



## ARE YOU READY FOR WINTER WEATHER?

Winter is here! This is the time of year when Greater Hartford Transit District (the “District”) reviews our emergency procedures so that we can do our best to keep the ADA Paratransit service running during severe weather, and if there is an interruption, to resume service as soon as possible following a storm. Severe weather can sometimes cause cancellations and/or delays. Part of our preparation includes informing our passengers where to find notifications about service cancellations or changes during winter weather. In the event of a winter storm warning or other severe weather, we will post updates in several places to keep you informed about potential ADA Paratransit service changes. You can check in regularly on our website, click on the links below, or tune into CRIS radio, WTIC 1080 AM radio, or watch WFSB Channel 3 television for information regarding cancellations, delays, or changes to your paratransit trip.

### **Weather Information.**

Information on the latest weather for our area is [here](#).

### **Listen In.**

[CRIS radio](#) / [WTIC 1080 AM](#)

### **Cancellation and delay listings.**

[WFSB Channel 3](#)

### **Check your connections.**

Even if Greater Hartford Transit District’s ADA Paratransit service has not been cancelled or delayed due to severe weather, if you have a trip connection with another transit agency, there might be changes to their service. You can check for information regarding other transit agency service connections here:

[Greater Bridgeport Transit District](#)

[Meriden North East Transportation Co.](#)

[Middletown Area Transit](#)

[Greater New Haven Transit District](#)

[Waterbury North East Transit Co](#)



### **ADA Passenger tips:**

To ensure that Greater Hartford Transit District and First Transit continue to provide our passengers with safe and reliable service this winter, please be sure that any entrance pathways such as sidewalks, driveways, ramps, and steps leading up to your place of residence are free of snow and ice. Failure to comply with this request might result in our drivers not being able to provide transportation for you until the pathway is sufficiently cleared.



Prefer to ride out the storm at home? To cancel your ADA trip, please call (860) 724-5340 extension 2 at least two (2) hours prior to the beginning of your pickup window. It is helpful if you contact our office as soon as you know that you will not need your paratransit trip. Please also notify us if you have any changes associated with the details of an ADA trip you will be taking.

### **Safety Tips for People with Disabilities:**

Winter weather can present safety hazards for everyone, but especially for people with disabilities. Subzero temperatures, inches (or feet) of snow, and windy conditions can lead to accidents, injury, and/or illness. Freezing temperatures and inaccessible walkways are two of the most common obstacles, but there are many other challenges that require careful planning and consideration. Here are a few tips from [www.ready.gov](http://www.ready.gov) and [Easter Seals](#) that will help you to prepare and stay safe in winter weather:

- Strongly consider staying indoors during a winter storm. Prolonged exposure to cold can cause hypothermia.
- Walk carefully on icy sidewalks and roads. Major injuries and accidents are caused by slippery conditions.
- If you lose feeling and color in your extremities, cover the exposed area, avoid rubbing your skin, and seek medical help immediately. You may have frostbite.
- Stay dry. Wet clothes make you lose body heat, increasing your risk of hypothermia.
- Consider your wardrobe. When preparing your winter wardrobe, be sure to include:
  - ◇ A warm coat with a good hood. Hoods are easier to flip on and off than hats. Be sure your coat is suitable for harsh winter conditions.
  - ◇ Snow boots with good tread and insulation to keep your feet warm and to prevent slipping. You might also invest in a good pair of cleats that you can attach to boots to prevent slipping on ice.
  - ◇ Gloves to protect your hands. Find warm gloves with thinner material at the fingertips. They are handy for those who cannot see well and need a sense of touch to find surfaces such as keyholes, door handles, the buckle for your service dog's harness, etc.

- Have an emergency kit with you in case of unexpected delays. Some items to have on hand include a protein bar or other snack, bottled water, hand warmers, and kitty litter to use for traction for wheelchair users.
- Make sure your service animal is ready too. Service animals need to be prepared for winter weather conditions to ensure their safety and comfort. It is a good idea for individuals with service animals to avoid driveways, roads, and sidewalks where salt has been used to melt ice, as this is one of the biggest threats to healthy paw pads. A paw wax such as “Musher’s Secret” should be applied before going on walks to form a protective barrier between the paw and pavement.

As always, Greater Hartford Transit District’s highest priority is the safety of our passengers and to provide you with the best service possible. We make every effort to continue the paratransit service as usual in severe weather, but information will be readily available to you in the event of potential cancellations or delays. Stay in touch with us when you are planning your trips during winter weather events. If you have any questions or concerns about travelling on ADA paratransit during severe winter weather, you may contact the Customer Service Department at (860) 724-5340 extension 9, send us an email at [hartfordcustomerservice@firstgroup.com](mailto:hartfordcustomerservice@firstgroup.com), or fax (860) 955-2915. You may also write:

**Customer Service Department c/o First Transit  
148 Roberts Street  
East Hartford, CT 06108**

