

2018 ADA
Participation Group
Forum Meeting
Dates



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 11, 2018
- * Sept. 12, 2018
- * Nov. 14, 2018

(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



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 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 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
- Spanish**Select 5
- Subscription Service**Select 6
- ADA Application Status**Select 7
- Service Updates**Select 8
- Customer Service** Select 9



DISABILITY RIGHTS
ARE CIVIL RIGHTS

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THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Spring/Summer 2018



GREATER HARTFORD TRANSIT DISTRICT
WINS INNOVATIVE PROJECT SOLUTIONS AWARD



Greater Hartford Transit District (the "District") and First Transit staff receiving the Innovative Project Solutions Award. The District's Executive Director, Vicki L. Shotland, is pictured seventh from left. DJ Gonzalez, the District's Operations Administrator is second from left, and Sandra Sheehan, the District's previous Director of Grants and Procurement is sixth from left.

On Thursday, April 19, 2018, the Greater Hartford Transit District (the "District") was honored with the Innovative Project Solutions Award at the WTS Connecticut Chapter Annual Awards and Scholarship Banquet in Portland, CT. The District received this distinguished award for its state-of-the-art ADA Paratransit Operations and Maintenance Facility located at 148 Roberts Street in East Hartford, Connecticut. The Project was developed under the leadership of the District's Executive Director, Vicki L. Shotland and DJ Gonzalez, the District's Operations Administrator, as well as Sandra Sheehan, who was previously the District's Director of Grants and Procurement. Banton Construction was the prime contractor and Gregg Weis and Gardner was the architect. The grand opening which culminated this large eighteen-month long construction project was on Wednesday, September 13, 2017. The District provides over 500,000 ADA passenger trips annually. This project was funded with the financial support from the Federal Transit Administration and the Connecticut Department of Transportation.

FREEDOM RIDE TAXI

M7 PROVIDING SERVICE FOR FREEDOM FUND



28th Anniversary of the ADA

July 26, 2018 marks the 28th Anniversary of the signing of the Americans with Disabilities Act (ADA). The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

Celebrate the ADA Anniversary in your workplaces, schools, and communities! While much progress has been made, much remains to be done.

For more information about the 28th Anniversary of the ADA, please go to: www.adaanniversary.org

How will you celebrate?



As you may or may not be aware, the Yellow Cab Company closed its doors as of February 23, 2018. M7 will now be the taxicab company providing service for the Greater Hartford Transit District (the "District") Freedom Ride program. M7 is Connecticut's largest, full-service transportation company utilizing the latest in global technology which enables them to provide excellent and responsive service and direct, secure passenger communication 24/7, 365 days per year.

The Freedom Ride Taxi Voucher/Debit Card Program provides accessible transportation outside of the existing ADA service area and hours. The service is available to individuals who have been ADA Paratransit certified and who have enrolled in the program through the District. Participant debit card payments are matched 100% (to the extent funding remains available) through the New Freedom Program.

If you are already a Freedom Ride Taxi passenger, you should have received your new M7 Freedom Fund card to replace the previous Yellow Cab Company Freedom Ride Debit card. If you had any previously available funds, they should have been transferred onto your new M7 card. You should have received your current available balance in a letter included with your new M7 card.

To use your new card, simply call M7's 24/7/365 Customer Service Department at **203-777-7777**. A customer service representative will be happy to assist you in scheduling a trip, quoting you an estimate cost, or any other questions regarding your Freedom Ride transportation needs. Upon arrival at your destination, present your card to the driver and they will process the payment for you. M7 taxis easily accommodate wheelchairs, walkers, scooters, and service animals.

If you would like to setup an online account where you can check the balance of your card, at your convenience you may contact Erin Mullen at M7 Account Services directly at **203-934-2096 x 1116**, and she will be happy to assist.

The District and the M7 team look forward to serving you with your Freedom Ride Taxi trips! For more information about registering for Freedom Ride Taxi if you are a certified ADA passenger with the District, please call (860) 247-5329 extension 3086 or email CVicente@ghtd.org or VLopez@ghtd.org.

DOWNLOAD THE M7 APP NOW

M7 utilizes the most advanced cloud based dispatch technology. It's fast, efficient and its many customer options are like no other app, providing you with safe, on-demand transportation 24/7, 365 days per year. You can download the app on the App Store, or get it on Google Play.

SPRING/SUMMER TRAVEL

DESTINATIONS WITH THE BEST ACCESSIBILITY



A silhouetted person points out a sunset to an individual using a wheelchair on a hill overlooking a body of water.

Are you planning on travelling this summer? Do you use a mobility device such as a scooter, wheelchair, or walker? One of the biggest dilemmas facing those with mobility issues is the lack of accessibility installations in public spaces, which can limit travel options. This is because many cities still do not set aside enough resources on making their centers more accessible to all their visitors. Travel should be for all, no matter your age or ability, and accessible travel information is vital to making that possible.

The following are just a few of the cities in the world with the best accessibility:

- Stockholm, Sweeden
- Vienna, Austria
- Berlin, Germany
- London, United Kingdom
- Playa del Carmen, Mexico
- Ljubljana, Slovenia
- Melbourne and Sydney, Australia
- Manchester, England
- Barcelona, Spain
- Las Vegas, Nevada (USA)
- Singapore (Asia)
- Seattle, Washington (USA)
- Dublin, Ireland
- Montreal, Canada



Don't let mobility issues prevent you from enjoying a wonderful summer trip!



Pepe's Pointers for Spring / Summer

Señor Pepe's mother, Señora Concetta is visiting from Florida! She is delighted that that her ADA certification from Florida was honored at the Greater Hartford Transit District. Because she would like to stay independent while visiting Pepe, she uses ADA to go grocery shopping to stock up on summer treats!

Pepe says, "When Mamá visits she loves to cook for me! When she grocery shops on paratransit, the ADA drivers assist her with up to three (3) grocery bags. When I grocery shop with my roommate, I use the ADA service, too!"

For more information about shopping with ADA, call (860) 724-5340 x 1. For more about ADA visitor eligibility, call (860) 247-5329 x 3005.

Señor Pepe

