



ADA PARTICIPATION GROUP FORUM

Wednesday, September 8, 2021

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, 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.*

This forum was held virtually and the following were in attendance:

Riders/Public – David Beaupre, Lindsey Sidera

First Transit (FT) – Ryan Ewing, Anand Gounder, and Angela Glisson

Greater Hartford Transit District (the “District”) – Margaret Banker, Valerie Ellis, DJ Gonzalez, and Pat Williams

The forum began at 10:00 a.m.

Operations:

July 2021 passenger trips were 29,225, no shows 980 (3%), and cancellations 6,589 (23%).

August 2021 passenger trips were 29,650, no shows 994 (3%), and cancellations 6,327 (21%).

Customer Service:

In July 2021, 361 comments were received from passengers and 10% were compliments, 9% driver, dispatch, reservationist, and/or scheduling concerns, 7% late/early arrival, ride length or missed trip concerns, 14% 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, 3% unknown, 0% other, and 57% n/a, record only, general information.

In August 2021, 333 comments were received from passengers and 10% were compliments, 10% driver, dispatch, reservationist, and/or scheduling concerns, 5% late/early arrival, ride length or missed trip concerns, 14% 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, 2% no-show concerns, 4% unknown, 0% other, and 55% n/a, record only, general information.

Staff Comments:

Ms. Williams reviewed the importance of canceling trips two hours before the window time frame and how to avoid a no show trip. Mr. Gonzalez noted these types of trips are very costly to the service. Starting October 1, 2021 the no show period will start anew. To assist with reconciliation of tickets, passengers may want to consider writing their ADA ID number and travel date on their ticket before providing it to the driver. The interactive voice response (IVR) system was out of service due to software maintenance.

Ms. Ellis informed the group that the Transportation Security Administration (TSA) has extended the face mask requirement for all transportation networks, including public transportation through January 18, 2022. For further information, go to <https://www.transit.dot.gov/TransitMaskUP>. The next S.T.A.R. newsletter will be available over the coming weeks. In addition, information pertaining to inclement weather can be found on this site as well.

Ms. Banker advised the group that Glastonbury is now covered under the Encompass program. Avon will be added in October 2021 and other towns thereafter. Passengers that use the Freedom Ride program can now contact Daniel at (203) 934-2096 (ext. 1116) with questions and fund balance inquiries. Ms. Williams has a new position with the District as is now the ADA Paratransit Rider and Community Liaison. Ms. Williams will work closely with First Transit and the passengers/agencies to ensure there is open communication and concerns are addressed accordingly.

Mr. Gounder added that the process to update the scheduling system (Trapeze) with EZ-Wallet and Pass Web is moving along. These features will allow passengers to schedule their trips and pay online. First Transit continues to recruit candidates for driver positions. If you want to refer anyone that is qualified and interest they should be advised to visit www.workatfirst.com or call (860) 380-4870.

Mr. Ewing asked that passengers provide an appointment time if appropriate when reserving their trips. In addition, he reviewed how the IVR system operates. Passengers can receive calls to inform them of an estimated time of arrival on the day of their trip, in addition to receiving a call the night before their trip.

Passenger Lynn Evans was not present at the meeting; however, she called in questioning whether or not ADA provides transportation to South Glastonbury. Ms. Williams informed her there is no ADA transportation to this section of Glastonbury.

Participant Comments

David Beaupre

What is the requirement to be a driver? Why are his trips late? Will passengers have the capability to pay and schedule trips on line?

Staff Response

First Transit will review Mr. Beaupre's trips. Staff directed Mr. Beaupre to use an appointment time when booking trips. All drivers at a minimum should have strong communication skills, be at least 21 years old, have the appropriate endorsements on their drivers license, and have held a valid driver's license for at least three years without violations, etc.... The capability for passengers to schedule trips and pay on-line through the scheduling system (Trapeze) will be forthcoming.

Ms. Sidera experienced connection problems and had to leave the meeting.

The next ADA Participation Group forum will be a virtual meeting on Wednesday, November 10, 2021. Details about the upcoming forum will be posted on all vehicles or you may call the Customer Service Department at (860) 724-5340 extension 9. Please remember to give everyone a chance to participate; forum attendees need to keep initial questions and/or comments 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

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

Gujarati

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