

**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:

- * **March 14, 2018**
- * **May 9, 2018**
- * **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 hartfordcustomerservice@firstgroup.com, fax (860) 955-2915 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 DepartmentSelect 2**
- SpanishSelect 5**
- Subscription ServiceSelect 6**
- ADA Application StatusSelect 7**
- Service UpdatesSelect 8**
- Customer Service Select 9**



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THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Winter 2018



GREATER HARTFORD TRANSIT DISTRICT'S

NEW ADA PARATRANSIT OPERATIONS & MAINTENANCE FACILITY



Dignitaries cutting the ribbon at Greater Hartford Transit District's ADA Paratransit Operations and Maintenance Facility include Executive Director Vicki Shotland, fourth from right; Bradley Thomas, president, First Transit, seventh from left; and Connecticut DOT Commissioner James Redeker, third from right.

On Wednesday, September 13, 2017, the Greater Hartford Transit District (the "District") culminated a massive eighteen-month long construction project with the grand opening ribbon cutting ceremony of its new state-of-the-art ADA Paratransit Operations and Maintenance Facility, located at 148 Roberts Street in East Hartford, Connecticut. Prior to the constructing of this 37,000 sq foot facility which sits on approximately 5.6 acres, the District had operated its ADA paratransit service out of a leased facility in Hartford, Connecticut (an old Harley Davidson showroom). While the former facility was adequate in the early years, it did not allow for efficient maintenance and operation of the existing paratransit fleet or for the significant growth that the service has experienced over time.

The Roberts Street location was selected through a detailed analysis of commercial properties available within a 10-mile radius of the Downtown Hartford area. Several properties had been considered and evaluated, but this specific site met the minimum criteria previously determined by the District. The criteria included: location near to the center of the service area for efficient dispatching, easy access to the highway, sufficient space to accommodate the system's current and future operational needs, suitable zoning for the proposed use, low impact on the environment, cost of the parcel, surrounding land uses, etc...

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Non-Emergency Medical Transportation

The Department of Social Services (DSS) has now completed contract negotiations with Veyo, a Total Transit Company. The contract with the state is now fully executed and is effective January 1, 2018. (The contract with LogistiCare ran through December 31, 2017.) DSS staff is working with Veyo to make the transition as seamless as possible.

Veyo will provide non-emergency medical transportation (NEMT) for Medicaid recipients. There will be a change in how to contact the HUSKY Health program for NEMT services.

For more information, please call toll free 1-855-478-7350 or go to www.ct.ridewithveyo.com

For more information about HUSKY Health Medicaid, please visit www.ct.gov/husky.

GREATER HARTFORD TRANSIT DISTRICT'S

NEW ADA PARATRANSIT OPERATIONS & MAINTENANCE FACILITY

(Continued from page 1.) There was no question after careful analysis and consideration that the 148 Roberts Street parcel was the location that best met the needs of the District, the employees, and most importantly the passengers.

Fast forward twelve years later, the newly constructed state of the art facility boasts separate operations and maintenance areas. In addition to housing offices for management, the operations area consists of a training room, dispatch area, reservations area, scheduling area, conference room, server and communication rooms, quiet room for drivers, lunch room, restrooms/locker room (with shower access), and a fitness room. The maintenance area consists of four maintenance bays, a storage area, parts room, mechanics room, wash bay with water/oil separator, vehicle parking, restrooms/locker room (with shower access), and a fueling station.

The District's ADA paratransit service provider, First Transit, moved into the new facility with their 270 employees in mid-July and began operation immediately to ensure a seamless transition of service delivery to our disabled passengers. The District oversees one of the largest paratransit operations in New England and provides over 500,000 passenger trips annually.

The success of this project was funded with the financial support from the Federal Transit Administration and the Connecticut Department of Transportation.



Greater Hartford Transit District staff at the grand opening of the District's ADA Paratransit Operations & Maintenance Facility on September 13, 2017.

LET'S GO TRANSIT!

HELPING THE COMMUNITY TO USE FIXED ROUTE

On September 27-29, 2017 Greater Hartford Transit District (the "District") in collaboration with the Kennedy Center, CTtransit, and Way to Go Connecticut, hosted its second annual "LET'S GO TRANSIT!" event. Participants learned how to use the fixed route buses (CTtransit), and experienced a free CTtransit trip and outing on each day of this exciting and informative event. Many attendees were pleasantly surprised how convenient it is to use the fixed route buses, and that all CTtransit buses are ramp-equipped for easy boarding of wheelchairs, other mobility devices, or those who are unable to negotiate steps. In addition, participants learned that senior citizens (age 65 and over) and people with disabilities may travel on CTtransit for half fare (currently \$0.85) by showing their Medicare card or state-issued reduced Fare ID to the bus driver when boarding.

LET'S GO TRANSIT kicked off on Wednesday, September 27 as the group met at One Union Place, Hartford. Attendees boarded a CTfastrak bus for a trip to UConn Medical Center's Outpatient Pavilion in Farmington. The trip concluded with lunch at the Pavilion deli before traveling back to Hartford. Day two of LET'S GO TRANSIT on Thursday, September 28 began at the Plainville Library. Participants were excited to get on a CTfastrak bus and head to the Wadsworth Atheneum in Hartford. Following an educational art history tour at the museum, the group traveled back to "home base". On Friday, September 29 our LET'S GO TRANSIT group met at the Northend Senior Center in Hartford before taking a CTfastrak trip to Copaco in Bloomfield. Participants were able to view the CTfastrak station at that location, and the day concluded with a delicious lunch back at the Senior Center. Each trip during the event included a friendly and helpful information session by our professional representatives to explain relevant routes and schedules of CTtransit and CTfastrak to the group, display service maps, and provide a wealth of additional useful information about using fixed route. We concluded each day with an exciting raffle, and every LET'S GO TRANSIT attendee received a generously filled CTtransit tote gift bag.



Greater Hartford Transit District would like to thank all attendees for participating in this extremely successful event! We could not have accomplished it without you, and we hope to see you at our next LET'S GO TRANSIT! For more information about using the fixed route public transit service (CTtransit and CTfastrak), you may contact The Kennedy Center, Inc., 2440 Reservoir Avenue, Trumbull, CT 06111, call 203-365-8522 extension 265, or email Mary Rosenbauer at mrosenbauer@kennedyctr.org. For additional information about The Kennedy Center, please go to www.thekennedycenterinc.org.

A passenger boards a CTfastrak bus with the assistance of CTtransit representative, Barbara Bellott at the District's LET'S GO TRANSIT event.



Pepe's Pointers For Winter

Señor Pepe is getting ready to go out for some winter adventures! His friend and neighbor, Baxter (pictured above) is busy helping Pepe to clear his driveway of ice and snow so that his ADA driver will have a clear pathway.

Pepe says, "Entrances (sidewalks, driveways, ramps, and steps) leading up to your place of residence must be free of ice and snow. Failure to comply with this request might result in the drivers not being able to provide your ADA trip."

"In severe weather, you can listen to CRIS radio, WTIC 1080 AM radio or watch WFSB Channel 3 television for information regarding delays or cancellations."

Señor Pepe

