



ADA PARTICIPATION GROUP FORUM Monday July 22, 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 – Flonnie Beckman, Bernice Daniels, Dinah Davis, Ralph Dooley, Antonita Dunbar, Coretta Ellison, Ezellar Frederick, Shirley Harmon, Madonna Kennedy, Theda Francis, Melissa Thompson, Reginald Wright, Danielle Williams, and Patricia Ziegler

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

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

Guest speaker – Valerie Ellis, Senior ADA Paratransit Eligibility Coordinator, the “District”

Operations:

May 2024 passenger trips were 40,176 no shows 1,040 (3%), and cancellations 8,235 (20%).

June 2024 passenger trips were 34,290 no shows 949 (3%), and cancellations 8,514 (25%).

Customer Service:

In May 2024, 210 comments were received from passengers and 4% were compliments, 10% driver, dispatch, reservationist, and/or scheduling concerns, 0% late/early arrival, ride length or missed trip concerns, 16% 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, 0% no show concerns, 1% unknown, 0% other, and 68% n/a, record only, general information.

In June 2024, 258 comments were received from passengers and 10% were compliments, 9% driver, dispatch, reservationist, and/or scheduling concerns, 5% late/early arrival, ride length or missed trip concerns, 9% invalid concerns, 1% mechanical and/or related to safety concerns, 1% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no-show concerns, 2% unknown, 0% other, and 63% n/a, record only, general information.

Guest Speaker:

Ms. Ellis shared with the group that July 26, 2024 commemorates the 34th Anniversary of the signing into law of the Americans with Disabilities Act (ADA). This civil rights law protects the rights of all people with disabilities. Also, the month of July is Disability Pride month. This is a celebration for the disabled community to celebrate who they are and for people all over the US to understand how they can become better partners for the disabled community. For additional information about the 34th Anniversary of ADA and Disability Pride month, see the S.T.A.R Summer 2024 ADA Newsletter at <https://www.hartfordtransit.org/ada-paratransit-services/ada-paratransit-newsletters/>. The Annual Ability Walk and Roll was originally scheduled to take place on Wednesday, July 24, 2024. *(Note this event has been postponed until Wednesday, July 31, 2024, 5:00 pm – 7:00 pm)* at Walnut Hill Park, New Britain to celebrate the 34th Anniversary of ADA. The ADA Paratransit Riders Guide has been updated to include a new version of the No Show/Late Cancellation policy. Please go to our website at <https://www.hartfordtransit.org/wp-content/uploads/2024/07/ADA-Riders-Guide-English-7-2024-Final.pdf> to view this policy. Ms. Ellis also shared a number of historic posters pertaining to the implementation of the ADA law. Several attendees shared with the group how ADA has impacted their lives.

Staff Comments:

Ms. Williams informed the group that the District received notification from the CT Department of Transportation (CTDOT) to update the No Show/Late Cancellation policy. CTDOT requested all CT ADA Paratransit agencies to have the same policy. The updated policy is effective as of July 1, 2024.

Anand Gounder

Transdev is working to notify passengers on the same day if their ADA bus is running late. This notification will be through the IVR (interactive voice response) system. When passengers are cancelling trips, they need to inform the Dispatch Department and specify each trip needing to be canceled.

Participant Comments:

Antonita Dunbar

Ms. Dunbar was not provided accurate information from the Dispatch Department when she asked about the estimated arrival time for her ADA bus. She requested to speak to a manager, and was not provided one. She commented that some dispatchers need additional training.

Staff Response

Mr. Gounder acknowledged Ms. Dunbar's feedback and will work closely with the Dispatch Manager, Sonia Vega, and the dispatch team on this matter.

Dinah Davis

Ms. Davis shared concerns about securement of her scooter. She would like to see drivers better trained in securing scooters. Ms. Davis praised the drivers and dispatchers.

Staff Response

The Transdev safety team will continue to work with Ms. Davis and all passengers to improve securement of wheelchairs and scooters.

Danielle Williams

Ms. Williams commented that MDT'S are not working properly. The way trips are scheduled are not making sense. She shared a specific concern.

Staff Response

Mr. Gounder explained that ADA operates comparable to the fixed route public transit service (CTtransit). By federal standards, ADA Paratransit travel time can be the same as a CTtransit trip. If longer, this is considered inefficient and should be reported to the Customer Service Department for investigation. Presently, on time performance is over 92%. Staff will respond back to her regarding her specific concern. MDT concerns are reviewed daily and updated accordingly.

Reginald Wright

Mr. Wright is concerned with the length of time riding on the bus because he frequently has to use the rest room due to his disability.

Staff Response

Ms. Williams suggested and explained that Freedom Ride Taxi or Encompass could provide a more direct trip for him. She will get back to him to discuss the taxi services.

Patricia Ziegler

Ms. Ziegler wanted clarification on how late cancellations are defined.

Staff Response

Transdev staff explained late cancellations and Ms. Williams ensured her late cancellation(s) beyond her control can be reconciled with the Customer Service Department.

Coretta Ellison

Ms. Ellison wanted to know the best way to schedule a trip for a doctor's appointment.

Staff Response

Mr. Gounder suggested she request an arrival time of fifteen (15) minutes before her actual appointment time.

Theda Francis

Ms. Francis asked if her doctor's appointment ends early and she uses another form of transportation to go home, will she be penalized?

Staff Response

Transdev staff commented that she will not be penalized for one (1) late cancellation within a month, and that if this occurs, she should speak with the Customer Service Department to resolve the matter as soon as possible.

Melissa Thompson

Ms. Thompson shared with the group that there are other agencies that provide transportation strictly to and from medical appointments.

Coretta Ellison

Ms. Ellison shared her experience with getting out of a doctor's appointment early.

Staff Response

Mr. Gounder noted that if a passenger finishes a doctor's appointment early, the Dispatch Department does their best to get the next available driver in the area. Peak ADA running times are 7:00 a.m. – 9:00 a.m. and 2:00 p.m. – 4:00 p.m. He will meet with the dispatchers about making a better effort to locate available drivers when passengers get out of a medical appointment early.

The next ADA Participation Group forum will be held on September 18, 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

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如需其他语言的信息，请致电 860-247-5329 x3011

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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.