



## **ADA PARTICIPATION GROUP FORUM Wednesday, January 8, 2020**

If you experience an issue with the ADA Paratransit service that requires investigation, please do not hesitate to contact the Customer Service Department at (860) 724-5340 extension 9, Monday through Friday, 8:00 a.m. – 5:00 p.m., email [Hartford.Customerservice@firstgroup.com](mailto:Hartford.Customerservice@firstgroup.com), or fax (860) 936-3750. You may also write to: Customer Service Department c/o First Transit, 148 Roberts St, East Hartford, CT 06108. *If you are able, please file any and all complaints within 48 hours of the incident.*

Rider and Community Attendees: Mary Bora, Cassandra Brown, Jeffrey Cole, Deitra Davis, Dinah Davis, Lynn Evans, Ellen Gregory, Virginia Hang, Lydia Mele, Judith Payne, Michael Saylor, Charlotte Spriggs, Melissa Thompson

First Transit (FT) Attendees: Ryan Ewing, Anand Gounder, Bob Kittredge, Brenda Soto, Rita Voskanova

Greater Hartford Transit District (the "District") Attendees: Margaret Banker, Valerie Ellis, Pat Williams

The forum began at 5:00 p.m.

### Operations:

November 2019 passengers' trips were 38,118, no shows 1,322 (3%), and cancellations 9,703 (25%). December 2019 passengers' trips were 35,596, no shows 1,769 (5%), and cancellations 12,828 (36%). High cancellation figure in December is due to the weather.

### Customer Service:

In November 2019, 207 comments were received from passengers and 15% were compliments, 5% driver, dispatch, reservationist, and/or scheduling concerns, 20% late/early arrival, ride length or missed trip concerns, 11% invalid concerns, 2% mechanical and/or related to safety concerns, 0% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 1% no-show concerns, 10% unknown, 0% other, and 36% n/a, record only, general information.

In December 2019, 195 comments were received from passengers and 14% were compliments, 11% driver, dispatch, reservationist, and/or scheduling concerns, 11% late/early arrival, ride length or missed trip concerns, 17% invalid concerns, 0% mechanical and/or related to safety concerns, 0% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no show concerns, 10% unknown, 0% other, and 37% n/a, record only, general information.

### Staff Comments:

Ms. Williams explained the importance of passengers providing clear pathways due to weather related snow & ice on their sidewalks, ramps, and driveways. Mr. Ewing reviewed customer service response times, peak volume telephone times, and the responsibility of the rider to have ADA trip information prepared.

### Participants' Comments

#### Dinah Davis

Has experienced reservationists not communicating their name. Ms. Davis shared past and present concerns.

#### Staff Response

Mr. Ewing will continue to monitor reservationist calls to ensure they are stating their names. A Customer Service Representative will contact Ms. Davis directly regarding her other concerns.

#### Charlotte Spriggs

Pointed out the following; a late arrival issue, poor securement of her wheelchair, reservationists not providing their name, improper communication of an appointment time, and a transfer trip issue.

#### Staff Response

Ms. Voskanova will review all of Ms. Spriggs concerns directly with her.

#### Ellen Gregory

She has personally observed drivers having problems with their MDTs (mobile data terminals) specifically in the vicinity of the Bristol/Plainville areas. In addition, reservationists have commented that their computer screens are freezing up, and she asked if there are any updates with having trip zones implemented.

#### Staff Response

Staff noted the drivers' MDTs are being updated and a new map employed in Trapeze (the scheduling software system).

#### Jeffrey Cole

He noted that it takes too long to leave a voice message for the customer service department. Overall he is generally satisfied with the service.

#### Staff Response

Mr. Ewing will investigate the voicemail concern.

#### Lydia Mele

She shared her experienced on how a driver spoke to her in an allegedly condescending manner while securing her mobility device. She was able to handle the matter on her own.

Staff Response

Staff appreciates that she was able to take care of the situation; however, riders are reminded to report concerns to the Customer Service Department immediately so that they can be addressed more expeditiously.

Barbara Miller

Thanked the Customer Service Department for their assistance. She asked if she could be provided with a snow removal notification to provide to her apartment complex management. Drivers must wait too long on the telephone to receive clearance from dispatch to back up their vehicle. It seems like there is never anyone in the subscription department to answer her call. Drivers need retraining on conducting door-to-door assistance.

Staff Response

Mr. Gounder commented drivers have the ability to activate the DriveCam (a camera on all paratransit vehicles) to assist them with backing up. He stated that they will remind drivers at the next safety meeting. Door-to-door service is always a part of driver training and is mandatory. Ms. Williams will discuss the possibility of providing a snow removal notification to the management of Ms. Miller's apartment complex.

Melissa Thompson

Has a pending issue with Customer Service. She lives in a new development and even though she is blind she is knowledgeable about how to direct a driver to her residence; however, they refuse to listen to her.

Staff Response

The Customer Service Department will contact Ms. Thompson directly to discuss her outstanding concerns.

Cassandra Brown

She wanted information about subscription service.

Staff Response

Mr. Gounder will contact her directly.

Judith Payne

She continues to have problems with her pickup/drop-off at the Bristol Senior Center. Proper instructions are on the driver's manifest but they are not reading it.

Staff Response

Mr. Gounder will have this site monitored by a Road Supervisor.

Michael Saylor

He wanted to know if voice messages left on the call back line in the Reservation Department are dedicated to a specific reservationist.

Staff Response

Mr. Ewing stated that when a passenger's call is in the queue before 5:00 p.m. the passenger will receive a call back the same day.

## Lynn Evans

She was late to classes on separate occasions. She stated her trips are good on Sunday to worship, drivers are not performing door-to-door service, there is a misunderstanding regarding the address for her pickup at BINGO, and she was late to work in January because a driver waited an excessive amount of time for another passenger.

## Staff Response

Ms. Voskanova will speak with her directly to discuss her concerns.

The next ADA Participation Group forum is scheduled for **March 11, 2020 at North End Senior Center, 80 Coventry Street, Hartford, CT at 10:00 a.m.** You may make a reservation for paratransit service to and from the meeting by calling (860) 724-5340 and selecting option "1". The ADA bus fare will be waived for this meeting. Please remember to give everyone a chance to participate; forum attendees need to keep initial questions and/or comments to five (5) minutes. Follow-up comments should also be kept to five (5) minutes. This information is available in an accessible format upon request.

**If information is needed in another language, contact 860-247-5329 x3011**

### **French**

Si des renseignements sont nécessaires dans une autre langue, composez le 860-247-5329, poste 3011.

### **Serbo Croatian**

Ako su vam potrebne informacije na drugom jeziku, nazovite 860-247-5329 x3011

### **Portuguese**

Se precisar de informações em outro idioma, ligue para 860-247-5329, ramal 3011.

### **Italian**

Se avete bisogno di informazioni in un'altra lingua, telefonate al numero 860-247-5329 int. 3011.

### **Polish**

Jeżeli istnieje zapotrzebowanie na te informacje w innym języku, prosimy o kontakt na numer telefonu 860-247-5329 wewn. 3011.

### **Russian**

Если Вам необходима информация на другом языке, пожалуйста, обращайтесь по номеру телефона 860-247-5329, доб. 3011.

### **Spanish**

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

### **Chinese**

如需其他语言的信息，请致电 860-247-5329 x3011

### **Vietnamese**

Nếu cần thông tin bằng ngôn ngữ khác, hãy gọi 860-247-5329 x3011

### **Korean**

다른 언어로 기재된 정보가 필요하신 경우, 860-247-5329 x3011로 연락해 주시기 바랍니다.

### **Hindi**

यदि जानकारी अन्य भाषा में चाहिये, 860-247-5329 x3011 संपर्क करें

### **Arabic**

في حالة الاحتياج للمعلومات بلغة أخرى، يرجى الاتصال على رقم 860-247-5329، داخلي 3011

### **Gujarati**

જો બીજી ભાષામાં માહિતી લેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.