The next ADA forum is:

- July 10, 2019
- September 11, 2019
- November 13, 2019

*Note: The July 10, 2019 ADA Forum will be held at 148 Roberts Street, East Hartford from 6:00 p.m. - 7:00 p.m.

ADA Forum Meetings are held at:

Greater Hartford Transit District
One Union Place
Hartford, CT 06103
Phone: (860) 247-5329
Fax: (860) 549-3879
www.hartfordtransit.org

FREQUENTLY ASKED QUESTIONS

CUSTOMER SERVICE DEPARTMENT

Did you know that if you have a question, compliment and/or concern about your ADA Paratransit trip 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 Hartford.CustomerService@firstgroup.com, fax (860) 936-3750 or write: Customer Service Department c/o First Transit 148 Roberts Street, East Hartford, CT 06108

How soon should I call? Please contact the Customer Service Department as soon as possible when your 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 a.m. by calling (860) 724-5340 and selecting "0".

To obtain a copy of this newsletter in an accessible format please contact us at: (860) 247-5329 extension 3011

CONTACT US AT: (860) 724-5340

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Spanish……………………………………………………….Select 5
Subscription Service……………………………………..Select 6
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Customer Service ………………………………………..Select 9

THE S.T.A.R. (Safe, Timely, Accessible, Reliable)
ADA Paratransit Newsletter
Spring 2019

EASTERSEALS 100TH ANNIVERSARY

In Spring 2019, Easter Seals celebrates 100 years of impact in the lives of individuals with disabilities or other special needs, their families, and communities throughout America as a powerful advocate and leading provider of innovative services. In marking this milestone, Easterseals reflects on its legacy of delivering equality, dignity and independence to people with disabilities while embracing a future where every one of us is 100% included and 100% empowered.

The Story of Easterseals
As America’s largest nonprofit health care organization, Easterseals is committed to the comprehensive health and wellness of the more than 1.4 million people it serves each year and is prepared to respond to the needs of the one in four Americans living with disability today with outcomes-based services throughout the lifespan.

Among Easterseals services; early intervention, inclusive childcare, medical rehabilitation and autism services for young children and their families; job training and coaching, employment placement and transportation services for adults with disabilities, including veterans; adult day services and employment opportunities for older adults—in addition to a variety of additional services for people of all ages including mental health and recovery programs, assistive technology, camp and recreation, caregiving support including respite - and much more. Additionally, Easterseals has served transitioning military, veterans and their families and caregivers since WWII and continues to be the “go to” resource to help ensure their successful transition to civilian life.

Prior to the passing of the Americans with Disabilities Act (ADA) on July 26, 1990, Easter Seals was a leading advocate for the ADA and actively lobbied in Washington and across the country for its adoption. After the passing of the legislation, Easterseals worked tirelessly to ensure that all people are empowered to access their rights under the ADA.

To find Easterseals programs and services in your area, please visit easterseals.com/connect-locally. For local news about Easterseals, sign up for their free newsletter at easterseals.com/subscribe. (From: https://www.easterseals.com).

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**PUBLIC TRANSIT RIDER TOOL**

**“MOOVIT” TRANSIT AP**

Need help navigating public transit? Whether you ride the train, subway, bus, light rail, or metro on a daily basis or on occasion, getting the best public transportation directions can be stressful - enter Moovit! Moovit is a bus app, subway app, metro app all in one. Get your bus time and train time with ease so you can plan your trip with confidence. Plan a bike trip in between stations or bike all the way to your destination. If public transit can’t meet your immediate needs, easily order an Uber.

Commuters will find updated bus time and train time, transit maps, and, where available, real-time line arrivals based on GPS devices on-board buses, subways, and trains. Locate nearby stations, travel with on-the-go live navigation guidance, receive “get off now” alerts at your destination to ensure a smooth ride. This is why Moovit has been named one of the best apps of the year in 2016 and 2017 by the Google Play and App Store, respectively.

Moovit is your personal assistant for every bus, subway, train or metro ride! 

**Real time arrivals:** View real-time arrival updates, which are taken directly from GPS devices positioned on buses and trains.

**Real time alerts:** Know about issues ahead of time by receiving service alerts such as emergency or unexpected disruptions, delays, traffic jams, new construction, and more so that you can plan ahead if your bus time or train time changed.

**Live directions:** Get step-by-step public transit directions with live guidance from A-to-B: Know how long you need to walk to your station, view the arrival time of your line, receive “get off now” alerts at your destination, and more.

**Users reports:** Moovit’s users report issues found with stations, line service, and schedules to inform all nearby riders about what’s going on in their area.

**Bike routes:** Get bike routes in addition to the bus, subway, train, or metro trip plans. If you ride bikes (yours or shared) Moovit can plan a route that includes the train or bus. Bike docking stations are updated in real-time. (Bike trip plans are only available in supported metro areas.)

**Maps view:** Interesting in seeing the whole picture? View all stations, routes, and lines on the transit map. Additionally, maps are available in PDF for when you’re offline, or underground on the subway.

Moovit is the No. 1 public transportation app in the world. Moovit guides more than 360 million people across the globe and is available in more than 2,700 cities across 90 countries and is available in 44 languages.

When long-distance travelling, if you’d like to know bus time and train time in London, Barcelona, Madrid, or Rome, or, if you need to find out when the last bus leaves a certain station in Rio de Janeiro, Sao Paulo, Melbourne, Seoul, Moovit has you covered.

For more information about Moovit, please go to https://movitapp.com/ or https://www.company.moovit.com.