

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

Call - (207)992-4670

Visit our administrative office -

475 Maine Avenue, Bangor, Maine 04401.

- 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) or by calling 207-992-4676. Leave your name, phone number and your request. Please allow 72 hours for a response. 49CFR 37.5 (i)(3)

ADA COMPLAINTS

In compliance with Title II of the Americans with Disabilities Act of 1990 ("ADA"), Community Connector is committed to providing the highest quality service.

In addition, Community Connector is committed to ensuring that no person is denied access to its services based on their disabilities. If an ADA passenger's experience with the Community Connector paratransit service or fixed route bus service is perceived as less than satisfactory or in alleged violation of the ADA, he/she may file a complaint.

TO FILE AN ADA COMPLAINT



Email - community.connector@bangormaine.gov
Online - [www.bangormaine.gov/
communityconnector](http://www.bangormaine.gov/communityconnector)
Call an ADA Specialist - (207) 992-4670.

IMPORTANT INFORMATION

HOW TO SCHEDULE A TRIP

- (207) 992-4673
Automated Voicemail System.

- (207) 992-4670
speak to an ADA Dispatcher, check on the status of a ride, or to cancel a trip.

OFFICE HOURS

8:00 am to 4:00 pm Monday- Friday

SERVICE HOURS

- 5:45 am to 6:30 pm; 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 may 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 BBOE.

CLOSED ALL MAJOR HOLIDAYS:

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

FARE

\$3.00 per one way ride, \$6.00 round trip per person. Please have exact fare, drivers do not carry change.



**CITY OF BANGOR
Community Connector**

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



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 staff at the Community Connector will determine if the individual trip qualifies under the ADA guidelines.

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 with text to speech capability.

POINTS TO REMEMBER

- Be ready during the half hour pick-up window.
- Remember the pick up time of your reservation.
- Be waiting where the driver can easily find you.
- Drivers provide origin to destination assistance they cannot enter your home at any time.
- Wheelchairs need 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.

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.

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.

No Show Policy available online at 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), or by emailing us at 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.

Out of Town Visitors

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.

If the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of the Bangor Area and, if the individual's disability is not apparent, proof of the disability. Acceptable proof of disability includes a letter from a doctor or the visitor's statement of inability to use the fixed route system. Community Connector should provide visitor status within 24 hours upon receiving such request.

Service Animals

- **Service Animals are permitted paratransit vehicles.**
- **Please remember you must be in control of your service animal at all times.**
- **Pets must be in pet carrier.**

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.

