

FARE INFORMATION

YMCA VanGo rides are affordable! Fares within Vincennes are \$2.00 each way

- County Zones (3 person minimum)
- Zone 1: \$3.00—Monroe City, Bruceville, Bicknell, Emison, Verne, Frichton
- Zone 2: \$4.00—Ragsdale, Wheatland
- Zone 3: \$5.00—Oaktown, Decker
- Zone 4 - \$6.00—Sandburn, Freelandville, Edwardsport
- Roundtrips are doubled.
- \$25.00 charge on Zones 1-4 without a minimum rider base. Avoid this by riding a route.

How to I Pay for My Trip?

Fares are due at the time of your boarding of the vehicle with correct change, as drivers are not able to make change. Tokens are available for purchase or you may be covered by a contract. If your fare is not paid at the time of boarding you will not be transported.

TITLE VI

YMCA VanGo complies with Title VI of the Civil Rights Act. All services are provided without regard to age, national origin, sex, religion, disability, or gender identity. Persons wishing to file a Title VI complaint should contact the VanGo Coordinator at (812) 886-3381.

Service Animals

YMCA VanGo welcomes service animals. Service animals must be under the control of the rider. Riders are permitted to bring non-service animals on board, however they must be caged.

SERVICE AREA

YMCA VanGo is a public transportation system that provides demand response, curb-to-curb, advance reservations, transportation service within Knox County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

Service Hours - 6:00 a.m.-6:00 p.m.

Office Hours - 7:00 a.m.-5:00 p.m.

Holidays - YMCA VanGo is closed on all federal holidays.



YMCA VanGo is Accessible

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e. walkers, crutches, canes, braces or other similar devices designed for use by individuals with mobility disabilities.

Reasonable Accommodations

Individuals needing a service accommodation or modification must notify the YMCA VanGo office of the request when making a reservation. YMCA VanGo will attempt to honor all reasonable accommodation requests.

Transportation of Children

An adult must accompany all children younger than 5 years old unless the child's parent or guardian has made prior arrangements.

Portable Oxygen and Respirators

YMCA VanGo transports individuals traveling with portable oxygen tanks and respirators. For safety reasons portable oxygen tanks must be secured.



WHERE CAN WE TAKE YOU TODAY?



YMCA VanGo

Public Transportation

Providing Safe, reliable, affordable and efficient public transportation in the Knox County area.

YMCA VanGo

2009 Prospect Avenue

Vincennes, IN 47591

W vincennesymca.org

P 812 886 3381 F 812 882 2186

Indiana Relay Service Dial 711 or 1-800-743-3333 (For hearing impaired.)

Meeting the needs and providing choices. Services funded in part by: The Federal Transportation Administration, and the Indiana Department of Transportation
06/17

Trip Reservations

All trips are schedule in advance on a first com first, served basis.

Trip reservations must be requested 24 hours in advance of requested pick up time. To register or to schedule trips contact the YMCA VanGo office at (812)886-3381. Monday through Friday 8:00 a.m.-4:00 p.m. Trips cannot be scheduled through our VanGo drivers.

WILL CALLS

Sometimes it may not be possible to schedule a time for a return trip, if this is the case you can schedule a Will Call. With Will Call, you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you may be picked up. For best service you should only schedule a Will Call as a last result.

RIDER PICK=UP

YMCA VanGo has a 30 minute pick up window. This means that the bus can arrive to pick you up anytime from 30 minutes before to 30 minutes after your scheduled pick-up time.

CANCELLATIONS AND NO SHOWS

You must be ready to go and be outside or waiting where you can see or hear the bus and be seen by the driver anytime during the pick-up window. Once the bus arrives it will only wait 5 minutes before moving on and reporting you as a no show. Once the bus leaves your pick up point, it may not be able to come back.

It is important if you don't need your trip that you cancel at least 30 minutes prior to yours scheduled pick up time. Cancellations can be left on our voicemail when the office is closed.

If you are reported as a no show, subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule.

If you are recorded as a no show for 20 percent or more of your scheduled rides within a 60 day period your service will be suspended for 10 days. You can appeal your suspension by contacting the YMCA VanGo office at (812) 886-3381 and asking to speak to the VanGo Coordinator.

SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured. Passengers must remain seated with seatbelts fastened until the vehicle comes to a complete stop.

RIDER COURTESY

Our service is a shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, chew tobacco, smoke e-cigarettes, play loud music, engage in loud conversations, curse, or disturb others on the bus.



This brochure is available in alternate forms upon request.

ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination. The driver may assist you to and from the curb when boarding or leaving the bus, but is not permitted to enter a residence or building.

A Personal Care Attendant may accompany you at no charge.

The driver is trained in passenger assistance and will secure all wheel chairs and help secure packages and assist with seatbelts when needed. Riders are requested to limit carry on bags to 3 bags that weigh less than 50 lbs. Bags must be small enough not to obstruct other riders and stored out of aisles. It is the responsibility of the rider and his/her attendant to load and unload the bags. Driver will assist if necessary.

INCLEMENT WEATHER

For possible delays or closures please listen to local radio stations, WZDM 92.1 and The Blazer 91.1, television stations WTWO and WTHI, follow the Y's Facebook and Twitter pages, or download the FREE mobile app for notifications. Poor road conditions, remoteness or other conditions may cancel service in all areas.

PROHIBITED ACTIVITIES

- NO Smoking - cigarette smoking, tobacco, or e-cigarettes is not permitted on the vehicle.
- NO open containers of alcohol are permitted on the vehicle.
- Illegal acts, threats, or acts of physical violence will not be tolerated. Van driver will contact law enforcement for assistance in threatening situations.
- Any rider who poses a "direct threat" to the health or safety of others will be denied service.