



ADA PARTICIPATION GROUP FORUM Wednesday, May 15, 2024

If you experience an issue with the ADA Paratransit service that requires investigation, please do not hesitate to contact the Customer Service Department at (860) 724-5340 extension 9, Monday through Friday, 8:00 a.m. – 5:00 p.m., email us.hartford.customerservice@transdev.com, or fax (860) 936-3750. You may also write to: Customer Service Department c/o Transdev, 148 Roberts St, East Hartford, CT 06108. *If you are able, please file any and all complaints within 48 hours of the incident.*

This forum was held from 10:30 a.m. – 11:30 a.m. at the Northend Senior Center in Hartford, CT. The following were in attendance:

Riders/Public – Lynne Altschuler, Benjamin Colemon, Bernice Daniels, Dinah Davis, Karen Ellington, Lynn Evans, Lois Furbush, Madonna Kennedy, Tiffany McDermott, Pearline Simms, Miriam Steinberg, Melissa Thompson, Deitra Washington, Reginald Wright and Patricia Ziegler

Transdev – Anand Gounder, Greg Harrington, Jaida Ryans-Merritt, and Rita Voskanova

Greater Hartford Transit District (the “District”) – Margaret Banker, Valerie Ellis, Doug Holcomb, Elaine Sellenberg, and Pat Williams

Guest speaker – James Johnson Jr., Northend Senior Center, Director of Operations

Operations:

March 2024 passenger trips were 37, 771 no shows 930 (2%), and cancellations 7,649 (20%).

April 2024 passenger trips were 38,604 no shows 948 (2%), and cancellations 8,514 (19%).

Customer Service:

In March 2024, 290 comments were received from passengers and 8% were compliments, 5% driver, dispatch, reservationist, and/or scheduling concerns, 0% late/early arrival, ride length or missed trip concerns, 15% invalid concerns, 0% mechanical and/or related to safety concerns, 0% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 2% no show concerns, 1% unknown, 0% other, and 69% n/a, record only, general information.

In April 2024, 245 comments were received from passengers and 11% were compliments, 8% driver, dispatch, reservationist, and/or scheduling concerns, 0% late/early arrival, ride length or missed trip concerns, 11% invalid concerns, 0% mechanical and/or related to safety concerns, 1% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 1% no-show concerns, 2% unknown, 0% other, and 66% n/a, record only, general information.

Guest Speaker:

James Johnson Jr. informed the group the NorthEnd Senior Center (NSC) is one out of four (Southend Wellness, Hispanic Senior Center and Parkville) Senior Centers in the City of Hartford and registered members can use every senior center location. The NSC has various programs that fit the needs of the population that attend. The NSC accepts membership from residents of surrounding towns. For questions about the NSC, you may contact Mr. Johnson at jjohnson@hartford.gov or (860) 757-0801.

Staff Comments:

Ms. Ellis let the group know the Spring ADA newsletter has been published. The newsletter is available on the ADA bus, on our website at <https://www.hartfordtransit.org/ada-paratransit-services/ada-paratransit-newsletters/> or via email upon request. In the month of May, The CT Department of Aging and Disability Services is celebrating “Older Americans Month” and the theme is “Powered by Connection”. For more information go to: <https://portal.ct.gov/aginganddisability/common-elements/v4-template/latest-news>. “Global Accessibility Awareness Day” was on May 16th. For more information, visit <https://accessibility.day/>. For information about Medicare and prescription drug updates, health care considerations, as well as elder and disability rights, go to the Center for Medicare Advocacy’s website at <https://medicareadvocacy.org/>.

Ms. Banker introduced the District’s new Executive Director, Doug Holcomb.

Mr. Gounder confirmed that training and installation for the new tablets is complete, and driver hiring continues. He also reminded the group to keep your emergency telephone numbers updated, and schedule your ADA trips as far in advance as possible. Transdev is working on informing passengers about same-day late trips via IVR (interactive voice recording). All ADA drivers must provide door-to-door service, and ridership is increasing. We always strive to provide on-time, reliable and safe transportation.

Participant Comments:

Patricia Ziegler

Ms. Ziegler has experienced late trips because drivers drive in the opposite direction of where she needs to go. Her doctor charges a fee if she arrives late for an appointment.

Staff Response

Mr. Gounder explained driver call outs and passengers added to drivers’ runs causes adjustments to the schedule. Ms. Banker noted Transdev is held accountable to provide on-time service. It is best to schedule trips to arrive at least fifteen (15) minutes before your appointment.

Tiffany McDermott

Do drivers have the right to kick you off the bus? She also shared an issue she experienced going to church.

Staff Response

Mr. Gounder replied drivers do not typically remove passengers from the vehicle unless there is a direct safety issue but a road supervisor would be called. Customer Service will follow-up with her concerns.

Deitra Washington

Ms. Washington shared her experience with a driver asking her to get off the bus or the police would be called.

Staff Response

Ms. Voskanova noted this incident was investigated, and a response was provided to Ms. Washington. Mr. Gounder informed the group that these types of concerns and communicating to passengers in a professional manner continue to be a topic of discussion at the monthly safety meetings.

Melissa Thompson

Ms. Thompson wanted clarification of how GHTD Link operates. Who decides on the purchase of new vehicles?

Staff Response

Ms. Banker explained that effective April 1, 2024 the District partner with M7 taxi to provide microtransit transportation specifically in portions of Enfield and East Windsor. This is an on-demand service. For more information or to schedule trips, go to <https://www.ghtdlink.com/> or call (203) 916-9325. The District receives federal approval to purchase vehicles.

Lois Furbush

Ms. Furbush does not want the transit vehicle to pick her up. Drivers communicated to her they cannot guarantee getting her to appointments on time.

Staff Response

Mr. Gounder noted drivers should be more cognizant of what is communicated to passengers. The service always strives to get passengers to their appointment on time.

Pearline Simms

Ms. Simms noted that her doctor canceled her appointment on the same day, and she is concerned about this being held against her.

Staff Response

Ms. Banker explained this type of trip will not be recorded as a no-show, and that she can follow-up with Customer Service for a resolution.

Lynne Altschuler

Ms. Altschuler has experienced long hold times when calling the Dispatch Department.

Staff Response

Mr. Gounder indicated that passengers will see improvement in the Dispatch Department as a result of recent efforts of the Operations Manager.

The next ADA Participation Group forum will be held on July 17, 2024.



If information is needed in another language, contact 860-247-5329 x3011

French

Si des renseignements sont nécessaires dans une autre langue, composez le 860-247-5329, poste 3011.

Serbo Croatian

Ako su vam potrebne informacije na drugom jeziku, nazovite 860-247-5329 x3011

Portuguese

Se precisar de informações em outro idioma, ligue para 860-247-5329, ramal 3011.

Italian

Se avete bisogno di informazioni in un'altra lingua, telefonate al numero 860-247-5329 int. 3011.

Polish

Jeżeli istnieje zapotrzebowanie na te informacje w innym języku, prosimy o kontakt na numer telefonu 860-247-5329 wewn. 3011.

Russian

Если Вам необходима информация на другом языке, пожалуйста, обращайтесь по номеру телефона 860-247-5329, доб. 3011.

Spanish

Si necesita información en otro idioma, llame al 860-247-5329, extensión 3011.

Chinese

如需其他语言的信息，请致电 860-247-5329 x3011

Vietnamese

Nếu cần thông tin bằng ngôn ngữ khác, hãy gọi 860-247-5329 x3011

Korean

다른 언어로 기재된 정보가 필요하신 경우, 860-247-5329 x3011로 연락해 주시기 바랍니다.

Hindi

यदि जानकारी अन्य भाषा में चाहिये, 860-247-5329 x3011 संपर्क करें

Arabic

في حالة الاحتياج للمعلومات بلغة أخرى، يرجى الاتصال على رقم 860-247-5329، داخلي 3011

Gujarati

જો બીજી ભાષામાં માહિતી લેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.