

2021 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:

- **January 13, 2021**
- **March 10, 2021**
- **May 12, 2021**
- **July 14, 2021**
- **September 8, 2021**
- **November 10, 2021**

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 the District’s website at www.hartfordtransit.org, contact Pat Williams by email: pwilliams@ghtd.org or phone: (860) 380-2011.

To dial into this meeting
call: +1 (872) 240-3212
Access code: 164-203-693

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.

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



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FAQ: Customer Service Department

THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Winter 2021



NEW ENCOMPASS TRANSPORTATION



The Greater Hartford Transit District (the “District”) and M7 taxi are proud to announce the launch of our exciting new grant-funded program called Encompass. The program went live on September 30, 2020. Encompass is an on-demand ambulatory and wheelchair-accessible transportation for seniors (ages 60 and older) and individuals with disabilities that can be used anytime, 24/7, 365 days a year.

Eligibility: Passengers must be approved through an eligibility process managed by the Greater Hartford Transit District. Eligible applicants must be at least 60 years old or have a disability. Once approved, M7 taxi will create your personal online account to manage expenses and view your travel history.

Service Area: Service is available in select cities to start but will expand with time. Currently, you must begin and end a trip in one of the following towns: *Berlin, Cromwell, East Hartford, Farmington, Hartford, Meriden, Middletown, New Britain, Newington, Plainville, Rocky Hill, South Windsor, West Hartford, and Wethersfield.*

Trip Cost: The Encompass program trips are discounted. The passenger pays only \$5.00 for the first 8 miles traveled. Your trip is automatically charged to your account, eliminating any exchange of money while you're in the vehicle. Each additional mile traveled is \$2.00.

Schedule a Trip: Once approved, passengers may schedule transportation by using the Encompass passenger app, booking online, or by calling the Encompass Call Center at 860-444-4444.

Payment: All trip payments will be made online through your personal Encompass account. You can easily load funds into your account via credit card payments or direct bank transfers.

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APTA Health & Safety Commitments Certificate

On December 4, 2020 Greater Hartford Transit District (the "District") was proud to receive a Health & Safety Commitments Certificate from the American Public Transportation Association (APTA). The certificate recognizes the District's pledge to protect the safety and health of passengers, employees and members of the community by implementing policies and practices that:

- Follow official guidelines from public health officials and agencies;
- Keep vehicles and facilities disinfected and maintained by industry standards, and require face covers;
- Promote informed choices by communicating timely information and promoting physical distancing and;
- Advance health first among transit employees and transit users.

APTA thanked the District for our commitment to safety!

NEW ENCOMPASS TRANSPORTATION

THE FREEDOM TO TRAVEL WITH NO LIMITATIONS

(Continued from Cover Page...)

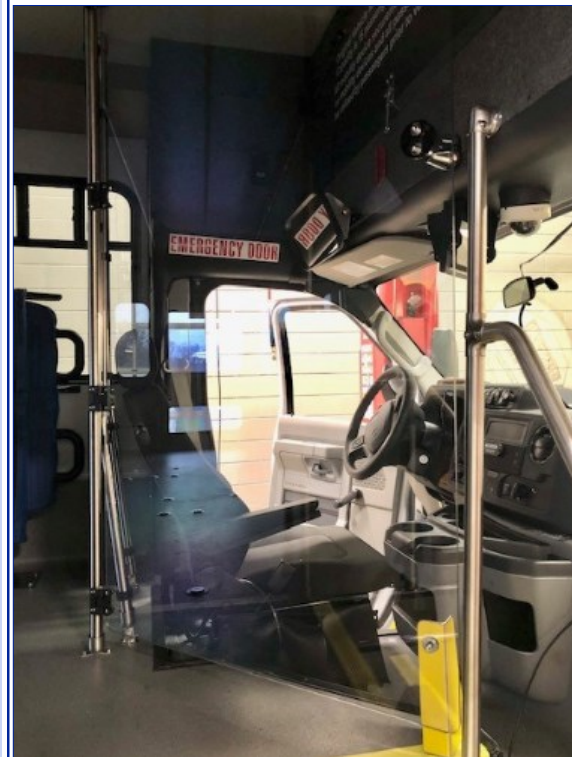
Travel: Passengers are asked to travel with their Encompass photo ID card. The Encompass passenger can bring up to three (3) passengers in the vehicle.



Program Application and More Information: To apply for the program or for additional information about the service, please visit the Encompass website at: <https://encompass.m7ride.com/>. You may also call (860) 247-5329 extension 3043 for more information. Applicants can apply for the program online on the Encompass website, or fill out a paper application. We welcome community feedback regarding this program, the application process, and/or any challenges you may experience while trying to enroll for Encompass.

ONGOING PASSENGER SAFETY DURING COVID-19

The Greater Hartford Transit District (the "District") and First Transit are continuing efforts to ensure the ongoing safety of our riders and operators during the coronavirus pandemic (COVID-19). We have intensified our cleaning procedures in our buses and facility to ensure that all frequent touchpoints are disinfected every 24 hours.



Pictured: A freshly-sanitized ADA bus is ready for daily service! A Plexiglass barrier on every vehicle helps keep our passengers and drivers safe during COVID-19.

How We Clean: Our cleaning crew uses EPA registered disinfectants and allows the disinfectant to remain on the surfaces for at least ten (10) minutes to ensure proper cleaning. All vehicles are thoroughly deep cleaned every night before going back into service the following day. Any vehicle suspected of contamination is immediately removed from service, isolated, and then measures are taken to prevent any use or access until disinfecting has occurred.

New Cleaning Procedures: A new process called "ozonation" is a recently added method of cleaning and disinfecting our vehicles in addition to standard deep cleaning. An ozonator is used every other week on buses to remove harmful pathogens, particles, and bacteria.

FIRST TRANSIT

QUARTERLY SAFETY PEP RALLY



Pictured: Raymond Blethen, First Transit's Northeast Director of Operations, gives a "thumbs up" to his staff at the Pep Rally.

A distancing check test was also set up on the inside of the bus. The second bus had a "three points of contact" and wheelchair securement check. In this challenge, two wheelchairs were set up, both having issues with the way they were tied down. A supervisor then walked around with each participating driver and documented the wheelchair securement issues each driver was able to identify. The supervisor then discussed the results with the drivers to see how they did!



Pictured: First Transit supervisors and staff stand in front of two ADA Paratransit buses set up with safety check tests before the recent Safety Pep Rally. As always, they were ready for the challenge!

The District's contractor, First Transit recently held their quarterly Safety Pep Rally to highlight and review ADA safety policies and procedures. The Safety Department had two ADA Paratransit buses set up for the driver challenge. The first bus was set up to test drivers about pre-trip checks outside the vehicle. Drivers were asked to identify 8 out of 10 missing safety checkpoints. A social



Señor Pepe's Pointers for Winter and During COVID-19

Señor Pepe has been out and about this winter on ADA! He is pleased to see that more than ever, strict protocols are in place when it comes to helping to keep our riders safe and healthy during the ongoing COVID-19 pandemic.

Pepe says, "Be sure to wear a mask on the ADA vehicle unless you have a valid medical exemption. If you do not have a mask, one will be provided for you. Also, all ADA buses now have hand sanitizing stations for your added safety!"

If you have any questions or concerns about our policies and procedures during COVID-19 please contact our Customer Service Department at (860) 724-5340 x 9 or email Hartford.CustomerService@firstgroup.com.

Best Wishes for a safe, happy, and healthy Holiday Season and New Year 2021!

Your Friend,
Señor Pepe

