

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:
• **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.
Your voice matters to us!

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/](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
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The S.T.A.R.
(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Fall 2025



2025 CT STATEWIDE TRANSIT ROADEO



Pictured: The Greater Hartford Transit District and Transdev team celebrate at the 2025 CT Statewide Transit Rodeo.

This year, the Greater Hartford Transit District (the “District”) and Transdev team members participated in the annual Connecticut Statewide Rodeo competition on Sunday, June 8, 2025 at the Buckland Park and Ride Lot in Manchester, CT. This annual event is more than just a competition, it’s a celebration of skill, dedication, and the daily excellence of our transit professionals.

In the “Body on Chassis Bus Event” category, operators from various transit agencies demonstrated their precision, timing, and control behind the wheel. The competition tested their ability to navigate a complex obstacle course under timed conditions, including cone weaving, precise stops, acceleration requirements, and simulations of real-life driving scenarios. It was a true showcase of the talent and commitment our operators bring to the job every single day.

Each event was guided by a team of evaluators and captains, who ensured fairness and provided constructive feedback. Their efforts helped make the Rodeo a professional development opportunity as much as a competition.

The weather couldn’t have been better; sunny skies added to the upbeat, energetic atmosphere. Smiles were everywhere, from cheering spectators to focused operators stepping off the course with pride.

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Door-to-Door Service:
You Deserve It!



Did you know that ADA Paratransit riders are entitled to door-to-door service? That means your driver should come to your door, assist you to the vehicle, and help you to your destination’s entrance — for every trip.

What to Expect:

- Your driver should come to your door (not just wait at the curb).
- They should offer help if needed — with steps, up to 3 bags, or mobility aids *(Please note drivers will not carry mobility aids up/down steps).*
- They should make sure you safely get to and from the vehicle.

We’re working closely with our drivers to make sure this happens every time — because it’s your right, and your safety matters. If you’re not receiving door-to-door service, we want to know. Please call our Customer Service Department at (860) 724-5340 x 9 or email us.hartford.customerservice@transdev.com to report it. Your feedback helps us to improve. Thank you for riding with us — and remember, we’re here to support you from door to door!

2025 CT STATEWIDE

TRANSIT ROADEO (Cont.)

(Continued from front page...)
Events like the Rodeo remind us how vital and skilled our transit operators are! The test scores were based on the following events:

- Serpentine
- Off Set Street
- Right Turn
- Right Hand Reverse
- Right Rear Tire Clearance
- Passenger Stop
- Left Hand Reverse
- Left Turn
- Diminishing Clearance
- Judgment Stop

Operators also were awarded points for the following:

- Personal Appearance
- On Board Safety Habits
- Time Penalty

Greater Hartford Transit District’s team member, Ramon Robles received the prestigious award for 1st place. Thank you to everyone who participated, volunteered, and supported this amazing event. We’re already looking forward to next year’s CT Statewide Rodeo competition!



Pictured: Greater Hartford Transit District’s team member, Ramon Robles (right) receives the 1st place award at the 2025 CT Statewide Rodeo.

GET OUT AND VOTE!

GENERAL ELECTION TUESDAY, NOV. 4, 2025

It’s officially election season! Many who need assistance at the polls do not know about the accessible voting options available to them.

- **Need help reading or marking your ballot?** Ask for the Integrated Voting Systems (IVS) ballot marking device, which is an accessible, in-person alternative to pen and paper ballots.
- **Need help accessing your polling place?** Ask for curbside voting, which is an accessible, in-person, alternative to physically entering your polling place to vote.
- **Need help communicating at the polls?** Ask for the Multilingual Virtual Poll Worker (MVP) System, which is an on-demand application that connects voters with live interpreters of over 250 languages including ASL.

Find out more at myvote.ct.gov or contact your town’s Registrar of Voters!

AMERICANS WITH DISABILITIES ACT (ADA)

35TH ANNIVERSARY CELEBRATION

On Friday, July 25, 2025, Greater Hartford Transit District (the “District”) hosted a celebration of the 35th Anniversary of the Americans with Disabilities Act (ADA), landmark legislation with an importance and impact that cannot be overstated. The Civil Rights Act of 1964 provided protection against discrimination because of race, religion, and gender but it was not until President George W. Bush signed the ADA into law on July 26, 1990 that similar protections were extended to people with disabilities. Our festive event marked and celebrated that milestone!

Since the implementation of the ADA, here at the District we have been working hard with our partners at the Connecticut Department of Transportation and the Federal Transit Administration (and many others) to be sure we meet not only the law, but the spirit of the ADA’s Transportation Title. We strive to ensure that our riders have meaningful access to our public transportation system, and through mobility, access to all manner of community and greater inclusion.

Our 35th Anniversary of the ADA Celebration took place at the Great Hall of Union Station, One Union Place, Hartford, and featured community resources, guest speakers, food, art created by people with disabilities, and information about the history of the ADA!

Many guest speakers took the microphone and eloquently shared how the ADA has changed their lives or the lives of their loved ones. The mood throughout the event was filled with exuberance and excitement! Experiencing the festivities together made the day even more special.

As George W. Bush exclaimed during the signing of the ADA into law on July 26, 1990, “Let the shameful wall of exclusion finally come tumbling down”!



Pictured: A crowd of participants engage in the ADA 35th Anniversary Celebration at One Union Place, Harford on July 25, 2025.

Señor Pepe’s Pointers
for Fall!



A chill is in the air, and the hot summer days have turned to crisp autumn! Señor Pepe enjoys the cooler weather and colorful autumn leaves, but the change of the season also calls for some safety tips. Pepe says, “Autumn is a beautiful time of year, but it’s important to take care!”

- **Dress appropriately:** Wear non-slip, supportive, and comfortable shoes with good tread. Autumn weather can be somewhat unpredictable, so check the forecast and wear layers that don’t obstruct movement.
- **Avoid rushing out to the ADA bus:** Your driver will perform door-to-door service, and walk you safely to and from the vehicle. Take your time when boarding the bus!
- **Look for hazards:** Watch your step! The ground may be wet or have other hazards like slippery leaves in the pathway.

With these safety tips in mind, Sr. Pepe knows you’ll have an awesome autumn!

Your furry friend,
Señor Pepe

