



ADA PARTICIPATION GROUP FORUM Wednesday, November 11, 2020

If you experience an issue with the ADA Paratransit service that requires investigation, please do not hesitate to contact the Customer Service Department at (860) 724-5340 extension 9, Monday through Friday, 8:00 a.m. – 5:00 p.m., email Hartford.Customerservice@firstgroup.com, or fax (860) 936-3750. You may also write to: Customer Service Department c/o First Transit, 148 Roberts St, East Hartford, CT 06108. *If you are able, please file any and all complaints within 48 hours of the incident.*

This forum was held virtually and the following were in attendance:

Riders – Cassandra Brown, Beverly Jackson, and Denise Laderoute

First Transit (FT) - Jacquelyn Spencer, Ryan Ewing, and Rita Voskonova

Greater Hartford Transit District (the “District”) – Margaret Banker, Valerie Ellis and Pat Williams

The forum began at 5:00 p.m.

Operations:

September 2020 passengers’ trips were 23,640, no shows 887 (4%), and cancellations 5,023 (21%).

October 2020 passengers’ trips were 24,525, no shows 918 (4%), and cancellations 5,022 (20%).

Customer Service:

In September 2020, 340 comments were received from passengers and 16% were compliments, 4% driver, dispatch, reservationist, and/or scheduling concerns, 4% late/early arrival, ride length or missed trip concerns, 10% invalid concerns, 0% mechanical and/or related to safety concerns, 0% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no show concerns, 3% unknown, 1% other, and 62% n/a, record only, general information.

In October 2020, 339 comments were received from passengers and 16% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 3% late/early arrival, ride length or missed trip concerns, 9% invalid concerns, 0% mechanical and/or related to safety concerns, 1% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no-show concerns, 4% unknown, 3% other, and 58% n/a, record only, general information.

Staff Comments:

Ms. Spencer, the new General Manager for First Transit, introduced herself. Ms. Spencer has been in the transit industry for over twenty years and in paratransit for the last twelve years. In addition, Ms. Spencer introduced Yumi Shah (IT Manager) who will be overseeing in-house software and communication issues and provide technical support to First Transit.

Ms. Spencer then went on to discuss the disinfection process in regard to the ADA operation. She explained the deep cleaning process which the maintenance team undertakes to ensure that all vehicles are sanitized properly every night. In addition, the Reservationists are reciting a “health & mask” script to all passengers booking a reservation. If a passenger does not have a mask, the ADA service will provide one. Masks and gloves are provided to all drivers and hand sanitizer stations have been installed on all vehicles for passenger and driver use. First Transit under the guidance of their Safety Manager has carefully marked on the paratransit vehicles how passengers should socially distance themselves while traveling to their destination. Mr. Ewing informed the group that there are new reservationists and reiterated how they are expected to read the script to all passengers when booking a reservation. He also noted that there has been a reduction with passenger hold times.

Ms. Williams spoke about the Freedom Ride taxi voucher program. This is a taxi voucher program for all eligible ADA Paratransit riders. For further information, you may call (860) 247-5329 extension 3086 or visit online at <https://www.hartfordtransit.org/freedom-ride/>.

Ms. Banker informed the group about the new on-demand transportation program called “Encompass” which is operated by M7 and is a service for individuals over the age of 60 or those who are eligible to ride ADA paratransit due to a disability. For additional information you may call (860) 444-4444 or visit online at <https://encompass.m7ride.com/>. The attendees were reminded that the Freedom Ride is a separate service than Encompass and funds cannot be transferred between the programs.

Ms. Ellis discussed the smooth transition from in-person interviews to telephone interviews for applicants who are applying for ADA. The phone interviews are being conducted due to COVID-19. A copy of new and recent newsletters may be obtained by going to the District’s website at www.hartfordtransit.org/ada-paratransit-services or calling the Customer Service Department for a copy. As a reminder, passengers were asked to return recertification applications expeditiously and to be sure that they fill out and return the application as soon as possible. All riders are recertified every three (3) or five (5) years.

Participant Comments

Cassandra Brown

Ms. Brown commented that she noticed there were some staff changes. She was pleased that ADA continued to provide services after March so that she can travel to her appointments. She would like drivers to respect her decision to decline door-to-door service. She was told that Customer Service will respond directly to her in regard to this matter.

Denise Laderoute

Ms. Laderoute provided high praises for the drivers.

The next ADA Participation Group forum will be a virtual meeting on Wednesday January 13, 2021. Details will be posted on all vehicles or you may call Customer Service Department at (860) 724-5340 extension 9. Please remember to give everyone a chance to participate; forum attendees need to keep initial questions and/or comments to five (5) minutes. Follow-up comments should also be kept to five (5) minutes. This information is available in an accessible format upon request.

If information is needed in another language, contact 860-247-5329 x3011

French

Si des renseignements sont nécessaires dans une autre langue, composez le 860-247-5329, poste 3011.

Serbo Croatian

Ako su vam potrebne informacije na drugom jeziku, nazovite 860-247-5329 x3011

Portuguese

Se precisar de informações em outro idioma, ligue para 860-247-5329, ramal 3011.

Italian

Se avete bisogno di informazioni in un'altra lingua, telefonate al numero 860-247-5329 int. 3011.

Polish

Jeżeli istnieje zapotrzebowanie na te informacje w innym języku, prosimy o kontakt na numer telefonu 860-247-5329 wewn. 3011.

Russian

Если Вам необходима информация на другом языке, пожалуйста, обращайтесь по номеру телефона 860-247-5329, доб. 3011.

Spanish

Si necesita información en otro idioma, llame al 860-247-5329, extensión 3011.

Chinese

如需其他语言的信息，请致电 860-247-5329 x3011

Vietnamese

Nếu cần thông tin bằng ngôn ngữ khác, hãy gọi 860-247-5329 x3011

Korean

다른 언어로 기재된 정보가 필요하신 경우, 860-247-5329 x3011로 연락해 주시기 바랍니다.

Hindi

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Arabic

3011 داخلي، 860-247-5329 رقم على الاتصال يرجى، أخرى بلغة للمعلومات الاحتياج حالة في

Gujarati

જો બીજી ભાષામાં માહિતી લેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.