



Transportation under the Americans with Disabilities Act

ADA PARATRANSIT



What Every Rider Should Know

Greater Hartford Transit District
One Union Place, Hartford, Connecticut 06103
Telephone: (860) 247-5329 Fax: (860) 549-3879
www.hartfordtransit.org

Para información en español, por favor llame al numero 860-724-5340 y seleccione el numero 5.
(All material in this handbook is subject to change.) Revised May 2022

Table of Contents

Our Mission	4
ADA Paratransit Eligibility	4
ADA Appeal Process	4
Policy Bulletin No: GHTD-40, Administrative Appeal Process	5–7
Days and Hours of ADA Service	8
Reserving your ADA Ride	8
Personal Care Attendants	8
Reminder Notice: ADA Personal Care Attendants (“PCAs”)	9
Getting Ready	10
ADA Bus Fares	10
Stop & Shop has your Ticket to Ride	11
ADA Service Area	12
Extended Service	12
CTtransit 3 Quarter Mile Buffer Map	13
ADA Standards (<i>Cancellations, Delays, Passenger Assistance, Mobility Devices & Passenger Safety</i>)	14
Policy Bulletin No. 30, No Show and Late Cancellation Policy	15-18
ADA Standards (<i>Courtesy, Ice and Snow, Shopping Bags, Shopping Carts, Service Animals</i>)	19
Questions, Comments, Concerns? (<i>Customer Service Department, Rider Tips</i>)	20
Accessible Formats	20
Notifying the Public of Rights Under Title VI	21
Important Numbers	22
ADA Participation Group Forum	22
Freedom Ride	23
Other ADA Paratransit Districts in Connecticut	24-25
Way To Go CT	25
Other Services	26



OUR MISSION

It is the mission of Greater Hartford Transit District (the “District”) to provide the highest quality transportation and transit related support services, as well as to secure the attainment of capital items crucial to viable transportation systems, within the Greater Hartford region and statewide.

ADA PARATRANSIT ELIGIBILITY

In compliance with the Americans with Disabilities Act (ADA), Greater Hartford Transit District provides transportation services for individuals who, because of their disability, are unable to travel on the fixed route public transit service operated by CTTRANSIT. This service is designed to provide those persons with disabilities equal access to public transportation. Eligibility for ADA Paratransit is *strictly limited*. You may be eligible for Paratransit service if, because of a disability:

- You cannot independently travel to/from fixed route bus stops within the service area.
- You could use an accessible fixed route vehicle, but the route that would be used is not accessible.
- You cannot independently navigate the system even though you can board the bus.

Your ADA Paratransit eligibility will fall under one of the four categories below:

- **Unconditional Eligibility:** If your disability prevents you from traveling on the fixed route public transit service (CTTRANSIT) for all trips.
- **Conditional Eligibility:** If your disability prevents you from traveling on the fixed route public transit service (CTTRANSIT) for *some trips but not others*, depending on the circumstances and the nature of the disability.
- **Temporary Eligibility:** Eligibility is granted for a specific period of time depending on the circumstances, nature, and length of the disability.
- **Not Eligible:** If you do not have a disability that prevents you from traveling on the fixed route public transit service (CTTRANSIT), or your disability is *not to a degree* that it prohibits you from traveling on the fixed route bus.

Your ADA Paratransit certification is based on ADA eligibility regulations and guidelines, including information from the ADA application, face-to-face interview, potential professional verification, functional assessment, and/or environmental check.

ADA APPEAL PROCESS

Some applicants are not eligible for ADA Paratransit service. If it is determined that you are not eligible, you may appeal the decision by following the ADA Administrative Appeal Process included with your ADA letter. *(A copy of the “Administrative Appeal Process” is also included on pages 5-7 of this booklet.)*





Policy Bulletin No: **GHTD-40**

Subject: **ADMINISTRATIVE APPEAL PROCESS FOR ELIGIBILITY DENIALS**

Revised: October 1, 2016

Under the provisions of the Americans with Disabilities Act ("ADA") the Greater Hartford Transit District (the "District") has established an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial. The appeal process is as follows:

Step 1.

Complete the "Eligibility Determination Appeal Request Form." Completed forms must be submitted within sixty (60) calendar days of the date of denial stated on the "letter of denial". For example, if your denial date is March 1st, the deadline for submittal of the Eligibility Determination Appeal Request Form" is May 1st.

Step 2.

The Eligibility Determination Appeal Request Form and any additional accompanying information must be submitted to the Director of ADA Paratransit or to an appointed representative. It must be submitted in a sealed envelope, marked as follows:

**Greater Hartford Transit District
ADA Paratransit Eligibility Appeals
Director of ADA Paratransit
One Union Place
Hartford, CT 06103**

Upon receipt by Director of ADA Paratransit, the Eligibility Determination Appeal Request Form is immediately date-stamped.

Step 3.

Upon receipt, the Director of ADA Paratransit reviews the Eligibility Determination Appeal Request Form for completeness and notes any additional information submitted. They then complete and return the Response Letter to appellant.

When applicants request appeals, applicants' files and initial decisions may be double-checked. If such internal, informal reviews identify errors in initial determinations, the initial decision can quickly be reversed and obviate the formal appeal. The results of such reviews will only be communicated to applicants if it is determined that unconditional eligibility should have been granted. Otherwise, the appeal will be heard.

Step 4.

If an appeal is not submitted within sixty (60) days, no hearing will be held - the appellant has missed the opportunity to appeal. However, if an appellant misses the appeal deadline, he or she may reapply at any time, and if denied, appeal.

Step 5.

Paratransit Eligibility Appeal Panel Hearing (three (3) total panel members).

A. Appeal Panel Representatives Pool is as follows:

- One Representative from CTTRANSIT (local fixed route operator)
- One Representative User of either Fixed Route or ADA Paratransit Service
- Greater Hartford Transit District (Operations Administrator or Executive Director)

B. Panel Members will disqualify themselves at hearing should they have a conflict-of-interest that would bias their decision on the individual's eligibility appeal.

C. Panel Members will have an opportunity to review Eligibility Determination Appeal Request form within five (5) working days prior to hearing date. All information will be treated as confidential by Panel Members and staff.

D. Appellant representative will be notified of hearing date, time and location. Appellant is strongly encouraged to attend hearing. If appellant chooses, he or she may be accompanied by one representative and/or one personal care attendant ("PCA"). The appellant or representative need not be present at hearing. If needed, appellant may provide an interpreter or may request that an interpreter be provided.

E. Appeal Hearing is confidential and is not a public meeting. Location of hearing will be held at the Greater Hartford Transit District offices.

F. On the day of the hearing:

1. Staff introduces appellant to Panel Members and reviews determination of eligibility for paratransit.
2. Appellant and staff each have equal time of ten (10) minutes to present information specific to eligibility before Appeal Panel.
3. Panel members may ask questions, after presentation by staff and appellant at their discretion.
4. Upon completion of questions, appellant is informed that:
 - a. A decision on eligibility status will be made within thirty (30) calendar days.
 - b. If a panel decision is not made by the thirty-first (31st) day, appellant may request use of paratransit services until a decision is made.
5. Panel members discuss appellant's case, and evidence, after appellant and staff are excused. Panel members shall deliberate case as necessary.
6. Panel members then may:
 - come to common conclusion on eligibility
 - vote on determination of eligibility
 - state reasons for decision on eligibility or denial of service
 - instruct District staff as to follow-up with appellant
7. Panel decision is communicated in writing (notifying appellant within thirty (30) days of completion of the appeal process).

G. The appeal hearing is the final stage in the eligibility determination process.

All materials are available in accessible format and in languages other than English upon request.

DAYS AND HOURS OF ADA SERVICE

The ADA Paratransit service operates during the same hours that the fixed route public transit service (CTTRANSIT) buses operate. Paratransit service is available but limited on the following holidays in most towns within the ADA service area: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. For questions regarding service days and hours, please contact the Reservation Department at **(860)724-5340 and select 1.**



© Leo Blanchette * www.ClipartOf.com/47922

RESERVING YOUR ADA RIDE

ADA reservations can be made by calling the Reservation Department at **(860)724-5340 and select 1**, Sunday through Saturday (7 days per week) between the hours of 8:00 a.m. and 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134 or e-mail hartfordscheduling@firstgroup.com.)



There is no limit to the number of reservation requests per phone call, and you may call as many times as you like each day. Be sure to provide the Reservationist with your ADA ID number that can be found on your ADA ID card. Also, be sure to inform the Reservationist of any additional information needed for your trip (such as color of house, landmarks, pickup entrance, etc.) and if you will be traveling with a personal care attendant (PCA) or companion. If you are scheduling a round-

trip ride, the reservationist will ask you for a return time, even though this might be difficult to judge for medical appointments.

The Reservationists do their best, but it is inevitable that some trips will be impossible to schedule at certain times. Although we do not deny eligible trips, you may be offered a trip time up to one (1) hour before or after the time that you requested. You will be most satisfied with the ADA service if you can be flexible about your request.

Please reserve your ride as soon as possible within reservation guidelines. You may schedule your ADA ride up to five (5) days ahead of time, with no shorter notice than one (1) day before your trip. **(Sorry, we are not able to provide same day rides.)** Please do not wait until the last minute to schedule your ride!

PERSONAL CARE ATTENDANTS

If you are an ADA rider and will be traveling with a personal care attendant (“PCA”), please let us know when you reserve a ride. There is no bus fare for a personal care attendant (PCA). A PCA must be picked up and dropped off at the same location as you, and must be capable of providing any assistance you require. Companions who are not personal care attendants may also accompany ADA riders, but must pay the appropriate bus fare. ***(For more information, please see “Reminder Notice: ADA Personal Care Attendants” on the following page.)***



www.cttransit.com 1-800-833-8134



Reminder Notice: **ADA Personal Care Attendants (“PCAs”)**

(Para información en español, por favor llame al numero (860) 724-5340 y seleccione el numero 5.)

As a reminder, ADA Paratransit is a shared-ride public transportation service for persons with a disability. Some of our passengers require the assistance of a PCA, who regularly assists the passenger when he/she travels. **A PCA, (unlike a “companion”) assists the ADA passenger with personal needs that the eligible rider is unable to achieve independently due to a disability,** and that Paratransit drivers are not permitted to do. Some of these tasks include, but are not limited to: (1) supervising an individual with an intellectual disability, (2) assisting a passenger diagnosed with cognitive issues or dementia, (3) guiding a passenger who is visually impaired (4) calming a passenger who experiences anxiety attacks, and/or (5) assisting a passenger with managing his/her ADA trip commitments in order to prevent excessive “no-shows” and potential suspensions of his/her ADA Paratransit service.

TEMPORARY/CONDITIONAL

CERTIFICATE OF ADA ELIGIBILITY

John Doe ID #: XXX
DOB: 00-00-0000
Issued: 00-00-0000
Expires: 00-00-0000
PCA: Yes
SEE ADA CERTIFICATION LETTER

GHTD reserves the right to review eligibility for this service at any time

For these reasons, we strongly recommend that if an ADA Paratransit rider is authorized to travel with a PCA, he/she should consider always traveling with a PCA (the ADA ID card will note **“YES”** next to “PCA”).

Remember: We do not have additional staff to supervise our ADA passengers. **If you believe it would be unsafe for you, your family member, or the individual you assist to travel alone, then we strongly recommend that he/she travels with a PCA on the ADA Paratransit.**

As an additional reminder, when traveling with an eligible ADA Paratransit passenger, **PCAs travel free** on ADA Paratransit. However, companions/friends of ADA passengers who are not designated PCAs pay the standard ADA bus fare. It is important that you do not indicate a person accompanying you on your ADA trip as a PCA, unless that person is designated specifically to assist you with your personal needs.

If you have any questions, please call our Customer Service Department at **(860) 724-5340 x 9**, or you may contact us via e-mail at hartfordcustomerservice@firstgroup.com.

Thank you for your cooperation.

GETTING READY

Our Reservationists will give you a 1/2-hour (30 minute) “window” time during which your ADA ride will arrive. You will not be given a specific time. Instead, you must be ready at any time during your 1/2-hour “window”. For example, the “window” for an 8:00 pickup is 7:45—8:15. (The driver could arrive as early as 7:45 or as late as 8:15.) Please be ready at the early end of the “window”, but keep in mind that the driver may arrive anytime within the 1/2 hour time period. To avoid delaying other passengers, drivers can only wait five (5) minutes for you after arrival. However, we will make every attempt to contact you before instructing the bus to leave. If you are not ready for your scheduled return from a medical appointment (such as dialysis treatments) the ADA driver will also leave after five (5) minutes, but you may call dispatch when you are ready. The dispatcher will schedule the next *available* driver to pick you up. We will make this exception by sending the ADA bus back after a missed medical return only. Watch for the bus and be ready to go when your driver arrives.



All of our ADA Paratransit buses display Greater Hartford Transit District's logo.

ADA BUS FARES

ADA Paratransit service requires a \$3.50 fare (effective December 4, 2016) for each one-way trip. Exact fares must be paid at the time of boarding, because the driver will not make change. Personal checks or credit cards are not accepted. ADA drivers also cannot accept tips. If you would like to compliment your driver for exceptional service, please contact the Customer Service Department at (860) 724-5340 extension 9.

You also have the option of purchasing a reduced rate ADA 10-ride ticket book to use instead of cash. The tickets avoid the inconvenience of paying your driver with bills and/or change upon boarding. Tickets from the ADA 10-ride ticket books are valid for certified ADA riders and companions only. The ticket books are not refundable, and lost, stolen or damaged tickets cannot be replaced. There is no expiration date for the tickets.

The ADA 10-ride ticket books are available for purchase for \$28.00 in your area:

- **By mail using an order form:** Call (860) 247-5329 extension 3086 to receive an order form in the mail. Order forms allow payment by check, money order or credit card. Checks and money orders should be payable to “CTTRANSIT”, and mailed to:



CTTRANSIT 10-Ride ADA Ticket Book
P.O. Box 66
Hartford, CT 06141-0066



- **Order on-line for home delivery using a credit card:** Go to www.cttransit.com
- **Purchase at the CTTRANSIT kiosk:** Go to State House Square, Downtown Hartford.

- **Purchase at local Stop & Shop Supermarkets at the courtesy desk. (The following is a list of the Stop & Shop locations in the Greater Hartford Transit District ADA service area that carry the reduced fare Paratransit Ticket books.)**



1135 Farmington Ave
Berlin, CT

Copaco Shopping Center
31 Cottage Grove Rd
Bloomfield, CT

597 Farmington Ave
Bristol, CT

747 Pine St
Bristol, CT

747 Pine St
Forestville, CT

55 Oak St
Glastonbury, CT

215 Glastonbury Boulevard
Glastonbury, CT

150 New Park Ave
Hartford, CT

286 Broad St
Manchester, CT

77 Centennial Plaza
Meriden, CT

485 Broad St
Meriden, CT

416 East Main St
Middletown, CT

44 Fenn Rd
Newington, CT

206 Kitts Lane
Newington, CT

80 Town Line Rd
Rocky Hill, CT

1739 Ellington Rd
South Windsor, CT

1799 Farmington Ave
Unionville, CT

10 Pitkin Rd
Vernon, CT

50 Windsorville Rd
Vernon-Rockville, CT

176 Newington Rd
West Hartford, CT

1235 Farmington Ave
West Hartford, CT

Jordan Lane Shopping Center
1380 Berlin Turnpike
Wethersfield, CT

1095 Kennedy Rd
Windsor, CT



Image Envision · 43975



ADA SERVICE AREA

ADA Paratransit provides service within a 3/4 (.75) mile radius surrounding the fixed route public transit service (CTTRANSIT).

This includes all of:

- East Hartford
- Hartford



and portions of:

- | | |
|----------------|-----------------|
| • Avon | • Middletown |
| • Berlin | • New Britain |
| • Bloomfield | • Newington |
| • Bristol | • Plainville |
| • Cromwell | • Rocky Hill |
| • East Windsor | • South Windsor |
| • Ellington | • Tolland |
| • Farmington | • Vernon |
| • Glastonbury | • West Hartford |
| • Kensington | • Wethersfield |
| • Manchester | • Windsor |
| • Meriden | • Windsor Locks |

(Please also refer to our ADA service area map on the following page. Greater Hartford Transit District covers the shaded areas of the map.) If you have a question about whether or not your trip is in our service area, please call the Reservation Department at (860) 724-5340 and select 1. If it is determined that we will not be able to provide door-to-door service because your home address is not in our ADA service area, we can arrange to pick you up in a safe well-lighted environment within our service area. Our Reservation Department can assist you in determining an appropriate pickup point for you when you call.

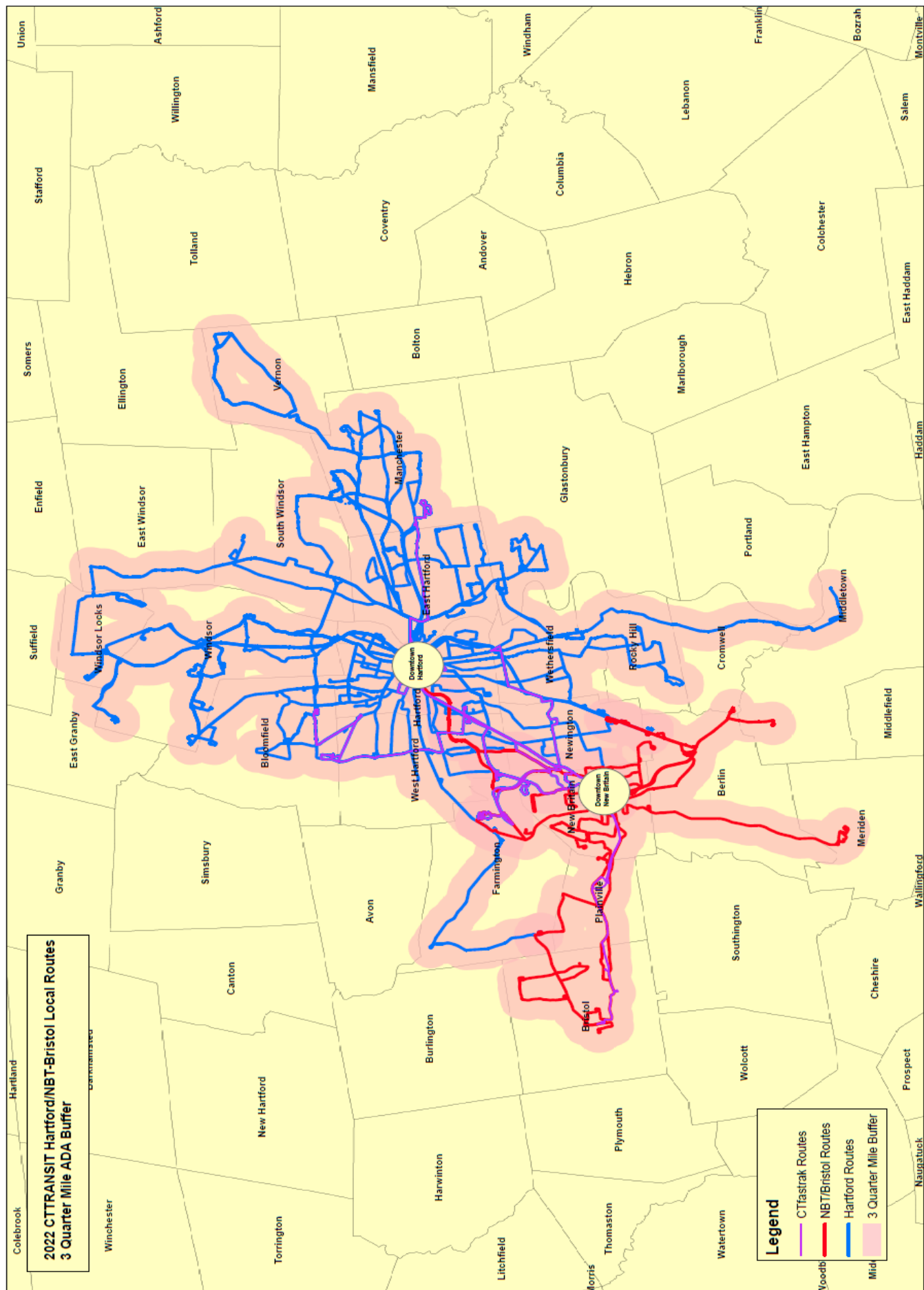
EXTENDED SERVICE

Traveling beyond the service area: If you need to travel beyond our ADA service area, Paratransit from another District or certain town Dial-A-Rides may be able to arrange a transfer ride.

ADA Paratransit for Visitors: Consistent with federal regulation 49 C.F.R. Section 37.127 and Section 37.125 the Greater Hartford Transit District (the "District") will provide service to eligible visitors from outside of the District's ADA Paratransit service area for a period of 21-days during any 12-month period. The 21-days can be used as single days or can be consecutive days.

Visitors to the area serviced by the District who wish to use the ADA service may: call (860) 247-5329 ext. 3005, email vellis@ghtd.org, fax (860) 549-3879 or write GHTD, Attn: ADA Eligibility Department, One Union Place, Hartford, CT 06103.

The District requests from the visitor documentation showing that he/she has ADA paratransit eligibility with a home agency, such as a certification letter or an identification card. For any visitor who does not have eligibility with a home agency, or resides in an area without ADA paratransit services (e.g., international visitors), the ADA Paratransit Eligibility Coordinator may request additional documentation of his/her disability such as a letter from a medical professional, an SSDI letter, or a state-issued accessible parking permit.



ADA STANDARDS



©3poD : illustrationsOf.com/86507

Cancellations

You must notify us of your cancellation by calling (860) 724-5340 and select 1 as soon as possible, and at least two (2) hours before your scheduled pick up time so that our buses will be free to pick up other passengers. Any cancellation not made in this way will be treated as a “no-show”. We reserve the right to suspend ADA service to riders who chronically misuse the service by showing a pattern or practice of “no-shows”. *(For more information, please see Policy Bulletin No. 30, “No Show and Late Cancellation Policy” on the following page.)*

Delays

Traffic, weather or other delays may sometimes result in an unavoidable late pick-up. Please wait until the end of the ½-hour (30 minute) scheduled pick-up period before calling us to inquire about your ride. We will make every effort to pick you up on time.

Passenger Assistance

Our ADA Paratransit service is door-to-door. Drivers are trained to assist you and are sensitive to your needs. However, they do not enter homes and do not go beyond the main lobby of a building. In addition, drivers are not allowed to lift passengers or mobility devices up or down stairways. Passengers must make other arrangements for assistance in these cases.

Mobility Devices & Passenger Safety

For your safety and the safety of others, we strongly recommend you use a seatbelt at all times on the Paratransit vehicle. If you need assistance, please ask your driver. Riders may use wheelchairs, scooters, canes, walkers and other mobility devices on ADA Paratransit vehicles. Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a “wheelchair” as a mobility aid belonging to any class of three (3) or more wheeled devices...whether operated manually or powered. Scooters meeting the definition of “wheelchair” are included. ADA operators must carry any wheelchair and occupant regardless of size and weight if the lift and the vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. ADA operators are also not required to permit wheelchairs to ride in places other than designated securement locations in the vehicle.



Greater Hartford Transit District’s safety policy requires a 4-point securement for wheelchairs. Riders using 3-wheeled scooters are strongly encouraged to transfer out of their scooter into the seat of the Paratransit vehicle whenever possible. Scooters cannot always be adequately secured and may present a safety hazard to the user, the driver and other riders if individuals are transported seated in the scooter. Riders who are transferable are able to move from their mobility device to the seat of the vehicle, and back with a minimum of assistance from the driver. A minimum of assistance is defined as a driver extending an arm or stabilizing the mobility device while the rider transfers. Drivers are prohibited from lifting or carrying riders. Also use of the shoulder and lap belt is recommended for the rider’s maximum safety.

Image Envision · 34517





Policy Bulletin No. **30**

Subject: No Show and Late Cancellation Policy

Revised: 10/01/16

Purpose

To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. The Greater Hartford Transit District's ADA Paratransit Passenger NO SHOW Policy is part of an effort to bring our riders more efficient paratransit service, and to be current with Federal Transit Administration findings and best practices.

Sporadic rider no shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, a pattern and practice of "No Shows", late cancellations and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service. No Shows and late cancellations result in wasted trips that could have been scheduled for use by other paratransit riders.

No Shows are recorded each time a paratransit rider makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

Definitions:

No Show: A No Show is when all of the following criteria are met:

- There has been no call by the rider (or the rider's representative) to cancel the scheduled trip 2 hours or more before the pick-up window.
AND
- The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window.
AND
- The driver cannot reasonably see the rider approaching the vehicle within five (5) minutes.

Late cancellations and cancellations at the door, as defined below, will also be treated as No Shows.

Late Cancellation: the rider (or the rider's representative) does not call to cancel a specific scheduled trip at least 2 hours prior to the pick-up window (other than early morning trips as identified above). Late cancellations will be treated as No Shows. (*See definitions above*).

Cancellation at Door: when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick-up window and the rider (or the rider's representative) notifies the driver at that time that they no longer need the scheduled trip. These are considered No Shows.

Notes on Cancellation:

- The driver is not responsible for cancelling any other trips booked for that day.
- The rider (or the rider's representative) must call to cancel other trips.
- Pick up and return trips are scheduled separately, and the District assumes that all scheduled return trips are needed unless notice is given by the rider or their representative.
- If a pick-up trip is a No Show, The District will not automatically cancel the return trip. A No Show on the return trip will count as a second No Show for the day.

No Shows Beyond Passenger's Control

Trips cancelled for reasons that are beyond the rider's control will not be considered No Shows. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call to cancel in time or to take the trip as scheduled.

Although No Shows will not be issued for reasons beyond the rider's control, the rider should always make every effort to cancel scheduled trips in a timely manner. It is the rider's responsibility to provide a reason for not canceling a trip. Contact should be made as soon as possible so that No Shows occurring beyond a rider's control can be excused. Lack of any contact will result in a No Show record remaining intact and may lead to warnings/service suspensions detailed below.

Riders should contact First Transit Customer Service department at: (860) 724-5340 ext. #9 when experiencing no-shows or late cancellations due to circumstances beyond their control.

No Show Notifications

Riders will be notified of No Shows in writing, and will receive a written warning after five (5) NO SHOWS. The written correspondence will list the total number of No Shows and the percent of No Shows in reference to the total number of trips booked in the period. Specific dates, times and locations of each No Show in the period will be provided in writing upon rider request.

Pattern and Practice of No Shows

Riders may be suspended from paratransit service when they show a “pattern and practice” of No Shows, which occurs when:

- a. A rider has five (5) or more No Shows in a calendar month; **AND**
- b. The number of No Shows represents more than 15% of the trips booked by the rider in a calendar month.

The following are examples of what would and would not constitute a pattern and practice of No Shows:

Example 1: A rider books 20 trips in a calendar month and misses five trips. This rider **has a pattern and practice** of No Shows because (a) the rider had five No Shows, and (b) those No Shows represent 25% of the total trips booked;

Example 2: A rider books 10 trips in a calendar month and misses four trips. This rider **will not have a pattern and practice** of No Shows because the rider did not have five or more No Shows in the calendar month. (Note that because there were not at least five No Shows, the fact that the rider missed 40% is irrelevant for purposes of determining whether there has been a pattern and practice of No Shows.)

A rider who shows a pattern and practice of No Shows may be subject to a suspension of service, as shown in the table below.

Consequences for Pattern and Practice of No Shows	
1st Violation	Letter of warning
2nd Violation	2 Day Suspension
3rd Violation	5 Day Suspension
4th Violation	10 Day Suspension and Loss of Subscription Service
5th Violation and more	28 Day Suspension and Loss of Subscription Service
Violation history covers a 12-month period (October 1 through September 30)	

If a rider has a pattern and practice of No Shows as provided above, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.

Loss of subscription service takes effect with four (4) violations in a 12-month period, and will not be removed until the rider has three (3) consecutive months without any No Shows or late cancellations.

Appeal Process

A rider (or a rider's representative) may file a verbal or written appeal for an individual No Show issued by contacting the District's ADA Paratransit Rider & Community Liaison at: pwilliams@ghtd.org or call (860) 247-5329 ext. 3011. The rider should provide any information on which they wish to rely to support his/her appeal.

Designated District staff will review the information provided by the rider (or the rider's representative) and make a decision to either uphold the individual no show or to excuse it. This decision will be made within ten (10) business days.

If No Shows have accumulated to a point where a suspension will be imposed, the rider (or the rider's representative) may file a verbal or written appeal for a review of all No Shows by contacting the District's ADA Paratransit Rider & Community Liaison at: pwilliams@ghtd.org or call (860) 247-5329 ext. 3011. Service will continue while the outcome of the appeal is decided.

If in any case, the rider is not satisfied with the review by the ADA Paratransit Rider & Community Liaison, they may request a formal review by the District's Director of ADA Paratransit Services or District designee. A hearing will be scheduled on the matter during which the rider will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten (10) business days.

All materials are available in accessible format and in languages other than English upon request.

Courtesy

As a courtesy to others, smoking, eating, drinking, and abusive behavior are prohibited at all times on Paratransit. We may refuse to provide Paratransit service for individuals engaging in violent, seriously disruptive or illegal conduct such as harassing, assaulting or stealing from a driver or other passengers, or disruptions which may result in an injury to yourself or other riders. Failure to abide by these regulations could also result in suspension or termination of your ADA service.



Ice and Snow

If there is a winter storm or other emergency, please listen to CRIS radio, WTIC Radio 1080 AM radio or watch WFSB TV Channel 3 television for information regarding delays or cancellations. Be sure that your entrances (sidewalks, driveways, ramps, and steps) proceeding up to your home address are clear of ice and snow. This will make it safer for our ADA Paratransit vehicles and drivers to get to you. Failure to comply with this request might result in our drivers not being able to provide transportation to you.

Shopping Bags

Please limit the number of shopping bags/carry-ons to no more than three (3). Drivers will be happy to assist you with grocery/shopping bags which are durable and weigh no more than twenty (20) pounds. A driver will not assist with any boxes. If you need assistance with a box, the box must be in a bag as described above. The driver will not be able to assist with cases of soda, water, soup, etc. Although the driver will assist you with bags from the designated safe entrance of a store to the Paratransit vehicle, under no circumstances will a driver go into a store or an ADA rider's residence. If a rider is traveling with a personal care attendant (PCA), friend, escort or companion and they choose to carry additional bags for the rider, the additional bags are only allowed if there is room on the vehicle.



Shopping Carts

An ADA driver will assist you with a shopping cart as long as he/she does not jeopardize their safety. It is preferred that the shopping cart be empty while boarding the ADA vehicle. ADA passengers are allowed to board the ADA bus by using the wheelchair lift with the shopping cart, as long as it can be done safely. Once the shopping cart is in the ADA vehicle, the driver will secure the cart properly.

A picture of a shopping cart is shown here.

Service Animals

Service animals such as guide dogs are always welcome on the ADA Paratransit. When you are reserving a trip, please let our Reservations Department know if you will be traveling with a service animal. ADA riders with a service animal must maintain control of their animal at all times. The Paratransit driver will refuse to transport a service animal if it demonstrates disruptive behavior such as growling, being threatening, or lunging towards passengers or other animals on the ADA vehicle.



bus.
you
service

Customer Service Department

A cartoon illustration of a person in a thinking pose, with a large question mark above their head. The person is orange and has their hand on their chin. The background is white with a repeating watermark of the text 'LEO BLANCHETTE - (Leo@JesterArts.net)' diagonally. At the bottom, there is a copyright notice: '© LEO BLANCHETTE - (Leo@JesterArts.net)'

Hartford.CustomerService@firstgroup.com



All materials produced by Greater Hartford Transit District are available in alternate formats such as Braille, audio, large print, Spanish, or other languages. Greater Hartford Transit District provides information in other languages in accordance with Title VI of the Civil Rights Act. ***(For more information, please see “Notifying the Public of Rights Under Title VI” on the following page.)*** To obtain information about ADA Paratransit in an accessible format, please call (860) 247-5329 extension 3011.

IMPORTANT NUMBERS

CONTACT US AT (860) 724-5340

Reserve/Cancel/Confirm.....Select 1
Dispatch DepartmentSelect 2
Spanish.....Select 5
Subscription ServiceSelect 6
ADA Application Status.....Select 7
Service Updates.....Select 8
Customer Service.....Select 9

ADA PARTICIPATION GROUP FORUM

Please join us for the ADA Participation Group Forum! Meetings are held on the 2nd Wednesday of every other month in Greater Hartford Transit District's Conference Room, 5:00 p.m. until 6:00 p.m. (Changes in schedule are possible. However, notices will be posted in advance.) For more information, including the date of the next ADA Participation Group Forum, please contact (860) 724-5340 and select 1.

Greater Hartford Transit District

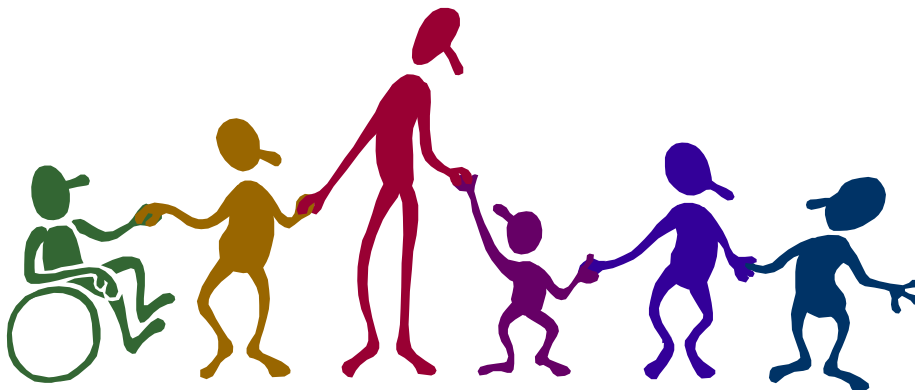
One Union Place

Hartford, CT 06103

Phone: (860) 247-5329

Fax: (860) 549-3879

www.hartfordtransit.org



FREEDOM RIDE



Program Overview

Freedom Ride Taxi Voucher/Debit Card Program provides accessible transportation outside of the existing ADA service area and hours and is available 24 hours per day, 7 days per week. The service is available to individuals who have been ADA Paratransit certified and who have enrolled in the program through the Greater Hartford Transit District. Participant debit card payments are matched 100% (to the extent funding remains available) through the New Freedom Program. The program is available with **M7 Taxi**.

Eligibility and Application Process

Currently certified ADA riders are immediately eligible for the Freedom Ride Voucher Program, based on the conditions of your certification. For status clarification, to determine eligibility or to apply for a Freedom Ride voucher card, contact Greater Hartford Transit District at **860-247-5329 extension 3086**. ADA staff will provide applications for the Freedom Ride Program as part of the ADA Paratransit eligibility determination process. If eligible, you must have a voucher card for the service provider; the M7 Taxi voucher card is only valid with M7 Taxi. If eligible, you may use the voucher card with all taxis of the company, not only the wheelchair accessible taxis.

Service Area

To use the Freedom Ride Voucher Program, each trip must either BEGIN or END in a town located in the taxi company's service area:

M7 Taxi: Berlin, Bloomfield, East Hartford, East Windsor, Enfield, Farmington, Hartford, Manchester, New Britain, Newington, Rocky Hill, Simsbury, South Windsor, Vernon, West Hartford, Wethersfield, Windsor, and Windsor Locks.

Purchasing Voucher/Debit Card

Once approved for the Freedom Ride Program, request an application from the Greater Hartford Transit District (either by mail, phone, or in person) at One Union Place, First Floor North Offices, Hartford, CT 06103. Your initial payment must be at least \$25, and will be matched dollar for dollar by the program. A purchase of \$25 results in a \$50 debit/voucher card. The maximum purchase per month is \$50 for a \$100 voucher card value. You will receive a debit card encoded with the dollar amount available for use shortly after the initial payment is received. The voucher card may not be used to tip the driver. **Be sure you have sufficient funds on your card before making a trip.**

Attendants/Companions

Up to three (3) companions, including a Personal Care Attendant (PCA) may ride for free with an ADA certified rider. Service animals may ride. The eligible rider and companions must have the same origin and destination, and the voucher card may only be used by the ADA certified rider. Individuals must provide some form of identification when using their voucher card.

Lost Taxi Voucher/Debit Cards

Report lost voucher/debit cards immediately to the taxi company. A new voucher/debit card will be issued and any unused funds will be transferred to the new card.

RESERVATIONS may be made 24 hours per day, 7 days per week by calling the taxi company

CANCELLATIONS made within one hour of pickup time will not be charged

NO SHOWS that occur outside the licensed territory will be charged from place of origin to the closest town within the territory



OTHER ADA PARATRANSIT DISTRICTS IN CONNECTICUT

Estuary Transit District DBA 9 Town Transit (www.9towntransit.com)

The Estuary Transit District serves Chester, Clinton, Deep River, Essex, Killingworth, Lyme, Old Lyme, Old Saybrook and Westbrook. For more information, please call 860-510-0429.

Greater Bridgeport Transit Authority (www.gogbt.com)

The District provides ADA paratransit service to qualified individuals who have both trip origins and destinations within a 3/4 mile radius of an operating GBTA public bus route. Service outside this 3/4 mile area is not provided. Service is provided the same as the fixed bus route schedule. For a reservation or information please call 203-579-7777, or 203-579-8754 (TDD).

Greater New Haven Transit District (www.gnhtd.org)

The District provides complementary ADA service to the New Haven area, including Branford, East Haven, Hamden, New Haven, North Branford, North Haven, Orange, West Haven, Woodbridge, as well as more limited service to Ansonia, Cheshire, Guilford, Madison, Seymour, Shelton, Wallingford and Waterbury. Transportation is offered 7 days a week. For information please call: 203-288-6282. Paratransit service: 203-288-6643

Greater Waterbury Transit District (www.gwtd.org)

Complementary ADA service is provided to eight towns in greater Waterbury by Northeast Transportation. Rides are available Monday Through Saturday between 6 a.m. and 6 p.m., and Sunday from 9 a.m. to 5 p.m. ADA Reservation number: 203-756-5550

Housatonic Area Regional Transit (HART) (www.hartct.org)

ADA paratransit is available in Bethel, Brookfield, Danbury, New Fairfield, Newtown, New Milford, Ridgefield, and Roxbury. The hours and days vary by town. For a reservation and/or information please call 203-748-2511 or for New Milford 860-355-6075.

Middletown Transit District (MAT) (www.middletownareatransit.org)

The Middletown Transit District provides paratransit service to the City of Middletown and the greater Middletown region which includes Portland, East Hampton, Durham, Middlefield, and Cromwell. Please call (860) 347-3313 for more information.

Milford Transit District (www.milfordtransit.com)

Milford Transit ADA paratransit service operates Monday through Saturday. For customer service information, please call 203-874-4507 or 203-882-0954 (TDD)

Northeast Transportation Company (www.northeasttransport.com)

ADA service is provided to Meriden and Wallingford. Paratransit in Meriden is available Monday through Saturday between 6 a.m. and 6 p.m. For information and/or reservations please call 1-800-441-8901. Rides in Wallingford are available Monday through Saturday between 8:30a.m. and 4:30 p.m. For information and/or reservations please call 1-800-704-3114.

Norwalk Transit District (www.norwalktransit.com)

ADA Paratransit service is provided to Norwalk, Stamford, Westport and within a 3/4 mile radius of an operating CTTRANSIT bus route in Greenwich and Darien. Generally service is available Monday through Saturday between 6 a.m. and 7:30 p.m. There is limited service along certain corridors Monday through Saturday 7 p.m. to 11 p.m. and Sundays from 8 a.m. to 7 p.m. For information and/or reservations please call 203-299-5180 or voice 203-299-5183 (TDD).

Southeast Area Transit District (SEAT) (www.seatbus.com)

ADA Paratransit service is provided within a 3/4 mile radius of an operating fixed SEAT bus route. Hours vary by town. For a reservation and/or information call 860-439-0062.

Valley Transit District (www.valleytransit.org)

Valley Transit District's primary responsibility is to provide Dial-a-Ride service. Valley Transit District also provides complementary ADA Paratransit service to the towns of Ansonia, Derby, Seymour, and Shelton. Rides are available Monday through Friday between 6 a.m. and 5 p.m., and Saturday from 9 a.m. to 6 p.m. For information please call 203-735-6824 or for Paratransit service call 203-735-6408.

Windham Region Transit District (www.wrtd.net)

Operates fixed route rural bus service in Mansfield and Windham Monday through Saturday, and demand-response service in Ashford, Chaplin, Columbia, Coventry, Hampton, Lebanon, Mansfield, Scotland, Willington, and Windham. Complementary ADA Paratransit service is contracted in the fixed route corridor. For information please call 860-456-2223 or for Paratransit service call 860-456-1462.

WAY TO GO CT

The Way to Go CT Mobility Management Program is sponsored by Federal New Freedom Funds and the Connecticut Department of Transportation and serves as an advocate for individuals who have transportation mobility needs and issues.

Founded in July 2013, the goal of Way to Go CT is to help senior citizens and people with disabilities navigate transportation options by creating a point of access for all services available in the North Central region of Connecticut.

The website, www.waytogoct.org, contains a resource guide with information on transportation options, schedules, travel training, taxi voucher programs, Dial-A-Ride, public and private transit and CTfastrak updates. An information call center has also been established, and touch screen kiosks will be installed at key locations with transportation information.

For additional information, please call 860-667-6388.



OTHER SERVICES

CTTRANSIT

The Capitol Region has an extensive local and fixed route public transit service operated by *CTTRANSIT*. All of the vehicles are wheelchair lift equipped. The cost of this service can be less than half of the fare for an ADA ride and several convenient types of fare passes are available. In many cases, this service can provide greater independence than ADA Paratransit. For information about *CTTRANSIT* service in the Hartford area, or for a system map please call (860) 525-9181 or TTY (for hearing impaired only) at (860) 727-8196. Please also visit the *CTTRANSIT* website at www.cttransit.com.

Travel Training

Travel training is a program that teaches people with disabilities and seniors how to properly and safely use the fixed route public transit service (*CTTRANSIT*). There is no cost for the training program. For more information, please contact the Kennedy Center at (203) 365-8522 extension 273 or via email at mobility@kennedycenter.org. You may also go to www.thekennedycenterinc.org for information.

Dash Shuttle

Dash is a free downtown Hartford shuttle service which connects the CT Convention Center, the Riverfront, the CT Science Center, the Arts and Entertainment District, various restaurants and downtown hotels. The shuttle service runs 7:00 a.m.—7:00 p.m. every 15 minutes weekdays from the CT Convention Center. During major downtown events, schedule enhancements may include later evening service on weekends, as well as service on Saturdays and Sundays. The shuttle does not operate on weekends when there is no downtown event scheduled. For more information, call (860) 525-9181.

Veyo Non-Emergency Medical Transportation (NEMT)

Veyo, a Total Transit Company, is a statewide transportation service which provides non-emergency medical transportation for Medicaid recipients. The service hours are Monday-Friday, 8:00 a.m.-5:00 p.m. Members will need to call at least 48 hours (not including weekends and holidays) before their appointment. For more information, please call 1-855-478-7350.

Municipal Dial-A-Ride Services

Most towns in the Hartford region operate a local Dial-A-Ride service. These services are generally available to town residents only, stay within town, and often require no fare. If you would like more information about the Dial-A-Ride in your area, please call your town hall.

Medicare (Title 19)

Medicaid may pay for transportation necessary to receive medical care and various other services. Some services may require prior approval from the State Department of Social Services.

Infoline (Community Services)

Call 2-1-1 or visit the internet at www.211infoline.org for help with answers to life's toughest questions.



NOTES



Greater Hartford Transit District
One Union Place, Hartford, Connecticut 06103
Telephone: (860) 247-5329 Fax: (860) 549-3879
www.hartfordtransit.org