



How do I get a ride?

Call Senior Services at

860-444-5839

Request to have a registration form mailed to your home or download a form from our website at

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

No fares are charged for this service.

Transportation Program for Seniors and Individuals with Disabilities

## Your Rights Under Title VI

The Town of Waterford upholds its commitment to the principles inherent in the Civil Rights Act of 1964, which affirms that discrimination is illegal. The Town of Waterford in accordance with Connecticut State and Federal law will ensure full compliance with Title VI of the Civil Rights Act of 1964 as amended and related statutes. The Town of Waterford is committed to ensuring that no person is excluded from participation, denied benefits, or otherwise subjected to discrimination under any program or activity or any service rendered to the public, on the basis of race, color, national origin, sex, age, or disability. Further, the Town of Waterford prohibits discrimination in public accommodations on the basis of ancestry, breast feeding in a place of public accommodation, lawful source of income, learning disability, marital status, mental disability, mental retardation, physical disability, religious creed, sexual orientation, as well as using a guide dog/training a guide dog. To request additional information on The Town of Waterford's non-discrimination obligations or to file a Title VI complaint, please submit your request or complaint in writing to:

Sally B. Ritchie, Title VI Coordinator  
15 Rope Ferry Road  
Waterford, CT 06385

Complaint forms can be obtained online at the Town of Waterford website [www.waterfordct.org](http://www.waterfordct.org)

or in person at the:  
Senior Services Department  
Waterford Community Center  
24 Rope Ferry Road  
Waterford, CT 06385

The Town of Waterford does not discriminate on the basis of race, color, national origin, gender, religion, age or disability. Individuals with disabilities who require modifications to participate in Town of Waterford (TOW) sponsored programs and activities or to access TOW services or goods are asked to submit their request with 48 hours notice to the Town's ADA Coordinator. Reasonable modifications will be made on a case by case basis. Documentation may be required when requesting modifications.

The Town of Waterford complies with The Americans with Disability Act.   
Contact ADA Coordinator  
[sritchie@waterfordct.org](mailto:sritchie@waterfordct.org) 860-444-5839  
15 Rope Ferry Rd Waterford, CT 06385

FOR PERSONS WITH DISABILITIES, THIS PUBLICATION CAN BE PROVIDED IN ALTERNATE FORMATS.

Waterford

Need A Ride?



Waterford Senior Services  
860-444-5839

## HOW TO ACCESS THIS SERVICE

- Call the Senior Services Department at **860-444-5839** to request a Transportation Registration Packet.
- Complete, sign, and return the form to Senior Services. Read the *Waterford Senior Services Transportation Program* document and keep it as a handy reference.
- When calling to request a ride, be ready to provide the complete address of your destination, as well as the date and time of your appointment.
- The majority of reservation requests are taken from 9:00 a.m. to Noon Monday– Friday. The office is open 8 a.m. to 4 p.m.
- Reservations can be made up to (6) six weeks in advance.
- Requests for rides are taken on a first come first served basis and the schedule fills quickly.
- Please be ready one hour prior to scheduled appointment time.

**Cancellations should be made as early as possible so that we may accommodate other passengers.**

**W**ho is the service for?

We provide curb-to-curb transportation to Waterford residents who are sixty (60) years of age and older and to disabled adults.

**W**here can I go?

Our service area includes Waterford, East Lyme, Niantic, and New London. We take people to physician appointments, outpatient testing, (x-rays, lab tests, etc.), physical therapy, salon/barbershop, and errands.

Grocery shopping rides are available on **Mondays**.

Shopping and errand trips (other than grocery shopping) are available on some Thursdays at various locations in Waterford.

**Friday** service is for medical rides only.

**W**hen can I go?

Service is provided Monday through Friday 8:45 a.m. to 3:30 p.m. for routine, pre-scheduled appointments. The schedule may change due to inclement weather, staffing shortage, or mechanical problems.

There is no service on holidays.

**W**hat does it cost?

The service is provided free of charge.

**W**ho do I call for a ride?

Phone: 860-444-5839

Fax: 860-440-5720  
waterfordct.org

**Waterford  
Senior Services  
Transportation  
Program for  
Individuals Age Sixty  
and Older and/or  
with Disabilities.**

## Waterford Senior Services

Phone: 860-444-5839  
Fax: 860-440-5720

Senior Services  
Department  
15 Rope Ferry Road  
Waterford, CT 06385