

2020 ADA Participation Group Forum Meeting Dates



Welcome

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 11, 2020 ***
- **May 13, 2020**
- **July 8, 2020**
- **September 9, 2020**
- **November 11, 2020**

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

ADA Forum Meetings are mainly held at:

**Greater Hartford
Transit District**
One Union Place
Hartford, CT 06103
Phone: (860) 247-5329
Fax: (860) 549-3879
www.hartfordtransit.org

***Note:** The **March 11, 2020** ADA forum will be held at the **North End Senior Center, 80 Coventry St., Hartford** from **10:00 a.m.- 11:00 a.m.**



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 contact the Customer Service Department as soon as possible when your wish to report an incident (ideally within 48 hours of the incident).

What information will I need to provide? Please be certain to have the day of the week, date, location, 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 or if information is needed in another language please contact us at: (860) 247-5329 x 3011

Si necesita información en otro idioma, llame al 860-247-5329, extensión 3011.



CONTACT US AT: (860) 724-5340

- Reserve/Cancel/Confirm.....Select 1**
- Dispatch Department.....Select 2**
- ADA Application Request.....Select 4**
- SpanishSelect 5**
- Subscription Service.....Select 6**
- Service UpdatesSelect 8**
- Customer Service Select 9**



In This Issue:

Cover Page:
Greater Hartford Transit District Newly Revised ADA Recertification Process

Page 2:
Celebrating 30 Years of the ADA

Newly Revised ADA Recertification Process

2020 ADA Paratransit Holiday Service Schedule

Page 3:
Proposed New Rule: Airlines Could Refuse Emotional Support Animals

Señor Pepe's Pointers for Winter

Back Page:
2020 ADA Participation Group Forum Meeting Dates

FAQ: Customer Service Department

THE S.T.A.R. (Safe, Timely, Accessible, Reliable) ADA Paratransit Newsletter January 2020



Greater Hartford Transit District NEWLY REVISED ADA RECERTIFICATION PROCESS



The Greater Hartford Transit District ("The District") provides ADA Paratransit service in the Greater Hartford area in compliance with the Americans with Disabilities Act of 1990 (ADA). ADA Paratransit service is provided to people who have disabilities that prevent them from using the fixed route public transit service (CTtransit).

The District recertifies each of its ADA-certified passengers every 3 - 5 years in accordance with ADA regulations. Upon expiration of your current ADA eligibility, the District will be requiring updated information from you in order to reevaluate your eligibility for ADA Paratransit. The expiration date of your ADA Paratransit eligibility can be found on your current ADA ID card and certification letter. The Recertification process involves completing an ADA Recertification application, face-to-face interview (as needed), environmental check (as needed), and professional verification (as needed). You will automatically be mailed an ADA Recertification application several weeks prior to your ADA expiration date.

Please note that if the District does not receive your completed ADA Recertification application prior to or on the date your current ADA eligibility expires, then the next business day after your eligibility expires your ADA trips (including all ongoing subscription rides) will be automatically cancelled and your electronic ADA file will be inactivated.

(Continued on Page 2...)



Americans with Disabilities Act

Celebrating 30 Years of the ADA

2020 will mark the 30th anniversary of the Americans with Disabilities Act (ADA). This landmark civil rights legislation impacted the lives of millions of people with disabilities in the United States through improved access to employment, government services and programs, and goods and services from businesses.

The ADA was signed into law on July 26, 1990. Throughout 2020 and on the ADA Anniversary, a variety of celebrations will take place nationwide. These celebrations are a way to bring attention to the important work that has been done to promote equal opportunity for people with disabilities and to highlight the work that is yet to be done.

For more information about how you can plan to celebrate the 30th Anniversary of the ADA, please go to adata.org/ada-anniversary.



GREATER HARTFORD TRANSIT DISTRICT

NEWLY REVISED ADA RECERTIFICATION PROCESS

(Continued from cover page...)

Please do not fax or submit the ADA Recertification online, because these will not be accepted. In addition, please do not call to schedule an ADA interview because an interview may not be required. Once the District receives your ADA Recertification application, the Senior ADA Eligibility Coordinator or assessment scheduler will contact you if additional information or an interview is necessary. If an interview is not required, the District may send a professional verification to the physician or health care professional indicated on your Recertification application if needed. You will be notified by mail of your new ADA Paratransit eligibility determination within twenty-one (21) days after the District receives your ADA Recertification application in addition to any and all other information needed to arrive at an eligibility decision. ***Please note that previous approval for ADA Paratransit with the District does not guarantee future eligibility.*** Thank you for your cooperation with our newly revised ADA Recertification process. If you have any questions or need assistance completing the ADA Recertification application when you receive it, please contact the Senior ADA Eligibility Coordinator at **(860) 247-5329 extension 3005**.

2020 ADA PARATRANSIT HOLIDAY SERVICE SCHEDULE

It's a brand new year! Many of our passengers have inquired if the ADA Paratransit service operates on national Holidays. Because the ADA Paratransit service runs the same days and hours as the fixed route public transit service (CTtransit), ADA operates the same schedule as CTtransit's Sunday Service hours on the Holidays listed below:



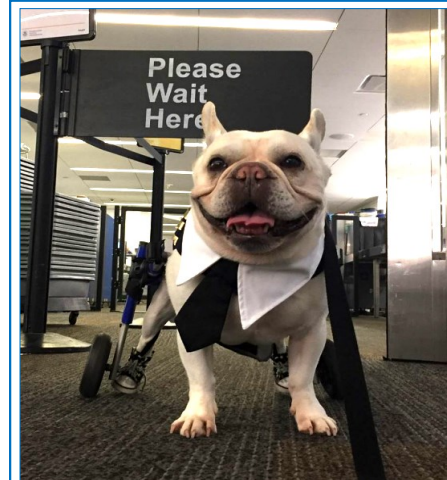
**New Year's Day
Easter Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day**

Please go to cttransit.com for more information about the bus running times on Holidays, or you may call our Customer Service Department at (860) 724-5340 extension 9 if you have questions about our ADA Holiday schedule.

**BEST WISHES FROM THE DISTRICT AND FIRST TRANSIT FOR A
*Happy and Healthy 2020!***

PROPOSED NEW RULE:

AIRLINES COULD REFUSE EMOTIONAL SUPPORT ANIMALS



Under a proposed federal rule, airlines would no longer be required to accept emotional support animals and would exclude animals other than dogs as service animals. The U.S. Department of Transportation is seeking public comment for the proposed policy. The public will have 60 days to submit its comments at [Regulations.gov](https://www.regulations.gov). The department is not currently prohibiting airlines from allowing passengers to fly with emotional support animals. However, airlines would no longer be required to do so if the proposed rule becomes final.

The department's proposal would also allow airlines to limit service animals to two per passenger and require that they check in an hour earlier than other passengers. The changes would be a departure from the previous DOT guidance issued in August which said that airlines could not restrict passengers from traveling with emotional support animals, nor could they ban a specific breed or species of support animal. Complaints from flight attendants and other passengers about the behavior of such animals on board prompted the department to review the policy. Airlines have also questioned whether some passengers may be trying to pass off their pets as support animals – be they cats, rabbits or birds, among others – in order to avoid paying the associated fees.

"We are confident the proposed rule will go a long way in ensuring a safer and healthier experience for everyone," said Nick Calio, president and CEO of Airlines for America, an industry advocacy group. However, the National Disability Rights Action Network said the proposed rule would make it harder for people with disabilities to travel. It said the department was "putting convenience for the airline industry ahead of the rights" of such travelers. The Department of Transportation regulates the transportation of service animals under the Air Carrier Access Act and solicited comments from the public in 2018 after disability advocates and airline industry groups raised concerns about regulations around the handling of service and support animals. That solicitation resulted in nearly 4,500 comments. Airlines have been tightening their policies in the wake of an increasing number of incidents involving animals in the air and an overall increase in the number of pets brought on board. Passengers have tried to bring on a range of emotional support animals, including a peacock and a squirrel.

(Excerpt from: <https://www.usatoday.com/story/travel/2020/01/22/emotional-support-animals-new-dot-rule-would-let-airlines-refuse-them/4540901002/>)



Señor Pepe's Pointers for Winter

Sr. Pepe is bundled up in his winter coat and ready to go!

Before taking a winter trip on the ADA bus, Pepe knows he must follow the District's Winter Snow Policy.

Sr. Pepe says:

"All entrances (sidewalks, driveways, ramps, and steps) at your home must be free of snow and ice. Failure to comply with this request might result in the ADA driver not being able to provide you with transportation!"

Your safety is the District's top priority! Please notify us at (860) 724-5340 x 1 if you have any changes with the details of your ADA ride. To cancel your ADA trip, please call (860) 724-5340 x 2 at least two (2) hours prior to the beginning of your pick-up window.

Any questions, please call the Customer Service Department at (860) 724-5340 x 9 or email Hartford.Customerservice@firstgroup.com.



Your friend,
Señor Pepe