

About the Persons with Disabilities Program (PwD)

The PwD Program is funded through the Pennsylvania Department of Transportation. It is a statewide program that provides affordable, accessible transportation for persons with disabilities.

There are additional regulations that govern the program that may not be included in this brochure. Additional information will be explained during the application process.

This program only pays for trips that are not covered by other programs.

To find out more, call IndiGO at (724) 465-2140 or stop by the IndiGO Customer Service Center in the Indiana Mall (across from the DMV).

Eligibility Requirements

- Between 18 and 64 years of age
- Have a disability as defined by the Americans with Disabilities Act
- Have proof of the disability
- Complete the application forms

To apply for the PwD Program, visit our Customer Service Center that is located in the Indiana Mall, across from the DMV, or call our office for more information.

(724) 465-2140

or

1-800-442-6928

Customer Service Center
(Across from the DMV)

Open Monday through Friday
8 am to 6 pm
2334 Oakland Ave
Indiana, PA 15701

IndiGO Main Office

Open Monday through Friday
8 am to 4 pm
1657 Saltsburg Ave.
Indiana PA, 15701

www.indigobus.com

Holiday Closings

IndiGO will not operate on the following holidays:

New Years Day

Memorial Day

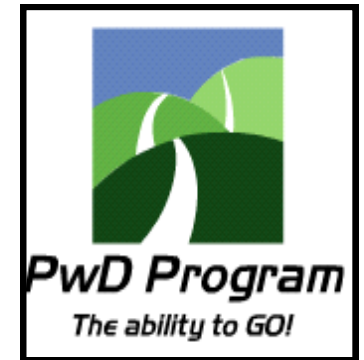
Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Transportation for Persons with Disabilities



Hours of Operation

Monday through Friday
7 am through 5 pm

All appointments must be scheduled within these service hours.

Effective January 1, 2020



**INDIGO VEHICLES ARE
HANDICAP ACCESSIBLE!**

How the PwD Program works!

The goal of the PwD Program is to provide a shared ride service at a reduced fare for persons aged 18 to 64. The program is available to those living in Indiana County who need transportation to or from an area not served by existing transportation services, such as, fixed routes.

The PwD Program is only required to be a curb-to-curb service, however, IndiGO believes in assisting all clients door-to-door. IndiGO is never permitted to enter any private home, but the operator will wait at the door for the clients. IndiGO will assist all clients into the main waiting areas at medical facilities. For return trips, IndiGO will come into the main waiting area to eliminate having to wait outside.

Places You Can Go

The PwD Program is greatly beneficial for those in need of transportation to medical appointments.

Clients are also able to go shopping, participate in recreational activities, get to work, and even attend appointments at social service agencies in Indiana County, between 8 am and 5 pm, Monday through Friday.

Service Area and Day

Transportation will be provided through the Indiana County Shared Ride Program.

Clients can go to medical appointments in Indiana County and Punxsutawney Monday through Friday. Transportation to Pittsburgh is available on Thursdays. We require that two fare paying clients go to constitute the trip to the Pittsburgh area.

Transportation to other destinations in Indiana County are available Monday through Friday.

Cost of Trips

The cost of the trips are mileage based. The costs are up to a maximum of \$7.50 each way for a medical trip to Pittsburgh.

The cost cannot be billed; riders must pay cash on the day of the trip.

Hours of Operation

All appointments and returns must be scheduled within these service hours:

- Indiana County: 8 am and the last pick up time of 5 pm
- Punxsutawney Area: 9 am and the last pick up time of 4 pm
- Pittsburgh: 9 am and the last pick up time of 3 pm

How to Schedule a Ride

Clients are able to call to reserve their ride between the hours of 8 am and 4 pm, Monday through Friday.

We ask that you call at least two weeks in advance to reserve your ride. Reservations must be called in no later than 2:00 pm, one business day prior to the appointment; we may not be able to accommodate your request due to scheduling.

If you require an escort, you may schedule to have one accompany you to your appointments at no charge.

Day of Appointment

On the day of your appointment, an operator will pick you up and when you are finished, an operator will arrive within 30 minutes of your scheduled return time.

Cancellations can be taken one hour before pick up. No other rider can take your place without scheduling.

Accessible Access & Assistance

Passengers using mobility aid devices such as wheelchairs, scooters, walkers, etc. must have an accessible path from the door of their residence to the door of the vehicle when parked in the driveway. Wheelchair ramps must be clear of snow and other debris, and driveways must be plowed and/or salted to prevent ice.

Drivers are not authorized to lift a manual wheelchair or to push a wheelchair through snow or yards. Under no circumstances will a driver push or lift an electric scooter.