

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

## ***PUBLIC OUTREACH REPORT - PUBLIC COMMENT PERIOD***

SEPTEMBER 20, 2021

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## INTRODUCTION

IndyGo is committed to creating and managing a paratransit service that is efficient and effective for our ridership. Public involvement is an essential element of the Next Steps: Beyond ADA planning process that addresses the challenges of offering countywide door-to-door service while meeting the growing demand.

August 16 through September 15, IndyGo offered the opportunity for public comment on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). IndyGo takes public comment and suggestions very seriously and will revise plans if there is a large public consensus against proposals. This report documents IndyGo's efforts and the collective feedback that will inform the final proposal presented to IndyGo's Board of Directors at its meeting September 23, at 5 p.m. At that time, IndyGo will hold a public hearing regarding the policy proposal.

### TOPLINE STATS

- 29 Days for Public Comment
- 200+ Active Paratransit Riders in Non-ADA Area to Letter
- 3,000+ Reached through Television Broadcasted Program
- 3,100+ Active Paratransit Riders to Receive Weekly Call Notifications
- 9,300+ Reached through Social Channels
- 10,000+ Reached through E-Newsletter

## OUTREACH ACTIVITIES

On August 16, IndyGo announced the opportunity for public comment on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). The public comment period ran through Wednesday, September 8, with an extension through Wednesday September 15.

Input during the public comment period could be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344. IndyGo has reviewed all public comments. This report documents IndyGo's efforts and the collective feedback that will inform the final proposal that will be presented to IndyGo's Board of Directors at its meeting September 23, at 5 p.m. At that time, IndyGo will hold a public hearing regarding the policy proposal.

## BROADCASTED TELEVISION PROGRAM

IndyGo aired a panel discussion on WHMB TV40 to provide information on the draft policy and encourage public input during the comment period. The program aired on September 4 and gave featured guests an opportunity to weigh in on policy components. The discussion was moderated by Matti McCormick, President at The McCormick Group, Inc., and featured stakeholders from Mobility Advisory Committee, Mayor's Advisory Council on Disability and Goodwill of Central & Southern Indiana.

The television broadcast was viewed by approximately 3,000 people. Over 47 percent of WHMB TV 40's weekly viewership are adults 55 and older. This viewership allows IndyGo to reach the "baby boomer" audience and aging population that may contribute to the rise in demand for paratransit service. In

addition to airing on television, the program was also shared online through project webpage, on social media as well as sent via email directly to paratransit riders and service agencies.

## 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 updated a project webpage dedicated to the Beyond ADA process. The webpage was updated to a draft policy in English and Spanish, comment form, registration for the public hearing and the full-length broadcast panel discussion. The page also includes 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 385 views since August 18.

### E-Newsletters

IndyGo highlighted the Beyond ADA initiative and public involvement opportunities in our monthly e-newsletter that has 9,748 recipients and to 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 social media toolkit, talking points, and a flyer.

### 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 August 23 to September 13.

### 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 to encourage input during the comment period. Letters were sent again to announce the extension of the comment period to September 15.

### 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. Facebook posts reached 5,806 viewers. Twitter reached 2,593 viewers and Instagram reached 943 individuals.

### Media

IndyGo issued a press release on August 18 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.

## SUMMARY OF INPUT & PERSPECTIVES

IndyGo received and reviewed several public comments about the Beyond ADA draft policy. The comments fell into the following sentiments:

- Concern about reducing the service area. This comment was addressed to clarify that the entirety of Marion County will continue to be served.
- Positive comment about maintaining the service to the county.
- Excitement for same day service.
- Concern about the premium fare and suggestions to find support to offset the costs.

A summary of the comments made during the public hearing will be discussed here.

## Attachment A: Beyond ADA Flyer

### PARATRANSIT NEXT STEPS: BEYOND ADA

IndyGo Seeks Input on a Policy for Premium Paratransit Service  
Deadline Sept 15, 2021



IndyGo invites the public to comment on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). The public comment period runs through Wednesday, Sept. 15, followed by a public hearing Thursday, Sept. 23, at 5 p.m.

Comments can be submitted online through a comment form, by visiting the Carson Transit Center, or by calling IndyGo Customer Service at 317-635-3344. Learn more and review the policy at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA).

To request special accommodations for access to information, call IndyGo Customer Service at 317-635-3344.



### HOW TO GIVE US YOUR INPUT

Online at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA)    Customer Service 317-635-3344    201 E Washington Street Indianapolis, IN 46204

Follow us on social      [www.indygo.net](http://www.indygo.net)

## Attachment B: Signage at Carson Transit Center



## Attachment C: Partner Toolkit Talking Points

### Beyond ADA Draft Policy – Partner Talking Points

- The public comment period for the Beyond ADA draft policy runs through Wednesday, Sept. 15, followed by a public hearing Thursday, Sept. 23, at 5 p.m.
- The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA).
- IndyGo currently operates ADA-level service countywide, beyond what is federally mandated, which presents a financial and operational challenge to the agency.
- The draft policy continues to provide service to individuals with disabilities in the area outside the federally mandated ADA service area.
- By recognizing two service areas, the policy will permit the agency to focus on improving its performance in the required ADA area, while offering a new service to the area beyond the ADA.
- The policy also introduces same-day service as a premium option for trips that start or end in the area beyond the ADA.
- Comments can be submitted online through a comment form at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA), by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.



## Attachment D: Letters to Open Door Clients in Non-ADA Area

Letters sent to Open Door clients in the non-ADA area. The letter to the left was mailed around August 25 while the letter on the right was mailed around September 8.



## Attachment E: Emails to Partner Agencies

IndyGo Beyond ADA Draft Policy is Here! Review, Comment, Share through Sept. 8.



Jordan Patterson

To

Bcc

Reply

Reply All

Forward



Tue 8/24/2021 3:00 PM

You forwarded this message on 8/30/2021 10:06 AM.



+28 others

Good afternoon, **partners**,

IndyGo invites you to review, comment and spread the word about the public comment period for the Beyond ADA draft policy. The comment period runs through Wednesday, Sept. 8, followed by a public hearing Thursday, Sept. 23, at 5 p.m. Comments can be submitted online through a comment form at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA), by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.

The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). IndyGo currently operates ADA-level service countywide, beyond what is federally mandated, which presents a financial and operational challenge to the agency. By recognizing two service areas, the policy will permit the agency to focus on improving its performance in the required ADA area, while offering a new service to the area beyond the ADA.

Linked [here](#) is our partner toolkit to help promote the public input opportunities. Included are sample social media posts, graphics, talking points and a flyer. As a partner, your participation and promotion is essential to helping IndyGo reach active users, caregivers and service providers as we collaborate to creatively address the opportunities surrounding our paratransit services.

We appreciate your continued engagement. If you have any questions or special accommodations requests, do not hesitate to reach out.

Thank you,

Jordan Patterson

Special Programs Manager

### Beyond ADA Comment Period Extended



Jordan Patterson

To

Bcc

Reply

Reply All

Forward



Tue 9/7/2021 4:58 PM

This message was sent with High importance.



+31 others

Good afternoon **partners**,

Help IndyGo share the news. The comment period for the Beyond ADA draft policy has been **extended through Wednesday, Sept. 15**, followed by a public hearing Thursday, Sept. 23, at 5 p.m. Comments can be submitted online through a comment form at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA), by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.

IndyGo also invites you to view and share a [WHMB-TV 40 television program](#) about the Beyond ADA draft policy. The program is a panel discussion that covers policy components and features panelists from the Mobility Advisory Committee, Mayor's Advisory Council on Disability and Goodwill of Central & Southern Indiana.

Linked [here](#) is an updated partner toolkit to help promote the extended public input opportunities. Included are sample social media posts, graphics, talking points and a flyer. As a partner, your participation and promotion are essential to helping IndyGo reach active users, caregivers and service providers as we collaborate to creatively address the opportunities surrounding our paratransit services.

We appreciate your continued engagement. If you have any questions or special accommodations requests, do not hesitate to reach out.

Thank you,

Jordan Patterson

Special Programs Manager

## Attachment F: WHMB TV40 Panel Discussion



IndyGo\_INGO-2103\_Paratransit-Beyond ADA-AIR VERSION\_2830\_210903

Unlisted

39 views • Sep 3, 2021

1 0 SHARE SAVE ...

<https://youtu.be/m8-F6gsfGKc>



IndyGo\_INGO-2102\_Paratransit-Beyond ADA-FULL VERSION\_4140\_210903

Unlisted

19 views • Sep 3, 2021

0 0 SHARE SAVE ...

<https://youtu.be/MHiQbCyJ8Og>

## Attachment G: Newsletters Sent to Clients

Image of the newsletter sent to Open Door clients on August 25, 2021.



IndyGo invites you to provide feedback on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the area outside of what is mandated by the American with Disabilities Act (ADA). The public comment period runs through Wednesday, Sept. 8, followed by a public hearing on Thursday, Sept. 23, at 5 p.m.

Comments can be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344. IndyGo will review all public comments. The collective feedback will inform the final proposal that will be presented to IndyGo's Board of Directors at its meeting on Sept. 23, at 5 p.m. At that time, IndyGo will hold a virtual and in-person public hearing regarding the policy proposal.

Those interested in learning more or registering to attend the public hearing virtually should visit [indygo.net/beyondADA](https://indygo.net/beyondADA). Individuals requiring accommodations for access to information should contact Jordan Patterson, Special Programs Manager, at [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

[Review Drafted Policy](#)

Newsletter sent to Open Door clients on September 8, 2021.





IndyGo invites you to provide feedback on the Beyond ADA draft policy. The comment period for the Beyond ADA draft policy has been extended through **Wednesday, Sept. 15**, followed by a public hearing Thursday, Sept. 23, at 5 p.m. Comments can be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.

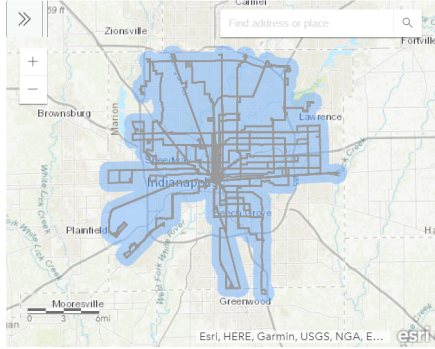
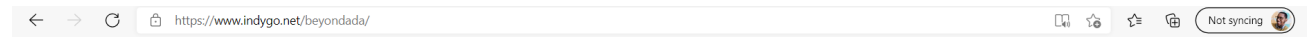
IndyGo also invites you to view and share a [WHMB-TV 40 television program](#) about the Beyond ADA draft policy. The program is a panel discussion that covers policy components and features panelists from the Mobility Advisory Committee, Mayor's Advisory Council on Disability and Goodwill of Central & Southern Indiana.

Those interested in learning more or registering to attend the public hearing virtually should visit [indygo.net/beyondADA](http://indygo.net/beyondADA). Individuals requiring accommodations for access to information should contact Jordan Patterson, Special Programs Manager, at [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

[Review Beyond ADA Draft Policy](#)



## Attachment H: Beyond ADA Online Map Tool



*Disclaimer: This map tool is for planning purposes. The actual determination of whether an address is in or out of the ADA boundary line may be determined through a future process.*

## Attachment I: Public Comments & IndyGo Responses

### Comment 1:

*Just this morning a driver did not come close enough to the platform for a disabled person to leave. And the disabled feel bad for me because of the poor service IndyGo has.*

### IndyGo Response:

Thank you for your response. For complaints or comments regarding your experience with our current service, please contact our Customer Service desk.

### Comment 2:

*"Greetings my name is Stephen Gift, I am Open Door rider with a disability. My disability specifically is Spastic Diplegia Cerebral Palsy, as a result I am confined to a wheelchair and unable to walk or stand.*

*I moved back to Indianapolis a little more than a year ago because as I've gotten older, I need more services one of the most important services is IndyGo Open Door. Other than some specific medical trips that my insurance pays for Open Door is my sole source of transportation. A trip is an option, but it's extremely limited on availability of wheelchair accessible vehicles not to mention very cost prohibitive as my SSDI check it's the only source of income that I have.*

*While I'm not completely opposed to the premium fare, I do have some questions.*

- 1. how exactly are we supposed to determine if it is inside or outside the ADA boundaries?*
- 2. The proposed amount is \$7.00 for a one way trip outside the ADA area, so will that be 2 bus passes?*
- 3. It says in your policy draft that during busy times they can deny trips outside the mandated area, how is this supposed to work? If we've scheduled a trip ahead of time can they then all of a sudden say I'm sorry we can't accommodate the trip the day of? How are we suppose to get where we are going?*
- 4. Are we really not addressing the real issue on being able to accommodate rides? let me give you an example August 18th I had a ride scheduled to go to my primary care doctor I scheduled this three days in advance I even received the confirmation called the day before and I even received the trip update calls saying the bus would arrive within 7 to 12 minutes once the window started.*

*I waited about 30 to 45 minutes after my window was over and I called dispatch to find out where my ride was after sitting on hold for almost 20 minutes the dispatcher told me that my route was running two hours behind. Now I always try to plan ahead so I built in about an extra hour but two hours behind was too much and I did not make it to my doctor's appointment that day.*

*So a couple of things come to mind, why did I get a call saying my boss would be there in 7 to 12 minutes? And secondly why did I not get a subsequent call telling me that that route was running late and no attempt to make other accommodations seemed to be made.*

*I'm saying all this not to complain because I am truly thankful for the service, I thank you guys every single day that I'm able to go where I need to go when I need to go most of the time. The point I am trying to make how is reducing service area or charging a premium going to fix the staffing issues which seems to be the real issue?*

*I'll close with this; I feel like all the blame is being put on the service area when that may be a part of it but that's not going to really address the issue. And remember if the draft policy would become policy, you would be hurting those that depend on you the most and those of us that have no other option for our transportation and can least afford it. We already pay double the standard fare and there's no monthly pass or discount options for us as it is.*

*Sincerely,*

*Stephen Gift II"*

**IndyGo Response:**

Thank you for your comments. For items that are not related to the policy, we encourage you to submit any comments or complaints to our Customer Service department.

For your Beyond the ADA service comments:

- *How exactly are we supposed to determine if it is inside or outside the ADA boundaries?*

There is an interactive map on our website with our current ADA area. You can type in your address or the address of frequent destinations to understand if your trip would be inside the ADA or not.

- *Prior to policy implementation, IndyGo staff will communicate to its Open Door clients whether your pickup address is in the ADA or not.*

IndyGo staff will also be able to tell you whether a trip is in the ADA or when you make a reservation.

- *The proposed amount is \$7.00 for a one way trip outside the ADA area, so will that be 2 bus passes?*

For trips that have an origin or destination outside the ADA area, the one-way trip cost will be \$7.00.

- *It says in your policy draft that during busy times they can deny trips outside the mandated area, how is this supposed to work? If we've scheduled a trip ahead of time can they then all of a sudden say I'm sorry we can't accommodate the trip the day of? How are we suppose to get where we are going?*



We anticipate that if there is not the capacity, we will know at the time of reservation. Further details will be provided as the implementation processes are established.

**Comment 3:**

*We are dependent on Open Door service for our son Hikaru to commute daily to and from Easterseals Crossroads facility. We recently moved from Carmel to Marion County in order to receive the service. It would be very devastating if we are no longer able to receive the service. Please reconsider diminishing the service area. There will be no other transportation means available for us that is affordable. Thank you for your attention.*

**IndyGo Response:**

The service area is not being diminished. IndyGo will have two different service areas, covered by different policies.

**Comment 4:**

*Good morning,*

*My daughter Brianna uses the Open Door. I live in Marion County. We need service outside of the Paratransit Service Area. There are therapies Brianna would benefit from, but they are in Plainfield and Carmel. Also there's lots of Community Activities in other counties as well. Also I'm aware the contract for the Open Door is going to be changing to a new company. I would love to know more about that. Also the main problem with the Open Door is getting more drivers, and making sure they are paid properly, and not overworked. Also is Z-Trip still on option? Many Drivers all mentioned to me that there needs to be a designated area for pick-up and drop-off or Open Door Clients at the Carson Transit Center.*

*Thank you,*

**IndyGo Response:**

At present, IndyGo is not expanding the non-ADA service area. We encourage individuals seeking cross-county transportation to explore other available transportation services.

**Comment 5:**

*I feel as long as this is reliable. dependable. respectful, and it is easier for all that use your transportation. Sometimes sidewalks not being at bus stops make it challenging especially disabled people as myself with a walker going through the grass. I am curious to see how this go and excited at the same time. Thank you for all you guys do for our city!*

*Shelly Anderson*

**IndyGo Response:**

Thank you for your comments.

**Comment 6:**

*At present, route 14 follows Southeastern Ave to Emerson where it joins to Route 16. Propose that Route 14 continue on Southeastern Ave to just past Franklin Rd to the AutoZone. There is a drive that goes from Southeastern to Franklin Rd which puts you right back to Southeastern Ave.*

*This is a non-ADA coverage area that has been growing substantially for the past decade. Included in the area are multiple additions and an apartment complex.*

*Changing Route 14 would make this an ADA Coverage Area, greatly reducing the need for the on demand Open Door System, while providing public transportation to a growing section of the county.*

*Separate proposal would be to continue Route 14 out to Franklin Rd, south on Franklin Rd to the Krogers on Southport Rd. This would increase the ADA Coverage Area and service the Franklin Township School Area. Additional businesses and housing being constructed along this route.*

*If either proposals are possible, even running with a 45-60 minutes pickup window is better than the 2-3 hours waiting to hopefully get picked up by the current Open Door System.*

*Thank you for your time,*

*Carol D Miller*

**IndyGo Response:**

Thank you for your comments. As this relates to our fixed-route service, we've forwarded the suggestion to our team who works on designing our fixed-route service.

**Comment 7:**

*I am an Open Door Rider and received the Beyond ADA letter. Propose Rt 14 continue out Southeastern Ave to Franklin Rd. This would greatly increase the ADA Coverage Area and service a growing section of the county. Right now, Rt 14 overlaps with Rt 16 in the Beech Grove area. Proposed area has seen substantial growth in the past decade with more continuing.*

**IndyGo Response:**

Thank you for your comments. As this relates to our fixed-route service, we've forwarded the suggestion to our team who works on designing our fixed-route service.

**Comment 8:**

*I live at 9210 Middlebury Way, Camby, IN, which is outside of the FTA's service zone. I am concerned that you will stop service so I would not be able get to my job, and am okay with a fare increase if need be.*

## IndyGo Response:

Thank you for your comments. IndyGo is committed to serving the entirety of Marion County, as it currently does.

## Comment 9:

September 15, 2021

Inez Evans  
President & CEO  
Indianapolis Public Transportation Corporation  
1801 West Washington Street  
Indianapolis, IN 46222



RE: Public Comment on Beyond ADA Draft Policy

Dear Ms. Evans,

Thank you for the opportunity to provide input on IndyGo's Beyond ADA (Americans with Disabilities Act) draft policy for new premium paratransit service. I am writing on behalf of Health by Design coalition partners and several individual and group stakeholders from whom we have gathered input. For the past 15 years, we have advocated for safe, accessible, affordable, and equitable transportation options that meet the needs of all Hoosiers, regardless of their age, ability, income, or how they choose to travel.

We have appreciated the opportunity to actively participate in these planning and policy discussions over the last few years and recognize the complexities of the issues and the influence and legacy of past leadership decisions. We look forward to ongoing discussions related to policy implementation and evaluation, as well as future refinements. These are our comments and questions:

- We are concerned by the reduced Span or Service Hours component and wonder if the data collected between November 2020 and March 2021 fully reflects overall and historic demand, given the COVID-19 pandemic.
  - Is earlier data available that could be referenced to confirm this 'relatively low demand?'
  - Moving forward, will requests outside the span of service be tracked (recognizing that such requests will be limited and decrease as people know/learn of the end times)?
- We expect that the proposed premium fare will be burdensome to many Beyond ADA riders, particularly those living in the most rural parts of the county, who may be older adults, people with disabilities, and those with limited income. Substantially increasing their transportation costs potentially limits their ability to meet basic needs, access services, and connect socially, thereby negatively impacting their overall health and well-being.
  - Can other funding and/or services be pursued to offset this premium fare for those with the greatest need?
- With regard to Capacity Constraints, we suggest the development of a policy on the specific parameters and rules to be used in determining trip denials to riders in the non-ADA area.
  - Capacity Constraints must be clearly determined and defined.
  - These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application.
  - MAC members and other external stakeholders should be involved in developing this policy.
- We are excited to see the introduction of same-day service!
  - We propose including MAC members and other external stakeholders alongside IndyGo Mobility Solutions staff in the development of related policies and procedures.
  - These policies and procedures should clearly define allowable vehicle capacity and schedules.

615 N. Alabama Street, Suite 119 • Indianapolis, IN 46204 • 317-622-4820 • kirwin@hbdin.org

- They must also consist of the specific rules/parameters that will determine same-day trip denials.
  - These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application.
- We appreciate the delayed effective date and the opportunity for current eligible clients to maintain existing services for an extended period of time.
- As a general recommendation, we propose this policy and the Beyond ADA service be reviewed by the MAC and IndyGo staff no less than every two years, to regularly assess data and needs and to determine if adjustments to the policy are needed.
  - A report of updated data and metrics, reviews and findings, and recommended policy changes should then be formally reported to the IndyGo Board of Directors and the public at large.
  - As part of this continuous review process, we propose that specific data measures and metrics be identified to track and assess performance, quality, and effectiveness.
    - This information can be used to determine if the objectives and improvements expected through this policy are met.
  - MAC members and other external stakeholders should be involved in determining related information and processes.
- Finally, we are curious how this planning and policy development process connects with other past, current, and future related efforts, such as the regional Coordinated Public Transit - Human Services Transportation Plan Update, the Comprehensive Operational Analysis, 5307/5311 funding allocation changes, and the ADA Transition Plans from the City of Indianapolis and the Indiana Department of Transportation.

In closing and as always, we appreciate the opportunity to provide public comment and to support IndyGo in advancing its mission. We look forward to your responses and hope to see this input reflected in policy adoption and implementation. Please don't hesitate to let us know of any questions for us.

Sincerely,



Kim Irwin, MPH  
Executive Director

615 N. Alabama Street, Suite 110 • Indianapolis, IN 46204 • 317-622-4820 • kirwin@hbdin.org

## IndyGo Response to Health by Design letter

- *We are concerned by the reduced Span or Service Hours component and wonder if the data collected between November 2020 and March 2021 fully reflects overall and historic demand, given the COVID-19 pandemic. Is earlier data available that could be referenced to confirm this 'relatively low demand?' Moving forward, will requests outside the span of service be tracked (recognizing that such requests will be limited and decrease as people know/learn of the end times)?*

### Response:

Thank you for your comments. After your comment, we examined data we had pulled from a quarter in 2018. A similar data trend can be seen in the data, with trip demand beyond 10pm significantly lower than earlier hours, which further supports our decision. The idea of tracking service requests outside the span of service will be considered and may be tracked into 2022.

- *We expect that the proposed premium fare will be burdensome to many Beyond ADA riders, particularly those living in the most rural parts of the county, who may be older adults, people with disabilities, and those with limited income. Substantially increasing their transportation costs potentially limits their ability to meet basic needs, access services, and connect socially, thereby negatively impacting their overall health and well-being. Can other funding and/or services be pursued to offset this premium fare for those with the greatest need?*

**Response:**

There are potential grant opportunities to pursue; they would be competitive however, so IndyGo would not be able to promise to reduce a certain number of trips by an individual.

- *With regard to Capacity Constraints, we suggest the development of a policy on the specific parameters and rules to be used in determining trip denials to riders in the non-ADA area. Capacity Constraints must be clearly determined and defined. These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application. MAC members and other external stakeholders should be involved in developing this policy.*

**Response:**

Thank you for your comments. We will review these comments as we begin developing the draft policies.

- *We are excited to see the introduction of same-day service! We propose including MAC members and other external stakeholders alongside IndyGo Mobility Solutions staff in the development of related policies and procedures. These policies and procedures should clearly define allowable vehicle capacity and schedules. They must also consist of the specific rules/parameters that will determine same-day trip denials. These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application.*

**Response:**

Thank you for your comments. As we develop our policies, we will consider these comments.

- *We appreciate the delayed effective date and the opportunity for current eligible clients to maintain existing services for an extended period of time.*

**IndyGo Response:**

Thank you for your comment.

- *As a general recommendation, we propose this policy and the Beyond ADA service be reviewed by the MAC and IndyGo staff no less than every two years, to regularly assess*

*data and needs and to determine if adjustments to the policy are needed. A report of updated data and metrics, reviews and findings, and recommended policy changes should then be formally reported to the IndyGo Board of Directors and the public at large. As part of this continuous review process, we propose that specific data measures and metrics be identified to track and assess performance, quality, and effectiveness. This information can be used to determine if the objectives and improvements expected through this policy are met. MAC members and other external stakeholders should be involved in determining related information and processes.*

**Response:**

Thank you for your comments. We will review these comments as we begin developing the draft policies and discussing how we communicate to our board and the MAC.

- *Finally, we are curious how this planning and policy development process connects with other past, current, and future related efforts, such as the regional Coordinated Public Transit - Human Services Transportation Plan Update, the Comprehensive Operational Analysis, 5307/5311 funding allocation changes, and the ADA Transition Plans from the City of Indianapolis and the Indiana Department of Transportation.*

**Response:**

The current outreach process and policy development connects with our mission to connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences. The process is affected by both internal and external planning, regulatory, and financial realities. Foremost, IndyGo is legally obligated to ensure adequate performance for its clients in the ADA area but does not take the decision on the new premium service lightly. As we develop the working procedures for the Beyond the ADA service, we will utilize all of our community connections to promote mobility for residents within Marion County and those wanting to travel to Marion County.

## Attachment J: Public Hearing Comments

To be completed with comments made during the public hearing on September 23.

DRAFT