



ADA PARTICIPATION GROUP FORUM Wednesday, March 9, 2022

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 – Beverly Jackson, Peggy Johnson, Michelle Johnson, June O’Leary, Terry Woolard, and Janet Wallans

First Transit (FT) – John Elkey, Anand Gounder, Erris Yarbrough, and Angela Glisson

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

The forum began at 11:00 a.m.

Operations:

January 2022 passenger trips were 24,724, no shows 1,134 (5%), and cancellations 9,884 (40%).

February 2022 passenger trips were 27,186, no shows 981 (4%), and cancellations 7,260 (27%).

Customer Service:

In January 2022, 259 comments were received from passengers and 13% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 2% late/early arrival, ride length or missed trip concerns, 8% 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, 2% unknown, 0% other, and 69% n/a, record only, general information.

In February 2022, 237 comments were received from passengers and 8% were compliments, 5% driver, dispatch, reservationist, and/or scheduling concerns, 7% late/early arrival, ride length or missed trip concerns, 10% invalid concerns, 0% mechanical and/or related to safety concerns, 3% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no-show concerns, 3% unknown, 1% other, and 63% n/a, record only, general information.

Staff Comments:

Ms. Williams announced Connecticut Department of Transportation Office of Railroads will be conducting a rail disaster drill on April 16, 2022. They are looking for persons with a disability to volunteer. For further information, you may contact her. In addition, passengers will see a No Show/Late Cancellation posting on all vehicles.

Ms. Banker announced passengers will have the opportunity to fill out a survey about the ADA service. Drivers will distribute them, or passengers may go to <https://www.surveymonkey.com/r/GHTDADA>. As a reminder to Freedom Ride passengers, when loading funds on your account remember to fill out a taxi voucher form in order for funds to be matched. Passengers should not add funds online for the program. In addition, there is a proposal to raise taxi cab rates. Passengers will be informed if there is a rate increase. There will be an Encompass forum on Thursday April 28, 2022 at 1:00 p.m. This meeting will be held through Zoom. Representatives from the cab company M7 will be present to answer all questions and concerns. Follow-up information will be emailed to passengers who have signed up to receive ADA notifications, or passengers may contact Customer Service.

Ms. Ellis discussed a new pilot program with CVS Health Care and Uber Health to provide free medical transportation to eligible residents in the Hartford area. Rides will be coordinated through the Chrysalis Center in Hartford. For more information visit <https://www.cvshealth.com/social-responsibility/health-zones/hartford>.

Mr. Gounder reminded passengers all vehicles are cleaned and disinfected on a daily basis. First Transit is actively working on recruiting more drivers. Please remember to provide change of address/telephone number updates as soon as possible. First Transit is working on communicating cancellation/no show trips to passengers via a call back feature and also working to give passengers the ability to book and/or pay for trips online.

Participant Comments

Janet Wallans

No comment

Beverly Jackson

Ms. Jackson shared words of praise for two drivers.

Staff Response

Customer Service will make sure they receive the respective commendations.

Peggy Johnson

Ms. Johnson explained Michelle has been experiencing scheduling issues. Michelle must wait for the start of another passenger's window to open which causes a time gap. Ms. Johnson stated she did not receive a survey. She left a message with dispatch for Mr. Yarbrough to call her but she did not receive a call back from him.

Staff Response

First Transit will investigate Michelle's scheduling concerns. Mr. Yarbrough will address to his staff the importance of relaying messages to him in a timely manner.

Terry Woolard

He appreciates the service and has no complaints. Drivers are courteous and kind. In addition to the paper survey, would it be possible to have a "generated phone call" survey? Also, he would like to learn more about the Freedom Ride program. Should a passenger ride on a vehicle for one hour or more?

Staff Response

Staff thanked Mr. Woolard for his kind words and will consider a telephone generated survey. Ms. Banker will speak with Mr. Woolard further about the Freedom Ride and Encompass programs. Ms. Williams explained how ADA paratransit is a shared ride and is a federally mandated service with varying requirements and policies.

June O'Leary

She is appreciative of the ADA service and the staff is professional. She offered to post the driver employment advertisement at the City Hall in New Britain.



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.