

# IndyGo Open Door Rider Guidelines

How to ride from origin to destination



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# Welcome to IndyGo Open Door

On behalf of the Indianapolis Public Transportation Corporation (IPTC), welcome to IndyGo Open Door paratransit service. Open Door serves the needs of customers who, because of a disability, are unable to use IndyGo's regular fixed route system and who meet the criteria established by the U.S. Department of transportation under the Americans with Disabilities Act (ADA) of 1990.

We welcome the opportunity to serve you and thank you for riding IndyGo Open Door.

## Customer Comments, Title VI

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IndyGo welcomes feedback from passengers and the community. Persons with comments should call our Customer Service Center at 317-635-3344 or via e-mail [www.IndyGo.net](http://www.IndyGo.net). Whether it's a suggestion, concern, complaint or compliment—or if you believe that you have been denied services based on race, color, creed, national origin, sex or age (Title VI, Civil Rights)—all comments are entered into a database and researched by the appropriate IndyGo department. If a response is requested, an IndyGo staff member will follow-up.

## The MAC

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The MAC (Mobility Advisory Committee) is a volunteer advocacy group that meets regularly and acts in an advisory capacity to IndyGo in relation to Open Door and other ADA-compliance issues. Visit [www.IndyGo.net](http://www.IndyGo.net) for meeting details and information.

## Service Area and Hours

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Federal regulation requires Open Door to provide service within  $\frac{3}{4}$  miles of an operating IndyGo fixed route. IndyGo Open Door, however, operates throughout all of Marion County.

IndyGo Open Door operates during the same days and hours as the regular fixed route service.

As with regular IndyGo fixed route service, Open Door service will operate a Sunday schedule on the following holidays\*:

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

\* Visit [IndyGo.net](http://IndyGo.net) for Sunday schedule information.

# Open Door Eligibility Certification

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To utilize the IndyGo Open Door service, individuals must apply for eligibility. Applications are available by calling the IndyGo Customer Service Center at 317-635-3344 or online at [www.indygo.net](http://www.indygo.net) under Flexible Services. A physician or an approved certifying agent must complete the professional verification portion of the application. Upon completion of the application, call 317-614-9260 to schedule an in-person interview/assessment. Bring your completed application and verification forms with you to the interview. If needed, transportation to and from the interview can be arranged at no cost to the applicant.

## Scheduling Your Ride

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Reservations: 317-917-8747  
Reservation hours: Mon-Fri: 6am-6pm  
Sat-Sun: 7am-4pm

You must call and make a reservation to use Open Door. You may arrange a trip one (1) to three (3) days in advance.

### When making a reservation, please have the following ready:

- Your first and last name
- The date you want to travel
- The address of both your origin (pickup location) and destination (place you want to go).  
*The addresses should include number address, street name, suite and/or apartment number, entry code for any security entrances, and a telephone number.*
- Your desired pickup time  
*Please remember to allow a 90-minute travel time to reach each destination.*

- Presence of personal care attendant (PCA) or companion  
*You are allowed one PCA and one companion per trip*

Before hanging up, please be sure you have your confirmation number(s). Each trip is assigned a unique number and you may need this information for future reference.

Cancellations must be made before 6pm the day before your scheduled trip Monday – Friday. You must cancel before 4pm the day before your scheduled trip Saturdays and Sundays. Same-day cancellations are considered to be Late Cancels.

## Riding Open Door

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### Pickup and Drop-off Procedures

- **Thirty-Minute Window:** When you reserve a ride with IndyGo Open Door, the vehicle may arrive up to five (5) minutes before and up to twenty-five (25) minutes after your scheduled pickup time. For example, if your pickup time is scheduled for 8:00 am, the vehicle may arrive anytime between 7:55 am and 8:25 am. You should be ready to board the vehicle at the beginning of your pickup window.
- You will be expected to board the vehicle within five (5) minutes of its arrival within your pickup window. After the five (5)-minute wait, if you are not on the vehicle, the driver will list you as a No Show and leave. If you are a No Show and have scheduled other rides for the same day and need them, please call dispatch to confirm the remainder of your rides.
- You may refuse a ride without penalty if it arrives outside of the 30-minute window. This is called a Missed Trip, which does not count against you.

## Fares

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Open Door passengers are expected to pay for each single ride, and this includes companion passengers. Passengers must pay exact fare on the bus (operators do not carry or make change) or present a Flexible Services Single Ride Pass to the operator. Only personal care attendants (PCAs) traveling with a certified rider and children (age 5 or under) are transported for free. For current fare pricing or to order Flexible Services Single Ride passes, contact the Customer Service Center at 317-635-3344 or visit [www.IndyGo.net](http://www.IndyGo.net). Checks, Medicare and Medicaid are not accepted as payment on the bus. Passengers will not be transported if he or she does not have the fare. If a certified rider has authorization to travel with a PCA, it will be noted on their Open Door ID card.

### Purchase Passes:

- By mail with order form (check, credit card or money order) payable to IPTC:  
IndyGo Customer Service Center  
222 E. Market St.  
Indianapolis, IN 46204
- By phone at the Customer Service Center at 317-635- 3344 (Visa and Master Card only)
- Online at [www.IndyGo.net](http://www.IndyGo.net) under Purchase Info

## Open Door Taxi Vouchers

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Open Door paratransit riders are also eligible to purchase taxi vouchers as a travel option each month at the same price as a Flexible Services Single Ride fare pass. Vouchers can be ordered by mail only. Once you receive your vouchers, you will need to call a taxi company to pick you up and transport you to your destination within Marion County. For more information on this program, please visit our website at [www.IndyGo.net](http://www.IndyGo.net) under Flexible Services/Open Door or call the Customer Service Center at 317-635-3344.

## Subscription Trips

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Subscription trips are regularly scheduled trips. To qualify for the scheduling of repeat service, you must:

- Be travelling to the same destination (where you are going) such as work, church, appointment, etc.
- Start from the same place, such as your home
- Be traveling on the same day(s) of the week, at least once weekly

Once the subscription trip has been reserved, you only have to make a phone call to cancel the trip by the end of the business day before the day of your scheduled trip. All subscription trips are unavailable during IndyGo's scheduled holidays. Subscription trips may not be available for all trip requests. For more details on subscription trips, please call reservations. IPTC reserves the right to limit subscriptions based on federal regulations.

## Service Suspension Policies

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Misusing the IndyGo system can result in suspension of your Open Door service. The following acts are considered misuse:

### 1. Obtaining or using Open Door services under false/fraudulent pretenses

The ADA reserves paratransit service for individuals certified as eligible for the services. Your service may be suspended if:

- You have made false or misleading statements on your eligibility application
- You allow other or non-eligible individuals, such as friends or family members, to ride using your name

## 2. Excessive No Shows, Late Cancellations and Cancels at the Door

No-shows, Late Cancellations and Cancels at the Door delay and detour vehicles. This misuse impedes efficient scheduling practices and prevents opportunities for additional passengers to schedule trips. It can also create longer, unnecessary trips for your fellow passengers.

### Suspensions will not be imposed for circumstances beyond your control.

Examples of situations not within the passenger's control include but are not limited to:

- A sudden personal emergency
- Sudden or worsening illness
- Job cancellations or changes to your work schedule
- Late arrival of the Open Door vehicle

### Definitions

- Late Cancel: Cancelling after 6pm the day before your scheduled trip Monday – Friday or after 4pm Saturday – Sunday. Same-day cancellations are considered to be Late Cancels.
- No Show: Not being present for a pickup without the appropriate cancellation notification.
- Cancel At Door: Similar to a No Show except the client or someone representing the client (parent, caretaker, etc.) tells the driver the ride is not needed.

### Penalties

- First: Four (4) No Shows, Late Cancellations or Cancels at the Door within a month will result in suspension of service up to 30 days.
- Second: Four (4) No Shows, Late Cancellations or Cancels at the Door within a month (and you have been suspended during the previous 12 months) will lead to a suspension of service for up to 60 days.

- Third: Four (4) No Shows, Late Cancellations, or Cancels at the Door within a month (and you have been suspended twice during the previous 12 months) will result in a suspension of service for up to one year. You must reapply for eligibility following this suspension.

In the case of a suspension, you will receive a letter that includes the dates of any no show, late cancellation or cancel at the door along with an appeal form. It will also provide a date for your suspension to begin. You will have at least 30 days after the date of the letter to appeal the suspension. If you do not appeal within 30 days, your suspension will begin on the date specified on the letter.

This policy will prevent excessive bookings and cancellations of rides that deny other passengers needed transportation services.

## Passenger Conduct

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For the safety and comfort of all Open Door customers and operators, IndyGo has established a policy that defines customer conduct that may adversely affect others involved with the Open Door program. Disruptive and abusive behavior includes but is not limited to:

- Hazardous Conduct: Any act that creates the potential for physical harm to the driver, other riders or the general public.
- Abusive Conduct: Any offensive act that invades the privacy rights of others. This includes touching another person in a rude, insolent or angry manner as well as verbal abuse of operators, Open Door staff and/or other passengers.
- Unlawful Harassment: Unwelcome verbal, non-verbal or physical behavior that has sexual or racial connotations.
- Unauthorized use of vehicle or defacing equipment.

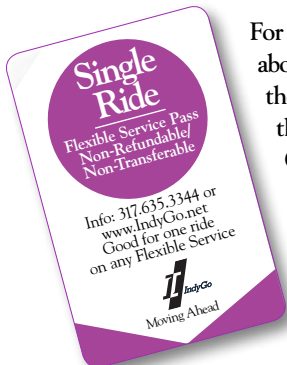
- **Unintentional Misconduct:** Any act that would qualify as misconduct but is the direct and immediate consequence of the customer's disability is still considered disruptive and is not permitted on IndyGo Open Door vehicles.

Other abusive or disruptive behavior that is not permitted on the IndyGo Open Door vehicles includes:

- Smoking on vehicles
- Refusing to remain seated and keeping your seatbelt fastened properly
- Eating or drinking without medical indication.
- Having no one to receive you at home (if necessary), which causes unnecessary delays for the driver and other passengers
- Riding while under the influence of alcohol or illegal drugs
- Littering in the vehicle or while riding vehicle
- Amplifying audio
- Refusing to comply with other requirements specified in other policies stated in this guide or future amendments to this guide

## Riding IndyGo Fixed Route Service

Use of Fixed Route Service is free to all Open Door certified passengers. Certified Open Door riders must show their valid Open Door ID card to the Fixed Route Professional Coach Operator in order to board without paying.



For more information about learning how to ride the fixed route bus, call the Customer Service Center at 635-3344 or visit [www.IndyGo.net](http://www.IndyGo.net) for riding tips, travel training and general information.

### Did you know?

- All IndyGo buses are equipped with wheelchair lifts or ramps, along with securement devices. A person does not have to walk up or down bus steps if unable to do so.
- All fixed route buses have “kneeling” capability, which lowers the height of the first step onto the bus.

## Boarding with a Mobility Device

For passengers using mobility devices, Open Door vehicles are equipped with passenger lifts that meet ADA specifications. The lifts will accommodate mobility devices such as wheelchairs and three-wheel scooters (up to 48 inches by 30 inches) and a gross weight of up to 600 pounds (passenger plus the mobility device). Mobility devices exceeding these standards may not be transportable. Open Door will not transport gurneys. Please note that flat tires, bad brakes, low batteries, loose handgrips, and loose or bent wheels on your mobility device are hazardous and may make it difficult or impossible for Open Door to provide you service.



## Service Animals

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Animals are only allowed on an IndyGo bus if they are in a carrier or functioning as a certified service animal. Service animals are individually trained to work or perform tasks for individuals with disabilities. Service animals must be properly groomed and maintained, and their behavior and location must be under the control of the owner by touch or command at all times. Failure to comply with these rules may result in suspended riding privileges.

## Transporting Packages

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Because the Open Door paratransit vehicle will be shared, riders must limit the size and number of their parcels. Personal folding carts are allowed. Parcels must be contained and limited to what the passenger can carry and control. (Please note: You may not transport weapons/firearms, explosives or acids, flammable liquids, or other hazardous materials on an IndyGo Open Door vehicle. Furniture and/or overly large packages will not be allowed.) You may bring a respirator, portable oxygen and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials. Equipment must be small enough to fit in the vehicle.

The driver will assist with the loading and unloading of packages between the vehicle and the curb. Customers (or companions) are responsible for getting packages to and from the curb.

## Visitor Riding Privileges

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Visitors from other cities who are eligible and certified under ADA criteria are welcome to use Open Door during their visit to Indianapolis for up to 21 days (in one calendar year). Open Door customers are offered the same visitor riding privileges in other cities. Please contact reservations for more information.

## Passenger and Operator Responsibilities

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IndyGo Open Door has a list of expectations designed to ensure quality customer service. These policies also ensure the safety and comfort for all riders as well as the Professional Coach Operator.

### Riders have a responsibility to:

- Read all sections of the Rider Guidelines carefully
- Make reservations up to three (3) days in advance
- Be at pickup locations on time
- Provide entry if the pickup address is located inside a gated community or other place with special access  
*If a vehicle is unable to enter the pickup area and the rider fails to meet the vehicle, the rider will be considered a No Show for the trip*
- Call to inquire if the Open Door vehicle has not arrived by the end of your thirty (30)-minute window
- Pay the correct fare in cash or tickets  
*Drivers do not make change*
- Wear seatbelts
- Provide child restraint or booster seat for children seven (7) years of age or younger, according to Indiana State Law
- Avoid distracting the driver or annoying other passengers with inappropriate behavior
- Maintain wheelchairs or other mobility aids in a safe condition according to manufacturer's specifications

- Expect “shared-ride” service—for others to be picked up or dropped off before you reach your destination
- Maintain acceptable standards of personal hygiene
- Control behavior and location of any accompanying service animals

### Drivers have a responsibility to:

- Treat riders with courtesy
- Be in uniform with a visible ID badge
- Stay within the “line-of-sight” of their vehicle
- Maintain the assigned service schedule for the convenience of all riders
- Assist all riders when entering and leaving the vehicle
- Provide safe transportation
- Notify dispatch if a passenger is on board for 61 minutes or more
- Stop at all railroad crossings
- Adhere to the same standards of appropriate attire and hygiene as those required of the riders

### Drivers are NOT permitted to:

- Enter private residences
- Perform any personal-care assistance for passengers
- Lift or carry passengers
- Carry riders or wheelchairs up or down steps
- Go into a purse or wallet for fare
- Change the destination of a reserved ride
- Transport passengers who have not reserved a ride
- Accept tips or gratuities
- Use cell phones while operating a vehicle in traffic or while in motion

### Permitted Assistance includes, but is not limited to:

- Offering ambulatory passengers a steadying arm or other appropriate guidance or assistance when walking or using steps

- Helping persons using wheelchairs to maneuver onto the lift, if necessary
- Carrying to or from the vehicle no more than two (2) grocery bags or similarly sized packages to or from the curb

## Safety, Security and Lost & Found

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Please be sure to collect all of your belongings before leaving the coach. IndyGo assumes no responsibility for items that are left on board. Operators conduct regular sweeps of the interior of the vehicles; and when lost items are found, they will be turned into the Customer Service Center for identification and return. If you find an unattended item, please report it to your Coach Operator immediately. Customer Service does not contact dispatch or buses regarding any lost items. You must wait for them to be taken to the Customer Service Center.

Items are taken to the Customer Service Center by the morning of the next business day. You may claim your lost items by going to the IndyGo Customer Service Center, located in the West Wing of the City Market, 222 E. Market, between 11:30 am and 5:30 pm, Monday – Friday.

### Security Cameras

To ensure the safety of passengers and IndyGo personnel, all IndyGo vehicles are equipped with audio and video surveillance equipment.

### Evacuation and Emergency Procedures

In case of an emergency or a situation that requires the bus to be evacuated, please follow the directions of your Professional Coach Operator.

# Quick Reference Numbers and Addresses

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<b>Reservations/Cancellations</b>	317-917-8747
6am-6pm Mon - Fri	
7am-4pm Sat & Sun	
<b>Dispatch</b>	317-917-8758
<b>Certification Appointments</b>	317-614-9260
<b>Relay Indiana</b>	711 (in Indiana)
	1-800-743-3333 (USA)
<b>IndyGo Website</b>	<a href="http://www.IndyGo.net">www.IndyGo.net</a>
<b>IndyGo Customer Service</b>	317-635-3344
<b>CIRTA Website*</b>	<a href="http://www.cirta.us">www.cirta.us</a>
<b>IndyGo Administrative Offices</b>	317-635-2100

\*Visit the Central Indiana Regional Transportation Authority (CIRTA) for transit options outside of Marion County.

## IndyGo Customer Service Center Kiosk

Indianapolis City Market  
222 E. Market St  
Indianapolis, IN 46222

## IndyGo Administrative Offices

1501 W. Washington St.  
Indianapolis, IN 46222

*Information subject to change. Contact the Customer Service Center for most up-to-date information.*

