



Information Update – 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
Date: April 8, 2021

ADA PARATRANSIT NEXT STEPS: BEYOND 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:

IndyGo staff created webpage on its website dedicated to the Beyond ADA process. The webpage includes a short video that provides background on the process, community event dates and registration, and other relevant information.

The public affairs team have completed the following activities to advertise the 11 community meetings. This includes sending out a package to agencies to help them advertise, sending physical letters to those clients who live outside the ADA, and posting on all of IndyGo's social media sites.

At this point, we've held three meetings that have generated good discussions. Due to low or no attendance, several meetings have been cancelled. The IndyGo team is identifying other methods and opportunities in the process to re-engage the public, specifically eligible clients. Public affairs staff have also reached out to partner agencies to set-up meetings specific for those agencies.

We continue to anticipate wrapping up the project with recommendations to the IPTC Board of Directors, likely in the third quarter of this year.

DATE	TIME	LOCATION
Tuesday, March 16	6:00 PM	Virtual
Thursday, March 18*	2:00 PM	Christamore House
Thursday, March 18*	6:00 PM	Christamore House
Tuesday, March 23*	6:00 PM	Virtual
Thursday, March 25	2:00 PM	Virtual
Tuesday, March 30*	2:00 PM	Virtual
Thursday, April 1	6:00 PM	Virtual
Tuesday, April 6*	2:00 PM	6019 S Franklin Road
Tuesday, April 6*	6:00 PM	6019 S Franklin Road
Thursday, April 8	2:00 PM	Virtual
Thursday, April 8	6:00 PM	Virtual
Saturday, April 10	2:00 PM	Virtual

* Meeting was cancelled due to insufficient attendees.

RECOMMENDATION:
Receive the update.

Ryan Wilhite
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Department of Strategic Planning