The Regional Rides Program (RRP) offers transportation beyond GNHTD’s standard ADA service area and hours for those residing in participating towns. RRP applies to individuals who are 60 years of age or older with no disability, or ADA eligible. This transportation program is funded by a grant from the CT Department of Transportation, and the number of trips that can be given are limited.

The RRP service operates Monday – Saturday from 5:15 am to 11:15 pm. The service is not available on Sunday or on the following Holidays: New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Rides on the RRP service are limited to the following trip purposes: Medical, Work, Adult Daycare and Grocery Shopping. The chart below contains a schedule of trips that can be taken on each day this service is offered:

<table>
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<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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<tr>
<td>Adult Daycare</td>
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<td>Work</td>
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<tr>
<td>Grocery Shopping</td>
<td>Grocery Shopping</td>
<td>Grocery Shopping</td>
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</tbody>
</table>

Because there is a limited number of RRP rides available, rides are booked on a first come first serve basis. Once the daily limit has been reached, no additional rides can be booked for that day.

**BOOKING A RIDE**
To book your ride on the RRP service, please call the Customer Service unit at: 203-288-6643. RRP rides are limited so it is important that you call 7 days prior to when you want to travel. Rides for this program cannot be booked until 11:00am. Be sure to call at 11:00am sharp because the rides fill up quickly.

Before placing your call to book a ride, please be prepared with your I.D. number, the date and time of your trip, as well as the address of where you want to be picked up and dropped off. If you would like to bring along a guest, that individual is also responsible to pay the regular fare. Please instruct the Customer Service Representative at the time of booking the ride.

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PICK-UP TIMES
At the time you call, you will be given a time range for your pick-up. This is referred to as your pick-up window. This thirty-minute period is when you can expect your pick-up to occur. You are expected to be ready to board the vehicle when the driver arrives at any point within this window.

![Diagram of pick-up window]

Drivers can only wait 5 minutes from the beginning of your pick-up window. If you are not ready to go within that 5 minutes the driver will mark you as a No-Show and leave. Excessive No-Shows and/or Cancellations are discouraged and may lead to your account being suspended.

FARES
The fare for the trip is $3.50 cash (exact change) each way and must be paid upon boarding.

![Image of ticket book]

You may purchase ten-trip ticket books from GNHTD that can be used for RRP Trips only. The cost is $28.00 per book. RRP tickets are blue and cannot be used in place of an ADA (yellow) ticket. Please note that these are not the same tickets that can be purchase from CTTransit for GNHTD’s ADA paratransit service (yellow). Please call 203-288-6282 for more information.

RRP Towns of Service
Trips on the RRP service are only offered to and from the towns that participate.

<table>
<thead>
<tr>
<th>Bethany</th>
<th>Branford</th>
<th>East Haven</th>
<th>Hamden</th>
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<tr>
<td>New Haven</td>
<td>North Branford</td>
<td>North Haven</td>
<td>Orange</td>
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<tr>
<td>Wallingford</td>
<td>West Haven</td>
<td>Woodbridge</td>
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</tbody>
</table>

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**Inclement Weather**

Please note that there may be times during inclement weather where GNHTD may suspend service. You can get information about service suspensions and delays from the following sources:

- Our website [www.gnhtd.org](http://www.gnhtd.org)
- By calling 203-288-6643

In cases where our service is suspended due to inclement weather, GNHTD 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.

It is your responsibility to ensure that your driveway and walkway are sufficiently cleared to allow the driver to safely access your pick-up location. Drivers will not assist passengers across snow or ice, nor jeopardize their safety to access your home. If your home location is not sufficiently cleared for access, the operator may not assist you.

If your road or access to your condominium/apartment complex is impassable, GNHTD will be unable to provide your trip. You will not be charged with a late cancellation for a trip that could not be taken when weather conditions do not permit safe travel.

*Please note that this program is subject to change due to funding changes and/or changes in the CTTransit bus system.*