



Greater
Hartford
Transit
District

THE S.T.A.R. Newsletter



GREATER HARTFORD TRANSIT DISTRICT

SPRING 2011

Special points
of interest:

- S.T.A.R.
Newsletter

- Señor
Pepe

INSIDE:

IVR 1

Reminders 2

The 3 R's 3

Pepe 3

Customer Service 4

IVR TECHNOLOGY IS HERE!

Riders watch out! The IVR (Interactive Voice Response) technology will be ringing your telephone soon. Greater Hartford Transit District (GHTD) and First Transit (FT) are thrilled about this new technology and can't wait to share it with the riders. If you elect to sign up for this system, the Trapeze system (the present transportation computer system used to efficiently schedule a rider's trips) will notify the IVR when your bus is approximately five minutes away. This will alert riders via their telephone, indicating that their vehicle is close to picking them up. In addition a rider will be able to cancel their trip through the IVR system, and learn about any delays in service. The IVR system was chosen to increase on-time performance and to allow the rider to be able to better manage their thirty-minute window time. Example: If a rider books a 9:15am pick up, the rider's window time is 9:00a.m.-9:30a.m. The Trapeze system may estimate the arrival time as 9:25a.m., the IVR will then communicate that information to the passenger who has signed up for this service. Remember, the Trapeze and IVR systems **estimate** the arrival time of a vehicle and cannot guarantee exact pick-up times due to traffic and weather delays. Riders can anticipate this new feature by the end of spring/early summer 2011. The IVR will not replace the personal service riders receive from the Reservation/Dispatch department. Riders, get ready for this new technology to help us better serve your needs.

The GHTD newsletter has a name, the **S.T.A.R.**, which stands for: **Safe, Timely, Accessible, Reliable** transportation, which our buses provide. A new bus is shown here at right.



POLICY Reminders

30-Minute Window

30-Minute Window Our commitment to all ADA passengers is to provide safe, 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

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 needs to call before 5:45 to avoid a “late cancellation.” Please be considerate of the needs of other riders. We appreciate your cooperation with the rules of this policy.

No Show

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”. Thank you for following the policy rules. We appreciate your cooperation.

Señor Pepe is GHTD's New Top Dog

**Welcome
aboard
"Paratransit
Pepe!"**



"Señor Pepe" got lucky the day he was abandoned in a snow bank at Hartford's Union Station Transportation Center. The Security Guard on duty found a carrying case with the whimpering puppy inside, shivering from the cold. After trying to find the dog's owner, Security brought the puppy to the office at GHTD. Pepe immediately won hearts with his cute face and "peppy" attitude. As time passed and no one came forward to claim him, Pepe now has a happy home with one of the staff members at GHTD. According to his new family, Pepe likes to play with other dogs and loves people. We suggest that anyone who needs to find a good home for their pet call their local animal rescue or animal shelter for options and information.

"Read – Remember – Respond"

Please **Read** your ADA Rider's Guide thoroughly.

Strive to **Remember** our important rules and regulations. **Respond** appropriately to GHTD's policies by staying within our guidelines. If you ever have any questions about the ADA Paratransit service, please call (860) 724-5340 and select 9.

HIPPA stands for "Health Insurance Portability and Accountability Act." Your medical history cannot be shared with anyone without your consent. GHTD abides by HIPPA regulations and keeps all of your information strictly confidential.

CUSTOMER SERVICE DEPARTMENT

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One Union Place
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Phone:
860 247-5329
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860 549-3879
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www.hartfordtransit.org

Call: (860) 724-5340 x 3104

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.

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**

