



Encompass
The Freedom to Travel with No Limitations

Beginning September 30th

Presenting an exciting new program that allows our elderly and disabled community to travel with no limitations -
any time, any day, for any reason!

About Encompass

ENCOMPASS is an on-demand transportation program offering ambulatory and accessible transportation for seniors and individuals with disabilities in the Greater Hartford area. Eligible persons can use this service to travel anywhere, anytime, 24/7, 365 without restrictions. M7 and the Greater Hartford Transit District have partnered to expand transportation options that are currently not available; this program is low cost, provides unlimited boundaries and is user-friendly.



Eligibility

Passengers must be approved through an eligibility process managed by the Greater Hartford Transit District (GHTD). Eligible applicants must be at least 60 years young or have a disability.

Trip Cost

The Encompass Program trips are discounted. The passenger pays only \$5.00 for the first 8 miles traveled. Your trip is automatically charged to your account, eliminating any exchange of money while you're in the vehicle.

Schedule a Trip

Once approved, passengers may schedule transportation by using our passenger app, booking online at Encompass.M7Ride.com or by phoning our Call Center at 860-444-4444.



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Encompass FAQs

How do I apply?

Beginning September 30, 2020, please go to Encompass.M7Ride.com and click on Apply Now.

What type of payment is accepted by ENCOMPASS

All trip payments will be made online through your personal Encompass account. You can easily load funds into your account via credit card payments or direct bank transfers. When your ride ends, the trip is automatically paid and you simply exit the vehicle.

Can I schedule recurring trips?

Yes, but not online. You would need to speak to a customer care person to make those arrangements. Please, remember to cancel in advance if you don't intend to travel.

Can I have others ride with me?

Absolutely, up to three passengers can ride for the price of one. However, the Encompass member must be one of the passengers.

How do I cancel a trip?

You can either cancel by phone, online or by the passenger app. All cancellations must be made at least 1 hour in advance of the scheduled pick up time.

Contact us!

For personalized service, account balance or lost cards, we are here 4 you. Call 860-444-4444.

Safe and Sound.

Peace of mind is assured knowing that each driver is fully trained and vetted, and that all vehicles are fully licensed, inspected and insured.



*Greater Hartford
Transit District*

**Call 860.444.4444 today or visit us
online at Encompass.M7Ride.com**

