

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 9:00am and 3:00pm, barring any holidays.

### **Transportation Services Include:**

- 3 handicapped accessible buses
- Based on demand
- Is door to door
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### **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 with minimal assistance.
- EVERYONE must wear a seat belt.
- There is no seating assignment.
- 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.

*The Senior Center Office has the right to refuse transportation to a passenger who cannot adhere to these procedures.*

*Any additional questions contact the Senior Center or please refer to the FAQ sheet included.*

# **East Lyme Senior Center**

## **TRANSPORTATION INFORMATION**

Updated August 1, 2025

**Monday – Friday  
9:00am-3:00pm**

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

**Vehicles Available for  
Transportation Use:**

**3-Ford Buses**

**(with wheelchair lifts)**

**(Passenger capacity of twelve  
plus, two wheelchairs)**

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

Please let us know if you are traveling with an aide.

**Service Animals**

Passengers are allowed to travel with a service animal.

## Requesting Transit Services

- Request service by phone or in person at least 24 hours in advance with the Senior Center office.
- The Senior Center 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 1 hour 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.
- 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 wellbeing of the passenger.

The driver *may* make an attempt to return later to pick up the person but this is not guaranteed.

## 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.

## Suggested Donation Schedule

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

## Daily Schedule

- Events at Senior Center
- Any location in the Town of East Lyme (Doctor Offices, Walk-In Clinics, Hairdressers, etc.)
- Medical appointments on Crossroads/Parkway South, and Dayton Place in Waterford or Vista Drive in Old Lyme.

**All appointments must be made between 10am and 2pm.**



## Monday

**To:** New London/Waterford – up to 2 stops

**For:** medical appointments & shopping (Wal-Mart, Target, New London Shopping Center)

## Tuesday

**To:** In Town – up to 2 stops

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

- Morning pick-up begins at 9:00am
- Afternoon pick-up begins at 12:00pm

## Wednesday

**To:** In Town – up to 2 stops

- Pick-up begins at 9:00am

## Thursday

**To:** In Town- up to 2 stops

- Pick-up begins at 9:00am

## Friday

**To:** In Town-up to 2 stops

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

- Morning pick-up begins at 9:00am
- Afternoon pick-up begins at 12:30pm

**To:** New London/Waterford-Medical appointments only between 10:00-11:30am.

*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.*

Reviewed August 1, 2025