

GNHTD Services

ADA (Americans with Disabilities Act)

ADA Paratransit is available for individuals who have a disability or health condition(s) preventing them from using the city buses. The service can be used for any type of trip within the service area, during the hours of operation the city buses run in a particular area.

- This service is available within a $\frac{3}{4}$ mile parameter of the fixed route service, excluding express or commuter routes. In order for GNHTD to provide a particular trip, that trip must begin and end within the designated service area. Our Customer Service Representatives will be happy to help you determine if your trip is an eligible ADA trip.
- Greater New Haven Transit operates during the same hours and days as CTTransit's New Haven Division. Generally, we operate Sunday through Saturday between 5:30 am to 11:30 pm. All trips must be scheduled in a manner that ensure they will be completed by the end of service on the day of travel.
 - Example: The latest pick-up time available for a trip from New Haven to New Haven will be 11:15 pm with the final drop off time being 11:45 pm.

If a CTTransit route stops operating at a certain time in an area, GNHTD service also stops operating.

- Example, the S route stops operating in Branford, Guilford, and Madison at 7:00 pm so all trips in these towns must be completed before that time.
- Calls are taken from 9 AM – 5 PM, 7 days a week.
- Riders may book rides from 7 days to 1 day before expected ride.
- We do not provide or make changes to a trip on the same day of service.
- The fare for a one-way ADA trip is \$3.50. GNHTD drivers are prohibited from making change. ***Exact fare is required at time of pick up.*** (GNHTD fares are structured at twice the CTTransit regular fare and are subject to change). For your convenience, you may pre purchase books of tickets from CTTransit's website, their information booth on the New Haven Green, or from the courtesy booth at participating Stop and Shop locations. A booklet of 10 tickets is \$28.00.
- To apply for the service you can download or complete an application on-line at CTADA.com, or request an application to be mailed to you. After the application is

received you will be required to come to GNHTD's administrative office for an assessment interview. A ride will be provided if needed.

Comment [LB1]:

RRP (Regional Rides Program)

The Regional Rides Program is provided to residents in the participating towns who are either age 60 or older, or are eligible for ADA paratransit. The municipalities serviced by RRP include: Bethany, Branford, East Haven, Hamden, New Haven, North Branford, North Haven, Orange, Wallingford, West Haven, and Woodbridge.

- Generally, we operate Monday through Saturday, 5:30 am to 11:30 pm. All trips must be scheduled in a manner that ensure they will be completed by the end of service on the day of travel. There is no Sunday service.
- RRP rides are limited so it is important that you call 7 days prior to when you want to travel. Rides for this program cannot be booked until 11:00am. Be sure to call at 11:00am sharp because the rides fill up quickly.
- We do not provide or make changes to a trip on the same day of service.
- Cost per trip is currently \$3.50 and is set by GNHTD Management recommendation with Board and RRP member municipality approval. Cash or GNHTD Vouchers (Green) may be used as payment for this service. You can purchase these vouchers at the GNHTD's administrative offices (1014 Sherman Ave, Hamden). A booklet of 10 tickets is \$28.00.
- Rides are limited to: Medical, Adult Day Care and Work Monday through Saturday and grocery shopping trips can be made on Tuesdays and Thursdays.
- Rides must be within the boundaries of the 11 participating towns. These towns are; Bethany, Branford, East Haven, Hamden, New Haven, North Branford, North Haven, Orange, West Haven and Woodbridge.
- RRP applications can be downloaded from GNHTD's website (GNHTD.org) or you can call and request an application to be mailed to you. This application is for those individuals age 60 and older. If you have a disability or health condition(s), at any age, please only complete the ADA application.