



ADA Paratransit Next Steps: Beyond ADA Update

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
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ADA PARATRANSIT NEXT STEPS: BEYOND THE ADA UPDATE

BACKGROUND:

IndyGo conducted a Paratransit Operational Analysis (POA) from 2019-2020. The POA was a comprehensive review of IndyGo's ADA-required complementary paratransit services and included significant community input from stakeholders and Open Door riders. The report examined existing service statistics, policies, and procedures, and provided recommendations to IndyGo through three buckets: short-term, low cost improvements; contract modifications; and longer-term service modifications.

In July 2020, the IPTC Board of Directors accepted the report and requested staff to gather additional feedback from the community regarding service outside the ADA and to return with recommended policies for the board to adopt for the area outside the ADA.

UPDATE:

Community meetings have concluded. IndyGo staff reviewed the feedback and created a draft policy for the new service, Beyond the ADA, based on the feedback. The Task Force was convened for a second time on June 23. The draft policy was shared with the members before the meeting. The facilitated meeting allowed for Task Force members to understand the policy, ask questions, and provide feedback. In general, the Task Force was welcoming of the outlined draft policies. Task Force members were supportive of the offering of same-day service in the Beyond the ADA area. IndyGo staff will next work to conduct a panel discussion to outline the draft policy and answer questions from the general public. Staff anticipates this discussion to take the form of a facilitated meeting, similar to the previous meetings, but with panelists from the Task Force who will be able to discuss the process and ask follow-up questions. Previously, we believed we'd be able to stream this meeting to allow for additional public interaction through the livestreaming function. However, we are now using Channel 16's facilities, which will allow for a high production value video but no live-streaming capabilities. To continue to facilitate public input for the discussion, IndyGo staff will open a public comment period prior to the recording and answer submitted questions during the recording. The recording is scheduled for July 29th. Staff will discuss how many times the recording will play on Channel 16.

We then anticipate bringing the final policy to the board for an information item in August. In early September, the public comment period will end. The anticipated board adoption date is at the Board of Director's September 23rd meeting.

RECOMMENDATION:

Receive the update.

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