



Open Door Communication

A publication produced for riders of IndyGo's paratransit service.

Revised Certification Process

In order to utilize IndyGo's Open Door service, individuals must apply for eligibility, which includes professional verification and an in-person assessment with IndyGo.

If approved, the eligibility period for an Open Door customer is a maximum of five years. When the period ends, the customer must go through the eligibility certification process again.

However, IndyGo is now offering **customers with permanent disabilities** (which IndyGo determines) a "self-certification" option, eliminating the need for subsequent in-person assessments at the IndyGo offices.

With "self-certification," all customers have to do is complete an application form to request continuation of their service before the end of their certification period.

Open Door applications can be downloaded directly from IndyGo.net. Applications are also available by calling the IndyGo Customer Service Center at 317.635.3344.

If you have questions regarding these forms or Open Door assess-

Grant Helps Fund Voucher

The Central Indiana Community Foundation recently awarded IndyGo with a \$5,000 grant from its Indianapolis Retirement Home Fund to support the company's Open Door Taxi Voucher Program.

According to Roscoe Brown, director of coordinated transportation programs for IndyGo, the foundation really appreciates the voucher program as it helps ease the high demand for paratransit service.

IndyGo will leverage this Retirement Home money with \$5,000 from an existing New Freedom Grant, providing \$10,000 in extra Open Door taxi voucher support for 2011, which is equivalent to 40 additional vouchers per month through October.

Open Door riders are eligible to order 10 taxi vouchers per month for \$35. Orders are limited and can only be done through the mail.

Please visit IndyGo.net or call 317.635.3344 for full program details.



Safe and reliable transportation, Open Door provides over 240,000 trips annually—the equivalent of traveling nearly 3 million miles per year.

Mobility Advisory Committee

The Mobility Advisory Committee (MAC) is comprised of nine volunteers who meet quarterly in an advisory capacity to IndyGo.

The committee advises IndyGo on the provision of public transportation services for individuals with disabilities and provides education to the general public about these transportation needs.

Currently, the MAC is accepting nominations for new committee appointees. Applications, available at IndyGo.net or by emailing jrusell@indygo.net, must be completed and mailed to IndyGo (attention Jill Russell) at 1501 W. Washington St. by January 3, 2011.

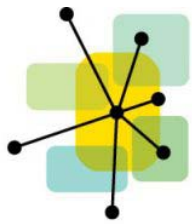
Submitted applications will be presented to the nominating sub-committee and discussed at the quarterly MAC meeting on Wednesday, January 19 at 5 p.m.

Open to the public, MAC meetings are held in the IndyGo Boardroom at 1501 W. Washington Street—accessible through Open Door and Route 8.

Need some rider tips? Download the Open Door Rider Guidelines from IndyGo.net, located under the Flexible Services tab on the Open Door page.

Indy Connect Regional Transit Plan Update

Open Door Phone Numbers and Hours



INDY CONNECT
CENTRAL INDIANA'S
TRANSPORTATION INITIATIVE

On November 8, Indy Connect, Central Indiana's Transportation Initiative, unveiled its long-range transportation plan following an extensive public outreach effort.

The plan includes different types of transportation—buses, rail, road, bike and pedestrian walkways—all working together to serve residents in Marion and surrounding counties.

However, in order for this plan to become a reality, several steps need to happen: the Indianapolis Regional Transportation Council must approve the plan, the Indiana State Legislature must approve a local funding source or allow counties the option to hold a referendum to join the regional transit system, county officials must choose whether or not to put the referendum on their local ballots and residents must choose whether or not to fund the system.

To learn more about the Indy Connect plan and share your thoughts, please visit www.indyconnect.org.

Reservations/Cancellations: 317.917.8747
Dispatch: 317.917.8758
Certification Appointments: 317.614.9260
Comments or Questions: 317.635.3344

Reservation Hours:

Monday - Friday, 6 a.m. to 6 p.m.

Saturday and Sunday, 7 a.m. to 4 p.m.

Service Hours:

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

Open Door service runs on a Sunday schedule during the following holidays:

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

For more frequent IndyGo updates, be sure to sign up for our monthly eNews on IndyGo.net as well as our Facebook and Twitter pages.

City-County Council Approves 2011 IndyGo Budget

In August, IndyGo received approval from its board of directors to move forward with a tight, balanced budget of \$54.9 million.

In determining its 2011 budget, IndyGo relied on the following revenue and expenditure assumptions:

Revenue Assumptions:

- Fare revenue expected to remain unchanged
- Property tax collections expected at 100%
- A property tax circuit breaker was considered (cap)
- A shortfall appeal for 2009 property tax was included
- State revenue expected to decrease from 2010

Expenditure Assumptions:

- Employee benefit costs to increase by 15%

- Fuel costs to increase by 21 cents per gallon

- Union employees to receive a 2.25% wage increase

- Contracted service costs to increase by 5%

- Maintain fixed route and paratransit service levels

- Completion of the federally funded ICE Routes

In October, the City-County Council approved the IndyGo budget as adopted by the company's board.

However, a major issue surrounding this year's budget was the \$1.3 million property tax shortfall appeal for

2009, which would temporarily increase the tax rate for property owners under the tax caps in 2009.

While the media referred to this as a political problem because no one wants to hear the phrase "higher taxes," the City-County Council approved the appeal by realigning other city property taxes.

The council plans to offset the IndyGo tax increase by reducing the tax levy for the city's Redevelopment Sinking Fund.

IndyGo's largest source of revenue (approximately 30%) is Marion County property tax. This revenue is critical for the company to maintain its current service levels and fare rates.

IndyGo bases its budget on projections, so when property tax receipts are less than originally calculated, a shortfall will occur. A shortfall appeal is a way to retrieve the gap in the anticipated revenues from prior years.

IndyGo will start the 2009 shortfall appeal process with the Department of Local Government Finance on the state level. If this appeal is successful, it will only help IndyGo balance its budget, not provide additional operating funds.

This shortfall appeal should allow IndyGo to get through 2011, but it's only a temporary fix. The company will most likely be in the same position next year when talking about the 2012 budget.