

2025 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:

- **July 16, 2025**
- **September 17, 2025**
- **November 19, 2025**

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.

We will look forward to seeing you at our next ADA Participation Group 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**

Published May 2025



In This Issue:

Cover Page:
Transit Day 2025!

Page 2:
ADA Policy Tips:
Reservations

National Transit
Employee Appreciation
Day

Connecticut Foodshare
Walk Against Hunger

Page 3:
ADA 35th Anniversary

Señor Pepe's Pointers
for Summer

Back Page:
2025 ADA Participation
Group Forum Meeting
Dates

FAQ: Customer Service
Department

The S.T.A.R.
(Safe, Timely, Accessible, Reliable)
ADA Paratransit Newsletter
Summer 2025



TRANSIT DAY 2025!



Pictured: Participants in Transit Day 2025 stand outside of CTtransit's Battery Electric bus before their ride back from the Connecticut Museum and Culture and History on April 22, 2025.

Greater Hartford Transit District (the "District") in collaboration with CTtransit, the Kennedy Collective, and Way To Go CT, hosted another extremely successful and enjoyable Transit Day on Earth Day, April 22, 2025! Our goal of Transit Day is to introduce and familiarize attendees to the fixed route public transit service (CTtransit). This year, the Transit Day team and eleven (11) registered participants met at the North End Senior Center, Hartford, where the event opened with a "CTtransit 101" class led by the Kennedy Collective's travel trainer. From there, the group boarded a CTtransit bus for a "mock trip" to the CT Museum of Culture and History in Hartford. In honor of Earth Day, the group got to experience a ride in a Battery Electric bus! During the trip, the Transit Day team continued to educate the group and illustrate some features of the Battery Electric bus such as the ramp deployment, the designated area for wheelchairs, and seating for seniors and people with disabilities. The group also stopped briefly at a transfer point in downtown Hartford, so that the attendees could better understand fixed route bus transfers and also view a CTtransit kiosk in the vicinity.

After arrival at the CT Museum of Culture and History, the group was treated to an exciting exhibition tour, "Making Connecticut—400 Years of Connecticut History", as well as a special exhibition, "Coffee: A Connecticut Story". After the return bus trip to the North End Senior Center, all participants were asked to fill out a Transit Day survey. Out of the eleven (11) participants, nine (9) said that they will be more likely to use CTtransit bus now that they know more about using the service!

Does this sound interesting to you? Please join us again next year for Transit Day 2026!

ADA Policy Tips: Reservations



To book an ADA ride, call our Reservations Department at (860) 724-5340 extension 1. The reservationists can take your call 7 days per week from 8:00 am - 5:00 pm. Here are more tips to keep in mind when booking a trip:

- You may schedule your ADA ride from five (5) days in advance through the close of the Reservations Department (5:00 pm) on the day before your trip. (24 hours' notice is not required for booking).
- We are not able to provide same day rides.
- Please provide the correct street address for both pickup and drop off.
- A valid phone number is essential for us to contact you on the day of service.
- Please be aware of the service hours for the location you are visiting.
- Let us know if you will be paying by cash, ticket, or EZ-Wallet, and if you will be travelling with a personal care attendant (PCA).

You can also go online to schedule, manage, and pay for ADA trips by going to: <https://ghtdonlinebooking.org>.

NATIONAL TRANSIT

EMPLOYEE APPRECIATION DAY

On March 18, 2025 Greater Hartford Transit joined Transdev in celebrating National Transit Employee Appreciation Day, an occasion when the public transportation industry recognizes and honors its dedicated workforce.



Our ADA drivers, reservationists, dispatchers, and other staff enjoyed a celebratory luncheon to thank them for all they do! Transdev's General Manager also had the following words of appreciation for his staff during National Transit Employee Appreciation Day: "I'm so proud to be part of such a passionate and dedicated team. The energy and teamwork you all brought really showed what we can achieve when we come together. A special thanks to GHTD [the District] as well for partnering with us. Thanks again for your amazing participation—our National Transit Employee Appreciation Day wouldn't have been the same without each of you." Kudos to our dedicated ADA Paratransit staff!



Pictured: Transdev staff enjoy a celebratory luncheon in honor of National Transit Employee Appreciation Day.

CONNECTICUT FOODSHARE

WALK AGAINST HUNGER

On April 26, 2025, our Transdev team proudly took part in the Connecticut Foodshare Walk Against Hunger. It was more than just a walk—it was a chance for us to stand together with our community and help make a difference in the fight against hunger.

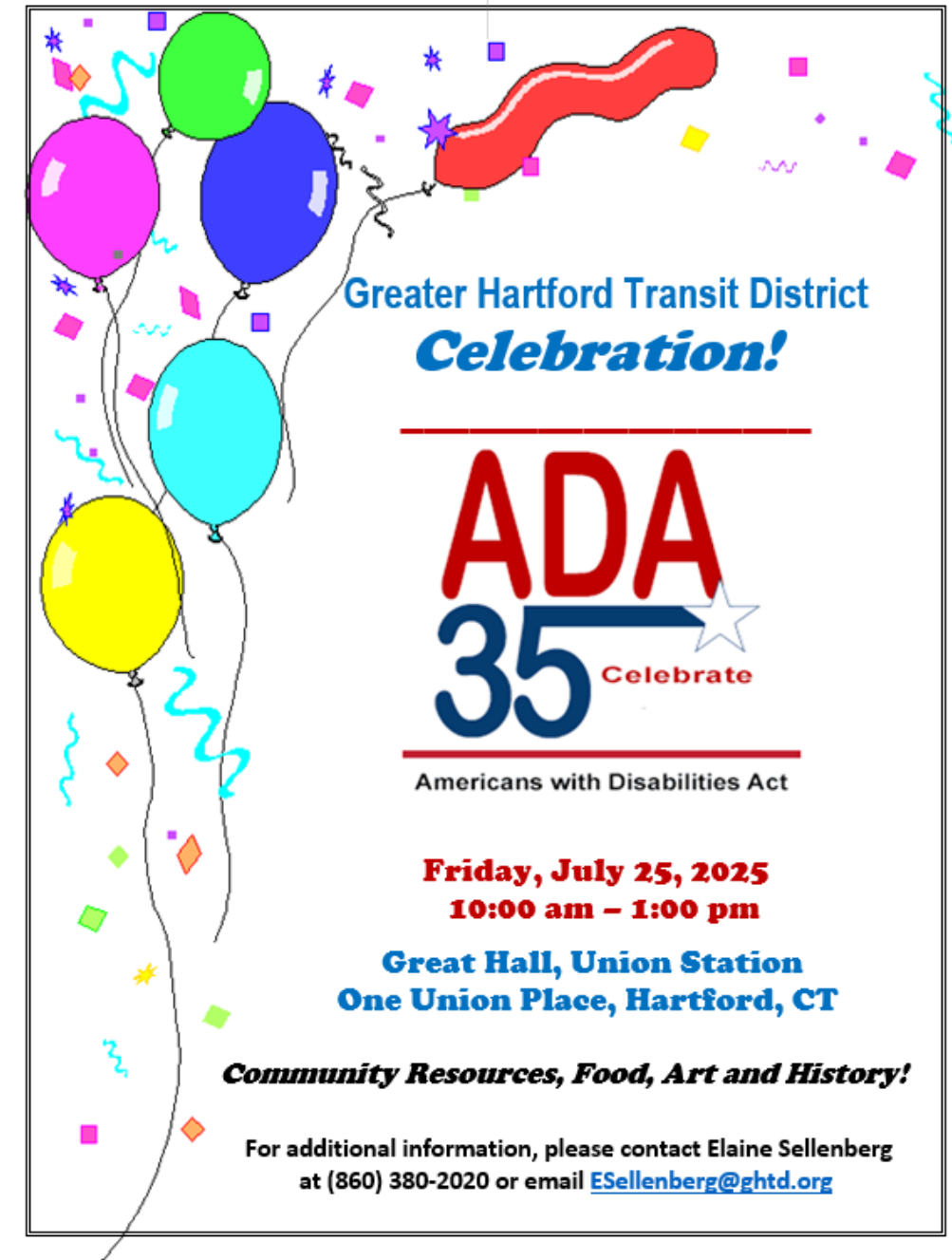
Thanks to the generosity and support of our team, we raised a total of \$1,075 with \$120 in online donations and \$955 in cash. CT Foodshare does incredible work across the state, helping ensure that individuals and families facing food insecurity get the support they need. The Transdev team is proud to support their mission and be part of something so meaningful. Events like these remind us of what we can achieve together—not just as coworkers, but as neighbors, friends, and community members.



Pictured: Our Transdev team takes part in the CT Foodshare Walk Against Hunger.

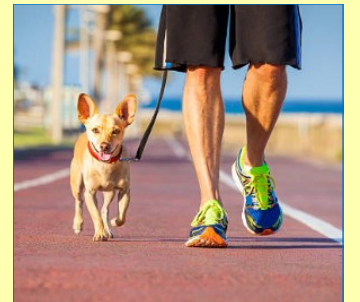
AMERICANS WITH DISABILITIES ACT (ADA)

35TH ANNIVERSARY



Come and join us on Friday, July 25, 2025 from 10:00 am—1:00 pm for Greater Hartford Transit District's celebration of the 35th Anniversary of the Americans with Disabilities Act! This amazing event will take place at the Great Hall of Union Station, One Union Place, Hartford, and will feature community resources, guest speakers, food, art created by people with disabilities, and information about the history of the ADA! How has the ADA changed your life or that of your loved ones? Let us know! Come and join us so that we can celebrate the 35th anniversary of the Americans with Disabilities Act together!

Señor Pepe's Pointers for Summer



Summer is here! Señor Pepe has shaken off those winter blues, but his Summer legs are still a little shaky. So he is "pawsitively" happy that our ADA drivers provide door-to-door service!

Pepe says, "Did you know? All ADA riders are entitled to door-to-door service. This means that drivers will assist you in a safe and courteous manner from the building entrance into the vehicle, and from the vehicle to the building entrance at the destination. Drivers are not allowed under any circumstances to enter passenger residences, or go beyond a lobby in a building. In addition, drivers are not permitted to lift passengers or mobility devices up or down stairways."

If your driver did not perform door-to-door service during your trip, or if you prefer to decline door-to-door service, please contact our Customer Service Department at (860) 724-5340 x 9.

Have a sensational Summer!

Your furry friend,
Señor Pepe

