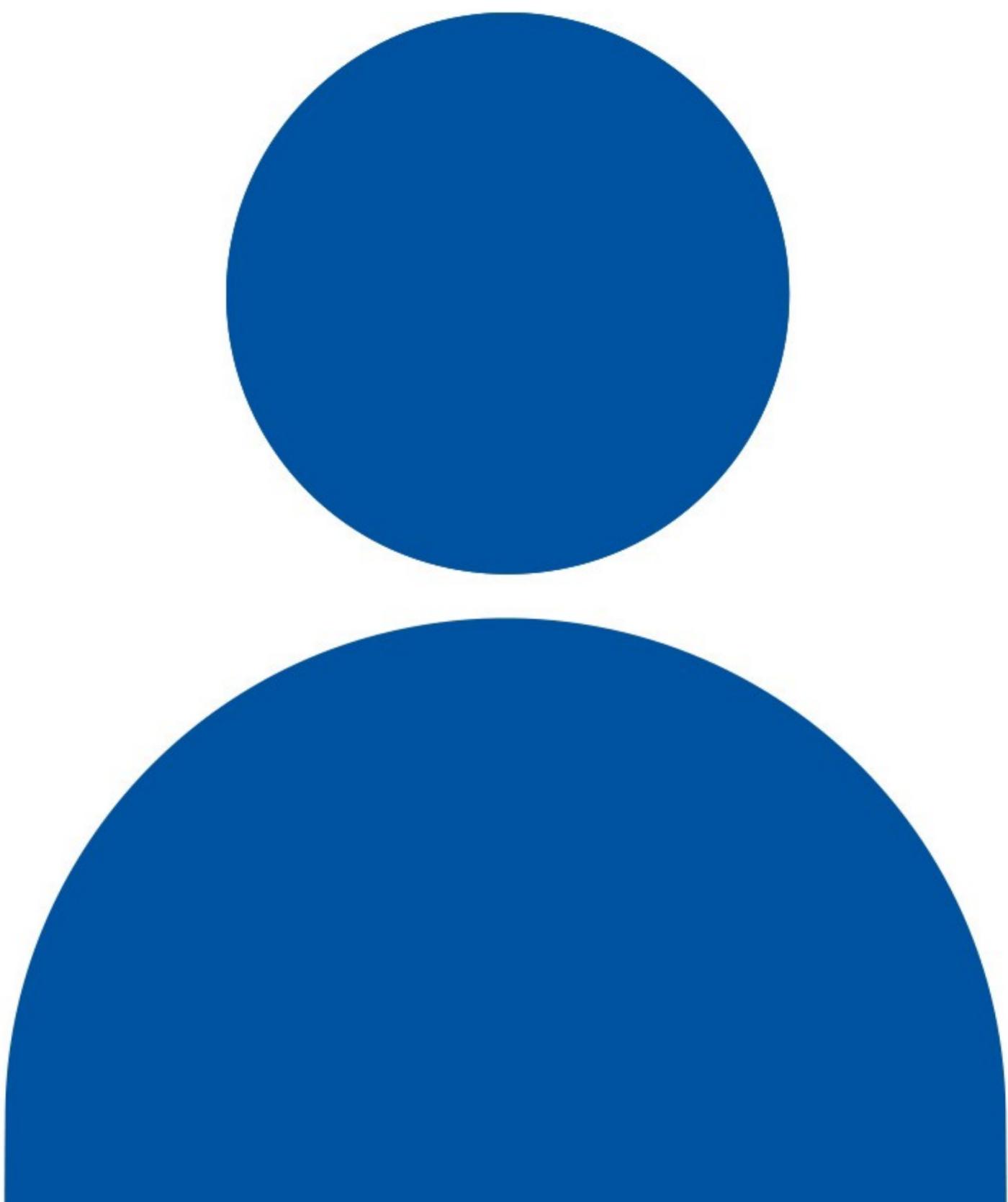


*IndyGo*SM

BEYOND
THE ADA
DRAFT POLICY





Ryan Wilhite

Manager of Special Projects and
Regional Mobility Integration

- Project Team:
 - Mike Roth
 - Lesley Gordon
 - Jordan Patterson
 - Matti McCormick
 - Teresa Franklin
 - Brooke Thomas
 - Latosha Higgins
 - Sean Wooding

*IndyGo*SM

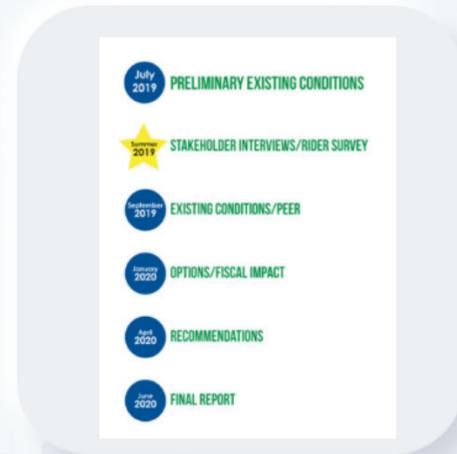
How we got here



2018

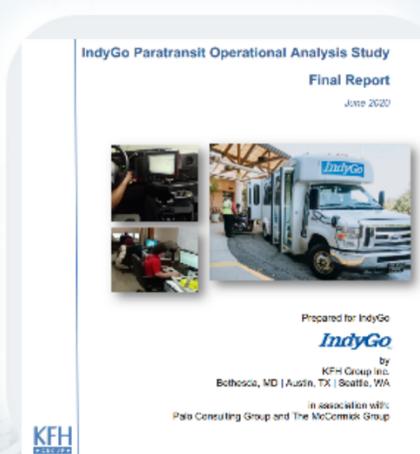
Paratransit performance declines significantly, particularly on-time performance

Photo: WTHR



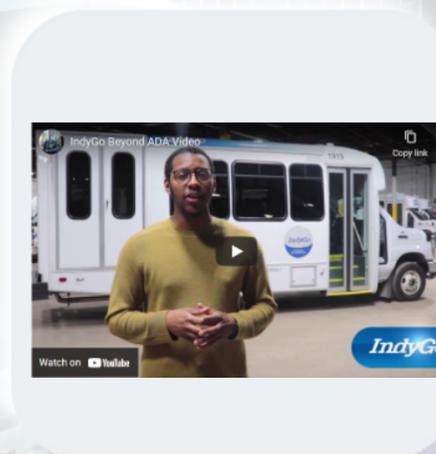
2018-2020

IndyGo staff work to resolve issues; issue RFP for POA; KFH Group hired to understand problems and provide solutions



July 2020

Board of Directors permitted staff to continue community meetings regarding the non-ADA service area



March 2021-April 2021

Community meetings held to gather input on new non-ADA service area

Who we involved

Task Force Members

- Mobility Advisory Committee
- Mayor's Advisory Council on Disability
- Indiana Disability Rights
- Bosma Enterprises
- Goodwill Industries
- Noble of Indiana
- Outside the Box
- CICOA
- DaVita Dialysis
- AccessAbility

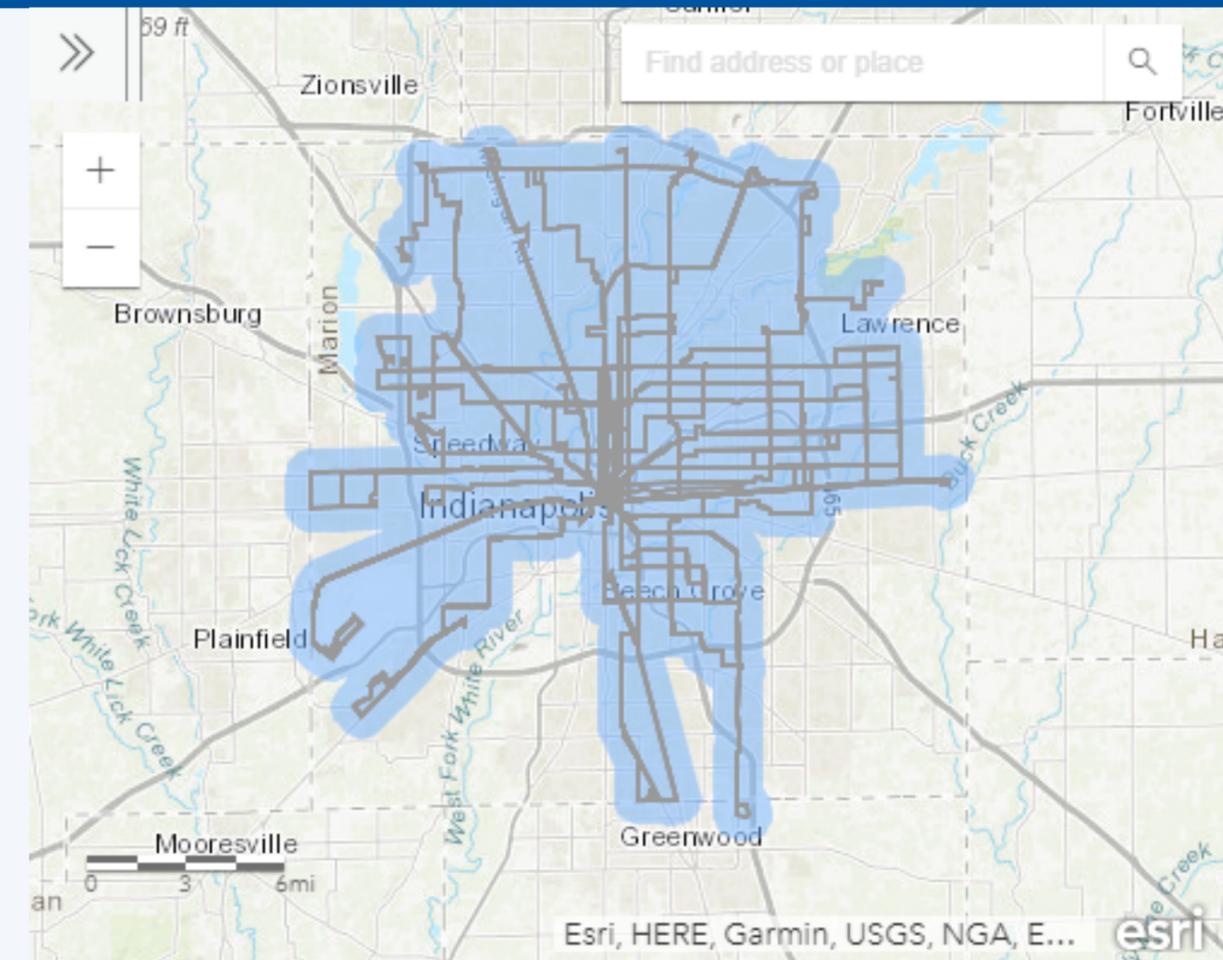
How we informed/gathered

- Twelve scheduled community meetings
- Communicated via email, phone, letters (non-ADA), webpage, social media, television ads
- Webpage created
- Updates to Task Force, MAC

What we heard...

...from the meetings

- Try to have policy change early part of the year
- More time to adjust, better
- Cost (fare) should be as low as possible
- Premium service should have a premium price
- Clearly define existing ADA and Beyond ADA areas



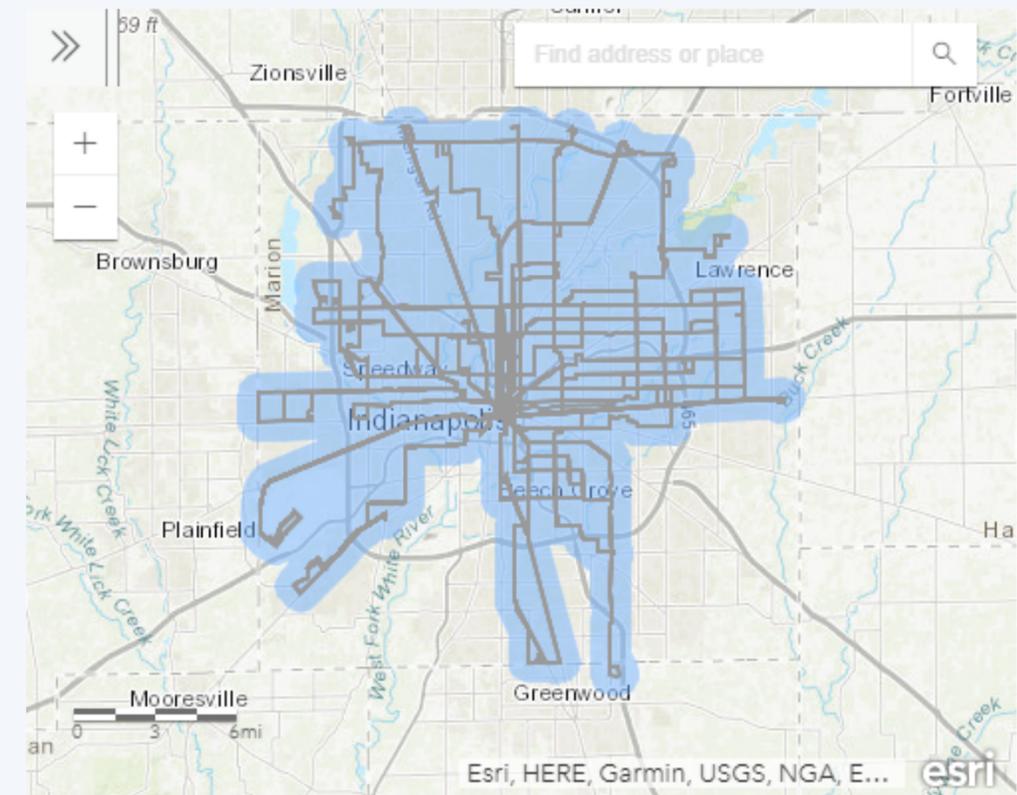
IndyGo
SM

Service Profile

Indygo.net/beyondada

Summary of new service – Beyond the ADA

- **Area** – ¾ mile boundary to edges of Marion County
- **One-way fare** – Four (4) times the base fixed-route fare
- **Hours** –
 - Monday – Saturday – first fixed route pull out to 10 pm
 - Sundays and Holidays – first fixed route pull out to 8 pm
- **Introduction of same day service for non-ADA**
 - Fare of \$10.00 per trip



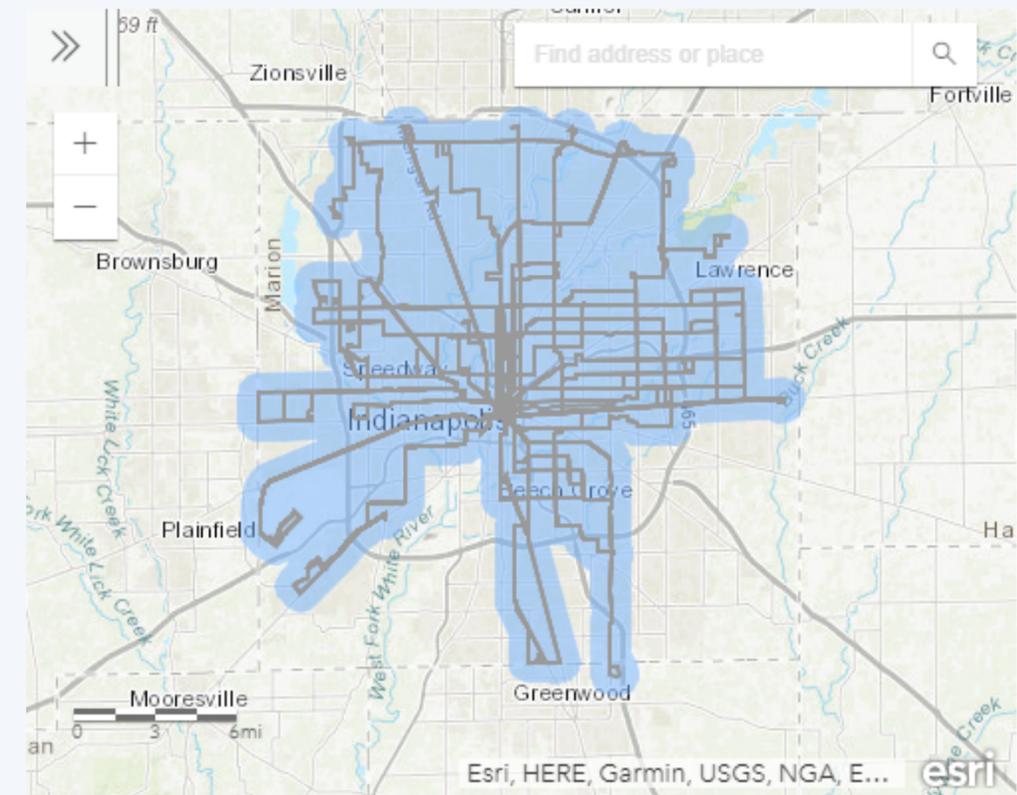
IndyGoSM

Service Profile – cont.

[Indygo.net/beyondada](https://indygo.net/beyondada)

Summary of new service – Beyond the ADA

- **Effective date** – January 1, 2023
- **Grandfathering** –
 - Eligible clients and addresses as of October 31, 2022
 - Loss of grandfathering (if one applies):
 - January 1, 2025; or
 - Eligible client leaves current address; or
 - Eligible client's certification lapses.



IndyGo
SM

Next Steps

Indygo.net/beyondada

Next Steps

- Public comment period closes on **September 15**
 - New panelist video on our website
- Staff will review comment
- Action item presented to Board of Directors at September meeting
 - Public Hearing
 - Presentation of comments



*IndyGo*SM

*IndyGo*SM

THANK

YOU

QUESTIONS?

