

IndyGo
**RIDER
GUIDELINES
OPEN DOOR**

Learn about IndyGo's ADA paratransit service called Open Door, its procedures, rules, & how to ride information.

Updated June 2016



317.635.3344
WWW.INDYGO.NET

Open Door serves the needs of customers who, because of a disability, are unable to use IndyGo's local service and who meet the criteria established by the U.S. Department of Transportation under the Americans with Disabilities Act (ADA) of 1990. It's an origin to destination, reservation-based, shared ride service.

WHAT YOU NEED TO KNOW BEFORE RIDING

Open Door Eligibility Certification

Applications for paratransit service are available through IndyGo Customer Service at 317.635.3344 or online at IndyGo.net under Open Door. Applications can be made available in various formats, including Braille, Spanish, and large print.

1. Fill out the Open Door Application.
2. Have a physician or an approved certifying agent complete the professional verification portion of the application.
3. Upon completion of the application, call 317.614.9260 to schedule an in-person assessment. If needed, transportation to and from the assessment can be arranged at no cost to the applicant.
4. After approved, call to make a reservation with Open Door, see the "Scheduling Your Ride" section for more information.

Service Area & Hours

IndyGo Open Door operates throughout all of Marion County, although federal regulation only requires service within $\frac{3}{4}$ of a local route. Open Door operates 7 days a week and the same hours as local service. Like IndyGo's local service, Open Door will operate on a Sunday schedule for the following holidays:

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

MANAGING YOUR RESERVATIONS

Scheduling Your Ride

Please call Open Door Reservations (317.917.8747) to schedule your trip:

- Monday – Friday, 6:00 AM – 6:00 PM
- Saturday and Sunday, 7:00 AM – 4:00 PM

You must call 1 - 3 days in advance of your trip to make an Open Door reservation. With the following information:

- First and last name.
- Date you want to travel.
- Address of both your pick-up and drop-off location which includes the number address, street name, suite and/or apartment number, entry code for any security entrances, and a telephone number.
- The Julia M. Carson Transit Center is a pick-up and drop-off location. In most cases, pick-up's will take place at Bus Bay C.
- Please remember to allow for a 30-minute pick-up window and a ride time comparable to local service to reach each destination.
- Whether or not you will have a personal care attendant (PCA) or companion (you are allowed one PCA and one companion per trip if eligible).
- Age of any child riding with you on your trip.

Be sure to get your confirmation number(s); each trip is assigned a unique number and you may need this information for future reference.

Interactive Voice Response (IVR) Phone System

IndyGo has an automated information phone line for Open Door customers. All Open Door customers who have a 317 area code phone number on file will receive automated phone calls the evening before a scheduled trip as a reminder and will have the option to cancel their trip. A second call will be made 10

minutes prior to a scheduled trip to remind you of your pick-up window. Automated calls will not be made for subscription trips.

You may also access a 24-hour a day information line to review trips for the current calendar week, cancel scheduled trips, and listen to special service messages. To access the automated line, call Open Door Reservations at 317.917.8747 or Dispatch at 317.917.8758. The automated system will ask for a client ID and password. The client ID and default password is the 5-digit number on your Open Door ID.

Subscription Trips

Subscription trips are available if you regularly travel to the same destination (work, church, doctor's appointment, etc.) from the same location, such as your home, on the same day of the week at least once a week. An example is making a subscription trip for every Sunday to go to church or every Tuesday and Thursday to go to work. Once a subscription trip has been reserved, you only have to call to cancel a trip. You may have multiple subscription trips throughout the week. Subscription trips may not be available for all trip requests and IndyGo reserves the right to limit subscriptions based on federal regulations.

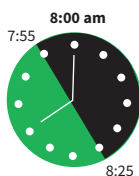
Cancelling Your Trip

IndyGo asks that you cancel your trip at least two hours before your scheduled trip. Cancelling your trip that day: Call Dispatch at 317.917.8758. Cancelling your trip before the day of: Call Open Door Reservations at 317.917.8747.

HOW TO RIDE

Pick-ups

- The bus may arrive up to 5 minutes before and 25 minutes after your



scheduled pick-up time. For example: If your pick-up time is scheduled for 8:00 AM, the bus may arrive anytime between 7:55 AM and 8:25 AM.

- You will be expected to board the bus within five minutes of its arrival time. If you are not on the bus five minutes after its arrival, the Operator will list you as a no show and leave. This is not the case if this occurs before your scheduled pick-up time.
- It's important to note that you must show your Open Door ID when boarding. Riders without an Open Door ID will not be picked up and the trip will be considered a cancellation at the door.
- If you no show or cancel at the door and still need other rides you have scheduled for the same day, 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.

PENALTIES FOR MISUSING THE OPEN DOOR SERVICE

Cancelling a Trip Definitions

There are 3 types of cancellations which may result in penalties:

- **Late Cancel:** Calling to cancel two hours or less before your pick-up window.
- **No Show:** Not being present within the pick-up window after the bus has arrived without the appropriate cancellation notification.
- **Cancel at Door:** Client or someone representing the client (parent, caretaker, etc.) tells the Operator the ride is not needed after the bus arrives. Not presenting an Open Door ID when boarding also qualifies as a cancel at the door.

Suspensions

Misusing the IndyGo system impacts all riders and can result in suspension of Open

Door riding privileges. The following acts are considered misuse:

- Obtaining or using Open Door services under false/fraudulent pretenses which include making false or misleading statements on your eligibility application and allowing non-eligible individuals to ride using your name.
- No shows/late cancellations or cancelling at the door equaling 11% of your monthly trips.
 - Missing less than 4 trips in a given month, regardless of what that percentage is, does not result in a penalty.

Suspensions will not be imposed for circumstances beyond your control such as a personal emergency, sudden or worsening illness, job cancellations, changes to your work schedule, or a late arrival of the Open Door bus.

In the case of a suspension, you will receive a letter that includes the dates of any no shows, late cancellations, or cancellations at the door along with an appeal form. The form will also provide the date your suspension will begin. You will have up to 14 days after the date of the stamped letter to appeal the suspension. If you do not appeal within 14 days, your suspension will begin on the date specified on the letter.

Suspension Lengths

Penalties will progress over a calendar year. On January of each year, all riders will have zero penalties.

- First Penalty: 5 day suspension
- Second Penalty: 7 day suspension
- Third Penalty: 14 day suspension
- Fourth Penalty: 30 day suspension
- Fifth Penalty: Reviewed by the Appeals Committee and decided on a case by case basis depending on severity of misuse

Tickets & Fare

Open Door riders and their companions are expected to pay for every single ride. Riders 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 PCA's (if the certified rider has authorization to travel with a PCA) and children, age 5 or under, may ride for free. Checks, Medicare, and Medicaid are not accepted as payment on the bus and riders will not be transported if they do not have a pass or fare. For current fare pricing call Customer Service at 317.635.3344. You may purchase passes:

- By mailing an order form using a credit card or money order payable to Indianapolis Public Transportation Corporation to the IndyGo Retail Center located at the Julia M. Carson Transit Center, 201 E. Washington St. Indianapolis, IN 46204.
- By calling the Customer Service at 317.635.3344 using a Visa or Master Card (this is the only way to purchase taxi vouchers).
- Online at IndyGo.net.
- In-person at the Retail Center, 201 E. Washington St.

Boarding Open Door with a Mobility Device

All IndyGo buses are equipped with rider lifts that meet ADA specifications. Operators can help riders maneuver their mobility aid onto the bus and wheelchair securement area and must ensure the device is secure before moving the bus.

RIDER RULES OF CONDUCT

Conduct & Noise

Riders must refrain from:

- Listening to loud music or electronic devices with or without earphones.
- Disruptive behavior including talking loudly on cell phones.
- Shouting profanity or insults.
- Soliciting services or favors.
- Threatening or hostile remarks.
- Touching another person in an insolent or non-consensual manner.
- Refusing to remain seated or keep your seat

belt fastened properly.

- Riding while under the influence of alcohol or illegal drugs.
- Littering in the bus or defacing any IndyGo equipment.

Riders must:

- Have someone to receive them upon arrival, if necessary, as to not cause unnecessary delays for the Operator and other riders.
- Provide a child restraint or booster seat for children seven years of age or younger, according to Indiana State Law.
- Maintain acceptable standards of personal hygiene.
- Expect a “shared-ride” service, which means others may be picked up or dropped off before reaching your destination.

Smoking



In compliance with city ordinances, Smoke Free Air Act 1149 smoking, which includes e-cigarettes and vapors is prohibited in IndyGo bus shelters, on the

buses, and in and around the Transit Center. Reports for smoking in the shelter may be made to the Marion County Public Health Department at 317.221.2000.

Food & Beverages



Eating and drinking is not allowed on IndyGo buses or in or around the Transit Center with the exception of areas where vendors sell and serve food and offer seating for

consumption. If you have a medical condition, please inform the Operator or IndyGo staff for an exclusion. Food purchased inside the Transit Center will not be allowed for consumption on buses. Sealed and wrapped food and beverages may be transported, but not consumed on buses.

Service Animals



Service animals and animals in a pet carrier are allowed on buses as well as in and around the Transit Center.

Under the Americans with Disabilities Act of 1990, a service animal is defined as “any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability” 49 CFR 37.3. Any animal used as a crime deterrent, or to provide emotional support, well-being, comfort, or companionship is not a service animal. Service animals must be properly trained, groomed, and maintained. Control of a service animal’s behavior is the responsibility of the animal’s owner. Service animals are discouraged from riding on lifts. Their tails, paws, head, or equipment may catch in the lift mechanism, causing severe injury to the animal. An exception would be a standee with a service animal.

Non-service animals are only allowed on IndyGo buses and in or around the Transit Center if they are in a pet carrier specifically designed to transport animals. Carriers may not be opened on the bus. They must be leak-proof, well-ventilated, and free of any strong odors and transmittable pests. Pet carriers must be small enough to fit on the owners lap or on the floor space in the immediate area of the owner without infringing the walkway.

Personal Belongings

Because Open Door paratransit operates as shared rides, riders are discouraged from occupying more than one seat or a large amount of aisle space.

Personal belongings should be able to fit on your lap, under your seat, or immediately in front of you on the bus. Strollers and small carts are allowed on board, but should be

emptied and collapsed before boarding. If you have groceries or bags, they may stay in your cart, as long as they are secured. The following items are prohibited on IndyGo Property:

- Explosives
- Knives (Cutting tools required for work are permitted)
- Car Batteries (ADA-approved equipment is allowed)
- Compressed Gas Bottles (ADA-approved equipment is permitted)
- Fuel Storage Containers
- Guns are not permitted in the Transit Center

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. Please do not leave children unsupervised.

INDYGO OPERATOR RULES OF CONDUCT

All IndyGo Operators have a responsibility to:

- Treat riders with courtesy.
- Be in uniform with a visible ID badge.
- Stay within the “line-of-sight” of their bus.
- Maintain the assigned service schedule for the convenience of all riders.
- Assist all riders when entering and leaving the bus.
- Provide safe transportation.
- Notify Dispatch if a rider is on board for 61 minutes or more.
- Stop at all railroad crossings.
- Maintain acceptable standards of personal hygiene.
- Instruct riders during an evacuation/emergency. All riders are expected to follow instructions from the Operator, especially during an emergency.

Operators are NOT permitted to:

- Enter private residences.
- Perform any personal-care assistance for

riders.

- Lift or carry riders or wheelchairs up or down steps.
- Go into a purse or wallet for fare.
- Change the destination of a reserved ride.
- Transport riders who have not reserved a ride.
- Accept tips or gratuities.
- Use cell phones while operating a bus.

Operators may offer the following assistance:

- A steadying arm or other appropriate guidance or assistance to ambulatory riders when walking or using steps.
- Help maneuver wheelchairs onto the lift, if necessary.
- Aid carrying no more than two grocery bags or similarly sized packages to and from the bus to the door and vice versa.
- Assist a rider to/from the door of the client's pick-up or drop-off location (Operator may not enter).
- Provide any necessary, reasonable assistance.

SAFETY, SECURITY, & LOST & FOUND

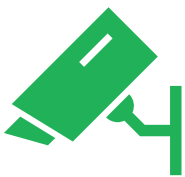
Lost & Found



IndyGo assumes no responsibility for lost items on the bus or in and around the Transit Center. Found items are typically available the next business day after

noon at the Retail Center. To check if your lost item was found on board, please contact Customer Service at 317.635.3344. To claim your property, you must appear in person between 8:00 AM - 6:00 PM. Monday - Friday, provide an accurate description of the item, show your photo ID, and sign a property claim tag with your name, address, and phone number. Found items will only be held for 1 week. Please visit the IndyGo Retail Center as soon as possible after losing your item.

Security



To ensure the safety of riders and IndyGo staff, all IndyGo buses as well as in and around the Transit Center are equipped with audio and video surveillance equipment.

If you see suspicious or illegal behavior or notice unattended items, please immediately report it to IndyGo staff, call 317.635.3344, or the law enforcement agency responsible for that jurisdiction. IndyGo partners with Indianapolis Metropolitan Police Department (IMPD), public safety agencies, and hires its own Security force. Uniformed and undercover Police officers ride IndyGo buses, monitor bus stops, and are present in and around the Transit Center to ensure the safety of all riders.

Customer Comments, Title VI Complaints, & Special Services



IndyGo welcomes feedback from riders and the community.

If you have comments, complaints, or believe you have been denied the benefits of IndyGo's services on the basis of age, sex, or disability/handicap please call our

Customer Service at 317.635.3344 or fill out the online comment form at IndyGo.net.

Your comment will be entered into a database and investigated by the appropriate IndyGo department. For all comments, if a response is requested, staff will follow up within 10 business days. IndyGo operates its programs without regard to race, color, or national origin in accordance with Title VI of the Civil

Rights Act of 1964. If you believe you have been the victim of a discriminatory practice due to your race, color, or national origin, you may file an official Title VI complaint. For more information on IndyGo's Title VI Policy and the procedures to file a complaint, contact IndyGo Customer Service at 317.635.3344 or visit IndyGo.net. IndyGo offers the following special services:

- Route System Maps and How to Ride information in English and Spanish on IndyGo.net and in print.
- Screen reader-compatible online schedules are available for accessibility at IndyGo.net.
- Relay Indiana: 711.

If any special modifications or accommodations are needed while scheduling a ride, boarding a bus, while on board a bus, or while disembarking a bus that have not been already listed in this document, please let Customer Service know by calling 317.635.3344, filling out a form online at IndyGo.net, or by speaking to IndyGo staff.

The additional services are available within 10 business days of request:

- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American, Sign Language, and non-English.
- Audio transcribing.
- Travel trainings (for groups of 15 or more).
- Any reasonable request to make information accessible for all individuals. IndyGo will make reasonable accommodations in policies, practices, and procedures when such accommodations are necessary.

If any special modifications or accommodations are needed while scheduling a ride, boarding a bus, while on board a bus, or while disembarking a bus that

have not been already listed in this document, please let Customer Service know by calling 317.635.3344, filling out a form online at IndyGo.net, or by speaking to IndyGo staff.

OTHER OPEN DOOR MOBILITY OPTIONS

Open Door Taxi Vouchers

Open Door riders are eligible to purchase taxi vouchers in bundles of 10 per month, for the same price as 10 Open Door passes. To place orders for taxi vouchers, Open Door riders must contact the IndyGo Customer Service at 317.635.3344 between the 10th – 20th of each month for travel in the following calendar month. Phone orders will be tracked and randomly selected after the 20th of each month until all the available vouchers have been allocated.

Riding IndyGo Local Service

Certified Open Door riders may ride local routes for free by showing their valid Open Door ID card to the Operator. PCA's can ride on local route with an Open Door rider, but must pay a fare. All IndyGo buses are equipped with rider lifts that meet ADA specifications, which means a mobility aid belonging to any class of 3 or more wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered.

IndyGo buses are equipped with wheelchair lifts or ramps, along with securement devices. All buses have “kneeling” capability, which lowers the height of the first step onto the bus. Any rider may request the use of the ramps or kneeling function, regardless of ability.

Visitor Riding Privileges

Visitors to the Indianapolis area needing paratransit transportation because of a disability are eligible to use IndyGo service for 21 days in a rolling 365-day period. To be

eligible for visitor status, a person will need to provide documentation of his/her ADA eligibility by mail or fax verification to IndyGo. If the visitor does not have paratransit in their home area or an apparent disability, they will need to present documentation of his/her place of residency and information related to his/her disability. Once all information is received, the applicant will be mailed an authorization letter/card and instructions on how to use Open Door paratransit service. Visitors must request visitor status 1-3 days before their scheduled trip on Open Door. A visitor may use Open Door before receiving the authorization letter/card; however, a form of picture ID is required.

The Mobility Advisory Committee (MAC)

The MAC is comprised of volunteers who meet quarterly in an advisory capacity to IndyGo. The committee, operating under a set of sanctioned bylaws, advises IndyGo on the provision of public transportation services for individuals with disabilities and provides education to the general public about these transportation needs. Visit IndyGo.net for meeting details and information on how to participate.

Connecting with Other Paratransit Providers

If you need to travel cross-county lines, visit Cirta.us/pages/county-connect to find service providers outside of Marion County and where designated transfer points are located.

Notes:

INDYGO CONTACT INFORMATION

Open Door Reservations

317.917.8747

Dispatch

317.917.8758

Assessment Appointments

317.614.9260

IndyGo Customer Service Call Center

317.635.3344

Open Door Fax

317.630.9167

IndyGo Julia M. Carson Transit Center

(includes Retail Center):

201 E. Washington St. Indianapolis, IN 46204

Monday – Saturday

Sunday

5:00 AM – 12:00 AM

6:00 AM – 9:00 PM

IndyGo Administrative Offices:

1501 W. Washington St.

Indianapolis, IN 46222

317.635.2100

(Fare passes are not sold at the
Administrative Office)

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

IndyGo



@indygobus



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