



UNITED WAY
Central and Northeastern
Connecticut

860RIDES

FAQ

Q. What is United Way's 860Rides program?

860Rides is a transportation assistance initiative led by United Way of Central and Northeastern Connecticut, designed to improve access to reliable transportation for employment. As part of United Way's broader commitment to ending poverty, this program specifically targets transportation as a critical barrier to job access and retention — especially for our region's young adult population.

Through partnerships with workforce development organizations, municipalities, and local agencies, 860Rides provides direct financial support (to support expenses such as bus passes, ride-share credits, or gas cards) to help individuals get to work, training programs, and job interviews. The goal is to enhance workforce participation, reduce missed opportunities due to transportation challenges, and promote long-term economic stability.

Q. What is your service area?

Andover · Ashford · Avon · Berlin · Bloomfield · Bolton · Bristol · Brooklyn · Burlington · Canterbury · Canton · Chaplin · Columbia · Coventry · East Granby · East Hartford · East Windsor · Eastford · Ellington · Enfield · Farmington · Glastonbury · Granby · Hampton · Hartford · Hebron · Killingly · Manchester · Mansfield · Marlborough · New Britain · Newington · Plainfield · Plainville · Plymouth · Pomfret · Putnam · Rocky Hill · Scotland · Simsbury · Somers · South Windsor · Stafford · Sterling · Suffield · Thompson · Tolland · Union · Vernon · West Hartford · Wethersfield · Willington · Windham · Windsor · Windsor Locks · Woodstock

Q. My agency serves individuals from both inside and outside those cities and towns. Can we still take part?

Yes. However, 860Rides referrals should be for only individuals living within UWCNCT's service area (see above)

Q. What are the requirements for clients?

Clients must 1) Clients must demonstrate a financial need that, if addressed, will support their ability to stabilize current employment, secure a new job, or actively pursue employment opportunities -- such as attending interviews or job training. 2) live within

our service area (see above), 3) have income at or below the [ALICE](#) threshold, and 4) be referred by an agency/city/town with a valid MOU for this program.

Q. Can individuals contact United Way directly for funding?

No. Individuals must work through a partner agency to receive a referral. Our hope is that individuals can receive additional wraparound support and referrals from the partner agency to address financial stability beyond the one-time rapid response aid.

Q. How much money can I give out?

Agencies are currently capped at \$1,000 per agency, to allow for an equitable distribution of funds. This may change in the future. **Please note that funds are distributed on a first-come, first-served basis and are not guaranteed to an agency.**

Q. How much direct assistance can a single individual receive?

Agencies have the discretion to determine the appropriate amount of support each individual should receive. We trust that funds will be allocated thoughtfully and responsibly to maximize impact.

Here are a few distribution *suggestions*:

Ride Share: \$26 per ride

Bus Pass: \$63 per monthly pass

Gas: \$40 per week

Q. I have submitted my client referral forms – how do I know which ones have been approved by United Way?

United Way expects partners to screen clients before submitting referrals. Only clients approved for financial assistance should be submitted. United Way will process all valid referrals unless there is a technical issue, such as an invalid email address. Partners will receive confirmation once funds are distributed.

Q. My client has received the link to the electronic card. How do they use it?

Please refer to the *Usio Sample Recipient Email Instructions-Akimbo* document you received with the fully signed MOU. Additional help can be found at <https://help.akimbocard.com/hc/en-us>.

Q. The transfer to the client's bank account isn't going through. How can they transfer the funds off the electronic card?

As stated in the MOU, funds cannot be transferred to a bank account or withdrawn as cash from an ATM. The clients should use these cards – either electronic or physical – as a credit or debit card for purchases and payments. For additional information, please refer to the *Usio Sample Recipient Email Instructions-Akimbo* document you received with the fully signed MOU. Additional help can be found at <https://help.akimbocard.com/hc/en-us>.

Q. Are individuals required to spend the funds on transportation?

Yes. 860Rides funds can only be used for transportation (bus passes, Uber, Lyft, taxis, train passes, and gas)

Q. How can I use a gift card to access these transportation methods?

Gift cards can be used in multiple ways:

- **Bus passes** can be purchased directly through the **CT Transit website**.
- Add them to your payment method for **ride-share and train services** such as Uber, Lyft, or *CTrail eTix*.
- Add them to your mobile Wallet (i.e Apple Wallet, Google Wallet, etc.)
 - Disclaimer: Not all companies use Apple Pay/Mobile Wallets.

Q. We have a client who we referred that no longer needs the funds. Can we take their card and give it to someone else?

No. While your agency made the referral, the funds were given directly to the individual – not to the agency – and they are entitled to spend the full amount.

Q. Our client is a child whose family needs assistance. Can I submit the child's name as a referral?

If the transportation assistance is intended for a family member, that individual must submit their own application directly.

Q. We had previously referred a client and we want to refer them again. Can we do that?

Yes. We will allow individuals to be referred a second time, after the increase in the referral cap. Please ensure that names and email addresses are submitted exactly the same the second time to ensure additional funds are made available.

Q. How do I know what names I have submitted?

Agencies are responsible for tracking their referrals within their own systems, keeping in mind that this data must be submitted on a monthly basis.