



ADA PARTICIPATION GROUP FORUM WEDNESDAY September 24, 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 at the North End Senior Center, 80 Coventry Street/Hartford, CT 06112, 10:30 a.m. – 11:30 a.m. The following were in attendance:

Riders/Public – Marsha Burckson, Anthony Corbin, Margaret Daniel, Anthony Davis, Linda Ernst, Lynn Evans, Adolph Forbes, Karen Nazgiewicz, and Diane Womack

Transdev – Anand Gounder, Greg Harrington, Brenda Soto, Sonia Vega, and Rita Voskanova

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

Connecticut Department of Transportation – Ernest Wright and Shakira Gibson

Operations:

July 2025 passenger trips were 38,156, no shows 979 (3%), and cancellations 9,410 (25%).

August 2025 passenger trips were 37,910, no shows 965 (3%), and cancellations 8,136 (21%).

Customer Service:

July

In July 314 concerns were received from passengers and 38 were compliments, 13 driver, dispatch, reservationist, and/or scheduling, 4 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, 0 no-show, 7 unknown, 28 invalid, 0 other and 219 n/a, 0 record only, other, and general information.

August

In August 281 concerns were received from passengers and 33 were compliments, 16 driver, dispatch, reservationist, and/or scheduling, 1 late/early arrival, ride length or missed trip, 0 mechanical and/or related to safety, 0 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 4 unknown, 16 invalid, 1 other, and 209 n/a, record only, general information.

Staff Comments:

Margaret Banker

Ms. Banker provided the following information:

- *CTtransit* made enhancements to their routes and travel times at the end of August 2025. ADA Paratransit routes and travel times have been adjusted to mirror the *CTtransit* routes and times accordingly.
- Thank you to all who attended the ADA 35th Anniversary Celebration at Union Station in Hartford.
- To better understand and assist passengers who are deaf and hard of hearing/visually impaired, the ADA Paratransit and Transdev team will take part in training classes regarding these subjects.

Carmen Vicente

Ms. Vicente informed the group she is the first point of contact when calling the ADA Eligibility Department. She speaks Spanish fluently, and is able to guide passenger telephone calls/concerns to the correct department.

Pat Williams

Ms. Williams shared with the group heartfelt words from dispatcher Doug Lemke about how he likes his job and caring for the passengers.

Anand Gounder

Mr. Gounder spoke about the following:

- On time performance for June 93.5%, July 93%, and August 93.6%.
- Driver wheelchair securement training will be conducted in the next few months.
- Drivers received pins representing the number of years they have served.
- Day programs will have access to view their clients' trips live.
- Over the radio throughout the day, dispatchers are reminding drivers to conduct door-to-door service.

Participant Comments:

Margaret Daniels

Ms. Daniels is satisfied with the service.

Anthony Davis

Mr. Davis had a concern with his trip today. He also wanted an update with his Freedom Ride transportation. He has experienced being late for doctor appointments.

Staff Response

Mr. Gounder noted customer service will review his trip for today. Ms. Banker will review his Freedom Ride information.

Lynn Evans

Ms. Evans is concerned with a pickup from South Windsor to her residence. She stated that she is not able to schedule an ADA Paratransit trip during the time she would like but there is a *CTtransit* route that operates the time she needs to be picked up.

Staff Response

Customer service and the team will get more information from Ms. Evans and look into the time frame she is inquiring about in South Windsor.

Diane Womack

Ms. Womack has concerns with her pickup at her residence. Drivers do not know where to pick her up.

Staff Response

Customer service will review the pickup instructions with Ms. Womack and update them accordingly.

Adolph Forbes

Mr. Forbes is having difficulties with being picked up at the YMCA in Hartford and other locations. He is incorrectly being marked as a no show.

Staff Response

Mr. Gounder will discuss his concerns with him directly after the forum.

Doug Holcomb, Executive Director for the District commented door-to-door service is not a federal requirement; however, it is a District policy to which driver must adhere. There will not be any smaller Transit vans ordered and the new vans purchased will have advanced camera features.

Marsha Burckson

Ms. Burckson would like to see the drivers read the comments in her profile. She provides an appointment time but she still is not arriving on time.

Staff Response

Customer service will work with her to ensure her appointments are being scheduled in a timely manner.

Anthony Corbin

Mr. Corbin does not want to travel in a smaller Transit van.

Staff Response

Ms. Banker explained all ADA Paratransit vehicles purchased by the District must be accessible and usable by persons with disabilities according to federal regulations. When passengers request a reasonable modification to not travel on the smaller Transit vehicles, the District is not required to grant the request based on the federal final rule that notes a reasonable modification request for a specific type of vehicle can be denied. However, as a courtesy, the District will work with the passenger to **reduce** the likelihood that they will be placed on a smaller Transit vehicle. However, on a live day, there may be an adjustment in which the passenger could still be placed on the smaller Transit vehicle due to various reasons and operational need. However, in this case, a passenger could refuse to be transported in the smaller Transit vehicle, and then wait for the next available Paratransit bus.

Linda Ernst

Ms. Ernst would like to know who she can report concerns to when passengers are yelling and listening to loud, inappropriate music on the bus.

Staff Response

Ms. Banker noted she should report any issues to customer service. Customer service can review the video and the issue can further be addressed.

The next ADA Participation Group Forum will be held on Wednesday, November 19, 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.