

**2024 ADA
Participation Group
Forum Meeting Dates**



Please join us for the ADA Participation Group Forum! Meetings are held on the **3rd Wednesday of every other month, 5:00 p.m.- 6:00 p.m.**

The next ADA forum is:

- **May 15, 2024**
(The May 2024 Forum will be held in person at the North End Senior Center, 80 Coventry Street, Hartford, CT 10:30 am-11:30 am.)

- **July 17, 2024**
- **September 18, 2024**
- **November 20, 2024**

Please note: All ADA forums will be held virtually unless otherwise indicated. To obtain the link to join the meeting or for more information including accommodation requests, please visit our website at www.hartfordtransit.org, or contact Pat Williams by email: pwilliams@ghtd.org or phone: **(860) 380-2011**. Please provide notice prior to the meeting if you would like to share your input with the rest of the attendees. If time allows, all participants will have the opportunity to share their comments and concerns with the group.

We look forward to seeing you at our next ADA Forum!

**FREQUENTLY ASKED QUESTIONS
CUSTOMER SERVICE DEPARTMENT**

Did you know that if you have a question, compliment and/or concern about your ADA Paratransit trip that we would like to hear from you?

Who do I contact? You may contact the Customer Service Department by calling (860) 724-5340 extension 9, Monday thru Friday, 8:00 a.m. - 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134.) You may also contact Customer Service by sending an email to us.hartford.customerservice@transdev.com, fax (860) 936-3750 or write:

**Customer Service Department c/o Transdev
148 Roberts Street, East Hartford, CT 06108**

How soon should I call? Please contact the Customer Service Department as soon as possible when you wish to report an incident (ideally within 48 hours of the incident).

What information will I need to provide? Please be certain to have the day of the week, date, location, and time of all incidents that you would like to report. Any additional details you can provide will be helpful.

When will I receive a response? Any communication with the Customer Service Department will be addressed in a timely manner.

ADA RIDER TIP: Passengers may cancel trips after hours from midnight to 4:30 a.m. by calling (860) 724-5340 and selecting "0".



To obtain a copy of this newsletter in an accessible format or if information is needed in another language please contact us at: **(860) 380-2011**.
Si necesita información en otro idioma, llame al (860) 380-2011.

CONTACT US AT: (860) 724-5340

- Reserve, Cancel, Confirm Select 1**
- Dispatcher.....Select 2**
- Spanish..... Select 5**
- Scheduling.....Select 6**
- Service Updates.....Select 8**
- Customer Service..... Select 9**

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THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Spring 2024



**INTRODUCING GHTD LINK:
ENFIELD AND EAST WINDSOR'S REVOLUTIONARY RIDESHARE EXPERIENCE**



Pictured: A passenger who uses a wheelchair is assisted up the ramp of the GHTD Link vehicle.

We are thrilled to announce the arrival of a groundbreaking transportation solution in Enfield and East Windsor, CT. Say hello to GHTD Link, the latest innovation in rideshare services, brought to you by the Greater Hartford Transit District (the "District"), M7, and our technology partner, RideCo. With GHTD Link, getting around town has never been easier or more convenient.

What is GHTD Link?

GHTD Link is a dynamic and flexible transportation service designed to cater to the specific needs of Enfield and East Windsor passengers. Unlike the traditional local buses, GHTD Link utilizes advanced technology to offer on-demand rides to passengers, allowing for customized and efficient travel experiences.

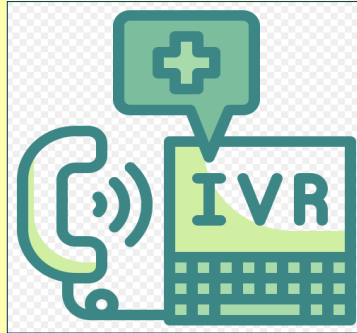
How Does it Work?

Passengers can request a ride to their desired destination within the designated service area through the GHTD Link mobile app, online at GHTDlink.com, or by calling (203) 916-9325. The innovative technology then creates routes in real-time, pooling passengers heading in the same direction to maximize efficiency and reduce travel times. This means shorter wait times, direct routes, and ultimately a smoother journey for everyone. Rides can be requested on demand the same day, or scheduled up to three (3) days ahead.

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INTRODUCING GHTD LINK: (Continued)

ENFIELD AND EAST WINDSOR'S REVOLUTIONARY RIDESHARE EXPERIENCE



Opt-in to our IVR System!

Did you know? You can now “opt-in” to our new Interactive Voice Response (IVR) system to receive an automated phone call fifteen (15) minutes before your ADA driver arrives! If possible, a cell phone contact number works best so that the IVR may reach you for both your pickup and your return ride when you are away from home.

If you prefer, you can have our IVR system call a family member or advocate instead to inform them of your ADA driver’s imminent arrival. You can also let us know if you prefer the imminent arrival call in Spanish.

If you are interested in participating in the IVR contact system, please provide us with the phone number we can best reach you by calling Pat Williams at (860) 380-2011.

Benefits of GHTD Link:

- 1. Flexibility:** GHTD Link adapts to your schedule, providing rides when and where you need them, whether it’s for your daily commute, a trip to the grocery store, or a visit to the doctor’s office.
- 2. Accessibility:** This service ensures that transportation is accessible to all members of our community, including those with mobility challenges or limited access to private vehicles.
- 3. Environmental Impact:** By encouraging shared rides and reducing the number of single-occupancy vehicles on the road, GHTD Link contributes to a cleaner and greener environment, helping to mitigate traffic congestion and carbon emissions.
- 4. Cost-Effective:** With an affordable fare of \$3.00 each way, GHTD Link offers a cost-effective alternative to traditional transportation options. Personal care attendants (PCAs) travel free.
- 5. GHTD Link is for everyone:** This service is open to everyone over the age of fourteen (14). Even the younger ones can ride with an adult, and there are no ADA disability requirements.

Join Us on the Journey

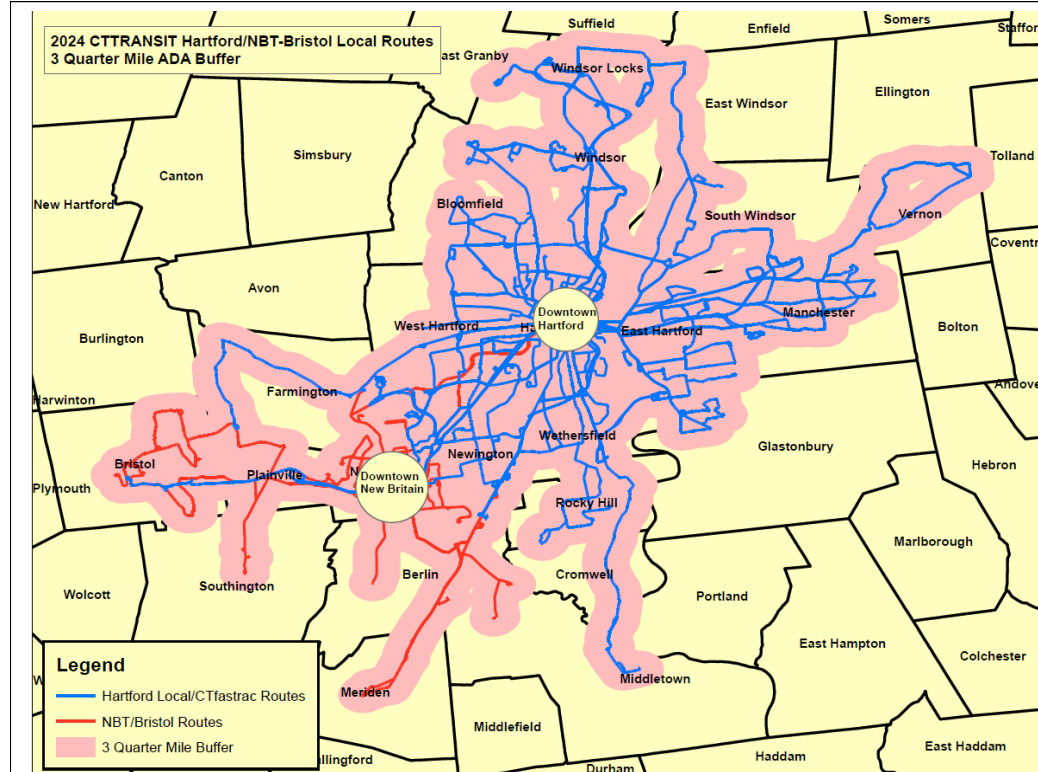
As we embark on this exciting new chapter in Enfield and East Windsor’s transportation landscape, we invite you to experience the convenience and innovation of GHTD Link for yourself. Whether you’re a daily commuter, a weekend explorer, or simply in need of a ride, GHTD Link is here to serve you. Download the GHTD Link app today and start reimagining your travel experience. Together, let’s pave the way for a more connected and accessible Enfield and East Windsor. For more information and updates, please visit GHTDLink.com.



Pictured: The driver assists a passenger up the step of the GHTD link vehicle.

EXPANDED ADA SERVICE AREA:

MERIDEN AND SOUTHWINGTON (RT. 511 AND RT. 532)



Pictured: Greater Hartford Transit District’s (the “District”) updated ADA service area map to include additional areas of Meriden and a portion of Southington.

As of March 10, 2024 Greater Hartford Transit District’s (the “District”) ADA Paratransit service area has expanded into a small portion of Southington and an additional area of Meriden. The new routes covered coincide with CTtransit route 511 in Meriden and route 532 in Southington. Because the Paratransit service complements the local fixed routes, the ADA service also expanded along the new routes in Meriden and Southington.

The Connecticut Department of Transportation implemented the new CTtransit bus routes that will bolster connectivity and amplify coverage throughout central Connecticut. These new routes were, in part, discovered through feedback from community members, frontline transit workers, and key government officials.

For more information about recent expanded routes of CTtransit, please go to www.cttransit.com/news. For additional information about the District’s ADA Paratransit service area, visit our website at www.hartfordtransit.org/ada-paratransit-service/ada-paratransit-service-area/. If you have any questions, please contact our Customer Service Department at (860) 724-5340 x 9 or email us.hartford.customerservice@transdev.com.



Señor Pepe's Pointers for Spring

Señor Pepe is all packed and ready to travel this Spring! He is planning to meet his old friend, Domingo, in New Haven for a doggone good time! Pepe will be getting to New Haven via a transfer trip with ADA Paratransit, and once he arrives in New Haven, he and Domingo will be using the ADA Paratransit service in that area to get around.

Pepe says, “If you would like to travel to a town outside of the District’s ADA service area, you might be able to do so if there is another ADA Paratransit service connecting to that town. If so, please plan ahead so that you can request your ADA information to be transferred to the transit district with which you will be connecting for your transfer trip.”

For additional information, please contact our Customer Service Department at (860) 724-5340 x 9.

Have a Happy Spring!
Your good friend,
Señor Pepe

