

## WE ARE EASILY ACCESSIBLE (860) 724-5340

- Reserve/Cancel/Confirm ..... Select 1
- Dispatcher ..... Select 2
- ADA/Dial-A-Ride Application ..... Select 4
- Spanish ..... Select 5
- General Information ..... Select 6
- ADA Application Status ..... Select 7
- Concerns ..... Select 9

For the hearing impaired, dial relay of Connecticut at 1-800-833-8134.

**E-mail:**  
pwilliams@hartfordtransit.org

**Mail:**  
GreaterHartford Transit District  
ADAParatransit/Dial-A-Ride



**Greater Hartford Transit District**  
One Union Place  
Hartford, CT 06103

Bulk Rate  
U.S. Postage  
**PAID**  
Hartford, CT  
Permit No. 2526

You may obtain a copy of this newsletter in an accessible format including Braille, audio cassette and Spanish by calling 247-5329 extension 3011.

For a detailed brochure regarding ADA/Hartford Dial-A-Ride Paratransit Services call the reservation department at 724-5340 and select 1.

Have a complaint, concern, or compliment for us?

Call 724-5340 and request a customer comment form.



## Greater Hartford Transit District

ADA (Americans with Disabilities Act) Paratransit/Hartford Dial-A-Ride



## NEWSLETTER

Spring/Summer 2005 Volume 2

One Union Place, Hartford, CT 06103  
(860) 247-5329

### FROM THE DESK OF

James Johnson, Jr., Program Manager, Hartford Dial-A-Ride Program

Dear Friends

The Hartford Dial-A-Ride (DAR) program has been both exciting and challenging. In order to keep the services cost effective we need your assistance. Therefore, please read the below DAR information updates:

- The only approved allowable trips are medical, nutrition, places of worship and grocery, which may be reserved up to (7) days in advance and no later than (1) day in advance. The program operating hours are Monday through Sunday from 8:00 a.m. to 3:00 p.m.
- Dial-A-Ride operates a Grocery Shuttle bus on a **(once per week)** fixed route and set schedule Monday through Saturday in the Asylum Hill, Westend, Northend, Downtown and Southend areas of the city.
- Medical reservations outside of the Hartford area can only be made for **Mondays** and **Wednesdays** and must follow the up to (7) days reservation policy. In addition, no shows and documented

cancellations continue to be a concern in that it has a direct impact on the operational cost of the program. Please read the detailed information regarding cancellation and no show policy on page 4.

The Hartford Dial-A-Ride meets the last Thursday of every month from 10:00 a.m. until 11 :00 a.m. at the Greater Hartford Transit District Safety Training Room, One Union Place, Hartford, CT. This committee is responsible for providing input to the program administrators on Dial-A-Ride operational policies and procedures. If you or your agency representative would like more information about becoming a member or attending one of the meetings, contact Maria Febles, DAR Customer Services Representative at (860) 722-8473 or (860) 247-5329 x 3043.

Thanks in advance for your continued support and know that I look forward to the continued success of the Hartford Dial-A-Ride program for many years to come.

## Nothing But The Facts

Greater Hartford Transit District administers two transportation programs: ADA(American with Disabilities Act) Paratransit and Hartford Dial-A-Ride. Riders often confuse the two programs. The below outline shall clarify any confusion you might have with the programs.

### What are the eligibilities requirements for ADA Paratransit Service?

A disabled individual that has difficulty using use public transpiration (public transportation in Hartford, CT is CTTransit) because of his/her disability.

### What are the eligibilities requirements for the Hartford Dial-A-Ride Service?

Any resident of the City of Hartford who is 60 years of age or older, or any adult resident age 18 or above who has a permanent disability. In order to qualify, you must have a permanent disability that prevents you from using the CTTransit bus system.

### What is the fare for the ADA Paratransit Service?

Call the Reservation Department at 724-5340 and select 1 to inquire about the current fare.

### What is the fare for the Hartford Dial-A-Ride Service?

A contribution fee of \$20 for the year.

### What is the service area for the ADA Paratransit Service?

3/4 mile radius from the local CTTransit routes. This includes all of Hartford, West Hartford, East Hartford, Manchester,

Wethersfield and portions of Newington, Rocky Hill, Glastonbury, Vernon, Tolland, Ellington, South Windsor, Windsor, Windsor Locks, Bloomfield Farmington, and Middletown.

### What is the service area forthe Hartford Dial-A-Ride Service?

Hartford Dial-A-Ride transportation operates within the City of Hartford. However, on Mondays and Wednesdays Hartford Dial-A-Ride will transport you to a medical appointment in the following towns: Bloomfield, Hartford, Wethersfield, Newington (only the Veterans Hospital), Farmington (UCONN), Windsor, East Hartford, West Hartford. On Saturdays and Sundays only in the City of Hartford, Hartford Dail-A-Ride will transport you for grocery, senior centers and places of worship. For further information, call the customer service Hartford Dial-A-Ride at 247-5329 x 3043 or 722-0473.

### What time does the ADA Paratransit Service operate?

This service operates parallel to the local CTTransit routes. For specific times, call the Reservation Dept. at 724-5340 and select 1.

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## Rider Appreciation

**GHTD has the best riders and we at GHTD appreciate all of our riders and would like to do something special for you. If you have been an eligible ADA Paratransit and Hartford DAR rider for a year, then your name will automatically be put in a drawing.The ADA Paratransit winner will receive one ADA Paratransit 10-ride ticket book and the Hartford DAR or East Hartford ADA Paratransit winner will receive a \$20 grocery voucher to Stop & Shop.**

**Winners will be chosen on Friday, August 26<sup>th</sup> at 12:00 noon and will be notified by phone.**

***Good luck riders.***

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## ADVISORY COMMITTEES

### ADA PARATRANSIT ADVISORY COMMITTEE

The ADA Paratransit Advisory Committee works with the Greater Hartford Transit District (GHTD) to ensure that the service operates efficiently and safely. The Committee meets on the third Wednesday of each month from 5:00 p.m.-6:00 p.m. at the Greater Hartford Transit District Transportation Conference Room, One Union Place, Hartford, CT., unless otherwise indicated. All meetings are open to the public.

Contact Pat Williams at 247-5329 ext. 3011 for further information about the Committee. If you need advocacy services, Pat Williams will refer you to a member of the ADA Paratransit Advocacy Sub-Committee.

### HARTFORD ADVISORY COMMITTEE

The Hartford Dial-A-Ride Advisory Committee meets the last Thursday of every month from 10:00 a.m.- 11:00 a.m. at The Training and Conference Center, One Union Place, Hartford, CT. If you would like further information, contact Maria Febles at 722-8473.

## **CANCELLATION AND NO SHOW POLICY**

**Ano-show occurs when the rider is not ready within five minutes of the driver's arrival during the scheduled thirty-minute window time frame.**

**An example of a thirty-minute window time frame is:  
If pickup or drop off is scheduled for 8:30 a.m., then your scheduled thirty-minute window time frame is between 8:15 a.m.- 8:45 a.m.**

**Upon arrival, the driver will wait five minutes within the thirty-minute window time frame for you.**

**When the driver pulls up in front of your destination and gets out of his or her vehicle, the five-minute period begins. The rider is expected to be waiting for the driver. When the driver approaches the door or lobby, the rider is expected to be ready to leave with the driver at this time.**

**In addition, if you fail to cancel your trip less than two hours prior to the scheduled pick-up or drop-off time, it is considered a late cancellation.**

**If a pattern of three or more no shows or late cancellations occurs within a month, the following action will take place:**

- **The rider will be notified in writing that the District intends to suspend service.**
- **The rider is provided with an opportunity to explain his/her reasons.**
- **The District will notify the rider in writing of the decision to suspend. Any rider who has service suspended may appeal the decision to the District at any time during the suspension.**
- **The initial suspension is for thirty days. If the same pattern is repeated again, the suspension for subsequent patterns is for 60 days, 180 days, and 365 days respectively.**

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### **What time does the Hartford Dial-A-Ride Service operate?**

Monday-Friday, 8a.m. - 3p.m. For special grocery and places of worship, call the customer service Hartford Dial-A-Ride at 247-5329 x 3043 or 722-8473.

### **When do I call to make an ADA Paratransit reservation?**

You can call two weeks up to the day before to make a reservation. Sunday-Saturday, 8a.m.- 4p.m.

### **When do I call to make a Hartford Dial-A-Ride reservation?**

You can call one week up to the day before to make a reservation. Monday-Friday, 8a.m.-3p.m. You cannot call on Sunday or Saturday to make a reservation.

### **Who can accompany an ADA Paratransit Service rider?**

A personal care attendant can ride free. A friend or companion can ride at the current fare. A child 5 years of age or under will ride free. Any child over the age of five who is traveling only as a personal care attendant rides free. Any child over the age of five traveling as a companion would have to pay the current fare. The child, friend or personal care attendant has to be at the same location as the ADA Paratransit rider.

### **Who can accompany a Hartford Dial-A-Ride service rider?**

Any adult friend or personal care attendant can accompany an eligible rider. The child,

friend or personal has to be at the same location as the Hartford Dial-A-Ride rider.

### **How many trips can I take in one day when riding with the ADA Paratransit service?**

There are no limitations.

### **How many trips can I take in one day when riding with the Hartford Dial-A-Ride service?**

Two round trips in one day. Additional trips will have to be approved by the Hartford Dial-A-Ride administration.

### **What type of trip can I schedule with the ADA Paratransit Service?**

You can schedule any type of trip (i.e. grocery shopping, to the mall, movies, a restaurant, to work, etc.)

### **What type of trips can I schedule with the Hartford Dial-A-Ride?**

Medical, grocery, senior centers, and places of worship. Note that the grocery and senior centers have certain days and specific times. Call the Reservation Dept. at 724-5340 and select 1 for further information.

*Riders when scheduling your trip, please take your time with the Reservationist to make sure your trip is scheduled accurately. We are here to service you and strive to deliver to you a dependable and efficient service.*

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## INTERVIEWS

### **RESERVATIONIST - Peter Dolin, Jr.** *By Janet Wallans, ADA Advisory Committee Member*

Peter Dolin, Jr., of Newington has been a reservationist for the ADA Paratransit Service for the past year and a half. Before that he had been a driver at the Greater Hartford Transit District for eight years and has been in the transportation business for the past 26 years. He started with his family's limousine business in Wethersfield at the age of 18. At the Greater Hartford Transit District, he began as a driver and then was asked to join the reservation staff. He feels that the experience driving has given him a better understanding of what the drivers need. He said that his fellow employees in the reservation office have helped him make the transition. "Everyone helps each other - whether we are trying to find an address or working out the schedule," he said. "There's good communication here." Thank you for all your help, Peter.

### **PASSENGER - Antonita Dunbar** *By Barbara Blejewski, Chairman ADA Advisory Committee*

Antonita Dunbar is a familiar passenger with the ADA Paratransit Program, which is administered by the Greater

Hartford Transit District. She has been a passenger in this program for several years.

Antonita Dunbar is employed as a Customer Service Representative with the Savings Bank Life Insurance Company. She has been employed at this company since 2001. The ADA Paratransit Program enables her to arrive to her place of work and return from work. She also uses this program to take care of her medical appointments, grocery shopping and personal errands.

Ms. Dunbar enjoys reading romance novels and general interest magazines. She also has become familiarized with various cultures in the course of her travels. She is a dynamic member of the ADA Paratransit Advisory Committee. Her inciteful suggestions and comments contribute to this Committee's effectiveness.

### **DRIVER - LaVerne Hatcher** *By Marcia Baran, Vice Chairman ADA Advisory Committee*

Laverne Hatcher has been a driver with Double A Company for ten years. Previously she drove buses for the Arrow Bus Company and Vancom Company. Even though she has driven all of her life and has provided transportation for individuals during the past fifteen years, she has never forgotten how important transportation is or those who cannot drive. She

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### **INTERVIEWS continued.....**

constantly strives to provide excellent service to the riders. LaVerne doesn't like to be late for anything or anyone, whether on the road or in her personal life.

She enjoys bowling and swimming. She volunteers many hours a month at the Seventh Day Adventist church in Hartford. In addition to all of this, she is consultant to Petra Fashions, a company that produces fine designer clothing for women.

### **DISPATCHER - Raul Filigrana** *By Fannie S. Arnum*

Raul is the Head Dispatcher for the Greater Hartford Transit District. He has worked as a dispatcher for over 4 years, and before that he was a driver for 2 1/2 years. Raul supervises drivers on a daily basis and a go between drivers, mechanics and other dispatchers. He oversees if there are any delays, accidents and breakdowns of buses. There are about 80 plus buses on the road Monday-Friday and on the weekends about 30 plus.

Raul is considered a right-now man. It is his responsibility to make sure everything runs smoothly. He said, "I am very happy and I like my job. It is demanding but fulfilling". When Raul is not working, he is attending Central Connecticut State University in New Britain, CT.

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## ESSENTIAL INFORMATION

Keep in mind the ADA service area covers 3/4 of a mile around all CT Transit bus routes. This includes all of Hartford, West Hartford, East Hartford, Manchester, and Wethersfield and portions of Newington, Rocky Hill, Glastonbury, Vernon, Tolland, Ellington, South Windsor, Windsor, Windsor Locks, Bloomfield and Farmington, and Middletown. If you have a question about whether or not your trip is in our service area, please call our reservation office at 724-5340 and select 1. By the way, you can bring a friend or a personal care attendant with you. A friend must pay the ADA fare and a personal care attendant can ride free. Just make sure that your friend or personal care attendant is at the same location where you will be picked up or dropped off.

***Remember, if you change your address or phone number, please contact the Reservation Department at 724-5340.***

### **CONTRIBUTORS:**

- GHTD Staff**
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- Hartford DAR Staff**
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- GHTD ADA Advisory Committee**
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- Hartford DAR Advisory Committee**