

## General Information

### Windham Region Transit District Title VI Policy Statement

Windham Region 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, national origin, sex, age, disability or income level. Any person who believes that he or she has been subjected to discrimination or retaliation based on their race, color, national origin, sex, age, disability or income level may file a Title VI complaint. For more information about this policy and the complaint process go to our website at [www.wrtd.org](http://www.wrtd.org) or call our Civil Rights Officer at (860) 456-2223 x106.

### Declaración de la política del Título VI del “Windham Region Transit District”

“Windham Region Transit District” está comprometido a garantizar que no se excluya la participación de ninguna persona, que no se le nieguen los beneficios ni que sea objeto de discriminación de otra manera, bajo ningún programa o actividad con base en la raza, el color de la piel, el país de origen, el sexo, la edad, la discapacidad o el nivel de ingresos. Cualquier persona que considere que ha sido objeto de discriminación o represalias con base en su raza, color de piel, país de origen, sexo, edad, discapacidad o nivel de ingresos puede presentar una queja del Título VI. Para obtener más información acerca de esta política y el proceso de quejas, diríjase a nuestro sitio web en [www.wrtd.org](http://www.wrtd.org) o llame a nuestro Oficial de Derechos Civiles al (860) 456-2223 x106.

### 温德姆(Windham) 地区交通运输局 第 VI 章(Title VI) 政策声明

WRTD 致力确保任何人在任何计划或活动中均不会因种族、肤色、国籍、性别、年龄、残疾或收入水平等因素而被剥夺参与权利、被拒绝福利或遭受任何其他形式的歧视。任何认为自己因种族、肤色、国籍、性别、年龄、残疾或收入水平等因素而遭到歧视或报复的民众均可递交第 VI 章投诉。要了解有关此项政策和投诉流程的详细信息，请访问 [www.wrtd.org](http://www.wrtd.org) 或拨打 860-456-1462 分机号106 联系公民权利官员。

## General Information

### Local, Commuter & Deviated Fixed Route Fares

#### One-Way Fares

#### Local Routes – Storrs & Willimantic

Cash Fare	\$1.25
Person with disability*	\$0.75
Person 60 years of age and over*	\$0.50
Children (age 4 and under) (Maximum of 3 children per adult)	No Charge
Transfer between Local Routes (Transfer is good for continuing one-way trip only. Request a transfer from the driver when you board the bus and pay the fare.)	No Charge

#### Commuter & Deviated Fixed Routes - Norwich & Danielson

Cash Fare	\$2.75
Children (age 4 and under) (Maximum of 3 children per adult)	No Charge
Transfer from a Local Route (Transfer is good for continuing one-way trip only. Request a transfer from the driver when you board the bus and pay the fare.)	\$1.50

Exact fare required. Drivers do not handle money. Fares are subject to change.

#### Discounted Tickets and Passes

Discounted ten-ride tickets and monthly passes may be purchased at the WRTD office Monday-Friday, between the hours of 8:30AM and 4:00PM, or on WRTD Local Route, Commuter Route, and Deviated Fixed Route buses.

Local Route Ten-ride Ticket - \$11.00

Local Route Monthly Pass - \$37.00

Commuter Route Ten-ride Ticket - \$27.50

Commuter Route Monthly Pass - \$82.50

*Note: A Local Route ticket or pass may be used on Commuter and Deviated Fixed Routes with an additional \$1.50 per ride.*

\* Proper I.D. required for reduced fare on Local Routes. To receive reduced fare privileges for persons with a disability, display your Medicare Card or your Transit/Reduced Fare Photo I.D. Card to the driver. If you do not have a Medicare Card, a Transit/Reduced Fare Photo I.D. Card is available by calling the CT Transit Senior/Disabled representative at (860) 522-8101.

## General Information

### Local, Commuter, and Deviated Fixed Routes

**Storrs-Willimantic Bus** Local Route service operates north and south between the Holiday Mall in Storrs and Gateway Commons in Willimantic. This route serves UConn, East Brook Mall and ECSU’s Noble Hall using Route 195, Main Street inbound and Valley Street outbound.

**Willimantic City Bus** Local Route service operates east and west through Willimantic and North Windham, including service to downtown, ECSU, and Windham Hospital. City Bus connects with WRTD’s Storrs-Willimantic Bus.

**ADA Complementary Paratransit** is available within ¾ mile of WRTD Local Route services, Monday through Saturday, between 6:00AM and 10:00PM. To schedule a ride, call at least one day prior to your trip, between the hours of 8:00AM and 4:00PM

**Willimantic-Norwich Route 32 Commuter Bus** operates 7 days a week, traveling from Willimantic to Norwich via Route 32 and then to Foxwoods Casino via Route 2. This is a flag stop service within Willimantic, with limited stops in Franklin and Norwich. Connections with SEAT buses at the Transportation Center in Norwich are possible; call SEAT at 860-886-2631 for connecting service information.

**Willimantic to Danielson Bus** service operates Monday through Friday, traveling between Willimantic and Brooklyn via Route 6. Connections with Northeast CT Transit District (NECTD) buses in Brooklyn are possible; call NECTD at 860-774-3902 for connecting service information.

### Other Area Public Transportation

**UConn Shuttle** is operated by the University of Connecticut. For more information on UConn shuttle services, call 860-486-1448.

**Connecticut Commuter Service** to Hartford operates Monday through Friday from Willimantic, Columbia, Andover, Coventry and Bolton. For more information, contact CTTRANSIT at 860-525-9181 or [www.cttransit.com](http://www.cttransit.com).

**Intercity bus** service to Hartford / Providence / Boston / N.Y and points beyond is provided by Peter Pan Bus. For information, call Peter Pan at 1-800-343-9999.



Windham Region Transit District

## Windham Region Transit District’s Rider Guide



Effective May 15, 2017

Windham Region Transit District  
28 South Frontage Rd  
Mansfield Center, CT 06250

[www.wrtd.org](http://www.wrtd.org)  
[info@wrtd.org](mailto:info@wrtd.org)  
860-456-2223

For TDD service, please call  
1-800-833-8134

## Dial-A-Ride

### What is Dial-A-Ride?

“Dial-A-Ride” is a door-to-door public transportation service designed to meet the transportation needs of the elderly and persons with a disability. Drivers will assist passengers to and from the door at the pickup point and destination. Dial-A-Ride is a shared ride service for trips originating and ending in the 9-town Windham region of Ashford, Chaplin, Columbia, Coventry, Lebanon, Mansfield, Scotland, Willington, and Windham-Willimantic, transporting riders to medical appointments, shopping centers, personal business destinations, nutrition centers, Senior Center activities, and work.

### How do I schedule a ride?

All reservations must be made a minimum of one business day in advance by 4:00PM and may be booked up to two weeks in advance. A dispatcher will ask you about your trip and schedule your pickup and return ride. Please have the following information available when making a reservation:

- customer name;
- exact origin and destination street addresses;
- names of complexes or subdivisions, as well as building, apartment or suite numbers;
- appointment time or pick-up time;
- information about mobility devices (i.e. cane, wheelchair, scooter, etc.), Personal Care Assistant, or companions; and
- return pick-up time (if no return pick-up time is provided, the trip will be scheduled as one-way.)

WRTD will make an effort to accommodate trips within one hour before and one hour after a requested pickup time. Be sure to write down the information the dispatcher gives you. WRTD will make every effort to arrive within the 30-minute pickup window, 15 minutes before or after the scheduled pickup time. Call (860) 456-2223 for additional information and reservations.

Please, if you find that you do not need a ride you have scheduled, call the dispatcher immediately and cancel the ride.

## Dial-A-Ride

### Hours of Operation

Monday - Friday

8:00 AM - 4:00 PM

### Fares

General Public	\$4.25
Person with a Disability*	\$2.75
Person 60 Years of Age and Over*	No Charge
ADA**	\$2.50
Children (age 4 & under) (Maximum of 3 children per adult)	No Charge

Dial-A-Ride gratefully accepts donations from its users or any other interested parties. Donations are a crucial part of Dial-A-Ride funding. Please send to: WRTD, 28 South Frontage Road, Mansfield Center, CT 06250.

### Discounted Ticket Booklets

Discounted ten-ticket booklets may be purchased at the WRTD office Monday-Friday, between the hours of 8:30AM and 4:00PM, or on WRTD Dial-A-Ride buses.

10-Ticket Booklet, General Public - \$38.00

10-Ticket Booklet, Person with a Disability\* - \$24.75

10-Ticket Booklet, ADA\*\* - \$25.00

\* Proper I.D. required for reduced fare. Persons 60 years of age and over and persons with a disability may travel for a reduced fare at any time. To receive the reduced fare privileges, display your Medicare Card, or your Transit/Reduced Fare Photo I.D. Card to the driver. If you do not have a Medicare Card, a Transit/Reduced Fare Photo I.D. Card is available by calling the CT Transit Senior/Disabled representative at (860) 522-8101.

\*\* Fares for ADA certified passengers are based on double the cost of the fixed-route bus fare. Call WRTD at (860) 456-1462 for information about ADA eligibility.

### Funding sources:

CT Dept. of Transportation; Senior Resources Area Agency on Aging under the provisions of Title III of the Older Americans Act; the towns of Ashford, Chaplin, Columbia, Coventry, Lebanon, Mansfield, Scotland, Willington, and Windham.

## General Information

### Rider Tips

#### To Help Us Serve You Better

- Have the exact bus fare, pass or ticket ready before you board the bus
- Allow persons using wheelchairs to board first
- Keep children seated
- Pull the signal cord at least one block before your requested stop
- Do not cross the street in front of the bus; wait until it has pulled away
- Keep seats clean, clear of your belongings, and available for seating
- Keep the designated front seats reserved for senior citizens and persons with disabilities
- This bus makes frequent starts and stops. Stay seated, if possible, and wait until the bus has stopped before moving to exit
- Cooperate with your bus operator’s instructions

### Customer Courtesy

The following are not permitted on WRTD buses and vans:

- Smoking, including electronic cigarettes
- Food, drinks or alcoholic beverages
- Loud music players without headphones
- Loud or lengthy cell phone conversations
- Loud conversation, threats or profanity
- Uncaged pets (service animals are permitted)
- Head, hands and arms outside the bus
- Riding without shoes or shirt

### Customer Service Center

Please call us for bus schedule information, for lost & found items, to schedule a ride, or with your comments.

Hours: Monday through Friday 8:00AM – 4:00PM

Phone: 860-456-2223 TTD: 1-800-833-8134

### Lost and Found

Items found on a WRTD bus or van should be turned in to the driver immediately. When an item is found on a WRTD bus or van, it is kept at the WRTD office. Items not claimed at the end of 30 days will be disposed of. If you left an item on one of WRTD’s buses or vans, contact the WRTD office during regular business hours. When you call, it would be helpful for you to provide us with a detailed description of the missing item.

## General Information

### Holidays

The **Storrs-Willimantic Bus** and **Willimantic City Bus** do not run on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

The **Willimantic to Danielson Bus** and **Dial-A-Ride** services do not run on the following holidays: New Year’s Day, Martin Luther King Day, President’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

The **Route 32 Commuter Route Bus** runs 365 days a year.

### Strollers and Carts

Folding strollers, carts and bicycles are welcome on WRTD buses and vans. These must be folded before boarding and kept out of the aisle if possible.

### Bicycles welcome!

WRTD’s Willimantic City Bus and Storrs-Willimantic Bus vehicles are equipped with bicycle racks for customers on a first-come, first-served basis. Non-motorized two-wheel bicycles only. Customers use bicycle racks at their own risk and are responsible for loading and unloading.

### Accessibility

All WRTD buses and vans are accessible to persons with disabilities. Also, some of our buses can kneel to lower the first step height. Please ask the driver to kneel the bus to assist you in boarding or alighting.

### Reasonable Modification Policy

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 860-456-2223 or email us at [info@wrtd.org](mailto:info@wrtd.org). Please submit requests at least one business day before the trip. Windham Region Transit District will not charge additional fees for passengers requiring reasonable modifications.