



## ADA PARTICIPATION GROUP FORUM WEDNESDAY March 18, 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 – Celestine Jordan and Beverly Jackson

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

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

### Operations:

January 2026 passenger trips were 34,081 no shows 1,000 (3%), and cancellations 11,730 (34%).

February 2026 passenger trips were 32,894, no shows 923 (3%), and cancellations 10,703 (33%).

### Customer Service:

#### January

In January 295 concerns were received from passengers, 39 were compliments, and complaints are as follows: 9 driver, dispatch, reservationist, and/or scheduling, 12 late/early arrival, ride length, missed trip, or inefficient, 2 mechanical and/or related to safety, 1 door-to-door and/or related to wrong drop-off or pick-up, 0 no-show, 1 unknown, 18 invalid, 1 other and 212 n/a, record only, other, and general information.

#### February

In February 242 concerns were received from passengers, 20 were compliments, and complaints are as follows: 0 driver, dispatch, reservationist, and/or scheduling, 20 late/early arrival, ride length, missed trip, or inefficient, 0 mechanical and/or related to safety, 1 door-to-door and/or related to wrong drop-off or pick-up, 0 no-show, 2 unknown, 19 invalid, 1 other, and 179 n/a, record only, general information.

### Staff Comments:

#### Anand Gounder

Mr. Gounder discussed the following:

- On Saturday April 25<sup>th</sup>, Transdev Team will participate in a community event “Walk for Hunger”

### Anand Gounder - continued

- Sunday May 3<sup>rd</sup> is the annual Rodeo. This is a competition for all ADA drivers in the state of CT to “show off” their skills. Prizes are awarded. You may come and cheer for your favorite driver.
- We are working on upgrading our Trapeze scheduling system.
- We continue to communicate to all drivers the importance of door-to-door and proper wheelchair securement.
- January and February were challenging months for the service due to inclement weather.
- We will continue to focus on providing excellent customer service for our passengers.

### Margaret Banker

Ms. Banker noted today is National Transit Employee Appreciation Day. We want to thank all our transit employees for keeping our community moving. The District and Transdev will be honoring staff with a luncheon and awards for staff who have received compliments from riders. Riders at past forums have expressed wanting to see staff be more celebrated. The IVR (interactive voice response) calls you are receiving for the next day/arriving shortly will display the telephone number (860) 787-0508.

### Pat Williams

Ms. Williams Informed the group the Spring newsletter has been published, and they are on the buses. You can also go to <https://www.hartfordtransit.org/ada-paratransit-services/ada-paratransit-newsletters/> for a copy. Tuesday April 21<sup>st</sup> is “Transit Day”. This event will be held at the North End Senior Center. A short trip to Harriet Beecher Stowe Day House on a CT*transit* bus and transit speakers to discuss how to use CT*transit* will be the highlight. For more information/register, contact Elaine Sellenberg (860) 380-2020 or Pat Williams (860) 380-2011.

### Greg Harrington

Mr. Harrington noted the challenges the drivers experienced during the inclement weather.

### Angie Glisson

She thanked the passengers for being patient while she was out sick.

### Participant Comments:

#### Celestine Jorden

Ms. Jorden thanked ADA service for how well they operated during the inclement weather. She has been unsuccessful in contacting Mr. Harrington regarding a personal matter with her son. She feels dispatchers are placing trips on driver’s runs without concerns of an emergency with passengers. She provided her personal experience and gave kudos to how the driver handled the situation.

#### Staff Response

Mr. Harrington will contact Ms. Jorden to discuss the matter with her son. Ms. Vega will follow up with Ms. Jorden regarding her concern.

#### Bev Jackson

Ms. Jackson noted she experienced a late trip home from a pickup in Hartford. She had to be home at a specific time.

## Staff Response

Mr. Gounder will have staff review her upcoming trips to/from Hartford.

The next ADA Participation Group forum will be held on May 20, 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 વેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.