**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, 5:00 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 via email at hartfordcustomerservice@firstgroup.com, fax (860) 955-2915 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.

**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 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

**THE AMAZING DOGS RESCUING US**

Every year in Hartford, we humans rescue dogs. Sometimes it is firefighters rescuing a dog from Quechee Pond and sometimes it’s kind hearted families taking on a rescue dog abused or abandoned by their previous owners. However, often we do not hear about the dogs rescuing us whether it is kindly helping children learn to read aloud in classrooms, or something more dangerous.

Across the world, dogs are doing amazing feats in order to help us. Some dogs are being trained to sniff out cancer, while others are entering earthquake zones to look for survivors. Here in America, there are rescue dogs like Juno who is helping a boy with a rare condition called Sanfilippo Syndrome or Glory who is a rare kind of rescue dog - one who finds lost pets. Then you have Sergeant Stubby who was adopted near Yale University by Corporal Robert Conroy and taken to World War 1 where he alerted men to incoming artillery fire and despite being injured by a grenade and mustard gas, helped capture a German spy. These are all truly amazing rescue dogs and you can read more about 5 of the best rescue dogs in America at [https://www.particularpaws.com/blogs/news/5-amazing-rescue-dogs](https://www.particularpaws.com/blogs/news/5-amazing-rescue-dogs).

(Article by: Jenny Holt, freelance animal and nature writer)

**Pictured Clockwise:**
- Glory the rescue dog.
- Sergeant Stubby, and Juno.
Pepe's Pointers for Spring

Señor Pepe has been using ADA Paratransit service for many years. Even so, there are still some procedures for using the bus that he needs to learn! Pepe says, "I tried to cancel my trip with my ADA driver, but the driver would not accommodate my request no matter how loudly I barked! After calling the Customer Service Department, I learned that I must never cancel an ADA trip with my driver. To cancel an ADA trip, I should call (860) 724-5340 and select 1 at least two (2) hours before my trip's pickup window."

A few other ADA driver policies to keep in mind are:

- Drivers must perform door-to-door service, but cannot enter a place of residence or go upstairs inside a building.
- Drivers can only assist passengers with up to three (3) grocery bags.
- Drivers cannot make change or accept tips when you pay the ADA bus fare.
Examples of Reasonable Modification requests that are not reasonable requests that either modify regulations or fundamentally alter the service include but are not limited to: asking for service outside the service area, asking that a passenger’s ride be a direct ride (complementary paratransit is a share-ride service), and/or asking a driver to act as a personal care attendant.

Complaint Process and Contact Information:

Complaints regarding the administration of or compliance with this policy shall be made in writing either by letter or email addressed to the Agency’s Civil Rights Officer, or by completing and returning the Title VI or Discrimination Complaint Form found at: http://www.hartfordtransit.org/.

All complaints will be handled in accordance with The District’s Title VI and Discrimination Complaint Process found at: http://www.hartfordtransit.org/. The District will make every effort to make a prompt and equitable resolution of any complaint. The Agency’s response to any Title VI complaint will be in writing and will include the Agency’s decision and the reason(s) thereof.

AGE OUT LOUD!

Each May, the Administration for Community Living (ACL) leads our nation’s celebration of Older Americans Month (OAM). ACL designed the 2017 OAM theme, Age Out Loud, to give aging a new voice—one that reflects what today’s older adults have to say. Getting older doesn’t mean what it used to. For many aging Americans, it is a phase of life where interests, goals, and dreams can get a new or second start. Today, aging is about eliminating outdated perceptions and living the way that suits you best.

Take Barbara Hillary, for example. A nurse for 55 years who dreamed of travel, at age 75 Hillary became the first African American woman to set foot on the North Pole. In 2011, at age 79, she set another first when she stepped onto the South Pole. Former president George H.W. Bush celebrated his 90th birthday by skydiving. Actress Betty White, now 95 years old, became the oldest person to set foot on the South Pole. In 2011, at age 79, she set another first when she stepped onto the South Pole. Former president George H.W. Bush celebrated his 90th birthday by skydiving. Actress Betty White, now 95 years old, became the oldest person to set foot on the South Pole.

What it means to age has changed, and OAM 2017 is a perfect opportunity to recognize and celebrate what getting older looks like today. Let’s amplify the many voices of older Americans and raise awareness of vital aging issues across the country. Join us as we speak up and out loud for Older Americans Month!

For more information, go to: https://acl.gov.

Information regarding requesting reasonable modifications is available on the District website: (www.hartfordtransit.org) as well as within the printed materials provided to the public.

Reasonable Modification Request Procedure (Continued…)

Reasonable Modification Request Procedure (Continued…)

- Information regarding requesting reasonable modifications is available on the District website: (www.hartfordtransit.org) as well as within the printed materials provided to the public.
- Requests for reasonable modification may be accessed online at www.hartfordtransit.org. Passengers may click on the ADA Paratransit Service tab and then click Reasonable Modification Request Form. A form is available to print, fill out, and mail to the address on the form.
- Requests can also be made by calling 860-247-5329 extension 3011 or via email at pwilliams@ghtd.org.
- Written requests can be made to: Greater Hartford Transit District, (Attention: Director of ADA Paratransit), One Union Place Hartford, CT 06103.

Same Day Requests:

- Whenever possible, the District asks that requests for reasonable modifications be made in advance before the modification is expected to be performed. The District is aware that some reasonable modifications occur without prior warning due to the nature of using complementary paratransit. When such cases arise in which a reasonable modification is requested without prior notice on a case-by-case basis due to circumstance (i.e. because of a condition or barrier at a destination which the individual with a disability was unaware until arriving), the request can be made on the same day, at the time of, or during service.
- A same day request for a reasonable modification can be made to the service provider by calling: 860-724-5340 extension 2.
- The passenger must describe in what accommodation is required and why it is necessary in order to use the service.
- The service provider will make a determination to grant or deny the request and may grant a request if such request is reasonable and meets the requirements of the District’s policies.

Designated employee for compliance:

- Requests for modifications will be assigned to the ADA Paratransit Director and/or designated staff for review and evaluation. Before approving a reasonable modification, the ADA Paratransit Director and/or designated staff will discuss the request with the contractor’s staff regarding the feasibility and safety of the request for fundamental alteration. Requests for modifications in which a permanent or long-term condition or barrier is the basis for the request should be made in advance.
- All reasonable modification requests will be acknowledged within two (2) business days of receipt. The resolution and response to the person who submitted a request will be made within three (3) business days, and the response will explain the reasons for the resolution. In any case in which the District denies a request for a reasonable modification, the District will take to the maximum extent possible any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the passenger with a disability receives the services or benefits provided by the District to use the complementary paratransit service.