



ADA PARTICIPATION GROUP FORUM Wednesday, November 15, 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, Lesley Beland, Meghan Cade, Dinah Davis, Lynn Evans, Peggy Johnson, Michelle Johnson, Celestine Jordan, Melissa Thompson, and Deitra Washington

Transdev – Anand Gounder, Greg Harrington, Jaida Ryans-Merritt, and Rita Voskanova

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

Guest speaker – Jill Larmett from Capital Workforce Partners

Operations:

September 2023 passenger trips were 35,767, no shows 958 (3%), and cancellations (23%).

October 2023 passenger trips were 39,052, no shows 1,025 (3%), and cancellations 7,757 (20%).

Customer Service:

In September 2023, 242 comments were received from passengers and 13% were compliments, 10% driver, dispatch, reservationist, and/or scheduling concerns, 6% late/early arrival, ride length or missed trip concerns, 9% invalid concerns, 4% mechanical and/or related to safety concerns, 4% 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 52% n/a, record only, general information.

In October 2023, 370 comments were received from passengers and 15% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 4% late/early arrival, ride length or missed trip concerns, 7% 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, 1% no-show concerns, 3% unknown, 1% other, and 60% n/a, record only, general information.

Guest Speaker:

Jill Larmett is the Disability Resource Coordinator at Capital Workforce Partners. The American Job Center (AJC) is also a part of this agency. AJC partners with state agencies to provide employment and training programs, as well as services for all job seekers and employers. AJC will offer one-on-one career services customized for individuals with disabilities, veterans, former offenders, newly and long-term unemployed, and individuals with unique circumstances. AJC will also provide readiness preparation for resume writing, interviewing, job search strategies, and networking. Visit <https://www.ctdol.state.ct.us/ajc/FactSheets.htm> for additional information or contact Jill Larmett at jlarmett@capitalworkforce.org (860) 899-3446.

Staff Comments:

Ms. Banker provided information regarding the expansion of CTtransit route 502. This route will allow the ADA Paratransit service to extend into areas of Bristol including Bristol Adult Education. Ms. Banker also shared with the group about "Transit Day" held on October 10, 2023 which was very successful. The participants were taught how to use the fixed route (CTtransit) bus, and experienced a CTtransit trip to/from the North End Senior Center in Hartford to/from the Mark Twain House in Hartford. Various CTtransit routes along the way were identified and explained. Note the cost to travel one-way on CTtransit for people with a disability or a senior (65+) is \$0.85.

Ms. Williams reminded everyone that all passengers who take at least ten (10) or more trips within a month and do not No Show, Late Cancel, or Cancel at the Door with a driver, will have their name automatically placed in a drawing for one (1) ADA Paratransit book of tickets. So far there have been four (4) passengers who have won.

Mr. Gounder reminded passengers of the following:

- Inclement weather is approaching. Please make sure pathways are clear of snow and ice.
- Reservationists are continuing to ask for telephone number updates and confirming fare payment.
- It is important to inform the reservationist of the opening time of locations to which you are traveling.

Participant Comments

Lynn Evans

Drivers should be aware not to leave food on the bus. Some drivers refuse to allow her to use the lift. On occasion, the service has been late.

Staff Response

Drivers should be mindful of cleaning up after eating. This will be brought up at the safety meeting. Customer Service will follow-up with Ms. Evans directly about her driver concerns.

Celestine Jorden

The call-back feature called her back the next morning as opposed to the same day. She provided words of praise on how Ms. Voskanova handles customer service issues.

Staff Response

Ms. Banker explained there were updates to the phone system and the team is working to address the call back issue.

Meghan Cade

Ms. Cade's daughter uses ADA Paratransit, and she has experienced being dropped off before the site opens. She thanked Ms. Voskanova for assisting her with this concern.

Staff Response

Ms. Voskanova reviewed her trips to ensure that the site opening time is reflected accurately and updated in her daughter's file.

Lynne Altschuler

Ms. Altschuler suggested that drivers be dedicated specifically assigned to certain towns.

Staff Response

Mr. Gounder noted the schedule system, schedulers and dispatchers work together to ensure trips are on time. When there are driver callouts or emergency situations, trips have to be rerouted at the last minute, causing delays. ADA is working on a system that will notify passengers of such delays via a telephone call.

Michelle Johnson

Drivers continue to dress unprofessionally. Ms. Johnson noted driver Yves always is dressed professionally.

Staff Response

The importance of drivers dressing professionally is addressed at all safety meetings.

Deitra Washington

Drivers are not providing door-to-door service.

Staff Response

Any passenger who does not receive door-to-door service should report this to the Customer Service Department. All door-to-door matters are addressed with management.

Dinah Davis

She had a concern in regard to the drivers bidding on runs.

Staff Response

Mr. Gounder will speak with Ms. Davis directly about this matter.

Next meeting will be held on January 17, 2024



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

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Se precisar de informações em outro idioma, ligue para 860-247-5329, ramal 3011.

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Se avete bisogno di informazioni in un'altra lingua, telefonate al numero 860-247-5329 int. 3011.

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Jeżeli istnieje zapotrzebowanie na te informacje w innym języku, prosimy o kontakt na numer telefonu 860-247-5329 wewn. 3011.

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Если Вам необходима информация на другом языке, пожалуйста, обращайтесь по номеру телефона 860-247-5329, доб. 3011.

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Si necesita información en otro idioma, llame al 860-247-5329, extensión 3011.

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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.