



## IndyGo Restructuring Mobility Advisory Committee

IndyGo is in the process of revising the Mobility Advisory Committee (MAC). Bylaws for the committee were approved at the last IPTC board meeting on January 28.

The MAC is being restructured to enable the group to better represent the needs of individuals with disabilities throughout the IPTC service area and to advocate for the transportation needs of those individuals as well as all Indianapolis residents and visitors.

The MAC will advise IPTC on the provision of public transportation services for individuals with disabilities and provide education to the general public about these transportation needs.

Once the new committee is finalized, MAC meetings will be held quarterly in the IPTC Board Room (1501 W. Washington St). This meeting location is accessible through Open Door and Local Service Route 8, which (like all IndyGo vehicles) is ADA-compliant.

Meetings will provide a forum in which consumers, employers, organizations and elected representatives can raise concerns, ideas and propose solutions for improving transportation service for Indianapolis and mobility options to individuals with disabilities.

To apply for membership on this committee, please download the membership application from the IndyGo website (Open Door page). Complete the application and submit it to Jill Russell before Mon, March 1.

By mail, send information to 1501 W. Washington St, Indianapolis, IN 46222. Email a completed application to [jrussell@indygo.net](mailto:jrussell@indygo.net). Call 317-614-9214 with questions.

Interviews for placement on the committee are expected to begin March 8. Selected candidates will be presented to the IndyGo Service Committee approval on March 23.

## IndyGo Open Door Service Achieves Record-Breaking On-Time Arrival in 2010

At 94% on-time performance in 2010, IndyGo's paratransit service accomplished its best on-time rate ever. This level of performance is rare in the industry, and we attribute it in large part to the on-board technology upgrades that IndyGo implemented in 2009. We applaud this achievement. For compliments or concerns about your service, please call the IndyGo Customer Service Call Center at 317.635.3344.

## Open Door Assessments: New Policy

Currently, the eligibility period for an Open Door customer is a maximum three (3) years. When this period ends, customers must undergo the assessment process for eligibility certification again.

Effective March 1, 2010, the eligibility period will increase from three (3) years to a maximum of five (5) years.

For customers whose disability we determine will never change, the new process eliminates the requirement for subsequent functional assessments. Instead the client would simply complete an application form to request continuation of their Open Door service. This application could be submitted by mail prior to the end of the certification period.

### Open Door 5- to 25-minute rule

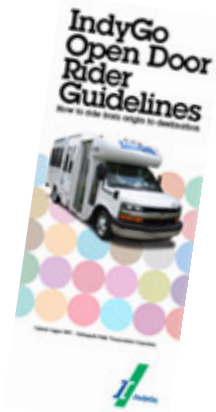
An Open Door vehicle may arrive **5 minutes before and 25 minutes after** the scheduled pick up time. Please be ready for your ride throughout this 30-minute period.

## Late Cancellation Policy Changes

The Late Cancellation policy for Open Door passengers has recently changed. Cancellations formerly required twenty-four (24) hours advance notice; cancellations must now be made before 6:00 pm the day before your scheduled trip Monday – Friday or before 4:00 pm Saturday – Sunday. Same day cancellations are considered to be Late Cancels.

Four (4) No Shows, Late Cancellations or Cancels at the Door within a month will result in suspension of service for at least 30 days. Please understand that excessive cancellations and no shows affect IndyGo's ability to deliver quality services, and causes inconveniences for all customers.

Please download the new Open Door Rider Guidelines from the IndyGo website or call IndyGo Customer Service Call Center (317-635-3344) to request one by mail.



## Schedule a Subscription Trip

If you make routine trips using IndyGo's Open Door service, consider scheduling a subscription trip. This is for regularly occurring travel—either one-way or round trip—with consistent origin and destination locations. A subscription trip occurs on the same days of the week and times of day in a repeating pattern at least once weekly. Any rider in good standing with IndyGo's Open Door program can request a Subscription Trip.

Please note that subscription rides, by law, may not constitute more than 50 percent of IndyGo's Open Door capacity in any given hour. If the day, location or time of needed travel is not available, the rider will be placed on a waiting list. For more information on this program please call 317-614-9261.

## IndyGo Taxi Voucher Program

To meet the growing demand for door-to-door public transportation for the disabled community of Indianapolis, IndyGo introduced a Taxi Voucher Program in July 2008. Last fall, this program was expanded, thanks in part to a \$10,000 grant from Central Indiana Community Foundation (CICF) for IndyGo's participation in the Elderly At the Table (E.A.T.) initiative. Now,

68 Open Door clients are given the option to use a local taxi service instead of the Open Door service—at the same cost per trip. Each month, Open Door riders can purchase a bundle of 10 vouchers for \$35.00. Visit the Open Door page of [IndyGo.net](http://IndyGo.net) for details on ordering and using taxi vouchers. Or call the Customer Service Center at 317-635-3344.

## Consider Using IndyGo Local Service

Remember that Certified Open Door riders may ride IndyGo's Local Service routes for free with an Open Door ID. And planning your travel on IndyGo's 29 local service routes throughout Marion County just got easier. Log onto Trip Planner ([www.IndyGo.net/tripplanner](http://www.IndyGo.net/tripplanner)) and enter your origin, destination and timing requirements. Then wait for the program to generate your trip plan.

For those who may benefit from help using IndyGo's local service routes, travel training is available through the Open Door Assessment Office. Call 317-614-9260 to schedule a training session.



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