



## **ADA PARTICIPATION GROUP FORUM WEDNESDAY March 19, 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 – Lynne Altschuler, Lynn Evans, Michelle Johnson, Peggy Johnson, and Chamicka Leak

Transdev – Angela Glisson, Anand Gounder, Greg Harrington, and Sonia Vega

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

### **Operations:**

January 2025 passenger trips were 36,597, no shows 933 (3%), and cancellations 9,369 (26%).

February 2025 passenger trips were 32,577, no shows 966 (3%), and cancellations 9,569 (29%).

### **Customer Service:**

#### **January**

In January 178 concerns were received from passengers and 15 were compliments, 8 driver, dispatch, reservationist, and/or scheduling, 2 late/early arrival, ride length or missed trip, 0 mechanical and/or related to safety, 3 door-to-door and/or related to wrong drop-off or pick-up, 0 no-show, 2 unknown, 14 invalid, 2 other and 132 n/a, record only, other, general information.

#### **February**

In February 285 concerns were received from passengers and 28 were compliments, 25 driver, dispatch, reservationist, and/or scheduling, 4 late/early arrival, ride length or missed trip, 1 mechanical and/or related to safety, 4 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 6 unknown, 24 invalid, 0 other and 192 n/a, record only, other, general information.

## Staff Comments:

### Margaret Banker

Ms. Banker discussed the following items:

- Encompass program- Proposed Bill No. 5479 concerning funding the Encompass program. Without state funding the program may end in June 2025.
- 35<sup>th</sup> ADA Anniversary. Celebration to be held at One Union Station in Hartford on July 25, 2025. The District is looking for stories on how the passage of the ADA has impacted your life.
- Reasonable Modification Policy updates. The policy is on the District's website.
- *CTtransit* proposed service changes. Visit the *CTtransit* website for details. Comments about the proposed changes can be submitted at any time until April 3, 2025.

### Valerie Ellis

Ms. Ellis informed the group about the following:

- The Winter 2025 ADA newsletter is now available at [www.hartfordtransit.org](http://www.hartfordtransit.org) and will be distributed on the vehicles soon. An accessible version will now be included in email distributions.
- The Town of Manchester has a new Blind & Low Vision support group. Monthly meetings are on the first Tuesday of every month from 10 am – 12 pm at the UR Community Tech Center, 153 Spruce Street, Manchester. For additional information please call (860) 430-4557 or go to [www.urcommunitycares.org](http://www.urcommunitycares.org).
- Tuesday April 8, 2025 from 10:30 am – 12:00 pm at the UR Community Tech Center, Manchester there will be a Parkinson's Disease Social Group meeting. Ed Paquette, social worker from the Manchester Senior Center will be presenting. For additional information or to register, please call (860) 430-4557.
- There are many disability awareness events across the US and globally in March. Some examples are Developmental Disabilities Awareness Month, Cerebral Palsy Awareness Month, and March 21<sup>st</sup> is World Down Syndrome Day. For a detailed calendar of events, go to <https://disabilityin.org/>.

### Anand Gounder

Mr. Gounder requested passengers to be mindful of the following:

- Provide accurate addresses for your pickup and drop-off
- Scheduling trips for a pickup/drop-off at the same address should be scheduled one (1) hour apart to account for travel time
- It is essential to maintain your current telephone number on file
- Make sure you know the hours of operation for destinations in your travel itinerary
- All drivers are required to perform door-to-door service

## Participant Comments:

### Peggy Johnson

Ms. Johnson mentioned a concern from April 2023 pertaining to her daughter, Michelle, she felt ADA had not addressed accordingly. Ms. Johnson had provided several emails, met with ADA management, and discussed this matter at the January 2025 ADA forum. To date, per Ms. Johnson's request, she has not received an apology directly from the Road Supervisor.

Staff Response

Mr. Holcomb, the District's Executive Director, explained that ADA management is ultimately responsible for how this matter was handled. Mr. Holcomb, on behalf of his team (including the Road Supervisor), respectfully apologized to the Johnsons. He assured them they will receive a comprehensive letter from him about this concern.

Lynn Evans

Ms. Evans noted that on March 18, 2025 the driver did not properly secure her walker and the items in her walker carrier spilled out onto the bus.

Staff Response

Mr. Gounder commented that before the bus is in motion, all mobility devices must be secured. Her concern will be investigated.

Lynne Altschuler

She observes new drivers not providing door-to-door service. She shared her experience about how drivers wait for some passengers more than five (5) minutes, but she does not receive the same wait time.

Staff Response

Mr. Gounder explained that drivers continue to be reminded at monthly safety meetings about the requirement to provide door-to-door service. Management appreciates Ms. Altschuler's feedback, and her concern will be investigated. It was also noted that she can track her bus location through PASS-WEBB.

Chamicka Leak

She provided words of praise for the dispatchers and drivers.

Staff Response

Ms. Banker thanked Ms. Leak for those kind words.

Michelle Johnson

Ms. Johnson noted riders are afraid to complain.

Staff Response

Ms. Banker commented concerns can be handled anonymously. Passengers can call the District and speak to the Rider and Community Liaison or any member of the eligibility staff. In addition, passengers are able to reach out to the Customer Service Department. All concerns can be accepted by email, phone, or mail.

The next ADA Participation Group Forum will be held on Wednesday, May 21, 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.