

**2016 ADA
Participation Group
Forum Meeting
Dates**



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

- * **July 13, 2016**
- * **Sept. 14, 2016**
- * **Nov. 9, 2016**

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

All 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

**New Britain ADA
Participation Group
Forum**

The next New Britain ADA Participation Group Forum will be held **Thursday, June 9, 2016, from 10:00 a.m.—11:30 a.m.** in the Community room of the New Britain Public Library located at 20 High Street, New Britain, CT.

RESERVING YOUR ADA RIDE

ADA reservations can be made by calling the Reservation Department at (860) 724-5340 and select 1, Sunday through Saturday (7 days per week) between the hours of 8:00 a.m. and 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134 or email hartfordscheduling@firstgroup.com).

There is no limit to the number of reservation requests per phone call, and you may call as many times as you like each day. Be sure to provide the Reservationist with your ADA ID number that can be found on your ADA ID card. Also, please inform the Reservationist of any additional information needed for your trip (such as pickup entrance, etc.) and if you will be travelling with a personal care attendant or companion. Although we do not deny eligible trips, you may be offered a trip time up to one (1) hour before or after the time that you requested. You will be most satisfied with the ADA service if you can be flexible about your request.

Please reserve your ride as soon as possible within reservation guidelines. You may schedule your ADA ride up to five (5) days ahead of time, with no shorter notice than one (1) day before your trip. Please do not wait until the last minute to schedule your ride! Same day trips may be requested, but are based on availability and not guaranteed. In addition, please be aware that a same day accommodation may result in a longer than usual wait time.

**To obtain a copy 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**
- Spanish Select 5**
- General Information..... Select 6**
- ADA Application Status Select 7**
- Service Updates..... Select 8**
- Customer Service Select 9**



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Reserving your ADA Ride

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THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter



GREATER HARTFORD TRANSIT DISTRICT SPRING 2016

TRY TRANSIT WEEK: JUNE 6 - 10, 2016



Learning how to use public transportation can be a vital asset to become more independent and also have the availability to connect with activities in your community. Travel training is a structured set of teaching activities that develops skills for a person with disabilities to ride public transportation (CTtransit). Each person is unique in their understanding and ability to use a transit system. This June 6 -10,

2016 Greater Hartford Transit District (the "District") will be hosting "Try Transit Week" to give our ADA riders an opportunity to experience the fixed route public transit service (CTtransit) under the direction of a professional travel trainer. "Try Transit Week" will begin with a "Public Transportation 101" class which will be offered on June 6 from 9:00 a.m. – 10:00 a.m. at One Union Place, Hartford. Immediately following the class and daily throughout the week, registered attendees will be provided with the opportunity to try a trip on CTtransit to specific locations such as Buckland or Westfarms Mall, Bradley Airport, downtown Middletown, and UConn Medical Center in Farmington. "Try Transit Week" will also take place at the Senior Center at 55 Pearl Street, New Britain. (Specific dates and times to be announced).

During "Try Transit Week", professional and helpful representatives from the Kennedy Center, CTtransit, Way to Go CT, and Greater Hartford Transit District will be available to provide information and guidance during the CTtransit trips, and to address your questions and concerns. The Public Transportation 101 class and "Try Transit Week" CTtransit and CTfastrak bus trips will be offered free of charge, but registration is required. For more information or to register, please contact Ms. Mary Rosenbaur, The Kennedy Center's ADA Transit Coordinator, at (203) 365-8522 extension 322.



NEWS FROM NADTC

NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER



Congratulations

Please join us to congratulate all of our drivers for a great job. Special congratulations go to Luis Claudio, who won first place in the State Wide Rodeo. He will represent Greater Hartford Transit District and First Transit at the International Bus Rodeo in Portland, Oregon this May 2016. Best of luck!

ADA Rider Tips

Please provide the Reservationists with your correct, updated telephone numbers. If possible, please set up your voicemail so that the ADA operation may leave a message when necessary.

Passengers may call to cancel trips outside of normal business hours 12:00 a.m. - 4:30 a.m. by calling (860) 724-5340 and selecting "0".

Questions, concerns, and/or commendations? Call our Customer Service Department at (860) 724-5340 ext. 9.

The National Aging and Disability Transportation Center promotes the availability and accessibility of transportation options that serve the needs of seniors, people with disabilities and caregivers. The center also includes a focus on the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities formula grants and other transit investments.

Established in 2015, the NADTC is a federally funded technical assistance center administered by Easter Seals and the National Association of Area Agencies on Aging. The center offers training, resources, technical assistance, information & referral, outreach, and community grants.

Stay Connected!

Toll-free: 866-983-3222

Email: contact@nadtc.org

Web: Available Spring 2016

Social media: Follow on [Facebook](#) and [Twitter](#)



ADA PARATRANSIT 5TH ANNUAL FOOD DRIVE

Greater Hartford Transit District's ADA Paratransit program hosted their 5th annual food drive for the hungry this past winter. ADA drivers collected non-perishable food in recyclable bags located on all Paratransit vehicles. ADA Paratransit riders helped out by filling these bags with food items as they boarded the bus. Non-perishable food drop boxes were also available at the First Transit and Greater Hartford Transit District offices. Because of your generous donations, when the food drive ended on March 31, 2016, several large boxes of food were collected and delivered to the Tri-Town Shelter in Vernon, CT.

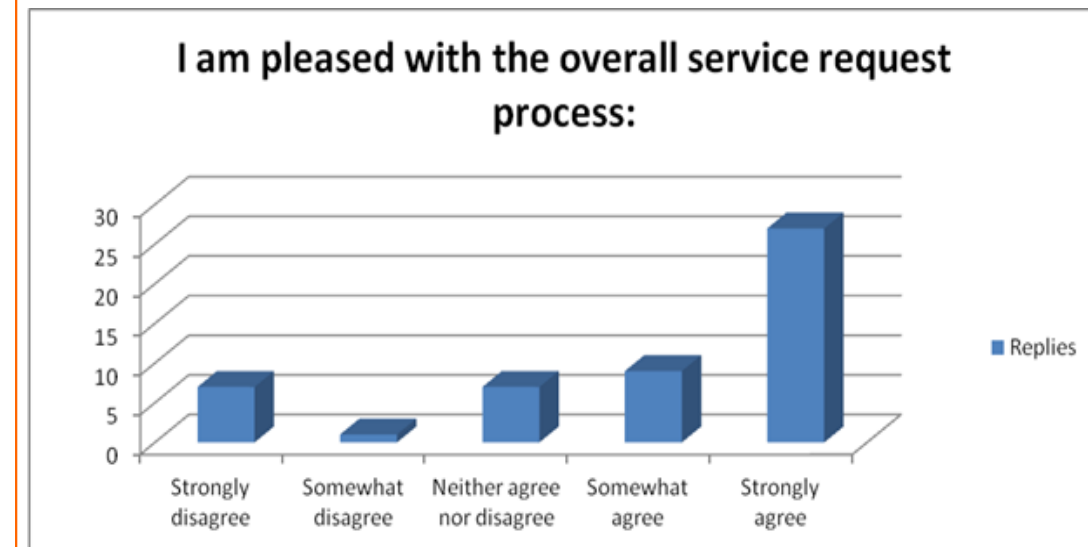
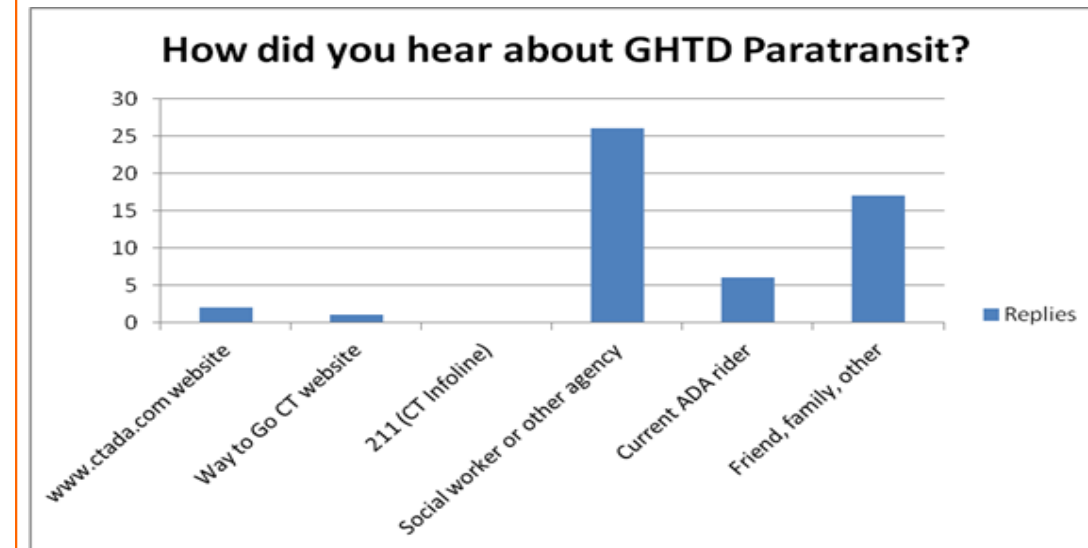
Thank you for your generous contribution!



ADA PARATRANSIT SURVEY

THE APRIL 2016 RESULTS ARE IN

Each day, Greater Hartford Transit District's ADA Paratransit interview attendees are provided with an opportunity to complete a survey asking questions about the ADA application process. The results are in for April 2016, and fifty-two (52) ADA applicants responded to the survey request. Through the survey we learned that most individuals learn about the Paratransit service from a social worker, friend, or family member. Also, most participants "strongly agree" that they are pleased with the overall ADA application process. Thank you to those who participated this month!



Did you know?

The Greek word "Para" means "beside". Therefore, the Paratransit is a service provided alongside the fixed route bus (CTtransit).



Pepe's Pointers for Spring

Señor Pepe has been using ADA Paratransit for many years. He is glad that Greater Hartford Transit District (the "District") understands that each individual is unique, processing information in his or her own special way. Because of this, all materials produced by the District are available in alternate formats. These include, but are not limited to: Braille, audio, large print, Spanish or other languages. Because Señor Pepe does not speak English, he was pleased to find out that the ADA Riders Guide is available in Spanish. Now he can read about the ADA Paratransit service in his own language. To obtain information about ADA Paratransit in an accessible format, please call (860) 247-5329 extension 3011.

