

2026 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:

- January 21, 2026
- March 18, 2026
- May 20, 2026
- July 15, 2026
- September 16, 2026
- November 18, 2026

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 or need any modifications including translation services. If time allows, all participants will have the opportunity to share their comments and concerns with the group. We look forward to seeing you at our next ADA 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).

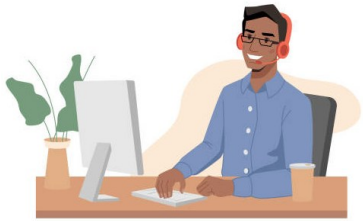
What information will I need to provide? Please be certain to have the day of the week, date, location, and time of all incidents that you would like to report. Any additional details you can provide will be helpful.

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

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ADA

Americans with Disabilities Act

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For a copy of our ADA Riders Guide, please go to our website at: www.hartfordtransit.org/ada-paratransit-services/

The S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

Winter 2026



ARE YOU READY FOR WINTER WEATHER?



Pictured: Greater Hartford Transit District's ADA Paratransit buses are shown in our parking lot after a winter storm.

Winter is here again! This is the time of year when Greater Hartford Transit District (the "District") reviews our emergency procedures so that we can do our best to keep the ADA Paratransit service running during severe weather, and if there is an interruption, to resume service as soon as possible following a storm. Severe weather can sometimes cause cancellations and/or delays. Part of our preparation includes informing our passengers where to find notifications about service cancellations or changes during winter weather. In the event of a winter storm warning or other severe weather, we will post updates in several places to keep you informed about potential ADA Paratransit service changes. You can check in regularly on our website at www.hartfordtransit.org or tune in to CRIS radio, watch WFSB Channel 3, or NBC Channel 30 television for information regarding cancellations, delays, or changes to your paratransit trip.

Check your connections:

Even if the District's ADA Paratransit service has not been cancelled or delayed due to severe weather, if you have a trip connection with another transit agency, there might be changes to their service. You can check for information regarding other transit agency service connections by calling them directly.

(Continued on page 2)

ADA Visitor Service
When Traveling



The Holiday Season is here - when many people travel to see friends and family, or to escape the winter cold!

Did you know? If you are ADA-certified anywhere in the USA (including CT), and you travel to/from another state, you may use that area's ADA Paratransit service while visiting!

Consistent with federal regulation 49. C.F.R. Section 37.127 and Section 37.125, the District will provide ADA Paratransit service to eligible visitors for 21 days during any 12 month period. (The 21 days can be used either as single days or consecutive days.)

If you are traveling to or from another state and wish to use the ADA service during your visit, please call our ADA Paratransit Rider and Community Liaison, Pat Williams at (860) 380-2011, email PWilliams@ghtd.org, fax (860) 549-3979 or write:

Greater Hartford Transit
One Union Place
Hartford, CT 06103

Best wishes for safe and happy holiday travels!

ARE YOU READY

FOR WINTER WEATHER? (Cont.)

(Continued from front page)

ADA Passenger tips:

To ensure that the District continues to provide our passengers with safe and reliable service this winter, please be sure that any entrance pathways such as sidewalks, driveways, ramps, and steps leading up to your place of residence are free of snow and ice. Failure to comply with this request might result in our drivers not being able to provide transportation for you until the pathway is sufficiently cleared.

Prefer to ride out the storm at home? To cancel your ADA trip, please call (860) 724-5340 extension 2 at least two hours prior to the beginning of your pickup window. Be sure that you request to cancel both your pickup ride and return ride if you will not be taking either trip that day. It is helpful if you contact our office as soon as you know that you will not need your trip. Please also notify us if you have any changes associated with the details of an ADA trip you will be taking. Canceling unneeded ADA trips and providing important details about your pickup and drop off destinations help us to run the service more efficiently.

As always, the District's highest priority is the safety of our passengers and to provide you with the best service possible. We make every effort to continue the paratransit service as usual in severe weather, but information will be readily available to you in the event of potential cancellations or delays. Stay in touch with us when you are planning your trips during winter weather events. If you have any questions or concerns about traveling on ADA Paratransit during severe winter weather, you may contact our Customer Service Department at (860) 724-5340 extension 9, email us.hartford.customerservice@transdev.com or fax (860) 955-2915. You may also write:

Customer Service Department c/o Transdev
148 Roberts St.
East Hartford, CT 06108

NOTICE TO COMMUNITY AGENCIES

AGENCY CLOSURES AND/OR INCLEMENT WEATHER CLOSURES

- To communicate agency closures due to holidays please email the Scheduling Department at us.hartford.scheduling@transdev.com or call the Scheduling Department at 860-724-5340 extension 6.
- To communicate early closures due to inclement weather, please call the Dispatch Department at 860-724-5340 extension 2.
- To communicate a delayed opening due to inclement weather, please contact the Dispatch Department: 860-724-5340 extension 2.

YOU SPOKE UP—AND WE LISTENED!

ADA FORUM FOLLOW UP

Our most recent ADA Participation Group Forum was held on November 19, 2025 at the Bloomfield Senior Center. After a warm welcome and introductions, Transdev's general manager, Anand Gounder, informed the group about driver training protocols (including wheelchair securement), winter weather and holiday ADA trip scheduling tips, our upcoming scheduling software update, and ADA service performance statistics. A reminder was also provided that passengers may book trips up to five (5) days in advance, but no later than the close of the business day one (1) day before your ADA trip. Our Director of Paratransit Services, Margaret Banker, informed the group that there will now be a \$2 fee for replacement Encompass taxi ID cards, and that passengers will be seeing new Transit Customer Code of Conduct posters on all of our ADA vehicles. Comments were opened to the ADA participant group, and we listened! These are just a few items that sparked a lively discussion at our meeting:

- **Door-to-door service:** Some questions were brought up about our ADA door-to-door service provision. Drivers are required to get out of their vehicle upon arrival and greet you at your door (not just wait at the curb). All drivers should walk you safely to and from the vehicle. Contact our Customer Service Department right away if you did not receive door-to-door service!
- **Requests for specific drivers:** Passengers cannot request a specific driver for their ADA trip. However, getting passengers to their destination safely is the number one priority for all of our drivers!
- **Trip cancellations:** It was noted that same-day ADA cancellations must occur two (2) hours before the beginning of your trip window time frame. If you were unable to cancel within that time frame due to circumstances beyond your control (such as an emergency), please contact our Customer Service Department to explain the situation so that you will not be recorded as a potential "no show".
- **ADA window time:** The ADA window time frame of 1/2 hour (30 minutes) has been established to provide the most efficient service. ADA does their best to ensure passengers' pickups and drop offs are on time. If your driver arrives before the start of the window time, the driver must wait until the start of the 1/2 hour window, and then wait up to five minutes for you to come out to the vehicle. Your driver will knock on your door or ring your doorbell.
- **ADA Paratransit policies:** ADA Paratransit must adhere to federal guidelines when operating the service. The taxi programs (Freedom Ride / Encompass) offer more flexible transportation options.

ADA riders and other interested persons may attend the ADA Participation Group forum to discuss and learn more about ADA Paratransit. See the back page of this ADA newsletter for more information about our next meeting! To view the comments from our past ADA Participation Group forums please go to: <https://www.hartfordtransit.org/ada-participation-group-forum/>.

Señor Pepe's Pointers
for Winter!



Señor Pepe is all bundled up and ready to take the ADA bus to do some last-minute holiday shopping!

Pepe says, "Going out during winter weather can present safety hazards for everyone, but especially for people with disabilities. Here are a few tips to help you prepare and stay safe in winter weather:

- Strongly consider staying indoors during a winter storm.
- Walk carefully on icy sidewalks and roads.
- Consider your wardrobe. When preparing your winter wardrobe, be sure to include a warm coat with a good hood, snow boots with good tread, and gloves to protect your hands.
- Have an emergency kit with you in case of unexpected delays. Some items to include are a snack, bottled water, and kitty litter to use for traction for wheelchair users.

Winter can be a beautiful time of year, but please stay safe. Have a wonderful winter!"

Your furry friend,
Señor Pepe

