3:45	3:55	4:15	4:17	4:25
5:30	5:35	***	5:45	5:55	6:15	6:17	6:25
7:30	7:35	***	REQ	REQ	REQ	-	-
Saturday							
8:35	8:40	REQ	8:50	9:00	9:20	9:22	9:30
10:35	10:40	***	10:50	11:00	11:20	11:22	11:30
12:35	12:40	***	12:50	1:00	1:20	1:22	1:30
2:35	2:40	***	2:50	3:00	3:20	***	REQ

**Timetable Notes:** <sup>1</sup>The 10:20 and 2:20 Outbound trips will serve Eagle's Landing. Shaded areas denote PM.

\*\*\*No service is provided at that timing point. REQ - Stops upon request.

## MAP LEGEND

**Scheduled Stops** - Are listed on the timetable and shown on the map with its corresponding number ①.

**REQ Stops** - Bus will make stops on request. Passengers should call for pickup information.

**Flag Stop** - Passengers may flag the bus down anywhere along the route. Drivers will pull over in a safe location.

**Off-Route Service** - Off-route service is provided within ¾ mile of the route. 24 hour advance reservation required.

**Transfers** - Coordinated connection with Shoreline Route and other 9 Town Transit routes. Free transfers available.

**Limited Service** - Shown on the map as ■■■■■■

# 643 Old Saybrook/New London

## Serving

**OLD SAYBROOK, EAST LYME,  
OLD LYME and NEW LONDON**

**Offering connections and free transfers to  
South East Area Transit throughout  
New London and Norwich**

## CONNECTING SERVICES

### 9 TOWN TRANSIT ROUTES

Transfers can be made between Routes 641, 642 and 644 at the Old Saybrook Train Station. Transfers are free on the next connecting bus.

### SHORELINE EAST RAIL SERVICES

Shoreline East Rail Service customers presenting their valid Shoreline East Monthly Plus Bus ticket when boarding Route 643 may travel at no additional cost.

### SOUTH EAST AREA TRANSIT (SEAT)

SEAT is the public transit provided for the New London/Norwich region. Free transfers may be made with the SEAT New London routes at the New London Transportation center for service throughout the New London/Norwich region.

### GREYHOUND

Intercity bus service is available through Greyhound at the New London Train Station.

## MAP LEGEND

**Scheduled Stops** - Are listed on the timetable and shown on the map with its corresponding number ①.

**REQ Stops** - Bus will make stops on request. Passengers should call for pickup information.

**Flag Stop** - Passengers may flag the bus down anywhere along the route in Old Saybrook, East Lyme and Old Lyme. Drivers will pull over in a safe location. Two stops are made in New London at the New London Terminal and Huntington & Broad St.

**Transfers** - Coordinated connection with SEAT and other 9 Town Transit routes. Free transfers available. Transfers may be made at the Old Saybrook train station and at the New London Transportation Center.

**Off-Route Service** - Off-route service is provided within  $\frac{3}{4}$  mile of the route. 24 hour advance reservation required.

**Limited Service** - Shown on the map as ■■■■■■



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Monday - Friday						
EAST – Old Saybrook to New London						
Old Saybrook Train Station	Old Saybrook Stop & Shop	Old Lyme Marketplace	Four Mile Rd. & Route 1	Grassy Hill Rd. & Route 1	Flanders & Route 1	New London Train Station
1	2	3	4	5	6	7
7:10	–	7:15	7:35	–	–	7:55
9:00	9:05	9:13	9:35	REQ	9:40	9:50
11:00	11:05	11:13	11:35	REQ	11:40	11:50
1:00	1:05	1:13	1:35	REQ	1:40	1:50
3:00	3:05	3:13	3:35	REQ	3:40	3:50
5:00	5:05	5:13	5:35	–	5:40	5:50

Monday - Friday					
WEST – New London to Old Saybrook					
New London Train Station	Flanders & Route 1	Grassy Hill Rd. & Route 1	Four Mile Rd. & Route 1	Old Lyme Marketplace	Old Saybrook Train Station
7	6	5	4	3	1
8:00	8:10	REQ	8:20	8:40	8:50
10:00	10:10	REQ	10:20	10:40	10:50
12:00	12:10	REQ	12:20	12:40	12:50
2:00	2:10	REQ	2:20	2:40	2:50
4:00	4:10	REQ	4:20	4:40	4:50
6:00	REQ	REQ	REQ	REQ	REQ

**Timetable Notes:** Shaded areas denote PM. REQ - Stops upon request.

# 644 Old Saybrook/Middletown

Serving  
**MIDDLETOWN, HADDAM,  
CHESTER, DEEP RIVER, ESSEX  
and OLD SAYBROOK**

Offering connections and free transfers to  
**Middletown Area Transit  
throughout Middletown and  
CT Transit into Hartford**

## CONNECTING SERVICES

### 9TT ROUTES

Transfers can be made between Routes 641, 642 and 643 at the Old Saybrook Train Station and Route 645 at the Middletown Bus Terminal. Transfers are free on the next connecting bus.

### SHORELINE EAST RAIL SERVICES

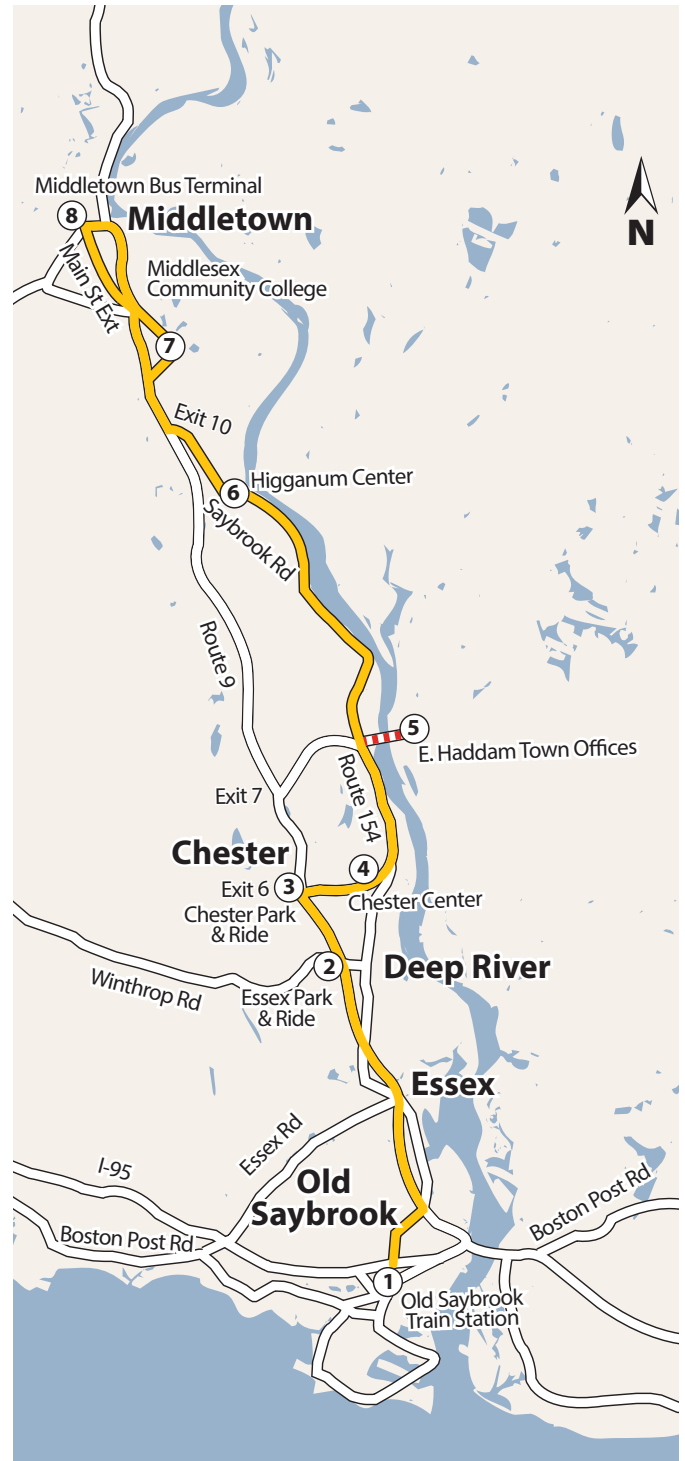
Shoreline East Rail Service customers presenting their valid Shoreline East Monthly Plus Bus ticket when boarding the Mid-Shore buses may travel at no additional cost.

### MIDDLETOWN AREA TRANSIT (MAT)

MAT provides service throughout Middletown and offers service to Meriden. Free transfers can be made to any MAT bus at the Middletown Bus Terminal. MAT monthly passes are accepted.

### CT TRANSIT

CT Transit provides bus service throughout the greater Hartford region. Free transfers can be made to the CT Transit Route 55 on Main Street in front of the Middletown Bus Terminal. CT Transit monthly passes are accepted.



Monday - Friday							
NORTH BOUND – Old Saybrook to Middletown							
Old Saybrook Train Station	Essex Park & Ride	Chester Park & Ride	Chester Center	East Haddam Town Offices	Rt 154 & Rt 81 Higganum	Middlesex Community College*	Middletown Bus Terminal
1	2	3	4	5	6	7	8
6:20	6:30	6:40	6:45	REQ	6:55	REQ	7:15
8:20	8:30	8:40	8:45	REQ	8:55	9:10	9:15
10:20	10:30	10:40	10:45	REQ	10:55	11:10	11:15
12:20	12:30	12:40	12:45	REQ	12:55	REQ	1:15
2:20	2:30	2:40	2:45	REQ	2:55	REQ	3:15
4:20	4:30	4:40	4:45	REQ	4:55	REQ	5:15
6:20	6:30	6:40	–	–	–	–	6:55

Monday - Friday							
SOUTH BOUND – Middletown to Old Saybrook							
Middletown Bus Terminal	Middlesex Community College*	Rt 154 & Rt 81 Higganum	East Haddam Town Offices	Chester Center	Chester Park & Ride	Essex Park & Ride	Old Saybrook Train Station
8	7	6	5	4	3	2	1
7:20	7:30	7:40	REQ	7:55	8:00	8:05	8:15
9:20	REQ	9:40	REQ	9:55	10:00	10:05	10:15
11:20	REQ	11:40	REQ	11:55	12:00	12:05	12:15
1:20	1:30	1:40	REQ	1:55	2:00	2:05	2:15
3:20	3:30	3:40	REQ	3:55	4:00	4:05	4:15
5:20	5:30	5:40	REQ	5:55	6:00	6:05	6:15
7:00	REQ	REQ	REQ	REQ	REQ	REQ	REQ

**Timetable Notes:** Shaded areas denote PM. REQ - Stops upon request.  
 \* Middlesex Community College served only when class is in session.

### MAP LEGEND

**Scheduled Stops** - Are listed on the timetable and shown on the map with its corresponding number ①.

**Flag Stop** - Passengers may flag the bus down anywhere along the route. Drivers will pull over in a safe location. Flag stops are not available on Route 9 or within Middletown. Only the following stops are made in Middletown: Middlesex Community College, Middletown Professional Park (served at College timepoints only), Main Street at Middlesex Hospital, MLK Drive and the Middletown bus terminal.

**Transfers** - Coordinated connection with other 9 Town Transit shuttles, Middletown Area Transit and CT Transit. Free transfers available.

**Off-Route Service** - Off-route service is provided within ¾ mile of the route. 24 hour advance reservation required.

**Limited Service** - Shown on the map as ■■■■■■



# 645 Madison/Middletown

Serving  
**MADISON, CLINTON,  
KILLINGWORTH, HIGGANUM,  
HADDAM and MIDDLETOWN**

## CONNECTING SERVICES

### 9TT ROUTES

Transfers can be made to Route 641 at the Scranton Gazebo in Madison and Route 644 in Higganum Center. Transfers are free on the next connecting bus.

### SHORELINE EAST RAIL SERVICES

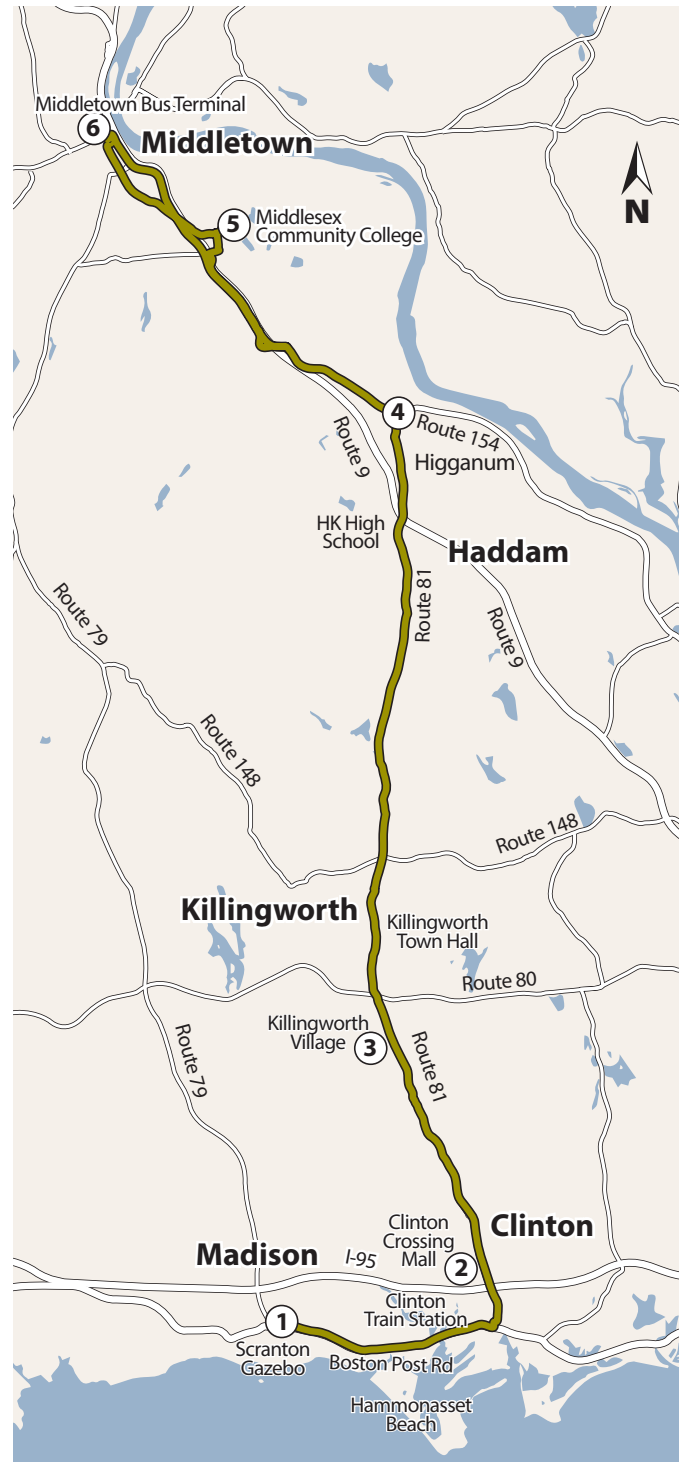
Shoreline East Rail Service customers presenting their valid Shoreline East Monthly Plus Bus ticket when boarding 9TT buses may travel at no additional cost.

### MIDDLETOWN AREA TRANSIT (MAT)

MAT provides service throughout Middletown and offers service to Meriden. Free transfers can be made to any MAT bus at the Middletown Bus Terminal. MAT monthly passes are accepted.

### CT TRANSIT

CT Transit provides bus service throughout the greater New Haven and Hartford regions. Free transfers can be made to the Hartford CT Transit Route 55 on Main Street in front of the Middletown Bus Terminal or New Haven S-Route at the Madison Scranton Gazebo. CT Transit monthly passes are accepted.



## Monday - Friday

### NORTH BOUND – Madison to Middletown

Scranton Gazebo	Clinton Crossing Mall	Killingworth Village	Rt 81 & Rt 154 Higganum	Middlesex Comm College	Middletown Terminal
①	②	③	④	⑤	⑥
-	-	-	-	-	-
7:00	7:15	7:25	7:40	7:45	7:55
9:00	9:15	9:25	9:40	9:45	9:55
11:00	11:15	11:25	11:40	11:45	11:55
1:00	1:15	1:25	1:40	*	1:55
3:00	3:15	3:25	3:40	*	3:55
5:00	5:15	5:25	5:40	*	5:55

## Monday - Friday

### SOUTH BOUND – Middletown to Madison

Middletown Terminal	Middlesex Comm College	Rt 81 & Rt 154 Higganum	Killingworth Village	Clinton Crossing Mall	Scranton Gazebo
⑥	⑤	④	③	②	①
6:10	*	6:15	6:30	*	6:50
8:00	*	8:15	8:30	8:40	8:50
10:00	*	10:15	10:30	10:40	10:50
12:00	*	12:15	12:30	12:40	12:50
2:00	2:10	2:15	2:30	2:40	2:50
4:00	4:10	4:15	4:30	4:40	4:50
6:00	6:10	6:15	REQ	REQ	REQ

**Timetable Notes:** Shaded areas denote PM. REQ - Stops upon request. \* No service to this time point

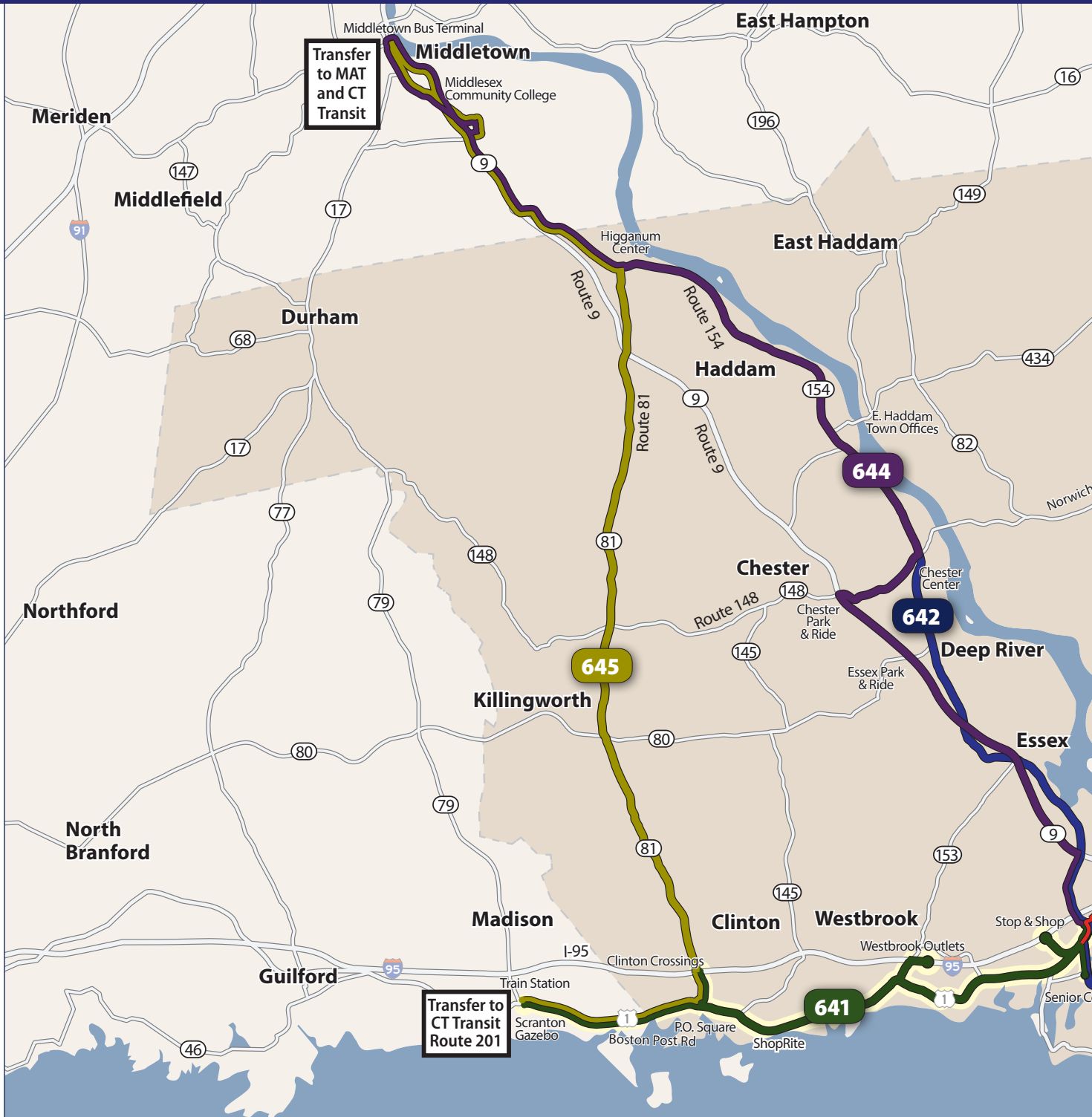
## MAP LEGEND

**Scheduled Stops** - Are listed on the timetable and shown on the map with its corresponding number ①.

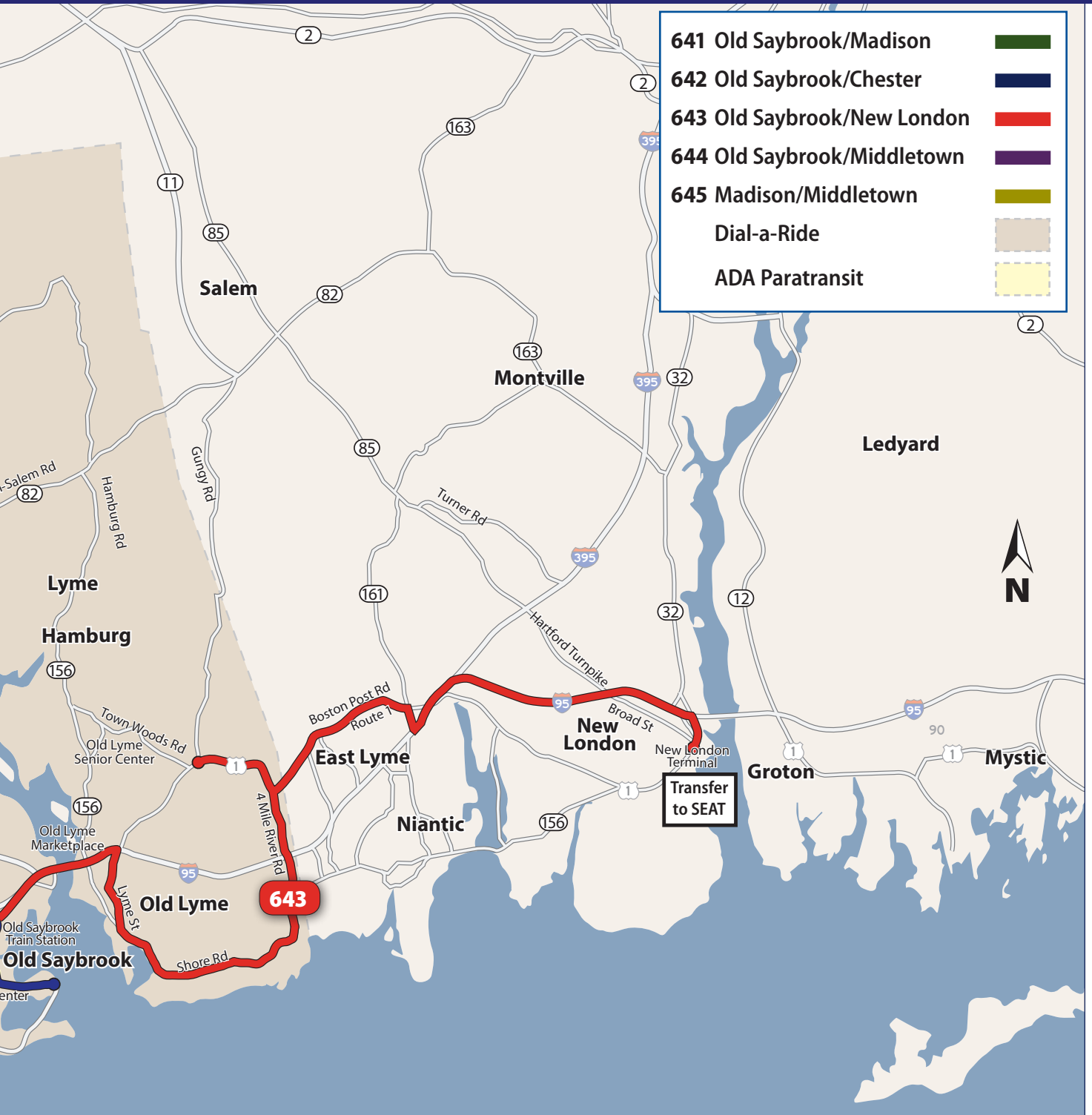
**Flag Stop** - Passengers may flag the bus down anywhere along the route. Drivers will pull over in a safe location. Flag stops are not available on Route 9 or within Middletown. Only the following stops are made in Middletown: Middlesex Community College, Middletown Professional Park (served at College timepoints only), Main Street at Middlesex Hospital, MLK Drive and the Middletown bus terminal.

**Transfers** - Coordinated connection with other 9 Town Transit shuttles, Middletown Area Transit and CT Transit. Free transfers are available.

**Off-Route Service** - Off-route service is provided within ¾ mile of the route. 24 hour advance reservation required.



# Connecting Connecticut



# Dial-A-Ride

## Serving

**CHESTER, CLINTON, DEEP RIVER,  
DURHAM, EAST HADDAM, ESSEX,  
HADDAM, KILLINGWORTH, LYME,  
OLD LYME, OLD SAYBROOK and  
WESTBROOK**

## Limited Service to Middletown

### Dial-A-Ride Fares

Regular ..... \$3.50

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

(Maximum of 3 children per adult)

Transfers ..... FREE

(Transfer is good for continuing one-way trip only)

Same Day Reservation ..... \$7.00

Resident Seniors ..... \$1.75\*

\* Suggested Donation

Pre-registered seniors 60 and over residing in any of the twelve ETD member towns may ride any 9 Town Transit service on a donation-only basis. Please call 860-510-0429 to register. 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. ETD reserves the right to alter or cancel this program at any time; not valid for same day trips.

### Ten-Ticket Books

Discounted ten-ticket books may be purchased at the 9 Town Transit office, at area Stop & Shop stores and Adams Market or at [www.9towntransit.com](http://www.9towntransit.com).

Two tickets are required for Dial-A-Ride services.

#### Exact Fare Required

– Fares are Subject to Change

– Bus Drivers can not make change

## Information

### Dial-A-Ride Information

Individuals wishing to travel outside the off-route shuttle service area or those who require door-to-door assistance may request transportation to or from anywhere within the towns of Chester, Clinton, Deep River, Durham, East Haddam, Essex, Haddam, Killingworth, Lyme, Old Lyme, Old Saybrook and Westbrook. Limited service is available to the Middletown bus terminal, Middlesex Hospital and Saybrook Road Medical Complexes. Reservations are required and may be obtained by contacting Customer Service. Service is available to the general public with no age or disability restrictions. Trips within the ADA Paratransit service area will only be provided to those 60 or over.

### Hours of Operation

Dial-A-Ride service is available on a first-come-first-served basis, Monday through Friday 6:00 AM until 6:00 PM.

### Reservations

Call Customer Service for information, help planning your trip and reservations. All reservations must be made by 4:00 PM one day prior, and may be made up to two weeks in advance.

Phone: 860-510-0429

860-554-0551 (Haddam area)

TDD: 1-800-842-9710

Hours: 6:00 AM - 7:00 PM Monday - Friday

Online: [www.9towntransit.com](http://www.9towntransit.com) - 24/7

When scheduling a trip, be sure to have the date, time, street address of pick-up and drop-off locations, and return trip information available. 9TT will attempt to schedule your trip for the time requested. Your trip time may be adjusted as much as one hour before or after the requested time, depending on availability. Reservations are made on a first-come-first-served basis. You should therefore request your trip early to ensure availability. ETD may, at its sole discretion, book same-day trips if space is available at the same day reservation rate.

### Subscriptions

Subscription service allows you to schedule a recurring trip in one phone call. Subscription service is available for those with recurring trips for medical, educational, or employment purposes. Simply inform the dispatcher that you would like a subscription trip service when scheduling your trip.



## Arrival and Boarding

The bus will arrive within a half hour window of the scheduled time (up to fifteen minutes before or after the scheduled time). Passengers must be ready to board at anytime within this window. Drivers cannot wait more than five minutes after arrival, at which point the passenger is considered a No-Show.

## Assistance

The driver will be available to assist all passengers on or off the vehicle and help with up to three packages on request. Drivers will not provide assistance beyond the front door. Passengers needing additional assistance are encouraged to bring a personal care attendant (PCA), who may ride for free. Wheelchair lifts are available on all buses and may be used by anyone upon request. Please inform customer service if you will be travelling with a PCA or need to use a wheelchair lift.

## Transfers

Dial-A-Ride service offers connections to 9TT routes and Shoreline East Rail Road. If you would like to connect to a 9TT route, you may request a free transfer when boarding. If you are connecting from a shuttle route, a transfer will be accepted with an additional \$1.75 fare.

## Cancellations

Reservations must be canceled no later than two hours before the scheduled pick up time. If a scheduled ride is canceled in a timely manner, no penalties will result. Any rider who has made a reservation and is not present at the designated pick-up location or fails to cancel a reservation at least 2 hours prior to the pick-up time shall be considered a No-Show.

## No-Show Policy

Should your plans change after scheduling an off-route or Dial-A-Ride trip, please call 9TT dispatch to cancel as soon as possible. Failure to do so will result in penalties. Additional information on our no show policy is available upon request.

## Smartphone and Online Booking

Trips may be booked and canceled 24/7 online at 9towntransit.com or in our Ecolane smartphone app. The Ecolane app also allows passengers to see where their bus is in real-time, receive a notification when their bus is on its way, and pay by credit card. To sign up, simply provide a reservationist with your email address.

## Text Messaging

9TT offers text message alerts to your cell phone that provide the estimated arrival time directly to your cell phone shortly before your pick-up window. Times are estimated and subject to change. Standard text message rates apply. Call to sign up.

## Customer Service

Customer Service agents are available for questions, information, reservations, or comments.

Phone: 860-510-0429 or 860-554-0551 (Haddam area)

TDD: 711

Hours: 6:00 AM – 8:00 PM Monday – Friday  
7:15 AM – 6:00 PM Saturday

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

Online: [www.9towntransit.com](http://www.9towntransit.com)



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## Sirviendo a

**CHESTER, CLINTON, DEEP RIVER,  
DURHAM, EAST HADDAM, ESSEX,  
HADDAM, KILLINGWORTH, LYME,  
OLD LYME, OLD SAYBROOK y  
WESTBROOK**

## Servicio Limitado a Middletown

### Tarifas Dial-A-Ride

Regular ..... \$3,50

Niños (de 4 años o menores) ..... GRATIS  
(Máximo de 3 niños por adulto)

Transferencias ..... GRATIS  
(las transferencias son buenas si se continua en un viaje de una sola vía)

Reservación del mismo día ..... \$7.00\*

Residentes de la tercera edad ..... \$1.75  
\*Donación sugerida

Los adultos mayores de 60 o más residiendo en uno de los doce pueblos miembros de ETD pueden viajar en cualquiera de los servicios de 9 Town Transit bajo el sistema de donación. Por favor, llame al 860-510-0429 para registrarse. La transportación de adultos mayores es posible gracias a un fondo de la Agencia de Recursos de Envejecientes del Título III disponible bajo el Acta de Americanos Envejecientes. ETD se reserva el derecho de alterar o cancelar este programa en cualquier momento; no válido para viajes el mismo día.

### Libros de 10 Boletos

Los libros de 10 boletos con descuento pueden ser comprados en la oficina de 9 Town Transit, en tiendas del área de Stop and Shop y Adams Market o en [www.9towntransit.com](http://www.9towntransit.com).

Dos tickets son requeridos para los servicios Dial-A-Ride.

#### Tarifa Exacta Requerida

Tarifas son sujetas a cambio

Los conductores de buses no pueden proveer cambio

## Información

### Información de Dial-A-Ride

Individuos deseando viajar fuera de la ruta del servicio de bus o esos que requieren asistencia puerta a puerta pueden solicitar transportación para y desde cualquier lugar dentro de las pueblos de Chester, Clinton, Deep River, Durham, East Haddam, Essex, Haddam, Killingworth, Lyme, Old Lyme Old Saybrook y Westbrook. Servicio limitado es disponible en la terminal de bus de Middletown, el hospital de Middlesex y los Complejos Médicos de Saybrook Road. Las reservaciones son requeridas y pueden obtenerse contactando al servicio al cliente. El servicio está disponible al público general sin restricciones de edad o discapacidad.

### Horas de Operación

El servicio de Dial-A-Ride está disponible de acuerdo al orden de peticiones, de lunes a viernes de 6:00 AM a las 6:00 PM

### Reservaciones

Llame al servicio al cliente para información, ayuda para planear el viaje y reservaciones. Todas las reservaciones pueden hacerse hasta las 4:00 PM un día antes, y se pueden hacer hasta de dos semanas por adelantado.

**Teléfono:** 860- 510-0429  
860- 554- 0551 (Área de Haddam)

**TDD:** 1-800-842-9710

**Horas:** 6:00 AM – 7:00 PM lunes a viernes

**Online:** [www.9towntransit.com](http://www.9towntransit.com) – 24/7

Cuando programes un viaje, asegúrate que tienes la fecha, hora, calle, direcciones y puntos de recoger y dejar pasajeros. 9TT intentará organizar tu viaje en la hora requerida. Tu hora de viaje puede ser ajustada tanto como una hora antes o después del tiempo requerido, dependiendo de la disponibilidad. Las reservaciones son en orden de llegada. Puedes pedir tu viaje mas temprano para asegurar disponibilidad. ETD puede, a su discrecion, organizar viajes en el mismo día si el espacio está disponible en el mismo día de la reservación.

### Suscripciones

El servicio de suscripción permite organizar un viaje recurrente en una sola llamada telefónica. El servicio de suscripción está disponible para viajes recurrentes por asuntos médicos, educativos, o de empleo. Simplemente informa al operador que te gustaría suscribirte a un servicio de viaje cuando usted lo estás solicitando.

## Llegada y Abordaje

El bus llegará dentro de una ventana de media hora del tiempo programado (hasta quince minutos antes o después del tiempo programado). Los pasajeros deben estar listos para abordar en cualquier momento dentro de esta ventana. Los conductores no pueden esperar más de quince minutos después de la llegada, a tal punto que el pasajero es considerado como pasajero que no se presenta.

## Asistencia

El conductor estará disponible para asistir a todos los pasajeros en y fuera del vehículo y ayudará hasta con 3 paquetes a pedido. Los conductores no proveerán asistencia más allá de la puerta principal. Los pasajeros que necesiten asistencia adicional se les anima a traer un PCA (asistente de cuidado personal), quien puede viajar con ellos gratis. Máquinas para alzar sillas de ruedas están disponibles en todos los buses y pueden ser usados por cualquiera que lo pidan. Por favor, informa al servicio al cliente si viajarás con un PCA o necesitas un alzador de silla de ruedas.

## Transferencias

El servicio de Dial-A-Ride ofrece conexiones a las rutas 9TT y a la Shoreline East Rail Road. Si te gustaría conectarte a la ruta 9TT, puedes pedirla con una transferencia gratis el momento de abordar. Si se está conectado con una ruta de shuttle, una transferencia será aceptada por una tarifa adicional de \$1.75.

## Cancelaciones

Las reservaciones deben ser canceladas no más tarde de dos horas antes del tiempo programada para alzar al pasajero. Si el viaje programado es cancelado en un tiempo considerable, no habrán multas. Cualquier viajero que haya hecho una reservación y no está presente en el lugar para alzarlo o falle en cancelar la reservación al menos dos horas antes de la hora de alzarlo, se considerará como pasajero que no se presenta.

## Póliza sobre pasajeros que no se presentan

Si tus planes cambian luego de programar el fuera de ruta o un viaje Dial-A-Ride, por favor llama al operador de 9TT para cancelar lo más pronto posible. Si fallas al hacerlo, puedes tener multas. Información adicional de nuestra política para los que no aparecen está disponible mediante solicitud.

## Celulares Inteligentes y Confirmaciones Online

Los viajes pueden ser programados y cancelados 24/7 online en [www.9towntransit.com](http://www.9towntransit.com) o en la aplicación para teléfonos inteligentes Ecolane. La aplicación de Ecolane también permite a los pasajeros ver a los buses en tiempo real, y recibir una notificación cuando el bus está en camino. Para registrarse, simplemente dele al operador que le está haciendo la reserva, una dirección de correo electrónico.

## Mensaje de Texto

9TT ofrece alertas de mensajes de texto a tu celular que provee el tiempo estimado de llegada directamente a tu celular antes del margen de tiempo para alzar al pasajero. Los tiempos son estimados y sujetos a cambios. Tarifas de mensajes de texto standard aplican. Llama para registrarte.

## Servicio al Cliente

Los agentes de servicio al cliente están disponibles para preguntas, información, reservaciones o comentarios.

**Teléfono:** 860- 510-0429  
860- 554- 0551 (Área de Haddam)

**TDD:** 711

**Horas:** 6:00 AM – 7:00 PM Lunes a viernes

**Email:** [info@estuarytransit.org](mailto:info@estuarytransit.org)

**Online:** [www.9towntransit.com](http://www.9towntransit.com) – 24/7



**Vista Life Innovations**

Vista Life Innovations, a residential transition program for individuals with disabilities on the beautiful Connecticut shoreline.

[www.vistalifeinnovations.org](http://www.vistalifeinnovations.org) (860) 399-8080

Westbrook · Madison · Downtown Madison

*Imagining Possibilities · Empowering Lives*

# ADA Paratransit

## Serving

### Old Saybrook, Westbrook, Clinton and Madison

#### ADA Paratransit Fares

One way trip .....\$3.50

Personal Care Attendant (PCA) .....Free

Guests.....\$3.50

Guests age 4 & under ..... FREE

Ten-Ticket Books .....\$15.75

Discounted ten-ticket books may be purchased at the 9 Town Transit office, at area Stop & Shop stores, Adams Market or at [www.9towntransit.com](http://www.9towntransit.com). Two tickets are required for each ADA Paratransit trip.

## ADA Paratransit Information

ADA Paratransit is a origin-to-destination service for individuals of any age with a physical or cognitive disability that prevents them from using the 9 Town Transit route system. Trips that qualify as ADA Paratransit must have origins and destinations that are within 3/4 of a mile of Route 641 Madison – Old Saybrook, and occur with the same hours and days of operation. ADA Paratransit service is available in Old Saybrook, Westbrook, Clinton and Madison. This is a summary of our ADA paratransit program. A full description of the program is available at [www.9towntransit.com](http://www.9towntransit.com) or by request.

### Hours of Operation

ADA Paratransit is available Monday through Friday 6:20 AM until 7:50 PM and Saturday 7:20 AM until 6:00 PM.

### ADA Paratransit Registration

To register for ADA Paratransit, you must complete an application. Applications are available online at [www.ctada.com](http://www.ctada.com) or by calling 860-510-0429 option 2 to request one by mail. Partially completed applications will not be accepted. Once your application has been reviewed, 9TT will contact you to schedule an in-person interview. We may also require a professional verification.

## Application Determination Process

Applicants will receive a written notice with a determination of eligibility within 21 days following the submission of a completed application. If you have not received a determination of eligibility, you shall be treated as eligible and provided service on the 22nd day until and unless 9 Town Transit denies your application. If you are denied eligibility, given conditional eligibility or temporary eligibility, you will receive a written notice with specific reasons for the decision and a notice of your right to appeal.

## ADA Paratransit ID

Once you have been certified as ADA Paratransit eligible, you will be provided with an ADA Paratransit ID. This ID must be shown each time you board on an ADA Paratransit trip. It may also be used to show eligibility for reduced fare on any 9 Town Transit bus route and for the taxi voucher program.

## ADA Visitor Information

Individuals from outside the 9 Town Transit service area who are certified by another transit agency as ADA Paratransit eligible will be served as ADA Visitors. Eligible visitors will be served for a period of up to 21 days during any 12 month period. To request ADA Visitor status, you must provide documentation verifying ADA eligibility and the expected dates of ADA Paratransit use.

## Reservations

Reservations must be made at least one day in advance by 4:00 PM, but may be made up to two weeks in advance. Reservations may be made online or by phone:

Phone: 860-510-0429

TDD: 1-800-842-9710

Hours: 8:00 AM – 4:00 PM Monday through Friday, Sundays/  
holidays 8:00 AM – 4:00 PM by voicemail

Online: [www.9towntransit.com](http://www.9towntransit.com) – open 24/7

When scheduling a trip, be sure to have the date, time and street address of the pick-up and drop-off locations, along with return trip information. We will attempt to schedule your trip for the time requested, but may adjust the time by as much as one hour before or one hour after the requested time. If you need to be at your destination by a specific time, please notify us. You will be provided a half hour pick-up window for each trip.

Same-day trips or same-day changes are not available on ADA Paratransit.

## Smartphone and Online Booking

Trips may be booked and canceled 24/7 online at 9towntransit.com or in our Ecolane smartphone app. The Ecolane app also allows passengers to see where their bus is in real-time, receive a notification when their bus is on its way, and pay by credit card. To sign up, simply provide a reservationist with your email address.

## Subscriptions

Subscription service allows you to schedule a recurring trip in one phone call. Subscription service is available for those with recurring trips for medical, educational or employment purposes. The number of subscriptions are limited at certain times of day and may not be available for the time you require.

## Arrival and Boarding

The vehicle will arrive within the half hour pick-up window provided at the time of booking. If booking online or through our app, it will be up to 15 minutes before and 15 minutes after the scheduled time. Passengers must be ready to board at any time within this window. The vehicle will wait up to five minutes after arrival, after which point the passenger is considered a no-show. Fare payment is required upon each boarding, and drivers cannot make change.

## Text Messaging

9TT offers text message alerts to your cell phone with the estimated arrival time shortly before your pick-up window. Times are estimated and subject to change. Standard text message rates apply. Just let a reservationist know you would like to receive text messaging.

## Assistance

The driver will be available to assist all passengers on or off the vehicle and help with up to three packages on request (not exceeding 25 pounds total). While the service is generally to and from the curb, door-to-door service is available upon request, provided the driver can maintain site of the vehicle at all times. Passengers requiring additional assistance are encouraged to bring a personal care attendant (PCA), who may ride for free.

Wheelchair lifts are available and may be used by anyone on request, with or without a wheelchair. Please inform customer service if you require a wheelchair lift or will be traveling with a PCA.

## Connections and Transfers

Connections may be made to other 9TT routes and CT Transit New Haven at no additional charge. If you are transferring, be sure to request a free transfer when boarding your ADA Paratransit vehicle. A transfer will be accepted onto ADA Paratransit with an additional \$1.75 fare.

To coordinate a transfer with Greater New Haven Transit District (GNHTD) for service west of Madison, call 860-510-0429 and a reservationist will assist you. Transfers to and from GNHTD are free.

## Cancellations

Should your plans change after scheduling, please call or cancel online as soon as possible. Reservations must be canceled no later than two hours before the scheduled pick-up time. If a scheduled ride is canceled in a timely manner, no penalties will result.

## No-Show Policy

Any passenger who is not present at the designated pick-up location within the pick-up window or who cancels with less than 2 hours' notice will be considered a no-show. Passengers who no-show 10% or more of their trips in a thirty day period (but no less than 3 trips) will receive a suspension of service. Full details of the no-show policy are available in the Rider's Guide.

## Taxi Vouchers

For travel beyond the ADA Paratransit and/or Dial-A-Ride service areas or service hours, ETD offers a taxi voucher program. The program provides half the cost of a taxi trip anywhere in CT through our taxi partner. Anyone certified as ADA Paratransit eligible qualifies, see page 20 for details.

## 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 email us at info@estuarytransit.org. Please submit requests at least two business days before the trip.



## Sirviendo a Old Saybrook, Westbrook, Clinton y Madison

### Tarifas de ADA Paratransit

Viaje de una ida ..... \$3.50

Acompañante para Cuidado Personal (PCA) .. Gratis

Acompañantes ..... \$3.50

Acompañantes de 4 años o menores ..... GRATIS

Libros de 10 Boletos ..... \$15.75

Libros de diez boletos con descuento pueden ser comprados en las oficinas de 9 Town Transit, en tiendas Stop and Shop del área, Adams Market o en [www.9towntransit.com](http://www.9towntransit.com). Dos tickets son requeridos para cada viaje de ADA Paratransit.

## Información de ADA Paratransit

ADA Paratransit es un servicio de origen a destino para individuos de cualquier edad con una discapacidad física o cognitiva para prevenirlos de usar el sistema de rutas de 9 Town Transit. Los viajes que califican como ADA Paratransit deben tener orígenes y destinos que sean dentro de  $\frac{3}{4}$  de milla de la Ruta 641 de Madison- Old Saybrook y ocurrir en las mismas horas y días de la operación.

El servicio de ADA Paratransit está disponible en Old Saybrook, Westbrook, Clinton y Madison. Este es un resumen del programa de ADA Paratransit. Una descripción completa del programa esta disponible en [www.9towntransit.com](http://www.9towntransit.com) o por solicitud.

### Horas de Operación

ADA Paratransit está disponible de lunes a viernes de 6:20 AM a las 7:50 PM y sábados de 7:20 AM a las 6:00 PM.

### Registración de ADA Paratransit

Para registrarse para ADA Paratransit, debe completar una aplicación. Las aplicaciones están disponibles online en [www.ctada.com](http://www.ctada.com) o llamando al 860-510-0429 opción 2 para pedir una por correo. Aplicaciones parcialmente completadas no serán aceptadas. Una vez tu aplicación ha sido revisada, 9TT lo contactará para programar una entrevista en persona. También puede que pidamos una verificación profesional.

## Proceso de Determinación de la Aplicación

Los aplicantes recibirán una notificación escrita con la determinación de elegibilidad dentro de 21 días siguiendo a la presentación de la aplicación completada. Si no ha recibido la determinación de elegibilidad, deberá ser tratado como elegible y ser proveído del servicio en el día 22 a no ser que 9 Town Transit niegue su aplicación. Si le niegan elegibilidad, le dan elegibilidad condicional o elegibilidad temporal, recibirá una notificación escrita con razones específicas de la decisión y la nota de su derecho a apelar.

## Identificación con ADA Paratransit

Una vez ha sido certificado como elegible de ADA Paratransit, se le proveerá una identificación de ADA Paratransit. Este ID deberá ser mostrado cada vez que usted haga un viaje en ADA Paratransit. También puede ser usado para mostrar elegibilidad de tarifas reducidas en cualquiera de las rutas de 9 Town Transit y el programa de vales de taxi.

## Información de Visitantes en ADA

Individuos de afuera del servicio de 9 Town Transit que son certificados por otra agencia de tránsito como ADA Paratransit que son elegibles pueden ser servidos como visitantes ADA. Los visitantes elegibles recibirán servicios hasta 21 días durante cualquier periodo de 12 meses. Para solicitar el status de visitantes ADA, deberá proveer documentación verificando elegibilidad y las fechas esperadas del uso de ADA Paratransit.

## Reservaciones

Las reservaciones se deben hacer por lo menos un día antes hasta las 4:00 PM, pero pueden hacerse hasta con dos semanas de anticipación. Las reservaciones pueden ser online o por teléfono.

**Teléfono:** 860-510-0429

**TDD:** 1-800-842-9710

**Horas:** 8:00 AM – 4:00 PM lunes a viernes,  
domingos/feriados 8:00 AM- 4:00 PM por mensaje de voz

**Online:** [www.9towntransit.com](http://www.9towntransit.com) – abierto 24/7

Cuando programas un viaje, asegúrate que tienes la fecha, hora y dirección de la calle de recoger y dejar pasajeros, junto a la información del viaje de retorno. Trataremos de programar tu viaje en el tiempo solicitado, pero se puede ajustar el tiempo hasta una hora antes o después del tiempo solicitado. Si necesitas estar en tu destino a una hora específica, por favor, notifícanos. Se te proveerá media hora de margen por cada viaje.

Viajes del mismo día o cambios en el mismo día no están disponibles en ADA Paratransit.

## Celulares Inteligentes y Confirmaciones Online

Los viajes que son programados y cancelados 24/7 online en [www.9towntransit.com](http://www.9towntransit.com) o en la aplicación para teléfonos inteligentes Ecolane. La aplicación de Eolane también permite a pasajeros ver a los buses en tiempo real, y recibir una notificación cuando el bus está en camino. Para registrarse, simplemente provea a la persona que le hace la reserva, con una dirección de correo electrónico.

## Suscripciones

El servicio de suscripción permite organizar un viaje recurrente en una sola llamada telefónica. El servicio de suscripción está disponible para viajes recurrentes por asuntos médicos, educativos, o de empleo. Simplemente informe al operador que le gustaría suscribirse a un servicio de viaje cuando usted lo está requiriendo.

## Llegada y Abordaje

El vehículo llegará dentro de la media hora de margen proveído el momento de la reserva. Si la reserva fue hecha online o a través de la aplicación, estará 15 minutos antes o después del tiempo programado. Los pasajeros deben estar listos para abordar en cualquier momento dentro de este margen. El vehículo estará cinco minutos después de su llegada. Después de este punto el pasajero se considerará como pasajero que no se presenta. El pago de la tarifa es requerida el momento de cada abordaje y los conductores no pueden ofrecer cambio.

## Mensaje de Texto

9TT ofrece alertas de mensajes de texto a tu celular que provee el tiempo estimado de llegada directamente a tu celular antes del margen de tiempo para alzar al pasajero. Los tiempos son estimados y sujetos a cambios. Tarifas de mensajes de texto standard aplican. Solo deja saber a la persona que hace la reserva, que deseas recibir mensajes de texto.

## Asistencia

El conductor puede estar disponible para asistir a todos los pasajeros en y fuera del vehículo y ayudar hasta con tres paquetes de acuerdo a la solicitud (no excediendo las 25 libras en total). Mientras el servicio es generalmente en la acera, el servicio puerta a puerta está disponible de acuerdo a solicitud. El conductor puede mantenerse en el sitio del vehículo en todo tiempo. Los pasajeros requiriendo asistencia adicional son animados a traer un PCA (asistente de cuidado personal), quien puede viajar con ellos gratis. Máquinas para alzar la silla de ruedas están disponibles en todos los buses y pueden ser usados para cualquiera que lo pidan. Por favor, informe al servicio al cliente si viajara con un PCA o necesita un alzador de silla de ruedas.

## Conexiones y Transferencias

Las conexiones pueden hacerse con otras rutas 9TT y CT Transit New Haven sin ningún costo adicional. Si estás en transferencia, asegúrate que solicitas una transferencia gratis cuando aboradas el vehículo de ADA Paratransit. Una transferencia puede ser aceptada en ADA Paratransit con una tarifa adicional de \$1.75.

Para coordinar una transferencia del Distrito de Tránsito de Greater New Haven (GNHTD) para servicio al oeste de Madison, llama al 860-510-0429 y la persona de reservas puede asistirte. Transferencias de y para GNHTD son gratis.

## Cancelaciones

Si tus planes cambian después de programar el viaje, por favor llama o cancela online lo más pronto posible. Las reservaciones deben ser canceladas no más tarde de dos horas antes del tiempo programada para que te recojan. Si un viaje programado es cancelado en un tiempo considerable, no habrán penalidades.

## Póliza de pasajero que no se presenta

Cualquier pasajero que no está presente en la dirección asignada para recogerlo dentro del margen programado o quien cancele con menos de dos horas de notificación, será considerado como pasajero que no se presenta. Los pasajeros que no se presentan en un 10% o más de sus viajes en un periodo de treinta días (pero no menos de 3 viajes) recibirán una suspensión del servicio. Detalles completos de la póliza de pasajero que no se presenta están disponibles en la Guía del Pasajero.

## Vales de Taxi

Para viajes más allá del área de servicio de ADA Paratransit o Dial-A-Ride o de las horas de servicio, ETD ofrece un programa de vales de taxi. El programa provee la mitad del costo del viaje en taxi a cualquier lugar de CT a través de nuestros taxis socios. Cualquier persona certificada como elegible de ADA Paratransit califica. Ver página 20 para detalles.

## Acomodaciones Razonables

Los pasajeros con discapacidades pueden requerir modificaciones al actual servicio. Para hacer una solicitud, por favor llama al 860-510-0429 o mándanos un correo electrónico a [info@estuarytransit.org](mailto:info@estuarytransit.org). Por favor, ingresa la solicitud con al menos dos días hábiles antes del viaje.

# Taxi Voucher Program

## Program Overview

The Estuary Transit District's Taxi Voucher Program provides accessible transportation outside of the 9 Town Transit service area and hours and is available 24 hours per day, 7 days per week. The service is available to seniors and persons with disabilities. Participant's payments are matched 100% through the program, making taxi trips more affordable.

## Eligibility and Application Process

Anyone with a CT statewide reduced fare ID, a Medicare card, certified for ADA paratransit or age 60 and over is immediately eligible for the Taxi Voucher Program. The participant must complete the Taxi Voucher Application form with payment and proof of eligibility to begin using the program. Please allow 5 business days plus mail time (if mailing application) for the account to be loaded. The application can be found at [www.9towntransit.com](http://www.9towntransit.com) or by calling 860-510-0429 option 2.

If you do not have any of the above, you may apply for a CT statewide ID by downloading the application at [9towntransit.com](http://9towntransit.com) or an application may be mailed to you by calling 860-510-0429 option 2.

## Service Area

To use the Taxi Voucher Program, the trip must either begin or end in one of the following towns: Clinton, Chester, Durham, Essex, East Haddam, Deep River, Haddam, Killingworth, Lyme, Madison, Old Lyme, Old Saybrook and Westbrook. The other end of the trip can be anywhere that Curtin Transportation is able to travel, which includes most of Connecticut.

## Purchasing Vouchers

Simply mail your Taxi Voucher Application with your initial payment of at least \$25. ETD will credit an account in your name with Curtin Transportation at double the amount of your payment. Voucher refills may be done by mail or online at [9towntransit.com](http://9towntransit.com).

## Attendants/Companions

Up to three (3) companions, including a Personal Care Attendant (PCA), may ride for free with the eligible rider. The eligible rider and companions must have the same origin and destination, and the voucher may only be used by the eligible rider. Individuals must present identification when using the taxi voucher. Service animals are welcome.

## How To Book A Trip

Once your account has been funded, you may book a trip by calling the taxi provider, Curtin Transportation, at 860-443-1655. Reservations may be made between 9:00 AM and 1:30 PM Monday through Friday at least two days in advance, but up to three months in advance. **Be sure you have sufficient funds on your account before booking the trip.**

## Cancellations/No Shows

Cancellations must be made at least one business day before the pick-up time to avoid a charge. No-Shows will be charged for the full one-way trip.

## Curtin Transportation

(860) 443-1655

## Reservation Times:

Monday – Friday

9:00 AM – 1:30 PM



# Connecting Connecticut

## Connecting Services Contact Information

### Amtrak

www.amtrak.com (800) 872 - 7245

### Greyhound

www.greyhound.com (800) 231 - 2222

### CT Transit

www.cttransit.com  
Hartford (860) 525 - 9181  
New Haven (203) 624 - 0151

### CT Rides

www.ctrides.com (877) CTRIDES  
Free commuter services including trip planning and ride sharing.

### Middletown Area Transit

www.middletownareatransit.org (860) 346 - 0212

### South East Area Transit

www.seatbus.com (860) 886 - 2631  
New London and Norwich area bus service.

### Shoreline East

www.shorelineeast.com (860) ALL - RIDE  
Commuter Rail service between New Haven and New London.

### Greater New Haven Transit District

www.gnhtd.org (203) 288 - 6643  
Paratransit service for New Haven region

### Greater Hartford Transit District

www.hartfordtransit.org (860) 247 - 5329  
Paratransit service for the Hartford region

### Know How to Go South Central CT

www.knowhowtogoscct.org (475) 243-3944  
A one-stop resource for travel information

## Estuary Transit District 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 [www.9towntransit.com](http://www.9towntransit.com) or call our Civil Rights Officer at 860-510-0429 Extension 101.

## Accessibility

9 Town 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 a respirator, concentrator, 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 can file a complaint by visiting [9towntransit.com](http://9towntransit.com) or calling 860-510-0429 x102 if you need assistance filing a complaint.

## Reasonable Accommodation

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 option 3 or email us at [info@estuarytransit.org](mailto:info@estuarytransit.org). Please submit requests at least two business days before the trip.

Never miss your bus again!

Search for Passio GO in the app store to track your bus today.

Available on the App Store

GET IT ON Google play

Coming Fall 2019!

# Programa de Vales de Taxi

## Información General del Programa

El programa de Vales de Taxi de Estuary Transit District provee transportación accesible fuera del área de servicio de 9 Town Transit y está disponible las 24 horas del día, 7 días a la semana. El servicio está disponible para adultos mayores y personas con discapacidades. Los pagos del participante son igualados al 100% a través del programa, haciendo los viajes en taxi más costeables.

## Proceso de Elegibilidad y Aplicación

Cualquier persona con un ID de tarifa reducida en todo el estado de CT, certificado por ADA Paratransit de 60 años de edad y más, es elegible para el Programa de Vales de Taxi inmediatamente. El participante debe completar el formulario de aplicación de Vales de Taxi con el pago, y una prueba de elegibilidad para empezar a usar el programa.

Por favor, considera 5 días hábiles más tiempo de envío de correo (si está enviando la aplicación por correo) para que la cuenta esté cargada. La aplicación puede encontrarse en [www.9towntransit.com](http://www.9towntransit.com) o llamando al 860-510-0429 opción 2.

Si no tienes nada de lo mencionado anteriormente, puedes aplicar a una identificación para todo el Estado de CT, bajando la aplicación en [9towntransit.com](http://9towntransit.com) o una aplicación será enviada por correo llamando al 860-510-0429 opción 2.

## Área de Servicio

Para usar el programa de Vales de Taxi, el viaje debe empezar o terminar en uno de los siguientes pueblos: Clinton, Chester, Durham, Essex, East Haddam, Deep River, Haddam, Killingworth, Lyme, Madison, Old Lyme, Old Saybrook y Westbrook. La otra parte del viaje puede ser en cualquier lugar que Curtin Transportation esté dispuesta a viajar, que incluye la mayor parte de Connecticut.

## Comprando Vales

Simplemente envía por correo tu aplicación para Vales de Taxi con tu pago inicial de al menos \$25. ETD te dará un crédito en la cuenta con Curtin Transportation para duplicar el monto de tu pago. Las recargas de los vales se pueden hacer por correo u online en [www.9towntransit.com](http://www.9towntransit.com).

## Acompañantes

Hasta tres (3) acompañantes, incluyendo un Acompañante de Cuidado Personal (PCA), que puede viajar gratis con el pasajero elegible. El pasajero elegible y sus acompañantes pueden tener el mismo origen y destino, y el vale puede ser usado sólo por el pasajero elegible. Los individuos deben presentar identificación al usar el vale de taxi. Los animales de servicio son bienvenidos.

## Como programar un Viaje

Una vez tu cuenta ha sido cargada, puedes programar un viaje llamando al proveedor de taxi, Curtin Transportation, al 860-443-1655. Las reservaciones pueden hacerse entre las 9:00 AM y 1:30 PM lunes a viernes por lo menos dos días por adelantado, pero hasta tres meses de adelantado.

**Asegúrate que tienes fondos suficientes en tu cuenta antes de programar el viaje.**

## Cancelaciones/ No apariciones

Las cancelaciones se pueden hacer al menos con un día hábil de anticipación antes del momento de recoger la persona, para evitar un cargo. Si la persona no aparece, se le cargará un viaje completo de ida.

## Curtin Transportation

(860) 443-1655

## Horas de Reservación

Lunes- Viernes

9:00 AM – 1:30 PM





# Conectando Connecticut

## Información de Contacto de Servicios de Conexión

### Amtrak

[www.amtrak.com](http://www.amtrak.com) (800 -872-7245)

### Greyhound

[www.greyhound.com](http://www.greyhound.com) (800-231-2222)

### CT Transit

[www.cttransit.com](http://www.cttransit.com)  
Hartford (860) 525-9181  
New Haven (203) 624-0151

### CT Rides

[www.ctrives.com](http://www.ctrives.com) (877) CTRIDES

Servicios gratis de viajantes incluyendo planificación de viajes y compartimiento de viaje de pasajeros.

### Middletown Area Transit

[www.middletownareatransit.org](http://www.middletownareatransit.org) (860) 346-0212

### South East Area Transit

[www.seatbus.com](http://www.seatbus.com) (860) 886-2631

El área de New London y Norwich son de servicios de bus.

### Shoreline East

[www.shorelineeast.com](http://www.shorelineeast.com) (860) ALL-RIDE

Servicio de Viaje por Riel entre New Haven y New London.

### Greater New Haven Transit District

[www.gnhtd.org](http://www.gnhtd.org) (203) 288-6643

Servicio de paratransito para la región de New Haven

### Greater Hartford Transit District

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

Servicio de paratransito de Hartford

### Know How to Go South Central CT

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

Un recurso de una sola parada con información de viaje

## Enunciado de Políticas de Estuary Transit District Título VI

El Estuary Transit District está comprometido en asegurar que ninguna persona es excluida de participación, beneficios negados o sujeta a discriminación bajo ningún programa o actividad, de acuerdo a su raza, color o país de origen. Cualquier persona que cree que ha sido sujeta a discriminación o retaliación basada en su raza, color o país de origen pueden presentar una queja al Título VI. Para más información acerca de esta póliza y el proceso de queja, visita [www.9towntransit.com](http://www.9towntransit.com) o llama al Oficial de Derechos Civiles al 860-510-0429, extensión 101.

### Accesibilidad

9 Town Transit es accesible a personas con discapacidades. Todos los buses son equipados con alzadores de sillas de ruedas y rampas para permitir a las personas en silla de ruedas o personas que no pueden navegar los pasos de utilizar nuestros servicios. Operados de buses son entrenados para asistir a los pasajeros en uso de alzadores y rampas y sillas de ruedas seguras. Los pasajeros pueden viajar con un respirador, concentrador y oxígeno portable. Los animales de servicio son bienvenidos a bordo en todos nuestros vehículos en todas nuestras facilidades

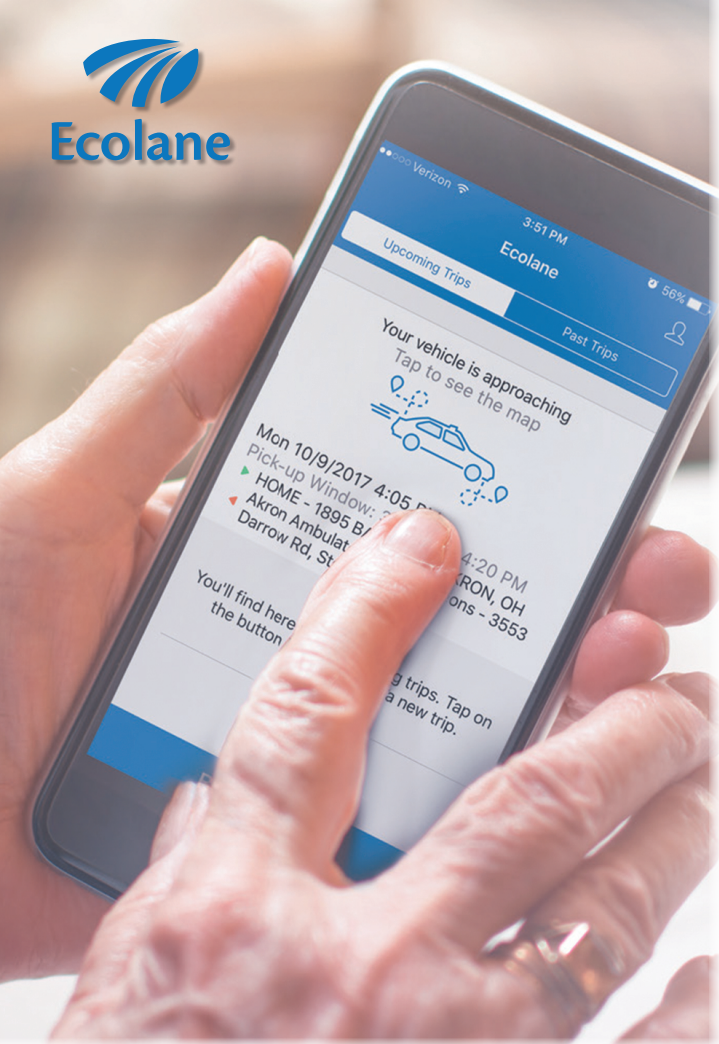
La información pública está disponible en formatos alternativos ante solicitud. Si tienes una queja sobre la accesibilidad de nuestro sistema de tránsito o servicio, o crees que has sido discriminado por tus discapacidades, puedes presentar una queja visitando [www.9towntransit.com](http://www.9towntransit.com) o llama al 860- 510- 0429 x 102 si necesitas asistencia llenando una queja.

### Acomodaciones Razonables

Pasajeros con discapacidades pueden pedir modificaciones a ciertos procedimientos de servicios para acceder al servicio, Para realizar una solicitud, por favor llámanos al 860-510-0429 opción 3 o envía un correo electrónico a [info@estuarytransit.org](mailto:info@estuarytransit.org)

Por favor, presenta tu solicitud con al menos dos días hábiles antes del viaje.





# PLANNING YOUR TRIP JUST GOT EASIER

Download the Ecolane  
Mobile App



**Book and track your Dial-A-Ride or Paratransit trip  
with the Ecolane Mobile App**



- **Book or cancel your trip**
- **Find out when your vehicle is due to arrive**
- **Pay your fare by credit card**



For more information, including the website portal,  
visit [www.9towntransit.com](http://www.9towntransit.com) or call us at 860-510-0429



## STRONG HOUSE ADULT DAY CENTER

AFFILIATE OF VNA COMMUNITY HEALTHCARE & HOSPICE

546 Durham Road,  
Madison, CT  
StrongHouseCT.org  
Call 203.245.0524  
to schedule a visit.



## Make Every Day Meaningful

As a home away from home for older adults with memory or physical care needs, Strong House Adult Day Center offers a full program to help your loved one find their place and purpose in later years of life.

*Does your loved one need activity and care when you can't be there?*

**Social Activities • Personal Care • RN on Staff • Nutritious Meals • Transportation Provided • Caregiver Support**

VNA Community Healthcare & Hospice complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability or sex. Language assistance services are available free of charge for non-English speaking or hearing impaired individuals. Call 203-458-4200, TTY 7-1-1.

## Wellness. It's what we do.

If you have a question for a nurse, want your blood pressure checked, are learning to manage a chronic illness or just feel like lacing up your sneakers and exercising with us, we can't wait to see you.

Helpline: 866.474.5230  
Proudly serving the  
Connecticut shoreline

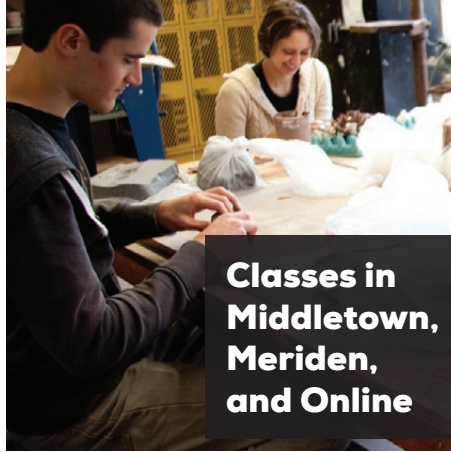
To learn about our wellness programs as well as our quality of life home healthcare and hospice services visit [vnacommunityhealthcare.org](http://vnacommunityhealthcare.org)



VNA COMMUNITY  
HEALTHCARE & HOSPICE



# MIDDLESEX COMMUNITY COLLEGE



*[mxcc.edu](http://mxcc.edu)*

**YOUR COLLEGE • YOUR FUTURE**