

March 14, 2022

Dear Open Door Riders-

We have several important updates to share with you.

First, effective June 1, 2022, Open Door will operate under a new name, IndyGo Access. This change will mean a new logo and a new look for our buses. Services will remain the same until January 1, 2023.

Secondly, IndyGo's Board of Directors approved the Beyond ADA policy in September 2021. Beyond ADA is a premium paratransit service for residents and trips outside the ADA-mandated zone (3/4 miles on either side of existing bus routes). Effective January 1, 2023, service beyond the ADA will be modified. Trips to, from, or within the Beyond ADA area will experience the new premium service, including same-day service (as vehicle capacity and schedules allow). The fare for the premium service will be four times the base fixed-route fare. That current fare is \$1.75. The new service will cost \$7.00 per trip. Same-day service will cost \$10.00 per trip. Trips within the ADA area will not be affected by the new policy. Eligible individuals who are Open Door clients as of October 2022 will continue to receive their current services until January 1, 2025. Their eligibility expires and is not renewed, or the client moves from their address after October 2022. The new premium service will operate on a slightly modified schedule. From Monday through Saturday, the service will end at 10 p.m. On Sundays and observed holidays, the service will end at 8 p.m. Finally, Beyond ADA service may reach its capacity on rare occasions. Because this is a premium service, IndyGo has the right to deny trips due to capacity. However, IndyGo is not anticipating needing to exercise this option at this time.

IndyGo currently operates ADA-level service countywide, beyond the federally mandated, presenting financial and operational challenges. The establishment of the Beyond ADA zone will separate the ADA from the non-ADA area and permit the agency to improve its performance in the required ADA area while offering a new service to the area beyond the ADA-mandated zone. IndyGo is driven by its mission to connect the community to economic and cultural opportunities through increased safe, reliable, and accessible mobility experiences. Click [HERE](#) for more information about Beyond ADA, and stay tuned for details about information sessions to answer your questions.

Finally, IndyGo will transition to a new fare structure for all Open Door riders, effective January 1, 2023. The Board first approved this new fare policy of Directors in 2019. Anyone eligible for Open Door services will no longer qualify for free rides on our fixed route service next year. Clients will pay half fare. Riders will need an IndyGo Half-Fare MyKey tap card to take advantage of the service. Stay tuned for more details on how to exchange your current yellow Open Door ID card for a new MyKey Half-Fare card. Click [HERE](#) to read the policy.

If you have any questions or concerns about these upcoming changes, please call our Mobility Solutions Customer Care Center at 317-635-3344.