

## Title VI Civil Rights Act City of Bangor Community Connector

- The City of Bangor operates Community Connector without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Community Connector.
- For more information on Community Connector's civil rights program, and the procedure to file a complaint, visit our website ([www.bangormaine.gov](http://www.bangormaine.gov)), contact 207-992-4670, or visit our administrative office at 475 Maine Avenue, Bangor, Maine 04401.
- 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 Avenue., SE  
Washington, D.C. 20590.
- If information is needed in another language, contact 207-992-4670.

### REASONABLE MODIFICATION

Passengers may request a Reasonable Modification from Community Connector for Fixed Route and ADA Paratransit Service.

Passengers can make a request by email ([sherri.clark@bangormaine.gov](mailto:sherri.clark@bangormaine.gov)) or by calling 207-992-4673 then press #1. Leave your name, phone number and your request. Please allow 72 hours for a response. 49CFR 37.5 (i)(3)



### IMPORTANT INFORMATION

**How to SCHEDULE a trip**  
**Call (207) 992-4673 for Automated Voicemail System or (207) 992-4670 to speak to an ADA Specialist during administrative office hours of 8:00 am to 4:00 pm Monday- Friday**  
**For checking status of your ride on Saturday call 992-4670 on Friday to speak with dispatcher on duty.**  
**How to CANCEL a trip**  
**Call**  
**The Community Connector**  
**(207) 992-4670**  
**MUST SPEAK TO A LIVE PERSON**

**IF SERVICE PROVIDER IS CLOSED DUE TO WEATHER, ALL ADA TRIPS ARE CANCELLED.**

### SERVICE HOURS

**5:45 am to 9:45 pm in some areas; must be comparable for each bus route; see bus schedules in our rider's guide more information. Paratransit trips on the Black Bear Orono Express corridor will be fare free. The trip's origin and destination must remain within the 3/4 mile of the Black Bear Orono Express and during the days and times of operation of the Express.**

**Closed all major holidays:**  
**New Year's Day**  
**Memorial Day**  
**Independence Day**  
**Labor Day**  
**Thanksgiving**  
**Christmas**



## CITY OF BANGOR ADA COMPLEMENTARY PARATRANSIT SERVICE



(207) 992-4670  
475 Maine Ave.  
Bangor, ME 04401

## Welcome to ADA Complementary Paratransit Service

Please direct all questions and concerns to the management of the Community Connector at (207) 992-4670 or email us at: [sherri.clark@bangormaine.gov](mailto:sherri.clark@bangormaine.gov)

### Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (the ADA) is the culmination of almost 20 years of debate on the issue of disability rights. It provides a comprehensive framework and approach for ending discrimination against persons with disabilities. The stated national goals of the ADA are identified in its preamble and include assuring that persons with disabilities have equally of opportunity, a chance to fully participate in society, are able to live independently, and can be economically self-sufficient. Complimentary paratransit service is required in Section 223 of the ADA to serve those persons whose needs cannot be met by fixed-route systems.

#### ADA Note

ADA is intended as a safety net for individuals whose disability prevents the use of the Community Connector, our accessible fixed-route transportation system. ADA stresses the importance of persons with disabilities having the opportunity and encouragement to use accessible fixed-route transportation.

Once you have been established eligible for ADA Paratransit, **it does not guarantee that each trip will meet the criteria.** The management at the Community Connector will determine if the individual trip qualifies under the ADA guidelines.

Fare is \$3.00 per one way ride, \$6.00 round trip per person. You can verify the correct amount by calling the Community Connector office at (207) 992-4670. Please have exact fare, drivers do not carry change

### POINTS TO REMEMBER

**Be ready to go during the half hour pick-up window.** you will need to remember your pick up time from your reservation, and will need to be waiting where the driver can easily find you. The driver will provide origin to destination assistance to exterior doors only, and cannot enter the home of any rider

at any time. Wheelchairs should be equipped with properly working brakes.



**Your driver will assist you in loading and unloading grocery bags.** Drivers cannot carry bags from stores into homes. You should take only as many bags/packages as you can manage. Be sure that your bags do not block the walkways or use any seating needed by other riders.

#### Remember that ADA is a shared ride service.

Please plan to ride up to one hour en route to your destination. Other passengers may be picked up and dropped off along the way.

#### Our ADA service is a comparable service of our fixed route transit system.

Please see the schedule for more detailed information. You can also visit us on the web at: [www.bangormaine.gov](http://www.bangormaine.gov).

**One PCA (Personal Care Attendant)** may ride with an ADA certified individual at no charge. The PCA must ride to and from the same destination as the ADA passenger.

**Companion(s)** may accompany an ADA certified individual on a trip, in addition to a PCA. Companions pay full fare and must travel to and from the same destination as the ADA passenger. However, advance notice is needed to ensure space availability.

**Out of Town Visitors** with a disability that prevents them from using the regular fixed route service or that are ADA certified by another transit system may use our system for 21 days of service within a 365-day period. After 21 service days, the Community Connector must then certify visitors if they wish to continue.

**Service Animals** are permitted on our paratransit vehicles. A service animal is any (guide dog, signal dog, or other animal individually trained to perform a task for an individual with a disability, including but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Please remember you must be in control of your service animal at all times. Pets must be in pet carrier.

**Portable Oxygen and/or Respirators** are permitted for an individual with a disability traveling on all paratransit vehicles.

**Lift Use by Ambulatory Passengers or Standees** is allowed for passengers when needed.

**Complaints** can be filed by email [community.connector@bangormaine.gov](mailto:community.connector@bangormaine.gov), online at [www.bangormaine.gov/communityconnector](http://www.bangormaine.gov/communityconnector), or by calling ADA Specialist at 992-4670.

**No Show Policy** available online at [www.bangormaine.gov](http://www.bangormaine.gov) or call 207-992-4670 to request a copy.

**Accessible Formats** such as large print, braille, and Spanish versions of our informational materials are available upon request by calling 207-992-4670, on our website ([www.bangormaine.gov](http://www.bangormaine.gov)), or by emailing us at [community.connector@bangormaine.gov](mailto:community.connector@bangormaine.gov).

#### Bus Ambassador Program:

If you want to get out into the community, live more independently, travel with confidence, we can help. We have a wonderful and dedicated group of Bus Ambassador's who volunteer to teach people how to ride the regular bus. You can learn the different routes and how to navigate the system. Give us a call at 207-992-4670 and will be set you up with one of Bus Ambassador's.

## QUESTIONS

### WHERE CAN I GO?

The service area is based on the fixed-route system, including up to 3/4 mile from any fixed route.

### WHAT ARE THE HOURS OF SERVICE?

Services provided during the hours and days when the fix route service operates, see schedule.

Closed all major holidays:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving  
Christmas

### WHAT IF THE PARATRANSIT SERVICE NEEDS TO MAKE A CHANGE?

An ADA specialist will contact you if a change in pick up or return time is needed. One hour negotiated window is permissible. All information about our service is available on our website [www.bangormaine.gov](http://www.bangormaine.gov) with text to speech capability.