



Greater
Hartford
Transit
District

THE S.T.A.R. Newsletter



GREATER HARTFORD TRANSIT DISTRICT

SUMMER 2011

GENERAL ADA/PARATRANSIT INFORMATION

Greater Hartford Transit District, in coordination with The Kennedy Center, offers transit instruction to individuals and groups. This training teaches persons with disabilities and seniors how to ride regular public transportation including the use of the lift or ramp.

ADA Paratransit Eligibility is based on whether your disability prevents you from performing the tasks needed to ride regular bus service some or all of the time. You must apply and be found eligible ahead of time to use this program. Potential applicants must complete an application and provide a contact number for their health care professional.

The ADA Paratransit Program provides next-day, shared rides within 3/4 of a mile on either side of non-commuter fixed route bus service during the times and on the days those routes are operating.

Eligible individuals can also:

- travel to adjoining communities on the days and times their paratransit service operates;
- bring a Personal Care Attendant (if such a need is documented during the eligibility determination process);
- bring one companion (more companions can ride on a "space available" basis).

LOCAL "ROADEO" CHAMPION ATTENDS NATIONALS

We wish Jose Rodriguez the best of luck as he attends the National Paratransit "Roadeo" in Indianapolis, Indiana in June. Competing against paratransit drivers nationwide, Jose will vie for the chance to be rated #1.

GOOD LUCK JOSE!



Special points
of interest:

**ADA VISUAL
GUIDE**

**"ROADEO"
IN JUNE 2011**

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2010-2011**

SERVICE 4



POLICY Reminders

FAQ's

Here are some frequently asked questions:

When may I call to make an ADA Paratransit trip reservation?

The ADA Reservation office is open seven (7) days per week from 8:00 a.m. until 5:00 p.m. You may call as early as five (5) days ahead to reserve an ADA Paratransit trip, but no later than one (1) day before your ride. As a reminder, the ADA Reservation telephone number is (860) 724-5340. Select #1 to make your reservation.

How do I cancel an ADA trip reservation?

To cancel your ride, please call (860) 724-5340 and select #1 no later than two (2) hours before your trip. If we receive your trip cancellation less than two (2) hours before your pick-up window time, you will be marked as a “no-show” in our records. If more than 10% of your rides result in being marked as a “no show,” your transportation service may be interrupted.

Will I have an exact pickup time for my ride? How long will the driver wait for me?

You will not be given an exact pickup time for your ride, but a ½ hour “window” time. (For example, the “window” for an 8:00 pickup would be 7:45 – 8:15.) The driver may arrive anytime within your “window,” but will only wait five (5) minutes past his/her arrival time.

What hours does the ADA Paratransit service run?

The ADA Paratransit buses operate the same days and hours as the fixed route public transit service (CTTransit). The hours vary depending on the town (s) of origin and destination. Please call the Reservation office at (860) 724-5340 and select # 1 for specific days and hours of operation.

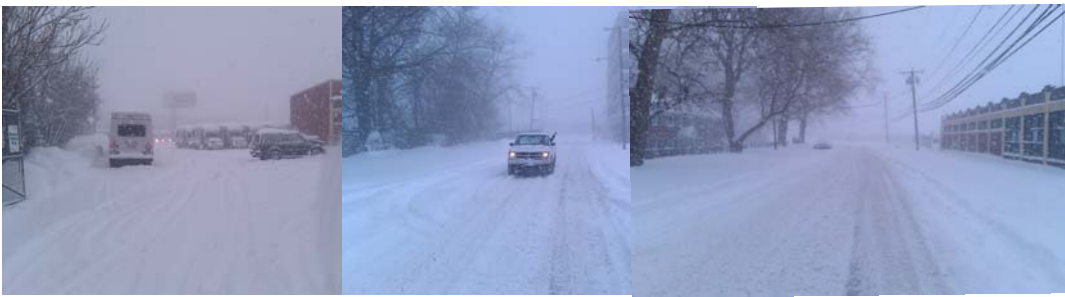
May I bring someone with me when I use the ADA Paratransit service? If someone accompanies me, must they also pay the required ADA bus fare?

You may bring a personal care attendant (“PCA”) or companion with you anytime you use the ADA Paratransit service. However, the person traveling with you must be picked up at the same location as you. Additional companions, friends, or family members may also ride with you on a space-available basis. If you must travel with a “PCA,” that person may accompany you on the ADA Paratransit bus free of charge. In contrast, individuals traveling with you as a companion/friend are required to pay the standard ADA bus fare.



IT WAS COLD, BUT FIRST TRANSIT WAS BOLD

The weather bureau claimed that winter 2010/2011 was the snowiest winter on record. The street corners were blocked with snow piles that were six to ten feet high. It felt like the pattern of snowstorms would never end, and it obviously created a nightmare for employees to get to work and to get their buses out to their clients (passengers). The Greater Hartford Transit District is grateful to First Transit employees, especially the drivers and mechanics, who had to battle the elements and harsh conditions in order to provide such excellent service under substandard and perilous road conditions. During the month of February, we traveled approximately 208,000 thousand miles and logged 17,900 service hours. There were 26,235 trips that were provided out of 35,331 requested for the month. The drivers managed to provide 90% on-time performance. Our hats are off to all of the employees that made this happen.



PARATRANSIT PEPE'S SUMMER TRAVEL TIPS

Drink plenty of fresh water to stay hydrated. Remember to drink water often, even if you might not feel thirsty. This will replenish lost fluids and hydrate your body. Limit your intake of alcohol, caffeinated or carbonated drinks. These drinks can easily dehydrate your body and leave you feeling tired.

Always wear sunscreen, even if you don't plan to spend too much time outdoors. Select a broad spectrum sunscreen, which will block both UVA and UVB harmful rays.

Wear light-colored, lightweight and comfortable clothes. Don't forget to include sunglasses and a hat in your summer wardrobe. Select sunglasses that block ultraviolet rays and have a wraparound style. Choose a comfortable wide-brimmed summer hat to provide plenty of protection from the sun.



State of Connecticut Law prevents bus drivers from allowing their vehicle engines to idle for more than 3 minutes, while waiting for a passenger. This rule helps to reduce vehicle emissions and protect air quality.



CUSTOMER SERVICE DEPARTMENT

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.

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860 247-5329**

**Fax:
860 549-3879**

**Website:
www.hartfordtransit.org**

**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**

