The next ADA forum is:

**Participation Group Forum Meeting**

Meeting is held on the 2nd Wednesday of every other month

**Greater Hartford Transit District**
One Union Place
Hartford, CT 06114

**Phone:** (860) 247-5340 extension 3011
**Fax:** (860) 549-3879
**Website:** [www.hartfordtransit.org](http://www.hartfordtransit.org)

**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, 8:30 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 via email at hartfordcustomerservice@firstgroup.com, fax (860) 247-0031 or write:

Customer Service Department c/o First Transit
249 Wawarme Avenue
Hartford, CT 06114

**How soon should I call?** Please do not delay when you wish to report an incident; contact the Customer Service Department as soon as possible.

**What information will I need to provide?** Please be certain to have the day of the week, date, 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.

To obtain a copy in an accessible format please contact us at:

(860) 247-5329 extension 3011

**READ THE S.T.A.R.**
(Safe, Timely, Accessible, Reliable)

**ADA Paratransit Newsletter**

**Greater Hartford Transit District**
**FALL 2016**

**CTtransit AND ADA PARATRANSIT FARE CHANGES**

On October 3, 2016 the Connecticut Department of Transportation announced fare increases on Connecticut’s bus systems. Bus fares will go up 16.7 percent, or 25 cents on a single one-way CTtransit bus trip. As a result, the current one-way cash fare of $1.50 will increase to $1.75 and the senior and disabled local current one-way cash fare of $0.75 will increase to $0.85.

“As we looked to meet our budget requirements, our primary goal was to maintain all existing bus and rail service statewide for the thousands of people who depend on them every day,” said Commissioner James P. Redeker. “Combined with other steps to reduce expenses, this fare increase allows us to meet that goal.”

The fare increase announcement follows a series of six public hearings around the state on the proposed bus fare increases. Almost 400 people commented on the proposed fares. While some opposed a fare increase of any kind, there were no recommendations to cut service. The bus fare increase, effective December 4, 2016 will apply to the eight CTtransit service areas, including Hartford, New Haven, Waterbury, Bristol, New Britain, Stamford, Wallingford and Meriden, as well as CTfastrak.

To coincide with the CTtransit fare increase, the current ADA Paratransit one-way cash fare of $3.00 will increase to $3.50. The current cost of $24.00 for the ADA 10-trip ticket book will increase to $28.00.

For additional information, you may contact the Connecticut Department of Transportation Office of Communications at (860) 594-3062 or go to [www.ct.gov/dot](http://www.ct.gov/dot). 
To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. The Greater Hartford Transit District’s ADA Paratransit Passenger No Show Policy was revised as of October 1, 2016. This updated policy is part of an effort to bring our riders more efficient paratransit service, and to be current with Federal Transit Administration findings and best practices.

Sporadic rider no shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, a pattern and practice of “No Shows”, late cancellations and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service. No Shows and late cancellations result in wasted trips that could have been scheduled for use by other paratransit riders.

No Shows are recorded each time a paratransit rider makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

Definitions:
No Show: A No Show is when all of the following criteria are met:
- There has been no call by the rider (or the rider’s representative) to cancel the scheduled trip 2 hours or more before the pick-up window.
- The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window.
- The driver cannot reasonably see the rider approaching the vehicle within five (5) minutes.

Late cancellations and cancellations at the door, as defined below, will also be treated as No Shows.

Late Cancellation: the rider (or the rider’s representative) does not call to cancel a specific scheduled trip at least 2 hours prior to the pick-up window (other than early morning trips as identified above). Late cancellations will be treated as No Shows. (See definitions above).

Cancellation at Door: when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick-up window and the rider (or the rider’s representative) notifies the driver at that time that they no longer need the scheduled trip. These are considered No Shows.

Notes on Cancellation:
- The driver is not responsible for cancelling any other trips booked for that day.
- The rider (or the rider’s representative) must call to cancel other trips.
- Pick up and return trips are scheduled separately, and the District assumes that all scheduled return trips are needed unless notice is given by the rider or their representative.

The NEAT ERC accepts, repairs, sanitizes and resells gently used donated pieces of durable medical and adaptive equipment at less than half the cost of new. For more information, please contact:

The NEAT Center at Oak Hill School 120 Holcomb Street Hartford, CT 06112
Toll Free in CT: (866) 526-4492
Hartford Area: (860) 243-2869
ADA POLICY UPDATE
No Show and Late Cancellation Policy (Continued...)

No Shows Beyond Passenger’s Control
Trips cancelled for reasons that are beyond the rider’s control will not be considered No Shows. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call in time or to take the trip as scheduled.

Although No Shows will not be issued for reasons beyond the rider’s control, the rider should always make every effort to cancel scheduled trips in a timely manner. It is the rider’s responsibility to provide a reason for not canceling a trip. Contact should be made as soon as possible so that No Shows occurring beyond a rider’s control can be excused. Lack of any contact will result in a No Show record remaining intact and may lead to warnings/suspensions detailed below.

Riders should contact First Transit Customer Service department at: (860) 724-5340 ext. #9 when experiencing no-shows or late cancellations due to circumstances beyond their control.

No Show Notifications
Riders will be notified of No Shows in writing, and will receive a written warning after five (5) NO SHOWS. The written correspondence will list the total number of No Shows and the percent of No Shows in reference to the total number of trips booked in the period. Specific dates, times and locations of each No Show in the period will be provided in writing upon rider request.

Pattern and Practice of No Shows
Riders may be suspended from paratransit service when they show a “pattern and practice” of No Shows, which occurs when:
   a. A rider has five (5) or more No Shows in a calendar month; and
   b. The number of No Shows represents more than 15% of the trips booked by the rider in a calendar month.

The following are examples of what would and would not constitute a pattern and practice of No Shows:

Example 1: A rider books 20 trips in a calendar month and misses five trips. This rider has a pattern and practice of No Shows because (a) the rider had five No Shows, and (b) those No Shows represent 25% of the total trips booked;

Example 2: A rider books 10 trips in a calendar month and misses four trips. This rider will not have a pattern and practice of No Shows because the rider did not have five or more No Shows in the calendar month. (Note that because there were not at least five No Shows, the fact that the rider missed 40% is irrelevant for purposes of determining whether there has been a pattern and...