



## **ADA PARTICIPATION GROUP FORUM WEDNESDAY July 16, 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](mailto: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, Stacy Epps, Leonard Epps, Lynn Evans, Sharon Geanuracos, Celestine Jorden, Nyema Pinkney, and Melissa Thompson

Transdev – Carlos Clinton, Angela Glisson, Anand Gounder, and Sonia Vega

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

### **Operations:**

May 2025 passenger trips were 38,022, no shows 961 (3%), and cancellations 9,146 (24%).

June 2025 passenger trips were 35,100, no shows 964 (3%), and cancellations 8,915 (25%).

### **Customer Service:**

#### **May**

In May 191 concerns were received from passengers and 25 were compliments, 14 driver, dispatch, reservationist, and/or scheduling, 5 late/early arrival, ride length or missed trip, 1 mechanical and/or related to safety, 2 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 2 unknown, 15 invalid, 0 other and 126 n/a, 0 record only, other, and general information.

#### **June**

In June 306 concerns were received from passengers and 36 were compliments, 11 driver, dispatch, reservationist, and/or scheduling, 6 late/early arrival, ride length or missed trip, 0 mechanical and/or related to safety, 1 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 1 unknown, 32 invalid, 1 other, and 217 n/a, record only, general information.

## Staff Comments:

### Anand Gounder

Mr. Gounder introduced new staff manager, Carlos Clinton. Mr. Clinton brings over fourteen years of customer service experience and he is looking forward to working with everyone. Mr. Gounder provided the group with the following information:

- On time performance for April 94%, May 93% and June 93%
- Passengers should schedule their trips as soon as possible
- Travel time and the ADA Paratransit service area is not based on the Express bus routes
- Transdev employees will be recognized for their dedication and hard work during the month of August.

### Valerie Ellis

Ms. Ellis informed the group about the following:

- US celebrates Disability Pride month in July.
- July 26<sup>th</sup> will mark the 35<sup>th</sup> Anniversary of the ADA. (The signing of the law was on July 26, 1990; however, the effective date was January 26, 1992.)
- On July 17<sup>th</sup> the Annual Walk & Roll event will take place at 5:00 p.m. in New Britain at Walnut Hill Park. ADA Paratransit will have an informational booth there.

### Elaine Sellenberg

Ms. Sellenberg reminded all of the following:

- On Friday July 25<sup>th</sup>, there will be a 35th year ADA Celebration in the Great Hall at One Union Place, Hartford from 10:00 a.m. – 1:00 p.m. There will be informational booths, refreshments, art exhibits, and testimonials from individuals in the community about how ADA has changed their lives.

### Pat Williams

Ms. Williams informed the group about the following:

- All drivers are required to provide door-to-door service to all passengers. If they do not, riders should inform the customer service department immediately. Customer service will retrieve the video and conduct a thorough investigation. During the day, the dispatch department communicates several reminders over the radio informing drivers they have to provide door-to-door service.

## Participant Comments:

### Stacy and Leonard Epps

Their daughter is new to the service. For her first trip, she was on the bus for an extensive amount of time. What is the length of time she should be traveling on the bus?

### Staff Response

Mr. Gounder and Ms. Williams explained how ADA Paratransit times are comparable to the local fixed route. Their daughter's trip will be investigated and they will receive a response. In addition, her scheduled trips will be reviewed to ensure they are booked in the most efficient manner.

Celestine Jordan

Ms. Jordan would like to know the status of her son's ADA recertification application.

Staff Response

Ms. Williams will respond directly to Ms. Jordan with an update on her son's recertification application.

Nyema Pinkney

Is the on-time pickup based on the fixed route schedule time or the thirty-minute window time? Is the event on Friday, July 25<sup>th</sup> going to be held in East Hartford?

Staff Response

Mr. Gounder noted ADA Paratransit trips on-time performance are based on trips that are picked up within the thirty-minute window time frame. Friday's event will be held in at One Union Place in Hartford.

Sharon Geanuracos

Ms Geanuracos is new to the forum and thanked staff for all they have done for her son. She wanted to know what she would use to find the comparable fixed route times in her area.

Staff Response

Mr. Gounder explained she could go to the CTtransit trip planner (<https://www.cttransit.com/trip-planner>) and put in the time and location of your trip, and this will provide the comparable CTtransit fixed route schedule in her area.

Melissa Thompson

Ms. Thompson works with a consumer who is blind that ADA transports with her son to/from the son's daycare, and then she is transported to work. Can ADA wait for her to drop off her son instead of waiting for an hour for ADA to pick her up? Daycare policy does not allow her to wait inside. There have been bear sightings and so she does not feel safe waiting outside. Also, are CTfastrak routes used when identifying comparable times?

Staff Response

Mr. Gounder will have customer service contact her to discuss some options to assist with timelier pickups/drop-offs. Comparable times are not used in conjunction with CTfastrak routes.

Lynn Evans

She wanted to know what event was being held at the Legislative Office Building (LOB) on July 30<sup>th</sup>. She received a customer service letter that stated ADA arrived on time; however, she was late for her appointment.

Staff Response

Ms. Pinkney informed the group the July 30<sup>th</sup> event is to celebrate the ADA 35<sup>th</sup> Anniversary, and is being sponsored by the CT Independent Living Counsel and CT Cross Disability Lifespan Alliance. The event will take place from 1PM-3PM at the LOB Room 2E and 2<sup>nd</sup> Floor Atrium. Mr. Gounder noted customer service will review the letter and her trip on this day.

Lynne Altschuler

Ms. Altschuler pointed out that new drivers are not providing door-to-door.

Staff Response

Ms. Williams noted over the radio dispatchers are reminding drivers to conduct door-to-door service throughout the day. In addition, Mr. Gounder also communicated this is a high priority topic that is discussed at every monthly safety meeting.

The next ADA Participation Group Forum will be held on Wednesday, September 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.