



ADA PARTICIPATION GROUP FORUM WEDNESDAY July 29, 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, 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 5:00 p.m. – 6:00 p.m. The following were in attendance:

Riders/Public – Juliet Meyers, and Miriam Steinberg.

Transdev –Angela Glisson, Anand Gounder, Greg Harrington, Pam Murphy, Brenda Soto, and Sonia Vega.

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

Operations:

May 2026 passenger trips were 37,810, no shows 943 (2%), and cancellations 9,132 (24%).

June 2026 passenger trips were 37,511, no shows 937 (2%), and cancellations 9,031 (24%).

Customer Service:

May

In May 326 concerns were received from passengers, 24 were compliments, and complaints are as follows: 7 driver, dispatch, reservationist, and/or scheduling, 31 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, 22 invalid, 0 other and 232 n/a, record only, other, and general information.

June

In June 279 concerns were received from passengers, 23 were compliments, and complaints are as follows: 6 driver, dispatch, reservationist, and/or scheduling, 12 late/early arrival, ride length, missed trip, or inefficient, 0 mechanical and/or related to safety, 3 door-to-door and/or related to wrong drop-off or pick-up, 1 no-show, 7 unknown, 16 invalid, 0 other, and 211 n/a, record only, general information.

Staff Comments:

Anand Gounder

Mr. Gounder shared the following:

- Last reported on-time performance was 80% now it is at 92%.
- Driver's work schedules have been adjusted to improve on-time performance.
- Reservationists are negotiating trips.
- Last week of August will be "Employee Appreciation" week. All employees will be honored for the hard work they have done throughout the year.

Margaret Banker

Ms. Banker noted:

- The ADA Eligibility Department is working on improving the quality of interviews by addressing safety concerns before the applicant is certified. If necessary, a road supervisor will assess the pickup/drop off area of the applicant's residence.

Valerie Ellis

Ms. Ellis mentioned the following:

- The summer 2026 ADA newsletter is still available online, via email, or by postal mail upon request. You can contact the District or our Customer Service Department to request a copy. Also, be on the lookout for the Fall 2026 ADA newsletter sometime in September.
- The following celebrations took place in the month of July: The 36th Anniversary of the signing of the Americans with Disabilities Act (ADA) into law and Disability Pride month.

Participant Comments:

Juliet Meyer

She is grateful for the service. ADA allows her to go to various events and doctor's appointments. Although there has been an improvement, there are still drivers who are "shocked" that she is requesting to be secured with the black belt when on the lift. Drivers tend to drive fast when the weather is hot. Are there policies in place to address disruptive passengers who are traveling on the vehicle? She shared her experience regarding a passenger's behavioral concerns.

Miriam Steinberg

Ms. Steinberg inquired if Ms. Meyer's concern regarding the passenger's behavioral concerns was investigated.

Staff Response

Mr. Gounder stated that all drivers are required to use the safety belt. This policy will be reiterated during safety meetings. All drivers are required to follow the posted speed limit. Please report a driver's speed concerns to our Customer Service Department. All passengers' inappropriate behavior on the bus is investigated thoroughly, and a video recording is retrieved to assist with the review. Ms. Banker noted the District and Transdev work to keep all passengers safe while traveling on the ADA Paratransit vehicle and confirmed that all reported concerns are investigated. Ms. Glisson noted that Ms. Meyer's concern was addressed appropriately.

The next ADA Participation Group forum will be held on Wednesday, September 16, 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.