

**2019 ADA
Participation Group
Forum Meeting
Dates**

Welcome



Please join us for the ADA Participation Group Forum! Meetings are held on the 2nd Wednesday of every other month, **5:00 p.m. - 6:00 p.m.**

The next ADA forum is:

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

(Changes in schedule and/or meeting place are possible. However, notices will be posted in advance.)

**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

***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.



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**

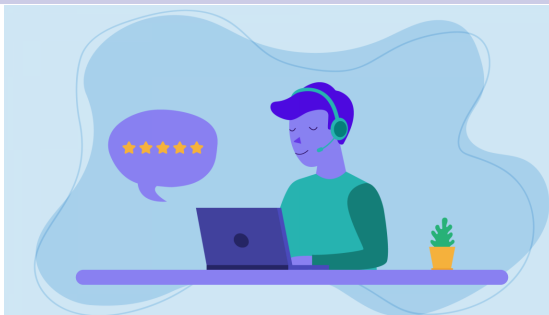
How soon should I call? Please contact the Customer Service Department as soon as possible when you wish to report an incident (ideally within 48 hours of the incident).

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 afterhours 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

- Reserve/Cancel/Confirm.....Select 1**
- Dispatch Department.....Select 2**
- ADA Application Request.....Select 4**
- SpanishSelect 5**
- Subscription Service.....Select 6**
- Service UpdatesSelect 8**
- Customer Service Select 9**



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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>).





Policy Reminder: ADA Cancellations

As a reminder, if you no longer need an ADA trip that you scheduled, please be sure to notify us of your cancellation as soon as possible by calling (860) 724-5340 extension 1 between 8:00 a.m. - 5:00 p.m., extension 2 from 4:30 a.m. - 11:59 p.m., or extension 0 to cancel trips after hours from midnight to 4:30 a.m. **Please be sure to let the Reservationist know if you would like to cancel both your ADA pickup and return rides,** or if you will still need an ADA trip one-way. Any cancellation not made at least two (2) hours before the start of your ADA pickup window will be marked as a "no-show". We reserve the right to suspend the ADA service of any passenger who chronically misuses the service by showing a pattern or practice of unexcused "no-shows". Calling to cancel your trip in a timely manner frees up our ADA buses to pick up other passengers and also helps control service costs. Thank you for your cooperation!

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 Stores, 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: Interested 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>.



ALL-INCLUSIVE BARBIES

NEW BARBIES WITH WHEELCHAIR AND PROSTHETIC LEG

Barbie will soon be debuting a doll with a prosthetic leg and another that comes with a wheelchair. Mattel, which makes the popular doll, introduced the newest member of its Barbie Fashionista line-up, which features dolls with disabilities as well as different skin tones, hair textures and body types. Barbie's new looks could help fight the stigma around physical disabilities and show kids that there is "nothing wrong" with people who have them. "As a brand, we can elevate the conversation around physical disabilities by including them into our fashion doll line to further showcase a multi-dimensional view of beauty and fashion," Mattel said in a statement.

Mattel collaborated with Jordan Reeves, a 13-year-old disability activist who was born without a left forearm, to create the doll with the prosthetic limb, which can be removed for a "more realistic" play experience. The toymaker also worked with UCLA Mattel Children's Hospital and wheelchair experts to design a wheelchair, which the company said has been one of the most requested accessories from Barbie fans. "While there are many types of wheelchairs, this chair is modeled after one that is designed for an individual who has a permanent physical disability," Mattel said in a statement. The company will include a Barbie DreamHouse-compatible ramp with the wheelchair.

More than 1 billion people in the world have a disability, according to Jennifer Laszlo Mizrahi, president of RespectAbility, an advocacy group for people with disabilities.

The dolls will be available to the public this Fall 2019.

(From: "Barbie Introduces Dolls with Wheelchairs and Prosthetic Limbs", by Michelle Lou and Brandon Griggs, CNN, February 12, 2019, <https://www.cnn.com/2019/02/12/us/barbie-doll-disabilities-trnd/index.html>)



Pepe's Pointers for Spring

Señor Pepe will be using ADA paratransit for a special outing this Spring! He will be traveling with his personal care attendant (PCA) as well as his companion "Chi-Chi".

Pepe says, "Please inform the ADA Reservationist if you will be traveling with a PCA and/or companion. A PCA may accompany you on your ADA trip free of charge, but a companion who is not assisting you with personal needs must pay the standard ADA bus fare."

"If you believe it would be unsafe for you, your family member, or the individual you assist to travel alone on ADA paratransit, then it is strongly recommended to travel with a PCA. Also, please keep in mind that a PCA or companion must be picked up and dropped off at the same location as the ADA-certified passenger."

Any questions, please call the Customer Service Department at (860) 724-5340 x 9 or email Hartford.CustomerService@firstgroup.com.



Señor Pepe