

The East Lyme Senior Center provides transit services to residents of the Town of East Lyme who are 60+ or under 60 with a disability which prevents them from driving. This service runs Monday through Friday and operates between the hours of 8:30am and 4:00pm, barring any holidays.

Transportation Services Include:

- 2 handicapped accessible buses
- Based on demand
- Is door to door

Registration

A one page registration form available from the Senior Center office must be completed prior to any rides given.

Appointments

- The passenger, a family member, or a friend can make transportation arrangements.
- Appointments should be given to the Senior Center office as soon as they are known but at least 24 hours in advance. Please do not give the request to the driver. Requests are based on who provides notice first. Please note, priority of service is given for medical appointments.
- The Senior Center office must be notified if an appointment gets cancelled or re-scheduled, or if the passenger requesting the service is unable to ride on the day of pickup.

Bus Etiquette

- EVERYONE must be able to board and disembark the bus or van with minimal assistance.
- EVERYONE must wear a seat belt.
- There is no seating assignment on the vehicle.
- Riders with wheelchairs must be able to maneuver to the wheelchair lift or have someone travel with them that can assist him or her.
- All riders must be presentable and have good personal hygiene.
- The wearing of strong perfume or aftershave is prohibited.
- Individuals that the Senior Center office determines need excessive assistance from the driver can only continue using the service if they have someone to ride with them.
- The Center reserves the right to refuse transit to a passenger if the weather or other conditions prevent safe walking.
- COURTESY is provided by drivers and expected from passengers.

Suggested Donation Schedule

The Senior Center office will provide transportation to any East Lyme resident 60 or over regardless of their ability to pay. The drivers of the vehicles will not handle any money. Any cash donations are to be brought into the Senior Center office. An appeal letter will be sent to all registered clients asking for a donation.

East Lyme Senior Center

TRANSPORTATION INFORMATION

Updated September 2017

**Monday – Friday
8:30am-4:00pm**

**37 Society Road
Niantic, CT 06357
Phone: 860-739-5859
Fax: 860-691-2409**

**Vehicles Available for
Transportation Use:**
Ford Bus (wheelchair lift)
passenger capacity of 12
plus 2 wheelchairs
Ford Bus (wheelchair lift)
passenger capacity of 12
plus 2 wheelchairs
Ford Bus (wheelchair lift)
vehicle used as a backup

If you require the wheelchair lift, please request it at time of reservation request.

Requesting Transit Services

- Request service by phone or in person at least 24 hours in advance with the Senior Center office.
- The Senior Center office will work with a passenger's request when possible to accommodate their transit needs.

Drivers

- Provide minimal assistance on and off the vehicles.
- WILL NOT stay with the passenger.
- ARE NOT medical personnel.

Pick-Up Information

- Passengers should be ready for a pick-up 30 minutes before their appointment. If a passenger is not present at the time of pick-up, the driver will beep the horn.
- If there is no immediate response, the driver will notify the Senior Center office via the two-way radio.
- The Senior Center office will call the home and let the passenger know the driver is waiting outside.
- If there is no response to the phone call, the driver will continue on and the Senior Center office will follow-up to determine the well being of the passenger.

The driver *may* make an attempt to return later to pick up the person.

Return Trip Information

- When ready for the return trip, the passenger will call the Senior Center office.
- Otherwise, the driver will clearly inform the passenger of the time and place of pick-up for the return trip.

The Senior Center office has the right to refuse transportation to a passenger who cannot adhere to this procedure.

Daily Schedule

- Events at Senior Center
- Any location in the Town of East Lyme (Doctor Offices, Walk-In Clinics, Hairdressers, etc.)
- Appointment times preferred between 9:00am and 10:30am or between 1:00pm and 3:00pm.

Weekly Schedule

Monday

- **To:** New London/Waterford – up to 2 stops
- **For:** medical appointments and shopping (Wal-Mart, Target, New London Shopping Center, Crystal Mall)
- **Morning pick-up** starts at 8:45am to get to New London area for 10:00am
- **Appointments must be made for between 10:00am and 11:30am.**

Tuesday – Morning

For passengers in the south part of town

To: In Town – up to 3 stops

For: the grocery stores, pharmacies, post office, Town Hall, etc

- Morning pick-up begins at 8:45am

Tuesday – Afternoon

For passengers in the south part of town

To: In Town – up to 3 stops

For: the grocery stores, pharmacies, post office, Town Hall, etc

- Afternoon pick-up begins at 11:45pm

Thursday- Morning

For passengers in the north part of town:

To: In Town

For: the grocery stores, pharmacies, post office, Town Hall, etc.

- Morning pick-up begins at 8:45am

Passengers are limited to a maximum of 4 shopping bags per trip. It is recommended that cloth shopping bags are utilized. The Senior Center office reserves the right to assign a resident a different shopping day to better suit the transit schedule.

Service Animals

Passengers are allowed to travel with a service animal. Inform the Office that you are traveling with a service animal so we can provide you with our policy.