



ADA PARTICIPATION GROUP FORUM Wednesday, May 12, 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 – Dinah Davis, Lynn Evans, Theda Francis, Andrew Bate, Beverly Jackson, Michelle Johnson and Peggy Johnson, and Janet Wallans

First Transit (FT) – Ray Blethen, Ryan Ewing, Anand Gounder, Jem Howard, and Rita Voskanova

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

The forum began at 5:00 p.m.

Operations:

March 2021 passengers’ trips were 26,105, no shows 925 (4%), and cancellations 4,953 (19%).

April 2021 passengers’ trips were 26,145, no shows 940 (4%), and cancellations 5,200 (20%).

Customer Service:

In March 2021, 333 comments were received from passengers and 12% were compliments, 10% driver, dispatch, reservationist, and/or scheduling concerns, 4% late/early arrival, ride length or missed trip concerns, 13% 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, 6% unknown, 1% other, and 54% n/a, record only, general information.

In April 2021, 349 comments were received from passengers and 17% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 2% 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, 5% unknown, 1% other, and 59% n/a, record only, general information.

Staff Comments:

Ms. Williams advised the group that General Manager Jacquelyn Charles-Spence has resigned. Anand Gounder (formerly Assistance General Manager) is now the interim General Manager. Mr. Gounder has been working with the District for several years and the District is looking forward to his dedication to continue in his new role. She also reminded all to be respectful of persons speaking and to keep comments to five minutes.

Ms. Ellis informed the group that if anyone has a story they would like to see published in the S.T.A.R. newsletter to contact her directly at (860) 380-2005. Newsletters are distributed on all vehicles, obtainable on our website, or contact Ms. Banker to be placed on distribution email listing.

Ms. Banker updated the group with the following: The Transportation Security Administration (TSA) has extended face mask requirements until September 13, 2021 on all public transportation vehicles. The District experienced an unfortunate matter with regards to several catalytic converters being stolen from ADA Paratransit vehicles. Together FT and the District worked expeditiously to get the replacement converters. As they are received, they will be installed by fleet maintenance. There was no disruption in regard to passenger trips. In addition, the District is waiting for final communication from CTDOT to inform passengers that free weekend service will be offered starting on Memorial Day May 31, 2021 through Labor Day September 6, 2021. This may increase ridership and ADA Paratransit will continue to follow the necessary COVID guidelines in order to ensure all passengers travel safely on the buses.

Mr. Gounder announced that FT and the District are looking into passengers in the future being able to reserve trips through their electronic devices by means of an upcoming software module called PASS-Web. In addition, the maintenance team continues to work hard to keep all vehicles sanitized.

Mr. Ewing noted all concerns received from passengers are actively being reviewed and he encouraged all passengers to provide as much information (and specifics) as possible when forwarding this information. In addition, he is appreciative for compliments received about the staff.

Participant Comments

Lynn Evans

Ms. Evans shared her concerns regarding late trips. During her trip on May 11, 2021, the driver did not provide door-to-door service.

Staff Response

Ms. Voskanova will investigate and respond back to Ms. Evans directly.

Peggy and Michelle Johnson

Who is responsible for making sure passengers from adult day care programs are wearing their masks properly? Why is the seat behind the driver up? In addition, passengers are not being seated socially distanced on the vehicle.

Staff Response

Mr. Ewing stated that drivers should notify the customer service department of passengers who are not wearing their mask properly, and then this will be addressed with their guardian. Staff explained 6 feet measurements have been identified on all vehicles and drivers provide guidance to passengers on where they should sit. Mr. Gounder noted Ms. Johnson's concerns and they will be addressed accordingly.

Dinah Davis

Ms. Davis wanted to publically apologize for the comments she made at the March 10, 2021 forum. She shared her experience with passengers who she has traveled with that do not practice proper hygiene and/or do not wear their mask properly, as well as a specific incident with a driver. She has seen improvement in the dispatch and reservation departments.

Staff Response

Mr. Gounder acknowledged her concerns and they will be addressed with her.

Theda Francis

She wanted to confirm if her sister is registered with ADA Paratransit. She stated that Ms. Voskanova is currently investigating an issue. In addition, she had questions about registering with the City of Hartford's Dial-A-Ride program.

Staff Response

Ms. Williams will contact her directly to provide contact information for Hartford Dial-A-Ride. Mr. Ewing confirmed her sister is registered with ADA Paratransit.

Beverly Jackson

She has experienced too many passengers traveling with her on the vehicle. An aide was on the bus without a mask because she was eating.

Staff Response

Staff took note and will address this with the passenger's aide.

Andrew Bate

What is the operational expense of ADA Paratransit?

Staff Response

Staff will get back to Mr. Bate.

Janet Wallans

She has a concern with ADA Paratransit contacting her on the incorrect telephone number when she is out.

Staff Response

Mr. Ewing commented that the customer service department will contact her to get the correct telephone number.

The next ADA Participation Group forum will be a virtual meeting on Wednesday July 14, 2021. Details will be posted on all vehicles or you may call the 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 લેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.