

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 pm - 6:00 pm unless otherwise specified.**

- The next ADA forum is:
- **Monday, July 22, 2024**
(The July 2024 ADA Forum will be held in person at the North End Senior Center, 80 Coventry Street, Hartford, CT 10:30 am — 11:30 am.)
 - **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.



Hope to see 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 that 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:

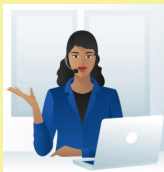
**Customer Service Department c/o Transdev
148 Roberts Street, East Hartford, CT 06108**

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 am 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.

This newsletter is also available on our website at <https://www.hartfordtransit.org/ada-paratransit-service/ada-paratransit-newsletters/>

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

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#ThanksToTheADA

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The S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Summer 2024



2024 CT STATEWIDE TRANSIT RODEO



Pictured: This year's Greater Hartford Transit District / Transdev team braves the rainy weather for the 2024 CT Statewide Transit Rodeo! Hector Diaz (pictured 4th from the left) won 4th place in the competition and Ramon Robles won 3rd place.

Once again this year on Sunday, June 9, 2024 the Connecticut Statewide Rodeo was held at the Buckland Park and Ride Lot in Manchester. The Rodeo is a special event sponsored by the Department of Transportation (CTDOT) where transit agencies from across the state send their best drivers to compete. In the "Body on Chassis Bus Event", operators from various transit agencies demonstrate their expertise. Throughout the competition, drivers perform on a closed-circuit, and are scored on multiple driving skills. In a timed obstacle course consisting of cones, an acceleration requirement and more, vehicle operators display their precision driving abilities such as parking, stopping, reversing, and making tight maneuvers. These various challenges are designed to simulate real-world driving situations, with a strong emphasis on safety. Each event was overseen by judges and team captains who scored each operator's driving performance. Operators also received points for professional appearance, on-board safety habits, and timing.

Prior to the Rodeo, our designated participants dedicated their time preparing for the competition. On the day of the event, even though it rained, all in attendance were still enthusiastic and cheerful! Congratulations to Transdev drivers Ramon Robles and Hector Diaz who were awarded 3rd and 4th place in the competition. A special thanks to all the participants, as well as the Transdev and Greater Hartford Transit District volunteers who made this year's Rodeo a great success!

CELEBRATING THE 34TH ANNIVERSARY OF ADA

#ADA34



The Federal Transit Program Turns 60

The idea for the federal transit program was born with a message to Congress by President John F. Kennedy in 1962 and launched in 1964 when President Lyndon B. Johnson signed the Urban Massachusetts Transportation Act. The federal transit program has helped transform transit in America from scattered bus systems and a small number of high-capacity systems to a diverse set of transit providers in thousands of communities. Today, FTA administers a \$20 billion annual program with the historic funding provided by the 2021 Bipartisan Infrastructure Law. As we celebrate the 60th Anniversary of the federal transit program on July 9, 2024, FTA will highlight milestone programs and initiatives that have fulfilled the FTA’s mission to improve America’s communities through public transportation. (From: <https://www.transit.dot.gov/about/federal-transit-program-turn-60>)



On July 26, 2024 people nationwide will celebrate the 34th anniversary of the signing into law of the Americans with Disabilities Act (ADA)! This historic civil rights law protects the rights of people with disabilities.

On March 12, 1990, over 1,000 people marched from the White House to the U.S. Capitol to demand that Congress pass the Americans with Disabilities Act. Upon arrival, about 60 activists physically demonstrated the inaccessibility of public spaces by getting out of their wheelchairs or setting aside their mobility aids and crawling up the Capitol steps in an act of civil disobedience that later became known as the Capitol Crawl. Police then arrested 104 activists for “unlawful demonstration”, many of whom were in their wheelchairs. On July 26, 1990, after a hard-fought battle from disability advocates and allies, President George H. W. Bush signed the Americans with Disabilities Act into law.

Historic Timeline

- ⇒ **1973**
Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability
- ⇒ **1989**
Bipartisan ADA bill introduced in the House and Senate
- ⇒ **1990**
Americans with Disabilities Act (ADA) passed by Congress and signed by President Bush
- ⇒ **1992**
ADA Title II regulations for public entities and transportation take effect
- ⇒ **1999**
The Supreme court rules in Olmstead v. L.C. that unnecessary institutionalization violates the ADA
- ⇒ **2008**
The ADA Amendments Act expands the definition of disability and coverage

NO SHOW AND LATE CANCELLATION

POLICY UPDATE

The Greater Hartford Transit District (the “District”) was recently informed that the Connecticut Department of Transportation (CTDOT) has updated their ADA No-Show Suspension Policy. The policy complies with Federal Transit Administration (FTA) regulations and is mandatory for all CTDOT-contracted ADA paratransit service providers, including the District. In order to avoid no show or late cancellations, all ADA paratransit riders must call to cancel any unwanted trips at least two (2) hours prior to their scheduled pickup time. Passengers can call our Reservations Department at (860) 724-5340 extension 1 to cancel a trip between the hours of 8:00 am - 5:00 pm or our Dispatch Department (860) 724-5340 extension 2 to cancel a same day trip. Passengers may cancel trips after hours from midnight to 4:30 am by calling (860) 724-5340 extension 0. **The updated No Show and Late Cancellation Policy goes into effect on July 1, 2024.**

The District reviews all recorded no shows and late cancellations to ensure accuracy before recording them in a rider’s account. Riders will be subject to suspension after a true violation. A violation occurs when all of the following conditions are met:

- Accumulate 5 or more no shows or late cancellations in a calendar month
- Have scheduled at least 10 trips in that period
- Have “no showed” or “late cancelled” at least 15 percent of scheduled trips.

The District has an Interactive Voice Response System (IVR) that will notify riders when they receive a no show-related violation. The first violation in a calendar month period triggers a warning letter, but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 7-day suspension
- Third violation: 10-day suspension
- Fourth violation: 14-day suspension
- Fifth and subsequent violations: 21-day suspensions

Violation history covers a 12-month period (July 1 through June 30). If a no-show-related violation is due to a situation beyond a rider’s control preventing the rider from canceling a trip (such as a medical emergency, family emergency, etc.) the rider should contact our Customer Service Department as soon as possible so that the violation can be excused. Our Customer Service Department can be reached by calling (860) 724-5340 extension 9 or via email at: us.hartford.customerservice@transdev.com.

Riders wishing to appeal suspensions under this policy have the right to file an appeal request. The complete No Show and Late Cancellation Policy can be found on the District’s website at: <https://www.hartfordtransit.org/wp-content/uploads/2024/07/30-No-Show-and-Late-Cancellation.pdf>.



Señor Pepe's Pointers for Summer

Señor Pepe and his friends will be attending the Ability Walk and Roll event this summer to celebrate the 34th Anniversary of the ADA!

This event is sponsored by the City of New Britain Commission on Persons with Disabilities and helps to raise awareness of the abilities of persons with disabilities! The event begins at the Darius Miller Band Shell with a one-mile walk/roll around beautiful Walnut Hill Park. Over 50 informational booths will display products and services for persons with disabilities. There will also be food and fun activities for all ages!

Pepe says, “The annual Walk and Roll event is on Wednesday, July 24, 2024 from 5:00 pm—7:00 pm at Walnut Hill Park, New Britain, CT. The cost is free, and registration is not required. Hope to see you there!”

Have a sensational summer!
Your furry friend,
Señor Pepe

