

**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:

- July 29, 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. 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 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, 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**
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The S.T.A.R.

(Safe, Timely, Accessible, Reliable)

ADA Paratransit Newsletter

SUMMER 2026



2026 CT STATEWIDE TRANSIT ROADEO



Pictured: The Greater Hartford Transit District and Transdev team celebrate at the 2026 CT Statewide Transit Roadeo.

The Greater Hartford Transit District (the "District") and Transdev team members participated in the Connecticut Statewide Roadeo competition on Sunday, May 3, 2026 at the Buckland Park and Ride Lot in Manchester, CT. This annual event is more than just a competition, it's a celebration of skill, dedication, and the daily excellence of our transit professionals.

It was a cold, cloudy day, but the team showed up ready. The focus and effort on the course spoke for itself. This event is a good reminder of the level of skill our operators bring to the job every day.

The Body on Chassis Bus event was not simple. Operators worked through serpentine, offset street, right and left turns, reverse maneuvers, passenger stops, diminishing clearance, and judgment stops. It takes control, awareness, and discipline to run that course clean.

Scoring was based on course performance, along with personal appearance, onboard safety habits, and time. The evaluators and captains kept things consistent and provided useful feedback throughout.

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A to Z Countdown
ADA 36th Anniversary



The 36th Anniversary of the Americans with Disabilities Act (ADA) - also known as National Disability Independence Day - will be celebrated on Sunday, July 26, 2026.

Key Event Details:

- **The Milestone:** 36 years since the ADA was signed into law on July 26, 1990.
- **The Mission:** The landmark civil rights legislation prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places open to the general public.
- **How to Celebrate:** You can find toolkits, A-to-Z countdown activities, and media resources directly on the official ADA Anniversary platform at <https://adaanniversary.org/media/>.

For events, webinars, and community meetups happening in the Hartford area or virtually, explore the regional and national programming offered by the ADA National Network.

#ThanksToTheADA

TRANSIT ROADEO (Cont.)



(Continued from front page...)
The District / Transdev had a strong showing:

- 1st Place – Jorge Perez (pictured)
- 2nd Place – Muhammed Khan
- 3rd Place – Ramon Robles
- Best Team Award – GHTD/Transdev
- Rookie Award – Jorge Perez

Well done to the team! This is what we expect - professionalism, control, and consistency. Thank you again to everyone who participated and supported the event. We will carry this forward and be ready for next year's CT Statewide Rodeo competition!

CONNECTICUT FOODSHARE

WALK AGAINST HUNGER

On Saturday, April 25, 2026, the Greater Hartford Transit District and Transdev team proudly participated in the Walk Against Hunger. It was another strong example of what we can accomplish when we come together in support of our community. This event is about more than a walk. It is about helping individuals and families who continue to face food insecurity, while standing behind an important cause that makes a real difference across Connecticut.

Thank you to everyone who participated, donated, volunteered, or supported the event in any way. The time, generosity, and willingness to give back reflect the kind of



Pictured: The Greater Hartford Transit District and Transdev team participate in the 2026 Walk Against Hunger.

team we have at the District and Transdev! Community involvement such as this matters. The Walk Against Hunger not only strongly supports those in need, it also serves to improve and strengthen relationships, and shows that our team is committed not only to the work we do each day, but also to all the communities we serve. Through our team effort, we were able to raise \$600.00 with combined online and generous in-person donations!

HARRIET BEECHER STOWE DAY HOUSE



Pictured: Participants gather during the 2026 Transit Day event at the Harriet Beecher Stowe Day House, 73 Forest Street, in Hartford.

Greater Hartford Transit District (the "District") in collaboration with CTtransit, the Kennedy Collective, and Way To Go CT, hosted another extremely successful and enjoyable Transit Day on April 21, 2026!

Our Transit Day goal is to introduce and familiarize attendees to the fixed route public transit service (CTtransit). This year, the Transit Day team and twelve registered participants met at the North End Senior Center, Hartford, where the event opened with a "CTtransit 101" class led by the Kennedy Collective's travel trainer, Thomas Robertson. From there, the group boarded a CTtransit bus for a "mock trip" to the beautiful Harriet Beecher Stowe Day House in Hartford!

During the trip, the Transit Day team continued to educate the group and illustrate some accessible features of the CTtransit bus such as the ramp deployment, the designated area for wheelchairs, and seating for seniors and people with disabilities. The group also stopped briefly at a transfer point in downtown Hartford, so that the attendees could better understand fixed route bus transfers and also view a CTtransit kiosk in the vicinity.

After arrival at the Harriet Beecher Stowe Day House, the group was treated to an educational exhibition tour, "What Does it Mean to be Human?" After the return bus trip to the North End Senior Center, participants were asked to fill out a Transit Day survey and enjoyed an exciting raffle. Most participants reported that they will be more likely to use the CTtransit bus now that they know more about how to use the service!

Does this sound interesting to you? Please join us again next year for Transit Day 2027!

Señor Pepe's Pointers for Summer



Señor Pepe is well-prepared for Summer travel on the ADA Paratransit bus! His "go bag" is packed and waiting by the door, so he'll be "pawsitively" comfortable on his ADA trips.

Pepe says, "Did you know? It's a great idea to pack and bring a small 'go bag' when you use the ADA Paratransit service."

What is a go bag? A go bag is a pre-packed backpack or other bag containing essential personal supplies. Your go bag should include items you may need while traveling on the ADA bus, such as:

- Your cell phone and charger
- Bottled water and snacks
- Your house/apartment keys
- A note with your ADA trip "window" times
- A small first aid kit
- Paper and pencils or pens
- Medications and other basic medical supplies as needed

A go bag will go a long way to help keep you safe and comfortable on the ADA bus!

Have a sensational Summer!

Your furry friend,
Señor Pepe

