



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA VanGo

Knox County, Indiana's Public Transportation System

HOW TO RIDE GUIDE

Dear YMCA VanGo Rider:

On behalf of YMCA VanGo, we would like to welcome you to the world of public transportation, Demand Response service.

Throughout this guide, you will find helpful, customer friendly information regarding:

- Reservations
- Trip Information
- Cancellations
- Companions
- Guidelines

Should you require additional information, please don't hesitate to us at (812) 886-3381.

Sincerely,

Nola Davis
Director, YMCA VanGo

TELEPHONE NUMBERS & HOURS

Whom do I call?

Reservations / Cancellations

All of us at YMCA VanGo sincerely hope this "How to Ride" guide answers any questions you may have.

Please call VanGo at (812) 886-3381.

An answering machine is available after hours and weekends, leave your number and we will get back to you.

TDD Hearing Impaired – 1-800-743-3333

Spanish TDD – 1-800-435-8590

We request that all reservations be made 24 hours in advance. Same day service may be available; HOWEVER, return trips may result in a longer wait time.

When making a reservation, we urge you to schedule a time for your return trip. Waiting until the last minute to schedule a return trip or a "will call" could result in a long wait (up to two hours) for a van to be available.

NOTE: No changes may be made to a reservation after 5:00p.m.; the day before your trip.

When making a reservation, please be ready to provide the following:

- Your name
- Your pick up address (exact location, for example, apartment name, which entrance, etc.)
- Your telephone number
- The date you need a ride
- The time you want to be picked up at your point of origin. (Please allow a minimum of 30 minutes to each destination. We are a shared ride system, therefore some trips may take a little longer)
- Where you will be going (include a phone number if possible).
- The time you want to be picked up for your return trip.
- Whether you use a wheelchair.

- Whether a personal care attendant will be riding with you. If you have a medical personal attendant, there is no charge for this person to ride.
- Whether a companion/ child will be riding with you. If so, his/her fare is \$2.00 for each one-way trip.
- Will you have a service animal with you?
- Please inform us if you will have oxygen (allowed).

HOW DO I CANCEL A RESERVATION?

- To cancel a reservation, please call (812) 886-3381.
- If you must cancel your ride; please do so as soon as possible. If you cancel your ride after a driver has been dispatched, you will be considered a "NO-SHOW" and may be billed for the ride.
- Repeated cancellations may result in loss of riding privileges.

NO SHOWS

- A "NO SHOW" is when a driver arrives for your scheduled ride and you are not at the location identified for the ride on time or fail to show. Passengers who miss their ride, or fail to cancel will be required to pay for the ride.

RESERVATION HOURS:

Monday – Friday: 8:00 – 5:00p.m. (If you call before or after hours, please leave a message and we will return your call.)

Schedule your ride online too with Ecolane mobile app available for Android and Apple devices.

SERVICE HOURS:

Monday – Friday: 6:00a.m. – 6:00p.m.
Closed Saturday and Sunday

This is a shared ride system. This is an "origin-to-destination" service.

Information on YMCA VanGo is also available in an alternative form upon request. Please call the VanGo office at (812) 886-3381.

FARES

SERVICE AREA

YMCA VanGo operates in Knox County. We run a demand response system. Availability of service is dependent upon the hours of operation and driver/van availability. We operate a curb to curb service, but will accommodate threshold to threshold for elderly and persons with disabilities upon request. For more information, call (812) 886-3381.

FARES

In City - \$2.00 per person one way.

Out of City: \$5.00 per person one way.

HOW DO I PAY FOR MY RIDE?

Rides on YMCA VanGO can be paid in cash, check, or credit/debit card. You must pay your driver upon boarding the van or pay when ride is scheduled.

YMCA VanGo gift certificates may be purchased at the YMCA VanGo office, 2009 Prospect Ave.

Correct change is required: if you do not have the correct change, there is a \$1.00 charge for stopping to get change. Drivers cannot make change.

You may also send check or money order (NO CASH PLEASE) to:

**YMCA VanGo
2009 Prospect Ave.
Vincennes, IN 47591**

Please remember to enclose your mailing address and phone number with your payment.

HOW DO I RIDE VAN GO?

You will have a scheduled arrival time and you must be ready when the bus arrives. There will be additional stops before reaching your destination. Van Go is a shared ride system.

Please Remember:

- YMCA VanGo is an origin to destination service.
- YMCA VanGo is a shared ride service.
- YMCA VanGo vans are wheelchair accessible.
- All trips are scheduled on a first come first serve basis, regardless of your trip purpose.
- We are a curb to curb service; however, drivers will be available to assist you with boarding and disembarking the bus. If you require further assistance, you should be accompanied by a personal care attendant. If you do not have one, please call the Director at (812) 886-3381 for help. YMCA VanGo does have a limited amount of bus aides.
- You may ride from any origin in the service area for any purpose as long as a reservation has been made.
- The bus may arrive up to 30 minutes before or after your scheduled pick-up time. For example, if your pick-up time is scheduled for 8:00a.m., the bus may arrive between 7:30- 8:30a.m. The bus will wait 5 minutes after arrival.
- If the bus has not arrived 30 minutes after your scheduled time, please call YMCA VanGo at (812) 886-3381.

PRIOR TO DEPARTURE

Prior to departure the driver could: ask a person in a three-wheeled mobility device to transfer to a seat in the vehicle. (NOTE: the choice to transfer to a seat is yours). However the driver must be able to secure your mobility device, a driver will refuse service to a wheelchair user if they decline to be secured.

Eating, drinking, chewing tobacco, smoking or recreational or audio devices without earphones, are not permitted. Shirts and shoes (or equivalent) must be worn.

WHEELCHAIR SECUREMENT

All drivers are required to secure wheelchairs and must use seatbelts/shoulder harness for persons using wheelchairs. All passengers are required to use the vehicles occupant restraints.

A driver will refuse service to a wheelchair user if they decline to be secured.

GETTING THERE ON TIME / LATE VEHICLE / ACCOMMODATIONS

HOW DO I RIDE THE YMCA VANGO PROGRAM? (con't)

It is YMCA VanGo's goal to provide the greatest number of customers with prompt, efficient, friendly service. The following are ways you may help us serve you:

- Make a reservation as early as possible, up to 14 days in advance, but no later than the day before you wish to ride.
- A customer may not refuse to ride with other customers.

Because you may share a vehicle with other customers, we suggest you:

1. Allow a minimum of ½ hour to reach your destination;
2. Allow for time spent picking up and dropping off other customers before reaching your destination;
3. Be prepared for delays due to traffic, trains, bad weather;
4. Plan your trip. For example, if you must be somewhere at 10:00 a.m., schedule your pickup for 9:30 a.m.

When scheduling a return trip, please consider any unexpected delays you may encounter. For example, if you expect to be ready at 3:00 p.m., please

ask for a 3:30 p.m. Return time. It is better to wait a few minutes than miss your scheduled ride.

- ❖ If you miss the vehicle for your scheduled ride, please call the Van Go number at (812) 886-3381. Another vehicle will be sent as soon as possible. However, it may take up to an hour to dispatch another vehicle.

WHAT DO I DO IF MY VEHICLE IS LATE?

IF a VanGo bus is more than 30 minutes late for your scheduled pick up, please call the office at (812) 886-3381 and a dispatcher will check the arrival time.

HOW CAN WE ACCOMMODATE YOU?

1. Carry on packages are welcome, but no HAZARDOUS MATERIALS allowed. There is a 3 package minimum and must weigh less than 50 LBS. combined. There will be a \$1.00 per additional 3 bags charged.
2. Packages must be loaded and unloaded by the passenger; however the driver will be happy to assist elderly and persons with disabilities.
3. Drivers may help our elderly and disabled riders from threshold to threshold but are not allowed to enter your home.

HOW DO I COMPLAIN OR COMMENTS?

- We can only resolve problems if we are informed, so please do not hesitate to call.
- Should you have questions or complaints about the service, please call the YMCA VanGo Mobility Specialist office at 886-3381 as soon as possible.
- If a complaint is not resolved to your satisfaction, please call the Directors Office at (812) 882-2285. We are here to serve you.

SPECIAL REQUESTS

1. To serve the greatest number of customers, YMCA VanGo can only accept two round-trip requests per phone call.
2. If you wish to schedule repeat service (employment, daycare, meal site) you may schedule subscription trips, if available. Subscription trips are ongoing and /or regular scheduled trips. These may be scheduled with one phone call.
3. Subscription trips should not exceed 50% of the total rides available.
4. We are unable to honor specific request for the following: specific drivers, specific seats, a particular vehicle or specific routes with certain customers.

WHAT IF MY REQUEST CANNOT BE ACCOMMODATED?

If there are no openings for the time requested, you might be offered an alternative time up to one hour before or after the original time you requested.

If there are no openings for the day and time requested, please call YMCA VanGo at a later time to ask if there have been any cancellations.

CAN I BRING A TRAVELING COMPANION?

- If you are in need of a personal attendant, he or she may accompany you at no additional cost (this is reserved for our elderly and persons with disabilities).
- Companions are welcome to ride with you. NOTE: Companions and personal care attendants must have the same origin and destination as the customer they are accompanying.
- To maximize the space available, accommodations for more than one traveling companion are granted on an available basis. The request should be made when scheduling your reservation.
- Children accompanying you are not considered traveling companions.
- Guide dogs and other service animals are allowed to accompany you; however we are not allowed to transport pets. Please inform the dispatcher of your service animal when scheduling your ride.
- All service animals must be under the complete control of the person they are servicing at all times.

Other Considerations:

- Customers may not operate any audio or visual equipment which infringes upon other customer's comfort or safety or impairs the driver's ability to transport passengers safely. Examples include: audio/visual devices without headsets or earphones, portable video games that have sound effects, etc.
- YMCA VanGo is not responsible for lost or stolen items. If you feel you have left something in the van, call the office as soon as possible.

RESTRICTIONS

- Personal pets are not allowed on YMCA VanGo, only service animals are allowed.

- Talking to van driver can pose a threat to others if the driver becomes distracted. Talking to a driver is not encouraged while the van is in motion unless it is an emergency.
- Rude behavior is not tolerated and may result in you being suspended from YMCA VanGo.
- Violence, hitting or kicking, foul language are not permitted on YMCA VanGo. These acts can result in suspension from the service.
- Smoking or chewing tobacco is not allowed on YMCA VanGo.
- Loud music is not allowed. Passengers must wear earphones while listening to audio devices.
- Alcohol consumption on YMCA VanGo is strictly prohibited.

WEATHER CLOSINGS

- There are several ways to check for closings. Download our YMCA mobile app, follow us on Facebook and Twitter, listen to local radio stations 91.1 WVUB and 92.1 WZDM or watch local stations WTWO or WTHI for closings, delays or cancellations.

CHILDREN

- Children riding YMCA VanGo pay the same fare as adults.
- Children under the age of 5 must be accompanied by a responsible adult.
- Children under the age of 8 must be in a certified car seat or booster seat. You are required to provide your own car seat/booster seat.

YMCA VANGO'S REASONABLE MODIFICATION POLICY

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at (812) 886-3381.

Please submit requests at least the 24 hours before your scheduled trip.

For questions pertaining to our modification policy or to receive a copy of our policy contact YMCA VanGo at (812) 886-3381.

TRANSPORTATION ADVISORY COUNCIL

The TAC meets in an advisory capacity to the YMCA VanGo program. This group assists in policies regarding the operation of the YMCA VanGo service. All meetings are open to the public. If you would like to attend a quarterly

meeting, please contact YMCA VanGo, at (812) 886-3381 for further information.

FREQUENTLY ASKED QUESTIONS

Where does YMCA VanGo go?

YMCA VanGo goes almost anywhere you do. We cover all of Knox County. We have several county and city routes. We also take people to and from work, doctor's appointments, school, shopping, entertainment and even the Laundromat. You need the ride, we are here.

I am in a wheelchair, can I ride YMCA VanGo?

YES! All of our vans are wheelchair and motorized scooter accessible. We also have vans that can accommodate oversized wheelchairs.

Are your drivers trained?

Yes. Our drivers are thoroughly trained in safety and passenger assistance, emergency evacuation, defensive driving and railroad safety. They also take CPR and are Basic First Aid certified and have been trained in Blood Borne Pathogens' Universal Precautions. In addition, our drivers submit to random drug and alcohol testing. They must pass a health qualification exam.

Will my driver carry my packages inside for me?

NO! YMCA VanGo is a curbside service. We will assist an elderly person or person with a disability from threshold to threshold; but drivers are not permitted to enter your home.

Do I have to wear a safety belt?

Yes. Everyone who rides YMCA VanGo, passengers and drivers, is required to wear a safety belt.

Do you operate on Holidays?

We are closed on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving and the day after

Christmas Eve and Christmas Day

Check our website for additional information and closings.

YMCA Bettye J. McCormick Senior Center / YMCA VanGo
Non-Discrimination Statement

**YMCA BETTYE J. MCCORMICK SENIOR CENTER/YMCA VANGO
(Appendix 2) - TITLE VI Notice to the Public**

The **Section 5310/5311** grantee's Notice to the Public is as follows:

**YMCA BETTYE J. MCCORMICK SENIOR CENTER / YMCA VANGO
(Appendix 3) – Title VI Complaint Procedure**

Notifying the Public of Rights Under Title VI

The YMCA VanGo operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any persons who believes she or he has been aggrieved by any unlawful discriminatory proactive under Title VI may file a complaint with the YMCA Bettye J. McCormick Senior Center/YMCA VanGo.

For information on the YMCA Bettye J. McCormick Senior Center and YMCA VanGo's civil rights program, and the procedures to file a complaint, contact 1-812-882-2285, email nola@vincennesymca.org; or visit our administrative office at 2009 Prospect Ave., Vincennes, IN 47591.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact 1-812-235-0109.

Si necesita informacion en otro idioma, comuniquese con 1-812-235-0109.

Procedures for handling complaints

The YMCA Bettye J. McCormick Senior Center/YMCA VanGo operate its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with YMCA Bettye J. McCormick Senior Center/YMCA VanGo.

Persons who wish to file a complaint with YMCA VanGo may do so by calling the YMCA VanGo office at (812) 886-3381 between the hours of 8:00a.m. – 4:00p.m., Monday thru Friday; or by writing to the transportation coordinator at 2009 Prospect Ave., Vincennes, IN 47591. The transportation coordinator will handle all complaints. Information from the complainant will be documented including the following information:

- The full name and address of the Complainant.
- The name and address of the Respondent.
- The alleged discriminatory act(s) and a statement of particulars.
- The dates of the alleged discriminatory act(s) or practice(s).
- A statement as to any other action instituted, in any other forum, based upon the same act or practice that is alleged in the complaint, describing the status or disposition of each such action.

The YMCA Bettye J. McCormick Senior Center/ YMCA VanGo will first try to satisfy the complaint of the individual over the phone and, if the complainant is not satisfied, an informal hearing can be scheduled to review all information and submit, in writing, their decision to the complainant and the YMCA Bettye J. McCormick Senior Center/YMCA VanGo the complainant can appeal this decision if not satisfied.

In the event the complainant is not satisfied with the decision of the Transportation Director, or the reviewing panel, a complaint can be filed with the CEO of the YMCA to resolve all complaints.

Individuals who are hearing impaired or have speech disabilities may contact the center through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (Spanish). www.gsa.gov/frs.

A complainant may also file a complaint directly with the Federal Transit Administration (FTA) at:

Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

If information is needed in another language or alternate format, contact Nola Davis, Director, at (812) 882-2285 or nola@bettyejmccormick.org.

YMCA BETTYE J. MCCORMICK SENIOR CENTER / YMCA VANGO

(Appendix 4) – Title VI Complaint Form

The **Section 5310/5311 grantee's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website, either as a reference in the Notice to Public or in its entirety
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Sex <input type="checkbox"/> Gender Identity <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated				

against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency?	Yes	No
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Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____ State Agency _____

State Court _____ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI

Name of agency complaint is against: _____

Contact person: _____

Title: _____

Telephone number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Printed Name

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Section 5310/5311 grantee Title VI Coordinator
Nola Davis
2009 Prospect Ave.
Vincennes, In 47591

**YMCA BETTYE J. MCCORMICK SENIOR CENTER /YMCA VANGO
REASONABLE MODIFICATION POLICY**

BACKGROUND

Effective July 13, 2015, transit providers are required under 49CFR 37.5(i)(3) to make reasonable modifications in policies, practices or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. The process to be used in considering requests for reasonable modifications is decribed in 49 CFR.,169.

BASIC PROCESS REQUIREMENTS THAT MUST BE MET ARE:

Information on the reasonable modification process must be readily available to the public, and must be accessible.

Advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot.

Individuals requesting modifications are not required to use the term “reasonable modification”

PROCEDURE

Passengers can request reasonable modifications for all modes of transit services provided. Passengers making requests are not required to use the term “reasonable modification”.

Requests should be made at least the day before but flexibility is required for on the spot requests. The Director will review all requests and provide the determination. For on the spot requests, the driver should contact dispatch. Dispatch will make the decision or contact the Mobility Specialist.

PUBLIC INFORMATION

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call 812-886-3381. Please submit requests at least the day before the trip.

WHAT IS REASONABLE MODIFICATION

Reasonable, fair and sensible; not extreme or excessive; possessing sound judgement.

Modification- the act or process of changing parts of something.

YMCA Bettye J. McCormick Senior Center/YMCA VanGo will make reasonable modifications to our policies, and procedures to avoid discrimination and ensure that our programs are accessible to individuals with disabilities.

Please refer to Appendix E for Reasonable Modification examples.

WHAT IS NOT A REASONABLE MODIFICATION

A change so significant that it alters the nature of the service.

A significant risk to the health or safety of others.

Without the requested modification, the individual with a disability is able to fully use our services, programs, or activities for their intended purpose.

Undue financial/administrative burden.

Please refer to Appendix E for “not a Reasonable Modification” examples.

ADA—RELATED SERVICE COMPLAINTS

YMCA Bettye J. McCormick Senior Center/YMCA VanGo welcomes comments and complaints from customers on their experiences using YMCA VanGO. Customer input helps us identify areas needing improvement, and compliments are always appreciated as well

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA related problems are additionally reviewed for adherence to YMCA Bettye J. McCormick Senior Center/YMCA VanGo policies by the Director.

(Note: Customers who wish to file a Civil Rights complaint are required to file a separate complaint using the Title VI Rights Complaint Form)

To file a service complaint, customers may contact YMCA Bettye J. McCormick Senior Center/YMCA VanGo using any of several different methods;

Call us at (812) 886-3381

Send a Fax – (812) 882-2186

Use the online form at vincennesymca.org

Email it to nola@vincennesymca.org or;

Send a letter to 2009 Prospect Ave, Vincennes, IN 47591;

Visit the YMCA Bettye J. McCormick Senior Center and YMCA VanGo offices at 2009 Prospect Ave., Vincennes, IN 47591, Monday – Friday from 8:00a.m. – 4:00p.m..

All submittal methods will result in the Director receiving the complaint. Customers with an ADA-related complaint will receive a response usually within the same day but no later than 10 business days from the day the YMCA Bettye J. McCormick Senior Center/ YMCA VanGo receives the complaint. The Director will investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by the CEO of the YMCA. After the complaint has been reviewed, the Director will provide a written reply or a phone call to the customer within 45 days of receiving the complaint. All complaints are investigated within 10 days, but some may require more extensive investigation, or require more time to identify corrective measures.

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.

Appendix E

Appendix E

1. Snow and Ice. Except in extreme conditions that rise to the level of a direct threat to the driver or others, a passenger's request for a paratransit driver to walk over a pathway that has not been fully cleared of snow and ice should be granted so that the driver can help the passenger with a disability navigate the pathway. For example, ambulatory blind passengers often have difficulty in icy conditions, and allowing the passenger to take the driver's arm will increase both the speed and safety of the passenger's walk from the door to the vehicle. Likewise, if snow or icy conditions at a bus stop make it difficult or impossible for a fixed route passenger with a disability to get to a lift, or for the lift to deploy, the driver should move the bus to a cleared area for boarding, if such is available within reasonable proximity to the stop (see Example 4 below).

2. Pick Up and Drop Off Locations with Multiple Entrances. A paratransit rider's request to be picked up at home, but not at the front door of his or her home, should be granted, as long as the requested pick-up location does not pose a direct threat. Similarly, in the case of frequently visited public places with multiple entrances (e.g., shopping malls, employment centers, schools, hospitals, airports), the paratransit operator should pick up and drop off the passenger at the entrance requested by the passenger, rather than meet them in a location that has been predetermined by the transportation agency, again assuming that doing so does not involve a direct threat.

3. Private Property. Paratransit passengers may sometimes seek to be picked up on private property (e.g., in a gated community or parking lot, mobile home community, business or government facility where vehicle access requires authorized passage through a security barrier). Even if the paratransit operator does not generally have a policy of picking up passengers on such private property, the paratransit operator should make every reasonable effort to gain access to such an area (e.g., work with the passenger to get the permission of the property owner to permit access for the paratransit vehicle). The paratransit operator is not required to violate the law or lawful access restrictions to meet the passenger's requests. A public or private entity that unreasonably denies access to a paratransit vehicle may be subject to a complaint to the U.S. Department of Justice or U.S. Department of Housing and Urban Development for discriminating against services for persons with disabilities.

4. Obstructions. For fixed route services, a passenger's request for a driver to position the vehicle to avoid obstructions to the passenger's ability to enter or leave the vehicle at a designated stop location, such as parked cars, snow banks, and construction, should be granted so long as positioning the vehicle to avoid the obstruction does not pose a direct threat. To be granted, such a request should result in the vehicle stopping in reasonably close proximity to the designated stop location. Transportation entities are not required to pick up passengers with

Appendix E

disabilities at nondesignated locations. Fixed route operators could not have to establish flag stop or route-deviation policies, as these could be fundamental alterations to a fixed route system rather than reasonable modifications of a system. Likewise, subject to the limitations discussed in the introduction to this appendix, paratransit operators should be flexible in establishing pick up and drop off points to avoid obstructions.

5. Fare Handling. A passenger's request for transit personnel (e.g., the driver, station attendant) to handle the fare media when the passenger with a disability cannot pay the fare by the generally established means should be granted on fixed route or paratransit service (e.g., in a situation where a bus passenger cannot reach or insert a fare into the farebox). Transit personnel are not required to reach into pockets or backpacks in order to extract the fare media.

6. Eating and Drinking. If a passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse health consequences, the request should be granted, even if the transportation provider has a policy that prohibits eating or drinking. For example, a person with diabetes may need to consume a small amount of orange juice in a closed container or a candy bar in order to maintain blood sugar levels.

7. Medicine. A passenger's request to take medication while aboard a fixed route or paratransit vehicle or in a transit facility should be granted. For example, transit agencies should modify their policies to allow individuals to administer insulin injections and conduct finger stick blood glucose testing. Transit staff need not provide medical assistance, however, as this would be a fundamental alteration of their function.

8. Boarding Separately From Wheelchair. A wheelchair user's request to board a fixed route or paratransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift should generally be granted. (Note, however, that under §37.165(b), entities are required to accommodate device weights and dimensions that exceed the former "common wheelchair" standard, as long as the vehicle and lift will accommodate them.)

9. Dedicated vehicles or special equipment in a vehicle. A paratransit passenger's request for special equipment (e.g., the installation of specific hand rails or a front seat in a vehicle for the passenger to avoid nausea or back pain) can be denied so long as the requested equipment is not required by the Americans with Disabilities Act or the Department's rules. Likewise, a request for a dedicated vehicle (e.g., to avoid residual chemical odors) or a specific type or appearance of vehicle (e.g., a sedan rather than a van, in order to provide more comfortable service) can be denied. In all of these cases, the Department views meeting the request as involving a fundamental alteration of the provider's service.

10. Exclusive or Reduced Capacity Paratransit Trips. A passenger's request for an exclusive paratransit trip may be denied as a fundamental alteration of the entity's services. Paratransit is by nature a shared-ride service.

Appendix E

11. Outside of the Service Area Operating Hours. A person's request for fixed route paratransit service may be denied when honoring the request would require the transportation provider to travel outside of its service area or to operate outside of its operating hours. This request would not be a reasonable modification because it would constitute a fundamental alteration of the entity's service.

12. Personal Care Attendant (PCA). While PCAs may travel with a passenger with a disability, transportation agencies are not required to provide a personal care attendant or personal care attendant services to meet the needs of passengers with disabilities on paratransit or fixed route trips. For example, a passenger's request for a transportation entity's driver to remain with the passenger who, due to his or her disability, cannot be left alone without an attendant upon reaching his or her destination may be denied. It would be a fundamental alteration of the driver's function to provide PCA services of this kind.

13. Intermediate Stops. The Department views granting a paratransit passenger's request for a driver to make an intermediate stop, where the driver would be required to wait, as optional. For example, a passenger with a disability arranges to be picked up at a medical facility and dropped off at home. On the way, the passenger with a disability wishes to stop by a pharmacy and requests that the driver park outside of the pharmacy, wait for the passenger to return, and then continue the ride home. While this can be a very useful service to the rider, and in some cases can save the provider's time and money (by scheduling and providing a separate trip to and from the drug store), such a stop in the context of a shared ride system is not required. Since paratransit is, by its nature, a shared ride system, requests that could disrupt schedules and inconvenience other passengers could rise to the level of a fundamental alteration.

14. Payment. A passenger's request for a fixed route or paratransit driver to provide the transit service when the passenger with a disability cannot or refuses to pay the fare may be denied. If the transportation agency requires payment to ride, then to provide a free service would constitute a fundamental alteration of the entity's service.

15. Caring for Service Animals. A paratransit or fixed route passenger's request that the driver take charge of a service animal may be denied. Caring for a service animal is the responsibility of the passenger or a PCA.

16. Opening Building Doors. For paratransit services, a passenger's request for the driver to open an exterior entry door to a building to provide boarding and/or alighting assistance to a passenger with a disability should generally be granted as long as providing this assistance would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time. Note that a request for "door-through-door" service (i.e., assisting the passenger past the door to the building) generally would not need to be granted because it could rise to the level of a fundamental alteration.

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Please see guidance issued on this topic. U.S. Department of Transportation, Origin-to-Destination Service, September 1, 2005, available at http://www.fta.dot.gov/12325_3891.html (explaining that, "the Department does not view transit providers' obligations as extending to the provision of personal services. . . . Nor would drivers, for lengthy periods of time, have to leave their vehicles unattended or lose the ability to keep their vehicles under visual observation, or take actions that would be clearly unsafe . . .").

17. Exposing Vehicle to Hazards. If the passenger requests that a vehicle follow a path to a pick up or drop off point that would expose the vehicle and its occupants to hazards, such as running off the road, getting stuck, striking overhead objects, or reversing the vehicle down a narrow alley, the request can be denied as creating a direct threat.

18. Hard-to-Maneuver Stops. A passenger may request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver a vehicle. A passenger's request to be picked up in a location that is difficult, but not impossible or impracticable, to access should generally be granted as long as picking up the passenger does not expose the vehicle to hazards that pose a direct threat (e.g., it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road).

19. Specific Driver's. A passenger's request for a specific driver may be denied. Having a specific driver is not necessary to afford the passenger the service provided by the transit operator.

20. Luggage and Packages. A passenger's request for a fixed route paratransit driver to assist with luggage or packages may be denied in those instances where it is not the normal policy or practice of the transportation agency to assist with luggage or packages. Such assistance is a matter for the passenger or PCA, and providing this assistance should be a fundamental alteration of the driver's function.

21. Request to Avoid Specific Passengers. A paratransit passenger's request not to ride with certain passengers may be denied. Paratransit is a shared-ride service. As a result, one passenger may need to share the vehicle with people that he or she would rather not.

22. Navigating an Incline, or Around Obstacles. A paratransit passenger's request for a driver to help him or her navigate an incline (e.g., a driveway or sidewalk) with the passenger's wheeled device should generally be granted. Likewise, assistance in traversing a difficult sidewalk (e.g., one where tree roots have made the sidewalk impassible for a wheelchair) should generally be granted, as should assistance around obstacles (e.g., snow drifts, construction areas) between the vehicle and a door to a passenger's house or destination should generally be granted. These modifications should be granted subject, of course, to the proviso that such assistance would not cause a direct threat, or leave the vehicle

Appendix E

unattended or out of visual observation for a lengthy period of time.

23. Extreme Weather Assistance. A passenger's request to be assisted from his or her door to a vehicle during extreme weather conditions should generally be granted so long as the driver leaving the vehicle to assist would not pose a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time. For example, in extreme weather (e.g., very windy or stormy conditions), a person who is blind or vision-impaired or a frail elderly person may have difficulty safely moving to and from a building.

24. Unattended Passengers. Where a passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended, transportation agencies should generally grant the request as long as accommodating the request would not leave the vehicle unattended or out of visual observation for a lengthy period of time, both of which could involve direct threats to the health or safety of the unattended passengers. It is important to keep in mind that, just as a driver is not required to act as a PCA for a passenger making a request for assistance, so a driver is not intended to act as a PCA for other passengers in the vehicle, such that he or she must remain in their physical presence at all times.

25. Need for Return Trip Assistance. A passenger with a disability may need assistance for a return trip when he or she did not need that assistance on the initial trip. For example, a dialysis patient may have no problem waiting at the curb for a ride to go to the dialysis center, but may still require assistance to the door on his or her return trip because of physical weakness or fatigue. To the extent that this need is predictable, it should be handled in advance, either as part of the eligibility process or the provider's reservations process. If the need arises unexpectedly, then it would need to be handled on an ad hoc basis. The paratransit operator should generally provide such assistance, unless doing so would create a direct threat, or leave the vehicle unattended or out of visual observation for a lengthy period of time.

26. Five-Minute Warning or Notification of Arrival Calls. A passenger's request for a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival generally should be granted. As a matter of courtesy, such calls are encouraged as a good customer service model and can prevent "no shows." Oftentimes, these calls can be generated through an automated system. In those situations where automated systems are not available and paratransit drivers continue to rely on hand-held communication devices (e.g., cellular telephones), drivers should comply with any State or Federal laws related to distracted driving.

27. Hand-Carrying. Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device should generally be denied because of the safety, dignity, and privacy issues implicated by hand-carrying a passenger. Hand-carrying a passenger is also a PCA-type service which is outside the scope of driver duties, and hence a fundamental violation.

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**YMCA BETTYE J. MCCORMICK SENIOR CENTER /YMCA VANGO
DISADVANTAGED BUSINESS ENTERPRISE PROGRAM
OBJECTIVES/POLICY STATEMENT**

The YMCA Bettye J. McCormick Senior Center/YMCA VanGo has established a Disadvantaged Business Enterprise (DBE) program in accordance with the U.S. Department of Transportation (DOT), 49 Code of Federal Regulation (CFR) Part 26. As a recipient of Federal financial assistance from the Department of Transportation and as a condition of receiving this assistance, YMCA Bettye J. McCormick Senior Center/ YMCA VanGo has signed an assurance that it will comply with 49 CFR, Part 26.

It is the policy of YMCA Bettye J. McCormick Senior Center/YMCA VanGo to ensure that DBE's defined in 49 CFR, Part 26 have an equal opportunity to receive and participate in DOT assisted contracts. The objectives of the DBE Program include:

1. To ensure non-discrimination in the award and administration of DOT assisted contracts;
2. To create a level playing field in which DBE's can compete fairly for DOT assisted contracts;
3. To ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. To ensure that firms that fully meet 49 CFR, Part 26 eligibility standards are permitted to participate as DBE's;
5. To help remove barriers to the participation of DBE's in DOT assisted contracts;
6. To assist the development of firms that can compete successfully in the marketplace outside the DBE program.

The Transportation Director has been designated as the DBE Liaison Officer. In that capacity, the Director is responsible for implementing all aspects of the DBE program. Implementation of the DBE program is accorded the same priority as compliance with all other legal obligations incurred by YMCA Bettye J. McCormick Senior Center/ YMCA VanGo in its financial assistance agreements with the Department of Transportation.

If your business qualifies as a Disadvantaged Business Enterprise and has a product that YMCA Bettye J. McCormick Senior Center/YMCA VanGo may currently be using or that may be of interest to the Van Go program or, if you would like to be contacted when a bid for products or services is let, please contact Nola Davis at (812) 886-3381 or by email at nola@vincennesymca.org.

**YMCA BETTYE J. MCCORMICK SENIOR CENTER/
YMCA VANGO**

COMMENT FORM

YMCA VanGo is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form below for suggestions, compliments, and complaints. You may also call us at (812) 886-3381, visit at 2009 Prospect Ave., Vincennes, IN 47591 (or you can mail to this address). Please make sure to provide us with your contact information in order to receive a response. Contact Nola Davis if you have any questions.

YMCA VanGo Comment Card

Compliment___ Suggestion___ Complaint___ Other___ ADS Related? Y/N				
Name:				
Street Address:				
City, State, Zip:				
Phone:				
Accessible Format Requirement:	Large Print___	TOO/Relay___	Audio Recording___	Other
Transit Service (Choose One) Bus __		Paratransit_		
Date of Occurrence		Time of Occurrence		
Name/ID of Employee(s) or Others Involved:				
Vehicle ID/Route Name or Number:				
Direction of Travel:				
Location of Incident:				
Mobility Aid Used (if any):				
If above information is unknown, please provide other descriptive information to help identify the employee:				
Description of Incident or Message:				
May we contact you if we need more detail or information?	Yes__		No__	
What is the best way to reach you? (Choose Onp)	Phone	Email	Mail	
If a phone call is preferred, what is the best day and time to reach you?				
Email				
Telephone Response				