



## **ADA PARTICIPATION GROUP FORUM Wednesday, November 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](mailto: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 in person at 148 Roberts Street/East Hartford, CT. The following were in attendance:

Riders/Public – Lynne Altschuler, Cassandra Brown, Antonita Dunbar, Lynn Evans, Tom McCann, Melissa Thompson, and Janet Wallans

First Transit (FT) – Yvette Cruz, Nicole Fincham-Shehan, Anand Gounder, Allen Harmon, Jaida Ryans-Merritt, Yumi Shah, Nelson Torres, and Rita Voskanova

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

The forum began at 11:00 a.m.

### Operations:

September 2022 passenger trips were 38,487, no shows 1,134 (3%), and cancellations 7,953 (21%).  
October 2022 passenger trips were 39,080, no shows 1,180 (3%), and cancellations 7,755 (20%).

### Customer Service:

In September 2022, 279 comments were received from passengers and 13% were compliments, 8% driver, dispatch, reservationist, and/or scheduling concerns, 3% late/early arrival, ride length or missed trip concerns, 7% invalid concerns, 0% mechanical and/or related to safety concerns, 1% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 1% no show concerns, 3% unknown, 1% other, and 63% n/a, record only, general information.

In October 2022, 277 comments were received from passengers and 16% were compliments, 8% driver, dispatch, reservationist, and/or scheduling concerns, 2% late/early arrival, ride length or missed trip concerns, 7% invalid concerns, 0% mechanical and/or related to safety concerns, 1% 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 64% n/a, record only, general information.

### Staff Comments:

Following staff introductions, Ms. Williams mentioned there would be a tour of the facility after the meeting.

Ms. Ellis spoke about “Transit Day” which was held on Tuesday, October 25, 2022. A group of seniors and persons with disabilities travelled to/from Elizabeth Park, West Hartford on a CTtransit bus. The group was provided information about traveling on CTtransit, including their various routes and transfer points. The Kennedy Center (the state’s provider of travel training) presented a “CTtransit 101” travel training class about buses/trains. Another Transit Day will be held in the near future.

Ms. Banker discussed the PASS-WEB online booking and payment website set to go live on November 14, 2022. PASS-WEB can be accessed by going to <https://ghtdonlinebooking.org>.

Ms. Fincham-Shehan noted that she used PASS-WEB in Florida. She mentioned she is legally blind, and that this system is accessible for people with visual disabilities. In addition, using PASS-WEB can reduce a passenger’s wait time on the phone when scheduling their transportation, and the passenger can also check the vehicles estimated time of arrival. Ms. Fincham-Shehan offered guidance for individuals who may want to use PASS-WEB. As reminder, all passengers’ sidewalks should be clear of snow/ice and if not, ADA may not be able to perform door-to-door service.

Mr. Gounder commented on the following:

- daily cleaning of vehicles continues
- due to the free fare, passenger trips continue to increase
- passengers should cancel their trip(s) two (2) hours before the beginning of the window time frame
- passengers need to be ready on the early side of the window
- drivers must wait five (5) minutes within the window
- reservationists are expected to confirm your trip at the end of the reservation
- notify staff of any changes to contact information
- passengers should refrain from using inappropriate language
- ADA is working on improving hold times

### Participant Comments

#### Antonita Dunbar

Ms. Dunbar was dissatisfied because staff did not return her telephone call. She is concerned with how trips are added on drivers’ runs and buses not being clean.

Staff Response

Mr. Gounder apologized for not returning her call. Ms. Fincham-Shehan explained the drivers' runs are handed out daily, but due to callouts and emergencies it may be necessary to adjust runs at the last minute. The maintenance department will be made aware of keeping the buses clean.

Melissa Thompson

Ms. Thompson said drivers need additional training when providing door-to-door service for individuals who are blind/visually impaired.

Staff Response

Ms. Fincham-Shehan plans on working with drivers and staff to improve door-to-door service when transporting the blind/visually impaired.

Cassandra Brown

Mr. Brown ask why dispatch cannot provide a more accurate ETA. She apologized for using abusive language towards a driver.

Staff Response

Ms. Voskanova informed the group that an ETA may change due to emergency with a passenger, traffic, etc.

Tom McCann

Mr. McCann is concerned that drivers are rushing him to get on the bus and not providing door-to-door service.

Staff Response

Mr. Gounder will update Mr. McCann's file to allow extra boarding time. In addition, passengers should report to the Customer Service Department if door-to-door service is not provided.

The next forum will be January 11, 2023.



**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.