



**Getting  
There!**

# **A TRANSPORTATION RESOURCE GUIDE**

**for Chittenden County Seniors  
& the mobility-challenged**

**a production of The "Empowering Our Elders Forum" Task Force  
of Ohavi Zedek Synagogue  
188 N. Prospect Street, Burlington VT 05401**

# Introduction

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It's not easy to get around in Chittenden County, Vermont. If you are a senior, or have mobility impairments, it is even more difficult because what information is available may be confusing. Sometimes it depends on where you live or where you are going or why you need transportation. Sometimes it depends on what your income is. Sometimes it depends on how a program is funded, as some federally and state funded transportation is rationed. And more frequently, it depends on whether you are computer savvy and can find specifics on the internet.

It's not always easy to find what will work for you. The Champlain Valley Agency on Aging is an important resource: through their website, publications, and telephone responders, you can discover many transportation providers. You may also dial 2-1-1, the Vermont telephone resource line, and ask about transportation, or look on their website.

However, there are other providers in the area you may not learn about from these sources. We have tried to put together a resource guide, which we will try to update, to inform you of other ways to get around. In this guide, we will be organizing transportation providers by community and by category in hopes of making it just a little easier to get around. We've used symbols to make it easy to identify the main features of each service.

Our thanks to Champlain Valley Agency on Aging for permission to use their copyrighted material. Questions? Lois Whitmore, Resource Coordinator at OZ

## Key to Symbols

-  you must call this provider or make arrangements in advance
-  restrictions apply ( hours, days, place of residence, or special eligibility)
-  medical appointments
-  special medical conditions eligible
-  limited hours of operation
-  limited to local residents or local travel
-  you must pay for this service
-  any purpose

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# MEDICAL TRANSPORTATION



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Chittenden County Transportation Authority  
(CCTA) 15 Industrial Parkway  
Burlington, VT 05401 (802) 864-2282  
Info & Services (800) 685-7433 web:  
<http://www.cctaride.org/>

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**AGENCY DESCRIPTION:** (CCTA) public transportation provider for Chittenden County. Services include fixed route bus service; a county-wide ridesharing program, transportation for Medicaid recipients and contracted paratransit service for people who cannot use the bus.

CCTA Chair Lift--All buses are equipped with wheelchair lifts and two wheelchair tie-down spaces. If you need to use the wheelchair lift to board the bus, the driver will assist you. Most buses can also be lowered to make it easier for passengers to enter or exit the bus. Please ask the driver.

CCTA Disabled/Senior ID -- Call.

CCTA Discount fares seniors 60+, disabled:  
\$.60/One-way  
\$5.00/Ten-Ride Ticket  
\$21.00/Monthly Pass

# MEDICAL TRANSPORTATION



GOOD SAMARITANS NETWORK,

101 College Parkway  
Colchester, VT 05439

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(802) 847-1447 Administrative

## SAMARITAN CONNECTION SERVICES

Volunteers are matched with individuals who need help with services such as light housekeeping, laundry, shopping, carpentry, yard work, transportation to appointments or grocery stores.

**CONTACT INFORMATION:** Administrative:  
802-847-1447 Someone is usually in the office between 8-12. If no one answers, leave message and call will be returned, generally within 24 hours.

# MEDICAL TRANSPORTATION



Special Services Transportation Agency (SSTA )  
Main Street, Colchester VT 05446

(802) 878-1527 Scheduler: [btennien@aol.com](mailto:btennien@aol.com)

Accessible demand - responsive transportation for  
mobility-impaired elderly or disabled individuals

**CONTACT:** Scheduler, 802-878-1527, no later  
than 4pm on the day before you need the ride. May  
book a ride as much as 7 days in advance. Medicaid  
recipients must contact CCTA 864-0211 before  
contacting SSTA.

**APPLICATION:** Form Required through CCTA.  
Mail to: 15 Industrial Parkway Burlington, VT  
05401

**FEES/RATES:** \$2.50 one-way per ADA ride.  
Consult office staff for Medicaid, Medicaid Waiver,  
ADA, volunteer, etc. Service is available: Monday-  
Friday: 5:45am-10:20pm;  
Saturday: 6:15am-8:00pm; Sunday: 8:30am-5:00pm

**DESCRIPTION:** For clients not able to use bus  
transportation or taxis. A person could be  
ambulatory, but not be able to use a bus or taxi and  
be eligible for a van ride under Medicaid.

# SPECIAL MEDICAL TRANSPORTATION



## ANGEL FLIGHT NORTHEAST

Lawrence Municipal Airport / 492 Sutton St.  
North Andover, MA 01845

web: [www.angelflightne.org](http://www.angelflightne.org)

Email: [angelflight@angelflightne.org](mailto:angelflight@angelflightne.org)

Toll-free (800) 549-9980 to request a flight

### ELIGIBILITY:

Medically stable and ambulatory patients without sufficient financial resources to travel to needed diagnosis and treatment facilities, unable to use public transportation because of their medical condition or who live in areas where public transportation is not available, or family members needing to reach critically ill, injured, or dying family members. Patients often have a friend or family member accompany them. Five to seven days needed to set up a ride.

FEES: Free

(978) 794-6868 Office (978) 794-8779 FAX

# SPECIAL MEDICAL TRANSPORTATION



ROAD TO RECOVERY

AMERICAN CANCER SOCIETY

NEW ENGLAND DIVISION

121 Connor Way, Suite 240, Williston, VT 05495

(802) 872-6300 Administrative

web: [www.cancer.org](http://www.cancer.org)

**SERVICE DESCRIPTION:** Provides round trip transportation for cancer patients to scheduled treatment appointments.

**ELIGIBILITY:** Cancer patients who have already exhausted other transportation options such as family and friends. Patients must be ambulatory, or have a friend or family member available to assist them in getting to and from the vehicle.

**RELEVANT NOTES:** Because rides are given by volunteers, the program cannot always fill the ride request.

**CONTACT INFORMATION:** Toll Free:  
(800)227-2345 Monday-Friday: 9:00am-5:00pm

**FEES:** Free

**APPLICATION:** Telephone; Walk-in; Five to seven days is needed to set up a ride.

# SPECIAL MEDICAL TRANSPORTATION



AMERICAN PARKINSON'S DISEASE  
ASSOCIATION INFORMATION & REFERRAL  
CENTER, Jean Baker, RN, Coordinator  
FAHC-UHC Campus, Department Of Neurology  
1 Prospect Street  
Burlington, VT 05401 (802) 847-3366  
Information & Services (888) 763-3366 Toll Free  
web: [www.parkinsonsvt.org](http://www.parkinsonsvt.org)

**ELIGIBILITY:** Individuals with diagnosis of  
Parkinson's Disease

**SERVICE:** Provides financial assistance for  
transportation or lodging costs around the time of  
medical appointments.

# SPECIAL MEDICAL TRANSPORTATION



## **VERMONT ASSOCIATION FOR THE BLIND AND VISUALLY IMPAIRED**

37 Elmwood Avenue

Burlington, VT 05401 (800) 639-5861 Toll Free

(802) 863-1358 Information & Services

(OLDER ADULTS / PEOPLE WITH DISABILITIES)

web: [www.vabvi.org](http://www.vabvi.org)

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VABVI's transportation program provides statewide transit for our clients. The program goes beyond the barriers of geography and time that other transportation services enforce. Funded in part with state and federal dollars, VABVI's program coordinates the services of volunteer drivers with those of paid drivers, cab services, and para-transit services to eliminate service gaps and provide a reliable transit system.

# **SPECIAL MEDICAL TRANSPORTATION**



## **VA outpatient CLINIC COLCHESTER & TO WHITE RIVER JUNCTION**

74 Hegeman Avenue

Colchester, VT 05446 (802) 655-1356

Administrative; fax (802) 655-1231

web: [www.visn1.med.va.gov/wrj/colchester.html](http://www.visn1.med.va.gov/wrj/colchester.html)

**ELIGIBILITY:** Must be VA eligible

This site provides outpatient, medical and mental services for VA eligible persons. Services provided and arranged for through the Clinic: Primary care physicians, Laboratory tests, Annual flu and pneumonia shots, Electrocardiograms (EKG,) X-Rays, Medications, Social Work Support, Support Groups.

**SITE HOURS:** Monday-Friday: 8:00am-4:30pm

### **TRANSPORTATION DESCRIPTION:**

VA offers transportation to medical appointments at White River Junction and Fort Ethan Allen

**CONTACT INFORMATION:** Dick Decoteau, 802-296-9363, ext. 5394 (White Rive Junction) and 802-655-1356 (Fort Ethan Allen)

# PRIVATE TRANSPORTATION



## FAITH-BASED ORGANIZATIONS:

Many have volunteer networks who can furnish transportation. If you are a member, do not hesitate to call the leader of your congregation through that organization's office.

If you are a non-member, you may still want to call an organization in the denomination with which you affiliate yourself.

# PRIVATE TRANSPORTATION



SENIOR TAXI DISCOUNTS:  
BENWAYS TAXI/MORF TRANSIT  
666 Riverside Avenue  
Burlington VT  
802-862-1010 dispatcher  
Email: [morf5588@aol.com](mailto:morf5588@aol.com)  
Web: [benways.com](http://benways.com)

The Senior VIP Pass Program is offered through Benway Taxi for residents, age 62 or older of Burlington and South Burlington. Through this program, riders receive \$1.00 off the normal fee for rides within Burlington and South Burlington. Call (802) 862-1010 to receive a Senior VIP Pass.

They have vans, sedans, limos, and handicap accessible vans.

Hours: 24/7

# PRIVATE TRANSPORTATION



## NON-MEDICAL CARE PROVIDERS:

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There are many non-medical care providers. While they do not specifically contract on a per-trip basis, transportation can be written into a care plan along with other caretaking activities. Generally, the companies charge for a minimum number of hours at a set rate for homecare and companionship. Home helpers may also run errands, give shopping assistance, provide in-home assistance such as housekeeping help, meal preparation, and personal care.

# **PUBLIC TRANSPORTATION**



## **CHITTENDEN COUNTY TRANSPORTATION AUTHORITY (CCTA)**

Burlington, VT 05401 (802) 864-2282 Information & Services (800) 685-7433 Toll Free

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### **Montpelier and St. Albans LINK routes:**

One-way cash fare: \$4.00

Monthly pass: \$125.00 (gives user full access to all CCTA and GMTA routes!)

10-Ride Ticket: \$40.00

Transfers to the Montpelier LINK Express from any CCTA local route can be made by asking for a transfer and then paying the LINK driver \$2.75 in addition to giving them the CCTA transfer.

Transfers from the Montpelier LINK to a CCTA local route are free.

### **Middlebury LINK Express fares:**

One-way cash fare: \$3.00

Monthly pass: \$99.00 (gives user full access to all CCTA and GMTA routes!)

10-Ride Ticket: \$30.00

Transfers to the LINK Express from any CCTA local route can be made by asking for a transfer and then paying the LINK driver \$1.75 in addition to giving them the CCTA transfer. Transfers from the Middlebury LINK to a CCTA local route are free.

# PUBLIC TRANSPORTATION



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## CHITTENDEN COUNTY TRANSPORTATION AUTHORITY (CCTA)

15 Industrial Parkway  
Burlington, VT 05401 (802) 864-2282 Information &  
Services (800) 685-7433 Toll Free

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### VERMONT RIDESHARE

email: [info@ccraride.org](mailto:info@ccraride.org)

web: <http://www.cctaride.org/>

**SERVICE DESCRIPTION:** Vermont Rideshare offers a free, computer generated Matchlist list of names, phone numbers and schedules of neighbors who want to share a ride.

**FEES:** Free

**APPLICATION:** Telephone; Online at:  
<http://www.cctaride.org/>

**SERVICES:** Local Automobile Transportation

# PUBLIC TRANSPORTATION



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## CHITTENDEN COUNTY TRANSPORTATION AUTHORITY (CCTA)

15 Industrial Parkway  
Burlington, VT 05401 (802) 864-2282 Information &  
Services (800) 685-7433 Toll Free

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### SHOPPING SHUTTLES

CCTA runs two shuttles to local grocery stores in the area every Tuesday.

CCTA's **Price Chopper Special** picks up at area senior housing complexes in Burlington and Winooski and brings passengers to the Price Chopper on Shelburne Road every Tuesday morning.

CCTA also operates an afternoon **University Mall /Hannafords Special**, which picks up passengers at South Burlington senior complexes and brings them to the University Mall and Hannafords on Dorset Street.

Both shuttles are open to the public and free of charge. Please call CCTA at 864-CCTA for route and schedule information.

# Public transportation



## **CHAMPLAIN VALLEY OFFICE OF ECONOMIC OPPORTUNITY (CVOEO) BUS PASSES**

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**CHAMPLAIN VALLEY OFFICE OF ECONOMIC  
OPPORTUNITY (CVOEO) CHITTENDEN**  
COMMUNITY ACTION 191 North Street  
Burlington, VT 05401 (802) 863-6248 info  
web: <http://www.cvoeo.org>

Bus passes are available up to four times a year for people who are employed, looking for employment or have chronic medical appointments - subject to availability.

**ELIGIBILITY:** Low-income individuals and families.

**DOCUMENTS REQUIRED:** Call for specifics.

**DESCRIPTION:** Champlain Valley Office of Economic Opportunity (CVOEO) is a regional community action agency.

**SITE HOURS:** Monday - Friday: 9am-4:30pm,



## **BURLINGTON**

### **CHAMPLAIN SENIOR CENTER MCCLURE MULTIGENERATIONAL CENTER,**

241 North Winooski Avenue

Burlington, VT 05401,

(802) 658-3585 site; call for info and schedules

email: [srcenter@adelphia.net](mailto:srcenter@adelphia.net),

web: <http://www.champlainseniorcenter.org>

**NOTES:** Door-to-door transportation is provided to and from the Center in special, lift-equipped vans for residents of Burlington and South Burlington at no charge. Call a day ahead to make transportation reservations.

### **ADMINISTRATIVE DESCRIPTION:**

Champlain Senior Center operates three community centers for adults 60 years and older.

Call a day ahead (by 12:30pm) to make lunch reservations,

Champlain Senior Center serves Chittenden County with two senior centers in Burlington and one in South Burlington.

**DESCRIPTION:** Community centers for older adults offer variety of programs and services including hot meals at noon, a variety of exercise classes, arts and crafts, painting, cards, bingo, intergenerational activities, trips, and health clinics.

## ESSEX JUNCTION



### ESSEX SENIOR VAN,

2 Lincoln Street

Essex Junction, VT 05452,

(802) 878-6940 Administrative, between the hours of 9:00 am and 11:45 am. Reservations for the service are made the day prior to need. No charge.

### **ADMINISTRATIVE DESCRIPTION:**

The Town of Essex has two senior vans which provide door-to-door transportation within the town of Essex, free of charge, for senior residents age 60+. Monday-Friday: 9:00am-4:00pm; vans do not run on Saturdays. The vans run Monday through Friday.

Also available is a Sunday morning church run. In the case of the church run, you must call on Fridays. Sunday: 8:30am-12:30pm

Neither bus can transport someone outside the town of Essex unless the destination is off the CCTA bus line. The senior bus will drop folks off at the CCTA bus stop in the village for a transfer.

**AREA SERVED:** Essex Junction, VT

**HINESBURG  
CHARLOTTE  
SHELBURNE  
WILLISTON**



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**ON THE GO**  
106 Mead Farm Road  
Hinesburg, VT 05461  
(802) 343-1520 Cell phone

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**DESCRIPTION:**

On The Go offers van transportation from Hinesburg, Charlotte, Shelburne, and Williston.

*The van is not wheelchair accessible*

**FEES:** Approximately \$7-\$10 Round trip

**AREA SERVED:** Chittenden County



## **HINESBURG**

### **HINESBURG RIDES**

Call for General Program Info

Karla Munson 802-482-2778

Town of Hinesburg Website

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

Hinesburg Rides include a volunteer driver program, commuter vans to and from Burlington, a taxi voucher program, and carpooling initiatives.

### **ELIGIBILITY: RESIDENTS OF HINESBURG**

The volunteer driver program is intended to meet the needs of seniors and people with disabilities. To request a ride, call SSTA at 878- 1527.

If you are interested in becoming a driver call Karla Munson at 482-2778 .

Commuter trips to Burlington by Van: one to UVM leaving 7:15 am, a stop at UVM at 8k, then picking up Burlington riders to jobs in Hinesburg between 8:45 and 9 am. Two return vans from UVM at 4:45 arriving in Hinesburg by 5:30, one of which will return to Burlington arriving about 5:15 pm \$5 each way, but some discount coupons from town(\$3.  
Call Cherrie Willete 802-343-1520

Carpool info: call Ed Sengle-802-482-3917

# SHELBURNE SOUTH BURLINGTON



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See  
PUBLIC,  
PRIVATE  
& CCTA/SSTA

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## **SOUTH BURLINGTON**



CHAMPLAIN SENIOR CENTER MCCLURE  
MULTIGENERATIONAL CENTER,

See Burlington

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### Senior Housing Related

HARBORVIEW APARTMENTS  
AT PILLSBURY MANOR

16 Harbor View Road  
South Burlington, VT 05403,  
(802) 863-7897 Administrative,  
email: [info@pillsburymanor.com](mailto:info@pillsburymanor.com),  
web: [www.pillsburymanor.com](http://www.pillsburymanor.com),

Van service for shopping and  
recreational events for residents.

## USEFUL INFORMATION

### GENERAL



#### GETTING HANDICAP LICENSE PLATES

VERMONT DEPT. OF MOTOR VEHICLES -  
BURLINGTON

1193 North Avenue  
Burlington, VT 05401

(802) 863-7292 Administrative  
or Burlington 802-863-7292

#### DISABILITY PARKING PERMITS

##### **APPLICATION:**

Call to request forms:

- 1) Handicapped Placard Application
- 2) Universal Medical Form (to be completed by physician)

Mail or drop off completed forms.

## USEFUL INFORMATION

### GENERAL



Affordable interest loans, including auto purchase, auto repair loans, handicapped vehicle purchase

### OPPORTUNITIES CREDIT UNION

18 Pearl Street

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Burlington, VT

802-865-3404 administrative

800-865-8328 toll free

Email: [info@oppsvt.org](mailto:info@oppsvt.org)

Web: <http://www.oppsvt.org/>

### DESCRIPTION:

Opportunities Credit Union is a non-profit, member-owned, and federally insured bank serving all of Vermont. Using a counseling - based lending approach, the bank makes direct loans to individuals and families with the goal of enabling Vermonters.

#### Car Purchase Assistance.

This program offers affordable interest loans to purchase a car, and other related repairs, including handicapped accommodations, and insurance.

## USEFUL INFORMATION

### GENERAL



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#### RENTING ACCESSIBLE VANS

Ride-Away Handicap Equipment

5c David drive

Essex Junction, VT

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802-878-8640 administrative

603-432-1549 fax

Email : [info@ride-away.com](mailto:info@ride-away.com)

Web: [www.ride-away.com](http://www.ride-away.com)

Description: Ride-Away is a company that adapts, modifies, sells, and rents cars, vans, and mini-vans for people with physical disabilities.

Hours: M-F 8am -5pm

Note: Can provide service for adapted vehicles-  
labor rate is \$90.00 hour

#### HANDICAP ACCESSIBLE RENTAL VANS

Ride-Away offers daily, weekly and monthly rentals of handicap accessible vans in sizes range from mini-vans to paratransit vehicles.

Call rental manger for appointment; requires driver's license copy of insurance document.  
Payment methods, cash, check VISA or MC,  
Contact Matt Sweet 800-237-7979

# USEFUL INFORMATION

## GENERAL

### TRANSPORTION ADVOCACY



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**RIDERS OF VERMONT (ROVER)** PO Box  
1592

Montpelier, VT 05601 (802) 262-3377 Information  
& Services (866) 974-3377 Toll Free (802) 262-3377  
FAX - Call ahead for FAX

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Kristy Stillwell, Outreach Coordinator

email: [info@rovervt.org](mailto:info@rovervt.org)

web: [www.rovervt.org](http://www.rovervt.org)

**AGENCY DESCRIPTION:** Riders of Vermont is a statewide public transportation advocacy organization. Provides a forum for riders to talk about their transit needs, issues, and concerns. Trains leadership teams to advocate for improvements in Vermont's public transportation system.

Holds monthly meetings. Trained RoVer Teams develop actions plans to address needed transit improvements and plan for advocacy activities. Teams work together with regional transit providers and other agencies that rely on public transit and their constituencies.

**ELIGIBILITY:** Riders who need and rely on public transit and interested in improving Vermont's public transportation system.

# WINOOSKI COLCHESTER



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See PUBLIC  
PRIVATE

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## COUNTY WIDE



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### CHAMPLAIN VALLEY AGENCY OF AGING (CVAA)

The major agency with information about resources for meeting the needs of seniors age 60+.

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**SENIOR HELPLINE: 1-800-642-5119**

Office :

802-865-0360

Email: [info@cvaa.org](mailto:info@cvaa.org)

Mailing address:

Champlain Valley Agency on Aging, Inc.

P.O. Box 158

Winooski, VT 05404-0158

Office location:

The Chace Mill

1 Mill Street #315

Burlington, VT 05401

## COUNTY WIDE



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### **2-1-1**

A program of the United Ways of Vermont, it is a health and human services information and referral program.

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Dial 2-1-1 for questions about transportation and other services in Vermont.