



ADA PARTICIPATION GROUP FORUM Wednesday, July 26, 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 – Andy Bate, Lynn Evans, Celestine Jones, Melissa Thompson, and Lesley Beland

Transdev – Anand Gounder, Angie Glisson, and Yvette Cruz

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

Guest speaker – Will Seaman from Oak Hill

Operations:

May 2023 passenger trips were 39,797, no shows 996 (3%), and cancellations 8,173 (21%).

June 2023 passenger trips were 37,106, no shows 1,090 (3%), and cancellations 7,519 (20%).

Customer Service:

In May 2023, 321 comments were received from passengers and 18% were compliments, 5% driver, dispatch, reservationist, and/or scheduling concerns, 0% 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, 0% no show concerns, 2% unknown, 0% other, and 66% n/a, record only, general information.

In June 2023, 308 comments were received from passengers and 8% were compliments, 5% 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, 3% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 2% no-show concerns, 0% unknown, 3% other, and 67% n/a, record only, general information.

Guest Speaker:

Will Seaman is the Bridging the Digital Divide Program Coordinator from the New England Assistive Technology (NEAT) Center at Oak Hill in Hartford. The goal of Bridging the Digital Divide is to increase knowledge of technology for the aging population (60 and over) and adults with a disability (ages 18 and over). This program is in collaboration with the Department of Aging and Disability Services State Unit on Aging, CT Tech Act Project, and the NEAT Center. You may contact Mr. Seaman at William.Seaman@oakhillct.org or (860) 488-5923 to see if you meet the qualifications for this program.

Staff Comments:

Ms. Williams informed attendees that the next ADA Participation Group Forum will be held Wednesday, September 20, 2023. Starting in July 2023, passengers who have taken ten (10) or more trips within one (1) month, and do not show a pattern and practice of no shows, will have their names entered into a drawing to win one (1) ADA Paratransit ticket book.

Ms. Ellis discussed the CT Department of Transportation Experience Action Plan for transit customers. This plan was developed to provide a more efficient travel experience for passengers using all modes of transportation in CT. Visit <https://portal.ct.gov/DOT/CTDOT-Press-Releases/2022/CTDOT-CX-Action-Plan> for additional information. The summer ADA Newsletter has been published, and is being distributed on all paratransit vehicles. Newsletters are also posted on the District's website. Ms. Ellis also recognized the 33rd Anniversary of the signing of the Americans with Disabilities Act (ADA) into law on this date. She also read an excerpt from the Proclamation on the Anniversary of the Americans with Disabilities Act by President Joe Biden. For additional information about the Anniversary of the ADA, go to <https://adaanniversary.org/>.

Mr. Gounder commented on the following:

- Always inform the Reservations Department regarding updated phone numbers/emergency contacts.
- More passengers are utilizing PASS-WEB and EZ-Wallet.
- When booking a trip, specify what payment method is being used (cash, ticket, or EZ-Wallet).
- Inform the reservationist if you are traveling with a mobility aid.
- Provide the reservationist with an appointment time when appropriate.
- Reservations may be made five (5) days in advance at the earliest.
- Due to the hot weather, plan trips accordingly and remember to stay hydrated.

Participant Comments

Andy Bate

What is the status of his Encompass application? How does the EZ-Wallet payment system work?

Staff Response

Ms. Williams will follow up directly with Mr. Bate regarding Encompass. Mr. Gounder provided information to him about EZ-Wallet. The Customer Service Department will also follow-up with him on this subject.

Celestine Jones

Ms. Jones shared a scheduling concern. Who do I talk to about the smaller paratransit vehicles?

Staff Response

Mr. Gounder noted that the driver's schedule may change on the same day due to a high volume of trips. In addition, drivers may adjust their manifest trip order, with prior approval from dispatch. He reminded attendees that the ADA service is comparable to the fixed route service (CTtransit). Ms. Williams noted we are reviewing all concerns related to the smaller paratransit vehicles.

Lynn Evans

She was unsuccessful with getting in touch with the Way To Go CT program. She experienced a rude paratransit driver. She also had concerns with the scheduling her ADA trips. She dislikes the smaller transit vehicles.

Staff Response

Ms. Williams will provide her with the Way To Go CT program contact information. Customer service will look into her alleged rude driver experience and review her trip history.

Melissa Thompson

There needs to be more training for drivers transporting passengers who are blind. The smaller transit vehicles are difficult to board, and she nearly had an accident on one. How can she sign up for EZ-Wallet?

Staff Response

Staff will contact Ms. Thompson directly regarding EZ-Wallet. Transdev will look into providing additional training for transporting blind passengers.

The next ADA Participation Group Forum will be held on September 20, 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.