

Accessible Transit Services: IndiGO is for Everyone!

The Americans with Disabilities Act requires public transit agencies to provide accessible transportation service to persons with disabilities. This service may be provided via our Fixed Route (general public) buses, or via Complementary Paratransit or Shared Ride services. The following sections provide more details about each of these programs.

IndiGO Wheelchair-Accessible Fixed Route Buses

All IndiGO vehicles used for our Fixed Route service are fully accessible in accordance with the Americans with Disabilities Act (ADA) of 1990. These features include:

- Driver-operated wheelchair lifts or ramps
- “Kneeling” capability whereby drivers can lower the steps of the bus to make boarding easier
- Ample space in the front of the bus to accommodate wheelchairs

If you can get to the bus stop, you may be required to use this type of service for your public transit needs. To encourage anyone with a physical or mental disability to use our Fixed Route service, IndiGO is happy to offer service for anyone who obtains a Reduced Fare Card. Upon displaying your card to the driver, you may ride at any time for a reduced fare. You may obtain an application for a Reduced Fare Card by calling, writing, or stopping in at the IndiGO office. For your convenience, we also offer a ten-ride ticket which can be purchased in advance from your Driver.

An IndiGO representative will be happy to meet with you personally to assist you in learning to ride our Fixed Route buses. Call IndiGO at **(724) 465-2140 or 1-800-422-6928**.

Should a person with a disability be unable to board the Fixed Route buses, or unable to physically get to a bus stop, the person may qualify for Complementary Paratransit Services. Persons using this program must live within three-quarters of a mile of a fixed-route bus route.

Complementary Paratransit is a curb-to-curb service, and provides a vehicle that is fully accessible which goes directly to your home and takes you where you wish to go within a specified area. This service is provided only if you have a functional disability that prevents you from using a Fixed Route accessible bus.

The law provides two very specific definitions of a functionally disabled person:

“Any individual with a disability who is unable to board, ride, or disembark, without the assistance of another individual, from any vehicle on the transit system which is readily accessible to and usable by individuals with disabilities.”

And

“Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such a system.”

Applying for a Complementary Paratransit Card

If you believe you meet one of these two criteria, you may be eligible for Complementary Paratransit service. However, an application must be completed and approved. This application can be obtained by calling, writing, or stopping by the IndiGO office.

All applications requesting eligibility for Complementary Paratransit service will be reviewed by qualified staff members of the Office of Vocational Rehabilitation. The staff is trained to make a recommendation based on their professional expertise in the field.

Within 21 days of receiving your application, a determination of eligibility will be made. If you are found to be eligible, you will receive a Complementary Paratransit Card. We'll also provide complete instructions to enable you to use the system. Any denied eligibility has the right to file an appeal with IndiGO within 60 days of receiving notice of denial.

The cost for this service is calculated at twice the normal Fixed Bus Route fare. For example, if a normal Fixed Route fare is \$1.30 per one-way trip, the Complementary Paratransit cost would be \$2.60 per one-way trip.

Using Complementary Paratransit

Here are a few additional points to keep in mind. These will be explained in more detail after you receive your card.

- Trips must be scheduled no later than one business day beforehand. Weekends please follow the prompts on the automated voice mail system.
- The origin and destination of your trip must be within three-quarters of a mile of one of IndiGO's Fixed Routes.
- Fares will be no more than twice the fare charged on comparable Fixed Routes operating in the area of your trip.
- The days and hours for Complementary Paratransit trips will match the same days and hours that Fixed Route trips are made.
- Paratransit trips can be for any purpose.
- Complementary Paratransit riders can be young children through persons age 64. Once a person turns 65, he or she would be eligible for various transit services as a Senior Citizen.
- The best way to obtain answers to your questions is to phone the IndiGO office. A friendly staff member will be glad to speak with you!

