



ADA PARTICIPATION GROUP FORUM Wednesday, November 10, 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 – Gary Allen, Cassandra Brown, Dinah Davis, Deitra Davis, Lynn Evans, Mary-Ann Langton, and Chamicka Leak

First Transit (FT) – John Elkey, Ryan Ewing, Anand Gounder, Erris Yarbrough, and Rita Voskanova

Greater Hartford Transit District (the “District”) – Margaret Banker and Pat Williams

The forum began at 5:00 p.m.

Operations:

September 2021 passenger trips were 30,502, no shows 905 (3%), and cancellations 6,818 (22%).

October 2021 passenger trips were 31,654, no shows 940 (3%), and cancellations 6,359 (20%).

Customer Service:

In September 2021, 308 comments were received from passengers and 17% were compliments, 7% driver, dispatch, reservationist, and/or scheduling concerns, 14% late/early arrival, ride length or missed trip concerns, 12% invalid concerns, 1% 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, 4% unknown, 1% other, and 43% n/a, record only, general information.

In October 2021, 320 comments were received from passengers and 15% were compliments, 5% driver, dispatch, reservationist, and/or scheduling concerns, 5% late/early arrival, ride length or missed trip concerns, 8% invalid concerns, 0% mechanical and/or related to safety concerns, 1% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 1% no-show concerns, 3% unknown, 1% other, and 61% n/a, record only, general information.

Staff Comments:

Mr. Gounder introduced First Transit new staff members John Elkey Assistant General Manager and Erris Yarborough Operations Manager. Mr. Elkey informed the group about a new CT Elder Abuse Law and training that is being provided to all ADA Paratransit drivers as there are mandated reporting requirements that they need to be aware of and have to adhere to.

Mr. Ewing noted that during the month of October there were 25,000+ reservations made. He stated that the Reservationists are going through extensive training in order to ensure trips are scheduled efficiently. He reminded everyone to provide an appointment time when reserving trips.

Mr. Gounder stated that; on-time performance is increasing, there is an ongoing push to hire additional drivers, and he reminded the participants to keep driveways clear of snow and ice. Separately he spoke about the progress with the Trapeze software module (EZ-Wallet) and remarked that online reservations continue to be a work in progress. Finally, he reiterated that drivers are required to wear masks and that every effort is being made to practice social distancing on all vehicles when feasible.

Ms. Banker noted that effective this past August, CTtransit added Route 24 a new local bus route connecting Windsor RR Station, the Poquonock Park & Ride, Bradley Int'l Airport, the Windsor Locks Park & Ride and Windsor Locks RR Station. Route 24 service operates from 5:30am to 11:30pm on weekdays only. No Saturday or Sunday service on this route. She mentioned that this will increase the ADA Paratransit service in that area. In addition, the Encompass (taxi cab program for persons with a disability or 60 years older) has expanded to Vernon and in the upcoming months it will expand to Windsor Locks, Ellington, and Tolland.

Ms. Williams informed the participants that Costco is in South Windsor near Evergreen Walk. This location is within ADA service area. Ms. Williams read two commendations and a written concern. The concern addressed drivers traveling fast over bumps and a complaint about drivers not closing their vehicle doors immediately after a passenger boarding.

Participant Comments

Cassandra Brown

On a few occasions, there has not been hand sanitizer on the vehicles. When scheduling trips with an appointment time that is less than one mile away, she arrives very early.

Staff Response

After Ms. Brown trips are scheduled, First Transit will review for efficiency. It is the responsibility of the driver to ensure that a hand sanitizer is on the vehicle. First Transit management will communicate a reminder to all drivers and to the maintenance staff.

Gary Allen

Arriving too early to his appointments. Are passengers provided the same driver and route if going to the same location? Are there any plans to have a "Go Pass" which is used on CTtransit buses?

Staff Response

Mr. Gounder explained ADA Paratransit provides subscription trips for passengers who travel the same route; however, the driver may not be the same. His trips will be reviewed. Ms. Banker noted EZ-Wallet will have similar function capabilities as the "Go Pass."

Dinah Davis

She was told by a driver not to use her own cleaning solutions on the vehicle. When funds are added on the Encompass service is the passenger notified?

Staff Response

Ms. Banker explained that with Encompass a passenger may load funds online or over the phone. For special arrangements to mail in a check and to receive an email confirmation of balances one may call M7 directly at (203) 934-2096 x1116. As far as the solution that Ms. Davis is using on the bus it is recommended that she contact Mr. Gounder to discuss further.

Lynn Davis

She thanked dispatcher Michelle for her assistance. She experienced some of her trips being scheduled inefficiently.

Staff Response

Mr. Gounder will investigate how her trips are being scheduled.

Chamicka Leak

She is arriving to work late.

Staff Response

Customer Service will follow up with her directly.



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 વેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.