



ADA PARTICIPATION GROUP FORUM Wednesday, May 17, 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 Transdev, 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, Lynn Evans, Donna Kidwell, Melissa Thompson, and Terry Woolard

Transdev – Anand Gounder, Allen Harmon, Nicole Fincham-Shehan, Jaida Ryans-Merritt, Rita Voskanova

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

Guest speaker – Nicole Feeney from Oak Hill

Operations:

March 2023 passenger trips were 43,277, no shows 1,312 (3%), and cancellations 8,969 (21%).

April 2023 passenger trips were 36,200, no shows 1,109 (3%), and cancellations 7,302 (20%).

Customer Service:

In March 2023, 269 comments were received from passengers and 7% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 2% late/early arrival, ride length or missed trip concerns, 14% invalid concerns, 0% mechanical and/or related to safety concerns, 4% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 1% no show concerns, 1% unknown, 2% other, and 63% n/a, record only, general information.

In April 2023, 280 comments were received from passengers and 11% were compliments, 7% driver, dispatch, reservationist, and/or scheduling concerns, 4% 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, 0% no-show concerns, 3% unknown, 2% other, and 60% n/a, record only, general information.

Guest Speaker:

Nicole Feeney from Oak Hill was the guest speaker. Oak Hill offers a rare assembly of collaborative, specialty solutions for individuals with disabilities, elderly and veterans. You may contact Ms. Feeney at (860) 286-3101 or Nicole.Feeney@oakhillct.org for more information about the available programs at Oak Hill. For an email copy of her presentation, you may contact Ms. Williams at pwilliams@ghtd.org or (860) 380-2011.

Staff Comments:

Ms. Williams stated the next meeting will be Wednesday July 26, 2023. Every month starting in July, passengers who take ten (10) or more trips who do not violate the no show policy will have their names entered into a drawing to receive one (1) ADA Paratransit ticket book.

Ms. Banker noted when loading funds on your EZ-Wallet account through PASS-WEB for the first time, please contact the District staff or Customer Service so that your file can be updated. The District staff are gathering feedback about the smaller Transit vehicles from passengers and drivers, and so passengers are encouraged to reach out to Customer Service to voice their opinions on the new vehicles.

Mr. Gounder commented on the following:

- Reviewed the different payment methods when booking trips (cash, ticket, EZ-Wallet)
- Make sure you provide the Reservationists with a working telephone number
- First Transit is now under the operation of Transdev, so contact emails will be changing
- IVR (interactive voice response) late phone calls will alert passengers when the service is estimated to be running late
- Statewide Transit Rodeo will be held Sunday June 11, 2023 in Manchester, CT

Participant Comments

Lynn Evans

Ms. Evans praised the driver she had on this day. She had concerns with how the drivers are securing her “wagon”, and problems with the lift on the new Transit vehicles. She also voiced concerns with late trips.

Staff Response

Transdev took note and Ms. Evans will receive a written response.

Shelia Harris

She is glad to hear that the Transit vehicle concerns will be investigated. She also spoke about seatbelt issues she has experienced on the larger buses. She did not receive the correct forum information from the Reservations Department. She would like to see drivers recognized monthly for their good service.

Staff Response

Mr. Gounder commented drivers are recognized monthly for exceptionally safe driving. Passengers are welcome to contact Customer Service with a driver commendation, and it will be forwarded to the driver. Staff will look into improving the reward system for drivers.

Donna Kidwell

No comment.

Melissa Thompson

No comment.

Lynn Altschuler

She commented the steps on the new Transit vehicles are very narrow, and can only secure two wheelchair passengers; however, they do ride smoother. Some drivers take extra care traveling over bumpy roads and speed bumps, while others do not. There are drivers who do not provide door-to-door service.

Staff Response

Transdev took note and Ms. Altschuler will receive a written response.

Terry Woolard

Mr. Woolard is appreciative of the service.

Staff Response

Transdev and GHTD thanked Mr. Woolard

The next ADA Participation Group Forum will be held on July 26, 2023 at 5:00 p.m.



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.