



ADA PARTICIPATION GROUP FORUM Monday September 16, 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, Marsha Burckson, Dinah Davis, Ralph Dooley, Coretta Ellison, Lynn Evans, Michelle Johnson, Peggy Johnson, Mary-Ann Langton, Marilyn Lee, Deitra Washington, Sandra Watkins

Transdev – Anand Gounder and Rita Voskanova

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

Guest speaker – Melissa Thompson, Independence Unlimited (IU), Independent Living Advocate and Information and Referral Specialist

Operations:

July 2024 passenger trips were 36,369 no shows 1,033 (3%), and cancellations 8,981 (25%).

August 2024 passenger trips were 37,128 no shows 1,015 (3%), and cancellations 8,145 (22%).

Customer Service:

In July, 330 comments were received from passengers and 15% were compliments, 4% driver, dispatch, reservationist, and/or scheduling concerns, 0% late/early arrival, ride length or missed trip concerns, 8% invalid concerns, 2% 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, 2% unknown, 0% other, and 67% n/a, record only, general information.

In August 2024, 271 comments were received from passengers and 7% were compliments, 3% driver, dispatch, reservationist, and/or scheduling concerns, 7% late/early arrival, ride length or missed trip concerns, 9% invalid concerns, 0% mechanical and/or related to safety concerns, 2% door-to-door and/or

related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no show concerns, 1% unknown, 1% other, and 70% n/a, record only, general information.

Guest Speaker:

Ms. Thompson is a passenger who travels on the ADA bus and also works at Independence Unlimited (IU). IU's mission is to help individuals with disabilities in the Greater Hartford Area achieve their goals and dreams. IU focuses on the following: Information and referral information on such topics as housing, disability rights, education, health related issues, and peer counseling. Counselors at IU have disabilities themselves so they can empathize with the individual, and have received Independent Life Skills Training. IU counselors can help individuals at various stages of life from serving young adults to seniors. The services offered are also free. For further information, you may contact IU at (860) 523-5021 Voice/TTY, fax (860)-523-5603, contactus@independenceUNLIMITED.org. Ms. Thompson also shared her experience of how drivers should be mindful when providing door-to-door/seatbelt assistance to a person who is blind.

Staff Comments:

Ms. Ellis communicated to the group that in the month of September it is National Guide Dog and World Alzheimer's Day. The next S.T.A.R. newsletter will be published in October and distributed on all ADA buses. The newsletter is also available on the District's website www.hartfordtransit.org and emailed out to individuals on the District's email listing. If you would like to be emailed or mailed a copy please contact Customer Service (860) 724-5340 extension 9. Transit Day is tentatively scheduled for Tuesday October 29th to the Connecticut Museum of Culture and History in Hartford. At this event, passengers will learn how to use the CTtransit fixed route bus system. The travel trainer from the Kennedy Collective Agency will provide a CTtransit 101 class and there will be door prizes. Registration is required.

Margaret Banker

Ms. Banker passed out information received from rider Mary-Ann Langston about the new Connecticut wheelchair reform law (Public Act-24-58). This was passed by the legislative office on July 1, 2024. Ms. Langston has been a strong advocate to get this bill passed. Ms. Banker also informed passengers about the GHTD Link microtransit service covering all of East Windsor and portions of Enfield. Cost is \$3 per person. Visit www.ghtdlink.com or call (203) 916-9325 for further information.

Anand Gounder

Mr. Gounder shared with the group in the month of August 94% of trips were on time. Make sure to update telephone changes and when possible always provide an appointment time to the Reservation Department when reserving trips. If your mobility device has changed, please inform the team so this information can be updated in our system. Last month Transdev employees were recognized for their hard work.

Participant Comments:

Sandra Watkins

Ms. Watkins stated she has concerns with her trips on Sundays being late.

Staff Response

Customer Service will investigate and respond to her.

Coretta Ellison

Ms. Ellison stated she was late getting picked up. Why can't she be informed when the service is going to be late?

Staff Response

Customer Service will investigate her concern and respond to her. Mr. Gounder let the group know about a new IVR (interactive voice response) feature. This feature will call passengers to let them know the service is running late.

Lynn Evans

She commended a driver for getting her to a destination on time.

Lynne Altschuler

She stated ADA does not have enough drivers at night.

Staff Response

Customer Service will look into her specific concern. Ms. Banker provided information about running times and when ADA trips are at their peak travel times.

Marsha Burckson

She was not aware of the taxi voucher programs (Freedom Ride taxi and Encompass) and the S.T.A.R. newsletter.

Staff Response

Ms. Banker will speak with Ms. Burckson about taxi voucher programs. Ms. Thompson also offered IU services for transportation. Mr. Holcomb commented there are various transportation programs offered to persons with a disability and the District does their very best to convey this information to riders. All newsletter can be obtained on the buses.

Marilyn Lee

She had problems with her EZ-Wallet account. For today's trip to the forum, she was transported to the incorrect location. Why do drivers backtrack?

Staff Response

Customer Service will look into Ms. Lee's concerns and respond to her directly.

Peggy Johnson

Ms. Johnson would like to see drivers speak to passengers, drivers are not providing door-to-door, drivers are not reading comments on their manifests/MDT's, and drivers are not receiving adequate training.

Staff Response

Ms. Banker shared with the group drivers are currently going through an annual "wheelchair" refresher course. Forum concerns are discussed and reviewed at safety meetings.

The next ADA Participation Group forum will be held on November 20, 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.