



# **GREATER HARTFORD TRANSIT DISTRICT NEWSLETTER**

## **62 New Buses move forward**

**Greater Hartford Transit District and First Transit** wish all passengers and friends a safe and enjoyable holiday season. We are happy to announce that 62 new buses are serving the needs of people in the Greater Hartford area. The old buses were replaced by new vehicles, which are more efficient and reliable than the original ones. We started to put them into operation in April 2010. They are expected to travel over 3 million miles annually. The new buses are built with a New York City design, specially made to withstand bumps and rough road surfaces.

The buses are equipped with computer based MDT software which tracks the bus routes. The computer program also provides a Trip Planner for each of the bus drivers. This helps drivers plan the best routes in order to avoid heavy traffic and other obstacles.

## **NEW ADA ID CARDS in 2011**

New ADA identification cards will be available in early 2011. Your ADA ID card will be sporting a new look, and a new layout, and in some cases, new information. Instead of a general ADA ID card, each rider will receive a card unique to your specific type of ADA eligibility—Unconditional, Conditional, Temporary, or Temporary Conditional. More information will be coming soon.

**“Name this newsletter” Contest see p. 4**



**2010-2011**

### **IN THE NEWS**

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**“Let it snow; Let it snow; Let it snow...” GHTD is prepared! See our **RIDER ALERT-SAFETY TIPS** on page 4.**



## ***IMPORTANT REMINDERS***

### ***30-Minute Window***

Our commitment to all ADA passengers is to provide safe and efficient transportation service. There is a 1/2 hour “window” on your pickup time. (For example, the “window” for an 8:00 pickup is 7:45-8:15.) The driver may arrive anytime within your “window”, but will only wait 5 minutes past his/her arrival time. If the driver arrives at 8:00 he/she will only wait until 8:05 before they contact dispatch and receive permission to depart. Please be ready and waiting to leave so that our drivers may stay on schedule and help all riders keep their appointments. Thank you for your cooperation.

### ***Late Cancellation/No Show Policy***

A “**Late Cancellation**” is when a passenger cancels a trip less than two (2) hours before the start of their 30-minute window. If the passenger is scheduled to be picked up for 8:00 with a window time of 7:45-8:15, the passenger would need to call before 5:45 to avoid a “late cancellation”.

A “**No Show**” is when a passenger does not board the vehicle within the 30-minute window. If the passenger’s 30-minute window is 7:45-8:15 and the driver arrives at 7:45, the driver can only wait 5 minutes. If the passenger does not come out by 7:50, he/she is considered to be a “no show”.

Please be considerate of the needs of other riders. We appreciate your cooperation with the rules of this policy.



**TO CANCEL YOUR TRIP:  
(860) 724-5340  
AT LEAST TWO HOURS  
PRIOR TO YOUR PICK-UP TIME**



# TAXI, ANYONE?

An exciting development in the realm of accessible transportation options is the **Accessible Taxi Program** supported by New Freedom funding. This program will operate 24/7 in the Greater Hartford area. This on demand service will fill in some current unmet needs to benefit eligible individuals who require non-scheduled transportation due to emergencies, non-scheduled medical appointments or off-hour trips on weekends and holidays.

The Yellow Cab Company will partner with the Greater Hartford Transit District to provide taxi service on demand. The taxi owner is excited about the opportunity to serve our riders. In addition, Yellow Cab is a big supporter of environmentally friendly vehicles.

The Accessible Taxi Program will use a taxi voucher/debit card program. Each passenger who is enrolled is allowed to purchase up to \$100.00 worth of credit on their taxi voucher, with a minimum purchase of \$25.00 required.

Passengers will need to call one hour in advance to schedule a ride. Personal care attendants may ride free and service animals are welcome to ride also. The taxis used for the program will be vans which feature side entry options and user-friendly ramps. The vans will be converted to meet all ADA standards, and are selected to make loading and unloading easier. Watch for details.



## ***FOR WEATHER UPDATES***

**WATCH  
WFSB TV  
CHANNEL 3  
FOR HOURLY  
REPORTS**



**LISTEN TO:  
WTIC 1080 AM  
CRIS RADIO**



**Do you have a name for our newsletter?  
Please submit your idea to:**

**Greater Hartford Transit District  
One Union Place  
Hartford, CT 06103**

**[pwilliams@hartfordtransit.org](mailto:pwilliams@hartfordtransit.org) or call  
(860) 247-5329 x3100**

**Submit your entries by 1/31/2011. You  
will win a prize if we choose your idea!**

## RIDER ALERT-SAFETY TIPS

Winter is here! To ensure that the **Greater Hartford Transit District** and **First Transit** provide our passengers with safe and reliable service please follow these procedures:

1. Entrances (sidewalks, driveways, ramps, steps) proceeding up to the rider's home address must be free of ice and snow. Failure to comply with this request may result in our drivers not being able to provide transportation to you.
2. Please help by notifying us at (860) 724-5340 if you have any changes with your ride.

We appreciate your cooperation regarding this matter. If you have any questions, concerns or comments, please contact:

Customer Service Department  
249 Wawarme Ave  
Hartford, CT 06114

**(860) 724-5340 x3046** or email us at:

**[hartfordcustomerservice@firstgroup.com](mailto:hartfordcustomerservice@firstgroup.com)**

**Greater Hartford Transit District  
One Union Place, Hartford, CT 06103 (860)247-5329**