

# Valley Transit District ADA Rider's Guide



## **Table of Contents**

<b>Welcome .....</b>	<b>3</b>
<b>ADA Hours of Operation .....</b>	<b>3</b>
<b>ADA Service Area .....</b>	<b>4</b>
<b>Reservations.....</b>	<b>4</b>
<b>Pick-up Window .....</b>	<b>5</b>
<b>Additional Passengers.....</b>	<b>5</b>
<b>Waiting for a Ride .....</b>	<b>6</b>
<b>Arrangements to Meet Riders .....</b>	<b>6</b>
<b>Assistance to the Door.....</b>	<b>6</b>
<b>Transfers.....</b>	<b>7</b>
<b>ADA Fares .....</b>	<b>8</b>
<b>Subscription Service .....</b>	<b>9</b>
<b>Inclement Weather .....</b>	<b>9</b>
<b>Mobility Devices .....</b>	<b>10</b>
<b>Service Animals.....</b>	<b>11</b>
<b>Seatbelts/Child Restraint Systems .....</b>	<b>12</b>
<b>ADA No Show Policy.....</b>	<b>12</b>
<b>Packages on ADA Paratransit Vehicles.....</b>	<b>15</b>
<b>Eligibility Certification Process/Policies .....</b>	<b>15</b>
<b>Inappropriate Behavior.....</b>	<b>18</b>
<b>Appealing a Suspension / Eligibility Decision.....</b>	<b>19</b>
<b>Cross District Service .....</b>	<b>20</b>

## **Welcome**

This is a guide to information regarding the Valley Transit District (VTD) and its services. We operate under the guidelines of the Americans with Disabilities Act (ADA) of 1990.

We provide a shared ride service to our riders. Other riders may be picked up and dropped off on the way to your destination. You will be picked up and dropped off according to the driver's schedule. Since the service is a shared ride system, you should expect to be on the vehicle longer than if you were using a private vehicle. Our vehicles are also restricted from using certain roadways, such as the Merritt Parkway, which may increase your travel time.

Abnormal traffic conditions, such as a severe accident on the highway, road construction, or weather, can also delay your pick-up time and increase your travel time. When weather conditions are not favorable to travel, you should expect delays and possible cancellation of your requested travel (see Inclement Weather section page 10).

### **ADA Hours of Operation**

VTD operates during the hours of 6:00am – 5:30pm, Monday through Friday except for the following holidays:

New Year's Day	Labor Day
Good Friday before Easter	Thanksgiving
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day

Subscription rides will be cancelled on the above holidays.

All trips must be scheduled in a manner that ensures they will be completed by the end of service on the day of travel.

Our Customer Service Representatives will be happy to let you know if we can provide service in a certain area at a particular time.

### **ADA Service Area**

VTD provides ADA paratransit service in the Southern Naugatuck Valley area. The service is available within a  $\frac{3}{4}$  mile parameter of the fixed route service, excluding express or commuter routes. For VTD to provide a particular trip, that trip must begin and end within the designated service area. Some trips that cross service areas may require the rider to call one of our partner transit districts to book the reservation.

Our Customer Service Representatives will be happy to assist you.

### **Reservations**

ADA paratransit is a reserved-ride system. All reservations must be made no later than 5:00 PM the day before you want to use the service. We do not accept requests for rides or make changes to your reservations on the day of service.

The Customer Service Center is open

Monday through Friday from 6AM – 5:30 PM.

You may book your ADA ride between one (1) and fourteen (14) days prior to the day you wish to use the service. For example: for a Monday trip, you can reserve your ride as early as two Mondays before you want to travel.

The latest you can book that trip is on Sunday by calling the reservation line and leaving a message regarding your requested trip.

Please have the following information ready when you call to book a ride:

- The passengers name
- The addresses of your starting point and destination
- The time you would like to arrive at your destination.

You are required to schedule a separate drop off and pick-up time even if you are only at a location for a short period of time. Drivers cannot wait for you while you conduct your business at these locations.

Please keep in mind that the travel time on the service may be longer than using a personal vehicle. This is due to restrictions on where the vehicle can travel and other passengers traveling on the vehicle with you. Also remember that the farther you are traveling the more time you will need to get to your destination. When booking your rides please allow extra time to get to your destination.

Return trips are to be scheduled at the time the initial trip is requested. If you are traveling to a medical appointment and the appointment runs over your requested return time, contact VTD reservationists and you will be

placed on will-call status. You will then contact VTD reservations when you are ready to be picked up. Be aware that a vehicle might not be immediately available to pick you up. You may call if you are ready earlier than anticipated, you can call to see if a ride is available for you, but there are no guarantees.

### ***Pick-up Window***

You will be given a promise or pick-up window for your pick-up from the reservationist when you book your ride. This is referred to as your pick-up window. You can expect your ride to arrive within a thirty (30) minute period.

Please be ready and waiting in a location where you can easily see and get to the vehicle at the beginning of your pick-up window. The driver can only wait five (5) minutes once he/she arrives within this window.

Please Note: If the driver arrives earlier than the beginning of the pick-up window, you do not have to get on the bus until your pick-up window begins.

### ***Additional Passengers***

#### **Personal Care Attendants (PCA)**

You are allowed one person, not necessarily a professional, to travel with you to assist you during your trip. This person is called a Personal Care Attendant (PCA). No fare is required from this individual. PCA's are picked up and dropped off at the same locations as the rider.

#### **Guests**

*The term "Guest" refers to someone who accompanies an eligible rider, but is not a Personal Care Attendant*

You may travel with one (1) guest on the service. Other guests can be accommodated when space is available. Please inform the Customer Service Representative when you will be traveling with a guest. Guests are charged the same fare as the eligible rider. Guests are picked up and dropped off at the same location(s) as the rider.

Children 5 or younger ride for free while traveling with an eligible rider. If the child is under seven years, you are responsible to provide an industry approved car seat. (See the Seatbelt/Child Restraint section on page 12)

### ***Waiting for a Ride***

Please be at your pick-up location at the beginning of the pick-up window you were given when you made your reservation. The driver can only wait five (5) minutes once they arrive within that pick-up window. If the driver arrives early, you don't have to leave. The driver will wait for you until five (5) minutes within the pick-up window. (See Pick-up Window section for more information)

The service that VTD provides is a shared-ride system. Multiple people are depending on their ride to arrive in a timely fashion. If one person is not ready when the vehicle arrives, it may cause that driver to be late for all the stops that follow. As a courtesy to other riders, please be ready during your pick-up window.

Please wait in a location at or near the first-floor front door of your pick-up location. Be sure to wait where you can see the vehicle and the driver can see you. The driver may go to a front lobby reception desk and ask for you, but he cannot go beyond that point to look for you.

If we have a phone number on file for you, we may be able to call to let you know that the bus has arrived.

### ***Arrangements to Meet Riders***

We understand that some riders do not travel alone or require a caretaker to meet them at the end of their trip. The caretaker must be present when the driver arrives to drop off the rider. The driver is not allowed to wait for the caretaker to arrive.

If the caretaker fails to meet the rider, the driver will return the rider to their place of origin. If the place of origin is not an option, the rider will be transported to the local police department.

### ***Assistance to the Door***

VTD service is curb-to-curb by default. However, ADA customers may request origin to destination service as needed. This request should be communicated to VTD staff when requesting trip. To assist you to the door, the driver will need a clear, safe path of travel. Generally, the driver may not assist you through narrow walkways, across boards or temporary walkways, over grass, mud, dirt, packed ice, or snow, or through low lying branches, etc. It is your responsibility to ensure that your driveway and walkways are cleared sufficiently to allow the driver to safely access your pick-up location. Drivers will not jeopardize their safety or yours to access your home.

For those using wheelchairs, drivers will assist you to the door provided there is a ramp that meets the standards for ramp design established by the ADA. Metal and wood surfaces must have non-slip material applied. Drivers are not allowed to lift or carry wheelchairs up or down any steps. Drivers may not tip or in any way lift a wheelchair. This is for your safety and the safety of the driver.

Riders of VTD service are responsible to operate their motorized devices. VTD drivers may not operate or push a motorized device unless assistance is specifically requested by the operator/rider. If a rider is having difficulty operating their device, the VTD Safety and Training supervisor will assess the situation. Users of motorized devices will be asked to set their motorized devices to the lowest power setting when boarding and alighting VTD vehicles.

Passengers must turn off their motorized devices before drivers attach tie-downs and lap/shoulder belts. Passengers must not turn on their motorized devices while the driver is detaching tie-downs and lap/shoulder belts.

Drivers must always keep the vehicle in plain sight.

If there is a concern about a path of travel or a ramp, a supervisor will visit the location, conduct a site investigation, and assess the safety concerns. You will be notified in writing if any concerns are found that will limit service. We will still be able to transport you on the vehicle, but we will not be able to assist you to the door until the issue(s) outlined in the letter are addressed or a reasonable alternative solution is agreed upon.

### ***Transfers***

You may travel from one system to another by transferring from one paratransit service to another. To do so, you either must be a registered rider on each provider or be registered as a visitor. To become a registered rider or be set up as a visitor on another service, please contact the transit agency in which you wish to travel.

For the New Haven area contact: Greater New Haven Transit District (203) 288-6282

For the Waterbury area contact: Northeast Transportation (203) 756-5550

For the Milford area contact: Milford Transit (203) 874-4507

Once you are registered on both services, you can book your rides. You will be charged the fare on the first vehicle but not the transferring service. For example: If you are going from Derby to New Haven, you will pay the fare to Valley Transit, but not pay a fare to Greater New Haven Transit. On your return trip, you will pay Greater New Haven Transit, but not Valley Transit.

You must let the Customer Service Representative of the agencies you will be travelling on know that your trip involves a transfer so that you can be charged appropriately.

### **ADA Fares**

The fare for a one-way ADA trip is \$3.50. VTD drivers are prohibited from making change. ***Exact fare is required at the time of pick up.***

Personal Care Attendants do not need to pay a fare. Your certification will indicate whether you may travel with a PCA. You must let us know if you will be travelling with a PCA when you book your ride for a trip. You may also travel with one guest. A guest pays the same fare as the eligible rider. Children 5 or younger ride for free. (See the Additional Passenger section on page 5)

Tickets books contain ten (10) tickets at a discounted price and currently cost twenty-eight dollars (\$28.00) each.

***PLEASE NOTE: The prepaid ticket program is a service of the Connecticut Department of Transportation managed by CTTransit. Any tickets purchased cannot be returned for a refund.***

***ADA Tickets in the Valley area can be purchased at the following locations: Valley Transit District 41 Main Street Derby, CT 06418 And online at <http://buypasses.storesecured.com/>***

In the rare instance that a rider does not have the fare or ticket for the return trip, VTD will provide the trip. However, you will not be able to use the service again until the fare has been paid.



### ***Subscription Service***

Subscription service allows you to have your regular trips automatically scheduled. Subscription service is a privilege and is handled on a case-by-case basis. No guarantees are made that a spot will be available.

- The Rider is responsible to cancel any subscription trips. Failure to cancel subscription rides may jeopardize your subscription service.
- Subscription service does not provide a higher level of service or guarantee pick up or drop off times.
- Frequent requests to make changes to subscription rides made result in your subscription service cancelled.

This service is not provided on the following holidays:

New Year's Day	Labor Day
Good Friday before Easter	Thanksgiving
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day

Please note that you may lose the privilege of subscription service if you have an excessive number of "no-shows" or cancellations. No-shows are trips that are either no-shows or late cancels (within two (2) hours of the scheduled pick-up time). If the total no-shows are twenty percent (20%) or more of your total scheduled rides within a three-month period from the first "No-show," the rider may be suspended from use of service as indicated in our No-Show Policy and Notification Process

### ***Inclement Weather***

The determination to cancel service is made Connecticut Department of Transportation (ConnDOT). Please note that there may be times that VTD vehicles are unable to navigate certain roads during inclement weather which may lead to service delays or cancellations. You can get information about temporary service changes from the following sources:

Our website: <http://www.valleytransit.org/>

Our Facebook page: <https://www.facebook.com/Valley-Transit-District-127515684090219/>  
By calling 203-735-6408  
On WTNH (on-line and on air)

In cases where our service is suspended due to inclement weather, VTD will make every effort to return every rider to their home. We may attempt to contact you to provide an earlier return trip to ensure the safety of the rider and the driver.

### ***Mobility Devices***

You may travel with any mobility device which may aid in your travel (i.e., a wheelchair, cane, walker, portable oxygen, respirators, concentrators, or other medical equipment). Please let the Customer Service Representative know what kind of device you will be using when you book your ride. All mobility devices must be secured for the safety of all passengers. Motorized wheelchairs shall be secured with all 4 tie-downs.

***The term wheelchair refers to any three or more wheeled device, usable indoors, that is used by people with disabilities.***

If you use a wheelchair, consider transferring to a seat, if possible, for your safety

We will not be able to transport a device if:

- 1) The device is broken to the point that assisting you poses a safety risk to the driver.
- 2) If the uncleanness of the device is such that it poses a health risk to other passengers or drivers

Reports of these situations will be examined on a case-by-case basis by a supervisor. If the supervisor finds that there is indeed a safety risk, you will be notified in writing of the supervisor's finding and recommendations. You will not be able to use the device on the vehicle until the issue is resolved.

Riders of VTD service are responsible to operate their motorized devices. VTD drivers may not operate or push a motorized device unless assistance is specifically requested by the operator/rider. If a rider is having difficulty operating their device, the VTD Safety and Training supervisor will assess

the situation. Users of motorized devices will be asked to set their motorized devices to the lowest power setting when boarding and alighting VTD vehicles. If there are objects on the bus floor, do not ride over them. Motorized devices cannot be controlled precisely riding over obstacles such as tie-down hardware. For your personal safety and that of others, ask your driver to move obstacles on the floor out of the way. Passengers must turn off their motorized devices before drivers attach tie-downs and lap/shoulder belts. Passengers must not turn on their motorized devices while being transported and when the driver is detaching tie-downs and lap/shoulder belts. Be sure you can operate your device sufficiently enough to use it on the vehicle with limited assistance. If a rider is having difficulty operating their device, a supervisor will assess the situation on a case-by-case basis. You may be asked not to use the device in question until you can demonstrate that you can manage the device, or you may be required to travel with a PCA who can manage the device for you.

### ***Service Animals***

**Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.** Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting, and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

- Service animals must always be under your full control.
- The animal should not block the aisle of the vehicle so the driver and other passengers may safely board and disembark.
- The driver may not in any way care for or clean up after the animal.

A service animal may not:

- Wander around the vehicle
- Harass other riders, service animals or the driver
- Repeatedly growl or bark on the vehicle

- Soil the vehicle in anyway
- Damage property

You may be returned to your residence if your service animal commits one of these offenses during transport, depending on the nature and the severity of the offense.

Your service animal will be restricted from the vehicle if: 1) they attack, harm, or severely harass other riders, other service animals, or the driver; 2) they damage property or 3) there are multiple incidences of the animal soiling the vehicle or not being under the owner's control.

### ***Seatbelts/Child Restraint Systems***

A shoulder belt as well as a lap belt is provided for the individual in the wheelchair position. Do not ask the driver to use only the shoulder belt. In a sudden stop you can "submarine" (slide under it). In accordance with Connecticut state law, all children under the age of 7 and weighing less than 60 pounds must be secured in a child restraint system or booster seat. If this requirement is not met, the child will not be able to complete the trip. You are required to provide the car seat and take it with you when you disembark the vehicle. Drivers will assist in securing the car seat, but they are not allowed to lift and place the child in the car seat.

All passengers must remain seated while the vehicle is in motion. Moving around on a moving vehicle is a safety issue for everyone aboard and is a distraction to the driver. Any passenger getting out of their seat without cause when the vehicle is in motion may be subject to VTD's disruptive behavior policy.

VTD will arrange a meeting with any rider and/or their caregiver who has been moving around on the vehicle before they can use the service again. The purpose of this meeting is to develop a mutually agreeable solution that will assure the safety of all VTD riders.

### ***ADA No Show Policy***

VTD aims to provide quality and efficient transportation to all eligible riders. We ask that you be considerate of other riders on the service by booking rides that you are confident in taking and by canceling any trips you have booked as soon possible. Scheduled trips that are not canceled in a timely manner or not taken at all adversely impact our ability to provide quality service and the ability of other riders to make reservations. Your trip will be considered a No-Show If:

- You are not at the vehicle within five minutes of a driver arriving within your pickup window
- Late Cancel - you cancel your trip under 2 hours of your scheduled pick-up time
- You cancel at the door

Please note that trips not taken because we arrive late will not be considered a no-show

If you are no showed, any other trip scheduled for that day will not be automatically cancelled. You must call us to cancel those rides as well or they will be considered no-shows.

A. A No Show occurs when the vehicle arrives within the 30-minute pickup window and the customer fails to appear or cancels at door due to circumstances under the control of the customer. If the vehicle arrives after the pickup window, and the customer decides not to travel, or has found another option, it is not considered a no show.

B. If a rider demonstrates a no show/late cancellation pattern equivalent to 20% or more of scheduled trips (whichever is greater) within a three-month period from the first "No-Show," the rider may be suspended from use of the service as indicated below.

***Notification Process and Suspensions for No Shows:***

Each passenger no show occurrence will be reviewed at the end of each calendar month for excessive no show policy violations. Warning or suspension letters will be sent to all passengers in violation of the policy. Each letter will identify the dates of each violation from the previous month as well as the dates when the passenger's service will be suspended. If notification must be made in an alternative accessible format, please contact our office (203-735-6824 x101). Warning letters and an appeal form with instructions will be mailed to the customers using the following timelines:

**Letter #1**

A warning letter is sent when a passenger violated the no show policy for the first time in a calendar year. The mailing will include a copy of the no show policy, with reference to potential suspension if behavior continues.

**Letter #2**

Sent certified when a passenger violated the no show policy for a second time within the calendar year. The individual will be suspended from service for a period of 7 Days.

**Letter #3**

Sent certified when a passenger violated the no show policy for a third time within the calendar year. The individual will be suspended from service for a period of 14 Days.

**Letter #4**

Sent certified when a passenger violated the no show policy for a fourth time within the calendar year. The individual will be suspended from service for a period of 21 Days.

**Letter #5**

Sent certified when a passenger violated the no show policy for a fifth (and subsequent violations during the calendar year) time within the calendar year. The individual will be suspended from service for a period of 28 Days.

***No Show Appeal Process:***

Customers have thirty (30) calendar days from the date the letter is mailed to address any no-show they feel was charged in error. Customers must address no-shows in a timely manner. After the thirty (30) days have elapsed without request for an appeal, the no-show(s) in question will become part of the customer's permanent ridership history and cannot be appealed later.

### ***Packages on ADA Paratransit Vehicles***

You may bring up to three (3) grocery totes **or** five (5) plastic grocery bags and/or one case of water/soda/soup/etc.

You also may bring store bags, luggage, and pets or packages that can fit under a seat. This is comparable to what you may bring on a CTTransit bus. Any items brought on board a paratransit vehicle may not occupy seat space. A driver may assist with three items that are equivalent to an average sized grocery bag. If you use a grocery cart, they must be secured by the driver on the bus and VTD is not responsible for damage to the cart. You may not bring large items such as tables, chairs, televisions, boxes from wholesale stores, or any hazardous materials.

Violations of the Package Policy may result in your riding privileges being suspended.

### ***Eligibility Certification Process/Policies***

#### **1. Process**

**To apply for ADA Paratransit eligibility, contact VTD, or visit [www.CTADA.com](http://www.CTADA.com).**

The Valley Transit District processes ADA paratransit applications within twenty-one (21) calendar days after receiving all the information necessary to determine eligibility. An Application is “complete” when all sections of the application are filled out, VTD has received the completed medical verification from an appropriate professional, and an interview.

Applications will be returned if they are not properly filled out. Be sure to:

Legibly complete each section of the application.

Answer all the questions to the best of your knowledge. If a question does not apply, please write N/A.

Provide your contact information (address, phone number etc.,).

Provide your specific medical diagnosis. What does the medical profession say you have (example: arthritis, congestive heart failure, an anxiety disorder)? Please do not use generic terms as “can’t walk”, “old age”, “uses a wheelchair”, to describe your medical condition. These terms are not acceptable answers to this question and your application will be returned to you as incomplete.

Legibly complete the Authorization to Obtain Medical Information.

Provide the Name, Address, Phone Number for the medical professional treating your primary condition.

Please sign the form

Do not bring the form to the professional to sign, this form must be returned to VTD, unsigned by the professional. VTD will send it to your professional.

Please sign the application.

If a decision is not made within 21 days, temporary eligibility and ADA Paratransit service will be provided until a final decision is made. You will be notified of your eligibility by letter. If you are determined to be eligible for ADA Paratransit for some or all of your trips, you will receive a Certification Letter and a Customer Guide with information about how to use the service.

## **2. Incomplete application**

a. At the discretion of VTD, applications may be returned to the applicant if there is insufficient information on the application. The application is returned with a letter requesting completion of the application. Insufficient information may include contact information, information regarding the individual's disability, incomplete or inadequate professional verification.

## **3. Arranging the interview**

a. Calls are made to the applicant within two business days after an application has been received.

b. A "Need for Interview" letter is sent generally after two calls have been placed and we have been unable to make contact. The application will be withdrawn after 21 days if VTD is not contacted by the applicant.

## **4. Withdrawing Applications**

a. Applications are withdrawn if: 1) the applicant requests it be withdrawn, 2) if the applicant does not respond to the Need for Interview or Missed Interview letters within 21 days, 3) if the professional verification request is not returned.

## **5. Professional Verification**



- a. Professional Verifications are requested from appropriate professionals after the applicant has been interviewed if the ADA Coordinator needs verification of disability and/or verification of limitations that would prevent the individual from taking the CTTransit fixed route system.
- b. If the verification is not returned within 14 days, the applicant is sent a letter stating that the verification has not been received. The letter indicates that if the verification is not received within 7 days, the application will be withdrawn.

## **6. Recertification**

- a. Applicants are recertified every two years.
- b. A letter is sent to the rider one month before their certification is due to expire requesting they contact VTD if they wish to continue using the service.
- c. When an application is received, it is reviewed, and a decision is made to whether that applicant needs to come in for a reassessment.
- d. Riders who do not contact VTD prior to their expiration date, will be made inactive and not be able to use the service.

## **7. Visitors**

Someone who does not live within our jurisdiction may use the service without completing the certification process. Someone with visitor status may use the service up to 21 days within a 365-day period. To obtain visitor status, the applicant must provide proof of eligibility for ADA paratransit on another service or, if they are not eligible on another service, proof of a disability to VTD. If individuals have not been certified as eligible by another Transit Agency, but claim that they are ADA Paratransit eligible, they are entitled to “presumptive eligibility” and will be provided with 21 days of service.

## **8. Transferring eligibility**

- a. Submit an application.
- b. Sign a release for the certifying agency in Connecticut, so that VTD can request the certifying materials from that agency.

### ***Inappropriate Behavior***

Our goal at VTD is to ensure that all riders have a safe and comfortable trip. VTD has instituted specific policies and procedures. Any individual that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others will be addressed.

Note: CT Public Act No. 09-191 makes it a felony to assault a public transit employee.

**Violations** that may result in suspension of a rider's service include but are not limited to:

- Distracting the driver's attention
- Discourteous treatment of other passengers, the drivers or agency staff
- Eating, drinking (unless medically necessary) or leaving trash on a transit vehicle
- Improperly dressed
- Use of profanity and /or racial comments in an abusive or threatening manner towards agency personnel or other riders
- Physical violence, intimidation and/or harassment toward agency personnel or other riders
- Participation in any illegal activity
- Failure to follow the direction of the transit agency personnel or other authorities

If it has been determined that the behavior of a rider warrants the suspension of service, the duration of the suspension shall be determined by VTD based upon the nature and severity of the infraction.

VTD reserves the right to require you to provide such assurances that the violating behavior will not be repeated during transport before restoring service.

**All violent and/or illegal conduct that occurs during transport shall be reported to local law enforcement.**

### ***Appealing a Suspension / Eligibility Decision***

Riders may appeal a proposed suspension / eligibility decision by contacting VTD no later than sixty (60) days from the date the letter was mailed. Once VTD receives an appeal, VTD will contact the rider within seven (7) business days to schedule a meeting. A service suspension will be delayed pending determination of the appeal.

Appeals must be sent to:

**Valley Transit District,  
Executive Director,  
41 Main Street,  
Derby, CT 06418.**

All envelopes must be marked "APPEAL" in the lower left-hand corner. You have the right to present witnesses and other supporting material at the hearing and be represented by counsel at your own expense. Pursuant to Connecticut General Statute 7-273d, further appeals may be made to:

**The Connecticut Department of Transportation, Community Transit Division, P.O. Box 317546, 2800 Berlin Turnpike, Newington, CT 06131-7546.**

VTD reserves the right to be represented by counsel and to present its own witnesses and supporting material at all hearings. A recording of all appeals proceedings will be made. A transcript of the appeals proceedings will be provided to you at your own expense.

Please note that VTD reserves the right to immediately suspend the service of anyone who violates one of the Violations (see the Inappropriate Behavior section for more information.). For such behavior, law enforcement may be asked to intervene. Should VTD determine that a rider's action(s) violated this policy and warrants a continued revocation of service, service may not be reinstated until the appropriate appeals process has been completed.

# **Cross District Service**

**(Applies to ADA trips only)**

**Valley Transit District ~ Greater New Haven Transit District**  
**6:00am - 5:30pm Monday through Friday**

**Valley Transit District (VTD)** provides rides in Southern Naugatuck Valley, including the cities of Ansonia, Derby, Seymour, and Shelton.

**LEAVING FROM & RETURNING TO** Ansonia, Derby, Seymour, and Shelton

**GOING TO** Hamden, New Haven, Orange, West Haven, Woodbridge

For rides originating and culminating in Ansonia, Derby, Seymour, and Shelton, and going to Hamden, New Haven, Orange, West Haven and Woodbridge, a rider must contact VTD to book the first leg of the trip. VTD will provide direct rides to Hamden, New Haven, Orange, West Haven, and Woodbridge from the above towns.

Riders must contact GNHTD (Greater New Haven Transit District) to book a return ride. GNHTD will provide the return trip even if outside their service area. Rides that occur when VTD is closed are handled by GNHTD.

If a rider is traveling to another location outside of Hamden, New Haven, Orange, West Haven, and Woodbridge, then a transfer ride is required.

The TRANSFER LOCATION for VTD/GNHTD is:

McDonald's 250 Whalley Ave., New Haven, CT 06511

**Valley Transit District (203) 735-6408**

**Greater New Haven Transit District (203) 288-6643**

**Valley Transit District ~North East Transportation**  
**6:00am -5:30pm Monday through Friday**

**Valley Transit District (VTD)** provides rides in Ansonia, Derby, Seymour, and Shelton.

**LEAVING FROM & RETURNING TO** Ansonia, Derby, Seymour, Shelton

**GOING TO** Naugatuck or Waterbury

For rides originating and culminating in Ansonia, Derby, Seymour, and Shelton, and going to Naugatuck or Waterbury, a rider must contact VTD to book the first leg of the trip. VTD will provide direct rides to Naugatuck or Waterbury from the above towns.

Riders must contact NET (North-East Transportation) to book a return ride. NET will provide the return trip even if outside its service area. Rides that occur when VTD is closed are handled by NET.

The TRANSFER LOCATION for VTD/NET is:

McDonalds 751 New Haven Rd, Naugatuck CT

**Valley Transit District (203) 735-6408**

**North East Transportation: Naugatuck or Waterbury (203) 756-5550**

**Meriden: (800) 441-8901 Wallingford: (800) 704-3113**

If a rider is traveling to a location outside of Naugatuck or Waterbury, then a transfer ride is required.

**Valley Transit District ~ Milford Transit District**  
**6:00am -5:30pm Monday through Friday**

**Valley Transit District (VTD)** provides rides Ansonia, Derby, Seymour, and Shelton.

**LEAVING FROM & RETURNING TO** Ansonia, Derby, Seymour, Shelton

**GOING TO** Milford

For rides originating and culminating in Ansonia, Derby, Seymour, and Shelton, and going to Milford, riders must contact VTD to book the first leg of the trip. MTD (Milford Transit District) will provide direct return rides to Ansonia, Derby, Seymour, and Shelton from Milford. Since direct trips are provided between districts, no transfer point is needed.

**Valley Transit District (203) 735-6408**

**Milford Transit District (203) 874-4507**