



ADA PARTICIPATION GROUP FORUM Wednesday, January 18, 2023

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 from 5:00 p.m. – 6:00 p.m. The following were in attendance:

Riders/Public – Lynne Altschuler, Kristen Dockendorff, Beverly Jackson, Peggy and Michelle Johnson, and Janet Wallans

First Transit (FT) – Angela Glisson, Anand Gounder, Allen Harmon, and Jaida Ryans-Merritt

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

Guest speaker – Mary Rosenbauer from the Kennedy Collective

Operations:

November 2022 passenger trips were 37,724, no shows 1,1288 (3%), and cancellations 9,429 (25%).

December 2022 passenger trips were 36,524, no shows 1,309 (4%), and cancellations 9,871 (27%).

Customer Service:

In November 2022, 208 comments were received from passengers and 7% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 8% late/early arrival, ride length or missed trip concerns, 10% invalid concerns, 0% mechanical and/or related to safety concerns, 3% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no show concerns, 4% unknown, 0% other, and 62% n/a, record only, general information.

In December 2022, 276 comments were received from passengers and 7% were compliments, 11% driver, dispatch, reservationist, and/or scheduling concerns, 4% late/early arrival, ride length or missed trip concerns, 8% 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, 0% other, and 66% n/a, record only, general information.

Guest Speaker

Mary Rosenbauer from Kennedy Collective provided information about free travel training resources for seniors and people with a disability using the fixed route bus system and rail systems in the state. She provided information about the transportation systems that are accessible and how to navigate them. ADA Paratransit passengers interested in free travel training can reach out to the District for more information in regard to this resource.

Staff Comments:

Ms. Williams noted the upcoming forum dates for 2023 are: March 15th, May 17th, July 19th, September 20th, and November 15th. All meetings will continue to be held virtually on the third Wednesday of every other month unless changes are necessitated.

Ms. Ellis reviewed information purported in the Winter 2023 newsletter. It is available on the District's website and is being distributed on the vehicles.

Ms. Banker let the group know there has been an increase with passengers booking through PASS-WEB. Go to <https://ghtdonlinebooking.org> to book, cancel, confirm trips online. The March forum will feature a representative from CT Tech ACT Project and they will speak about assistive technology devices and services.

Mr. Gounder commented on the following:

- passengers should be mindful of updating ADA with a valid phone number/emergency contact
- bus cleaning is performed daily
- masks are still recommended for passengers and drivers
- drivers are required to provide door-to-door service
- passengers are asked to be ready at the start of their thirty-minute pickup window

Participant Comments

Janet Wallans

Ms. Wallans commented that she has observed that staff has increased.

Staff Response

Mr. Gounder noted First Transit has hired additional drivers due to the increase of ridership and to maintain on time performance.

Lynne Altschuler

Ms. Altschuler stated the service has been great, but some newer drivers are not getting out of their vehicle to perform door-to-door service. When calling the customer service department there are times that she finds that no one picks up.

Staff Response

Mr. Gounder asked that she report drivers not providing door-to-door service to the customer service department. In addition, passengers should leave a voice message for customer service in order for their concerns to be addressed accordingly if they do not answer right away.

Kristen Dockendorff

Ms. Dockendorff is concerned with the layout of the new transit vehicles. She stated that these vehicles are “impossible” to use with a service animal.” Is there a way not to get assigned to this type of vehicle? Additionally, she has difficulties connecting to the forum.

Staff Response

Mr. Gounder will have a road supervisor meet with Ms. Dockendorff to discuss the transit buses. Ms. Williams will assist her with joining the forum.

Peggy Johnson

Ms. Johnson commented door-to-door service is an issue with the newer drivers. Drivers are not wearing their uniforms appropriately. Customer service department does not return voice messages.

Staff response

Mr. Gounder reiterated door-to-door service must be performed by all drivers. Uniforms are required to be worn properly and neatly. He will address returning voices messages with staff. Passenger’s feedback is important and staff is held accountable for their actions. Ms. Banker noted concerns may also be communicated by using PASS-WEB as well.

The next forum will be March 15, 2023.



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.