

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:

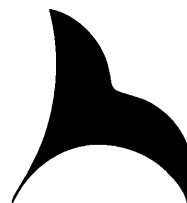
pwilliams@hartfordtransit.org

Mail:

**Greater Hartford Transit District
ADA Paratransit/Dial-A-Ride
One Union Place
Hartford, CT 06106**

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.



*Greater
Hartford
Transit District*

One Union Place • Hartford • CT 06103

The Ten Simple Steps in Reserving an ADA Paratransit/Dial-A-Ride Trip

1. If this is your first time scheduling a ride, inform the Reservationist.
2. Make sure you know the name of the Reservationist scheduling your trip.
3. Schedule all rides by calling the reservation department at 724-5340 between the hours of 8:00 am-4:00 pm Monday-Friday. Only eligible ADA riders are able to schedule rides on Saturday and Sunday between the hours of 8:00 am-4:00 pm. Dial-A-Ride trips cannot be scheduled on the weekends.
4. No rides should be scheduled with the drivers.
5. Inform the Reservation Department of specific information such as street address, color of house, landmarks, pickup entrance, etc...
6. If you have an appointment time, communicate this to the Reservationist.
7. If you are going to be traveling with a child that needs a car seat or with a friend, advise the Reservationist.
8. Make sure the Reservationist communicates to you if there is a fee associated with your trip.
9. Have the Reservationist repeat the trip back to you.
10. Mark the date and time of your scheduled trip on your calendar.



Greater Hartford Transit District

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



NEWSLETTER

January, 2005 Volume 1

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

FROM THE DESK OF

Pat Williams, *Director of Paratransit Services*

*Welcome to the ADA Paratransit/Hartford
Dial-A-Ride Newsletter.*

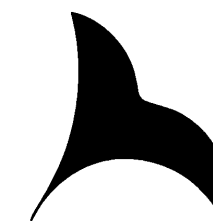
*I sincerely hope you find this newsletter helpful and
informative. In this issue, we will take you through
the ten simple steps of scheduling a ride, define the
no-show policy, explain the fare increase and much
more.*

*We work hard on an ongoing basis to improve
customer service, and to ensure that your
transportation service operates smoothly and
efficiently. We work for you, the rider. Our product,
transportation, is here to serve you.*

*I am available to provide ADA Paratransit
Dial-A-Ride transportation educational awareness
programs through community outreach. I always
want to hear from you, the rider, regarding your
questions, concerns, and suggestions. I can be
reached at (860) 247-5329 extension 3011.*

\$\$ FARES \$\$

An ADA one-way trip is
\$2.50 or one ADA
Paratransit ticket. There
is no charge for a Hartford
Dial-A-Ride trip. You can
purchase an ADA Paratransit
10-ride ticket book for
\$22.50. Contact the
Reservation Department at
724-5340 and they will mail
you a form for the purchase
of an ADA Paratransit 10-rid
ticket book. You can also buy
an ADA Paratransit 10-ride
ticket book at the CTTransit
Customer Service booth at
State & Market Streets (adja-
cent to the Old State House
in downtown Hartford) or
visit www.cttransit.com.



INTERVIEWS

PASSENGER

By Barbara Blejewski, Chairman ADA Advisory Committee

I recently spoke with Ellen Stoltz regarding her experiences with the ADA Paratransit service. Ellen and Carrie, her guide dog, take the ADA Paratransit service to and from her worksite during weekdays. She also uses the service whenever she has medical appointments. She has been using the ADA Paratransit service since its inception. She has used this service to take her children to soccer practice, games and other activities. She also takes the ADA Paratransit service to her Synagogue and to the school where she performs volunteer work. Her hobbies include performing traditional and popular dance, attending plays, movies, concerts and reading.

In conclusion, she stated that the ADA Paratransit service has expanded her horizons because it has enabled her to participate more fully in life. Thank you Ellen, for sharing this interesting information with our readers.

RESERVATIONIST

By Anne Walsh, ADA Advisory Committee Member

It is a pleasure to have an opportunity to interview one of the Reservationists for the ADA Paratransit service. Elvis has been working as a Reservationist for a year and a half. He enjoys communicating with the riders and derives personal satisfaction from helping customers to arrange appointments

for medical and personal needs. Elvis prefers to work in jobs that place value on providing services to people. He stated that he works in a positive work environment. He also indicated that everyone gets along well. He previously researched information in medical records for doctors while he was employed in the Medical Records Department at Saint Francis Hospital.

Elvis and his family have resided in Connecticut since he was seven years of age. During his free time, Elvis enjoys reading the Bible. In addition to reading, he participates in physical exercise through involvement in basketball. Thank you, Elvis for sharing this interesting information with our readers.

DISPATCHER

By Marie Beaulier, ADA Advisory Committee Member

On my weekly ride to Saint Thomas Seminary, I chatted with Javier Filigrana, my driver. He has worked part-time for Double A for approximately five years. I learned that he works full-time as a Correctional Officer at the Carl Robinson Correctional Institution. Previously, he worked in a factory. Javier said he enjoys driving and working with passengers. He has two brothers, Raul Filigrana and Fabiano Filigrana, who also work for Double A. I further learned that he and his family are from Cali, in central Columbia. Thank you Javier, for sharing this interesting information with our readers.

DIAL-A-RIDE LEGISLATION FACT SHEET

NOTE: The following information was compiled from presentations sponsored by the Connecticut Association for Community Transportation.

Transportation is a critical issue if you do not drive. Over 546,800 residents in Connecticut have a disability, and the senior population in Connecticut is expected to increase from 14.5% to 18% by 2025.

How does this concern you? If you do not live near a fixed route bus line, or within 3/4 of a mile of one, then you may not have the option of using public transportation or the mandated ADA Paratransit Services. The demand for Dial-A-Ride Services continues to increase while municipalities struggle to maintain their existing service, given their level of local funding.

How can you help?

1. Call your State Representative and your State Senator and tell them you want the Connecticut State Statute Section 13b-38bb adequately funded. Tell them also to provide more funding for ADA Paratransit Services. When you make your funding request for ADA Paratransit Services, be sure to mention the Department of Transportation budget line item, Handicapped Access Program. Ask everyone you know to call, even if they don't use the services. If you call once a day for thirty days, this counts as thirty calls.
2. Hopefully, Legislative Hearings for Dial-A-Ride funding will be held during the 2005 session, which begins in January. If you are interested in advocating for Dial-A-Ride funding in person, contact the office of your legislators for the date of the hearing. Contact your library to find out the names of your State Representative and your State Senator.

If you have access to the Internet, log on to:

www.votesmart.org.

Get on the phone! Write those letters!

Personally advocate and share your stories! Be proactive rather than reactive!

You can make a difference!

ESSENTIAL INFORMATION

Most riders who use the ADA Paratransit Services book trips for grocery shopping, errands, medical appointments or to attend services at places of worship. Did you know that you can also book an ADA Paratransit trip to attend a play, movie or a concert, dine at a restaurant, enjoy a shopping excursion to a mall or a shopping plaza, visit friends or family, or observe nature in a park?

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. 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.

ADVISORY COMMITTEES

ADA PARATRANSIT ADVISORY COMMITTEE

The ADA Paratransit Advisory Committee works with the Greater Hartford Transit District (GHTD) to ensure the safety of riders and the smoothness and efficiency of the ADA Paratransit/Dial-A-Ride Services. 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. 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 Committee.

HARTFORD ADVISORY COMMITTEE

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

CANCELLATION AND NO SHOW POLICY

A no-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 am, then your scheduled thirty-minute window time frame is between 8:15 am-8:45 am. 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 exit 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.

CONTRIBUTORS:

Pat Williams, *Director of Paratransit*

Valerie Ellis, *ADA Paratransit Coordinator*

Barbara Blejewski, *Chairman of the GHTD Advisory Committee*

Marcia Baran, *Vice Chairman of the GHTD Advisory Committee*

Michael Carrier, *Member of the GHTD Advisory Committee*

GHTD ADA Advisory Committee Members
