

**2025 ADA
Participation Group
Forum Meeting Dates**



Please join us for the ADA Participation Group Forum! Meetings are held on the **3rd Wednesday of every other month, 5:00 pm - 6:00 pm unless otherwise specified.**

The next ADA forum is:

- **March 19, 2025**
- **May 21, 2025**
- **July 16, 2025**
- **September 17, 2025**
- **November 19, 2025**

Please note: All ADA forums will be held virtually unless otherwise indicated. To obtain the link to join the meeting or for more information including accommodation requests, please visit our website at www.hartfordtransit.org, or contact Pat Williams by email: pwilliams@ghtd.org or phone: **(860) 380-2011**.

Please provide notice prior to the meeting if you would like to share your input with the rest of the attendees. If time allows, all participants will have the opportunity to share their comments and concerns with the group.

We hope to see you at our next ADA Forum!

**FREQUENTLY ASKED QUESTIONS
CUSTOMER SERVICE DEPARTMENT**

Did you know that if you have a question, compliment and/or concern about your ADA Paratransit trip that we would like to hear from you?

Who do I contact? You may contact the Customer Service Department by calling (860) 724-5340 extension 9, Monday thru Friday, 8:00 a.m. - 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134.) You may also contact Customer Service by sending an email to us.hartford.customerservice@transdev.com, fax (860) 936-3750 or write:

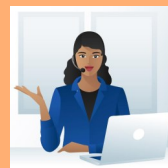
**Customer Service Department c/o Transdev
148 Roberts Street, East Hartford, CT 06108**

How soon should I call? Please contact the Customer Service Department as soon as possible when you wish to report an incident (ideally within 48 hours of the incident).

What information will I need to provide? Please be certain to have the day of the week, date, location, and time of all incidents that you would like to report. Any additional details you can provide will be helpful.

When will I receive a response? Any communication with the Customer Service Department will be addressed in a timely manner.

ADA RIDER TIP: Passengers may cancel trips after hours from midnight to 4:30 am by calling (860) 724-5340 and selecting "0".



To obtain a copy of this newsletter in an accessible format or if information is needed in another language please contact us at: (860) 380-2011.

Si necesita información en otro idioma, llame al (860) 380-2011.

This newsletter is also available on our website at <https://www.hartfordtransit.org/ada-paratransit-service/ada-paratransit-newsletters/>

CONTACT US AT: (860) 724-5340

- Reserve, Cancel, Confirm Select 1**
- Dispatcher.....Select 2**
- Spanish..... Select 5**
- Scheduling.....Select 6**
- Service Updates..... Select 8**
- Customer Service..... Select 9**

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#ADA35

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The S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Winter 2025



PLEASE JOIN US FOR:



TRANSIT DAY 2025!

TUESDAY, APRIL 22, 2025

RAFFLE!
GIFT BAGS!
RAIN OR SHINE!
FREE BUS TRIP!



¡Hablamos español!

Greater Hartford Transit District and the Kennedy Collective cordially invite you to **Transit Day 2025!** This is a **FREE** event to learn more about the CTtransit bus system. We will also take a mock CTtransit trip to and from the Connecticut Museum of Culture and History in Hartford!

- 9:00 am meet at the North End Senior Center, 80 Coventry Street, Hartford
- CTtransit 101 class to learn about the local CTtransit bus system
- Take a short trip on CTtransit under the guidance of a professional travel trainer to the Connecticut Museum of Culture and History, Hartford (all buses are ramp-equipped)
- Enjoy a brief tour, "Making Connecticut - 400 Years of Connecticut History" at the museum
- 10:45 am return to North End Senior Center for raffle and gift bags

For more information or to register, please contact:
Elaine Sellenberg (860) 380-2020 / ESellenberg@ghtd.org
or Pat Williams (860) 380-2011 / PWilliams@ghtd.org

Please register by Tuesday, April 15, 2025—Maximum capacity 25





ADA 35th Anniversary

Did you know? The 35th Anniversary of the Americans with Disabilities Act (ADA) will be celebrated in 2025, marking the signing of this important legislation on July 26, 1990. The ADA was the first comprehensive law in the United States to provide full opportunities and empowerment for people with disabilities.

Here are some ideas and suggestions to celebrate throughout the year the Americans with Disabilities Act (ADA) and the ADA Anniversary—July 26—in your workplaces, schools, and communities.

- Host a wheelchair race
- Exhibit works by artists with disabilities
- Sponsor a disability awareness poster contest
- Demonstrate the use of assistive devices at a community event

How will YOU celebrate?



ADA PARATRANSIT POLICY PAGE

SHOPPING BAG POLICY



A friendly reminder from Gregory Harrington, Assistant General Manager at Transdev:

ADA Paratransit is a shared-ride service, and so personal space may be limited on our vehicles. Please plan accordingly by giving yourself plenty of time to arrive at your destination, keeping in mind that other passengers may be aboard at the same time as you. Also, please limit the number of shopping bags or other carry-ons to no more than three (3). Our drivers will help you with grocery/shopping bags which are durable and weigh no more than twenty (20) pounds. However, the driver will not assist you with any boxes. If you need assistance with a small box, please place the box in a small bag weighing no more than twenty (20) pounds when filled. The driver will also not be able to assist with cases of water, soda, canned goods, etc. If a passenger is travelling with a personal care attendant (PCA), friend, or other companion and they choose to carry additional bags for the scheduled rider, the additional bags are only allowed if there is enough room on the ADA vehicle. As always, we take great pride in providing the safest and most reliable transportation possible, but we cannot do it without your help!

Thank you for your understanding and cooperation, and have a great ADA ride!

TELL US YOUR STORY

HOW HAS THE ADA IMPACTED YOU?

As we prepare and look forward to the 35th Anniversary of the Americans with Disabilities Act (ADA), we would love to hear from you! How has the passage of the ADA impacted your life? What would be different about your life if we did not have the ADA? Have you or someone you know taken part in advocacy efforts related to the ADA? Please share your story with us by contacting our ADA Paratransit Rider and Community Liaison, Patricia Williams, via email at pwilliams@ghtd.org or phone (860) 380-2011. You may also send your stories and comments via postal mail to:

Greater Hartford Transit District
One Union Place
Hartford, CT 06103

Your story may be featured at an upcoming ADA event! Let's celebrate this important ADA 35th Anniversary milestone together!

FEATURE STORY

TECH IN CHARGE, RUBEN MARTE-ORTIZ



Pictured: Tech in Charge, Ruben Marte-Ortiz stands in a Transdev office doorway.

In this publication of our ADA Newsletter, we would like to take this opportunity to recognize and introduce to you one of Transdev's team members, Ruben Marte-Ortiz! Ruben moved to the United States in 2002 from the Dominican Republic and began working at First Transit/Transdev on October 29, 2008. He started his career as a diesel technician, and over the years worked his way up to Tech in Charge. Ruben has always gone the extra mile by putting over 110% into his career! He also serves as an inspiring leader and mentor to the other Transdev technicians. Ruben is happily married and raising 5 children. He is also proud to have become a full American citizen in 2015! Kudos to our Tech in Charge, Ruben Marte-Ortiz!

You can look forward to more feature stories in our upcoming ADA newsletters about other members of the Transdev or Greater Hartford Transit District team!

PANTHER PLUNGE 2025

GHTD LINK INFORMATION TABLE

On Saturday, March 1, 2025, the Greater Hartford Transit District (the "District") helped sponsor the Panther Plunge 2025 at the East Windsor Reservoir. The Panther Plunge is an annual event where participants take an icy plunge into the East Windsor Reservoir to benefit the East Windsor Fuel Bank, which helps East Windsor families heat their homes during the cold winter months.



Pictured: Valerie Ellis at the Panther Plunge 2025 information table about GHTD Link.

During the event, the District shared information about GHTD Link with the many attendees! GHTD Link is a new accessible on demand rideshare service created by the Greater Hartford Transit District and operated by M7. For more information, visit www.ghtdlink.com.



Señor Pepe's Pointers for Winter

Don't put those snow shovels away just yet! In Connecticut March can "come in like a lion"! It's good to be prepared in the event of another snow storm before winter's end. Pepe says:

- "All entrances such as sidewalks, driveways, ramps, and steps proceeding up to your home address must be free of snow and ice.
- Failure to comply with this request might result in the ADA driver not being able to provide transportation for you until the pathway is cleared for your safety.
- In severe weather, please listen to CRIS radio, WTIC 1080 AM radio or watch WFSB Channel 3 television for information regarding delays or cancellations."

If you have any questions, please contact our Customer Service Department at (860) 724-5340 x 9.

Enjoy the "tail end" of Winter!

Your furry friend, Señor Pepe

