



Date: September 09, 2021  
Current Meeting: September 16, 2021  
Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and Approval of Beyond the ADA Policy Adoption

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

The IPTC Board of Directors should approve the adoption of the non-American with Disability Act (ADA) service area policies, referred to as the “Beyond the ADA”. The policy is a result of a multi-year planning and outreach effort that involved IPTC staff, the disabled community, and Indianapolis residents. The policy continues to provide service to individuals with disabilities in the area outside the federally-mandated ADA-service area while providing operational and financial flexibility to IPTC.

**BACKGROUND:**

As a fixed-route transit provider, IPTC is required to provide accommodations for individuals who cannot access its fixed route system, as required by the American with Disabilities Act (ADA) of 1990. The accommodation is defined as providing complementary door-to-door service within ¾ of a mile of a fixed route for individuals who are determined to be eligible, among other requirements. For Indianapolis, this service is called Open Door.

In 2018, IPTC’s contractor-operated complementary ADA paratransit service, branded Open Door, experienced a significant performance drop which resulted in numerous customer complaints and negative media attention. The significant performance issues and the gap between the last time IPTC evaluated its service, led the (then) IPTC Board of Directors to commission a comprehensive study of its Open Door service. The study, named the Paratransit Operational Analysis (POA), was led by the KFH Group of Bethesda, MD, with assistance from the Palo Consulting Group and The McCormick Group. Beginning in May 2019, the POA examined ADA paratransit in Indianapolis through a series of tasks. The POA solicited input from Mobility Advisory Committee (MAC) members, agencies who provide services to individuals with disabilities, key stakeholders, and riders (through a rider survey). The study also involved a detailed dive into Open Door operations and performance data. A steering committee was established that included members of the MAC and the IPTC Board of Directors. The POA Steering Committee provided valuable feedback to the project team throughout the study process. The study was accepted by the Board of Directors at the June 25, 2020 meeting.

Prior to the June 25, 2020 meeting, IPTC staff was contacted by the City of Indianapolis’ Mayor’s Advisory Council on Disabilities (MAC-D) with the desire to delay any board recommended next steps for 30 days. The delay was intended to provide time for the MAC-D, the Mobility Advisory Committee (MAC), and IPTC staff to converse regarding the ADA Paratransit options outlined in the POA.

On July 8, 2020, members of the MAC-D, MAC, and Indiana Disability Rights met to discuss the POA and its recommendations. The meeting consisted of a presentation regarding the POA similar to what was presented to the Finance Committee in June; this presentation provided background information, key findings, and an overview of the recommendations. Members of the MAC-D and MAC provided feedback to IPTC staff regarding IPTC’s current ADA Paratransit service. For suggested next steps, participants suggested including additional outreach to individuals with

disabilities, exploring the challenges and benefits of transportation network companies (TNCs), and considering a broader range of options regarding the ADA Paratransit service area.

On July 27, 2020, the IPTC Board of Director's accepted the recommendation for IPTC staff to continue the conversation about the area outside the ADA with the disabled community, as recommended in the POA. IPTC staff hired a facilitator, the McCormick Group, to assist in the public outreach. A Task Force was formed of individuals chosen by agencies that represent individuals with disabilities. The Task Force reviewed the outreach plan and provided additional thoughts. Public meetings, both virtual and in-person, were scheduled in March and April 2021. The public meetings were 90-minute, facilitated meetings to discuss several topics, including what a new service type should look like in the non-ADA. A webpage on the IPTC website was created to communicate the process and a brief background video was uploaded; after the first meeting, a dynamic map was uploaded with the ADA area to show people where the ADA area is located. Additional meetings were held with stakeholders and public outreach meetings concluded in April. Following the meetings, IPTC staff met to discuss the feedback and develop a policy for the new service type in the non-ADA area. The policy was distributed to the Task Force and the IPTC Board of Directors. A second Task Force meeting was convened by IPTC staff and facilitated by the McCormick Group.

The draft policy was posted on the webpage and a comment form included to allow for public comments on the draft policy. A panelist discussion was recorded and embedded into the webpage, which answered many of the frequently asked questions (FAQs). The draft policy was presented to the IPTC Board of Director's at the August Service Committee and the August Board of Director's meeting, to inform the board but also solicit additional comments from the public, especially the disabled community.

#### **DISCUSSION:**

Following the recommendations of the POA and in considering the feedback during the Beyond the ADA process, IPTC staff recommend approving the service policies for the Beyond the ADA, as outlined in the memorandum, including the implementation date.

#### **ALTERNATIVES:**

The IPTC Board of Directors could choose to not approve action at this time. IPTC would continue to work within the existing service area to provide on-time service at a reasonable cost to the agency, while seeking other alternatives to assist its individuals with disabilities in transitioning from ADA paratransit service to fixed route service.

#### **FISCAL IMPACT:**

This action item will require staff time to implement and, for the set-up costs of the policy, may require fiscal resources to accommodate policy changes in the supporting software. Furthermore, it's possible that during the period of grandfathering (2023-2025), that the program may experience somewhat higher operational costs. Following the expiration of grandfathering, IPTC anticipates long-term cost-savings and policy flexibility. Although the new service is intended to provide operational benefits through policy flexibility, IPTC reserves the right to make changes based on fiscal responsibilities for the Beyond the ADA service area.

#### **DBE/XBE DECLARATION:**

Not applicable.

#### **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee on September 16, 2021.