RESERVE/CANCEL/CONFIRM ................................... SELECT 1

DISPATCH DEPARTMENT .................................. SELECT 2

SPANISH ................................................. SELECT 5

GENERAL INFORMATION ............................... SELECT 6

ADA APPLICATION STATUS ............................. SELECT 7

SERVICE UPDATES ..................................... SELECT 7

CUSTOMER SERVICE .................................. SELECT 9

---

RESERVE/CANCEL/CONFIRM ................................... SELECT 1

DISPATCH DEPARTMENT .................................. SELECT 2

SPANISH ................................................. SELECT 5

GENERAL INFORMATION ............................... SELECT 6

ADA APPLICATION STATUS ............................. SELECT 7

SERVICE UPDATES ..................................... SELECT 7

CUSTOMER SERVICE .................................. SELECT 9

---

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.

- 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

---

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 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.

---

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 7

CUSTOMER SERVICE .................................. SELECT 9

---

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

ADA Paratransit Newsletter

GREATER HARTFORD TRANSIT DISTRICT SUMMER 2016

2016 STATEWIDE TRANSIT ROADEO

Cover Page:
2016 Statewide Transit Roadeo

Page 2:
What’s Happening in Washington D.C.

Government Issues

National ADA Symposium

Page 3:
CTTransit Corner
26th Anniversary of the ADA

Pepe’s Pointers for Summer

Page 4:
Frequently Asked Questions

2016 ADA Participation Group Forum Meeting Dates

---

For this year’s Connecticut Statewide Transit Roadeo operators from First Transit went in strong, demonstrating their driving abilities by maneuvering through a challenging course of safety cones. Sponsored by the Connecticut Department of Transportation there was food, music, and an overall great time for everyone. Our Safety Manager, Brian Helm and our selected participants spent a few days each week preparing for the upcoming Roadeo.

This year in the Body-on-Chassis competition, veteran Transit Roadeo participant Luis Claudio received Fourth Place Overall Honors and Hector Diaz took Rookie of The Year. First Transit took home First Place in the Team Competition (Best Team Award), meaning First Transit’s team scored the most points overall in the competition. A special thanks to all participants as well as the First Transit and Greater Hartford Transit District volunteers.

We are very proud of all operators who competed in the Roadeo this year. We are also extremely humbled by the support these operators received from their fellow drivers, families, and co-workers. The amount of participation from all the other transit agencies to show who is “best of the best” was incredible. We can’t wait to see what next year brings to us! The Roadeo was held on Sunday June 12th, 2016 in the Buckland Park & Ride lot in Manchester.

---

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.

- 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
The Federal Transit Administration (FTA) announced a final rule requiring FTA grantees to develop management plans for their public transportation assets, including vehicles, facilities, equipment and other infrastructure. Transit asset management (TAM) is an essential practice for providing safer, more reliable transit service nationwide, while helping lower operating costs.

“The Obama Administration has made transportation infrastructure a priority across the United States”, said U.S. Transportation Secretary Anthony Foxx. “FTA’s new transit asset management rule will ensure that large and small transit operators take a common sense, strategic approach to maintaining their assets. This rule is a big step toward ensuring safe and efficient transit service for the tens of millions of Americans who rely on public transportation each day.”

The TAM rule, required under MAP-21 legislation, is intended to close the gap on aging and poorly maintained transit assets. “The good news for both transit operators and the traveling public is that the rule will improve safety and reliability and result in fewer travel delays for passengers”, said FTA Acting Administrator Carolyn Flowers. The new rule takes effect in October 2016.


**NATIONAL ADA SYMPOSIUM**

The National ADA Symposium, the premier conference on the Americans with Disabilities Act, was held in Denver, Colorado on June 19-22. The session schedule is designed to meet the needs of attendees from a variety of occupations and backgrounds such as disability advocates, service providers, as well as individuals with disabilities and their family members. A number of sessions address the issues that are critical to full inclusion and the quality of life for people with disabilities and their family members including emergency preparedness, effective communication, advocacy, transportation, health care, and the complaint process. Alternate formats of resource materials are available upon request at the ADA symposium.

The next National ADA Symposium will be held in Chicago, Illinois on May 14-17, 2017.