



## **ADA PARTICIPATION GROUP FORUM WEDNESDAY January 15, 2025**

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](mailto: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 virtually from 5:00 p.m. – 6:00 p.m. The following were in attendance:

Riders/Public – Geneva Adubofour, Lynne Altschuler, Marsha Burckson, Lynn Evans, Ariel Flores, Beverly Jackson, Maria Johnson, Michelle Johnson, Peggy Johnson, Nyema Pinkney, and Melissa Thompson

Transdev – Angela Glisson, Anand Gounder, and Greg Harrington

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

### **Operations:**

November 2024 passenger trips were 35,446, no shows 945 (3%), and cancellations 9,140 (26%).

December 2024 passenger trips were 35,192, no shows 1,087 (3%), and cancellations 10,316 (29%).

### **Customer Service:**

#### November

In November 184 concerns were received from passengers and 14 were compliments, 17 driver, dispatch, reservationist, and/or scheduling, 4 late/early arrival, ride length or missed trip, 0 mechanical and/or related to safety, 1 door-to-door and/or related to wrong drop-off or pick-up, 0 no-show, 3 unknown, 27 invalid, 2 other and 116 n/a, record only, other, general information.

#### December

In October 220 concerns were received from passengers and 25 were compliments, 13 driver, dispatch, reservationist, and/or scheduling, 6 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, 9 unknown, 33 invalid, 0 other and 133 n/a, record only, other, general information.

## Staff Comments:

### Margaret Banker

Ms. Banker provided to the group a wide-range of information pertaining to review of the District's ADA Paratransit 2024 accomplishments.

### Valerie Ellis

Ms. Ellis informed everyone that the ADA Newsletter will now be featuring more information about the District's ADA Paratransit policies and procedures, and also may include feature stories about the staff that keep the ADA Paratransit service running. The Winter newsletter will be published in the coming weeks. January is Glaucoma Awareness month and January 4<sup>th</sup> was World Braille Day. There will be an Eye Health Fair, Thursday January 23, 2025, 10:30 a.m. – 2:30 p.m. at the UR Community Tech Center, 153 Spruce Street, Manchester, CT. Join via ZOOM meeting Mobile 1-929-205-6099, Meeting ID: 897 4601 7380, Passcode 552099. For a 2025 calendar of disability-related events go to [www.DisabilityIN.org](http://www.DisabilityIN.org).

### Anand Gounder

Mr. Gounder asked that passengers note the following when calling into the Reservation Department:

- Provide appointment times for medical appointments
- Provide correct addresses for pickups and drop offs and ID number
- Address same-day concerns with dispatch, and other concerns/compliments with the Customer Service Department

In addition, during safety meetings, Mr. Gounder will continue to stress the importance of providing door-to-door service.

## Participant Comments:

### Melissa Thompson

What is the procedure for closing the bus door when the driver exits off the bus to provide door-to-door service to a passenger? Ms. Thompson mentioned that the ADA newsletter is not accessible to people who are blind. She would like to be provided with the information about the Eye Health Fair.

### Staff Response

Mr. Gounder will address this concern with drivers and the safety team. Ms. Banker will look into providing the newsletter in an accessible format. The Eye Health Fair information will be emailed to her.

### Nyema Pinkney

She is visually impaired and also noted the ADA newsletter is not accessible. What is the average time a passenger should be traveling on the bus? She asked for an explanation of the relationship between the District and Transdev.

Ms. Banker explained the District contracts the ADA Paratransit service (adhering to the Federal rules and regulations) to Transdev. Transdev hires the drivers, reservationists, dispatchers, customer service representatives, and schedulers. The District conducts extensive oversight and meets weekly with

Transdev. The average time a passenger should be riding on the bus is comparable to that of the fixed route service. This includes walking to/from a bus stop, waiting for a bus, any transfers, and traveling on the bus.

Michelle Johnson and Peggy Johnson

Michelle Johnson commented that she never received an apology after an incident two years ago when a Road Supervisor asked that she get off the bus. There was an incident between the driver and her mother at that time. The Road Supervisor threatened to call the police if she did not get off the bus. As a result, she felt upset and humiliated. Peggy Johnson would like a written apology regarding this matter and also a verbal apology from the Road Supervisor.

Staff Response

Ms. Banker and Mr. Gounder apologized for how the incident was handled. Mr. Gounder will follow-up with Michelle and Peggy Johnson directly on this matter.

Lynn Evans

When exiting off of the lift, the driver closes the lift before he provides door-to-door service and she is cold waiting. When she is on the bus, the driver leaves his door open and the cold air gets in the bus. She had a no show and it was reconciled.

Staff Response

Due to safety reasons, drivers are expected to close the lift before providing door-to-door service to passengers. At the next safety meeting, it will be discussed for drivers to close their door when exiting off the bus.

Marsha Burckson

Ms. Burckson was late getting to her doctor's appointment on Tuesday, January 14<sup>th</sup>. She also noted there were other passengers on the bus who were trying to get to work and would be late. Ms. Burckson stressed the importance of all passengers getting to their destinations on time.

Staff Response

Mr. Gounder apologized, and he will have Customer Service look into her concern and respond back to her.

Ariel Flores

Ms. Flores provided words of praise for the service and staff. She is grateful for the ADA service.

The next ADA Participation Group forum will be held on March 19, 2025.



**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 વેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.