



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 call us at (812) 886-3381.

Sincerely,

Rebecca Pinnick, 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.

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 \$3.00 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 – 8:00p.m.

(If you call before or after hours, please leave a message and we will return your call.)

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

SERVICE HOURS:

Monday – Friday: 8:00a.m. – 8:00p.m.

Saturday- Sunday: 8:00 – 3:00 p.m

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 - \$3.00 per person one way.

Out of City: \$6.00 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.

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.
- 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) 886-3381. 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; 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.
- Riders are permitted to bring non-service animals on board, however they must be caged.

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

- 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 curb to curb 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
(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 Rebecca Pinnick, Director at 1-812-882-2285 or email jsievers@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 VanGo Public Transportation operates 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 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 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 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 Rebecca Pinnick, Director, at (812) 886-3381 or rpinnick@vincennesymca.org.

VanGo

**Consolidated Civil Rights
Complaint Form**

Opportunity (EEO) program.

In the complaint investigation process, we analyze the complainant's allegations for possible deficiencies by our transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe.

Please mail or submit your completed form to:

VanGo
Rebecca Pinnick Director of VanGo
2009 Prospect Avenue Vincennes, Indiana 47591

If you have questions about how to prepare a complaint, you may contact us at 1-812-886-3381. More information about transit-related civil rights requirements may be found on the FTA's website at www.fta.dot.gov.

Note: Apart from the form, ***on separate pages***, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from your transit provider.

Important: We cannot accept your complaint without a signature, so please sign on the last page of the form after printing out.

Section I

I believe that I have been (or someone else has been) discriminated against based on:

- Race / Color / National Origin
- Disability
- Sex, Gender
- Other (specify)

I believe that a public transit provider has failed to comply with the following program requirements:

- Disadvantaged Business Enterprise
- Equal Employment Opportunity
- Title VI
- Americans with Disabilities Act (ADA)
- Other(specify)

Section II

Name:

Street Address:

City: State:

Zip Code:

Telephone Numbers:

Home:

Cell:

E-Mail Address:

Accessible format requirements:

Large Print

Not Applicable

Other

Section III

Are you filing this complaint on your own behalf?

Yes No

[If you answered "yes" to this question, go to Section IV.]

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 IV

Have you previously filed a civil rights complaint with our agency?

Yes No

If yes, what was the date?

Have you filed this complaint with any of the following agencies?

Transit Provider

Department of Transportation

Department of Justice

Equal Employment Opportunity Commission

Other

If yes, please attach a copy of any response you received to your previous complaint.

Have you filed a lawsuit regarding this complaint?

Yes No

If yes, please provide the case number and attach any related material.

Section V

Name of public transit provider complaint is against and general details of complaint:

Contact person Title

Telephone number

Section VI

May we release your identity and a copy of your complaint to the transit provider? Yes

No

Note: We may be unable to investigate your allegations without permission to release your identity and complaint.

Please sign here: _____

Date:

Note: We cannot accept your complaint without a signature.

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 decrived 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.

VanGo

Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

INTRODUCTION AND PURPOSE:

This ADA policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the American with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation regulations for implementing ADA (49 CFR Parts 27, 37 and 38) and applicable Indiana laws and regulations.

VanGo operates a demand response public transit system. VanGo complies with ADA requirements with respect to such services.

SERVICE CLASSIFICATIONS:

VanGo service is offered to all members of the public, not just persons with disabilities, therefore the service is considered “demand response” and VanGo is not required to provide ADA complementary paratransit service.

POLICY STATEMENT:

It is the policy of VanGo to comply with all the legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated.

GOALS: Service is provided in a manner that meets the following goals:

1. Provide safe, accessible and dignified services to all persons, including individuals with disabilities.
2. Expedite the safe and efficient boarding, securing, transporting and alighting of all passengers regardless of mobility status.
3. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.
4. Minimize potential damage to mobility aids and transit system equipment in the process.

APPLICABILITY:

This policy applies to all VanGo transit system employees. This policy applies to services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

DEFINITIONS:

Three or Four-Wheeled Device (formerly common wheelchair): A mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

Disability: An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. A physical or mental impairment that substantially limits one or more major life activities.

Mobility Aid/Non-Wheelchair Mobility Device: A device used by a person with a mobility impairment to assist with mobility but does not meet the requirements of a three or four wheeled device as defined by ADA. These include but are not limited to canes, crutches and walkers when used by a person with a mobility related disability.

Demand Response Service: A transportation service characterized by flexible routing and scheduling of relatively small vehicles to provide point-to-point transportation. These services usually require advance reservations and can be curb-to-curb or door-to-door. Can also be referred to as paratransit or dial-a-ride service.

Securement Equipment: Equipment used for securing “common wheelchairs” against uncontrolled movement during transport.

Securement Station: Space specifically designed to secure and stabilize “common wheelchairs” on transit vehicles.

Service Animal: Animal that is trained to perform a task or tasks for people with disabilities.

GENERAL GUIDANCE AND PROCEDURES FOR IMPLEMENTING POLICY

Recruitment and Employment: As stated in the VanGo personnel policies, the agency is an Equal Opportunity Employer and fully complies with ADA in its recruitment, hiring and continued employment practices.

Facility and Vehicle Accessibility: The VanGo administrative facility, vehicle storage building, and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and the State of Indiana.

Maintenance of Accessibility Features: Accessibility features on vehicles, including lifts, ramps, wheelchair securement devices, will be maintained in operative condition. The preventive maintenance program of VanGo provides for regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. In addition, the lift must be cycled as part of each pre-trip inspection.

Drivers are required to report lift failures as soon as possible. Vehicles with inoperative lifts will be replaced as soon as possible.

Inoperative Lifts: Vehicles with inoperative lifts will be taken out of service as soon as possible and inoperative equipment will be replaced promptly with a spare vehicle. The inoperative lift will be repaired before the vehicle returns to service. In the interim, VanGo will provide transportation using a back-up vehicle.

Eligibility Certification: There is no eligibility certification process at VanGo because the service is demand response and is open to the public not just persons with disabilities.

Rider Scheduling: When calling to request transit service, the rider will be assigned a pick-up time. Riders will be required to be ready and in their designated place of pick-up at their scheduled time.

Boarding: Drivers and scheduling practices will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary to accommodate slower passengers and waiting for passengers to be seated before moving the vehicle. It is the responsibility of the driver to determine the safest location for passenger boarding based on conditions and individual needs upon arrival at the pick-up site. The passenger and/or their guest escort or attendant and the driver will maneuver the passenger and mobility aid to the vehicle. Only a properly trained transit system employee can operate the lift, secure the “common wheelchair” on the lift and in the securement station.

Use of Accessibility Devices by Persons with Disabilities Not Using a Wheelchair: A person with a disability who is not using a wheelchair or other seated mobility aid may use the lift to board or disembark the vehicle upon request.

Priority Seating: With the exception of the wheelchair securement stations, the transit system does not require any passenger to sit in designated seating. (However, this does not supersede the transit system’s right to require any passenger who has caused a disruption in the safe travel of other passengers and/or driver to be required to sit in a specific area of the vehicle as a condition of transportation)

Passenger Assistance: VanGo Demand Response Services will be provided on a first come, first serve basis. Drivers will assist riders with disabilities in boarding and disembarking from vehicles including use of the vehicle ramp and/or lift and in securing their mobility devices. All drivers who operate VanGo vehicles are proficiently trained in passenger assistance and sensitivity towards persons with disabilities, leaving their seat to make themselves available for assistance to persons with disabilities. Drivers will use the accessibility-related equipment and features on their vehicles.

Securement: Securement of the “common wheelchair” class of mobility devices is the responsibility of the driver and drivers will be trained in the proper operation of all securement equipment based on manufacturer specifications. VanGo policy states drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the common wheelchair. If the tie-down system is not compatible for the common wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride in the vehicle. Drivers cannot deny a passenger a ride based on the inability to secure the common wheelchair. However, drivers must warn the passengers of the danger of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service. Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area.

VanGo will treat all riders equally. Seat belts and shoulder harnesses are recommended for passengers riding in the secured wheelchair station. (Yet, not required unless required for all passengers.)

Non-Standard Mobility Devices: Mobility devices that are not common wheelchairs will be accommodated to the extent that the ADA-compliant lift and securement areas can safely do so. However, these devices are the responsibility of the individual passenger and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.

Accommodation of Portable Oxygen: Individuals can travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. Department of Transportation rules on the transportation of hazardous materials.

Transfer to Fixed Seating: All passengers using seated mobility devices have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, users of seated mobility devices to transfer to fixed seating.

Service Animals: In compliance with 49 CFR Part 37, VanGo allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal, but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger's control or which becomes a threat to other passengers may be restricted from riding.

Disembarking: It is the responsibility of the driver to determine that the location for passenger disembarking is safe. However, the driver will allow a passenger who uses the lift to disembark at any stop, unless the lift cannot be deployed, the lift will be damaged if deployed, or conditions at the stop would present unsafe conditions for all passengers. The driver will only unsecure the "common wheelchair" and operate the lift to return the passenger to the ground level. The passenger and/or their guest, escort or attendant must maneuver the passenger mobility aid once it has completely exited the vehicle.

Staff Training: All drivers and transit system staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described and in properly assisting and treating individuals with disabilities with sensitivity.

Rider Information – Alternative Formats: All printed informational materials are made available in accessible formats upon request, for example, large print for persons with low vision or audio for blind persons, as well as accessible electronic formats.

Complaint Procedures

VanGo has a process for investigating and tracking ADA related complaints. These procedures shall be posted on the VanGo website and will be provided to any individual where VanGo has denied a request for accommodation or discriminated against any individual on the basis of disability. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints,

such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has an ADA related complaint can file that complaint by completing and submitting a Consolidate Civil Rights Complaint Form or an ADA Reasonable Modification Complaint Form. VanGo investigates complaints received no more than 30 days after receipt. VanGo will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, VanGo may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to VanGo.

If VanGo is not contacted by the complainant or does not receive the additional information within 30 business days, VanGo may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After VanGo investigates the complaint, a decision will be rendered in writing to the complainant. VanGo will issue either a Letter of Closure or Letter of Finding.

- a. *Letter of Finding* – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by VanGo to address the complaint.
- b. *Letter of Closure* – This letter will explain why VanGo has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of VanGo, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within 21 days of the initial decision of VanGo.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

2. Designated Employee

VanGo shall designate one official within the organization responsible for processing reasonable modification requests and handling complaints. This individual is:

Rebecca Pinnick, VanGo Director
2009 Prospect Avenue
Vincennes, Indiana 47591
812-886-3381
jsievers@vincennesymca.org

Reasonable Modification of Policy. If a passenger requires modification of any of these policies to accommodate their disability, they may request such a modification by contacting VanGo, Rebecca Pinnick, VanGo Director at 812-886-3381

jsievers@vincennesymca.org. The transit system will make every effort to work with the individual to find an accommodation solution.

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 assuring 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 would not have to establish flag stop or route-deviation policies, as these would 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/user loads 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 or Operating Hours. A person's request for fixed route or 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 could 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.

Appendix E

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/123253891.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 Drivers. 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 or 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 would 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 well 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 should 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's duties, and hence a fundamental alteration.

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YMCA VANGO PUBLIC TRANSPORTATION

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 Rebecca Pinnick 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___		TDD/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 rntact you if we need more detail or information?			Yes				No		
What is the best way to reach you? (Choose One)			Phone		Email		Mail		
If a phone call is preferred, what is the best day and time to reach you?									
Email									
Telephone Response									