

**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:**

- 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](http://www.hartfordtransit.org), or contact Pat Williams by email: [pwilliams@ghtd.org](mailto: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 will look forward to seeing you at our next ADA Participation Group 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](mailto: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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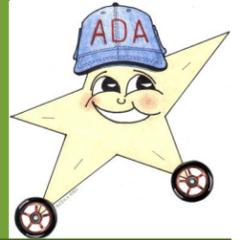
For a copy of our ADA Riders Guide, please go to our website at: [www.hartfordtransit.org/ada-paratransit-services/](http://www.hartfordtransit.org/ada-paratransit-services/)

**The S.T.A.R.**

*(Safe, Timely, Accessible, Reliable)*

**ADA Paratransit Newsletter**

SPRING 2026



**YOU ARE CORDIALLY INVITED TO JOIN US FOR:  
TRANSIT DAY 2026!**

**TUESDAY, APRIL 21, 2026**

The Greater Hartford Transit District cordially invites you to our **Transit Day 2026!** This is a FREE event to learn more about the local CTtransit bus system. Under the safe, professional guidance of the Kennedy Collective travel trainer, we will also take a mock CTtransit trip to visit the beautiful Harriet Beecher Stowe Day House!



**RAFFLE!  
GIFT BAGS!  
RAIN OR SHINE!  
FREE CTtransit BUS TRIP!  
FREE VISIT TO LOCAL MUSEUM!**

**AGENDA:**

- 9:00 am meet at the North End Senior Center, 80 Coventry Street, Hartford
- Enjoy a CTtransit 101 class to learn more about the local fixed route
- Board the CTtransit bus for a short trip to the Harriet Beecher Stowe Day House and Visitor Center (All CTtransit buses are ramp-equipped)
- Take a complimentary 1/2 hour museum tour, "What Does it Mean to be Human?" (The entrance fee has been waived for our visit.)
- 11:15 am return on the CTtransit bus back to the North End Senior Center

**FOR MORE INFORMATION OR TO REGISTER, PLEASE CONTACT:**

**Elaine Sellenberg (860) 380-2020 / [ESellenberg@ghtd.org](mailto:ESellenberg@ghtd.org)  
Patricia Williams (860) 380-2011 / [PWilliams@ghtd.org](mailto:PWilliams@ghtd.org)**

**Please register by Tuesday, April 14, 2026 - Maximum capacity 12**



Spring is a Great Time for Travel Training!



What is travel training?

Travel training teaches people with disabilities and others how to safely use the fixed route bus (CTtransit).

Who does the training?

The Kennedy Collective, one of the largest human service organizations in CT is responsible for this program, and has been successfully training people how to use the public bus since 1991.

Should I Participate?

There are many benefits to using the fixed route bus including cost savings, independence, and more flexibility.

What will it cost me?

There is no cost for the training program, but each participant is required to pay the bus fare during the training.

How can I find out more?

Contact the Kennedy Collective at (203) 365-8522 extension 2950 or [traveltraining@thekennedycollective.org](mailto:traveltraining@thekennedycollective.org).

ADA ID CARD

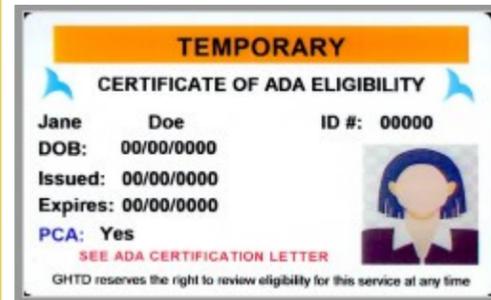
NEW RECOMMENDATIONS AND GUIDELINES

The Greater Hartford Transit District and our contractor, Transdev, are always working on ways to improve on providing the safest and most reliable transportation experience possible for all of our passengers. As part of our ongoing efforts to ensure passenger safety and security, we are implementing new ADA ID card guidelines and recommendations for all of our riders. These new ADA ID card procedures will help us to verify your identity and will also serve to protect your ADA certification from potential fraudulent activity!

If you are newly applying for the ADA Paratransit service, or if you are in the process of completing an ADA Recertification application, we now strongly recommend that you include a recent photograph of yourself (head and shoulders facing forward, similar to a passport-type photograph) when you send us your completed application. This way, we can add your photograph to your ADA ID card that we will mail to you once your new ADA certification or recertification is finalized. As an additional precaution, we will also add the photograph you provide to your confidential ADA passenger file in our computer system.

Having your photograph in your electronic passenger file and on your ADA ID card will assist our drivers with confirming your identity every time they transport you. We strongly recommend, therefore, that you carry your ADA ID card with you anytime you are transported on the ADA Paratransit service. You can also expect drivers to confirm your name when they arrive to transport you. Your cooperation with this procedure will help us to be sure we are transporting the correct person, and that no unauthorized passengers are boarding our buses or fraudulently using your ADA ID card!

Your ADA ID card contains important information about your ADA eligibility. At the top of the card you will notice your ADA certification type (Unconditional, Conditional, Temporary, or Temporary Conditional). Your ADA ID card also contains your name, date of birth, and unique ADA ID number. The Reservationists will ask you for your ADA ID number each time you schedule an ADA ride. Your ADA issue/certification date and expiration date are also noted on the card, and if you may travel with a "PCA", or personal care attendant. The back of your ADA ID card contains Greater Hartford Transit District's address and the phone number for the ADA Reservations Department.



If you would like to submit your photograph to include on your ADA ID card, or if you have lost your ADA ID card and need a replacement, please call (860) 380-2006 or email Carmen Vicente at [CVicente@ghtd.org](mailto:CVicente@ghtd.org) and we will mail a replacement ID card to you. We greatly appreciate your efforts to provide us with your photograph if you are able, and to carry your ADA ID card anytime you use the ADA Paratransit service. If you have any questions or concerns, please call our Customer Service Department at (860) 724-5340 extension 9 or email [us.hartford.customerservice@transdev.com](mailto:us.hartford.customerservice@transdev.com).

ADA PARTICIPATION GROUP FORUM

MEETING HIGHLIGHTS: 1-21-2026

Our most recent ADA Participation Group Forum was held virtually via Zoom on January 21, 2026, and here are some of the highlights! After a warm welcome and staff introductions, our Director of ADA Paratransit Services, Margaret Banker, provided a comprehensive ADA Paratransit 2025 "Year in Review". Some interesting and informative 2025 statistics are as follows:

- ADA trips requested - 570,479
- Passengers transported - 448,285
- Trips canceled/No shows - 110,078
- Calls handled with all departments - 300,146

Next, Transdev's general manager, Anand Gounder, informed the group that the ADA service's on time performance for 2025 was 93%, which is an improvement from 2024. Day programs will now have access to seeing when the ADA bus will arrive, and inclement weather notifications are posted on the District's 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 will continue to be a priority in 2026! ADA Eligibility Coordinator, Elaine Sellenberg, explained that the Town of East Hartford no longer offers discounted ADA Paratransit ticket books to their residents. East Hartford ADA passengers can purchase ADA ticket books at the Senior Center or Town Hall. Manchester ADA passengers can still receive one free ADA ticket book per month through the Senior, Adult, & Family Services Department in the town.

The ADA forum participants were then provided with an opportunity to comment. These are just a few items of interest discussed:

- **ADA applications:** To receive an ADA application, call (860) 247-5329 x 3100 and leave a clear message providing your name and mailing address so that an application can be mailed to you. You can also go to [www.CTADA.com](http://www.CTADA.com) and fill out an ADA application online.
- **Transit vehicles:** Some concerns were expressed about the smaller Transit vans. New buses will be coming in 2026! Additional smaller Transit vans will not be purchased.
- **ADA service area map:** You can view our ADA service area map on our website at [www.hartfordtransit.org](http://www.hartfordtransit.org). You can also request our map to be mailed to you by calling (860) 380-2006.

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 meeting notes from our past ADA Participation Group forums please go to: <https://www.hartfordtransit.org/ada-participation-group-forum/>.

Señor Pepe's Pointers for Spring!



Señor Pepe is excited it's finally Spring! Now that the days are getting warmer and longer, Pepe is wanting to get out more! Besides using ADA Paratransit, Pepe is in-the-know about the availability of the local fixed route public transit service (CTtransit), too!

Pepe says, "If you are an ADA Paratransit rider, but you have the functional ability to use the fixed route buses under certain conditions, you should make CTtransit your first choice for transportation in those circumstances you are able!"

Did you know? All CTtransit buses are ramp-equipped for wheelchairs and other mobility aides, or for use by anyone who has difficulty walking up and down steps.

Senior citizens (65 years+) and persons with a qualifying disability can travel for a reduced fare on CTtransit. For information, go to [www.cttransit.com](http://www.cttransit.com).

Your furry friend, Señor Pepe

