



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 . 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. Advanced reservations accepted up to seven (7) days in advance. Due to demand, service is limited to no more than three (3) trips per person per day. Due to budgetary restrictions, the Encompass program has a limit on the total number of trips for the program per day.

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 (Monday-Friday) and speaking with a representative.

Travel

Passengers are asked to travel with their Encompass photo ID card. The Encompass passenger can bring up to 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.