



## Encompass

*On-demand ambulatory and accessible transportation for seniors and individuals with disabilities*

**Encompass** is an on-demand transportation program offering ambulatory and accessible transportation for seniors ages 60 and older and/or individuals with disabilities in the Greater Hartford area.

### **Eligibility**

Passengers must be approved through an eligibility process managed by the Greater Hartford Transit District. Eligible applicants must be at least 60 years young or have a disability (either be certified by an ADA Paratransit agency or provide our office with documentation of a disability). Once approved, M7 will create your personal online account to manage expenses and view your travel history. Applicants must reside in a city or town within our service area to be approved at this time.

If you are applying under a disability status and are under the age of 60 and are not certified by an ADA Paratransit agency, you can email or mail our office documentation of your disability. If emailing, please email the information to: [mbanker@ghtd.org](mailto:mbanker@ghtd.org) . If mailing documentation regarding your disability please mail it to:

Greater Hartford Transit District  
Attention: Encompass program  
One Union Place  
Hartford, CT 06103

### **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. Each additional mile traveled is \$2.90 (effective 4/15/2022) with no waiting time charged.

## **Service Area**

Service is available in select cities. Currently you **must reside in** one of the following towns:

Avon, Berlin, Bloomfield, Bristol, Cromwell, East Hartford, Ellington, Farmington, Glastonbury, Hartford, Manchester, Meriden, Middletown, New Britain, Newington, Plainville, Rocky Hill, South Windsor, Tolland, Vernon, West Hartford, Wethersfield, Windsor, and Windsor Locks.

## **Schedule a Trip**

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

## **Payment**

Trip payments can be made online through your personal Encompass account. You can easily load funds into your account via credit card payments or direct bank transfers. You may also load money by calling Encompass at (203) 934-2096 extension 1114 and speaking with a representative.

## **Travel**

Passengers are asked to travel with their Encompass photo ID card. The Encompass passenger can bring upto three passengers in the vehicle.

## **Program Application and More Information**

To apply for the program or for more information please visit the Encompass website:

<https://encompass.m7ride.com/> . You can also call 860-247-5329 extension 3086 for more information.