



ADA PARTICIPATION GROUP FORUM WEDNESDAY November 20, 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. – 12:00 p.m. at Transdev, 148 Roberts Street, East Hartford, CT. The following were in attendance:

Riders/Public – Lynne Altschuler, Marsha Burckson, Ralph Dooley, Antonita Dunbar, Lynn Evans, Celestine Jordan, Teresa Rostkowski, Miriam Steinberg, and Melissa Thompson

Transdev – Angela Glisson, Anand Gounder, Greg Harrington, Jaida Ryans-Merritt, Nelson Torres, and Sonia Vega

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

Operations:

September 2024 passenger trips were 36,710 no shows 921 (3%), and cancellations 8,022 (22%).

October 2024 passenger trips were 40,801, no shows 1,007 (2%), and cancellations 8,045 (20%).

Customer Service:

September

In September 252 concerns were received from passengers and 22 were compliments, 9 driver, dispatch, reservationist, and/or scheduling, 13 late/early arrival, ride length or missed trip, 4 mechanical and/or related to safety, 2 door-to-door and/or related to wrong drop-off or pick-up, 0 no-show, 4 unknown, 27 invalid, 1 other and 170 n/a, record only, other, general information.

October

In October 319 concerns were received from passengers and 24 were compliments, 13 driver, dispatch, reservationist, and/or scheduling, 8 late/early arrival, ride length or missed trip, 1 mechanical and/or related to safety, 0 door-to-door and/or related to wrong drop-off or pick-up, 0 no-show, 8 unknown, 29 invalid, 6 other and 230 n/a, record only, other, general information.

Staff Comments:

Valerie Ellis

Ms. Ellis communicated to the group that November is “Alzheimer’s Awareness” month. She shared important statistics, specifically that there are over 6 million Americans living with Alzheimer’s Disease with 2 million cases diagnosed each year, and 11 million Americans act as unpaid caregivers for their loved ones with Alzheimer’s. She included that of particular note, Alzheimer’s disease is not a normal part of healthy aging. Ms. Ellis then mentioned that the Fall ADA Newsletter is now available on the District website and that copies were available at the meeting. Copies of the Newsletter are also routinely distributed on the ADA vehicles, and can be mailed or emailed to you upon request. She emphasized that the forum is an invaluable opportunity for passengers to provide feedback about ADA service experiences, and that the District and Transdev are working together to provide the best paratransit service possible for all riders.

Ellen Sellenberg and Doug Holcomb

Ms. Sellenberg explained the following updates with the Encompass program are:

- Reservations can be made seven (7) days in advance including the same day
- There are no more subscription rides, all trips must be scheduled
- Riders are allowed to reserve up to three (3) one-way trips per day
- There is a daily limit of trips and once the limit is reached, no more trips will be booked

Mr. Holcomb informed the group the Encompass program is essentially another method of transportation that does its best to assist the ADA program with trips beyond the ADA corridor. When the program started in June 2020, trips were about 30 per month, while presently they have reached approximately 4,000 per month. Mr. Holcomb added that the District is working diligently with CTDOT to ensure additional funding for the program. He also encouraged passengers to advocate for continuation of the service.

Anand Gounder

Mr. Gounder shared the following pointers for passengers when scheduling trips: book five (5) days in advance; if you have an appointment provide the Reservationists with an appointment time at least fifteen (15) minutes earlier than the actual appointment; when scheduling a pickup time make sure you allow yourself enough travel time. In addition, make sure your telephone and emergency contact numbers are updated in our system.

Participant Comments:

Antonita Dunbar

Ms. Dunbar noted that she always requests a pickup an hour before her appointment time. She is dissatisfied when ADA runs late. She has also experienced long hold times when making telephone reservations, and phone calls are frequently dropped.

Staff Response

Mr. Holcomb and Transdev staff took note of her concerns and they will be investigated.

Lynn Evans

The new buses are uncomfortable and she has fallen in one. There is no place to secure her walker. Ms. Evans provided words of praise for drivers Mary and Andre.

Staff Response

Mr. Holcomb informed the group there will be no additional purchasing of Ford Transit vans, but they will be buying bigger buses.

Marsha Burckson

Ms. Burckson noted when entering onto the transit vehicle there is nothing to grab onto. Why weren't passengers included for their input in the purchasing of the transit vehicles? She is on the telephone for a long time with the Reservationists.

Staff Response

Mr. Holcomb commented that feedback from riders is important and appreciated, and the purchase of the larger vehicles will be forthcoming. Transdev informed the group the busiest times to call the service to speak with the dispatch or reservations department are: 7-9am and 3-4pm. Saturday is a good time to call to schedule for the upcoming week.

Teresa Rostkowski

Ms. Rostkowski's daughter arrives late to her work and is on the vehicle for a long time. She said she was told that she could not put an appointment time in for her daughter's ADA trip to get her there on time. She also mentioned that her daughter cannot arrive to work before 8am because the building is not open.

Staff Response

Transdev will review her daughter's trip history and advise the best way to schedule her trips efficiently. Ms. Ellis clarified that she can request either an appointment time or pickup time, but not both. She can also inform the reservationists that her daughter cannot arrive to work before 8am because the building is not open.

Lynne Altchsher

When and where is the date of the next forum? Will the next forum be on Zoom? She prefers the Zoom meetings.

Staff Response

Dates are noted at end of these notes. The times and venue are to be determined. Forum dates are also posted on our website and ADA Newsletters.

Celestine Jordan

Ms. Jordan commented there is nowhere to secure her walker in the Transit vehicles.

Staff Response

Drivers will always do their best to safely secure her walker.

Miriam Steinberg

Drivers are not reading their comments and not performing door-to-door service.

Staff Response

Transdev noted that all drivers who do not perform door-to-door service are counseled and may receive corrective action. At each safety meeting, drivers are reminded to read the comments on their manifest.

Melissa Thompson

She is capable of providing directions for drivers; however, they refuse to listen.

Staff Response

Transdev will continue to educate drivers on listening to passengers' direction recommendations, and how to communicate in general with passengers of all types of disabilities.

Transdev Tour:

Following the ADA forum, the group participated in a tour of the reservations, dispatch, scheduling, and administrative departments of the Transdev facility.

The upcoming ADA Participation Group forums for 2025 are as follows: January 15th, March 19th, May 21st, July 16th, September 17TH, and November 19th.



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.

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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.