



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:

• **November 9, 2022**

**Please note:** The November 9, 2022 ADA forum will be a hybrid forum taking place both virtually and in person at 11:00 am.

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 after hours 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



## DISABILITY RIGHTS ARE CIVIL RIGHTS

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Transit Day!

**PLEASE JOIN US FOR:**



# TRANSIT DAY!

**Monday, Oct. 24, 2022**



**RAFFLE!  
GIFT BAGS!  
FREE BUS TRIP!**



Greater Hartford Transit District and the Kennedy Center are hosting a FREE outing on CTtransit to/from Elizabeth Park!

- 9:30 am meet at the North End Senior Center, Hartford for CTtransit 101 class (maximum capacity 25)
- Guided by a professional travel trainer, ride CTtransit to Elizabeth Park (all buses are ramp-equipped)
- Enjoy 1/2 hour at Elizabeth Park (restrooms available)
- 11:00 am return to the North End Senior Center for raffle

For more information or to register, please call:  
**Mary Rosenbauer (203) 893-3711**  
**Pat Williams (860) 380-2011**  
[Pwilliams@ghtd.org](mailto:Pwilliams@ghtd.org)

Please register by Monday, October 17, 2022  
Rain date for event Tuesday, October 25, 2022



## OCTOBER 2022 CELEBRATING

## NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH



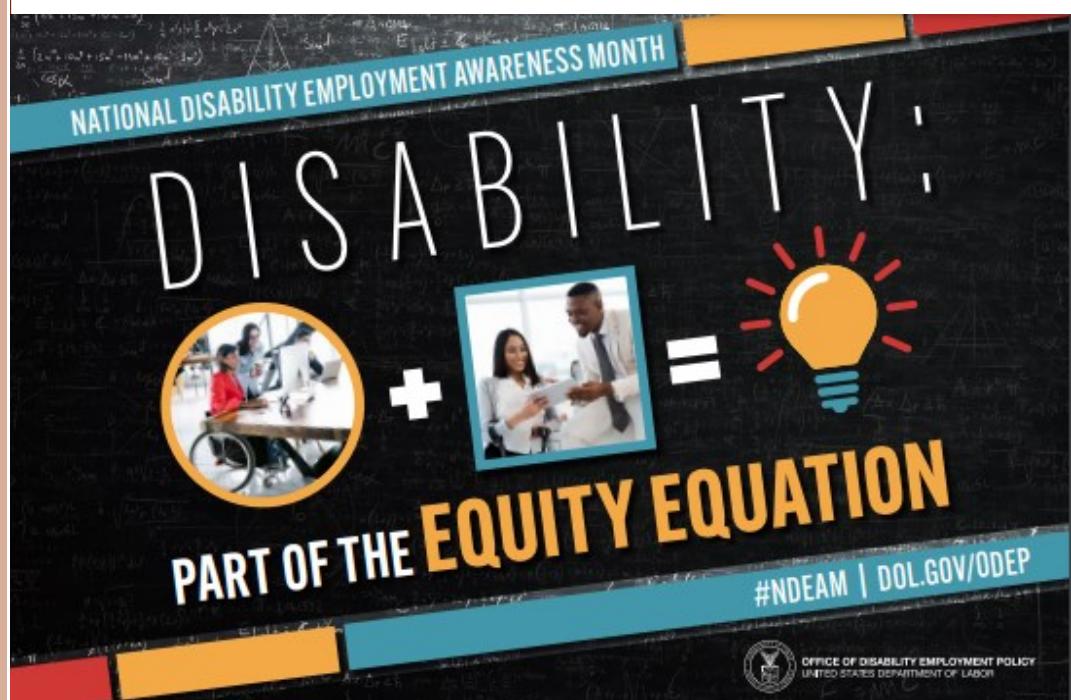
THE CAMPAIGN FOR  
DISABILITY EMPLOYMENT

**What Can YOU do?**

At work, it's what people CAN do that matters. That's the simple message behind "I Can" - the Campaign for Disability Employment's flagship public service announcement. In it, we meet seven working people with disabilities - not actors - demonstrating what they CAN do when given the opportunity. These women and men, who represent diverse career fields that range from corporate America to education, vividly illustrate the valuable contributions they make to our workplaces every day. The Public Service Announcement (PSA) is a useful tool to start a discussion about the benefits of fostering a work environment that is flexible and open to the talents of all qualified individuals, including those with disabilities.

For more information, including an online toolkit to help you support the message of the "I Can" PSA, go to:

[whatcanyoudocampaign.org](http://whatcanyoudocampaign.org)



The U.S. Department of Labor announced that, in recognition of the vital role people with disabilities play in making the nation's workforce diverse and inclusive, "Disability: Part of the Equity Equation" has been chosen as the theme for October's National Disability Employment Awareness Month 2022.

Led by its Office of Disability Employment Policy, the department's annual observance of National Disability Employment Awareness Month acknowledges the contributions to the nation's economy made by workers with disabilities, current and past. The commemoration also showcases supportive and inclusive policies and practices benefiting workers and employers.

"A strong workforce is the sum of many parts, and disability has always been a key part of the equation," said Assistant Secretary for Disability Employment Policy Taryn M. Williams. "People with disabilities make up a wonderfully multifaceted group. By recognizing the full complexion of our community, we can ensure our efforts to achieve disability inclusion are, in fact, truly inclusive."

The federal effort to recognize people with disabilities began in 1945, when Congress declared the first week in October to be "National Employ the Physically Handicapped Week". The word "physically" was dropped in 1962 to include individuals with all types of disabilities. In 1988, Congress expanded the week and christened the month of October as National Disability Employment Awareness Month.

For more information about National Disability Employment Awareness Month 2022, go to [www.dol.gov/agencies/odep/initiatives/nream](http://www.dol.gov/agencies/odep/initiatives/nream).

OFFICE OF DISABILITY EMPLOYMENT POLICY  
UNITED STATES DEPARTMENT OF LABOR

## AVIATION CONSUMER PROTECTION

## AIRLINE PASSENGERS WITH DISABILITIES BILL OF RIGHTS

In July 2022, the U.S. Department of Transportation (DOT) published the "Airline Passengers with Disabilities Bill of Rights". This Bill of Rights describes the fundamental rights of air travelers with disabilities under the Air Carrier Access Act and its implementing regulation, 14 Code of Federal Regulations (CFR) Part 382. The Bill of Rights does not expand or restrict the rights of air travelers with disabilities. Rather, it provides a convenient summary of existing law. The Bill of Rights consists of:

1. The right to be treated with dignity and respect.
2. The right to receive information about services and aircraft capabilities and limitations.
3. The right to receive information in an accessible format.
4. The right to accessible airport facilities.
5. The right to assistance at airports.
6. The right to assistance on the aircraft.
7. The right to travel with an assistive device or service animal.
8. The right to receive seating accommodations.
9. The right to accessible aircraft features.
10. The right to resolution of a disability-related issue.

The Bill of Rights is a living document, which means the DOT will update the Bill of Rights as regulations change. The Bill of Rights applies to individuals with a disability which is defined in Part 382 as persons with a physical or mental impairment that permanently or temporarily impacts a major life activity such as walking, hearing, or breathing. The Bill of Rights applies to all flights of U.S. airlines, and to flights to or from the United States by foreign airlines. The obligation to comply with government safety and security laws is a general exception to airlines' obligations described in this Bill of Rights. Also, some airlines are approved by DOT to use an alternative method to comply with a regulation when it provides an equivalent level of accessibility or it meets the objective of Part 382. Airlines must make sure their contractors that provide services to the public meet regulatory obligations. Airlines are legally responsible for the action or inaction of their contractors. For more information including the latest version of the Bill of Rights, go to: [www.transportation.gov/airconsumer/disabilitybillofrights](http://www.transportation.gov/airconsumer/disabilitybillofrights).

**Señor Pepe's Pointers for Autumn**

Señor Pepe is concerned about the slippery autumn leaves on the pathway of travel from his apartment to the ADA bus. He is very unsteady on his little paws, and afraid of falling!

Pepe says, "Did you know? The ADA driver is required to perform door-to-door service when you take a paratransit trip. The driver will always walk you to and from the ADA vehicle, with careful attention to your safety!"

In addition, if you require a personal care attendant (PCA) to accompany you, you are always welcome to bring that person with you on the ADA bus free of charge. If you do not require a PCA, you may still bring a companion with you during your trip, but please keep in mind that person would also pay the current ADA bus fare."

Have a safe, happy autumn!

Your friend,  
**Señor Pepe**

