



# Transportation under the Americans with Disabilities Act

# **ADA PARATRANSIT**



## **What Every Rider Should Know**

Greater Hartford Transit District  
One Union Place, Hartford, Connecticut 06103  
Telephone: (860) 247-5329 Fax: (860) 549-3879  
[www.hartfordtransit.org](http://www.hartfordtransit.org)

Para información en español, por favor llame al numero 860-724-5340 y seleccione el numero 5.

*(All material in this handbook is subject to change.)  
Revised April 2025*



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## OUR MISSION

It is the mission of Greater Hartford Transit District (the “District”) to provide the highest quality transportation and transit related support services, as well as to secure the attainment of capital items crucial to viable transportation systems, within the Greater Hartford region and statewide.

## ADA PARATRANSIT ELIGIBILITY

In compliance with the Americans with Disabilities Act (ADA), Greater Hartford Transit District provides transportation services for individuals who, because of their disability, are unable to travel on the fixed route public transit service operated by CTtransit. This service is designed to provide those persons with disabilities equal access to public transportation. Eligibility for ADA Paratransit is *strictly limited*. You may be eligible for Paratransit service if, because of a disability:

- You cannot independently travel to/from fixed route bus stops within the service area.
- You could use an accessible fixed route vehicle, but the route that would be used is not accessible.
- You cannot independently navigate the system even though you can board the bus.

Your ADA Paratransit eligibility will fall under one of the four categories below:

- **Unconditional Eligibility:** If your disability prevents you from traveling on the fixed route public transit service (CTtransit) for all trips.
- **Conditional Eligibility:** If your disability prevents you from traveling on the fixed route public transit service (CTtransit) for *some trips but not others*, depending on the circumstances and the nature of the disability.
- **Temporary Eligibility:** Eligibility is granted for a specific period of time depending on the circumstances, nature, and length of the disability.
- **Not Eligible:** If you do not have a disability that prevents you from traveling on the fixed route public transit service (CTtransit), or your disability is *not to a degree* that it prohibits you from traveling on the fixed route bus.

Your ADA Paratransit certification is based on ADA eligibility regulations and guidelines, including information from the ADA application, interview, professional verification, and/or potential functional assessment, and/or environmental check.

## ADA APPEAL PROCESS

Some applicants are not eligible for ADA Paratransit service. If it is determined that you are not eligible, you may appeal the decision by following the ADA Administrative Appeal Process included with your ADA certification letter. ***(A copy of the “Administrative Appeal Process” is also included on pages 5-7 of this booklet.)***





Policy Bulletin No: **GHTD-40**  
Subject: **ADMINISTRATIVE APPEAL PROCESS FOR ELIGIBILITY DENIALS**  
Revised: September 19, 2018

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Under the provisions of the Americans with Disabilities Act (“ADA”) the Greater Hartford Transit District (the “District”) has established an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial. The appeal process is as follows:

**Step 1.**

Complete the “Eligibility Determination Appeal Request Form.” Completed forms must be submitted within sixty (60) calendar days of the date of denial stated on the “letter of denial”. For example, if your denial date is March 1st, the deadline for submittal of the Eligibility Determination Appeal Request Form” is May 1st.

**Step 2.**

The Eligibility Determination Appeal Request Form and any additional accompanying information must be submitted to the Director of ADA Paratransit or to an appointed representative. It must be submitted in a sealed envelope, marked as follows:

**Greater Hartford Transit District  
ADA Paratransit Eligibility Appeals  
Director of ADA Paratransit  
One Union Place  
Hartford, CT 06103**

Upon receipt by Director of ADA Paratransit, the Eligibility Determination Appeal Request Form is immediately date-stamped.

### **Step 3.**

Upon receipt, the Director of ADA Paratransit reviews the Eligibility Determination Appeal Request Form for completeness and notes any additional information submitted. They then complete and return the Response Letter to appellant.

When applicants request appeals, applicants' files and initial decisions may be double-checked. If such internal, informal reviews identify errors in initial determinations, the initial decision can quickly be reversed and obviate the formal appeal. The results of such reviews will only be communicated to applicants if it is determined that unconditional eligibility should have been granted. Otherwise, the appeal will be heard.

### **Step 4.**

If an appeal is not submitted within sixty (60) days, no hearing will be held - the appellant has missed the opportunity to appeal. However, if an appellant misses the appeal deadline, he or she may reapply at any time, and if denied, appeal.

### **Step 5.**

Paratransit Eligibility Appeal Panel Hearing (three (3) total panel members).

#### **A. Appeal Panel Representatives Pool is as follows:**

- One Representative from CTtransit (local fixed route operator)
- One Representative User of either Fixed Route or ADA Paratransit Service
- Greater Hartford Transit District (Operations Administrator or Executive Director)

**B. Panel Members will disqualify themselves at hearing should they have a conflict-of-interest that would bias their decision on the individual's eligibility appeal.**

**C. Panel Members will have an opportunity to review Eligibility Determination Appeal Request form within five (5) working days prior to hearing date. All information will be treated as confidential by Panel Members and staff.**

**D. Appellant representative will be notified of hearing date, time and location. Appellant is strongly encouraged to attend hearing. If appellant chooses, he or she may be accompanied by one representative and/or one personal care attendant ("PCA"). The appellant or representative need not be present at hearing. If needed, appellant may provide an interpreter or may request that an interpreter be provided.**

**E. Appeal Hearing is confidential and is not a public meeting. Location of hearing will be held at the Greater Hartford Transit District offices.**

**F. On the day of the hearing:**

1. Staff introduces appellant to Panel Members and reviews determination of eligibility for paratransit.
2. Appellant and staff each have equal time of ten (10) minutes to present information specific to eligibility before Appeal Panel.
3. Panel members may ask questions, after presentation by staff and appellant at their discretion.
4. Upon completion of questions, appellant is informed that:
  - a. A decision on eligibility status will be made within thirty (30) calendar days.
  - b. If a panel decision is not made by the thirty-first (31<sup>st</sup>) day, appellant may request use of paratransit services until a decision is made.
5. Panel members discuss appellant's case, and evidence, after appellant and staff are excused. Panel members shall deliberate case as necessary.
6. Panel members then may:
  - come to common conclusion on eligibility
  - vote on determination of eligibility
  - state reasons for decision on eligibility or denial of service
  - instruct District staff as to follow-up with appellant
7. Panel decision is communicated in writing (notifying appellant within thirty (30) days of completion of the appeal process).

**G. The appeal hearing is the final stage in the eligibility determination process.**

***All materials are available in accessible format and in languages other than English upon request.***



## **DAYS AND HOURS OF ADA SERVICE**

The ADA Paratransit service operates during the same hours that the fixed route public transit service (CTtransit) buses operate. Paratransit service is available but limited on the following holidays in most towns within the ADA service area: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. For questions regarding service days and hours, please contact the Reservation Department at **(860)724-5340 and select 1.**

## **RESERVING YOUR ADA RIDE**

ADA reservations can be made by calling the Reservation Department at **(860)724-5340 and select 1**, Sunday through Saturday (7 days per week including weekends and holidays) between the hours of 8:00 a.m. and 5:00 p.m. (For the hearing impaired, dial Relay of Connecticut at 1-800-833-8134 or e-mail [us.hartford.scheduling@transdev.com](mailto:us.hartford.scheduling@transdev.com).)

There is no limit to the number of reservation requests per phone call, and you may call as many times as you like each day. Be sure to provide the Reservationist with your ADA ID number that can be found on your ADA ID card. Also, be sure to inform the Reservationist of any additional information needed for your trip (such as color of house, landmarks, pickup entrance, etc.) and if you will be traveling with a personal care attendant (PCA) or companion. If you are scheduling a round-trip ride, the Reservationist will ask you for a return time, even though this might be difficult to judge for medical appointments.

The Reservationists do their best, but it is inevitable that some trips will be impossible to schedule at certain times. Although we do not deny eligible trips, you may be offered a trip time up to one (1) hour before or after the time that you requested. You will be most satisfied with the ADA service if you can be flexible about your request.

You may schedule your ADA ride from five (5) days in advance through the close of the Reservations office (5:00 p.m.) on the day before your trip (24-hours' notice is not required for booking). **(Sorry, we are not able to provide same day rides.)**

## **GREATER HARTFORD TRANSIT DISTRICT ONLINE BOOKING**

ADA riders are able to go online to schedule, manage, and pay for trips. Visit <https://ghtdonlinebooking.org> to get started. Trips may be booked up to five (5) days ahead of time daily from 5 a.m. to 5 p.m. Trips may be cancelled online at least two (2) hours before the scheduled pick up time. If cancelling under two (2) hours, please cancel with the Dispatch Department by calling (860) 724-5340 extension 2. Online prepayment allows ADA riders to board the bus without having to give the driver a fare. For more information about online trip booking or fare payment, please visit our website at [www.hartfordtransit.org](http://www.hartfordtransit.org) or call (860) 380-2006.

## **PERSONAL CARE ATTENDANTS**

If you are an ADA rider and will be traveling with a personal care attendant ("PCA"), please let us know when you reserve a ride. There is no bus fare for a personal care attendant (PCA). A PCA must be picked up and dropped off at the same location as you, and must be capable of providing any assistance you require. Companions who are not personal care attendants may also accompany ADA riders, but must pay the appropriate bus fare. **(See also: "Reminder Notice: ADA Personal Care Attendants" on the following page.)**

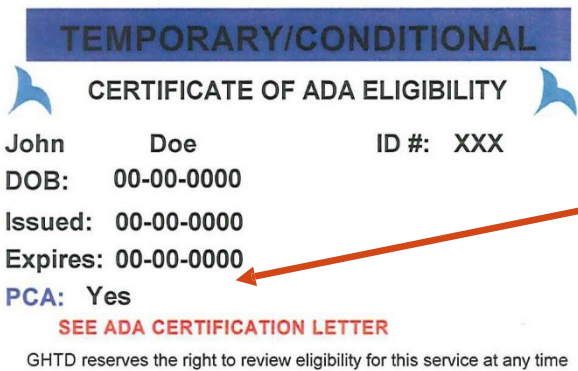




## Reminder Notice: ADA Personal Care Attendants (“PCAs”)

*(Para información en español, por favor llame al numero (860) 724-5340 y seleccione el numero 5.)*

As a reminder, ADA Paratransit is a shared-ride public transportation service for persons with a disability. Some of our passengers require the assistance of a PCA, who regularly assists the passenger when he/she travels. **A PCA, (unlike a “companion”) assists the ADA passenger with personal needs that the eligible rider is unable to achieve independently due to a disability,** and that Paratransit drivers are not permitted to do. Some of these tasks include, but are not limited to: (1) supervising an individual with an intellectual disability, (2) assisting a passenger diagnosed with cognitive issues or dementia, (3) guiding a passenger who is visually impaired (4) calming a passenger who experiences anxiety attacks, and/or (5) assisting a passenger with managing his/her ADA trip commitments in order to prevent excessive “no-shows” and potential suspensions of his/her ADA Paratransit service.



For these reasons, we strongly recommend that if an ADA Paratransit rider is authorized to travel with a PCA, he/she should consider always traveling with a PCA (the ADA ID card will note “**YES**” next to “PCA”).

Remember: We do not have additional staff to supervise our ADA passengers. **If you believe it would be unsafe for you, your family member, or the individual you assist to travel alone, then we strongly recommend that he/she travels with a PCA on the ADA Paratransit.**

As an additional reminder, when traveling with an eligible ADA Paratransit passenger, **PCAs travel free** on ADA Paratransit. However, companions/friends of ADA passengers who are not designated PCAs pay the standard ADA bus fare. It is important that you do not indicate a person accompanying you on your ADA trip as a PCA, unless that person is designated specifically to assist you with your personal needs.

If you have any questions, please call our Customer Service Department at **(860) 724-5340 x 9**, or you may contact us via e-mail at [us.hartford.customerservice@transdev.com](mailto:us.hartford.customerservice@transdev.com).

**Thank you for your cooperation.**

## GETTING READY

Our Reservationists will give you a 1/2-hour (30 minute) “window” time during which your ADA ride will arrive. You will not be given a specific time. Instead, you must be ready at any time during your 1/2-hour “window”. For example, the “window” for an 8:00 pickup is 7:45-8:15. (The driver could arrive as early as 7:45 or as late as 8:15.) Please be ready at the early end of the “window”, but keep in mind that the driver may arrive anytime within the 1/2-hour (30 minute) time period. To avoid delaying other passengers, drivers can only wait five (5) minutes for you after arrival. However, we will make every attempt to contact you before instructing the bus to leave. If you are not ready for your scheduled return from a medical appointment (such as dialysis treatments) the ADA driver will also leave after five (5) minutes, but you may call dispatch when you are ready. The dispatcher will schedule the next *available* driver to pick you up. We will make this exception by sending the ADA bus back after a missed medical return only. Watch for the bus and be ready to go when your driver arrives.



All of our ADA Paratransit buses display the Greater Hartford Transit District logo.

## ADA BUS FARES

ADA Paratransit service requires a \$3.50 fare (effective December 4, 2016) for each one-way trip. Exact fares must be paid at the time of boarding, because the driver will not make change. Personal checks or credit cards are not accepted on the vehicle but riders are able to use those payment methods to prepay for trips online. Riders may visit <https://ghtdonlinebooking.org> to prepay for trips online in order to get the reduced fare rate of \$2.80 for each one-way trip (minimum purchase per transaction is \$28 for ten (10) one-way trips).

You also have the option of purchasing a reduced rate ADA 10-ride ticket book to use instead of cash. The tickets avoid the inconvenience of paying your driver with bills and/or change upon boarding. Tickets from the ADA 10-ride ticket books are valid for certified ADA riders and companions only. The ticket books are not refundable, and lost, stolen or damaged tickets cannot be replaced. The tickets do not expire.

**The ADA 10-ride ticket books are available for purchase for \$28.00 in your area:**

- **By mail using an order form:** Call (860) 247-5329 extension 3086 to receive an order form in the mail. Order forms allow payment by check, money order or credit card. Checks and money orders should be payable to “CTtransit”, and mailed to:



**Prepaid Fares Coordinator  
CTtransit  
P.O. Box 66  
Hartford, CT 06141-0066**



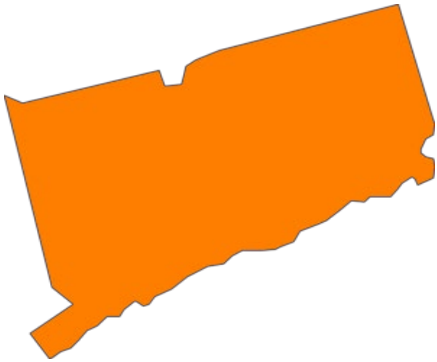
- **Order online for home delivery using a credit card:** Go to [www.cttransit.com](http://www.cttransit.com).
- **Purchase at the CTtransit kiosk:** Go to State House Square, Downtown Hartford.
- **Purchase at Stop & Shop:** Go to your local Stop & Shop Supermarket at the courtesy desk.

## ADA SERVICE AREA

ADA Paratransit provides service within a 3/4 (.75) mile radius surrounding the fixed route public transit service (CTtransit).

### This includes all of:

- East Hartford
- Hartford



### and portions of:

- Avon
- Berlin
- Bloomfield
- Bristol
- Cromwell
- East Windsor
- Ellington
- Farmington
- Glastonbury
- Kensington
- Manchester
- Meriden
- Middletown
- New Britain
- Newington
- Plainville
- Rocky Hill
- Southington
- South Windsor
- Tolland
- Vernon
- West Hartford
- Wethersfield
- Windsor
- Windsor Locks

*(Please also refer to our ADA service area map on the following page. Greater Hartford Transit District covers the shaded areas of the map.)* If you have a question about whether or not your trip is in our service area, please call the Reservation Department at (860) 724-5340 and select 1. If it is determined that we will not be able to provide door-to-door service because your home address is not in our ADA service area, we can arrange to pick you up in a safe well-lit environment within our service area. Our Reservation Department can assist you in determining an appropriate pickup point for you when you call.

## EXTENDED SERVICE

**Traveling beyond the service area:** If you need to travel beyond our ADA service area, Paratransit from another District or certain town Dial-A-Rides may be able to arrange a transfer ride.

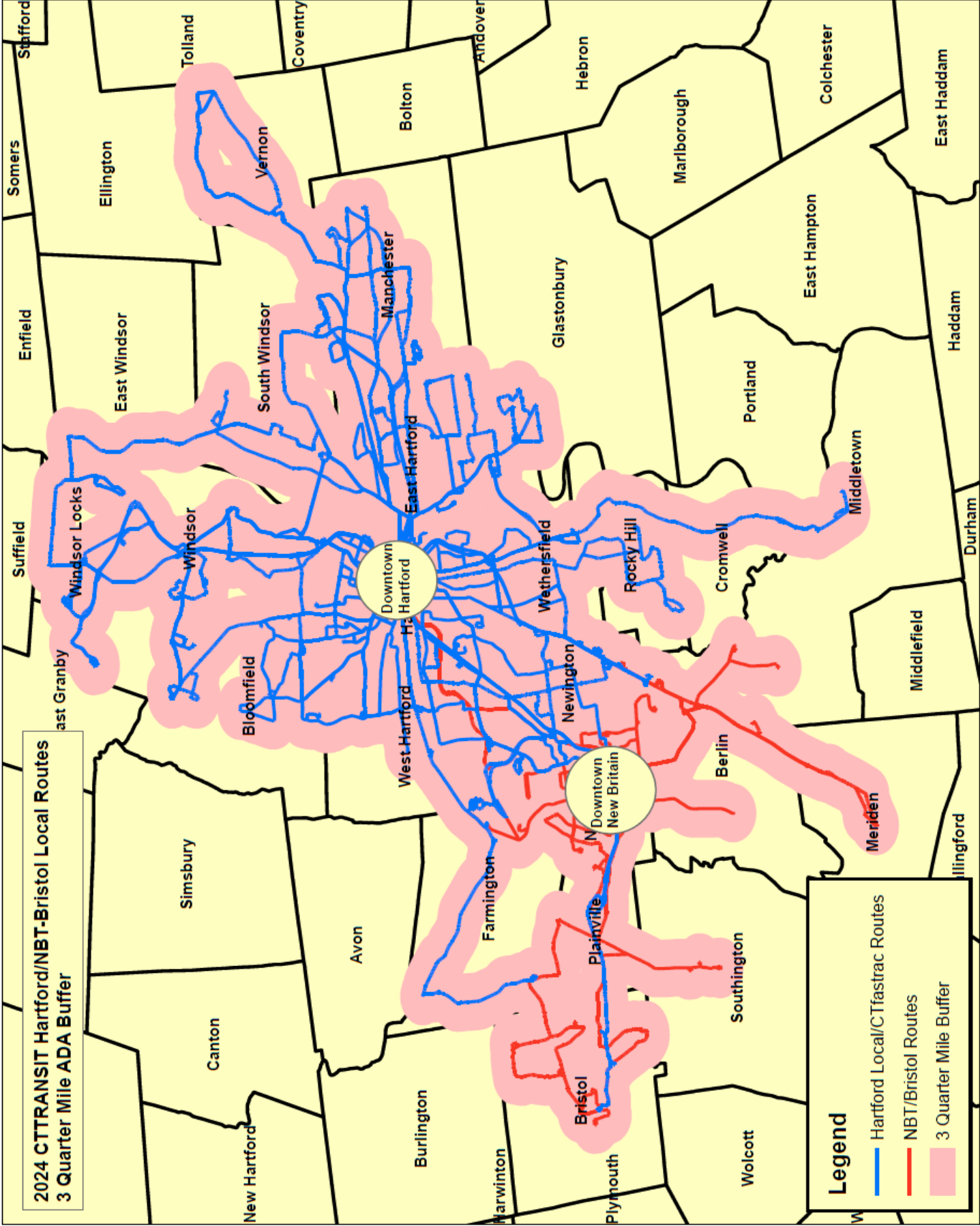
**ADA Paratransit for Visitors:** Consistent with federal regulation 49 C.F.R. Section 37.127 and Section 37.125 the Greater Hartford Transit District (the “District”) will provide service to eligible visitors from outside of the District’s ADA Paratransit service area for a period of 21-days during any 12-month period. The 21-days can be used as single days or can be consecutive days.

Visitors to the area serviced by the District who wish to use the ADA service may: call (860) 247-5329 ext. 3005, email [vellis@ghtd.org](mailto:vellis@ghtd.org), fax (860) 549-3879 or write Greater Hartford Transit District, Attn: ADA Eligibility Department, One Union Place, Hartford, CT 06103.

The District requests from the visitor documentation showing that he/she has ADA Paratransit eligibility with a home agency, such as a certification letter or an identification card. For any visitor who does not have eligibility with a home agency, or resides in an area without ADA paratransit services (e.g., international visitors), the ADA Paratransit Eligibility Coordinator may request additional documentation of his/her disability such as a letter from a medical professional, an SSDI letter, or a state-issued accessible parking permit.



**2024 CTRANSPORT/Hartford/NBT-Bristol Local Routes  
3 Quarter Mile ADA Buffer**



**Legend**

- Hartford Local/CTfastrac Routes
- NBT/Bristol Routes
- 3 Quarter Mile Buffer

## ADA STANDARDS

### Cancellations



You must notify us of your cancellation by calling (860) 724-5340 and select 1 as soon as possible, and at least two (2) hours before your scheduled pick up time so that our buses will be free to pick up other passengers. Riders can also cancel online through their PASS-Web account by visiting <http://ghtdonlinebooking.org>. Any cancellation not made in this way will be treated as a “no-show”. We reserve the right to suspend ADA service to riders who chronically misuse the service by showing a pattern or practice of “no-shows”. **(For more information, please see Policy Bulletin No. 30, “No Show and Late Cancellation Policy” on the following page.)**

### Delays

Traffic, weather or other delays may sometimes result in an unavoidable late pick-up. Please wait until the end of the ½-hour (30 minute) scheduled pick-up period before calling us to inquire about your ride. We will make every effort to pick you up on time. Riders can also check their online PASS-WEB account to check on the estimated arrival time of their driver by visiting <http://ghtdonlinebooking.org>.

### Passenger Assistance

Our ADA Paratransit service is door-to-door. Drivers are trained to assist you and are sensitive to your needs. However, they do not enter homes and do not go beyond the main lobby of a building. In addition, drivers are not allowed to lift passengers or mobility devices up or down stairways. Passengers must make other arrangements for assistance in these cases.

### Mobility Devices & Passenger Safety

For your safety and the safety of others, we strongly recommend you use a seatbelt at all times on the Paratransit vehicle. If you need assistance, please ask your driver. Riders may use wheelchairs, scooters, canes, walkers and other mobility devices on ADA Paratransit vehicles. Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a “wheelchair” as a mobility aid belonging to any class of three (3) or more wheeled devices...whether operated manually or powered. Scooters meeting the definition of “wheelchair” are included. ADA operators must carry any wheelchair and occupant regardless of size and weight if the lift and the vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. ADA operators are also not required to permit wheelchairs to ride in places other than designated securement locations in the vehicle.

Greater Hartford Transit District’s safety policy requires a 4-point securement for wheelchairs. Riders using 3-wheeled scooters are strongly encouraged to transfer out of their scooter into the seat of the Paratransit vehicle whenever possible. Scooters cannot always be adequately secured and may present a safety hazard to the user, the driver and other riders if individuals are transported seated in the scooter. Riders who are transferable are able to move from their mobility device to the seat of the vehicle, and back with a minimum of assistance from the driver. A minimum of assistance is defined as a driver extending an arm or stabilizing the mobility device while the rider transfers. Drivers are prohibited from lifting or carrying riders. Also use of the shoulder and lap belt is recommended for the rider’s maximum safety.





Policy Bulletin No: **GHTD-30**

Subject: **No Show and Late Cancellation Policy**

Revised: **July 1, 2024**

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The Greater Hartford Transit District follows the Connecticut Department of Transportation (CTDOT) ADA No-Show Suspension Policy. The policy is in adherence with the Federal Transit Administration's regulations and requirements and is mandatory for all CTDOT contracted paratransit service providers.

## **General Policy Statement on No-Shows**

### **Definitions: No-Show, Pickup Window, and Late Cancellation**

#### No-show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.

#### Pickup Window

The pickup window is defined as, from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

#### Late Cancellation

A late cancellation is defined as either: a cancellation made less than 2 hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

### **Definition: No Shows Due to Operator Error or to Circumstances Beyond a Rider's Control**

Greater Hartford Transit District does not count as no-shows, or late cancellations, any missed trips due to our error such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

The Greater Hartford Transit District does not count as no-shows, or late cancellations, situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken such as:

- Medical emergency
- Family emergency
- Failure of mobility equipment
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the Greater Hartford Transit District operations center when experiencing no-shows, or late cancellations, due to circumstances beyond their control, or if they believe one or more trips were mislabeled as no-show or late cancellation. The phone number is (860) 724-5340 extension 9 and email is [us.hartford.customerservice@transdev.com](mailto:us.hartford.customerservice@transdev.com).

### **Policy for Handling Subsequent Trips Following No-shows**

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

### **Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations**

Greater Hartford Transit 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 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 the scheduled trips.

Greater Hartford Transit District will notify riders by telephone after they have accumulated 3 no-shows or late cancellations that they would be subject to suspension should they accumulate 2 additional no-shows or late cancellations in the period consistent with the criteria listed in this section of the policy above.

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).

## Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within 10 business days of receiving suspension letters. Service will continue to be provided until any requested appeals are heard and decided.

Riders who miss the appeal request deadline will be suspended from Greater Hartford Transit District on the date listed on the suspension notice.

All suspension appeals follow the Greater Hartford Transit District's appeal policy.

A rider (or a rider's representative) may file a verbal or written appeal for an individual No Show issued by contacting the District's ADA Paratransit Rider & Community Liaison at: [pwilliams@ghtd.org](mailto:pwilliams@ghtd.org) or call (860) 247-5329 ext. 3011. The rider should provide any information on which they wish to rely to support his/her appeal.

Designated District staff will review the information provided by the rider (or the rider's representative) and make a decision to either uphold the individual no show or to excuse it. This decision will be made within ten (10) business days. If in any case, the rider is not satisfied with the review by the ADA Paratransit Rider & Community Liaison, they may request a formal review by the District's Director of ADA Paratransit Services or District designee. A hearing will be scheduled on the matter during which the rider will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten (10) business days.

***All materials are available in accessible format and in languages other than English upon request.***



## ***Courtesy***

As a courtesy to others, smoking, eating, drinking, and abusive behavior are prohibited at all times on Paratransit. We may refuse to provide Paratransit service for individuals engaging in violent, seriously disruptive, hazardous, or illegal conduct such as harassing, assaulting or stealing from a driver or other passengers, or disruptions which may result in an injury to yourself or other riders. Any potentially communicable health conditions (open wounds/sores, bodily fluids, lice, bed bugs, etc.) are considered hazardous and may result in a temporary suspension of service.



## ***Ice and Snow***

If there is a winter storm or other emergency, please listen to CRIS radio, WTIC Radio 1080 AM radio or watch WFSB TV Channel 3 television for information regarding delays or cancellations. Be sure that your entrances (sidewalks, driveways, ramps, and steps) proceeding up to your home address are clear of ice and snow. This will make it safer for our ADA Paratransit vehicles and drivers to get to you. Failure to comply with this request might result in our drivers not being able to provide transportation to you.

## ***Shopping Bags***

Please limit the number of shopping bags/carry-ons to no more than three (3). Drivers will be happy to assist you with grocery/shopping bags which are durable and weigh no more than twenty (20) pounds. A driver will not assist with any boxes. If you need assistance with a box, the box must be in a bag as described above. The driver will not be able to assist with cases of soda, water, soup, etc. Although the driver will assist you with bags from the designated safe entrance of a store to the Paratransit vehicle, under no circumstances will a driver go into a store or an ADA rider's residence. If a rider is traveling with a personal care attendant (PCA), friend, escort or companion and they choose to carry additional bags for the rider, the additional bags are only allowed if there is room on the vehicle.

## ***Shopping Carts***

An ADA driver will assist you with a shopping cart as long as he/she does not jeopardize their safety. It is preferred that the shopping cart be empty while boarding the ADA vehicle. ADA passengers are allowed to board the ADA bus by using the wheelchair lift with the shopping cart, as long as it can be done safely. Once the shopping cart is in the ADA vehicle, the driver will secure the cart properly.

**A picture of a personal shopping cart is shown here.**



## ***Service Animals***

Service animals such as guide dogs are always welcome on the ADA Paratransit bus. When you are reserving a trip, please let our Reservations Department know if you will be traveling with a service animal. ADA riders with a service animal must maintain control of their animal at all times. The Paratransit driver will refuse to transport a service animal if it demonstrates disruptive behavior such as growling, being threatening, and/or lunging towards passengers or other animals on the ADA vehicle.

## ACCESSIBLE FORMATS

All materials produced by Greater Hartford Transit District are available in alternate formats such as Braille, audio, large print, Spanish, or other languages. Greater Hartford Transit District provides information in other languages in accordance with Title VI of the Civil Rights Act. ***(For more information, please see “Notifying the Public of Rights Under Title VI” on the following page.)*** To obtain information about ADA Paratransit in an accessible format, please call (860) 247-5329 extension 3011.

## REASONABLE MODIFICATION REQUESTS

It is the District’s policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination on the basis of disability. Reasonable modification requests can be made either in advance or at the time of the transportation service. The District is best able to address and accommodate a request when passengers make their request for modifications in advance.

For more information and the complete reasonable modification request procedures, visit our website at <https://www.hartfordtransit.org/reasonable-modifications-requests/> or call (860) 247-5329 ext. 3005.

## CUSTOMER SERVICE DEPARTMENT

How are we doing? We would like to know what you think about our Paratransit service. ADA questions, commendations, and/or concerns will be addressed by contacting our Customer Service Department.



Call: (860) 724-5340 ext. 9  
Monday - Friday, 8:00 a.m. - 5:00 p.m.

Write to: Customer Service Department c/o Transdev  
148 Roberts Street, East Hartford, CT 06108

Fax: (860) 936-3750

Or you may e-mail us at:  
[us.hartford.customerservice@transdev.com](mailto:us.hartford.customerservice@transdev.com)



Please be certain to have the day of the week, date, and time of all incidents you wish to report. We will respond in a timely manner.

## RIDER TIPS

- ADA Reservationists are available for booking trips during normal business hours from 8:00 a.m. - 5:00 p.m., but there are fewer calls between the hours of 9:30 a.m. and 1:30 p.m. It is an excellent opportunity to book ADA trips and to travel during this off-peak time frame.
- ADA passengers may call to cancel trips during the hours of midnight to 4:30 am by dialing (860) 724-5340 and selecting “0”. Riders can also cancel trips online by visiting <http://ghtdonlinebooking.org>.

**For the hearing impaired, please dial Relay of Connecticut at 1-800-833-8134.**



## Notifying the Public of Rights Under Title VI The Greater Hartford Transit District

The Greater Hartford Transit District operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Greater Hartford Transit District. Any such complaint must be in writing and filed with the District within 180 days following the date of the alleged discriminatory occurrence. Complaints may be submitted to GHTD, One Union Place, Hartford, CT 06103.

To request a complaint form or for more information on the Greater Hartford Transit District's civil rights program, and the procedures to file a complaint, contact 860-247-5329 X3011, email [titlevicomplaint@ghtd.org](mailto:titlevicomplaint@ghtd.org), visit our administrative offices at One Union Place, Hartford, CT or visit [www.hartfordtransit.org](http://www.hartfordtransit.org).

A complainant may file a complaint directly with the Federal Transit Administration:

Region 1 Civil Rights Officer Federal  
Transit Administration Kendall Square  
55 Broadway, Suite 920  
Cambridge, MA 02142-1093

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 चाहिए, 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.

## IMPORTANT NUMBERS

CONTACT US AT (860) 724-5340

Reserve/Cancel/Confirm..... Select 1  
Dispatch Department ..... Select 2  
Spanish..... Select 5  
Subscription Service ..... Select 6  
Service Updates..... Select 8  
Customer Service..... Select 9

## ADA PARTICIPATION GROUP FORUM

Please join us for the ADA Participation Group Forum! Meetings are held on the 3rd Wednesday of every other month in Greater Hartford Transit District's Conference Room, 5:00 p.m. until 6:00 p.m. (Changes in schedule and/or venue are possible. However, notices will be posted in advance.) For more information, including the date of the next ADA Participation Group Forum, please contact (860) 724-5340 and select 1.

Greater Hartford Transit District

One Union Place

Hartford, CT 06103

Phone: (860) 247-5329

Fax: (860) 549-3879

[www.hartfordtransit.org](http://www.hartfordtransit.org)



## FREEDOM RIDE



### Program Overview

Freedom Ride Taxi Voucher/Debit Card Program provides accessible transportation outside of the existing ADA service area and hours and is available 24 hours per day, 7 days per week. The service is available to individuals who have been ADA Paratransit certified and who have enrolled in the program through the Greater Hartford Transit District. Participant debit card payments are matched 100% (to the extent funding remains available) through the New Freedom Program. The program is available with **M7 Taxi**.

### Eligibility and Application Process

Currently certified ADA riders are immediately eligible for the Freedom Ride Voucher Program, based on the conditions of your certification. For status clarification, to determine eligibility or to apply for a Freedom Ride voucher card, contact Greater Hartford Transit District at **860-247-5329 extension 3086**. ADA staff will provide applications for the Freedom Ride Program as part of the ADA Paratransit eligibility determination process. If eligible, you must have a voucher card for the service provider; the M7 Taxi voucher card is only valid with M7 Taxi. If eligible, you may use the voucher card with all taxis of the company, not only the wheelchair accessible taxis.

### Service Area

To use the Freedom Ride Voucher Program, each trip must either BEGIN or END in a town located in the taxi company's service area:

**M7 Taxi: Berlin, Bloomfield, East Hartford, East Windsor, Enfield, Farmington, Hartford, Manchester, New Britain, Newington, Rocky Hill, Simsbury, South Windsor, Vernon, West Hartford, Wethersfield, Windsor, and Windsor Locks.**

### Purchasing Voucher/Debit Card

Once approved for the Freedom Ride Program, request an application from the Greater Hartford Transit District (either by mail, phone, or in person) at One Union Place, First Floor North Offices, Hartford, CT 06103. Your initial payment must be at least \$25, and will be matched dollar for dollar by the program. A purchase of \$25 results in a \$50 debit/voucher card. The maximum purchase per month is \$50 for a \$100 voucher card value. You will receive a debit card encoded with the dollar amount available for use shortly after the initial payment is received. The voucher card may not be used to tip the driver. **Be sure you have sufficient funds on your card before making a trip.**

### Attendants/Companions

Up to three (3) companions, including a Personal Care Attendant (PCA) may ride for free with an ADA certified rider. Service animals may ride. The eligible rider and companions must have the same origin and destination, and the voucher card may only be used by the ADA certified rider. Individuals must provide some form of identification when using their voucher card.

### Lost Taxi Voucher/Debit Cards

Report lost voucher/debit cards immediately to the taxi company. A new voucher/debit card will be issued and any unused funds will be transferred to the new card.

**RESERVATIONS** may be made 24 hours per day, 7 days per week by calling the taxi company

**CANCELLATIONS** made within one hour of pickup time will not be charged

**NO SHOWS** that occur outside the licensed territory will be charged from place of origin to the closest town within the territory



## ENCOMPASS



### Program Overview

Encompass is an on-demand transportation program offering ambulatory and accessible transportation for seniors ages 60 and older and/or individuals with disabilities in the Greater Hartford area. The program is available with M7 Taxi.

### Eligibility and Application Process

Passengers must be approved through an eligibility process managed by the Greater Hartford Transit District. Eligible passengers must be at least 60 years old or have a disability (either be certified by an ADA Paratransit agency or provide documentation of a disability). Applicants must reside in a city or town within the program's service area to be approved. To apply for the program, visit the Encompass website at <https://encompass.m7ride.com> or call (860) 380-2006 for an application.

### Service Area

Passengers **must reside** in one of the following towns:

Avon, Berlin, Bloomfield, Bristol, Cromwell, East Hartford, Ellington, Farmington, Glastonbury, Hartford, Manchester, Meriden, Middletown, New Britain, Newington, Plainville, Rocky Hill, South Windsor, Tolland, Vernon, West Hartford, Wethersfield, Windsor, and Windsor Locks.

Passengers are able to schedule trips to travel outside of the listed service area towns as needed.

### Trip Cost

The Encompass trips are discounted. The passenger pays only \$5.00 for the first eight (8) miles traveled. The trip is automatically charged to their Encompass account, eliminating the need to exchange money while in the vehicle. Each additional mile traveled is \$2.90 (effective 4/15/2022). Once approved, M7 Taxi will create a personal account to manage your expenses and view your travel history. Be sure you have sufficient funds on your account before making a trip.

### Schedule a Trip

Once approved, passengers may schedule transportation by booking online or by calling (860) 444-4444 and speaking with a representative. Passengers requesting to schedule a reoccurring trip may speak with a customer care representative to make arrangements.

### Attendants/Companions

Up to three (3) attendants/companions can ride free with the certified Encompass rider. Service animals are allowed to travel. The eligible rider and companions must have the same origin and destination and the Encompass passenger must be present during the trip. Encompass passengers must travel with their Encompass photo ID.

### Canceling Trips

Trips may be cancelled by phone or online. All cancellations must be made at least one (1) hour in advance of the scheduled pick up time to avoid a \$5 charge to the account.

### General Information

For personalized service, account balance or lost cards, call (860) 444-4444.

## OTHER SERVICES

### ***CTtransit***

The Capitol Region has an extensive local and fixed route public transit service operated by CTtransit. All of the vehicles are wheelchair lift equipped. The cost of this service can be less than half of the fare for an ADA ride and several convenient types of fare passes are available. In many cases, this service can provide greater independence than ADA Paratransit. For information about CTtransit service in the Hartford area, or for a system map please call (860) 525-9181 or TTY (for hearing impaired only) at (860) 727-8196. Please also visit the CTtransit website at [www.cttransit.com](http://www.cttransit.com).

### ***Municipal Dial-A-Ride Services***

Most towns in the Hartford region operate a local Dial-A-Ride service. These services are generally available to town residents only, stay within town, and often require no fare. If you would like more information about the Dial-A-Ride in your area, please call your town hall.

### ***Travel Training***

Travel training is a program that teaches people with disabilities and seniors how to properly and safely use the fixed route public transit service (CTtransit). There is no cost for the training program. For more information, please contact the Kennedy Collective at (203) 365-8522 extension 2950 or via email at [traveltraining@thekennedycollective.org](mailto:traveltraining@thekennedycollective.org). You may also go to [www.thekennedycollective.org](http://www.thekennedycollective.org) for more information.

### ***Veyo Non-Emergency Medical Transportation (NEMT)***

Veyo, a Total Transit Company, is a statewide transportation service which provides non-emergency medical transportation for Medicaid recipients. The service hours are Monday-Friday, 8:00 a.m. - 5:00 p.m. Members will need to call at least 48 hours (not including weekends and holidays) before their appointment.

### ***Way To Go CT***

The Way to Go CT Mobility Management Program is sponsored by Federal New Freedom Funds and the Connecticut Department of Transportation and serves as an advocate for individuals who have transportation mobility needs and issues.

Founded in July 2013, the goal of Way to Go CT is to help senior citizens and people with disabilities navigate transportation options by creating a point of access for all services available in the North Central region of Connecticut.

The website, [www.waytogoct.org](http://www.waytogoct.org), contains a resource guide with information on transportation options, schedules, travel training, taxi voucher programs, Dial-A-Ride, public and private transit and CTfastrak updates. For additional information, please call 860-267-5439 Ext. 100 or email: [info@waytogoct.org](mailto:info@waytogoct.org).

### ***2-1-1 of Connecticut (Community Services)***

Call **2-1-1** or visit [www.211infoline.org](http://www.211infoline.org) for resources related to transportation and other vital community resources including food, mental health, health care, housing, substance use, utility assistance, income, crisis, and other basic needs. For more information, please call 1-855-478-7350.





## **OTHER ADA PARATRANSIT DISTRICTS IN CONNECTICUT**

For a full up to date list of the ADA Paratransit District agencies in Connecticut including their contact information, please visit [www.ctada.com](http://www.ctada.com).

- **Greater Bridgeport Transit Authority** (<https://gogbt.com/>) (203) 366-7070 Ext 131
- **Greater New Haven Transit District** ([www.gnhtd.org](http://www.gnhtd.org)) (203) 288-6282 Ext. 2518 or Ext. 2501
- **Greater Waterbury Transit District** ([www.gwtd.org](http://www.gwtd.org)) (203) 756-5550
- **Housatonic Area Regional Transit (HART)** (<https://www.hartransit.com/>) (203) 744-4070
- **Lower CT River Valley Transit** ([www.rivervalleytransit.com](http://www.rivervalleytransit.com)) (860) 510-0429
- **Milford Transit District** ([www.milfordtransit.com](http://www.milfordtransit.com)) (203) 874-4507
- **Northeast Transportation Company** (<https://www.northeastbus.com/>) (800) 441-8901 or (203) 756-5550
- **Norwalk Transit District** ([www.norwalktransit.com](http://www.norwalktransit.com)) (203) 299-5160
- **Southeast Area Transit District (SEAT)** ([www.seatbus.com](http://www.seatbus.com)) (860) 886-2631
- **Valley Transit District** (<https://www.valleytransit.org/>) (203) 735-6824
- **Windham Region Transit District** (<https://wrtd.org/>) (860) 456-2223

### **For Information About Areas Not Listed:**

The Kennedy Collective  
2440 Reservoir Avenue  
Trumbull, CT 06611  
Email: [ada@thekennedycollective.org](mailto:ada@thekennedycollective.org).  
Phone: (203) 365-8522 ext. 2061



## NOTES



Greater Hartford Transit District  
One Union Place, Hartford, Connecticut 06103  
Telephone: (860) 247-5329 Fax: (860) 549-3879  
[www.hartfordtransit.org](http://www.hartfordtransit.org)