



ADA PARTICIPATION GROUP FORUM Wednesday, March 15, 2023

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 from 5:00 p.m. – 6:00 p.m. The following were in attendance:

Riders/Public – Lynne Altschuler, Cassandra Brown, Danielle Williams, Dinah Davis, Lynn Evans, and Melissa Thompson

First Transit (FT) – Angela Glisson, Anand Gounder, Allen Harmon, Nicole Fincham-Shehan, and Jaida Ryans-Merritt

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

Guest speaker – Muriel Aparo from CT Tech ACT Project

Operations:

January 2023 passenger trips were 38,057, no shows 1,226 (3%), and cancellations 9,119 (24%).

February 2023 passenger trips were 36,374, no shows 1,104 (3%), and cancellations 8,565 (24%).

Customer Service:

In January 2023, 372 comments were received from passengers and 13% were compliments, 6% 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, 1% no show concerns, 1% unknown, 0% other, and 69% n/a, record only, general information.

In February 2023, 283 comments were received from passengers and 13% were compliments, 7% driver, dispatch, reservationist, and/or scheduling concerns, 2% late/early arrival, ride length or missed trip concerns, 11% 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, 2% no-show concerns, 2% unknown, 1% other, and 60% n/a, record only, general information.

Guest Speaker

Muriel Aparo from CT Tech Act Project provided information about technology support that will assist individuals with disabilities. This is a federally funded program through the Assistive Technology Act legislation. For further information visit their website at www.CTTechact.com or contact Ms. Aparo directly at Muriel.Aparo@ct.gov or (860) 876-9595.

Staff Comments:

Ms. Williams commented that at this time meetings will continue to be held virtually on the third Wednesday of every other month. Fares will resume on April 1, 2023. If there are any changes to the fares, passengers will be notified accordingly.

Mr. Gounder commented on the following:

- Ridership information
- Purchase of additional transit vehicles
- Passengers should notify staff of telephone number updates
- Operators are coached to provide door-to-door service

Participant Comments

Danielle Williams

Ms. Williams commented why isn't there audio outside the vehicle? The phone system disconnects your call. Who is making sure the contract is being upheld?

Staff Response

Mr. Gounder will confirm there is video and audio outside the vehicles. The telephone concerns mentioned will be investigated. Ms. Banker explained oversight is regularly conducted by the District, CT Department of Transportation, and the Federal Transit Administration.

Lynn Evans

Ms. Evans noted drivers are not providing door-to-door service and there are great drivers.

Staff Response

Staff will address the door-to-door concern.

Lynn Altschuler

Ms. Altschuler noted drivers are not providing door-to-door service. In addition, she is unsuccessful with leaving a call back telephone number.

Staff Response

Mr. Gounder took note and explained door-to-door service is always discussed at all safety meetings and during coaching.

Melissa Thompson

Ms. Thompson would like to see the drivers pay closer attention to the passenger disability codes on their manifests.

Staff Response

Mr. Gounder will reiterate at the safety meeting for drivers to pay close attention to comments on their manifests and MDTs.

Antonita Dunbar

Ms. Dunbar provided her concerns via voice message as follows: She has issues with the new vehicles when boarding the lift. There are no steps to enter, just a board and no railing leading into the vehicle. She is very concerned and will elevate her concerns.

Staff Response

Mr. Gounder will look into Ms. Dunbar's concern and follow-up with her.

Cherly Zinner

Ms. Zinner provided her concern via voice message as follows: The new vehicles are difficult to get in and out.

Staff Response

Staff asked that all passengers report their concerns on this matter to the Customer Service Department. All comments regarding the new vehicles are being recorded and will be used.

Cassandra Brown

When Ms. Brown schedules through PASS-WEB (online booking), she is not able to specifically find a location.

Staff Response

Ms. Banker noted that she will have the specific location added as a common location to make booking easier.

The next meeting will be May 17, 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.