

**2022 ADA  
Participation Group  
Forum Meeting Dates**



Please join us for the ADA Participation Group Forum! Meetings are held on the 2nd Wednesday of every other month, **5:00 p.m. - 6:00 p.m.**

The next ADA forum is:

- **September 14, 2022**
- **November 9, 2022**

**Please note:** Due to COVID-19, until further notice all ADA forums will only take place with the health and safety of our passengers and staff in mind. The next ADA forum will be held virtually. To obtain the link to join the meeting or for more information including accommodation requests, please visit our website at [www.hartfordtransit.org](http://www.hartfordtransit.org), or contact Pat Williams by email: [pwilliams@ghtd.org](mailto:pwilliams@ghtd.org) or phone: (860) 380-2011.

Please provide notice prior to the meeting if you would like to share your input with the rest of the attendees. If time allows, all participants will have the opportunity to share their comments and concerns with the group.

We will look forward to seeing you at our next ADA Participation Group Forum!

## FREQUENTLY ASKED QUESTIONS

### CUSTOMER SERVICE DEPARTMENT

Did you know that if you have a question, compliment and/or concern about your ADA Paratransit trip we would like to hear from you?

**Who do I contact?** You may contact the Customer Service Department by calling (860) 724-5340 extension 9, Monday thru Friday, 8:00 a.m. - 5:00 p.m. (For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134.) You may also contact Customer Service by sending an email to [Hartford.Customerservice@firstgroup.com](mailto:Hartford.Customerservice@firstgroup.com), fax (860) 936-3750 or write:

**Customer Service Department c/o First Transit  
148 Roberts Street, East Hartford, CT 06108**

**How soon should I call?** Please contact the Customer Service Department as soon as possible when you wish to report an incident (ideally within 48 hours of the incident).

**What information will I need to provide?** Please be certain to have the day of the week, date, location, and time of all incidents that you would like to report. Any additional details you can provide will be helpful.

**When will I receive a response?** Any communication with the Customer Service Department will be addressed in a timely manner.

**ADA RIDER TIP:** Passengers may cancel trips afterhours from midnight to 4:30 a.m. by calling (860) 724-5340 and selecting "0".



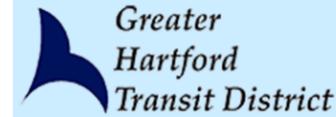
To obtain a copy of this newsletter in an accessible format or if information is needed in another language please contact us at: (860) 380-2011.

Si necesita información en otro idioma, llame al (860) 380-2011.

## CONTACT US AT: (860) 724-5340

- Reserve, Cancel, Confirm .....Select 1**
- Dispatcher.....Select 2**
- Spanish..... Select 5**
- General Information.....Select 6**
- ADA Application Status..... Select 7**
- Service Updates .....Select 8**
- Customer Service ..... Select 9**

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Americans with Disabilities Act

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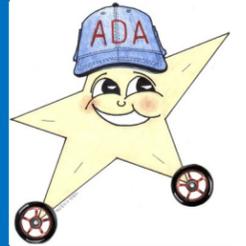
**FAQ: Customer Service Department**

# THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

## ADA Paratransit Newsletter

Summer 2022



## CT STATEWIDE TRANSIT ROADEO



Pictured left to right: DJ Gonzalez (retired Operations Administrator, Greater Hartford Transit District), Hector Diaz (Driver, First Transit) and Vicki Shotland (Executive Director, Greater Hartford Transit District) celebrate Mr. Diaz's First Place Award at the 2022 CT Statewide Transit Roadeo.

This year the Connecticut Statewide Roadeo was held at Buckland Park and Ride Lot in Manchester on Sunday, June 12, 2022. The Roadeo is an event where transit agencies throughout the state provide their best drivers to compete and passionately take pride in all we share. The event was sponsored by the Connecticut Department of Transportation.

Throughout the competition drivers perform on a closed-circuit, and are scored on multiple driving skills. Drivers demonstrate their ability to maneuver their vehicle smoothly, parking skills, stopping, backing up, and making tight turns in an obstacle course. These various challenges are designed to represent everyday driving patterns, with a primary focus on safety.

First Transit's Safety Manager, Brian Helm and the selected participants spent a few days each week preparing for the Roadeo. First Transit was represented at the Roadeo by drivers Hector Diaz, Eduardo Quintero, and Rafael Zapata. This year in the Body on Chassis competition, First Transit's Hector Diaz won First Place. First Transit also took home Fourth Place, won by Rafael Zapata. First Transit's team also scored the most points overall in the competition, winning the Team Competition (Best Team Award).

A special thanks to all the participants, as well as the First Transit and Greater Hartford Transit District volunteers who made this event successful!

# FIRST TRANSIT

## ANNUAL SAFETY PEP RALLY



### Extension of Free CTtransit and ADA Bus Fares

The Connecticut Department of Transportation (CTDOT) announced that all public transit buses will be fare-free across Connecticut through November 30, 2022. A previous policy signed by Governor Lamont made buses fare-free from April 1, 2022 through June 30, 2022 but that was extended in the recent budget passed by the legislature and signed by the Governor on May 9, 2022.

Free services include all CTtransit local buses statewide, CTtransit Express, and CTfastrak services. **ADA Paratransit is also fare-free through November 30, 2022.**

CTtransit will not be able to refund partially used bus passes. However, because ADA Paratransit ticket books do not expire, if you already purchased an ADA ticket book, you can still use it once the bus fare resumes on December 1, 2022.

For more information, visit [CTrides.com](http://CTrides.com) or call 1-877-CTrides (1-877-287-4331).

First Transit's Safety Pep Rally was held on May 26, 2022 this year, and was a great success! This annual event stresses the importance of safety during all aspects of an ADA trip. First Transit's Safety Department and the Greater Hartford Transit District's (the "District") staff contributed to the success of this year's event. The District and First Transit staff also joined together for a delicious barbeque throughout the day to celebrate their ongoing efforts, teamwork, and dedication to safety.



Pictured: Anand Gounder, (First Transit General Manager) and Brian Helm, (First Transit Safety Manager) board an ADA bus at the Safety Pep Rally.

There were two (2) stages set up on two (2) separate vehicles to test participants' knowledge of safety protocols. Stage 1 was set up for post-trip, stop sign, limit line stop and following distance. Stage 2 was set up for 3 points of contact, last step, wheelchair securement, and safety for visually impaired passengers.

The annual Safety Pep Rallies are not only a great team-building event, but are an educational refresher course in safety protocols while providing an enjoyable day for both the District and First Transit staff. Safety is always our number one priority for both our drivers and passengers!



Pictured: First Transit and the Greater Hartford Transit District staff team up for a day of fun, food, and safety skill testing at the annual Safety Pep Rally in First Transit's parking lot at 148 Roberts Street, East Hartford.

# CTTRANSIT AND ADA PARATRANSIT

## BUS ROUTE AND SERVICE AREA UPDATES

Did you know? CTtransit Hartford local bus service has added a new route 24 serving Windsor and Windsor Locks railroad stations and Bradley International Airport, improved weekend service frequency on the 30-Bradley Flyer route, and the reintroduction of service on the DASH downtown Hartford shuttle. Route 34 will now operate hourly seven days a week from early morning until late evening, serving major employment centers in Windsor.

How do these CTtransit route changes affect ADA Paratransit? Thanks to the addition of route 24, our ADA Paratransit service area has now been expanded to cover an additional portion of Windsor. In addition, because of this new route, ADA also now covers a small portion of East Windsor.

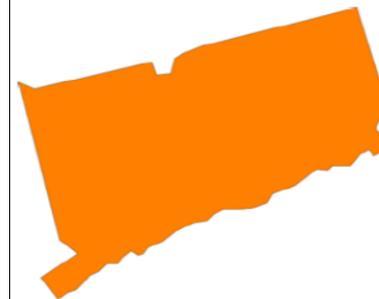
As a reminder, ADA Paratransit provides service within a 3/4 (.75) mile radius or "buffer zone" surrounding the fixed route (CTtransit).

### This includes all of:

- East Hartford
- Hartford

### and portions of:

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



If you have questions about whether or not a trip you would like to take is in the ADA service area, please contact our Reservations Department at (860)724-5340 extension 1, and a representative will be happy to investigate. If it is determined that we will not be able to provide door-to-door service because an address is not in our ADA service area, we can arrange to pick you up in a safe well-lit environment within our service area. Our Reservations Department can assist you in determining an appropriate pickup point for you when you call. In addition, if you need to travel beyond our ADA service area, ADA Paratransit from another District or certain town Dial-A-Ride services may be able to arrange a transfer ride. Additional potential options for travelling outside the ADA service area also include Freedom Ride taxi or Encompass services. You can call (860) 247-5329 extension 3086 for additional information about either of these services. You can also visit [encompass.m7ride.com](http://encompass.m7ride.com) to learn more about Encompass.



### Señor Pepe's Pointers for Summer

Señor Pepe is celebrating the 32nd Anniversary of the ADA this summer! The Americans with Disabilities Act (ADA) was signed into law July 26, 1990 by President George H.W. Bush. This landmark event is being recognized on the ADA Anniversary and throughout the year.

Pepe say, "See how you can start celebrating the ADA 32nd Anniversary by going to [adata.org/ada-anniversary](http://adata.org/ada-anniversary). There you'll find information about the #ThanksToTheADA campaign, an ADA32 Toolkit, Events Calendar, social media ADA32 tweets & posts, and more!"

Thanks to the ADA, we now have a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life. Let's start the celebration!

Your friend, Señor Pepe

