

# **INDYGO PARATRANSIT NEXT STEPS: BEYOND ADA**

*PUBLIC OUTREACH REPORT – COMMUNITY MEETINGS*

JULY 2021

## Contents

INTRODUCTION .....	4
TOPLINE STATS .....	4
BACKGROUND .....	4
BEYOND ADA TASK FORCE .....	4
Task Force Representatives: .....	5
OUTREACH ACTIVITY .....	5
NOTIFICATION PROCEDURES .....	6
Web Content .....	6
E-Newsletters .....	6
Client Calls .....	6
Client Letters .....	6
Legal Notices .....	6
Social Media .....	6
Media .....	6
SUMMARY OF INPUT & PERSPECTIVES .....	7
Attachment A: Beyond ADA Flyer (English) .....	9
Attachment B: Beyond ADA Flyer (Spanish) .....	10
Attachment C: Letter to Open Door Clients in Non-ADA Area .....	11
Attachment D: Beyond ADA Promotion Video .....	12
Attachment E: Email to Partner Agencies .....	13
Attachment F: Newsletter to Clients .....	14
Attachment G: ADA Paratransit Next Steps: Beyond ADA - February 17, 2021 Task Force Meeting #1, Key Points Summary .....	15
Attachment H: ADA Paratransit Next Steps: Beyond ADA - March 16, 2021 Community Meeting #1, Key Points Summary .....	17
Attachment I: ADA Paratransit Next Steps: Beyond ADA - March 25, 2021 Community Meeting #2, Key Points Summary .....	19
Attachment K: ADA Paratransit Next Steps: Beyond ADA - April 1, 2021 Community Meeting #3, Key Points Summary .....	21
Attachment L: ADA Paratransit Next Steps: Beyond ADA -- April 8, 2021 Community Meeting #4, Key Points Summary .....	23
Attachment M: ADA Paratransit Next Steps: Beyond ADA - April 10, 2021 Community Meeting #5, Key Points Summary .....	25

Attachment N: ADA Paratransit Next Steps: Beyond ADA - April 13, 2021 Community Meeting #6, Key Points Summary ..... 27

Attachment O: ADA Paratransit Next Steps: Beyond ADA - April 15, 2021 Community Meeting #7, Key Points Summary ..... 29

Attachment P: ADA Paratransit Next Steps: Beyond ADA - April 15, 2021 Community Meeting #8, Key Points Summary ..... 31

Attachment Q: ADA Paratransit Next Steps: Beyond ADA - April 22, 2021 Community Meeting #9, Key Points Summary ..... 33

Attachment R: ADA Paratransit Next Steps: Beyond ADA - April 29, 2021 Community Meeting #10, Key Points Summary ..... 35

Attachment S: ADA Paratransit Next Steps: Beyond ADA - Task Force Key Points Summary ..... 37

ATTACHMENT T: List of Community Meetings ..... 38

## INTRODUCTION

Community outreach is an essential element of the planning process for the future of IndyGo paratransit service. The overarching objective of the Next Steps: Beyond ADA process was to engage and discuss with the broader disability community the needed policy and major procedural changes for ADA paratransit service. Specifically, IndyGo was interested in feedback that would help define service options outside the required ADA service area. The Next Steps process continued the discussion from the Paratransit Operational Analysis (POA) to understand priorities and mobility needs from the disability community. This report documents IndyGo's efforts and summarizes findings of all community outreach completed through July 2021 regarding the future of IndyGo paratransit service.

### TOPLINE STATS

- 10 Attended Meetings
- 200+ Active Paratransit Riders in Non-ADA Area to Letter
- 3,100+ Active Paratransit Riders to Receive Weekly Call Notifications
- 10,000+ Reached Through E-Newsletter
- 25,400+ Reached Through Social Channels

## BACKGROUND

The American with Disabilities Act, commonly referred to as the ADA, requires the provision of a fully accessible fixed-route system. For those unable to access fixed-route, and who are eligible, ADA complementary paratransit is required. In Indianapolis, this service is known as Open Door.

There are six requirements for this service:

1. Operate in the same area as the fixed-route system, defined as  $\frac{3}{4}$  mile on either side of a bus route
2. Have comparable response time as fixed route
3. Comparable fares as fixed-route (no more than 2x)
4. Have no trip purpose restrictions/priorities
5. Operate during the same day/s hours as fixed-route
6. Operate without capacity constraints

The POA helped to provide IndyGo staff, users of Open Door, and the IndyGo Board of Directors with a comprehensive review of its complementary paratransit policies and practices. The POA outlined several recommendations, including that the ADA service area discussion should be continued with a series of community meetings.

## BEYOND ADA TASK FORCE

A task force of interested and engaged stakeholders were convened by IndyGo to provide feedback on the process, including the development of a policy. Stakeholders were contacted and asked to identify a primary and secondary participant. Participants were asked to communicate the results of the Task Force to their constituents. The Task Force, at the time of this memo, met twice; February 17, 2021 to discuss the next steps and the format of the community meetings, and June 23, 2021 to discuss the

results of the community engagement and the draft policy. In between meetings, Task Force members were contacted by email with updates on key milestones.

#### Task Force Representatives:

Ryan Malone, Mayor's Advisory Council on Disability  
Mandla Moyo, AARP Indiana  
Erin Hardwick, Noble  
Bernadine Wilmer, Bosma  
Lise Pace, Bosma (Alternative)  
Emily Munson, Indiana Disability Rights  
Bonnie Bomer, Indiana Disability Rights (Alternative)  
Toni Hughes, Outside the Box  
Susan Payne, DaVita Kidney Care  
Linda Gosnell, AccessABILITY Center for Independent Living  
Kelly Samson, AccessABILITY Center for Independent Living (Alternative)  
Karren Sondrini, CICOA Aging & In-Home Solutions  
Eddie Rickenbach, Goodwill of Central & Southern Indiana  
Brittany Latoz, Goodwill of Central & Southern Indiana

## OUTREACH ACTIVITY

IndyGo scheduled and hosted a series of events intended to further engage the disability community and determine the most effective way to provide paratransit service in the future. IndyGo offered 12 meetings from March 16 to April 10. Events were scheduled every Tuesday and Thursday, with a Saturday option. Community meetings were facilitated by the McCormick Group and lasted approximately 90 minutes per meeting. All meetings followed the same format designed to facilitate discussion and gather an array of input from participants. The discussion guide questions, which were reviewed by IndyGo, included questions about Open Door and asked participants' perspective regarding ideas as possible options for paratransit service.

Participants of community meetings included paratransit riders, caregivers as well as stakeholders representing several local agencies serving clients who use IndyGo's paratransit services. To ensure all stakeholders had the opportunity for inclusion in the public involvement process, all events were ADA accessible, including in-person locations, and offered several options to participate. This included:

- Twelve (12) publicized meetings with eight virtual and four in-person options
- 2 in-person meeting options scheduled in the ADA service area
- 2 in-person meetings options scheduled in the Non-ADA service area
- American Sign Language (ASL) interpreters provided at all meetings
- Offered opportunities for other accommodations as requested

Of the scheduled meetings, seven (7) were cancelled due to low attendance. IndyGo required RSVPs for its meetings to ensure enough people for a facilitated meeting, as well as to preserve staff time. Those who had RSVP'd were provided with a notice approximately 24 hours in advance and IndyGo staff encouraged them to register for another meeting.

In addition, IndyGo offered small, facilitated group meetings to agencies serving large numbers of Open Door riders. Participating agencies included Bosma Enterprises, Goodwill Enterprises, Indiana Statewide Independent Living Council (INSILC), and New Hope of Indiana. This was done and the results of those five meetings are included in this report.

## NOTIFICATION PROCEDURES

IndyGo used a variety of outlets to notify current riders of IndyGo Open Door and paratransit stakeholders about the Next Steps: Beyond ADA public meetings. The notification procedures were tailored to address the scope of this project and the population of the project impact area.

### Web Content

IndyGo created a project webpage dedicated to the Beyond ADA process. The webpage includes a short video that provides background on the process, community event dates and registration, and other relevant information. The page also included a map tool where page visitors could input an address to see if they live or travel outside of the non-ADA area. This webpage has received 245 views from February 28 to June 22.

### E-Newsletters

IndyGo highlighted the Beyond ADA initiative and public involvement opportunities in our monthly e-newsletter that has 9,748 recipients, including 195 Open Door riders. In addition, IndyGo sent out a newsletter with a package to help promote community meetings to 140 recipients. This included agencies who serve a large number of Open Door riders, the top 25 destinations for Open Door riders, MAC and Task Force members, as well as community partners. The package included a promotional video, a social media toolkit, talking points, and a flyer in both English and Spanish.

### Client Calls

IndyGo used an automated calling system to notify all 3,125 active paratransit clients about community meetings. Calls were sent every Monday from March 1 to April 12.

### Client Letters

In effort to reach the population of the project impact area, IndyGo sent letters to over 200 clients who live outside of the ADA in advance of community meeting opportunities.

### Legal Notices

IndyGo purchased advertisements in the Indianapolis Star, Indianapolis Business Recorder, and LaVoz de Indiana to announce public meeting dates and times in attempt to reach as many Marion County residents as possible.

### Social Media

IndyGo notified those that follow IndyGo on Twitter, Facebook, and YouTube of community meeting opportunities. 12,980 were reached through Facebook events. 12,350 were reached through digital ads. IndyGo's promotional video on YouTube reached 1,600 individuals.

### Media

IndyGo issued a press release on March 1, 2021 and was available for interviews regarding the Next Steps: Beyond ADA process and community meeting opportunities. An IndyGo Public Affairs

representative was featured in community affairs programming including Community Connections with Tina Cosby and Inside Indy with Kelly Vaughn. Additionally, IndyGo ran television advertisements about Beyond ADA community engagement opportunities on WHMB TV40.

## SUMMARY OF INPUT & PERSPECTIVES

Summaries of the input and perspectives obtained through the ten (10) attended stakeholder discussions with the public and service agency groups are provided below within the main topics covered.

### Current ADA-Service Area Likes:

- IndyGo's commitment to providing door-to-door service over the years is appreciated
- Open Door provides a convenience for riders who have a fixed schedule
- Open Door provides disabled riders independence regarding their mobility needs
- Open Door is recognized a safe option for the disabled rider
- Current service hours are adequate to meet the needs of riders, based on medical appointments, work schedules, and social activities
- Current 3-day scheduling works, as most riders are accustomed to it and plan their mobility three days out
- Current \$3.50 fare is accepted as fair and reasonable, especially for a door-to-door service
- The current scheduling has improved with the transition to Ecolane
- Adding zTrip as a travel option moves the disabled rider from total dependency on Open Door

### Current ADA-Service Area Opportunities:

- The timing of pick up and destination delivery needs to improve as persons dependent on Open Door have job and medical commitments that are time responsive
- Eliminate long ride and wait times
- Improve logistics for route pick-ups and drop-offs to minimize ride time and circuitous travel
- Cross county linkages to extend mobility options for riders
- Drivers need courtesy training regarding how to serve clients with disabilities
- Improved communication between the rider and dispatch, including status of pickup

### Non-ADA Service Construct – Service Hours:

- Many recommended to cover peak hours and extend up to 10 p.m.
- Some expressed service hours should continue unchanged
- Offer same-day or 1-day scheduling for opportunities that may need a quick turnaround

### Non-ADA Service Construct – Fare:

- Increase the non-ADA base fare from \$3.50 up to \$6
- Fare should be designed to reduce the number of bills and change carried
- Same-day service could be offered at a premium
- Charge based on trip distance, not based on a fixed fee
- Offer a weekly or monthly pass for unlimited rides
- Charge premium during peak hours

- Fares should not be changed from the fixed \$3.50 current fare, for any time period

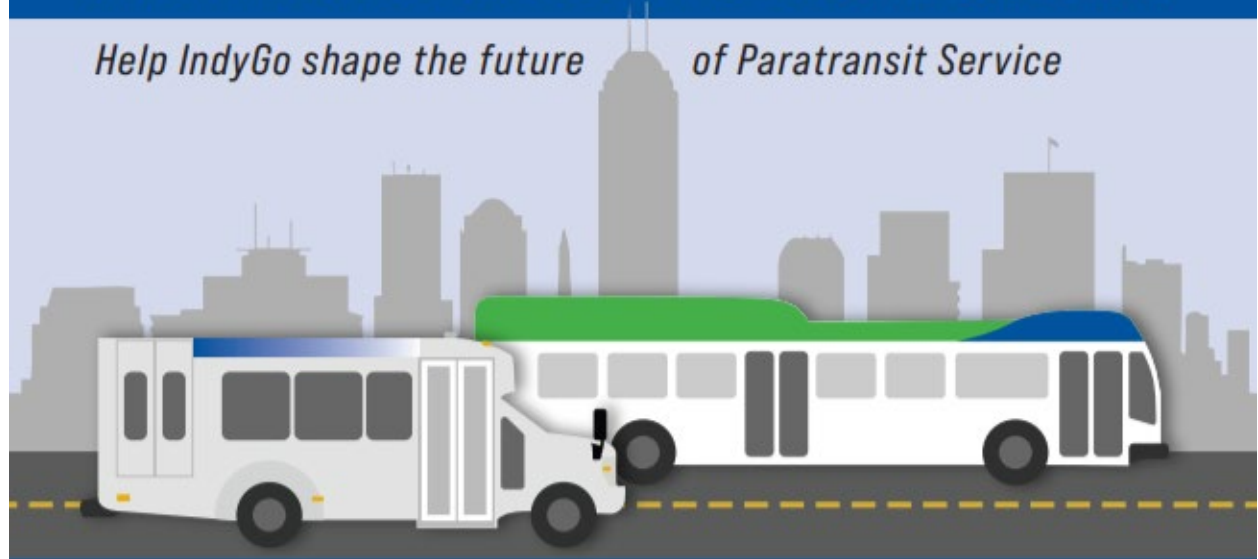
Non-ADA Service Construct – Grandfathering:

- It was acknowledged as important to transition from non-ADA mandated residing, eligible riders to any changes
- The acceptable length of time recommended mostly varied from 1 to 3 years
- It was noted the notification of change should be provided in the first month, January of the new year, as people are already conditioned to making changes in the first month of the new year



# PARATRANSIT NEXT STEPS: BEYOND ADA

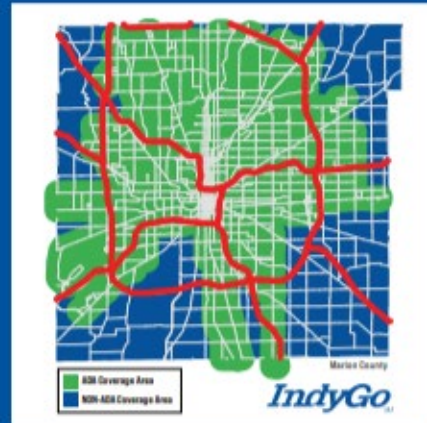
*Help IndyGo shape the future of Paratransit Service*



Today, IndyGo operates paratransit service to the entire county beyond what is mandated by the Americans with Disabilities Act (ADA). IndyGo is committed to providing service to the entire county and seeks to understand what service outside of the ADA mandated area would look like, based on community feedback. IndyGo Open-Door eligible clients, individuals with a disability, and organizations that serve, employ, or advocate for individuals with a disability are encouraged to attend a public input meeting. Share with IndyGo what is important to you as we explore possibilities for service beyond the ADA area.

To learn more OR to register to attend a discussion in March or April, visit or contact Customer Service at:

[indygo.net/beyondADA](http://indygo.net/beyondADA) or call (317) 635-3344



## JOIN INDYGO AT A PUBLIC MEETING

Tuesday, March 16 @ 6:00 PM

Thursday, March 18 @ 2:00 PM

Thursday, March 18 @ 6:00 PM

Tuesday, March 23 @ 6:00 PM

Thursday, March 25 @ 2:00 PM

Tuesday, March 30 @ 2:00 PM

Thursday, April 1 @ 6:00 PM

Tuesday, April 6 @ 2:00 PM

Tuesday, April 6 @ 6:00 PM

Thursday, April 8 @ 2:00 PM

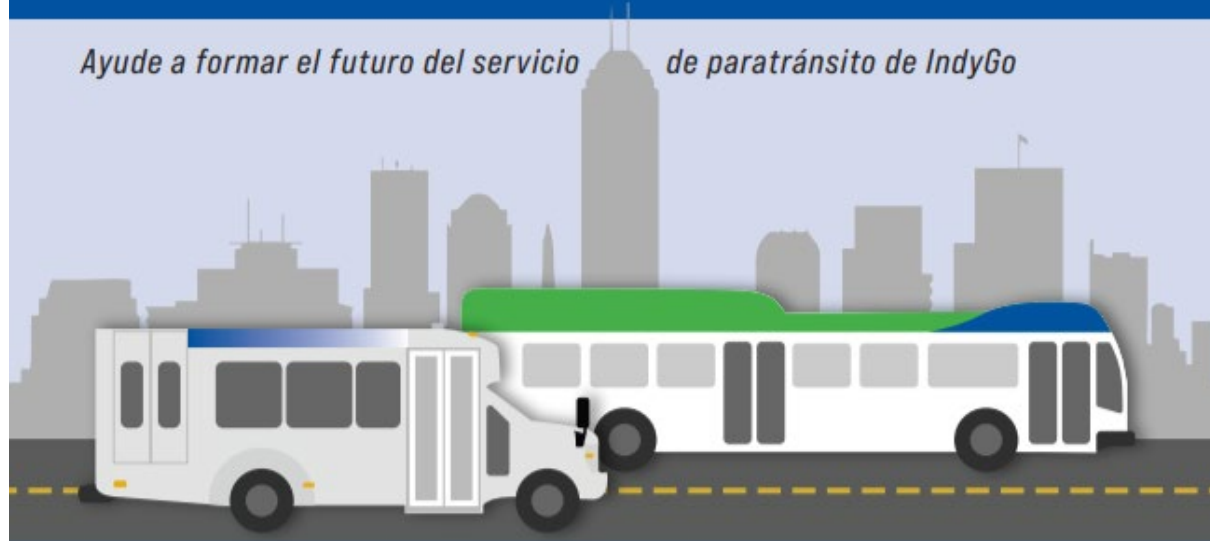
Thursday, April 8 @ 6:00 PM

**LUNA** American Sign Language (ASL) will be provided by LUNA.

**IndyGo**<sup>SM</sup>

## Los Próximos Pasos del Paratrásito: Más Allá de la ADA

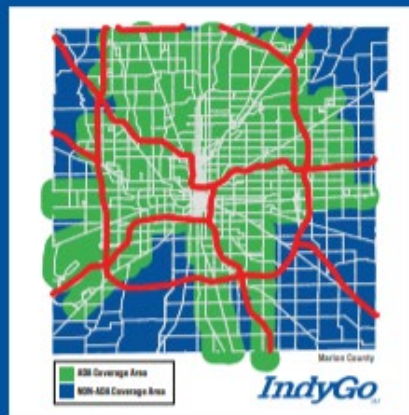
*Ayude a formar el futuro del servicio de paratrásito de IndyGo*



En la actualidad, IndyGo opera el servicio de paratrásito a todo el condado más allá de lo que exige la Ley de Estadounidenses con Discapacidades (ADA). IndyGo se compromete a brindar servicio a todo el condado y busca comprender cómo sería el servicio fuera del área exigida por la ADA, basándose en los comentarios de la comunidad. Se buscan clientes elegibles de IndyGo Open-Door, las personas con una discapacidad y las organizaciones que sirven, emplean o defienden a las personas con una discapacidad a que asistan a una reunión de opinión pública. Comparta con IndyGo lo que es importante para usted mientras exploramos las posibilidades de servicio más allá del área de la ADA.

Para obtener más información o para registrarse para asistir a una reunión en Marzo o Abril, visite o comuníquese con Servicio al Cliente en:

[indygo.net/beyondADA](http://indygo.net/beyondADA) o llame al (317) 635-3344



## Únase a IndyGo para una reunión pública

Martes 16 de Marzo a las 6:00 PM  
Jueves 18 de Marzo a las 2:00 PM  
Jueves 18 de Marzo a las 6:00 PM  
Martes 23 de Marzo a las 6:00 PM

Jueves 25 de Marzo a las 2:00 PM  
Martes 30 de Marzo a las 2:00 PM  
Jueves 1 de Abril a las 6:00 PM  
Martes 6 de Abril a las 2:00 PM

Martes 6 de Abril a las 6:00 PM  
Jueves 8 de Abril a las 2:00 PM  
Jueves 8 de Abril a las 6:00 PM

**LUNA** El lenguaje de señas Americano (ASL) será proveído por Luna.

**IndyGo**<sup>SM</sup>

# Attachment C: Letter to Open Door Clients in Non-ADA Area



Indianapolis Public Transportation Corporation  
1501 W. Washington Street  
Indianapolis, IN 46222  
317.635.3344  
www.IndyGo.net  
@IndyGoBus

Greetings,

This letter is to invite you to join IndyGo at a public input opportunity to help shape the future of Open Door paratransit service. Public input meetings will be held both virtually and in person, beginning **March 16 through April 8**.

Meetings will discuss community priorities and develop ideas for how IndyGo may continue to operate a sustainable paratransit service outside of the Americans with Disabilities Act (ADA)-mandated service area in the future. IndyGo currently operates ADA-level service countywide. We are committed to maintaining county-wide service and are prepared to take the necessary time to collaborate with paratransit clients and the disability community before implementing any service changes.

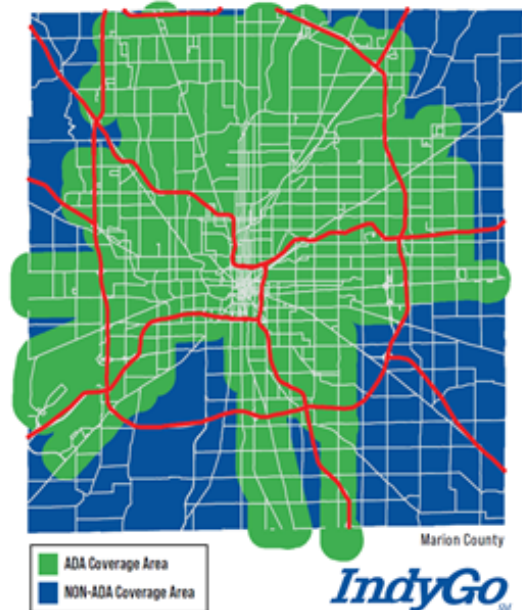
As an Open-Door eligible client, your participation is particularly encouraged and appreciated. With your collaboration, IndyGo can become more creative in the delivery of new, and better services for eligible clients within all of Marion County.

To learn more and register to attend a public input meeting, visit [indygo.net/beyond ADA](http://indygo.net/beyondADA), or contact customer service at **(317) 635-3344**. American Sign Language (ASL) interpreters will be provided at all public input meetings. Other requests for accommodations should be made at least three days in advance to Special Programs Manager, Jordan Patterson, at [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

Thank you,

Jordan Patterson

Special Programs Manager  
Indianapolis Public Transportation Corporation (IndyGo)  
[jpatterson@indygo.net](mailto:jpatterson@indygo.net)





# Attachment D: Beyond ADA Promotion Video

YouTube

Search



IndyGo Beyond ADA Video

169 views • Mar 1, 2021

2 0 SHARE SAVE ...

# Attachment E: Email to Partner Agencies

Help shape the future of IndyGo Open Door Paratransit!



Jordan Patterson

To

Bcc

[Redacted recipient information]

Reply Reply All Forward ...

Mon 3/1/2021 3:30 PM

You forwarded this message on 8/24/2021 3:00 PM.



Good afternoon, **Partners,**

Beginning **March 16 through April 8**, IndyGo is hosting eleven public input meetings to develop ideas for how IndyGo may operate our Open Door paratransit service outside of the Americans with Disabilities Act (**ADA**)-mandated service area. Input will aid in formulating a new set of policies for the IPTC Board of Directors to consider and adopt.

We are committed to getting feedback from active users, caregivers, service providers and stakeholders. It is important to attend a meeting and share these dates with others that should attend. Those interested in learning more or registering to attend one of the virtual or in-person public input meetings should visit [indygo.net/beyondADA](http://indygo.net/beyondADA). American Sign Language (ASL) interpreters will be provided. Other requests for accommodations should be made at least three days in advance by emailing [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

Linked here is our [partner toolkit](#) to help promote the public input opportunities. Included is a promotional video, sample social media posts, graphics, talking points, and a flyer. We appreciate your support in attending and spreading the word. If you have any questions, do not hesitate to reach out.

Thank you,

**Jordan Patterson**



Public input meetings about the future of paratransit service are underway. IndyGo wants your input and ideas on how IndyGo may operate our Open Door paratransit service outside of the Americans with Disabilities Act (ADA)-mandated service area. Currently, IndyGo operates paratransit service to the entire county beyond what is mandated by the Americans with Disabilities Act (ADA). IndyGo's desire is to continue to provide service to the entire county and seeks to understand what service outside of the ADA mandated area would look like, based on riders' feedback.

To share your thoughts, join us for a virtual or in-person meeting! Below are the dates and times you can sign up for:

- [Tuesday, March 23 | 6:00 PM | Virtual](#)
- [Thursday, March 25 | 2:00 PM | Virtual](#)
- [Tuesday, March 30 | 2:00 PM | Virtual](#)
- [Thursday, April 1 | 6:00 PM | Virtual](#)
- [Tuesday, April 6 | 2:00 PM | 6019 S Franklin Rd](#)
- [Tuesday, April 6 | 6:00 PM | 6019 S Franklin Rd](#)
- [Thursday, April 8 | 2:00 PM | Virtual](#)
- [Thursday, April 8 | 6:00 PM | Virtual](#)

[Attend a Beyond ADA Event](#)

## Attachment G: ADA Paratransit Next Steps: Beyond ADA- February 17, 2021 Task Force Meeting #1, Key Points Summary

McCormick summary of key points received from the 2/17/21 meeting are as follows.

### I. Current ADA Service Likes

- Open Door scheduling has significantly improved. It is noticeably better than it has been.
- Access to fixed routes, with the Red Line used as an example have also improved. This makes it easier for disabled riders to have access to and use the fixed route system.
- Pick up times are much more consistent, allowing riders to have more confidence in planning their mobility requirements.
- The current service hours of operation are adequate to meet the needs of the riders, based on medical appointments and work schedules.
- The current 3 day scheduling works, as most riders plan their mobility out three days.
- The current \$3.50 fare is accepted as fair.

### II. Current ADA Improvement Opportunities

- Although scheduling has improved, grouping trips to maximize ridership is recommended, versus “ping ponging” buses back and forth. 1 rider on a bus still indicates inefficiencies, sends the wrong optics.
- City infrastructure curbs and sidewalks need to be improved to accommodate disabled riders access to fixed route pickups and drop-offs. It was stated that this is not only an IndyGo responsibility, but also a responsibility of the City of Indianapolis.
- Build linkages between software systems of service providers with buses and IndyGo. Buses from one who are in the area or at the destination, with capacity, could pick up a rider when the other will be late to a pickup. Integrated software systems should be explored.
- Minimize driver turnover. Improve driver courtesy and driver customer service.
- Create passenger profiles, so that drivers will know in advance what accommodations are required, versus following standard accommodation procedures for all riders, whether required or not. The example of a seatbelt was given as applied to a rider, in a painfully restrictive manner although not required for that rider.
- Pursue app’ based offerings to improve rider tracking and confidence.
- If service was improved, a direct correlation to a fare increase for that service may be accepted.
- Relative to fares, it was also stated that riders would rather accept a higher fare than lose a service. The higher fare threshold would have to be acceptable. A \$5.00 limit was provided. Recognition for the lower income of disabled riders was cited as fare increases are considered.
- Improve communication with riders. Explain what services are offered in the full context of what is available in Indianapolis.

### III. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Cover peak hours, 5 am to 9 am, 2 pm to 6 pm, end at 10 pm. not 1pm.
- **Vary fares for the time of day the service is offered.**

- Between 9 am to 2 pm and 6 pm to 10 pm consider either offering a premium charge or a reduced charge to the peak hour coverage fare.
- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.
  - Offer same day scheduling at a premium charge. This same day option was introduced as being based on vehicle and driver availability.
- **Grandfathering** as defined in the POA was understood and should be implemented. It was acknowledged as important to transition non ADA mandated residing, eligible riders to any changes. The acceptable length of time ranged from:
  - 3 years
  - 4 years, or
  - 5 years.
  - No shorter or longer length of time was referenced.
- **Be respectful of riders** moving forward with this evaluation.



## Attachment H: ADA Paratransit Next Steps: Beyond ADA- March 16, 2021 Community Meeting #1, Key Points Summary

The McCormick summary of key points received from the 3/16/21 meeting are as follows.

### I. Current ADA Service Likes

- Appreciate that Indianapolis offers the Open Door program as a service for disabled riders.
- Open Door provides a safe and secure link for disabled riders. Participant parents of eligible riders did not feel that their children could manage traveling on the fixed route service.
- The current service hours of operation are adequate to meet the needs of the riders, based on medical appointments and work schedules.
- Extended hours beyond standard work and medical appointments provide social participation options, which in turn, provide riders a sense of independence.
- The current 3 day scheduling works, as most riders are accustomed to it and plan their mobility out three days.
- The current \$3.50 fare is accepted as fair and reasonable, especially for a door to door service.

### II. Current ADA Improvement Opportunities

- The timing of pick up and destination delivery needs to improve. Persons dependent on Open Door have job and medical commitments that are time responsive and should be corrected to deliver the riders on time.
- Purchasing tickets in bundles should be an option to better accommodate riders.
- Cross county linkages to extend mobility options for riders should be considered.

### III. Non ADA area Service Construct Opportunities

- Reduce the hours of service from the current ADA mandated service hours.
  - Cover peak hours and extend until 10 pm. Travel after 10 pm should not be covered. Two participants felt that service hours should continue unchanged.
- Vary scheduling options.
  - Offer the existing 3 day scheduling as is.
  - Offer same day scheduling in addition to the 3 day option, based on availability.
- Grandfathering as defined in the POA was understood and should be implemented, after an explanation to clarify misconceptions. It was acknowledged as important to transition non ADA mandated residing, eligible riders to any changes. The acceptable length of time ranged from:
  - 3 years to 5 years
  - Participants generally felt the longer time period provided the better., should eligible riders decide that they would prefer to move into the federally mandated ADA area.

#### Note:

1. Participants in this discussion were not clear on the location of the non ADA area. As such they were reluctant to provide comments on how service in this area should be provided. The team took note and has developed an interactive map for participants to pinpoint their locations, whether in or out of the ADA mandated area.

2. Participants did require a specific discussion regarding the concept of grandfathering. It was necessary to state that IndyGo was not requiring any eligible rider to move their residence, or be denied service, restating that IndyGo would continue to provide service throughout Marion county, and that the design or construct of that service may change to develop a sustainable countywide service delivery. The team took note and will reinforce these comments, early and often, to clarify for participants.

3. Participants in this meeting were all Open Door eligible riders, or parents of eligible riders responsible for their children's mobility. Responses provided reflected their direct experiences. Potential changes were subsequently viewed as to how it would impact their mobility options, not in the larger context of programmatic change for the greater good.

## Attachment I: ADA Paratransit Next Steps: Beyond ADA- March 25, 2021 Community Meeting #2, Key Points Summary

The McCormick summary of key points received from the 3/25/21 meeting are as follows.

### I. Current ADA Service Likes

Drivers were recognized as incredibly helpful. Drivers who remembered riders and were courteous were appreciated.

- Open Door provides a convenience for riders who have a fixed schedule, especially recognized by parents who have to get children to appointments on time.
- The current scheduling has significantly improved with the transition to Ecolane.
- The commitment of IndyGo to provide Open Door services is appreciated over the years. Many current riders have not ever been without IndyGo paratransit services.
- IndyGo should be commended for bringing in Mike Roth, IndyGo Senior Director of Mobility Services. Mike was acknowledged for staying on top of operational issues, for bringing resolution to previous scheduling concerns and for introducing new options.
- IndyGo was recognizing for working extremely hard to extend community outreach opportunities.

### II. Current ADA Improvement Opportunities

- Fix the sidewalks. "Where I live, I could ride a fixed route, but I cannot get to it, because there is no sidewalk, and I would have to push my wheelchair in the open street against traffic to reach the stop. I will not do that."
- Schedule space accommodations for large wheelchairs better. "There are times when too many large wheelchairs are booked for a single van. Some of these will have to wait for another van, because the size of their wheelchair can not be accommodated. This should be corrected in the initial scheduling."
- Provide digital scheduling by the riders in a preprogrammed format. Example: Press 1 for a pickup from my residence to my place of work and return at a predesignated hour. Repeated trips should not require having to go through dispatch.
- The window for arrival and departure should be improved, to reduce long rides and wait times for pickup. Also mistakes in scheduling should not occur, leaving riders waiting, with family members having to pick up instead.

### III. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Cover peak hours and extend until 10 pm. Travel after 10 pm should not be covered.
  - Confirm how current non ADA area riders use the service to assist decisions regarding how hours may be changed. This is needed before comments should be given.
- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.
  - Offer 1 day scheduling for opportunities that may need to turn quickly, versus the 3 day, which works for recurring fixed appointments.

- Offer same day scheduling in addition to the 3-day option, at a premium cost to the standard fare.
- **Fare**
  - Increase in the non ADA area base fare, from \$3.50 to \$4.50 or \$5.00.
  - Whatever change is made make it an even dollar, so no change will be needed.
  - Offer the same day service at a fare of \$5.00 to \$7.00.
  - Recognize that any fare increase will be a hardship for many riders.
- **Grandfathering** as defined in the POA was understood and should be implemented, after an explanation to clarify misconceptions. It was acknowledged as important to transition non ADA mandated residing, eligible riders to any changes. The acceptable length of time ranged from:
  - 3 years to 5 years

Note:

1. Participants in this discussion were paratransit riders or representatives of service providers to paratransit riders.
2. Participants did require a specific discussion regarding the concept of grandfathering. It was re-stated that IndyGo was not requiring any eligible rider to move their residence or be denied service. It was restated that IndyGo would continue to provide service throughout Marion county, and that the design or construct of that service may change to develop sustainable countywide service delivery. It was stated that the purpose of the topic in these discussions was to define with participants the length of time they would recommend that grandfathering be considered; recognizing that the individual specifics of implementation would need to be defined.
3. Responses provided reflected direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider.

## Attachment K: ADA Paratransit Next Steps: Beyond ADA- April 1, 2021 Community Meeting #3, Key Points Summary

The McCormick summary of key points received from the 4/01/21 meeting are as follows.

### I. Current ADA Service Likes

- IndyGo was acknowledged for providing Open Door services. The result of which is recognized for providing disabled riders the ability to be independent of friends and family members regarding their mobility needs. The opportunity to be free to go and come based on their access to Open Door was greatly appreciated.

### II. Current ADA Improvement Opportunities

- Rides scheduled do not show up on time. Arrive on time. Get the rider to their destination on time. This is especially important as many riders use Open Door as their primary transportation to work. It was noted that employers are becoming more concerned about disabled riders arriving repeatedly late as a factor in dismissal.
- Rides that should be shorter drive times take much longer. Reduce longer drive times.
- Drivers need courtesy training regarding how to serve clients with disabilities. "Touching the cane of a blind rider in a pulling motion is incorrect, unsafe and disrespectful, this has happened to me."
- Drivers need to have basic customer service training. Talking on the phone constantly while driving, not listening to riders regarding drop off access, making "curt" comments, i.e. "I don't get paid enough, to listen to any special requirements," are inappropriate.
- Drivers should understand zTrip payment options versus being upset when they do not get a tip.
- Drivers need sensibility training to foster better communication between the rider and the driver. Every disability is not the same. The needs of every rider are not the same. Specific training to address these concerns is recommended, not only on a global level, but disability specific.
- Improve the quality and quantity of drivers.

### III. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Cover peak hours and the current fixed route schedule, weekdays, and Saturday, extend until 10 pm. Travel after 10 pm should not be covered.
  - No change to the Sunday and holiday current 6:15 am to 10 pm schedule is recommended. It was recognized that people have different church and family scheduled activities.
  - It was noted that the weekday and Saturday start times should be checked against those who are on a dialysis schedule, to ensure that this time of day is covered.
- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.

- Offer same day scheduling for opportunities that may need to turn quickly, and the 3 day, which works for recurring fixed appointments. Test to see what has the most usage, with charging a premium for same day and consider only having one scheduling option.
- Offer same day scheduling in addition to the 3-day option, at a premium cost to the standard fare, for same day.
- **Fare**
  - Increase in the non ADA area base fare, from \$3.50 to \$5.00.
  - Offer the same day service at a fare of \$5.00 to \$6.00.
  - Charge a premium fare for peak hour usage. \$5.00 was recommended. Charge the base fare of \$3.50 for non-peak usage.
- **Grandfathering** as defined in the POA was understood and should be implemented. It was acknowledged as important to transition non ADA mandated residing, eligible riders to any changes. The acceptable length of time ranged from:
  - 3 years to 5 years

Note:

1. Participants in this discussion were paratransit riders.
2. One participant did raise the question of her need to have cross county paratransit service from Marion county to other bordering counties. It was explained that IndyGo services Marion county and that this discussion was specifically directed to service within Marion county.
3. Given comments concerning driver behavior, it was stated that IndyGo contracts TransDev. As the contractor, TransDev is responsible for training its drivers in customer service, although this training is global and not disability specific. Riders were asked to alert IndyGo of any concerns. It was stated that this concern would be noted in the meeting summary.
4. Responses provided reflect direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider.

## Attachment L: ADA Paratransit Next Steps: Beyond ADA-- April 8, 2021 Community Meeting #4, Key Points Summary

The McCormick summary of key points received from the 4/8/21 meeting are as follows.

### 1. Current ADA Service Likes

- Appreciate that Open Door is a door to door service, picking riders up at their homes or trip origin taking them to where they need to go. This makes the rider feel safe.
- Providing Ecolane provides the rider the ability to track their bus arrival and riders like being more informed.
- The current service hours of operation are adequate to meet the needs of the riders, based on medical appointments and work schedules.
- Using Open Door for a trip to the airport, this rider especially commented on the courtesy of the driver to make sure she arrived at the right gate, was checked in and her luggage was secure, and she was picked up on time without any issues.
- Extended hours beyond standard work and medical appointments provide social participation options, which in turn, provide riders a sense of independence.
- The current 3 day scheduling works, as most riders are accustomed to it and plan their mobility out three days.
- The current \$3.50 fare is accepted as fair and reasonable, especially for a door to door service.

### 2. Current ADA Improvement Opportunities

- The timing of pick up and destination delivery needs to improve. Persons dependent on Open Door have job and medical commitments that are time responsive.
- Long wait times are not acceptable. Delayed pickups challenge the system's credibility.
- Dispatch should offer more direct travel routes for the bus drivers, without having them make adjustments that appear to the rider, to be out of the way, creating prolonged ride times.
- Drivers have complained to riders that dispatch is sending them on a circuitous route to accommodate added riders, prolonging the trip of the currently booked rider by two more hours (was the example given).
- Drivers should be afforded more break times. Service providers noted that drivers often take breaks at their facilities, with riders waiting on the bus, unattended waiting for the driver to return.
- Cross county linkages to extend rider mobility options should be considered.

### 3. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Cover peak hours and extend until 6 or 7 pm. to accommodate work or medical appointments. Service providers who participated noted that as their facilities close at 4 or 5:30 pm they are not aware of travel needs after the close of their respective business hours. Two participants felt that service hours should continue unchanged, with no reduction in service hours.

- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is. Disabled riders are accustomed to routines. Current riders understand the 3 day scheduling and that should continue to be offered.
  - Offer same day scheduling in addition to the 3 day option, based on availability.
  
- **Vary Fares**
  - Increase the base fare in the non ADA area by \$1.00.
  - Increase the fare by the distance the rider is from the ADA area by \$0.10 per quarter mile. Charging based on the distance of the ride, not based on a fixed fee.
  - Consider requiring fares at a premium for peak periods of travel.
  
- **Grandfathering** was acknowledged as important to transition non ADA mandated, eligible riders to any changes. The acceptable length of time ranged from:
  - 1 year to 3 years. It was noted that the notification of change should be provided in the first month, January of the new year, as people are already conditioned to making changes in the first month of a new year.

Note:

1. Participants were provided information to explain that IndyGo cannot deny a rider transport which is why some riders may be added after a manifest of pickup has been established, prolonging a trip. Additionally, with the COVID reduction in the number of drivers, manifests may have to be combined depending upon driver availability.
  
2. Participants did receive information confirming that drivers are provided with adequate breaks during the workday. Usage of additional breaks by drivers would be evaluated with the contractor IndyGo has hired to be responsible for the drivers.



## Attachment M: ADA Paratransit Next Steps: Beyond ADA- April 10, 2021 Community Meeting #5, Key Points Summary

The McCormick summary of key points received from the 4/10/21 meeting are as follows.

### I. **Current ADA Service Likes**

- Drivers were recognized as an asset to Open Door services. It was acknowledged that the majority assist riders as needed, are courteous and respectful.
- Open Door provides door to door service which is greatly appreciated.
- The current scheduling has significantly improved with the transition to Ecolane.
- Offering the same fare, no matter where you are traveling is a plus.
- Adding z trips is a plus.
- Knowing that weather difficulties, rain, snow, wind, will not deter Open Door from showing up.

### II. **Current ADA Improvement Opportunities**

- Buses should all have working air conditioners.
- Dispatch should improve communication with drivers." Pulling drivers off their established route to pick up a rider located in the opposite direction, only adds time to the trip and seems to be an inefficient use of my time as a rider."
- Eliminate long ride times.
- Eliminate the confusion in dispatch as to whether a z trip will be coming for pick up or an Open Door bus. A service provider participant recalled an incident where neither the z trip or Open Door showed up and they made other arrangements for the rider. They indicated that they tried to confirm with IndyGo dispatch but could not resolve the issue.
- Improve communication with service providers to provide a better understanding of how these additional services work independently and together, if one is the default provider for the other.
- Drivers should listen to riders who know where they should be dropped off, as entrance access may be different from that which the driver understands.

### III. **Non ADA area Service Construct Opportunities**

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Cover peak hours and extend until 8 pm.
  - Leave hours unchanged. Late night hours from 8 – 1 am provide social flexibility for the disabled rider.
- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.
  - Offer same day scheduling in addition to the 3 day option, at a premium cost to the standard fare.
- **Fare (Vary fares by the time of day offered)**
  - Increase the non-peak hour fare to \$5.00.
  - Maintain the peak fare at \$3.50.
  - Whatever change is made make it an even dollar, so no change will be needed.
  - Offer the same day service at a fare of \$5.00.

- One participant did not feel that fares should be changed from the fixed \$3.50 current fare, for any time period.
- **Grandfathering** was acknowledged as important to transition non ADA mandated eligible riders to any changes. The acceptable length of time provided was:
  - 3 years. It was stated that people look at their options more seriously when they know a deadline is approaching.

**Note:**

1. Participants in this discussion were paratransit riders or representatives of service providers to paratransit riders.
2. In response to comments received regarding long drive times and disconnected pickups, IndyGo responded that Ecolane has reduced by 80% scheduling delays. It was explained that no rider can be denied service. As such, pickup routes may need to be altered to accommodate all riders who require service. IndyGo also provided a customer service number and direct office access number should any rider or service provider have a problem in need of resolution, regarding pick up, drop off or customer service.
3. Responses provided reflected direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider.

## Attachment N: ADA Paratransit Next Steps: Beyond ADA- April 13, 2021 Community Meeting #6, Key Points Summary

The McCormick summary of key points received from the 4/13/21 meeting are as follows.

### I. Current ADA Service Likes

- Open Door allows the disabled rider to travel independently, providing mobility access to travel as needed, without assistance from a family member or associate.
- Open Door provides door to door service. This was repeatedly cited as a value.
- Open Door is recognized as a safe travel option for the disabled rider.
- Open Door provides a riding experience that offers social interaction during the ride. This interaction was recognized as positive and appreciated by the rider for talking exchanges with the bus driver and other riders.

### II. Current ADA Improvement Opportunities

- All drivers should be mandated to wear masks. Some have refused to do so and are viewed as not respecting COVID and the other riders with whom they come into contact.
- Pick up and drop off is not consistently timely based on booked appointments.
- Riders do not receive adequate follow-up from dispatch regarding the status of their pickup. Establish an update system.
- Eliminate long ride times.
- Eliminate long wait times.
- Dispatch is not viewed as courteous in providing adequate information regarding when a rider will be picked up.
- Improved communication between the rider and dispatch is needed. With many riders totally dependent on Open Door, frustration arises when questions asked are not being answered regarding projected arrival times for pickup, or long wait times for drop off. This was particularly recognized when a service center may end its day at a given time (3pm for New Hope) and clients are still waiting after 3 pm for pick up to leave the center. This has required the service provider to arrange for alternate pick-ups to get their client's home. If a better communication can occur with dispatch, this would allow the service providers to prepare in advance, not after 3pm has passed and clients are continuing to wait.

### III. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - The start times should remain unchanged.
  - The end of day service should be amended to 9 pm for weekdays.
  - The end of day service for weekends and holidays should be amended to 12:30 am.
- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.
  - Offer same day scheduling in addition to the 3 day option.
  - Offer only same day scheduling.
- **Fare (Vary fares by the time of day offered)**

- Fares should not be changed from the fixed \$3.50 current fare, for any time period.
  - Fares should be lowered to \$2.50 as a flat fare for all time periods.
- **Grandfathering** was acknowledged as important to transition non ADA mandated eligible riders to any changes. The acceptable length of time provided was 1 year.

Note:

1. Participants in this discussion were paratransit riders or representatives of New Hope as service providers to paratransit riders.
2. The flat fare was the only fare option these participants offered. They did not accept any fare variations to hours or miles of trip.
3. Timeliness of pick up and drop off were the most important factors to this group.
4. Responses provided reflected direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider, based on the rider experience or viewed experiences for their clients.

## Attachment O: ADA Paratransit Next Steps: Beyond ADA- April 15, 2021 Community Meeting #7, Key Points Summary

The McCormick summary of key points received from the 4/15/21 meeting are as follows. This was the second meeting held in this series with New Hope, to accommodate the number of participants registered.

### I. Current ADA Service Likes

- Drivers with good attitude.
- Drivers who are respectful and take extra attention to make sure their riders are locked down in their wheelchairs. Their courteous attention is appreciated.
- Open Door is recognized as a safe travel option for the disabled rider.
- One participant simply said “great.”

### II. Current ADA Improvement Opportunities

- New Hope representatives felt they should be notified if a bus scheduled to their facility is running late.
- New Hope representatives cited buses running three hours behind the scheduled pick up. This required the facility to provide alternate transportation. Contacting dispatch directly did not provide any updated information.
- Riders do not receive adequate follow-up from dispatch regarding the status of their pickup.
- Eliminate long ride times. Be on time to recognize that riders use this service to get to work and medical appointments which require specific arrival times.
- Eliminate long wait times.
- One rider specifically addressed why he could not be picked up in his rear driveway, such that he would not have a long walk to the street where the bus waits for him. This would represent door to door for him. It was explained that Open Door for safety reasons is not allowed to pick up on private driveways.
- Improved communication between the rider and dispatch is needed to allow the service provider the opportunity to assist a rider if needed.
- Improved communication with the service provider was cited as an important, needed improvement.

### III. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - The start time should change to 1 hour earlier, to accommodate delayed pickups.
  - The end of day service should be reduced to 11 pm for weekdays, 12 midnight for Saturdays and remain at 10 pm for holidays and Sundays.
- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.
  - Offer same day scheduling in addition to the 3 day option.
- **Fare (Vary fares by the time of day offered)**
  - Fares should not be changed from the fixed \$3.50 current fare, for any time period.

- **Grandfathering** was acknowledged as important to transition non ADA mandated eligible riders to any changes. The acceptable length of time provided was 1 year.

**Note:**

1. Participants in this discussion were paratransit riders or representatives of New Hope as service providers to paratransit riders.
2. New Hope the host location of this meeting has just reopened after being closed for COVID.
3. Timeliness of pick up and drop off were the most important factors to this group.
4. Responses provided reflected direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider, based on the rider experience or viewed experiences for their clients.

## Attachment P: ADA Paratransit Next Steps: Beyond ADA- April 15, 2021 Community Meeting #8, Key Points Summary

The McCormick summary of key points received from the 4/15/21 meeting are as follows. This meeting was scheduled with Indiana Statewide Independent Living & Health By Design.

### I. Current ADA Service Likes

- The connectivity it provides to employment and medical appointments when it is working correctly.
- Door to door service.
- Added taxi vouchers.
- Improved scheduling from 7 days to now 3 days.
- Drivers who make an extra effort to assist the riders.
- The Open Door application process is simple, quick to execute and quick to get a response.
- It is a safe place for riders with disabilities. “Even if you leave something on the bus, there are great chances it will be there the next day, saved for you.”
- You do not have to worry about getting off at the wrong stop, like on the fixed route. You will make it to your destination, without getting lost. “No mistakes.”
- Buying tickets online is very convenient.

### II. Current ADA Improvement Opportunities

- Add a GPS system to the bus.
- Add a debit card machine to the bus.
- Make arrival and departure transparent, easy to track for the rider. Make an app’ available for tracking or an automated phone service that could be called.
- Riders do not receive adequate follow-up from dispatch regarding the status of their pickup.
- Dispatch should be respectful of riders, when they call in to get information on estimated arrival times.
- Eliminate long wait times.
- The pickup sites need to have places to sit. Given the long wait times, it is difficult for a disabled rider to not sit for 2 or more hours waiting for a bus.
- Tickets should be available to be purchased in larger quantities.
- Drivers need to have expanded training on how to work with disabled riders to eliminate their stress and make for a more positive ride experience.
- Lack of consistency in pick up and drop off does not present Open Door as a reliable service. Because of which, 1 participant only uses the taxi vouchers.

### III. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Hours of service should be the same as the ADA area and remain unchanged.
  - Expand the hours of service to 24 hours a day.
  - Changing hours of service for the non and the ADA area will only create confusion. A digital map will be needed for the blind/visually impaired rider.

- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.
  - Offer same day scheduling in addition to the 3 day option. If same day scheduling is offered assign dedicated drivers who only accommodate the same day service.
- **Fare (Vary fares by the time of day offered)**
  - Fares should not be changed from the fixed \$3.50 current fare, for any time period.
  - Offer a monthly pass fee for unlimited rides. This is currently \$60.00 for the fixed route. It was recommended that this option at \$80.00 should be offered as a monthly pass for the Open Door rider.
  - Offer a free fare for seniors, a reduced fare for the disabled rider at \$1.75.
- **Grandfathering** was acknowledged as important to transition non ADA mandated eligible riders to any changes. The acceptable length of time provided was:
  - 2 years, 3 years, or 5 years. Once a full understanding of what the changes will be is provided, then the length of time for grandfathering may change.

**Note:**

1. Participants in this discussion were paratransit riders or representatives of service providers to paratransit riders.
2. Frustrations from riders going back 5 to 13 years were cited, making it concerning to these riders that positive change can occur. Improved communication of services is recommended.
3. Timeliness of pick up and drop off and the ability to track their own estimated time of arrival were important factors to this group.
4. Many participants in this group did not agree with the concept that disabled riders should be treated any differently than fixed route riders, in terms of the fares they are charged or the hours of service they are provided.
5. Responses provided reflected direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider, based on the rider experience or viewed experiences for their clients.



## Attachment Q: ADA Paratransit Next Steps: Beyond ADA- April 22, 2021 Community Meeting #9, Key Points Summary

The McCormick summary of key points received from the 4/22/21 meeting are as follows. This was an in-person meeting held with employees of Bosma Enterprises, who utilize IndyGo paratransit and, or Open Door services.

### I. Current ADA Service Likes

- The connectivity it provides to employment.
- Door to door service.
- Adding ztrips as a travel option moves the disabled rider from a total dependency on the Open Door option.
- Drivers who make an extra effort to assist riders.
- Positive atmosphere and social interaction on the bus.
- Having the same driver who understands the travel needs of individual riders, makes the riders feel safe.
- On time pick ups and expected drop offs.

### II. Current ADA Improvement Opportunities

- Circuitous travel for pickups and dropoffs. "East side to west side then south then back to east, driving patterns make riders late to work, appear to be poor coordination, not respecting the riders who need to be at work on time and not arrive home after a three hour drive, very late in the evening."
- Riders do not feel that they should have to hear bus drivers and dispatch arguing regarding adding other riders and changing the travel route. Riders are already concerned regarding getting to work on time.
- Fixed route stations should all be covered and offer a bench for riders to sit down. Encouraging disabled riders to ride fixed routes is counterproductive when a disabled rider has no covering to use fixed routes in inclement weather and no accommodation to sit down.
- Offering covered pickup locations at frequent destinations with seating would also be respectful of disabled riders, especially given that there are still long wait times.
- During the rain when there is no covering, riders have waited inside the lobby and not been picked up by Open Door drivers, who stated as the riders were not outside in the rain they were not in the location for pickup and the driver went to the next location. Coordination between the driver and the person to be picked up is needed.
- Make arrival and departure transparent, easy to track for the rider. Create an automated phone line that allows the disabled rider to check the status of their pickup without having to call dispatch.
- Riders do not receive adequate follow-up from dispatch regarding the status of Open Door arrival. Dispatch is viewed as being abrupt and disconnected from the importance of a rider getting accurate, timely information.

- Dispatch should be respectful of riders, when they call in to get information on estimated arrival times.
- Eliminate long wait times. Missed pickups.
- Lack of consistency in pick up and drop off does not present Open Door as a reliable service.

### III. Non ADA area Service Construct Opportunities

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Hours of service should be the same as the ADA area and remain unchanged.
  - On Sunday and holidays, the hours of service should be the same as Monday – Friday. Most people work on these days and are not using these days on an abbreviated schedule, as the non-disabled public might.
- **Vary scheduling options.**
  - Offer the existing 3-day scheduling as is.
  - Offer same day scheduling in addition to the 3-day option.
  - One participant suggested that scheduling should be 5 days out. He utilized this scheduling in another state and felt it worked better than the 3-day scheduling currently offered.
- **Fare (Vary fares by the time of day offered)**
  - Fares should not be changed from the fixed \$3.50 current fare, for any time period.
  - Offer a monthly pass fee for unlimited rides.
  - Offer a weekly pass for unlimited rides.
- **Grandfathering** was acknowledged as important to transition non ADA mandated eligible riders to any changes. The acceptable length of time provided was 1 or 3 years.

#### Note:

1. Participants in this discussion were paratransit riders or representatives of service providers to paratransit riders.
2. Timeliness of pick up and drop off and the ability to track their own estimated time of arrival were important factors to this group.
3. Many participants in this group did not agree with the concept that disabled riders should be treated any differently than fixed route riders, in terms of the fares they are charged, types of fare packages offered, or the hours of service they are provided.
4. Participants were incredibly pleased with the ztrip service and asked if this would be continued. The IndyGo representative indicated that he would confirm and follow-up.
5. Responses provided reflected direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider, based on the rider experience or viewed experiences for their clients.

## Attachment R: ADA Paratransit Next Steps: Beyond ADA- April 29, 2021 Community Meeting #10, Key Points Summary

The McCormick summary of key points received from the 4/29/21 meeting are as follows. This was a virtual meeting held with Goodwill employees who utilize IndyGo paratransit and, or Open Door services.

### **I. Current ADA Service Likes**

- The connectivity it provides to employment.
- Early morning pickups.
- Door to door service.
- Drivers are genuinely nice, great social connections on the bus.
- Drivers who make an extra effort to assist riders and are patient.
- Positive attention to riders makes the parents of disabled riders have a feeling of safety for their children.
- On time pickups and expected drop offs.

### **II. Current ADA Improvement Opportunities**

- Improve the logistics for route pickups and dropoffs to minimize ride times. Driving pass a drop-off to pickup another passenger, then traveling across town, passing another pickup, or drop off does not make the rider feel valued and does not recognize the importance of being to work on time or returning home on time in the evening.
- Recognize that evening travel is just as important as daytime travel. Recognize that timeliness in the evening also carries a heightened safety factor for disabled riders, whose visibility and/or ease of access may be impaired by the darkness, of the evening.
- Hire more drivers especially for peak travel hours.
- Eliminate missed pickups, referenced both with Open Door and the taxi service.
- Arrange for drivers and buses to be available for special circumstances. If a workplace closes for an emergency, riders shared that they were told no buses were available and they had to wait for their scheduled pickup, 4 hours later.
- Improve coordination of scheduling with dispatch and the rider, such that no rider is left without a pickup and without any follow-up from dispatch.
- As long as there are active hours of service, there should be an active resource in dispatch to follow up with riders. These riders may not have been picked up and will subsequently continue to wait for a bus that may or may not be coming.
- Eliminate long wait times.

### **III. Non ADA area Service Construct Opportunities**

- **Reduce the hours of service from the current ADA mandated service hours.**
  - Hours of service should be the same as the ADA area and remain unchanged.
  - Hours of service may be shortened to accommodate working hours, 1:00 am would not appear to accommodate standard working hours.

- The 1:00 am end of day pickup may accommodate a late work shift; more data is needed. (A Goodwill representative did note that they do have contract sites that work until 1:00 am.)
- **Vary scheduling options.**
  - Offer the existing 3 day scheduling as is.
  - Offer same day scheduling in addition to the 3 day option.
  - Add more options in availability for scheduling time slots that may get booked more often.
  - It was noted that scheduling has improved from the prior 7 day scheduling requirement.
- **Fare (Vary fares by the time of day offered)**
  - Fares should not be changed from the fixed \$3.50 current fare, for any time period.
  - Offer a lower fare in peak hours.
- **Grandfathering** was acknowledged as important to transition non ADA mandated eligible riders to any changes. The acceptable length of time provided was 1 or 2 years.

**Note:**

1. Participants in this discussion were paratransit riders or representatives of service providers to paratransit riders. One participant was a school principal, interested in observing to get more information.
2. Riders in this group provided a depth of experience, with 4 of the 5 active participants spanning 18 to 20 years of experience with Open Door service.
3. Responses provided reflected direct experiences. Potential changes were viewed based on potential mobility impacts, to the paratransit rider, based on the rider experience or viewed experiences for their clients.

## Attachment S: ADA Paratransit Next Steps: Beyond ADA- Task Force Key Points Summary

The McCormick summary of key points received from the 6/23/21 meeting are as follows.

- I. Draft Policy Components Comments Received
  - **Service Area:** Attendees understood the new area definition of the ¾ mile area on either side of the fixed routes. It was suggested that the website interactive map would be a valuable tool to identify for clients exactly where they will fall either in or outside of this new service area.
  - **Span or Service Hours:** Attendees understood the revised schedule of service as specific to this new premium area. They recognized this service hour reduction no longer tied to the fixed routes, as a more efficient use of IndyGo resources given the minimum use of services after 10 pm.
  - **Fares:** Attendees accepted that a premium fare would need to be assessed for a premium service. To maintain countywide service, that this premium would affect only the new service area was an acceptable reality. It was addressed that for those riders who have limited income, this increase may be a hardship. It was also asked if this fare increase was a profit for IndyGo, or a charge necessary to address operational fees further identifying this service coverage as a premium. The answer was both to identify the premium service and to address operational costs.
  - **Trip Purpose:** Attendees accepted that no trip purpose prioritization would occur to deny trips based on purpose.
  - **Capacity Constraints:** In the new service area, it was explained that trip denials may be required, based on the availability of drivers and vehicles, although IndyGo will always seek to accommodate all trip requests. It was asked that more definition as to how these denials would be assessed be provided as follow-up to this meeting.
  - **Anticipated Adoption Date and Effective Dates:** Both were accepted. IndyGo staff did note that this would be dependent on the timeline of Board acceptance.
  - **Grandfathering:** as defined was understood and acknowledged as important to transition non ADA mandated residing, eligible riders to any changes. The recommended time was 2 years. Attendees appreciated the definition and timeframe as sufficient.
  - **Same Day Service:** Attendees welcomed this option for the premium service. It was asked if this would also be provided to the ADA mandated service in future. The response was that IndyGo Mobility Solutions staff would be evaluating and would develop a separate statement of the specific policies and procedures that would apply, also considering applying this to the ADA mandated area in future. It was asked that IndyGo be sure they could provide the same day option to a prospective client before the fare was paid. It was responded that this would be the case. Once a request for the same day is made, the requestor would be told if the service was available for the hour requested, if not what hour options would be available, giving the prospective rider the option of selecting another time, before any fares were paid.

Note: This group was appreciative of the recommendations in the policy draft for the new service area. It was recognized that changes are needed in the new service area. to maintain services countywide. The definition of two service areas to do this, the reduction in service hours and the increase in fare were accepted as the necessary realities of providing the Open Door service to all eligible riders.

## ATTACHMENT T: List of Community Meetings

These were meetings that were public and not stakeholder meetings, along with whether it was cancelled or not.

Katrina Ent 2:43 PM

- Tuesday, March 16 | 6:00 PM | Virtual | **COMPLETED**
- Thursday, March 18 | 2: 00 PM | 2425 W. Michigan St | **Cancelled**
- Thursday, March 18 | 6:00 PM | 502 N. Tremont St | **Cancelled**
- Tuesday, March 23 | 6:00 PM | Virtual | **Cancelled**
- Thursday, March 25 | 2:00 PM | Virtual | **COMPLETED**
- Tuesday, March 30 | 2:00 PM | Virtual | **Cancelled**
- Thursday, April 1 | 6:00 PM | Virtual | **COMPLETED**
- Tuesday, April 6 | 2:00 PM | 6019 S Franklin Rd | **Cancelled**
- Tuesday, April 6 | 6:00 PM | 6019 S Franklin Rd | **Cancelled**
- Thursday, April 8 | 2:00 PM | Virtual | **COMPLETED**
- Thursday, April 8 | 6:00 PM | Virtual | **Cancelled**
- Saturday, April 10 | 2:00 PM | Virtual | **COMPLETED**