

**2023 ADA
Participation Group
Forum Meeting Dates**



Please join us for the ADA Participation Group Forum! Meetings are held on the **3rd Wednesday of every other month, 5:00 p.m. - 6:00 p.m.**

The next ADA forum is:

- **May 17, 2023**
- **July 19, 2023**
- **September 20, 2023**
- **November 15, 2023**

Please note: All ADA forums will be held virtually unless otherwise indicated. To obtain the link to join the meeting or for more information including accommodation requests, please visit our website at www.hartfordtransit.org, or contact Pat Williams by email: pwilliams@ghtd.org or phone: **(860) 380-2011**.

Please provide notice prior to the meeting if you would like to share your input with the rest of the attendees. If time allows, all participants will have the opportunity to share their comments and concerns with the group.

We will look forward to seeing you at our next ADA Participation Group Forum!

**FREQUENTLY ASKED QUESTIONS
CUSTOMER SERVICE DEPARTMENT**

Did you know that if you have a question, compliment and/or concern about your ADA Paratransit trip we would like to hear from you?

Who do I contact? You may contact the Customer Service Department by calling (860) 724-5340 extension 9, Monday thru Friday, 8:00 a.m.- 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134.) You may also contact Customer Service by sending an email to Hartford.Customerservice@firstgroup.com, fax (860) 936-3750 or write:

**Customer Service Department c/o First Transit
148 Roberts Street, East Hartford, CT 06108**

How soon should I call? Please contact the Customer Service Department as soon as possible when you wish to report an incident (ideally within 48 hours of the incident).

What information will I need to provide? Please be certain to have the day of the week, date, location, and time of all incidents that you would like to report. Any additional details you can provide will be helpful.

When will I receive a response? Any communication with the Customer Service Department will be addressed in a timely manner.

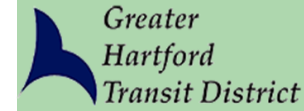
ADA RIDER TIP: Passengers may cancel trips after hours from midnight to 4:30 a.m. by calling (860) 724-5340 and selecting "0".



To obtain a copy of this newsletter in an accessible format or if information is needed in another language please contact us at: **(860) 380-2011**.
Si necesita información en otro idioma, llame al **(860) 380-2011**.

CONTACT US AT: (860) 724-5340

- Reserve, Cancel, ConfirmSelect 1**
- Dispatcher.....Select 2**
- Spanish.Select 5**
- Scheduling.....Select 6**
- Service Updates.....Select 8**
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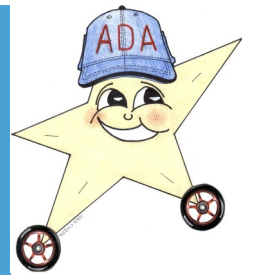
FAQ: Customer Service Department

THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Spring 2023



ADA PARATRANSIT AND CTTRANSIT BUS FARES REINSTATED

**Bus Fares Resume
Saturday, April 1, 2023**

Se reanuda el cobro de tarifas el sábado 1° de abril de 2023



The Connecticut Department of Transportation (CTDOT) announced that fares on all public transit buses will resume across Connecticut on April 1, 2023. A policy signed by Governor Lamont had previously made buses fare-free from April 1, 2022 extended through March 31, 2023. *(This is the maximum date that complies with 12-month length-of-time federal restrictions for temporary public transit pilot programs.)*

Bus fares will resume on all CTtransit local buses statewide, CTtransit Express, and CTfastrak services. The ADA Paratransit bus fare will also resume April 1, 2023.

For information about CTtransit bus fares, please go to: www.cttransit.com/fares. For information about ADA Paratransit bus fares at the Greater Hartford Transit District, visit our website at www.hartfordtransit.org/ada-paratransit-services/ada-paratransit-fares-ticket-books/.





Caregiver Corner

Are you a caregiver, social worker, or resident services coordinator who assists others using the ADA Paratransit service?

Please remember to cancel any of your loved one's or client's unwanted ADA trips no later than two (2) hours before their scheduled pickup window time. Failure to cancel or late cancellations of unwanted trips will be marked as a "no-show". Passengers showing a high percentage of no-shows within a one-month time period may receive a warning letter. Failure to resolve a repeated pattern of no-shows may even result in temporary suspension of their ADA service!

If you have any questions, call our Customer Service Department at (860) 724-5340 x 9 or email Hartford.Customerservice@firstgroup.com.

ADA PARATRANSIT

BUS FARE AND TICKET BOOK INFORMATION

The Greater Hartford Transit District's (the "District") ADA Paratransit service bus fare resumes on April 1, 2023. The bus fare will return to \$3.50 for each one-way trip. Exact fares must be paid at the time of boarding because the driver will not make change. Personal checks or credit cards are not accepted. ADA drivers also cannot accept tips. If you would like to compliment your driver for exceptional service, please contact the Customer Service Department at (860) 724-5340 extension 9.



You also have the option of purchasing a reduced-rate ADA 10-ride ticket book to use instead of cash. The tickets avoid the inconvenience of paying your driver with bills and/or change upon boarding. Tickets from the ADA 10-ride ticket books are valid for certified ADA riders and companions only. The ticket books are not refundable and lost, stolen or damaged tickets cannot be replaced. ADA Paratransit ticket books have no expiration date, and so pre-purchased ticket books can still be used when the ADA bus fare resumes on April 1, 2023. The ADA 10-ride ticket books are available for purchase for \$28.00 in your area:

- **By mail using an order form:** Call (860) 380-2006 to receive an order form in the mail. Order forms allow payment by check, money order, or credit card. Checks and money orders should be payable to "CTtransit" and mailed to:

CTtransit 10-Ride ADA Ticket Book
P.O. Box 66
Hartford, CT 06141-0066

- **Order online for home delivery:** Go to www.cttransit.com, and click on Fares—tickets & Passes at Stop & Shop.
- **Purchase at the CTtransit kiosk:** Go to State House Square, downtown Hartford.
- **Purchase at local Stop & Shop Supermarkets at the courtesy desk:** Go to www.hartfordtransit.org/ada-paratransit-services/ada-paratransit-fares-ticket-books/ for a listing of participating Stop & Shop supermarkets in your area.

- **Pay for ADA trips online:** Go to <https://ghdonlinebooking.org>.



THE KENNEDY COLLECTIVE

SERVICES & ENTERPRISES FOR PEOPLE WITH DISABILITIES

Now in its 71st year, The Kennedy Center has renamed itself The Kennedy Collective. Why? The Kennedy Collective explains that the name change is "to highlight how we create support services and business enterprises that prove people with disabilities bring value. We have seen the amazing outcomes that a collective approach can create, and it is our firm belief that—when we unite together, to empower and employ—our abilities have no bounds".

Armed with the right resources, people with disabilities, seniors, and veterans can become more active and independent. For these citizens, The Kennedy Collective can help identify service gaps, coordinate transportation options, and offer travel training. The Kennedy Collective Travel Training is a nationally-acclaimed program teaching people with cognitive, sensory, and physical disabilities how to independently use the local public bus and public rail systems throughout Connecticut. For additional information, please call (203) 365-8522 x 2950 or go to www.thekennedycollective.org/support-services/mobility-services-and-transportation-assistance.



THE WORLD MOURNS THE PASSING OF JUDITH HEUMANN

DISABILITY RIGHTS ACTIVIST

Judith "Judy" Heumann—widely regarded as "the mother" of the disabilities rights movement—passed away in Washington, D.C. on March 4, 2023. Judy was at the forefront of major disability demonstrations and helped spearhead the passage of disability rights legislation such as Section 504, the Individuals with Disabilities Education Act, the Americans with Disabilities Act, the Rehabilitation Act, and the UN Convention on the Rights of Persons with Disabilities. She founded national and international disability advocacy organizations, held senior federal government positions, co-authored her



memoir, *Being Heumann*, and its Young Adult version, *Rolling Warrior*, and was featured in the Oscar-nominated documentary film, *Crip Camp: A Disability Revolution*. "Some people say that what I did changed the world," she wrote, "But really, I simply refused to accept what I was told about who I could be. And I was willing to make a fuss about it." For the full press release, see <https://judithheumann.com/the-world-mourns-the-passing-of-judy-heumann-disability-rights-activists/>.



Señor Pepe's Pointers for Spring

Señor Pepe is taking a class this Spring, and will be using the ADA Paratransit service to get to and from the school!

Pepe says, "Did you know? You can use Paratransit for any trip purpose within the ADA service area. If you must reach your destination by a specific time, please be sure to tell the Reservationist your appointment time. It is a good idea to leave a 15 minute minimum leeway before your appointment time to allow yourself time to get into the building. If you travel to the same destination at the same time several days per week, you may inquire about automatic pickups with a subscription ride."

If you have any questions, please contact the Customer Service Department at (860) 724-5340 x 9 or via email at Hartford.Customerservice@firstgroup.com.

Have a Happy Spring!

Your friend,
Señor Pepe

