



## **ADA PARTICIPATION GROUP FORUM Wednesday, January 17, 2024**

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](mailto: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 – Lynn Evans, Peggy and Michelle Johnson

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

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

Guest speaker – Jennifer McCaughey, MS, CDP from the Hartford HealthCare Center for Healthy Aging

### Operations:

November 2023 passenger trips were 36,586, no shows 965 (3%), and cancellations 9,029 (25%).

December 2023 passenger trips were 35,067, no shows 906 (3%), and cancellations 8,740 (25%).

### Customer Service:

In November 2023, 278 comments were received from passengers and 10% were compliments, 10% driver, dispatch, reservationist, and/or scheduling concerns, 5% late/early arrival, ride length or missed trip concerns, 11% 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, 4% unknown, 0% other, and 59% n/a, record only, general information.

In December 2023, 318 comments were received from passengers and 11% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 10% late/early arrival, ride length or missed trip concerns, 8% invalid concerns, 1% 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, 1% unknown, 0% other, and 62% n/a, record only, general information.

### Guest Speaker:

Jennifer McCaughey, MS, CDP is the manager at Hartford HealthCare Center for Healthy Aging. This agency provides support for the following: Families dealing with dementia, individuals needing transportation/food assistance, homecare and/or support for veterans. In addition, the agency offers home safety solutions such as medical alert systems, medication management, fall and wander prevention, and fire safety.

Visit <https://hhcseniorservices.org/services/center-for-healthy-aging> for additional information or contact Jennifer McCaughey, MS, CDP at (860) 406-2646/[Jennifer.mccaughey@hhchealth.org](mailto:Jennifer.mccaughey@hhchealth.org).

### Staff Comments:

Ms. Ellis informed the group World Braille Day is celebrated every year on January 4<sup>th</sup> to commemorate the birth anniversary of Louis Braille, the inventor of Braille writing for people who are blind or visually-impaired. Braille became one of the most transformative communication systems in history. The main purpose of recognizing World Braille Day is to create awareness among people about the importance of Braille literacy. Effective use of Braille is as important to people who are blind as independent mobility. Even musical, mathematical, scientific symbols and the game of Scrabble is now available in Braille.

Ms. Williams reminded the group that the ADA forums are held on the 3<sup>rd</sup> Wednesday of every other month. 2024 dates are as follows: March 20<sup>th</sup>, May 15<sup>th</sup>, July 17<sup>th</sup>, September 18<sup>th</sup>, and November 20<sup>th</sup>. Effective January 8, 2024, all passengers are required to wear a seat belt. Passengers who have a disability that would exempt them from wearing a seatbelt can email documentation to [pwilliams@ghtd.org](mailto:pwilliams@ghtd.org) or [mbanker@ghtd.org](mailto:mbanker@ghtd.org) or mail to: Greater Hartford Transit District, c/o ADA Paratransit Department, One Union Place, Hartford, CT 06103.

### Ms. Ryan-Meritt:

- Passengers should update their emergency contact information with the Reservations Department
- Provide an appointment time when booking rides for appointments
- When scheduling, provide what form of payment you will be using: EZ-Wallet, cash or ticket
- For after-hour (midnight through 4:30 a.m.) cancellations call (860) 724-5340 x 0

### Participant Comments

#### Lynn Evans:

Drivers are not providing her with door-to-door service. One of her drivers got lost. She is unhappy with the newer transit vehicles, and fell on one of them. She was unaware of the dates of future Forum meetings.

#### Staff Response:

Customer Service will discuss Ms. Evans' driver concerns and her incident on the ADA vehicle with her directly. Ms. Williams reminded Ms. Evans of the 2024 ADA forum dates. The importance of door-to-door service continues to be stressed to drivers, and is strongly focused on during all safety meetings.

#### Peggy Johnson:

Ms. Johnson has not received return calls from Ms. Ryan-Meritt or the Customer Service Department. Michelle Johnson had concern about an incorrect pick-up address and her trips do not reflect the correct fare payment. She was provided with incorrect information for traveling on Martin Luther King Day.

Staff Response:

Ms. Ryan-Merritt apologized for not returning her calls. The incorrect pickup address was a Reservationist error. Scheduling of fare payments will be closely monitored to avoid further inaccuracies. The Customer Service Department will investigate why she was misinformed regarding Martin Luther King Day.

The next ADA Participation Group forum will be held on March 20, 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

**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.