



ADA PARTICIPATION GROUP FORUM WEDNESDAY November 19, 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 Bloomfield Senior Center, 330 New Park Avenue/Bloomfield, CT 06002, 10:30 a.m. – 11:30 a.m. The following were in attendance:

Riders/Public – Cassandra Brown, Bennie Clay, Linda Ernst, Lynn Evans, Adolph Forbes, Theresa Hung, Celestine Jorden, Karen Nazgiewicz, and Diane Womack

Transdev – Anand Gounder, Angela Glisson, Greg Harrington, Al Pardi, and Sonia Vega

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

Operations:

September 2025 passenger trips were 39,097 no shows 1,071 (3%), and cancellations 9,207 (24%).
October 2025 passenger trips were 41,526, no shows 1,328 (3%), and cancellations 9,153 (22%).

Customer Service:

September

In September 303 concerns were received from passengers, 28 were compliments, and complaints are as follows: 19 driver, dispatch, reservationist, and/or scheduling, 6 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, 3 unknown, 21 invalid, 0 other and 221 n/a, 0 record only, other, and general information.

October

In October 330 concerns were received from passengers, 39 were compliments, and complaints are as follows: 14 driver, dispatch, reservationist, and/or scheduling, 5 late/early arrival, ride length or missed trip, 1 mechanical and/or related to safety, 3 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 6 unknown, 20 invalid, 0 other, and 241 n/a, record only, general information.

Staff Comments:

Anand Gounder

Mr. Gounder spoke about the following:

- Passengers transported in August 41,562, 93.6% on time performance, September passengers transported 45,054, 92% on time performance, and October 45,789 passengers transported, 92.7% on time performance.
- During the holiday period, all subscription trips will be canceled. Call reservation/scheduling department to reschedule.
- Call as soon as possible to schedule your trips. Trips can be scheduled five (5) days in advance.
- Drivers are well-prepared for the winter along with the proper maintenance on all vehicles.
- Drivers are going through their annual wheelchair securement training.
- ADA will be updating scheduling system.

Valerie Ellis

Ms. Ellis shared the following highlights:

- The Fall newsletter is available on the ADA bus, on our website at <https://www.hartfordtransit.org/ada-paratransit-services/ada-paratransit-newsletters/> or call (860) 247-5329 x100 and leave a voice message; one can be mailed or emailed to you.
- October was National Disability Employment Awareness month. November is National Disability Rights Awareness and National Alzheimer's Awareness month.

Margaret Banker

Ms. Banker provided the following information:

- The Encompass program will charge a \$2 replacement card fee. Due to the increased number of trips scheduled, there is a limit of trips that are reserved on any given day. As a reminder, trips may be scheduled seven (7) days in advance.
- You will see Transit Customer Code of Conduct postings on all ADA Paratransit and CTtransit vehicles.

Participant Comments:

Lynn Evans

Ms. Evans experienced a rude driver but did not remember the day. Last Wednesday the driver did not follow his GPS (Global Positioning System), and drivers are not providing door-to-door service.

Staff Response

Ms. Banker expressed the importance of notifying the Customer Service Department immediately to report issues, and video footage can be reviewed of all incidents. Customer Service will contact Ms. Evans for additional information.

In addition, Ms. Brown noted that she does not want door-to-door on specific trips. There was further discussion, and staff will speak with Ms. Brown after the forum for a best solution.

Diane Womack

Ms. Womack spoke about being an advocate for the seniors at her center in Manchester. Ms. Williams noted there are ADA Paratransit applications on hand for her to bring back to the center and Ms. Banker pointed out the many resourceful handouts at the Bloomfield Senior center.

Deitra Washington

Ms. Washington commented that she does not want a specific driver because of how slow she drives.

Staff Response

Ms. Banker responded that passengers cannot request a specific driver. If there are issues with how a driver is driving the bus, the video footage will be reviewed. Mr. Gounder expressed getting passengers to their destination safely is their number one priority.

Bennie Clay

Mr. Clay asked how much time in advance he has to notify ADA Paratransit to cancel a trip? He sometimes receives a ride home from a friend and he has to cancel his trip late. He wanted additional information about traveling outside of the Hartford area. What is the definition of an early window time?

Staff Response

Mr. Gounder noted on the same day passengers must cancel two (2) hours before the beginning of the window time frame to not be marked as a no-show/late cancellation. Mr. Gounder also explained if the window time is 9:45 a.m. - 10:15 a.m. and the driver arrives at 9:40 a.m. the driver is required to wait until 9:45 a.m., and then also wait the required five (5) minutes before they depart. Ms. Banker explained if a passenger no-shows/late cancels due to a matter beyond the passenger's control, contact Customer Service immediately and explain the situation to avoid being marked as a no-show/late cancellation. Providing two (2) hours for canceling allows the driver to be more efficient with their runs. Staff will discuss with Mr. Clay about ADA Paratransit service in other parts of CT.

Celestine Jorden

She is not able to reserve Encompass trips seven (7) days in advance. She has experienced being picked up outside of the thirty-minute window time frame. Why can't the window time frame be longer? Can drivers remind her of how to safely enter into the newer Transit buses?

Staff Response

Mr. Gounder explained ADA does their best to ensure passenger pickups and drop-offs are on time. The window time frame is established to provide efficient service. Mr. Gounder noted that drivers are trained to inform passengers how to safely enter and exit the newer Transit buses.

Cassandra Brown

Ms. Brown noted there is limited availability when reserving rides with the Encompass program.

Staff Response

Ms. Banker commented that since the inception of the Encompass program, there have been updates/changes to ensure it continues. She informed the group about another program called Freedom Ride Taxi, which matches passenger funds, that can be used as a backup transportation plan.

Therese Hung

She would like more information about Encompass and Freedom Ride. She would like to see drivers knock on doors. Are passengers whose drivers are running late notified? There are pickup and drop off discrepancies with two different locations (Parkville Senior Center/Hartford and a location in West Hartford).

Staff Response

Ms. Banker provided detailed information about Encompass and Freedom Ride. Mr. Gounder explained drivers do knock on the door or ring the doorbell. If no one answers, this is reported to dispatch, and they

will call the passenger and leave a voicemail message. Staff explained that it is important to always provide a specific store name when being dropped off at a plaza with numerous stores. Staff will speak with Ms. Hung directly about the above mention sites.

Karen Nazgiewicz

She was at Stop & Shop and it was towards the end of her window. She came out and the driver said he would not transport her, and he left.

Staff Response

Customer service will look into her concern and report back to her directly.

Adolph Forbes

Mr. Forbes stated the addresses he provides is not consistent with what is in the computer system. He would like to see the service more lenient with passengers.

Staff Response

Staff noted a specific name of the site should be provided to the reservationist. Ms. Banker explained there are federal standards that ADA Paratransit must follow. For more flexible transportation, the District offers flexible transportation programs such as Encompass and the Freedom Ride.

For the upcoming year, 2026, the ADA Participation Group Forum will be held every other month on the third Wednesday. The dates are as follows: January 21st, March 18th, May 20th, July 15th, September 16th, and November 18th.

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.