



ADA PARTICIPATION GROUP FORUM Wednesday, September 20, 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 us.hartford.customerservice@transdev.com, or fax (860) 936-3750. You may also write to: Customer Service Department c/o Transdev, 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, Melissa Thompson, and Danielle Williams

Transdev – Anand Gounder, Angela Glisson, Greg Harrington, and Jaida Ryans-Merritt

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

Guest speaker – Kimberly Jackson from 2-1-1 United Way of Connecticut

Operations:

July 2023 passenger trips were 34,050, no shows 1,119 (3%), and cancellations 8,005 (24%).

August 2023 passenger trips were 37,933, no shows 1,045 (3%), and cancellations 7,657 (20%).

Customer Service:

In July 2023, 242 comments were received from passengers and 10% were compliments, 3% driver, dispatch, reservationist, and/or scheduling concerns, 6% late/early arrival, ride length or missed trip concerns, 9% invalid concerns, 0% mechanical and/or related to safety concerns, 2% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no show concerns, 2% unknown, 0% other, and 68% n/a, record only, general information.

In August 2023, 276 comments were received from passengers and 15% were compliments, 5% driver, dispatch, reservationist, and/or scheduling concerns, 3% late/early arrival, ride length or missed trip concerns, 7% 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, 1% unknown, 0% other, and 67% n/a, record only, general information.

Guest Speaker:

Kimberly Jackson provided an informative presentation regarding 2-1-1 services. This is a confidential information and referral program that connects people to a wide range of social services and resource information. They have highly trained specialists to assist callers. You can dial 2-1-1 or visit www.211ct.org for more information. If you would like an email of the presentation, please contact Pat Williams at (860) 380-2011 or via email at PWilliams@ghtd.org. For questions or additional information, please email Kimberly Jackson at Kimberly.jackson@ctunitedway.org.

Staff Comments:

Ms. Ellis noted the Fall newsletter is posted on the District's website, and will be available on the ADA Paratransit buses over the next few weeks. The feature cover story announces "Transit Day", taking place at the North End Senior Center, Hartford at 9 a.m. on Tuesday, October 10, 2023. This free event will educate seniors and people with disabilities on how to use the fixed route public transit service (CTtransit). Attendees will participate in a CTtransit 101 class, take a fixed route bus to the Mark Twain House for a short tour, and learn about the convenience of using the local bus system from a professional travel trainer.

Ms. Williams informed attendees for the months of July and August there were two (2) winners of the No Show ADA ticket drawing. In order to automatically be entered into the raffle, individuals must travel ten (10) or more times with ADA Paratransit within a calendar month, without any incidents of no shows.

Mr. Gounder commented on the following:

- Passengers may schedule trips up to five (5) days in advance up until the day before their requested trip. Same day trips are only provided if there is availability to do so.
- Passengers should make sure their contact information is accurate (telephone number, address, and emergency contact number).
- Inform the Reservationist of the payment method being used for the ADA trip: ticket, EZ-Wallet or cash.
- Remember to provide an appointment time for ADA trips when appropriate.

Participant Comments

Danielle Williams

She would like the ADA staff to show passengers how to use PASS-WEB. She is having difficulty purchasing ADA ticket books online and at Stop & Shop.

Staff Response

Ms. Banker shared that CTtransit distributes the sale of ADA tickets; the District has addressed this concern with them. Danielle can speak with the District's ADA Eligibility Department staff to assist her with the initial setup of her PASS-WEB account. Mr. Gounder offered his assistance as well. The District staff are unable to load credit card or checking account information into any passengers PASS-WEB/EZ-WALLET accounts.

Melissa Thompson

She expressed dissatisfaction with the newer ADA Paratransit vehicles. She mentioned she almost fell disembarking from the vehicle.

Staff Response

Mr. Gounder noted drivers have received training on how to assist passengers with properly entering/exiting these vehicles. She should report all such incidents to the Customer Service Department.

Lynne Altschuler

Some drivers are not providing door-to-door service. There are other drivers who exceed expectations. She said her experience with PASS-WEB is "fabulous".

Staff Response

Mr. Gounder informed her all drivers are required to follow the door-to-door policy, and corrective action is taken if they do not comply. Passengers should continue to inform the Customer Service Department when drivers do not adhere to this policy.

The next ADA Participation Group Forum will be held on November 15, 2023 at 5:00 p.m.



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.