



# Rider Guidelines

Updated May 2022

Effective June 1, 2022

Learn about IndyGo's ADA paratransit service IndyGo Access (Formally known as Open Door), its procedures, rules, and how to ride information.

Contact us at 317.635.3344 or visit [www.indygo.net](http://www.indygo.net)

IndyGo is rebranding Open Door to IndyGo Access; changes include updated logos and a fresh look for the buses. **New Look – New Name**

## **IndyGo Access**

The Americans with Disabilities Act of 1990 (ADA) was passed to remove barriers that have kept people with disabilities from fully participating in American society.

The ADA states that IndyGo's fixed route bus service should be the primary means of public transportation for everyone, including people with disabilities.

Under the ADA, IndyGo Access serves as a "safety net" for only those who do not have the functional capability to ride IndyGo fixed route service. Eligibility for IndyGo Access is based on the effects the disability has on the person's functional ability, sometimes or always preventing them from boarding, riding, and/or disembarking independently from a fully accessible fixed route bus. Disability alone does not qualify a person to ride IndyGo Access under the ADA.

## **WHAT YOU NEED TO KNOW BEFORE RIDING INDYGO ACCESS**

### **IndyGo Access Eligibility Certification**

Applications for paratransit service are available for pick up in person through IndyGo's Mobility Solutions Customer Care Center. Or by calling 317.635.3344 to request to have an application mailed or online at [IndyGo.net](http://IndyGo.net) under IndyGo Access. Upon request, applications can be made available in various formats, including Braille, Spanish, and large print.

Steps for IndyGo Access rider certification:

1. Fill out the IndyGo Access application.
2. Have a physician or other healthcare or social service provider knowledgeable about your functional ability to ride public transportation complete the professional verification portion of the application.
3. Contact the Assessment Office at 317.614.9260 to schedule an in-person assessment upon completing the application.
4. The professional may return the form to you or send it directly to the Assessment office. The fax number and mailing address are listed on the assessment forms.
5. All forms must be signed and dated to be considered complete.

## **IndyGo Access In-Person Interview**

Once the Assessment office receives the 2 completed forms, one of the assessment team members will contact the applicant to schedule an in-person interview. All interviews must be scheduled in advance. If needed, IndyGo Access can provide transportation to and from the assessment interview on an IndyGo Access shared-ride vehicle at no cost to the applicant. In-person functional assessments will occur at the Mobility Solutions Customer Care Center at 2425 West Michigan Street, Indianapolis, Indiana 46222.

At the in-person interview, an assessment team member will review your application and discuss the disability or health condition that affects your functional ability to use IndyGo's fixed route service. An eligibility determination focuses solely on the applicant's functional ability to independently use IndyGo's fixed route system. It is not based on a medical diagnosis or type of disability.

## **Notification of Eligibility**

IndyGo Access will determine your eligibility within 21 days of your in-person interview and notify you of the decision in writing. You will receive an IndyGo Access ID card by mail if you are approved.

## **Service Area & Hours**

IndyGo Access operates throughout Marion County, although federal regulation only requires service within  $\frac{3}{4}$ -mile on either side of an IndyGo fixed route.

IndyGo Access operates 7 days a week and has the same hours as the local fixed route service. Like IndyGo's fixed route local service, IndyGo Access will operate on a Sunday schedule for the following holidays:

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

## Beyond ADA

Effective January 1, 2023, the boundary for the Beyond the ADA service profile will be the area in Marion County that is outside the required ADA area, defined as ¼-mile on either side of an IndyGo fixed route, as revised from time to time. Trips to, from, or within the ADA Beyond service area are premium services that operate at a higher fare and adjusted schedule.

Start times will be with the first pull out of fixed route and end service at 10:00 pm Monday through Saturday and 8:00 pm on Sundays and holidays for only Beyond ADA premium service.

Beyond ADA service area may be subject to capacity constraints. Although IndyGo Access will make every effort to accommodate all trip requests and same-day transportation service, IndyGo Access will exercise its ability to deny trips when the capacity to serve the non-ADA area becomes constrained.

1. Current eligible riders will continue to receive today's services at their established address as of October 31, 2022. Until one of the following happens (whichever is first):
  - a. January 1, 2025
  - b. A rider moves from their current residence to anywhere else within the county.
  - c. The rider loses their ADA eligibility (30-Day grace period).

## MANAGING YOUR RESERVATIONS

### Scheduling Your Ride/Travel Times

Please call IndyGo's Mobility Solutions Customer Care Center at 317.917.8747 to schedule your trip:

- Monday through Friday, 6:00 am to 7:00 pm.
- Saturday and Sunday, 7:00 am to 4:00 pm.

Reservations can be made up to 3 days in advance. Please have the following information ready:

- First and last name.
- The date you want to travel.
- The time you need to arrive at your destination.
- The time you need to be picked up for your return trip.

- Please remember to allow for a 30-minute pick-up window and a ride time comparable to fixed route service (includes travel to the bus stop, waiting for the bus, any bus transfers needed, and travel to the destination from the bus stop).
- Your pick-up and drop-off location address include the address, street name, suite and/or apartment number, entry code for any security entrances, and a telephone number.
- Julia M. Carson Transit Center is a pick-up and drop-off location. In most cases, pick-ups will take place at Bus Bay C.
- Whether or not you will have a personal care attendant (PCA) or companion (you are allowed one PCA (free fare) and one companion (pays fare) per trip.
- The age of any child riding with you.
- Special instructions for the operator.

Please listen carefully when the reservationist confirms your trips, ensuring accuracy for your trips.

### **Interactive Voice Response (IVR) Phone System**

IndyGo has an automated information phone line for IndyGo Access customers. All IndyGo Access customers who have a scheduled trip will receive an automated phone call as a reminder the night before. The rider will also receive an SMS (text message) sent automatically before the pick-up window. During the reminder call, riders will have the option to cancel a scheduled trip or all scheduled trips for the following day. Automated calls will not be made for subscription trips. IndyGo Access, through the interactive voice response (IVR), will also send messages to all riders to communicate any information IndyGo needs to share with all riders.

### **IndyGo Mobility Self Service App**

IndyGo offers a self-service app for any rider or caregiver with an Android or Apple device and an email address. The **IndyGo Mobility** app is available from your Play Store for Android and App Store for Apple users. This application allows you to:

- See all scheduled or past trips for IndyGo Access.
- Cancel any trip up to ninety minutes before the scheduled pick-up window.
- See the estimated pick-up time for a current trip when the bus is on its way.
- Schedule some trips during reservation operating hours.

- IndyGo Mobility shows your current fare balance amount using the fare balance program.
- Reset your password if needed.

## Subscription Trips

Subscription trips are available if you regularly travel to the same destination (work, school, church, 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 every Sunday to go to church or every Tuesday and Thursday to work. Once a subscription trip has been reserved, you must call to cancel the trip if you do not need it that day. You may have multiple subscription trips throughout the week. Subscription trips may not be available for all trip requests, and IndyGo Access reserves the right to limit subscriptions based on federal regulations. Changes to your subscription trips may not take effect for 14 days.

## Canceling your Trip

IndyGo Access asks that you cancel your trip at least 2 hours before your scheduled trip.

- Same day cancellation – call dispatch at 317-917-8758 or use your IndyGo Mobility self-serve app.
- Advance cancellation - If you are canceling your trip before the day of, call the Mobility Solutions Customer Care Center at 317.917.8747 or use your IndyGo Mobility self-serve app.

## How To Ride

### Pick-ups

- The bus may arrive up to 15 minutes before and 15 minutes after your scheduled pick-up time. For example: if your pick-up time is scheduled for 8:00 am, the pick-up window is 7:45 am to 8:15 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 window.
- It is important to note that you must show your IndyGo Access ID when boarding. Riders without an IndyGo Access ID will not be picked up, and the trip will be considered a cancellation at the door.

- If you are a no-show or cancel at the door and have other trips scheduled, you must cancel those trips by contacting dispatch.
- You may refuse a ride without penalty if it arrives outside the 30-minute window.

## Penalties For misusing the IndyGo Access Service

### Canceling a Trip - Definitions

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

- **Late Cancel:** Calling to cancel less than 2 hours before your pick-up window.
- **No Show:** Not being present within the pick-up window after 5 minutes of the bus arriving without the appropriate cancellation notification.
- **Cancel at the door:** The rider or someone representing the rider (parent, caretaker, etc.) tells the operator that the ride is not needed after the bus arrives or does not present an IndyGo Access ID when boarding qualifies a cancellation at the door.

### Suspensions

Misusing the IndyGo system impacts all riders and can result in the suspension of IndyGo Access riding privileges. The following acts are considered misuse:

- Under false pretenses, obtaining or using IndyGo Access services includes making false or misleading statements on your eligibility application and allowing non-eligible individuals to ride using your name.
- No shows/late cancellations or canceling at the door equaling 11% of your monthly trips. Regardless of the percentage, missing less than 4 trips each month does not result in a penalty.
- Failure to follow Rider Rules of Conduct while on the bus.
- Use of profanity or insults when speaking to any IndyGo Access employees.
- Any non-consensual contact, profanity, or insults with another rider.

Service suspension 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 late arrival of the IndyGo Access 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 letter of suspension will provide the effective dates of your suspension.

You will have 14 days to appeal your suspension. If you fail to appeal, the suspension will begin on the date specified in the letter of suspension.

## **Suspension lengths**

Penalties will progress over a calendar year. In 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 the severity of misuse

## **Tickets & Fares**

IndyGo Access riders and their companions are expected to pay for every single ride. Riders must pay the exact fare on the bus. Operators do not carry or make a change. A customer can also pay in advance using a fare balance or present an IndyGo Access single ride pass to the operator. Only PCAs ride for free. Personal or business 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 Care Center at 317.635.3344 or log onto [www.indygo.net/fares-and-passes/](http://www.indygo.net/fares-and-passes/).

- Logging onto [www.indygo.net/fares-and-passes/](http://www.indygo.net/fares-and-passes/)
- Calling Customer Care Center at 317.635.3344 using a debit or credit card online at IndyGo.net.
- Visiting the Customer Care Center desk is located at the Julia M. Carson Transit Center at 201 East Washington Street, Indianapolis, Indiana 46204, with cash, debit, or credit card.

Fare Balance payment can be used by placing money in your IndyGo Access account to pay for your trips. Below are the rules for using this fare balance program.

- Payment must be made in advance.
- You can add additional money to your fare balance by contracting the Mobility Customer Care Center at 317.635-3344.



- The rider is responsible for keeping track of their fare balance, as shown on the IndyGo Mobility self-serve website.
- When booking a trip, the rider must tell the customer care representative that the fare payment type will be the fare balance.
- If the rider's fare balance goes negative, they will be temporarily converted to cash payments for IndyGo Access until the fare balance is brought current.
- If using an alternate transportation service, the rider will be scheduled back to IndyGo Access.

### **Boarding IndyGo Access 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 ensure the device is secure before moving the bus.

## **Rider Rules of Conduct**

### **Conduct and 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.
- Making threatening or hostile remarks.
- Touching another person in a rude or non-consensual manner.
- Refusing to remain seated or to keep their seat belt fastened adequately.
- Riding while under the influence of alcohol or illegal drugs.
- Littering in the bus or defacing any IndyGo equipment or facilities.

#### **Riders must:**

- All riders must follow instructions from the operator, especially during an emergency.
- Have someone receive them upon arrival, if necessary.
- Supervise children at all times.
- According to Indiana state law, provide a child restraint or booster seat for children 7 years of age or younger.
- Maintain acceptable standards of personal hygiene.

- Proper attire is required at all times, including shirts, bottoms or pants, and shoes.
- Expect a "Shared-ride" service, which means other riders may be picked up or dropped off before a rider reaches their destination.

## Smoking

In compliance with City ordinances, smoke-free Air Act 1149, smoking, including e-cigarettes and vapes, is prohibited in IndyGo bus shelters, buses, and the Julia M. Carson Transit Center.

## Food & Beverages

Eating and drinking are not allowed on IndyGo buses. If you have a medical condition, please inform the operator or IndyGo staff to request a reasonable modification. Food purchases at the Transit Center may not be consumed 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 and in and around the Transit Center. Under the Americans with Disabilities Act of 1990, a service animal is defined as "a guide dog, signal dog, or other animals that are 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 the 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.

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

## Personal Belongings

All personal items must be managed independently by the rider. Belongings should be able to fit on your lap, under your seat, or immediately in front of you on the bus. Children may not ride in a stroller. Strollers and empty carts must be collapsed and stored. The cart, if loaded, must stay under the control of the rider and out of the aisle.

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 allowed).
- Fuel Storage Containers.
- Guns are not allowed in the Transit Center or on an IndyGo Access bus.

You may bring a respirator, portable oxygen, and/or other life-support equipment if it does not violate laws or rules related to transporting hazardous materials.

## 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 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 emergency/evacuation.

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 rider's purse or wallet.
- Change the destination of a reserved ride.
- Accept tips or gratuities.
- Use a cell phone while operating the bus.

- Wait for a rider to run an errand.
- Move a power wheelchair by touching the control toggle or switching to manual mode.

Operators may:

- Offer a steadying arm or appropriate guidance or assistance to ambulatory riders when walking or using stairs.
- Help maneuver a manual wheelchair onto the lift, if necessary.
- Assist a manual wheelchair rider to the door on sidewalks, paved driveways, or secure ramps so long as the bus is within the operator's line of sight.
- Aid in carrying no more than 2-grocery bags or similarly sized packages to and from the bus to the door and vice versa.
- Assist a rider to and from the door of a rider's pick-up or drop-off location. (Operator may not enter)
- Provide any necessary reasonable assistance.

## Lost & Found & Security

### Lost & Found

IndyGo assumes no responsibility for lost items on the bus. Found objects are typically available the next business afternoon at the Mobility Solutions Customer Care Center located at 2425 West Michigan Street, Indianapolis, Indiana 46222. To check if your lost item was found onboard, please contact the Customer Care Center at 317.635.3344. To claim your property, you must appear in person between 8:00 am – 5:00 pm, Monday through 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 objects will only be held for 1-week. Contact the Mobility Solutions Customer Care Center as soon as possible after losing your item.

### Security

IndyGo staff, IndyGo buses, and in and around the Transit Center are equipped with audio and video surveillance equipment.

Please report any suspicious or illegal behavior or unattended items to IndyGo staff. To make a report, contact any IndyGo staff person by calling 317.635.3344 or notify law enforcement.

IndyGo partners with the Indianapolis Metropolitan Police Department (IMPD) public safety agencies and hires its security force. Uniformed and undercover police officers ride IndyGo busses, monitor bus stops, and are present in and around the Transit Center to ensure the safety of all riders.

## **Customer Comments, Title VI Complaints, & Reasonable Accommodations**

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's Customer Care Center at 317.635.3344 or visit <https://www.indygo.net/contact-us/>. If you have comments or complaints or believe you have been denied the benefits of IndyGo's services based on age, sex, or disability, please call our Customer Care Center at 317.635.3344 or complete the online comment form at IndyGo.net.

IndyGo welcomes feedback from riders and the community.

IndyGo offers the following 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.

The following additional services are available upon 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 Training for groups of 15 or more.
- Reasonable requests to make information accessible for all individuals.

Reasonable Accommodations:

If any additional reasonable modifications or accommodations are needed while scheduling a ride, boarding a bus, while onboard a bus, or while disembarking a

bus that has not been already listed in this document, please let the Customer Care Center know by calling 317.635.3344, completing a reasonable accommodation form online at IndyGo.net, or by speaking to IndyGo staff. IndyGo will make reasonable modifications to its policies, practices, and procedures when such accommodation is necessary and per the ADA.

## **IndyGo Access Mobility Options**

### **IndyGo Access Taxi Vouchers**

IndyGo Access riders are eligible to purchase taxi vouchers in bundles of 10 per month for the same price as 10 IndyGo Access; single trip passes. IndyGo Access riders must contact the Customer Care Center at 317.635.3344 between the 10<sup>th</sup> through the 20<sup>th</sup> of each month to purchase lottery vouchers for travel in the following calendar month. Riders can use a debit or credit card to purchase lottery taxi vouchers. Phone orders will be tracked and randomly selected after the 20<sup>th</sup> of each month until all the available vouchers have been allocated.

### **Riding IndyGo Fixed Route Service**

Certified IndyGo Access riders may ride fixed route service for half-fare starting January 1, 2023, by showing their valid IndyGo Access ID card to the operator.

PCAs can ride on fixed route service with an IndyGo Access rider but must pay full fare. IndyGo buses are equipped with wheelchair lifts or ramps and securement devices that meet ADA specifications. All fixed route busses 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. Including 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, and operated manually or powered.

### **Visitor Riding Privileges**

Visitors to the Indianapolis area needing paratransit transportation because of a disability are eligible to use IndyGo Access services for 21 days in a rolling 365-day period. To be eligible for visitor status, a person will need to provide documentation of their ADA eligibility by mail or fax verification to IndyGo. IndyGo Access's Assessment fax number is 317.630.9167, and the mailing address is Mobility Solutions Customer Care Center at 2425 West Michigan Street, Indianapolis, Indiana, 46222.



## **IndyGo Access Contact Information**

**IndyGo Access Reservations 317.917.8747**

**IndyGo Access Dispatch 317.917.8758**

**Assessment Appointments 317.614.9260**

**Assessment Fax 317.630.9167**

**Mobility Solutions Customer Care Center 317.635.3344**

### **Julia M. Carson Transit Center**

201 East Washington Street, Indianapolis, Indiana 46204

(Includes Care Center Desk – Operation Hours below)

317.635.3344

Monday - Friday 8:00 am to 6:00 pm

Saturday 9:00 am to 12:00 pm

### **Mobility Solutions Operations and Customer Care Center**

2425 West Michigan Street.

Indianapolis, Indiana, 46222

317.635.2100

### **IndyGo Administrative Offices:**

1501 West Washington Street

Indianapolis, Indiana 46222

317.635.2100

*Information contained in this document is subject to change—contact Mobility Solutions Customer Care Center for the most up-to-date information.*