



ADA PARTICIPATION GROUP FORUM Wednesday, January 13, 2021

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/Public – Matt Cornelius, Peggy Johnson, and Janet Wallans

First Transit (FT) – Ryan Ewing, Jacquelyn Spence, and Rita Voskanova

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

The forum began at 5:00 p.m.

Operations:

November 2020 passengers’ trips were 21,520, no shows 857 (4%), and cancellations 5,782 (27%).

December 2020 passengers’ trips were 20,833, no shows 902 (4%), and cancellations 6,694 (32%).

Customer Service:

In November 2020, 296 comments were received from passengers and 25% were compliments, 4% 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, 1% other, and 53% n/a, record only, general information.

In December 2020, 225 comments were received from passengers and 16% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 0% late/early arrival, ride length or missed trip concerns, 10% invalid concerns, 1% mechanical and/or related to safety concerns, 0% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 1% no-show concerns, 7% unknown, 1% other, and 58% n/a, record only, general information.

Staff Comments:

Ms. Spencer provided insight on the practices that First Transit uses in order to clean and sanitize the vehicles including the procedures in place to ensure that vehicles are clean before leaving the yard. As an additional precaution, all drivers entering the building take a symptom survey to screen out drivers that may have COVID-like symptoms for safety reasons. If any drivers report any symptoms, they are not allowed to be on the road.

Mr. Ewing informed the group some passengers are medically exempted from wearing a mask. Passengers who do not feel comfortable riding with unmasked passengers may decline to ride. ADA will dispatch the next available driver to transport these passengers. Drivers will provide masks to passengers who do not have one. Due to the increase in COVID cases in Connecticut, the IVR (interactive voice response) “mask message” is announced twice a week. To be removed from this call listing, contact the Customer Service Department at (860) 724-5340 extension 9 or email Hartford.customerservice@firstgroup.com.

Ms. Williams provided the upcoming forum dates:

- March 10, 2021
- May 12, 2021
- July 14, 2021
- September 8, 2021
- November 10, 2021

Ms. Banker commented on the new Encompass program, the on-demand transportation service for seniors (ages 60 and over) and individuals with disabilities. For more information visit their website <https://encompass.m7ride.com> or call Ms. Banker at (860) 380-2023.

Participant Comments

Peggy Johnson

Ms. Johnson wanted clarification on whether or not ADA will provide a separate bus for riders who medically cannot wear a mask on the bus.

Staff Response

Mr. Ewing remarked that ADA will not provide a separate vehicle for these passengers. However, as stated earlier, if a vehicle is available ADA will dispatch a bus to pick up the rider who does not want to be transported with an unmasked passenger. The goal is to have at least the minimum of one and a maximum of three riders on the vehicle at all times.

Janet Wallans

Ms. Wallans would like to be removed from receiving the IVR “mask calls”. She did not receive a newsletter.

Staff Response

Mr. Ewing will exclude Ms. Wallans from receiving the “mask calls” only. Ms. Banker will add her onto the list for her to receive newsletters via email.

The next ADA Participation Group forum will be a virtual meeting on Wednesday March 10, 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

यदि जानकारी अन्य भाषा में चाहिये, 860-247-5329 x3011 संपर्क करें

Arabic

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

Gujarati

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