



RE: Beyond the ADA Draft Policy

Background

[Background information on POA will be inserted for the board packet]

Community Meetings and Response

[Background information on Community / Stakeholder Meetings and responses will be inserted for the board packet]

Draft Beyond the ADA Service Profile

The Beyond the ADA service profile will apply to any trip where the origin or destination is more than ¾-mile from a fixed-route bus service, as revised from time-to-time. The Beyond the ADA service profile will not apply to ADA-eligible clients that live within the required ¾-mile ADA area, provided that 1) the client’s trip is to and from destinations within the required ¾-mile ADA area, and 2) the client doesn’t move outside of the required ¾-mile ADA area once this new service profile becomes effective. Clients residing and traveling within the ¾-mile ADA area will continue to receive the ADA-mandated service level once this new service profile becomes effective.

Table 1. Beyond the ADA Draft Policies

Policy Component	Beyond the ADA Service Profile	Background/Rationale
Service Area	The boundary for the Beyond the ADA service profile will be the area in Marion County that is outside the required ADA area, defined as ¾-mile on either side of an IndyGo fixed bus route, as revised from time-to-time.	Trips to, from, or within the non-ADA area negatively affect the performance of trips in the required ADA area. The POA recommended, and staff agrees, that the required ADA area and the non-ADA area should have different service profiles.
Span or Service Hours	<ul style="list-style-type: none"> - Monday through Saturday - Start time will coincide with the first bus pull out for the day (any route) and end at 10 pm - Sundays and Observed Holidays - Start time will coincide with the first bus pull out for the day (any route) and end at 8 pm 	For non-ADA trips from November 2020 to March 2021, approximately 3.7% of trips occurred after 10 pm; for all users in the same time period, approximately 3% of all trips occurred after 9 pm. Given the relatively low demand during the late night hours, staff recommends that the span of service (i.e. service hours) for the Beyond the ADA policy area no longer be tied to the span of service offered by IndyGo’s fixed-route service where no fixed-route service exists.

Policy Component	Beyond the ADA Service Profile	Background/Rationale
Fares	Trips to, from, or within the Beyond the ADA service area will be charged a premium fare equal to four times the base fare; currently that price would be \$7.00 (\$1.75 x 4). Future increases to the fixed-route base fare will result in an increase to this premium fare as well.	Trips with origin, destination, or both in the non-ADA area (i.e. Beyond the ADA service area) tend to be longer and more difficult to serve. The higher price reflects the premium nature of this service. The fare is tied to the base fare to simplify implementation of the fare.
Trip Purpose	No trip purpose prioritization	Prioritizing or restricting to a specific purpose is cumbersome and difficult to enforce; therefore, Staff has elected to not introduce trip denials based on trip purpose.
Capacity Constraints	Although IndyGo will make every effort to accommodate all trip requests, for the Beyond the ADA service profile, IndyGo will exercise its ability to deny trips when capacity to serve the non-ADA area becomes constrained.	Because the Beyond the ADA service profile will exist outside the ADA rules and regulations, trip denials may occur on a limited basis. Staff elected this approach to mitigating impacts to services within the required ¾-mile ADA service area over trip caps for individuals or the program as a whole.
Anticipated Adoption Date	September 23, 2021	Staff intends to introduce these policy changes at the regularly scheduled August 26, 2021 IPTC Board of Director’s meeting and seek action from the Board at its September 23, 2021 meeting.
Effective Date	January 1, 2023	In community meetings, we heard that beginning a policy at the beginning of the year would be easy to communicate and remember for clients.
Grandfathering	<p>Current eligible clients will continue to receive the services they receive today at their established address as of October 31, 2022, until one of the following happens (whichever is first):</p> <ol style="list-style-type: none"> 1. January 1, 2025; or 2. A client moves from its current residence to anywhere else within the county; or 	<p>This provision would give current eligible clients time to adapt to the new Beyond ADA policy.</p> <p>Two years from the effective date. In community meetings, we heard that one year was too short, but five years was too long.</p> <p>The individual no longer benefits from grandfathering because the individual is no longer at the residence that was grandfathered.</p>

Policy Component	Beyond the ADA Service Profile	Background/Rationale
	3. The client loses its ADA eligibility.	If the individual loses eligibility, the client may re-apply; but will be subject to, the Beyond the ADA policy. Individuals are given a 14-day grace period to maintain their grandfathered status.

An eligible client can be brought into the ADA service area and receive ADA service.

Introduction of Same-Day Service

Same-day service on IndyGo vehicles would be implemented, as vehicle capacity and schedules allow. The specific policies and procedures for IndyGo’s same-day service will be drafted by IndyGo’s Mobility Solutions staff. The same-day service would be available first to individuals in the non-ADA service area. For this premium service, a higher fare would be charged; the fare for same-day service would be \$10.00. We heard in community meetings that individuals would rather have fares be as convenient as possible; fares that require change to be carried by the passenger is not convenient. Therefore, fares are designed to reduce the number of bills and change carried.

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