

WE ARE EASILY ASSESSIBLE
(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
- Service Updates Select 8
- Concerns..... Select 9

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

Mail:
Greater Hartford Transit District
ADA Paratransit/Dial-A-Ride
One Union Place, Hartford, CT 06103
www.hartfordtransit.org



Greater Hartford Transit District
One Union Place
Hartford, CT 06103

You may obtain a copy of
this newsletter in an
accessible format
including Braille, audio-
cassette and Spanish
by calling (860) 247-5329
extension 3011.

For a detailed brochure
regarding ADA/Hartford
Dial-A-Ride Paratransit
Services, call the
reservation department
at (860) 724-5340
and select 1.



NEWSLETTER
Volume 1 2007

One Union Place, Hartford, CT 06103

(860) 247-5329

GHTD ADA PARTICIPATION GROUP FORUM

The GHTD ADA Participation Forum meets in the Greater Hartford Transit District's Multipurpose Room, One Union Place, Hartford, CT. For information including date and time of the upcoming forum, please contact (860) 724-5340 and select #1. (Also, please look for notices posted on our vehicles!)

HARTFORD DIAL-A-RIDE 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. in the Greater Hartford Transit District's Multipurpose Room, One Union Place, Hartford, CT. If you would like further information, contact Maria Febles at (860) 722-8473.

**GHTD CONNECTING TRANSPORTATION TO THE
DISABLED & ELDERLY**

The Greater Hartford Transit District is pleased to serve the transportation needs of the disabled and elderly community in our service area and welcomes your comments. Please feel free to give us a call at (860) 724-5340 and select #9 or visit our web site at www.hartfordtransit.org and fill out our online survey.

Please remember that your comments and feedback are very important to us. We appreciate your input and respectfully consider all requests that we receive.

NOTHING BUT THE FACTS

A Comparison of ADA Paratransit and Hartford Dial-A-Ride

The Greater Hartford Transit District oversees two different transportation programs: ADA (Americans with Disabilities Act) Paratransit and Hartford Dial-A-Ride. Please note below the varying provisions of each service.

	ADA Paratransit	Hartford Dial-A-Ride
Who is eligible?	Individuals who, because of their disability, are unable to travel by a fixed route transit bus (CTTransit).	Any resident of Hartford, age 60 or older, or any adult resident age 18 or older having a disability that prevents the use of fixed route transportation (CTTransit).
What is the cost?	Call the Reservation Department at (860) 724-5340 and select #1 to inquire about the current bus fare. (There are no yearly fees.)	A yearly contribution of \$20.00. (There is no bus fare.)

Employee Appreciation

If you would like to honor a Laidlaw Transit employee for a job well done, please send us your comments. Complete the attached form and mail it to the Greater Hartford Transit District. Explain why the employee that you are recognizing should receive special recognition. Your appreciation and acknowledgement goes a long way!

Mail your form to:

**ADA PARATRANSIT EMPLOYEE APPRECIATION
C/O GREATER HARTFORD TRANSIT DISTRICT
1 Union Place
Hartford, CT 06103**

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\_\_\_\_\_

(EMPLOYEE'S NAME)

I WOULD LIKE TO COMPLIMENT THIS EMPLOYEE BECAUSE:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PASSENGER'S NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

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CANCELLATION AND NO-SHOW POLICY

- Did you know that for each trip that a passenger does not “show” for their ride it costs GHTD \$30.00 each way?
- Did you know that when you are not ready and waiting for your ride on time, your driver might be late for the next rider? (Remember the next rider could be you.)
- Did you know that by not calling to inform us of your cancellation, you might prevent another rider from traveling during the time that you had booked.

Please be considerate, and be sure to call us at (860) 724-5340 if you need to cancel your ride. (The earlier the better.) These are some important points to remember:

Cancellations: Please call (860) 724-5340 as soon as you are aware that you will not be traveling, or at least two (2) hours before your scheduled pickup time to cancel your ride. If you fail to cancel at least two (2) hours before your scheduled pickup, you are a late cancellation. The penalty for a late cancellation is the same as for a no-show!

No-shows: You are a no-show if you do not call to cancel your ride at least two (2) hours ahead of time, and you do not “show” for your trip. If you are not ready to go within five (5) minutes of your driver’s arrival time, you are also a no-show. Please keep in mind that if the driver arrives at the early end of the “window” time, he will only wait for an additional five (5) minutes. The driver does not wait for the entire ***thirty (30) minute window time.

*****“30-Minute Window time” EXAMPLE:** If your pickup is scheduled for 8:30 a.m., then your window time is between 8:15 a.m.-8:45 a.m. In this example, you should be ready to go at 8:15 a.m. If your driver arrives at 8:15 a.m. he/she will only wait until 8:20a.m, before he/she contacts dispatch and receives permission to depart.

Penalty for late cancellations and No Shows:

If a passenger shows a pattern of three (3) or more No Shows and/or Late Cancellations within one (1) month the following will occur:

- 1) The GHTD will notify you by mail that your service could be suspended.
- 2.) The GHTD will give you an opportunity to explain the reasons for your no-shows or late cancellations.
- 3.) GHTD will notify you by mail of any decision to suspend your ADA Paratransit service. (You may appeal this written decision.)
- 4.) The first time that your service is suspended, you will lose your riding privilege for thirty (30) days.
- 5.) Failure to correct the problem and continuation to repeat this same pattern may lead to a progressive suspension of service. Minimum additional suspensions can run from sixty (60) days up to three hundred and sixty-five (365) days.

	ADA Paratransit	Hartford Dial-A-Ride
Where is the service area?	¾ mile around the local CTTransit bus routes. This includes Hartford, West Hartford, East Hartford, Manchester, Wethersfield, and parts of Newington, New Britain, Rocky Hill, Cromwell, Middletown, Glastonbury, Vernon, Tolland, Ellington, South Windsor, Windsor, Windsor Locks, Bloomfield, and Farmington.	Within the City of Hartford only. Out-of-town rides on Mondays and Wednesdays for medical appointments only. This includes Hartford, West Hartford, East Hartford, Wethersfield, Newington (Veterans Hospital only), Windsor, Bloomfield, and Farmington (UConn Medical Center only). Saturday and Sunday (in Hartford only) to grocery stores, senior centers, and places of worship.
What hours does the bus run?	The same hours as the local CTTransit city bus. (For specific times, call the Reservation Department at (860) 724-5340 and select 1.)	Monday –Friday, 8:15 a.m.-3:00 p.m. (For special grocery trips and places of worship, call Hartford Dial-A-Ride customer service at (860) 247-5329 x 3043 or (860) 722-8473.)

	ADA Paratransit	Hartford Dial-A-Ride
When can I call for a reservation?	As early as (5) five days ahead of time, and no later than one (1) day before your ride. (You may call 7 days per week, 8:00 a.m.-4:00 p.m.) (This New Policy Change goes into effect February 1, 2007.)	As early as five days ahead of time, and no later than one (1) day before your ride. (You may call Monday-Friday, 8:00 a.m.-4:00 p.m. You cannot call Saturday or Sunday for reservations.) (This New Policy Change goes into effect February 1, 2007.)
Who can accompany me when I ride? How much do they pay?	A personal care attendant (PCA) can accompany an ADA rider at no charge. A friend or companion can ride at the current fare. A child 5 years old or younger can ride along with you free. A child over the age of 5 who is not a personal care attendant pays the current fare. (All individuals mentioned above must be picked up at the same location as the ADA rider.)	An adult personal care attendant (PCA), friend, or child can accompany an eligible rider. There is no charge. (The personal care attendant, friend, or child must be picked up at the same location as the Hartford Dial-A-Ride rider.)

	ADA Paratransit	Hartford Dial-A-Ride
How many trips can I take in one day?	There are no limitations.	Two round-trip rides per day. (Additional trips are subject to the approval of Hartford Dial-A-Ride administration.)
Are there specific or limited purposes that a rider can schedule trips for?	“Unconditionally” approved ADA riders may schedule trips for any purpose. (Work, movies, restaurants, etc.) “Conditional” riders may use ADA for specific trips only per the approval of the ADA Paratransit coordinator.	Medical, grocery, senior centers, and places of worship. (Note that grocery and senior center trips have specific days and times.)

IMPORTANT REMINDER:

When scheduling your trip please be sure to allow yourself enough time to arrive at your appointments promptly. Make sure you have the street number and street name of your destination, as the reservationist cannot look up addresses for you. Also include any landmarks (i.e. near a gas station, next to a firehouse, specific entrances, etc..) Once your appointment is scheduled we request that you be ready at the start of your “window-time” (this equates to fifteen (15) minutes prior to and fifteen (15) minutes after the scheduled pick up time) even if the bus is not there yet. Lateness can create inconveniences for the driver, other passengers, and yourself.

If you need to cancel a trip we recommend that you do so as early as possible. This will allow the service enough time to rearrange the schedule and provide additional service to other passengers.

Where can I get more information?	Call the Reservation Department at (860) 724-5340 and select #1.	Call the Reservation Department at (860) 724-5340 and select #1.
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