



ADA PARTICIPATION GROUP FORUM WEDNESDAY May 21, 2025

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, Andy Bate, Lynn Evans, Bev Jackson, Celestine Jorden, and Nyema Pinkney

Transdev – Anand Gounder, Greg Harrington, and Rita Voskanova

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

Operations:

March 2025 passenger trips were 38,367, no shows 929 (2%), and cancellations 7,278 (19%).

April 2025 passenger trips were 38,474, no shows 869 (2%), and cancellations 8,136 (21%).

Customer Service:

March

In March 181 concerns were received from passengers and 15 were compliments, 14 driver, dispatch, reservationist, and/or scheduling, 3 late/early arrival, ride length or missed trip, 3 mechanical and/or related to safety, 2 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 3 unknown, 13 invalid, 0 other, and 127 n/a, record only, general information.

April

In April 309 concerns were received from passengers and 25 were compliments, 19 driver, dispatch, reservationist, and/or scheduling, 5 late/early arrival, ride length or missed trip, 2 mechanical and/or related to safety, 3 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 3 unknown, 26 invalid, 2 other and 222 n/a, 1 record only, other, and general information.

Staff Comments:

Valerie Ellis

Ms. Ellis informed the group about the following:

- The District hosted another successful Transit Day on April 22, 2025. The event started at the North End Senior Center, Hartford with a CTtransit 101 class. Participants then traveled on a battery electric CTtransit bus to the CT Museum of Culture and History, Hartford. During the trip, the Kennedy Collective and CTtransit representatives offered additional information about safely using CTtransit. Go to <https://www.facebook.com/share/1AFef2bJwz/> to view a short video of the event. Nine (9) out of eleven (11) participants noted on their Transit Day survey they are now more likely to use CTtransit due to their experience at the event.
- The New Britain Eye Health Fair will be held on Tuesday June 3, 2025, 11 am – 2 pm at The Ribicoff Apartment Building, 67 Martin Luther King Drive, New Britain. If you have questions about this event, please call UR Community Cares at (860) 430-4557.
- The Summer 2025 ADA Newsletter will soon be posted on our website and distributed on the ADA buses. You can also receive a copy of the newsletter via email or postal mail upon request.

Elaine Sellenberg

Ms. Sellenberg informed the group about the following:

- July 26, 2025 marks the 35th anniversary of the signing of the Americans with Disabilities Act (ADA). The District will host a celebration in the Great Hall, One Union Place, Hartford, CT on Friday, July 25, 2025, 10 am – 1 pm. There will be speakers, community resources, ADA history, art, and light refreshments. For additional information, contact Ms. Sellenberg at (860) 380-2020.

Anand Gounder

Mr. Gounder informed the group about the following:

- The Transdev team took part in the Connecticut Foodshare Walk Against Hunger, and raised over \$1,000.
- On time performance for the month of March was 94.3% and for April was 94%.
- All drivers are expected to provide door-to-door service to every ADA rider. Drivers are to exit their vehicle and meet the passenger at the door of their starting location, and also escort them to the door of their final destination. This will be reiterated to drivers over the radio four (4) times throughout the day.
- Monday, May 26, 2025 is Memorial Day. All subscription trips will be canceled and the ADA service will operate on a reduced schedule.

Participant Comments:

Lynne Altschuler

Ms. Altschuler noted she is often marked as a no-show because drivers are not performing door-to-door service.

Staff Response

Mr. Gounder asked that she notify the Customer Service Department when door-to-door service is not provided. Mr. Holcomb clarified that drivers are expected to contact dispatch before noting a passenger

as a no-show. There is visual signage when drivers arrive to work emphasizing the requirement of door-to-door service. Management will continue to stress to drivers the necessity of door-to-door service.

Andy Bate

No issues

Nyema Pinkney

When making a reservation, who has the authority to override a comment? She has experienced being dropped from a call or put back into the queue because of a reservationist not being able to override the comment on her file. Will there be any funding changes with the ADA Paratransit service?

Staff Response

Mr. Gounder noted management will work on properly training staff on how to correctly override comments on passenger files when necessary. Mr. Holcomb explained ADA Paratransit service will continue to be fully funded by state and federal funds; however, the Encompass program (funded by federal money) will be fully exhausted by 2025/2026. The District is working to secure local funds to keep Encompass running.

Bev Jackson

Ms. Jackson expressed how thankful she is for the ADA service.

Lynne Altschuler

Ms. Altschuler commented on the Encompass updates. The number of trips a passenger can travel is limited.

Staff Response

Mr. Holcomb explained the Encompass program is to assist with trips outside ADA Paratransit service area. The Encompass started out as a pilot program and grew quickly. The District had to place a cap on the number of trips being provided in order to keep the program operating. The District will be communicating and working diligently with other parties to ensure Encompass funding.

Celestine Jorden

Why don't drivers have seatbelt extensions on their vehicles? On February 28, 2025, when she was transferred to another vehicle, her mobility information was not forwarded to the driver. She has concerns with her EZ-Wallet account, and will discuss this with the accounting department.

Staff Response

Mr. Gounder explained that all drivers are required to conduct a pre-trip inspection, which includes confirming they have seatbelt extensions. Ms. Jorden's concern will be investigated, and the accounting department will reach out to her in regards to her EZ-Wallet account.

Lynn Evans

Ms. Evans informed the group on May 20, 2025 she arrived home very late due to traffic. The driver did her best.

The next ADA Participation Group Forum will be held on Wednesday, July 17, 2025.



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.