

**2020 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:**

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

(Please note: Due to COVID-19, until further notice all ADA forums will only take place with the health and safety of our passengers and staff in mind. Changes to the schedule and/or meeting place will be posted at least two (2) weeks prior to the ADA forum date.)

**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](http://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](mailto: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
- Spanish .....Select 5
- Subscription Service.....Select 6
- Service Updates .....Select 8
- Customer Service .....Select 9



Americans with Disabilities Act  
Celebrate the ADA! July 26, 2020

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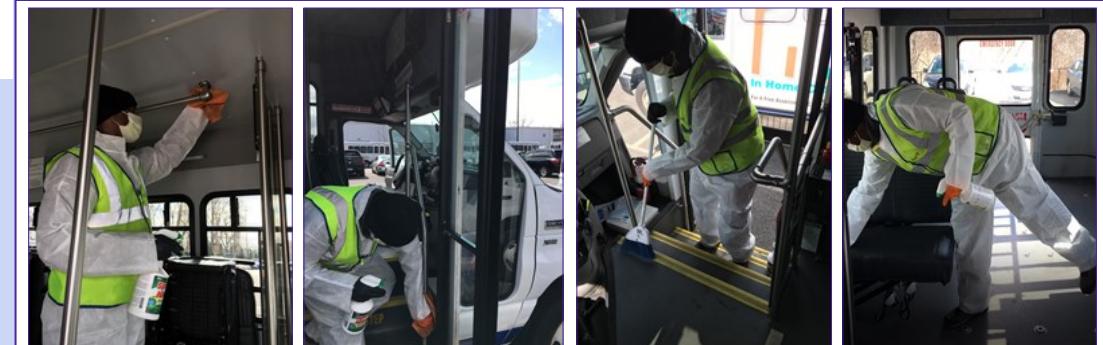
FAQ: Customer Service Department

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

ADA Paratransit Newsletter  
Spring 2020: SPECIAL ISSUE - COVID-19



### ADA PARATRANSIT AND COVID-19: YOUR HEALTH & SAFETY IS OUR TOP PRIORITY!



Pictured above: A member of the cleaning crew for Greater Hartford Transit District's (the "District") contractor, First Transit, works to sanitize the ADA Paratransit vehicles at the end of their service day during the COVID-19 pandemic.

Greater Hartford Transit District's (the "District") and our contractor's (First Transit) top priority is to keep both our respective staffs and our ADA Paratransit passengers safe and healthy at all times. This is especially true now during these unprecedented times as we continue to face the coronavirus pandemic, also known as COVID-19. Our management team has been closely monitoring the day-by-day situation and working diligently with local, state, and national agencies to do our part in helping to "flatten the curve", or limit the transmission of COVID-19.

In response to our passengers' questions and concerns about what steps we are taking to protect our ADA Paratransit riders and drivers during this pandemic, we would like to provide you with details about our escalated safety precautions and procedures.

**Passenger Safety**

Routinely, all ADA Paratransit vehicles are cleaned nightly before going back into service the following day. However, in order to provide an even safer ADA Paratransit operating environment during COVID-19, First Transit has adopted a more stringent daily cleaning method to reduce the spread of the virus. For example, cleaning crews are now deep cleaning and disinfecting every ADA vehicle at the end of service each evening. All of the ADA buses are being thoroughly sanitized using approved disinfectants to kill COVID-19. Special attention is given to high-traffic and frequently touched surface areas. This includes:

- All hand rails
- Drivers' seats and work area
- Passenger seats
- Passenger seat belts and buckles
- Windows

The District and First Transit will be reassessing the ADA vehicle cleaning and disinfecting process as the COVID-19 situation continues to evolve.

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## ADA PARATRANSIT AND COVID-19

## ADA PASSENGER AND EMPLOYEE SAFETY

**COVID-19 Guidelines**

Listen to and follow the directions of your State and local authorities.

If you feel sick, stay home. Do not go to work.

If your children are sick, keep them at home. Contact your medical provider.

If you are an older person, or have a serious underlying health condition, stay home and away from other people.

If someone in your household has tested positive for COVID-19, keep the entire household home.

Work or study from home whenever possible.

Avoid social gatherings in groups of more than 10 people.

Avoid discretionary travel, shopping trips, and social visits.

Do not visit nursing homes unless to provide critical assistance.

For more information, please visit [Coronavirus.gov](https://Coronavirus.gov), call 211 or text "CTCOVID" to 898211.

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**Passenger "Social Distancing"**

Health experts strongly recommend "social distancing" from other people by at least six (6) feet as a mitigating effort to reduce the spread of the novel coronavirus. To help ensure this vital step towards health and safety, First Transit is making every effort to schedule only one (1) passenger per vehicle when possible, with no more than two (2) passengers maximum at a time on the paratransit vehicle per trip.

**Safety of our Employees**

Our ADA Paratransit employees play a critical role providing essential transportation to ensure that vital workers and people needing to take necessary trips can continue to do so during the pandemic. That said, we take the health and safety of our employees seriously.

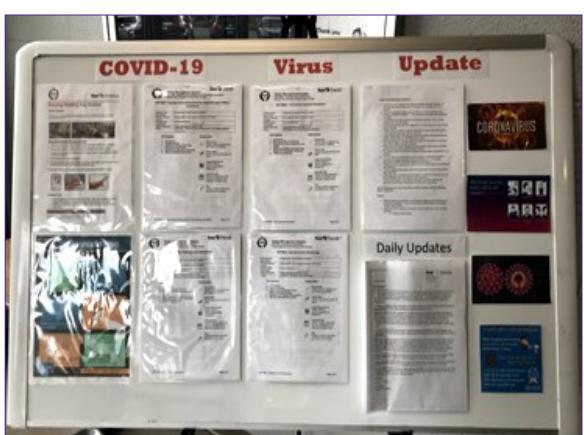
**Cleaning Crew:**

Each employee of our cleaning crew is provided with and required to wear appropriate personal protective equipment when deep-cleaning our ADA buses. This includes:

- Safety goggles
- Protective rubber gloves
- Face masks



Pictured: First Transit cleaning crew staff person with protective safety gear.

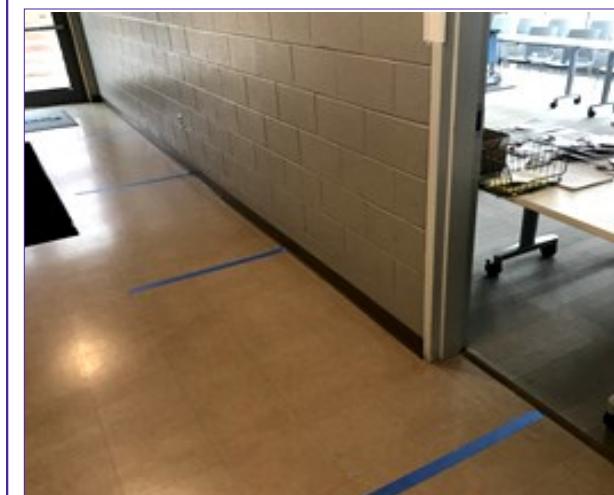


Pictured: A COVID-19 Update Board is keeping our ADA employees well-informed.

## ADA PARATRANSIT AND COVID-19

## ADA STAFF SAFETY AND PASSENGER TIPS

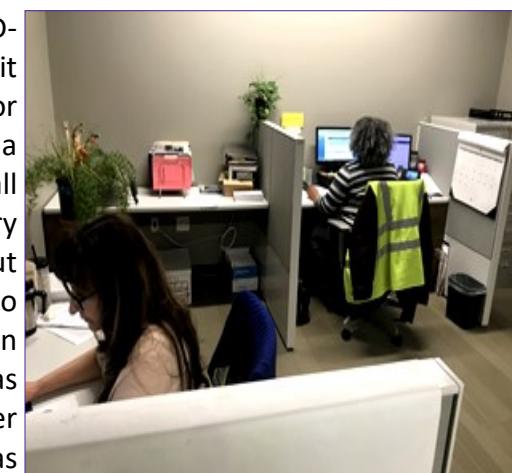
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Pictured: Blue tape at 6-foot intervals marks the floor outside the newly-positioned Dispatch window.

**Dispatch Department:**

We have moved our Dispatch Department window down to the 1st floor entryway so that our drivers may quickly pick up their ADA manifests and then head directly out to their vehicles. This new set up helps to limit drivers in close contact and also will reduce contamination of high-touch areas in our facility. We have taped off 6-foot distance measurement guides on our floor to further encourage and enforce social distancing.



Pictured: First Transit employees maintain social distance throughout their work day.

**All Departments:**

As an extra precaution during COVID-19 each department at First Transit now contains ten (10) employees or less, with staff persons positioned at a safe distance from each other at all times. Social distancing is mandatory for all of our employees throughout the workday. All office staff are also strongly encouraged to wipe down their desks and other high-touch areas of their workspace at least twice per day. First Transit management has barricaded all non-essential work areas to further discourage and prevent any gathering of multiple employees.

**Passenger Safety Tips:**

We are also asking our ADA passengers to do their part in preventing the spread of COVID-19 by following these recommendations from the CDC:

- Only travel if necessary, and avoid all close contact with people.
- Stay home when you are sick.
- Before traveling, verify that the location you are traveling to is still open.
- Avoid touching your face, especially your eyes, nose, and mouth.
- Wash your hands often with soap and water for at least 20 seconds.
- Cover your cough or sneeze with a tissue, or the inside of your elbow.

**Señor Pepe's Pointers During COVID-19**

In order to responsibly comply with the recommended "social distancing" and help stop the spread of COVID-19, Señor Pepe has cancelled all his standing ADA Paratransit trips to the local dog park.

Pepe is a senior dog and also has a disability. He knows this makes him more vulnerable, and so he has decided to stay safely at home as much as possible during this time.

Pepe says, *"Even if you are young, or otherwise healthy, you are at risk and your activities can increase the risk for others. It is critical that you do your part to slow the spread of the coronavirus."*

If you have any questions or concerns about your ADA trips during this difficult time, please contact our Customer Service Department at (860) 724-5340 x 9 or email [Hartford.CustomerService@firstgroup.com](mailto:Hartford.CustomerService@firstgroup.com).

Please stay safe and be well!



Your Friend,  
**Señor Pepe**