

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 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**

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:

•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.

The next ADA forum will be held using the **GoToMeeting** platform. To obtain the link to join the meeting or for more information, please visit our website at www.hartfordtransit.org or contact Pat Williams by email: pwilliams@ghtd.org or phone: (860) 380-2011.

To dial into this meeting
call: **1 (872) 240-3412**
Access code: **548-230-709**

Please provide notice prior to the meeting if you would like to share your input with the rest of the attendees. If time allows, all participants will have the opportunity to share their comments and concerns with the group.



THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Fall 2020



ADA PARATRANSIT DURING COVID-19

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2020 ADA Participation Group Forum Meeting Dates

FAQ: Customer Service Department



Pictured: Driver Ada Rodriguez (right) greeting and assisting ADA passenger Braddette Hardwick (left) during a recent Paratransit pickup. Both are wearing a mask for their safety and protection during COVID-19.

Now more than ever, the safety and wellbeing of our ADA passengers as well as our staff at Greater Hartford Transit District (the "District") and that of our contractor, First Transit has been a top priority as we all continue to deal with the coronavirus pandemic better known as COVID-19. As an "essential" transportation service, ADA Paratransit has been operating continuously throughout the recent pandemic to meet the ongoing needs of our passengers.

Recently, several of the District staff took the time to visit some common ADA pickup locations in order to speak personally with passengers and drivers alike regarding their experience with the paratransit service during these challenging times. One passenger, Rivanna Dicks, was wearing a face mask when the District staff met with her. Although Ms. Dicks had brought along her own mask, she agreed it was a "good idea" when informed about our drivers distributing masks to

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ADA Bus Fare Alert!

Throughout COVID-19, the District temporarily did not require the ADA bus fare from our riders. However, please be aware that as of Monday, October 5, 2020 the collection of standard ADA bus fares will resume.

As a reminder, the ADA Paratransit bus fare is \$3.50 for each one-way trip. Personal checks or credit cards are not accepted, and ADA drivers cannot accept tips. You can also purchase a reduced rate ADA 10-ride ticket book for \$28.00 to use instead of cash. You can purchase the ADA ticket books at local Stop & Shop Supermarkets at the courtesy desk, at the CTtransit kiosk at State House Square, Hartford, or online for home delivery using a credit card by going to www.cttransit.com. If you prefer to order by mail using an order form please call (860) 247-5329 x 3086 to receive an order form in the mail. If you have any questions, please call 860-724-5340 x 1.

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passengers who need them on our bus. Ms. Dicks also mentioned that she continues to feel "very safe" while travelling on ADA Paratransit during the COVID-19 pandemic. Her ADA driver that day, Raul Rosario has been an ADA driver for the District for approximately two years. During his meeting with the District staff, Raul said that he "feels safe" transporting passengers during the COVID-19 pandemic, especially due to the lower passenger count to help enforce social distancing on the vehicles. Raul also talked about the value of our revised and updated safety precautions and procedures, including the requirement for all drivers to wear their personal protective equipment, as well as the requirement for all ADA passengers to wear a face mask and/or maintain social distance while on the vehicle.

Another passenger the District staff spoke with who asked to remain anonymous, discussed the importance of all ADA passengers wearing their face masks. "The mask protects yourself and it also protects others", she explained. "Wearing a mask can only help." This passenger's ADA driver, Nahjeeb Gassop agreed that having masks readily available for himself and his passengers has helped make his job "feel safer". In addition to feeling safer from the use of masks, Nahjeeb expressed that he is "very happy" with the driver barriers



Pictured: ADA Paratransit driver Raul Rosario parks his vehicle to pick up a passenger. Raul is wearing his face mask and safety gloves as a precaution during COVID-19.

recently installed in all ADA Paratransit vehicles as an added measure to enforce social distancing.

The District has found that an overwhelming majority of the ADA riders and paratransit drivers with whom we spoke concurred with feeling much safer knowing that all passengers are being requested to wear a mask, and that the drivers are taking an extra step by handing out a mask to any passenger on the bus who does not have one.

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Pictured: ADA Paratransit driver Nahjeeb Gassop steps off his vehicle in preparation to provide the standard door-to-door service for a passenger. Nahjeeb wears his mask due to COVID-19.

So even through these recent difficult and unprecedented times, the majority of our ADA riders have voiced that they feel "safe and comfortable" using the ADA Paratransit service. Drivers such as Ada Rodrigues, Raul Rosario, as well as Nahjeeb Gassop help to make the ADA trip experience continue to be safe and enjoyable for all of our riders.

The District along with our contractor First Transit, employ a team of caring, hardworking, and dedicated essential professionals to help keep our community functioning and our ADA Paratransit passengers traveling to their important destinations throughout the COVID-19 pandemic and beyond.

30 YEAR ANNIVERSARY OF THE ADA

It's not too late to CELEBRATE! This year (2020) marks the 30th anniversary of President George H.W. Bush signing into law the Americans with Disabilities Act (ADA). The ADA is a landmark civil rights legislation establishing a national mandate for the elimination of discrimination against individuals with disabilities. Throughout the year, the impact of the ADA in people's everyday lives is being highlighted, and honor is being given to the individuals that brought those matters to our attention. "We celebrate the many ways in which the ADA has transformed American society and enabled a generation of Americans with disabilities to thrive. At the same time, we recognize that too many barriers to equal opportunity remain. We recommit our work of making the promise of the ADA a reality, enabling all Americans with disabilities to achieve their dreams and full potential." (From: DOJ Blog: Furthering the Promise—The ADA Mediation Program)



Señor Pepe's Pointers During COVID-19

Señor Pepe stayed home most of the summer due to COVID-19. Now that Fall is here, he feels ready to take an ADA trip to the local dog park...all while maintaining proper social distance, of course! Pepe is also complying with our requirement to wear a face mask on the ADA bus.

Pepe says, "For everyone's safety, please wear your face mask and avoid all close contact with people. Stay home if you are sick! You can also help prevent the spread of COVID-19 by avoiding touching your face, washing your hands often, and by covering your cough or sneeze with a tissue or the inside of your elbow."

If you have any questions or concerns about your ADA trips as we continue to deal with COVID-19, please contact our Customer Service Department at (860) 724-5340 x 9 or email Hartford.CustomerService@firstgroup.com.

Please stay safe and be well!



Your Friend, Señor Pepe