



## **ADA PARTICIPATION GROUP FORUM Wednesday, May 11, 2022**

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](mailto: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 – Belinda Aubin, Cassandra Brown, Lynn Evans, Peggy Johnson, Michelle Johnson, Mary-Ann Langton, Melissa Thompson, Jennifer Werner, Terry Woolard, and Janet Wallans

First Transit (FT) – John Elkey, Anand Gounder, Jaida Ryans-Meritt, Rita Voskanova, and Erris Yarbrough

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

The forum began at 5:00 p.m.

### Operations:

March 2022 passenger trips were 34,317, no shows 1,039 (3%), and cancellations 6,224 (18%).

April 2022 passenger trips were 33,592, no shows 1,168 (3%), and cancellations 7,003 (21%).

### Customer Service:

In March 2022, 321 comments were received from passengers and 10% were compliments, 6% 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, 1% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 1% no show concerns, 4% unknown, 1% other, and 60% n/a, record only, general information.

In April 2022, 297 comments were received from passengers and 16% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 5% late/early arrival, ride length or missed trip concerns, 6% 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, 1% no-show concerns, 2% unknown, 2% other, and 61% n/a, record only, general information.

### Staff Comments:

Mr. Gounder informed the group there has been an increase of trips provided which may be attributed to the free fares on public transit. It is also important to note that passengers are receiving automated interactive voice response (IVR) calls as reminder regarding no show/late cancellation policies. If passengers are concerned or have questions about the IVR messages they should contact Customer Service department. It was also mentioned that passengers should notify reservationists of any changes to address or telephone numbers. The call center peak times are from 8-10 a.m. and from 2-5 p.m. In addition, masks are strongly recommended to be worn on vehicles. Mr. Gounder noted that all drivers, reservations, and dispatch issues brought up at the forum are reviewed and discussed at staff meetings.

Ms. Ellis discussed the items noted in the Spring 2022 newsletter. The newsletter was passed out on the vehicles and is available on the District website. Passengers can also call (860) 247-5329 x3086 to request a hard copy which will be mailed to them.

Ms. Banker discussed how ADA Paratransit is moving ahead with online reservation/Pass-Web. She will accept names of passengers who would like to volunteer for this program.

### Participant Comments

#### Lynn Davis

She would like to volunteer for online booking. Drivers are arriving late especially the new drivers. She asked why all drivers aren't wearing their masks and mentioned that there are too many passengers on the van. For safety reasons, she asked if drivers could keep their doors closed.

#### Staff Response

First Transit took note of Ms. Davis concerns and the concerns will be discussed at the next driver meeting.

#### Belinda Aubin

She would like to volunteer for online booking. Drivers are: arriving late, not providing door-to-door service, leaving their vehicle door open, and taking off their mask while driving. She commended driver Steve for always doing a great job. She heard the free charge has been extended to December 1, 2022.

#### Staff Response

Mr. Gounder let passengers know drivers are required to wear their mask and door-to-door service is mandatory. ADA will continue to strive to make sure measures are put in place to provide on-time performance. Driver Steve will be recognized for a job well done.

#### Cassandra Brown

Ms. Brown asked when booking online will be available to receive confirmation of her trips.

#### Staff Response

Ms. Banker noted she will be able to see her trips online in addition to trips that may have been booked with a reservationist.

Melissa Thompson

She would like to volunteer to try out online booking. Is this system accessible? She stated passengers should be more respectful towards drivers. She has concerns with the vehicle door being closed when the driver is not on the vehicle.

Staff Response

Ms. Banker stated the program is accessible for people with visual disabilities. First Transit staff noted that the vehicle door matter will be discussed at the next driver meeting.

Jennifer Werner

She would like to volunteer for online booking. Drivers are arriving late to pick her up. Trips are not scheduled efficiently.

Staff Response

First Transit staff stated that the scheduling system is programmed to generate the most efficient routing of trips; however, drivers are encouraged (with approval by dispatch) to rearrange trips when deemed necessary.

Peggy and Michelle Johnson

Michelle would like to be a volunteer to try online booking. Michelle also gave praise to driver Steve. Peggy asked how would you cancel the online booking and how would you receive a refund if you cancel your trip?

Staff Response

Ms. Banker explained if you cancel your trips two hours or more in advance, it can be done online. Passengers trying to cancel less than two hours ahead of time will have to call dispatch. Passengers will not be charged for trips they did not take which includes trips cancelled.

Chamicka Leak

Reservationists are polite and respectful.

Janet Wallans

Ms. Wallans stated that drivers are leaving the door open when they exit the vehicle. She does not like the IVR automated calls.

Staff Response

Ms. Banker informed the group that the language on these types of calls is being reviewed. Since the inception of the free rides there has been an increase in no shows, late cancels and/or no call which can create late trips for other riders.

The next forum will be on July 13, 2022.

**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**

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

**Gujarati**

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