

## **ADA PARTICIPATION GROUP FORUM WEDNESDAY JANUARY 21, 2026**

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 10:30 a.m. – 11:30 a.m. The following were in attendance:

Riders/Public – Lynne Altschuler, Marsha Burckson, Celestine Jorden, and Audrey Putorak

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

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

### Operations:

November 2025 passenger trips were 35,143 no shows 984 (3%), and cancellations 9,990 (28%).

December 2025 passenger trips were 37,316, no shows 1,137 (3%), and cancellations 11,769 (32%).

### Customer Service:

#### November

In November 262 concerns were received from passengers, 26 were compliments, and complaints are as follows: 1 driver, dispatch, reservationist, and/or scheduling, 8 late/early arrival, ride length, missed trip, or inefficient, 1 mechanical and/or related to safety, 0 door-to-door and/or related to wrong drop-off or pick-up, 0 no-show, 4 unknown, 17 invalid, 0 other and 205 n/a, record only, other, and general information.

#### December

In December 298 concerns were received from passengers, 30 were compliments, and complaints are as follows: 10 driver, dispatch, reservationist, and/or scheduling, 18 late/early arrival, ride length, missed trip, or inefficient, 0 mechanical and/or related to safety, 2 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 7 unknown, 15 invalid, 0 other, and 215 n/a, record only, general information.

### Staff Comments:

#### Margaret Banker

Ms. Banker provided a comprehensive ADA Paratransit 2025 year in review. Some of the highlights were as follows:

- Trips requested 570,479
- Passengers transported 448,285
- Trips Canceled/No Show 110,078
- Calls handled within all departments 300,146

#### Anand Gounder

Mr. Gounder discussed the following:

- On time performance for 2025 was 93%. This was up from 2024 and the goal for this year, 2026, is going to be 94%.
- Day programs will have access to see when the ADA vehicles will be arriving. This will enable the programs to have their passengers ready when the vehicles arrive.
- Inclement weather notification will be on the website and on the phone recording when you call in to schedule a ride.
- Safety, maintenance of vehicles, and timely pickups and drop-offs for all passengers continue to be a priority.

#### Valerie Ellis

Ms. Ellis shared the following highlights:

- The Winter 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 extension 3005 and leave a voice message to request one to be mailed or emailed to you. There are few new feature articles, including an “ADA Forum Follow Up” page.
- January 4<sup>th</sup> was World Braille Day and the week of February 9<sup>th</sup> is “Random Acts of Kindness Week. For more information how to participate, go to [randomactsofkindness.org](http://randomactsofkindness.org).

#### Elaine Sellenberg

Ms. Sellenberg communicated to the group that the Town of East Hartford no longer offers discounted ADA Paratransit ticket books. East Hartford ADA passengers can purchase books at the Senior Center or Town Hall. Manchester ADA passengers can still receive one (1) free book per month.

#### Participant Comments:

##### Celestine Jorden

Ms. Jorden noted for this forum she did not receive the ZOOM link. Instead of going online to complete an ADA application, is there another way to receive an application?

#### Staff Response

Ms. Banker explained riders can call the application line (860) 247-5329 x3086 to request a paper application. Clearly leave the name and mailing address and an application and additional information about the ADA service will be mailed to the individual. In addition, Ms. Banker will check if Ms. Jorden’s email is on the master forum email listing.

#### Lynne Altschuler

Drivers do not confirm she is using EZ-Wallet. Some drivers have an attitude.

Staff Response

Mr. Gounder reiterated drivers are reminded at safety meetings to have a pleasant attitude and to make sure they provide safe and reliable transportation to all passengers. In addition, drivers are reminded how important it is to collect the proper fare.

Marsha Burckson

When she called in to reserve a ride, the notification about the forum was cut off. Is there a permanent forum ZOOM link? She gave praises to ADA Paratransit.

Staff Response

Ms. Ellis suggested that her email be added to the forum ZOOM link. In addition, Mary Bujeaud will work with ADA to setup a permanent forum ZOOM link.

Celestine Jorden

Ms. Jorden is concerned with how a rubber piece on the buses/vans are not level with the floor when entering onto the vehicles with a mobility device.

Staff Response

Mr. Gounder stated that drivers should be alerting passengers about this matter and it is discussed at all safety meetings.

Marsha Burckson

She noted that in the newer smaller buses the first seat does not have a handle to grab. Can a bar be added in this area?

Staff Response

Mr. Gounder will look into seeing if a bar can be added. In addition, Mr. Holcomb informed the group there will be new buses, no smaller Transit vans, coming in 2026.

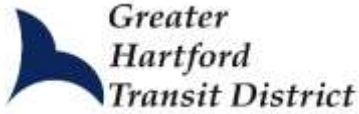
Audrey Putorak

She would like a map of the ADA service area.

Staff Response

Ms. Banker will have a map mailed to her along with ADA staff contact information. Also, the reservationist will be able to inform her if a location is in or out of the service area. If out of the service area, you can contact the ADA Eligibility Department to assist you with transportation options to get you to/from your destination safely.

The next ADA Participation Group forum will be held on March 18, 2026.



**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.