



Greater
Hartford
Transit
District

THE S.T.A.R. Newsletter



GREATER HARTFORD TRANSIT DISTRICT

WINTER 2011



FREEDOM RIDE IS ON ITS WAY! **ACCESSIBLE TAXI ARRIVES SOON!**

**What is big and bright and yellow all over?
Freedom Ride Accessible taxi! A new program is
being launched soon. The USDOT Federal Transit
Administration and the Connecticut
Department of Transportation have partnered with
Greater Hartford Transit District
and Yellow Cab Company to bring
those in need of 24/7 accessible
transportation service a brand
new transit opportunity, the
FREEDOM RIDE accessible taxi.**



**For every \$25 you spend, you will receive a \$25
voucher, totaling \$50 in service.**

**Features: Operates outside the specific service area
of travel for Paratransit in the greater Hartford area,
within the boundaries of Yellow Cab Company's
territory.**

**Hours: Operates (24 hours/day, 7 days/week) for ADA
certified and program approved paratransit
passengers.**

Kick-off date: is soon to be announced.

**More information will be available shortly. Check our
website for details: www.hartfordtransit.org**

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**RIDERS-
KEEP UP
THE
GOOD
WORK!**

Thanks to your cooperation, there has been a decrease in the number of NO-SHOWS and late cancellations. Keep up the good work! We appreciate your consideration of your fellow passengers and the driver's schedules, especially in the winter months.



POLICY Reminders

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 x3046** 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

Cancellations: To cancel, call 860-724-5340 ext. 2 at least two hours prior to the beginning of your pick-up window. Listen to CRIS radio, WTIC 1080 AM radio or watch WFSB Channel 3 television for information regarding cancellations due to severe weather. Thank you for your cooperation.

PLAY TO WIN-FIRST TRANSIT'S ID number RAFFLE!

Provide your client ID # when scheduling your ADA Paratransit ride and enter into a raffle for one of three prizes. Raffle drawing 12/16/2011.

Here's why it is important to use your ID number when you call for a ride:

Your Client ID# is similar to a driver's license, Social Security Number or Account Number. It is a four (4) to six(6) digit number that is unique to you. Your ID number is located on your ADA eligibility card. If you do not know your Identification Number, please contact the Customer Service Department at (860) 724-5340 x3046 or dial extension #1 for the Reservation Department. They will be happy to provide this information.

Communicating your ID number to the call-taker will ensure a more accurate reservation and reduce the time spent on the telephone making your reservation time. We suggest that you call prior to 4:00 p.m. to make your reservation, to avoid prolonged telephone wait times.

We appreciate you working with us on this matter. To celebrate your participation by providing your ID number, your name will be entered into a pool of raffle players automatically. The winner will be notified by telephone sometime after

Friday, Dec. 16, 2011.

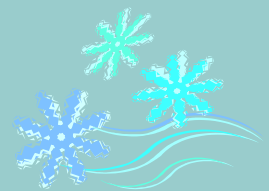
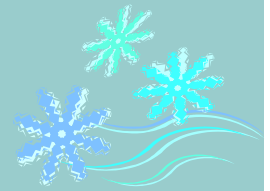
**Help those in need of food this winter...
A NON-PERISHABLE FOOD DRIVE WILL BE HELD
12/1/2011-12/16/2011. DRIVERS WILL COLLECT
FOOD FOR FOODSHARE IN RECYCLABLE BAGS.
BINS ARE ALSO AVAILABLE IN THE UNION
STATION TRANSPORTATION CENTER- NEAR THE
SECURITY OFFICE. Thank you for your donation.**

**Buy your
ticket books
NOW!**

**ADA Fare
increase
effective
January 1,
2012.**

**ADA fare
increases
from \$2.50 to
\$2.60.**

**Ticket books
increase
from
\$22.50 to
\$23.50.**

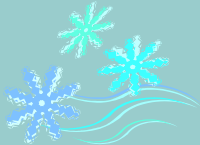


CUSTOMER SERVICE DEPARTMENT

ADA Forum

Notes:

The ADA Participation Group Forum meets in the Greater Hartford Transit District's Multipurpose Room. For information please call (860) 724-5340 extension #1. Notices will be posted on our vehicles at least two weeks prior to the Forum so that you may plan to attend.



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

**Phone:
(860) 247-5329
Fax:
(860) 549-3879
Website:
www.hartfordtransit.org**

Call: (860) 724-5340 x 3046

Monday-Friday 8:00 a.m.- 5:00 p.m.

Write to: Customer Service Department

c/o First Transit

249 Wawarme Avenue, Hartford, CT 06114

Fax: (860) 247-0031

or you may e-mail us at

hartfordcustomerservice@firstgroup.com

ADA questions, commendations and/or concerns will be addressed by contacting us. Please be certain to have the day of the week, date, and time of all incidents you wish to report. We will respond in a timely manner.

PLEASE NOTE: THE BEST TIME TO BOOK A RIDE IS BETWEEN THE HOURS OF 9:30 A.M. AND 1:30 P.M.



**To obtain a copy in
Spanish or Braille,
contact us at
(860)247-5329
ext. 3011**

CONTACT US AT: (860) 724-5340

**Reserve/Cancel/Confirm..... Select 1
Dispatch Department Select 2
Spanish..... Select 5
General Information Select 6
ADA Application Status Select 7
Service Updates..... Select 8
Customer Service..... Select 9**