



ADA PARTICIPATION GROUP FORUM Wednesday, March 20, 2024

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 us.hartford.customerservice@transdev.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, Dinah Davis, Lynn Evans, Peggy Johnson, Celestine Jorden, Melissa Thompson, and Deitra Washington

Transdev – Angela Glisson, Anand Gounder, Jaida Ryans-Merritt, Sonia Vega, and Karla Vera

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

Guest speaker – Karla Vera, Transdev Safety Training Manager

Operations:

January 2024 passenger trips were 35,387 no shows 1,099 (3%), and cancellations 10,125 (29%).

February 2024 passenger trips were 35,515, no shows 970 (3%), and cancellations 8,514 (24%).

Customer Service:

In January 2024, 379 comments were received from passengers and 12% were compliments, 6% driver, dispatch, reservationist, and/or scheduling concerns, 4% late/early arrival, ride length or missed trip concerns, 9% invalid concerns, 0% mechanical and/or related to safety concerns, 0% door-to-door and/or related to wrong drop-off or pick-up concerns, 0% courtesy, 0% no show concerns, 2% unknown, 2% other, and 65% n/a, record only, general information.

In February 2024, 300 comments were received from passengers and 10% were compliments, 7% driver, dispatch, reservationist, and/or scheduling concerns, 7% late/early arrival, ride length or missed trip concerns, 6% 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, 0% other, and 65% n/a, record only, general information.

Guest Speaker:

Karla Vera reviewed the following safety training techniques: Ride along (ensuring drivers are doing what is expected), door-to-door training, wheelchair securement (making sure drivers are securing mobility devices properly), safety quizzes (mock securement setup to test drivers about their wheelchair/safety knowledge), safety theme for the week, mirror stations (drivers checking to make sure there are no obstructions) setup around base, and how to assist visually impaired passengers. Drivers are receiving training on the new tablets. Safety concerns from passengers are welcome and investigated.

Staff Comments:

Valerie Ellis informed the group the Winter ADA newsletter has been published. The Connecticut Office of Legislative Research published a special report in reference to 2023 acts affecting seniors and people with disabilities. Go to <https://www.cga.ct.gov/olr/actsaffecting.asp> for a copy. Various Connecticut state agencies will be hosting a fraud prevention workshop at the Keeney Memorial Cultural Center, Wethersfield, CT on Wednesday, May 8, 2024, 9 a.m. – 3 p.m. For more information contact Lisa.Fioravanti@ct.gov. The Rockville Public Library will be having a Financial Literacy workshop series throughout the month of April. For more information go to www.rockvillepubliclibrary.org/events. If you would like a copies of any of this information, contact Pat Williams at (860) 380-2011 or email PWilliams@ghtd.org.

Margaret Banker requested passengers contact her or Pat Williams to provide their email address for obtaining updates on various ADA Paratransit transportation events. Effective March 10, 2024, ADA has extended their service area to portions of Southington, and also expanded into additional sections of New Britain and Meriden. Go to <https://www.hartfordtransit.org/ada-paratransit-services/ada-paratransit-service-area/> for the updated ADA service area map, or call our Customer Service Department for a copy of the map. Effective April 1, 2024, the District, M7 taxi and RideCo will team up to provide GHTD Link micro transit service in portions of Enfield and a small section East Windsor. This will be an on-demand, curb-to-curb service that runs seven (7) days a week for a cost of \$3.00 for each one-way trip. Passengers can schedule rides via smartphone app, website, or by telephone. For additional information go to <https://www.hartfordtransit.org/ghtd-link>.

Anand Gounder:

Mr. Gounder introduced the new Operations Manager, Sonia Vega. Ms. Vega will handle daily operations in the dispatch department. Drivers have now transitioned to tablets in the ADA vehicles. The tablets have an improved Google mapping system. Mr. Gounder explained and apologized that the transition to tablets and training new drivers has contributed to some late trips recently.

Participant Comments

Celestine Jorden:

Ms. Jorden noted all vehicles do not have wheelchair extensions. She is arriving late to her appointments, and this is not fair. She has received an automatic no show call when it was not her fault.

Staff Response:

Mr. Gounder will follow-up with maintenance to ensure all vehicles have the proper wheelchair securements. Providing appointment times are beneficial, and it is recommended to request to arrive earlier than the actual appointment time. All invalid no show trips are to be reported to the Customer Service Department and Ms. Vega will be assisting with same-day concerns.

Deitra Washington:

Ms. Washington described her experience with arriving late to her appointment. She indicated that she contacted Mr. Gounder, but did not receive a response.

Staff Response

Mr. Gounder will follow up with Ms. Washington directly regarding this matter.

Dinah Davis:

Ms. Davis scheduled a trip, and then found out a few days before that the trip was not booked. She has not received a call back from the Customer Service Department regarding this concern.

Staff Response

Customer Service will contact Ms. Davis directly about this issue.

Melissa Thompson:

Ms. Thompson requested Transdev staff to contact her directly to discuss her concerns.

Lynne Altschuler:

Ms. Altschuler commented that drivers are arriving late due to passengers being added to drivers' runs, scheduling is inefficient, and there are long wait times on the telephone. She appreciates when drivers inform her about other pickups/drop offs.

Staff Response

Mr. Gounder apologized and mentioned that passengers will see improvements with the addition of the new Operations Manager, drivers receiving training with the new tablets, and updates with the scheduling system.

The next ADA Participation Group forum will be held in person on May 15, 2024 from 10:30 a.m. – 11:30 a.m. at the Northend Senior Center, 80 Coventry Street, Hartford.



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.