

**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:

- **July 26, 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 us.hartford.customerservice@transdev.com, fax (860) 936-3750 or write:

**Customer Service Department c/o Transdev
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".



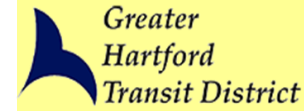
To obtain a copy of this newsletter in an accessible format or if information is needed in another language please contact us at: **(860) 380-2011**.

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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THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Summer 2023



2023 CT STATEWIDE TRANSIT ROADEO



Pictured left to right: Krystena Kibbe, Hector Diaz, and Ramon Robles of Transdev who competed and won several awards in the 2023 CT Statewide Transit Roadeo.

This year, the Connecticut Statewide Roadeo was held at Buckland Park and Ride Lot in Manchester on Sunday, June 11, 2023. The Roadeo is an event where transit agencies from across the state send their best drivers to compete and passionately take pride in all we share. The Connecticut Department of Transportation (CTDOT) sponsors this special event. Throughout the competition, drivers perform on a closed-circuit, and are scored on multiple driving skills. In a timed obstacle course consisting of cones, an acceleration requirement and more, vehicle operators demonstrate their precision driving abilities such as parking, stopping, reversing, and making tight maneuvers. These various challenges are designed to simulate everyday driving patterns, with an emphasis on safety. Our Transdev Safety Manager, Brian Helm, and the designated participants spent multiple days per week preparing for the Roadeo. Transdev was represented at the Roadeo by drivers Krystena Kirby, Hector Diaz, and Ramon Robles. Hector Diaz was this year's Body on Chassis competition winner. Second Place was achieved by Ramon Robles. In addition to scoring the most points overall, the Transdev team (Krystena Kibbe, Hector Diaz, and Ramon Robles) won the Team Competition (Best Team Award) and the Secret Obstacle Course award. The Transdev team also claimed the Rookie Award this year as well.

A special thanks to all the participants, as well as the Transdev and Greater Hartford Transit District volunteers who made this year's Roadeo a great success!

ASSISTIVE TECHNOLOGY SUMMIT

#ThanksToTheADA

ADA Anniversary #ADA 33 Celebrate. Learn. Share.

Did you know? The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990 by President George H.W. Bush. Throughout the year and on the ADA Anniversary (July 26) this landmark event is recognized along with the important work to promote equal opportunity for people with disabilities.

In the words of President Joseph R. Biden Jr., "On July 26, 1990, with the signing into law of the Americans with Disabilities Act (ADA), our Nation created the world's first comprehensive declaration of equality for people with disabilities. Since that time, this legislation has been a driving force in moving America closer to the promise of equal opportunity, full participation, independent living, and economic self-sufficiency for the 61 million individuals with disabilities in our country. But even more than that, it enshrines the idea—central to the spirit of our Nation—that all of us are deserving of equal dignity, respect, and opportunity."

#DisabilityPride

On June 9, 2023 Greater Hartford Transit District's (the "District") ADA Paratransit Eligibility Department staff attended Oak Hill's Assistive Technology Summit at the New England Assistive Technology (NEAT) Center on 33 Coventry Street, Hartford, CT. The Oak Hill Summit was an in-person, assistive technology (AT) awareness day designed for educators, related service professionals, families, and more. This open house event was held at no cost for the public, thanks to generous support from the CT State Department of Education and the CT Tech Act Project.

Attendees at Oak Hill's Summit engaged in informational sessions, viewed AT/AAC demonstrations in the NEAT Learning Lab, participated in hands-on learning opportunities (including adaptive videogaming), and could refresh their adaptive equipment! The NEAT team and AT Champions program participants were also available to chat and answer personalized AT/AAC questions. Participants enjoyed a special "Smart Home on Wheels" display, and learned about Oak Hill's adaptive equipment reuse program as well.

The NEAT Center at Oak Hill is Connecticut's largest private provider of services to people with disabilities. There you can learn about the latest technologies, products, equipment and services that assist people with day-to-day activities that they may have trouble doing themselves, either because of a disability or the effects of aging.

For more information, please visit <https://assistivetechology.oakhillct.org>.



Pictured left to right: Patricia Williams and Elaine Sellenberg of Greater Hartford Transit District learn about assistive technology from NEAT Market staff at Oak Hill's Assistive Technology Summit on June 9, 2023.

#BecauseIamDisabled

What is disability pride?

Disability pride emerged in response to negative views of disability and to promote human rights. Many people view their disability as an integral part of who they are, rather than something that should be separated from their identity. Disabled people are sometimes framed by society as pitiable or helpless, but this view of disabled people can damage their confidence and self-esteem, especially since discrimination against disabled people (ableism) is so prevalent.

What is self advocacy?

Self advocacy is simply advocating for one's own rights rather than other people advocating on your behalf. There are a lot of self-advocates in the disability community pushing toward change in politics and society that directly impacts their lives. But being a self-advocate does not mean you fight alone — you fight alongside others with similar goals.

What is person-first or identity-first language?

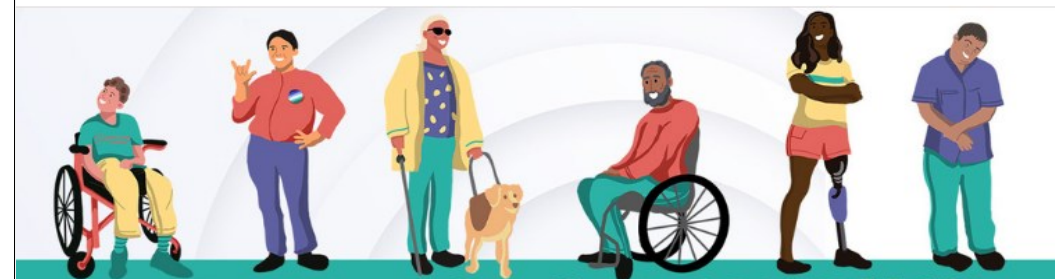
Person-first language positions the word person before the disability, as the commonly-used phrase "person with a disability" or "people with disabilities." Many feel that this wording ensures that people can look beyond the disability to see that person as they are, while others feel this further stigmatizes disability by separating it from one's identity.

Critics of person-first language usually prefer identity-first language. The latter is used in phrases like "disabled person" or "autistic person," where the disability identity comes first and is intrinsically linked with personhood. This terminology is often preferred by self-advocates and disability-led organizations and is becoming more popular.

Regardless of how someone identifies, it's important to respect the terms they use to describe themselves. If you are unsure whether or not to use identity-first or person-first language, it's okay to ask.

Disability pride means different things to different people. You can learn more about disability pride from the diverse voices at:

www.easterseals.com/support-and-education/facts-about-disability/disability-pride.html



Señor Pepe's Pointers for Summer

Summer is here! That means vacations, fun in the sun, and more ADA trips! Don't forget to call and cancel any unneeded ADA trips at least two (2) hours prior to your pickup time, or you will be marked as a no-show.

Pepe says, "Did you know? Each month starting in July 2023, passengers who take ten (10) or more ADA trips who do not violate our No-Show Policy will have their names entered into a drawing to receive one (1) ADA Paratransit ticket book!"

A copy of our No-Show Policy is posted on our website at www.hartfordtransit.org/no-show-and-late-cancellation-policy-2/. If you have any questions, you may also contact our Customer Service Department at (860) 724-5340 x 9 or via email at us.hartford.customerservice@transdev.com.

Have a sensational summer!

Your friend, Señor Pepe

