

**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:

• **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.

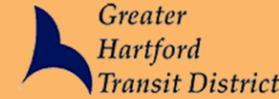
Si necesita información en otro idioma, llame al (860) 380-2011.

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**
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The S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Fall 2024



GHTD LINK UPDATE

EXPANSION TO COVER ALL OF EAST WINDSOR



The GHTD Link microtransit transportation program is a newer \$3 rideshare program in the Enfield and East Windsor region and includes the Windsor Locks Train Station. On September 16, 2024 the program expanded to cover all of East Windsor. Anyone ages 14 and older is able to use this transportation service to travel around the service area. All rides cost \$3 including wheelchair accessible rides. The hours of service are Monday through Saturday from 8 A.M. to 7 P.M. and Sunday from 12 P.M. to 6 P.M. GHTD Link has greatly helped riders reach destinations that they traditionally did not have access to due to the limited transportation options in East Windsor and Enfield. Riders are also able to travel to the Windsor Locks Train Station which then allows riders to connect to CTtransit buses (as well as the ADA Paratransit service area) to travel to further destinations around the state. The program does not require an application and riders are able to quickly and easily book trips as they are needed. The program is funded by a grant from the Connecticut Department of Transportation Microtransit Pilot Program and is meant to provide riders with greater access to transportation.

Microtransit service is an accessible, on-demand mode of transportation that uses a smartphone app, website, or telephone to request and schedule a ride. All trips must start and end in the specified service area zone. Riders can book an on-demand trip or schedule a trip up to three days ahead. Riders are able to be picked up and dropped off anywhere within the service area. For more information about GHTD Link please download the app, visit the website www.ghtdlink.com, or call 203-916-9325.

NEW CT WHEELCHAIR REPAIR LAW, PA 24-58

EFFECTIVE JULY 1, 2024



ADA Rider Tips

- ADA Reservationists are available seven (7) days a week between 8:00 am and 5:00 pm by calling (860) 724-5340 x 1.
- You may book your ADA trip up to five (5) days ahead of time, with no shorter notice than one (1) day before your trip before the close of the business day at 5:00 pm.
- The Reservationist will give you a 30 minute (1/2 hour) window time in which your ADA ride will arrive. You must be ready to go at the start of your window.
- To avoid delaying other passengers, drivers can only wait five (5) minutes for you after their arrival.
- ADA passengers have the option of paying the exact cash fare of \$3.50 for each one-way trip, purchasing a reduced-rate ADA 10-ride ticket book to use instead of cash, or paying online using EZ-Wallet.

For our complete guide of ADA rider tips, policies, and procedures, see our ADA Paratransit Riders Guide, "What Every Rider Should Know". You can view the guide on our website at www.hartfordtransit.org.

What You Need to Know

CT's New Wheelchair Repair Law, PA 24-58 (which went into effect July 1, 2024):

- **Requires** wheelchair suppliers to respond to a call or email seeking a repair of a wheelchair within one business day
- **Requires** wheelchair suppliers to order any needed parts for a wheelchair within three business days
- **Requires the wheelchair supplier to actually repair the wheelchair within ten (10) business days of the call or email seeking repair** (Note: Days waiting for required insurance prior authorization or for parts to be received do not count toward the 10 days.)
- **Protects** your right to receive wheelchair repairs in your home. (Therefore, a wheelchair provider should not tell you that you can receive a timely repair [within ten business days] **only** if you come into the shop.) Under the law, you are entitled to a timely repair at the location of your choice.
- **Prohibits** prior authorization requirements for **custom** wheelchair repairs for Medicaid enrollees **immediately** and for private insurance enrollees starting on January 1, 2025, for the first five years after delivery.

What You Need to Do

- Refer to CT Wheelchair Repair Law PA 25-58 when asking the company for a repair, either by phone or email
- Only agree to an in-shop repair **if it's more convenient for you**. The wheelchair provider should **NOT** attempt to pressure you into coming into the shop, including by promising a timely repair (ten business days) only if you come into the shop.
- If asked to come to the shop, you may respond (as applicable):
 - ⇒ I cannot travel safely with a broken wheelchair
 - ⇒ I cannot safely transfer out of my wheelchair in your shop
 - ⇒ I do not have access to transportation to your shop
 - ⇒ Under PA 25-58, you have to fix my wheelchair in 10 business days, whether in shop or in my home
- Be sure to follow up all phone conversations with an email to the wheelchair provider, if you are able. Include the name of the person you spoke to, a brief synopsis of the call, relevant background information, and any next steps promised:
 - ⇒ **NuMotion:** (860) 671-0700
Aubrey Laliberte aubrey.laliberte@numotion.com
 - ⇒ **NationalSeating and Mobility:** (860) 666-7500
newington@nsm-seating.com
niantic@nsm-seating.com
 - ⇒ **Agawam Medical Supply:** (413) 789-1100
Home Health Pavilion: (845) 282-0493

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NEW CT WHEELCHAIR REPAIR LAW (CONT.)

EFFECTIVE JULY 1, 2024

Report Any Delays

If your repair has exceeded the 10-business-day time frame and/or you have been pressured to bring your wheelchair into the shop in order to get a timely repair (10 business days):

- ⇒ Contact your wheelchair provider for an update and estimated repair completion date.
- ⇒ **Call the Reporting Hotline of the Office of the State Healthcare Advocate, at 866-466-4446 and/or email them at Healthcare.Advocate@ct.gov** (and cc the Wheelchair Repair Coalition at: wcrepairct@gmail.com)
- ⇒ Clearly state that you are reporting a wheelchair repair delay/non-compliance Include the name of the wheelchair provider, date and means of initial request for repair, and any relevant information

Contact CT Wheelchair Repair Coalition

If you have any questions or comments for the CT Wheelchair Repair Coalition, contact: **Email:** wcrepairct@gmail.com **Facebook:** [@wheelchairreform](https://www.facebook.com/wheelchairreform)

TRANSDEV CELEBRATES

EMPLOYEE APPRECIATION WEEK



Transdev closed out the summer by celebrating their ADA Paratransit employees at their Annual Employee Appreciation Week! Transdev staff who received the most compliments during the fiscal year also received special recognition. Transdev's staff works hard doing their best to bring you safe, timely, accessible and reliable transportation in the Greater Hartford area. Would you like to join the celebration by recognizing a driver, reservationist, dispatcher, customer service representative, manager, or other staff person who provided you with exceptional service? Reach out to our Customer Service Department by calling (860) 724-5340 x 9, or contact them via email at us.hartford.customerservice@transdev.com.



Señor Pepe's Pointers for Fall

Summer is already over, and autumn upon us! Señor Pepe has some safety tips for you when travelling on Paratransit this fall. Pepe says:

- "Keep both hands free for balance rather than in your pockets or holding a cell phone when walking.
- Wear proper footwear with good traction. Time to put away the sandals!
- Watch out for slippery autumn leaves! Keep your walkways clear of leaves and other debris.
- Bring a jacket to prepare for potential autumn weather changes."

As a reminder, your ADA Paratransit driver will help to keep you safe by always providing door-to-door service for any trip within the ADA service area. If your ADA driver did NOT walk you to and from the doorway of your origin/destination, please let us know as soon as possible. Your safety is our top priority!

Have an amazing autumn!

Your furry friend, *Señor Pepe*

