The next ADA forum is:

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

The ADA forum will be held at the North End Senior Center, 1600 Main St., Hartford, CT 06103.

**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 you 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 after-hours 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.

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MARCH 2020: 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 ADA Anniversary, a time to highlight the work that is yet to be done. and to celebrate the 30th anniversary of the ADA, please go to ada.org/ada-anniversary.

NEWLY REVISED ADA RECERTIFICATION PROCESS

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. 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.

“This is 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 x 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

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