



Visual interpretation service, Aira, available at no-cost for individuals who are blind or have low vision.

What is Aira?

Aira is a service that connects riders who are blind or have low vision with actual humans who describe their visual surroundings. Using the camera and an app on your smartphone, Aira's trained agents assist by visually interpreting your surroundings – describing, reading, explaining, navigating - just about anything, safely and securely.

What can I do with Aira?

Travel and manage everyday tasks with enhanced independence, on your own terms. This no-cost resource makes getting around the state and getting things done, easier!

1. In travel and navigation, **providing travel assistance** when using public transportation in Connecticut, from the start of your trip until you reach your final destination.
2. Conducting everyday tasks, **accessing essential services** such as grocery shopping, medical appointments, scheduling a vaccine, reading a rapid at-home Covid test, or confirming social distance.

How can I get started?

1. Complete a survey and follow the prompts. (See QR Code or URL below for link to survey.)
2. After you complete the survey, you will be redirected to the Aira website and be asked for your name and phone number.
3. An Aira Customer Care team member will call you and provide whatever assistance you need to install the Aira app and to make your first call.

What if I need help?

- Aira's bilingual Customer Care team is available at 1-800-835-1934 from noon to midnight Eastern Time, 7 days a week.
- And once you are using the service, Aira Agents are available 24 hours a day, 7 days a week, 365 days a year.



Aira service will be available until April 2023.

For more information, please visit <https://ctrides.com/aira-en/>

January 2022