



ADA PARTICIPATION GROUP FORUM Wednesday, July 13, 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 – Cassandra Brown, Lynn Evans, Peggy Johnson, Miriam Steinberg, and Melissa Thompson

First Transit (FT) – John Elkey, Angela Glisson, Anand Gounder, and Jaida Ryans-Meritt

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

The forum began at 5:00 p.m.

Operations:

May 2022 passenger trips were 35,085, no shows 1,204 (3%), and cancellations 7,269 (21%).

June 2022 passenger trips were 35,574, no shows 1,128 (3%), and cancellations 6,698 (19%).

Customer Service:

In May 2022, 304 comments were received from passengers and 14% were compliments, 7% driver, dispatch, reservationist, and/or scheduling concerns, 4% 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, 2% no show concerns, 3% unknown, 0% other, and 62% n/a, record only, general information.

In June 2022, 308 comments were received from passengers and 14% were compliments, 2% driver, dispatch, reservationist, and/or scheduling concerns, 2% late/early arrival, ride length or missed trip concerns, 6% invalid concerns, 0% mechanical and/or related to safety concerns, 2% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no-show concerns, 4% unknown, 0% other, and 70% n/a, record only, general information.

Staff Comments:

Ms. Williams informed the group about the availability of ADA visitor status with paratransit agencies outside CT.

Ms. Ellis provided information about the flexibility of using the fixed route (local) public transit service in CT. Individuals with disabilities and/or seniors can receive free travel training on CTTransit buses and the rail system by requesting this mobility training from the Kennedy Center. The contact information is (203) 365-8622 x2950 or visit their website at <https://www.thekennedycenterinc.org/what-we-do/programs-services/mobility-services/travel-training.html>.

Mr. Gounder provided ADA ridership statistics. He noted a recent increase in passenger trips, likely due to the service currently being free of charge through November 30, 2022. The ADA service is following CDC guidelines continuing to recommend that all passengers wear a mask. ADA Paratransit drivers are still required by First Transit to wear a mask. First Transit continues to look for new drivers. Mr. Gounder apologized for the telephone system disruption on June 9, 2022. The third-party carrier experienced a regionwide problem which temporarily affected the phone service.

First Transit IT manager Yumi Shah provided a demonstration of the online reservation/PASS-WEB system.

Participant Comments

Lynn Evans

Ms. Evans is concerned about some passengers not wearing a mask.

Staff Response

Mr. Gounder noted that passengers are no longer required to wear masks, but it is strongly recommended. ADA drivers are still required to wear masks, and they are reminded of this during safety meetings.

Peggy Johnson

Ms. Johnson asked if staff can “tell the drivers to wear their masks”. Drivers are not always performing door-to-door service for her daughter.

Staff Response

Mr. Gounder will address her concerns with the drivers.

Miriam Steinberg

Ms. Steinberg also noted on some occasions drivers are not wearing their masks. She questioned whether staff receives adequate training.

Staff Response

Mr. Gounder explained all departments undergo regular sensitivity and safety training. In addition, concerns brought up at the forums are discussed during the monthly mandatory meetings. He will also review her May 5, 2022 concern.

Melissa Thompson

Ms. Thompson described a recent incident in which she did not receive a call from First Transit when the driver could not locate her.

Staff Response

Mr. Gounder will investigate this concern.

Cassandra Brown

She appreciates the service and the current free fare.

The next forum will be in September 2022. Date to be determined.

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