

*Northwestern CT*  
**Transit  
District**  
*We'll Get You There!*

# Dial-A-Ride



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## **Curb-To-Curb Transportation Service**

provided by: **Northwestern CT Transit District**

Open to the Public in the 16 towns throughout Northwest CT

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**- Call Toll Free -**

**1 (866) 906-RIDE (7433)**

**[www.nwcttransit.com](http://www.nwcttransit.com)**

ph: (860) 489-2535 • fax: (860) 489-3353

957 East Main Street • Torrington, CT 06790

## Dial-A-Ride Reservations

Require a 24-hour advance notice. To make a reservation call the Northwestern CT Transit District.

**(860) 489-2535**  
**or**  
**1 (866) 906-RIDE (7433)**

## Office Hours

**Monday - Thursday.....7:30 A.M. to 4:00 P.M.**

**Friday..... 7:30 A.M. to 3:00 P.M.**

## One-Way Trip Fares

Adults (18 & over).....	\$1.00
Students .....	\$ .75
Disabled .....	\$ .50
Elderly (60 & up) donations accepted .....	FREE
Children (up to age 5, with adult) .....	FREE

- Disabled persons must show their original Medicare or State Elderly/Disabled ID card to the driver. Call CT Transit at (860) 522-8101 for more information about the state-issued card. Certification by a medical doctor is needed to qualify for the disabled reduced fare.
- Personal Care Attendants may ride for free when accompanying a passenger with a disability; companions are required to pay a fare.

## The Rural Transit Dial-A-Ride

is a paratransit, curb-to-curb service for any persons (anyone under 12 years of age must be accompanied by an adult), in the 16 towns it serves.

Transportation is provided to Nutrition Programs, Medical Appointments, Shopping and other Social and Personal purposes.

**All Dial-A-Ride vehicles are wheelchair accessible.**



## Riding the Dial-A-Ride Bus

- Be ready for pick-up at least 15 minutes ahead of the scheduled pick-up time.
- Driver will drop you off at the scheduled destination. If you are a “will call” client, the bus driver will give you a phone number to call whenever you are ready.



## Frequently Asked Questions Regarding Dial-A-Ride

**There is NO Smoking, Eating or Drinking at any time on the buses.**

**Q: Will the drivers assist riders?**

**A:** Yes. They will assist riders on and off the bus, via steps or wheelchair lift, but they do not assist clients from the door or into house.

**Q: How much notice is required for the Dial-A-Ride service?**

**A:** The earlier you make your appointment the better chance you will have of getting the time requested. Appointments can be made 24-hours in advance, but at least three days notice is recommended.

**Q: Is an aide allowed to travel with the rider?**

**A:** Yes. An aide is allowed to ride with a client where a disabled or elderly client needs assistance. The aide rides free of charge.

**Q: Where can we go with the Dial-A-Ride service?**

**A:** You can go Shopping (3 bag minimum), Medical Appointments, Nutrition Sites, Senior Centers, Hair Salon, Social Events, etc.

**Q: How much does it cost to ride the Dial-A-Ride?**

**A:** Elderly (60 and up) ride free; donations are accepted. Disabled passengers \$.50, and Adults ride for \$1.00.

**Q: Are buses wheelchair accessible?**

**A:** Yes. All buses are equipped with wheelchair lifts.

**Q: Can I request to use the wheelchair lift if I do not have a wheelchair, but have difficulties with stairs?**

**A:** Yes. Either inform the dispatcher or tell the driver when he / she arrives at the pick-up location.

**Q: Are service animals allowed on the bus?**

**A:** Yes. All service animals are allowed on buses.

**Q: Do the buses run during a snowstorm or bad weather?**

**A:** In the event of cancellations or delays, announcements will be made on WZBG (97.3 FM), Channel 3 and Channel 5.

# Towns Served: Days & Hours

**Hours are 9:00 A.M. to 3:00 P.M.**  
**unless otherwise noted - see website for details**

**Barkhamsted** Wednesday: Winsted & Torrington

## **New Hartford**

Monday & Wednesday: Winsted & Torrington

Tuesday & Thursday: Torrington

## **Harwinton**

Tuesday & Thursday: Harwinton Senior Center

Wednesday: Torrington (10:00 A.M. to 2:00 P.M.)

## **Canaan, Falls Village, Sharon & Salisbury**

Tuesday, Wednesday & Thursday: Local

Monday & Friday: Torrington (9:30 A.M. to 3:00 P.M.)

## **Cornwall & Goshen**

Tuesday, Wednesday & Thursday:

Canaan, Falls Village, Sharon and Salisbury

Monday & Friday: Torrington (10:00 A.M. to 2:00 P.M.)

## **Kent**

Monday: New Milford

Wednesday: Nutrition Site, Local (9:30 A.M. to 3:00 P.M.)

## **Litchfield**

Monday, Tuesday & Wednesday: Torrington

Thursday: Local

Friday: Litchfield (A.M.), Torrington (P.M.)

**Morris** Thursday: Litchfield & Torrington

**Norfolk & Colebrook** Monday thru Friday: Local

**Torrington** Monday through Friday: Local

## **Winchester & Winsted**

Monday through Friday: Local

(8:30 A.M. to 12:00 P.M. & 12:30 P.M. to 4:30 P.M.)

Tuesday, Wednesday & Thursday: Torrington

(8:30 A.M. to 3:00 P.M.)