

**2024 ADA
Participation Group
Forum Meeting Dates**



Please join us for the ADA Participation Group Forum!

Meetings are held on the **3rd Wednesday of every other month, 5:00 p.m. - 6:00 p.m.**

The next ADA forum is:

- **March 20, 2024**
- **May 15, 2024**
- **July 17, 2024**
- **September 18, 2024**
- **November 20, 2024**

Please note: All ADA forums will be held virtually unless otherwise indicated. To obtain the link to join the meeting or for more information including accommodation requests, please visit our website at www.hartfordtransit.org, or contact Pat Williams by email: 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 look forward to seeing you at our next ADA 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 us.hartford.customerservice@transdev.com, fax (860) 936-3750 or write:

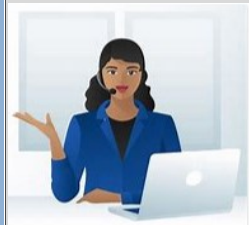
**Customer Service Department c/o Transdev
148 Roberts Street, East Hartford, CT 06108**

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**
- Scheduling.....Select 6**
- Service Updates.....Select 8**
- Customer Service..... Select 9**

Published February 2024



ADA

Americans with Disabilities Act

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THE S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Winter 2024



RIDER ALERT: NEW SEATBELT REQUIREMENT ON ALL ADA PARATRANSIT VEHICLES



Pictured: A Paratransit driver assists a passenger with her seatbelt on the ADA vehicle.

Effective as of January 8, 2024 all passengers traveling on the Greater Hartford Transit District's ADA Paratransit vehicles must now wear a seatbelt/lap belt. Passengers who have a disability which would prevent restraint in such a safety belt must provide documentation from a medical professional to be exempt from the requirement.

If you have questions about our new seatbelt policy, or if you have a disability exempting you from being required to wear a seatbelt and you would like to provide documentation from your health care provider, you may contact Pat Williams at (860) 380-2011 / PWilliams@ghtd.org, or Valerie Ellis at (860) 380-2005 / VEllis@ghtd.org.

Documentation from your medical provider can also be sent via postal mail to:

**Greater Hartford Transit District
c/o ADA Paratransit Department
One Union Place
Hartford, CT 06103**

Our new seatbelt requirement for all ADA passengers is another way we are providing you with the safest and most reliable transportation service possible.

Your safety is our top priority!



World Braille Day

World Braille Day 2024

Did you know? World Braille Day is celebrated every year on January 4th to commemorate the birth anniversary of Louis Braille, the inventor of Braille writing for blind and visually-impaired people. Born in 1809 in France, Louis Braille lost his sight due to a childhood accident and conceptualized the tactile reading and writing method now known as Braille when he was only 15 years old. Despite all new technologies in today's world, visually-impaired and blind people still face many challenges in living an independent life. The main purpose of recognizing World Braille Day is to promote Braille writing, and create awareness among people about the importance of Braille literacy. Effective use of Braille is as important to the blind as independent mobility, knowledge in the use of adaptive technology, and the core belief that equality, opportunity, and security are truly possible for all people who are blind.

NO-SHOW POLICY

MONTHLY DRAWING TO WIN FREE TRIPS

Are you a "10-10-Free" Rider? The definition of a "10-10-Free" Rider is: An ADA rider who takes ten (10) or more trips within a month and they do not "late cancel", "no show", or "cancel at the door" with these trips. At the end of the month, if you fall into this category, your name will automatically be placed in a drawing for a chance to win ten (10) free trips to travel anywhere within Greater Hartford Transit District's ADA Paratransit service area.

All winners will be notified before the 10th following the month during which your ADA trips occurred. There is no limit as to how many times you can be a "10-10-Free" Rider!

For additional information, please contact Pat Williams at (860) 380-2011 or via email at pwilliams@ghtd.org. If you have a dispute regarding a "late cancel", "no show", or "cancel at the door" for one or more of your ADA trips, please contact our Customer Service Department at (860)724-5340 extension 9 or email us.hartford.customerservice@transdev.com as soon as possible so that it can be resolved before the drawing at the end of the month.

To view Greater Hartford Transit District's complete No Show and Late Cancellation Policy, please visit our website at www.hartfordtransit.org/no-show-and-late-cancellation-policy-2/.

GOOGLE MAPS

FIND WHEELCHAIR-ACCESSIBLE PLACES



Imagine making plans to go somewhere new, taking the long journey to get there and arriving, only to end up stuck outside and prevented from sitting with family or being unable to access the restroom. It's an all too familiar scenario to the 130 million wheelchair

users worldwide and the more than 30 million Americans who have difficulty using stairs. Imagine instead being able to "know before you go" whether a destination is wheelchair accessible, just as effortlessly as looking up the address. In recognition of Global Accessibility Awareness Day, a new Google Maps feature was released that does just that! People can now turn on an "Accessible Places" feature to have wheelchair accessibility information more prominently displayed in Google Maps.

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GOOGLE MAPS

FIND WHEELCHAIR-ACCESSIBLE PLACES (Cont.)

(Continued from Page 2...)

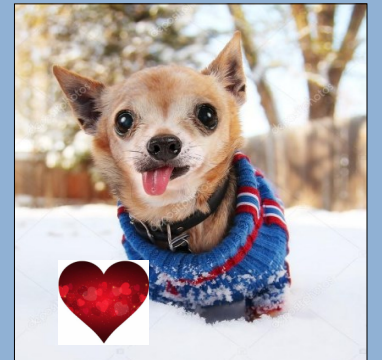
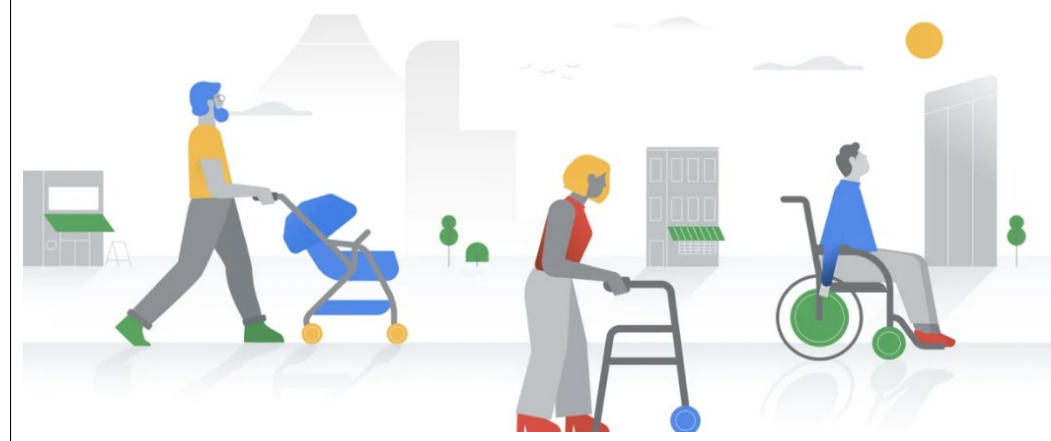
When Accessible Places is switched on, a wheelchair icon will indicate an accessible entrance and you'll be able to see if a place has accessible seating, restrooms or parking. If it's confirmed that a place does not have an accessible entrance, that information is shown as well.

Today, Google Maps has wheelchair accessibility information for more than 15 million places around the world. Finding and contributing wheelchair accessibility information to Google Maps benefits everyone, from those who use wheelchairs and parents pushing strollers to older adults with tired legs and people hauling heavy items.

To get wheelchair accessibility information more prominently displayed in Google Maps, update your app to the latest version, go to Settings, select "Accessibility," and turn on "Accessible Places." The feature is available on both Android and iOS using your smart phone or tablet. An update has also been rolled out that allows people using iOS devices to more easily contribute accessibility information, joining the millions of Android users who have been sharing this type of information on Google Maps. This guide has tips for rating accessibility, in case you're not sure what counts as being "accessible." Anyone using Google Maps can switch on Accessible Places and contribute accessibility information to help people in your community.

This launch is a milestone in our journey to build a better, more helpful map for everyone, which includes recent efforts to help people find accessible places, transit routes and walking directions. This work wouldn't be possible without the decades of advocacy from those who have fought for equal access for people with disabilities. Were it not for them, there would be far fewer accessible places for Google Maps to show.

Now there are better maps for everyone, whether you walk or roll! For additional information, please go to: <https://blog.google/products/maps/wheelchair-accessible-places-google-maps/>.



Señor Pepe's Pointers for Winter

¡Ay, chihuahua, it's cold outside! Señor Pepe is braving the winter cold and snow to take an ADA Paratransit trip to visit his sweetheart, Señorita Bonita, for Valentine's Day!

Pepe says, "All entrances such as sidewalks, driveways, ramps, and steps proceeding up to your home address must be free of snow and ice. Failure to comply with this request might result in the ADA driver not being able to provide transportation for you until the pathway is cleared for your safety".

In severe weather, please listen to CRIS radio, WTIC 1080 AM radio or watch WFSB Channel 3 television for information regarding delays or cancellations.

If you have any questions, please contact our Customer Service Department at (860) 724-5340 x 9.

Have a safe and cozy Winter!

Your friend,
Señor Pepe

