



 **PEN DOOR
RIDER'S
GUIDE**

Under the Americans with
Disabilities Act of 1990
(ADA)

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Quick Reference Numbers (317 area code)

Reservations/Cancellations
(other than Same Day)
917-8747

Estimated Time of Arrival (ETA)
Same Day Cancellations
Late Ride Inquiries
917-8758

General Information
Comments or Complaints
IndyGo Transit Store
635-3344

Relay Indiana (for TTY/TDD users)
711 (in Indiana)
1-800-743-3333 (in the USA)

Certification Inquiries
614-9229

**For life-threatening
emergencies, always call 911**

Customer Service Center
Mailing Address

IndyGo Transit Store
209 N. Delaware St.
Indianapolis, IN 46204

Administrative Offices
Mailing Address

IndyGo
1501 W. Washington St.
Indianapolis, IN 46222

Welcome to IndyGo Open Door

WELCOME

On behalf of the City of Indianapolis, the Indianapolis Public Transportation Corporation (IPTC) Board of Directors, employees and contractors, we would like to welcome you to IndyGo Open Door paratransit service.

Open Door serves the needs of customers who, because of a disability, are unable to use IndyGo's regular fixed route system, and who meet the criteria established by the U.S. Department of Transportation under the Americans with Disabilities Act (ADA) of 1990.

Fixed Route - A service in which the bus operates along prescribed routes according to fixed schedules. Examples of fixed routes are "38 Lafayette Square" or "8 Washington."

Throughout this guide, you will find helpful, customer-friendly information detailing certification guidelines, trip planning, companion qualifications, and IndyGo's reservation and cancellation policy. If you require additional information or assistance, please call the IndyGo Transit Store at 635-3344.

All of us at IndyGo welcome the opportunity to serve you.

Thank you for riding Open Door.

Sincerely,

Indianapolis Public Transportation Corporation

and the

IndyGo Mobility Advisory Committee (MAC) (Please see the glossary for information regarding the MAC)

IndyGo Open Door is a **shared ride, curb-to-curb** service. **Shared ride** means others may board and ride on the same vehicle that you are on. Other riders may be picked up and dropped off before you reach your destination. **Curb-to-curb** means the Open Door vehicle will only pickup and drop off at the curb of the address of your destination. **No other assistance** will be provided away from the curb.

WELCOME

Service Area and Hours

Open Door service is available within $\frac{3}{4}$ miles of an operating IndyGo fixed route.

Service Days and Hours

IndyGo Open Door operates during the same days and hours as the regular fixed route service.

As with regular IndyGo fixed route service, Open Door service will operate a Sunday schedule on the following holidays:

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

Scheduling a Ride on IndyGo Open Door

For Reservations
917-8747

Hours of Reservations

6 am – 6 pm MONDAY – FRIDAY
7 am – 4 pm SATURDAY & SUNDAY

You must call and make a reservation to use Open Door. **You can arrange a trip up to three (3) days in advance, up to the close of reservations the night before you want to travel.**

When calling to reserve a ride, have the following information ready:

- Your first and last name.
- The date you want to ride.
- Your pickup address: number, street, suite number, entry code for any security entrances and telephone number.
- The time you want to be picked up at your point of origin. Please allow a minimum of 1 hour to reach each destination. Open Door is a shared ride system, therefore some trips may take longer.
- Where you will be going: number, street, suite number, telephone number. **Certain public locations**

have specific drop off and pickup areas.

- The time you want to be picked up for your return trip. We urge you to schedule a time for your return trip. If you do not schedule a return ride, IndyGo is **NOT** obligated to provide return service.
- Whether you will be using a wheelchair or other mobility device.
- If you will be using a service animal.
- If you will be accompanied by a personal care attendant (PCA). **If you have a personal care attendant and are certified as needing one, there is no charge for this person to ride.**
- If you will be accompanied by a companion (including children). **A companion will pay the same fare as you for each one-way trip. A PCA or companion CANNOT be picked up and/or dropped off at a location different than yours.**
- Any other information the driver should know to help you travel.
- If there are no openings for the time requested, you might be offered an alternate time up to one hour before or after the original time you requested.
- To serve the greatest number of customers, Open Door can only accept two round-trip requests per phone call.

- **BEFORE HANGING UP, BE SURE TO HAVE YOUR RIDE(S) CONFIRMED BY ASKING FOR YOUR CONFIRMATION NUMBER(S)**

Confirmation Number - A number assigned by the computer to prove that you have scheduled a ride. Each trip that you schedule will have a unique number.

- Under normal circumstances, you must schedule your trip at least one day before you want to travel, however a limited number of “same day” trips MAY be available. Please note that a return trip may not be available or may result in a wait, up to three (3) hours.

NOTE: No changes may be made to a reservation after the close of Open Door customer service hours the day before your trip.

Travel Time

All service is “shared ride;” your total travel time will allow time for others to board and ride in the same vehicle. Your Open Door ride will take approximately the same amount of time as a similar trip on an IndyGo fixed route bus would take, and may not follow a direct route between your pickup and drop

off. Always allow for traffic and weather delays.

TIP: Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.

REMEMBER:

- Make reservations as early as possible, up to 3 days in advance, but no later than one day before you wish to ride.
- The driver will not make unscheduled stops.
- If other customers get on or off the vehicle before your stop, it may be necessary for you to temporarily move.
- Because you may share a vehicle with other customers, we suggest you allow a minimum of one hour to reach your destination after boarding the bus.
- Allow for picking up and dropping off of other customers before reaching your destination.
- We are unable to honor requests for specific drivers, specific seats, a particular vehicle, and specific routes with specific customers.

Companions

COMPANION - A person accompanying the Open Door rider. The companion pays a fare.

As a certified rider, you may arrange to bring one (1) companion along on each ride for the same fare that you would pay. You can only reserve a ride for one companion. When the vehicle arrives, you may be able to bring other companions with you for the same fare that you would pay, but **only if space is available**.

Children accompanying you are considered traveling companions. As with IndyGo's regular fixed route system, a maximum of two children under the age of six may ride for free, while children over the age of 6 must pay the full adult fare. **However,**

- An adult must accompany children under 6. ADA-certified children ages six (6) and over may travel without an accompanying adult only if it can be demonstrated they would be able, if not prevented by their disability, to use public transportation (fixed route) independently.
- You must reserve space for children when scheduling your trip. A state approved car seat is necessary for children ages 4 and under, and must

be supplied by the passenger at the time the vehicle is boarded.

Personal Care Attendants

A **Personal Care Attendant (PCA)** is someone whose assistance you must have in order to ride Open Door.

If you have been certified as needing the services of a PCA, the PCA may ride with you at no charge. Your PCA and a fare-paying companion may both ride with you on the same trip. **A PCA or companion CANNOT be picked up and/or dropped off at a location different than yours.**

IndyGo Open Door is NOT for life-threatening or medical emergencies. For life-threatening or medical emergencies, always call 911.

Fares

All riders must pay a fare. Only Personal Care Attendants (PCAs) traveling with an ADA certified rider are transported free.

The fare is **\$2.50** per each passenger and each companion for each one-way trip.

Fare may be “paid” by presenting an IndyGo Open Door ticket purchased in advance or by cash. If the fare is to be paid in cash, the fare must be given in the

exact amount as THE DRIVER DOES NOT CARRY CASH AND CANNOT MAKE CHANGE. Checks, Medicare and Medicaid are not accepted. Passengers will not be transported if he or she does not have the fare.

IndyGo Open Door tickets are sold in sheets (strips) of ten (10). The purchase price for a sheet of ten is **\$25.00**. Multiple sheets of ten may be purchased. Advance tickets can be purchased by:

- Visiting the Transit Store at 209 N. Delaware St., or
- Mailing a check or money order, payable to Indianapolis Public Transportation Corporation to:
 IndyGo Transit Store
 209 N. Delaware St.
 Indianapolis, IN 46204, or
- Using an Open Door re-order form mailed to the above address, or
- Calling the Transit Store at (317) 635-3344. **Visa and Master Card are accepted**, or
- Ordering tickets online at **www.IndyGo.net**

Subscription Trips

Subscription trips are ongoing and/or regularly scheduled trips. The scheduling of repeat service must be:

- To the same location (work, church, appointment, etc.)

- From the same location
- On the same day(s) of the week at least once weekly

Once the subscription trip has been reserved, you only have to make a phone call to cancel the trip. **All subscription trips are canceled for the holidays listed on page 4. Subscription trips may not be available for all trip requests.** Federal regulations limit the amount of subscriptions based upon demand per hour of service. If subscription trips are not available, you can request to be placed on a waiting list. Requests for subscription trips will be filled as space becomes available.

Late Cancellation and “No-Show” Policies

To cancel trips for the same day, call the dispatcher at 917-8758. To cancel trips for another day, call 917-8747. Please remember to cancel trips you cannot use as soon as possible. This will help us provide more service to other riders.

Late Cancellation: Less than twenty-four (24) hours advance notice.

No Show: Failure to give any notice prior to scheduled pickup time.

Due to excessive cancellations and no shows, which have caused lost trips and/or rides for other patrons, it has become necessary to implement a No Show & Late Cancellation Policy.

IndyGo's Policy for Excessive No Shows and Late Cancellations

Four No Shows or Late Cancellations within a month (1st occurrence) can result in: Suspension of service for up to 30 days.

Four No Shows or Late Cancellations within a month and you have been suspended during the previous 12 months (2nd occurrence) can result in: Suspension of service for up to 60 days.

Four No Shows or Late Cancellations within a month and you have been suspended twice during the previous 12 months (3rd occurrence) can result in: Suspension of service for up to one year and you must reapply for eligibility.

This policy will prevent excessive bookings and cancellations of rides that deny other passengers needed transportation services. **This policy allows for illness due to your disability or other events beyond your control that require a last minute change in plans.**

A letter will be sent to you with the dates of the no show and/or late cancellations. It will also give you a date when your suspension will begin. You will have at least 30 days after the date of the letter to appeal the suspension. If you do not appeal within 30 days, your suspension will begin on the date specified on the letter.

Riding Open Door

Pickup and Drop off Procedures

15 Minute Pickup Window:

When you reserve a ride, the vehicle may arrive up to 15 minutes before or after your scheduled pickup time. For example, if your pickup time is scheduled for 8 am, the vehicle may arrive anytime between 7:45 am and 8:15 am. You should be ready to board the vehicle at the beginning of your pickup window.

- You will be expected to board the vehicle within five (5) minutes of its arrival within your pickup window. For the 8:00 am pickup example, if your vehicle arrives at 7:45 am, you must board the vehicle by 7:50 am. After the 5-minute wait, if you are not on the vehicle, the driver will list you as a “no show” and leave. If you are a “no show” and have scheduled other rides for the day and need them, please call dispatch to confirm the remainder of your rides.

NOTE: If you still require transportation for the trip after being a “no show,” we will make every attempt to pick you up as

soon as possible, but it may take up to three (3) hours for a vehicle to return to pick you up.

- You do not have to board the vehicle before the beginning of your 15-minute pickup window.
- You will not be considered a “no-show” or “late cancellation” if you refuse a ride that arrived later than the 15-minute window. This is called a “System No Show,” which does not count against you.

Boarding With a Mobility Device

All Open Door vehicles are equipped with passenger lifts that meet ADA specifications. They will accommodate mobility devices such as wheelchairs and three-wheel scooters up to 48 inches by 30 inches and a gross weight of up to 600 pounds. Mobility devices that exceed these standards may not be transportable. Open Door will not transport gurneys.

- If you need a passenger lift to board a vehicle, the driver will assist.
- If needed, you may also board the vehicle while standing on the lift.
- For your safety, please be sure that your wheelchair, or other mobility device, is maintained according to the manufacturer’s specifications.

Prior to departure, the driver will:

- Restrain your wheelchair.
- Fasten your seatbelt and shoulder strap.
- Ask passengers in a three-wheeled mobility device if you would like to transfer to a seat in the vehicle (the choice to transfer to a seat is yours).
- Collect a fare of \$2.50 or an Open Door ticket from you and your companion(s).

NOTE: Eating, drinking, chewing tobacco, smoking or playing audio devices are not permitted. Shirts and shoes (or equivalent) must be worn.

Service Animals

Service Animal - any dog guide, signal dog, service dog or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability.

Dog guides and other service animals are allowed to accompany you if such a need was indicated on your Open Door application. However, family pets are not allowed, unless they are in a carrier.

When scheduling your trip, please inform Open Door that a service animal will be

accompanying you. **Service animals must be properly groomed and maintained at all times (no fleas, etc.).** The service animal's behavior and location must be controlled by the owner either by command or by touch at all times.

Transporting Packages

Because the vehicle will be shared, riders should limit their parcels. Up to two carry-on packages are allowed with a combined weight of no more than 50 pounds (**Please note: you may not transport explosives or acids, flammable liquids or other hazardous materials. Furniture and/or overly large packages will not be allowed.**) The driver will assist with the loading and unloading of packages between the vehicle and the curb. **Customers (or companions) are responsible for getting packages to and from the curb.**

Transporting Life-support Equipment

You may bring a respirator, portable oxygen and/or other life-support equipment as long as it does not violate law or rules related to transportation of hazardous materials. Equipment must be small enough to fit in the vehicle.

Visitor Riding Privileges

Visitors from other cities who are eligible under ADA criteria are welcome to use Open Door during their visit to Indianapolis for up to 21 days (in one year).

Open Door customers are offered the same visitor riding privileges in other cities. Please contact IndyGo at (317) 614-9229 for more information.

IndyGo Open Door Service Commitments

IndyGo Open Door has a list of expectations designed to ensure quality customer service and the safety and comfort for all riders as well as the driver.

Riders have a responsibility to:

- Read all sections of the Riders Guide carefully.
- Make reservations at least one day in advance.
- Be at pickup locations on time.
- Provide entry if the pickup address is located inside a gated community or other place with special access. If a vehicle is unable to enter the pickup area and the rider fails to meet the vehicle, the rider will be considered a **“no show”** for the trip.
- Call to inquire if the vehicle has not arrived by the end of your 15-minute window.
- Pay the correct fare in cash or tickets (**drivers do not make change**).
- Wear seat belts.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in a safe condition according to manufacturer’s specifications.

- Expect “shared-ride” service; others may be picked up after, or dropped off before you reach your destination.
- Maintain acceptable standards of personal hygiene.
- Controlling behavior and location of any accompanying service animals.

Follow these common rules of courtesy:

- No eating, drinking or smoking on board.
- No riding while under the influence of alcohol or illegal drugs.
- No littering in the vehicle or while riding vehicle.
- No radios, cassette tape players, compact disc players or other sound-generating equipment are to be played aloud aboard the vehicle.

Drivers have a Responsibility to:

- Adhere to the same standards of common courtesy and personal hygiene as those required of the riders.
- Treat riders with courtesy.
- Be in uniform with a visible ID badge.
- Stay within the “line-of-sight” of their vehicle.
- Maintain the assigned service schedule for the convenience of all riders.
- Assist all riders when entering and leaving the vehicle.
- Provide safe and courteous transportation.

“Assistance” includes, but is not limited to:

- Offering ambulatory passengers a steadying arm or other appropriate guidance or assistance when walking or using steps.
- Helping persons using wheelchairs to maneuver onto the lift, if necessary.
- Carrying to or from the vehicle no more than 2 grocery bags or similarly sized packages to or from the curb.

Drivers are NOT Permitted to:

- Enter rider residences.
- Perform any personal care assistance for riders.
- Lift or carry riders.
- Carry riders or wheelchairs up or down steps.
- Go into a purse or wallet for fare.
- Change the destination of a reserved ride.
- Pickup riders who have not reserved a ride.
- Accept tips or gratuities.

Suspension of Service

Misusing the system can result in suspension of your paratransit service. The following acts are considered misuse of Open Door service, which could lead to suspension:

1. Obtaining or using Open Door services under false pretenses

The Americans with Disabilities Act reserves paratransit service for individuals certified as eligible for the services.

Your service may be suspended if:

- You have made false or misleading statements on your eligibility application, or
- You allow other non-eligible individuals such as friends or family members to ride using your name.

2. Excessive No Shows and/or Late Cancellations.

No-shows and/or Late Cancellations delay and detour vehicles and use up space that other riders could use. (See page 15 for the Late Cancellation/No Show Policy).

Suspensions will not be imposed for circumstances beyond your control.

Examples of situations not within the passenger's control include but are not limited to:

- A sudden personal emergency.
- Sudden or worsening illness.
- Your job cancels or changes your work schedule, or
- Late arrival of the Open Door vehicle.

3. Service Suspension for Abusive or Disruptive Behavior

For the safety and comfort of all Open Door customers and drivers, IndyGo has established a policy that addresses when a customer's conduct may adversely affect others involved with the Open Door program. Disruptive and abusive behavior includes but is not limited to:

- **Hazardous Conduct:** Any act which creates the potential for physical harm to the driver, other riders or the general public.
- **Abusive Conduct:** Any offensive act which invades the privacy rights of others, or touching another person in a rude, insolent or angry manner. This includes, but is not limited to verbal abuse of drivers, Open Door staff or other riders.
- **Unlawful Harassment:** Including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations.

- **Unauthorized use of vehicle equipment.**
- **Unintentional Misconduct:** Any act that would qualify as misconduct but is the direct and immediate consequence of the customer's disability.
- **Voluntarily and repeatedly violating riding rules, including:**
 - Smoking on vehicles.
 - Refusing to remain seated and keeping your seat belt on.
 - Eating or drinking without medical indication.
 - Defacing equipment.
 - Having no one to receive you at home (if necessary), causing unnecessary delays for the driver and other passengers.
 - Refusing to comply with other requirements specified in other policies stated in this guide.

Steps of the Suspension Process

If you are reported or observed to be abusing the service in any way, including but not limited to those ways mentioned above, IndyGo Open Door will investigate. If your behavior or use of the service is determined to be inappropriate, you will receive a written notice of service suspension, which explains the reasons for the suspension. You will also receive written instructions for appealing your service suspension.

Appealing your Service Suspension

If you appeal your suspension, an Open Door Manager will review your written appeal. If the decision to suspend remains, you will have a second chance to appeal. An appointed panel of one (1) IndyGo representative and two (2) ADA eligible riders will review the circumstances of your suspension and hear your appeal. You may ride the service until a decision is made **EXCEPT if you are appealing a suspension due to seriously disruptive or violent behavior**. If your suspension is due to seriously disruptive or violent behavior, you may not ride unless and until the Appeals panel overturns your suspension.

NOTE: Riders who engage in physical abuse or cause physical injury to another rider or operator may also be subject to criminal prosecution.

Learning to Use Regular Fixed-Route Transit Service

Since November 2003, many Open Door passengers have been able to ride the fixed route service because of these **ACCESSIBLE** features:

-  All IndyGo buses are equipped with wheelchair lifts or ramps, along with securement devices. A person does not have to walk up or down bus steps if unable to do so.
-  All fixed route buses have “kneeling capability, which lowers the height of the first step onto the bus.
-  Approximately 75% of buses are flush with the curb or have only 1 step up from the curb.
-  Bus operators announce major intersections, transfer points and all requested stops.
-  Customer service is available to assist with bus schedules and trip planning, including transferring from one bus route to another.

For more information about learning how to ride the fixed route bus, call the Transit Store at 635-3344.

Customer Service

IndyGo welcomes your compliments, concerns and suggestions. We are committed to using your input as a tool to deliver quality customer service. All comments may be submitted by mail, phone or e-mail to:

IndyGo Transit Store
209 N. Delaware St.
Indianapolis, IN 46204
(317) 635-3344
www.indygo.net

Service Concerns

If you experienced a problem with service, you may wish to file a formal complaint. All formal complaints are investigated and receive responses.

We can only resolve problems if we are informed, so please do not hesitate to call. **You have the right to complain without fear of retaliation.**

To file a formal service complaint, please provide the following information:

- Rider's name, address and telephone number.
- Date and time of the incident.
- Your pickup or drop off location.
- Details of the incident.

Anonymous service complaints cannot receive responses.

To file an official complaint, please call the Transit Store at 635-3344.

OPEN DOOR ELIGIBILITY CERTIFICATION

HOW DO I BECOME CERTIFIED?

- 1) The first step is to complete an application form. Applications are available by calling the IndyGo Transit Store at 635-3344 or going online at www.indygo.net. A physician or an approved certifying agent must complete the professional verification portion of the application. Upon completion of the application, call 614-9229 to schedule an in-person interview/assessment. Bring your completed applications with you to the interview. If needed, transportation to and from the interview will be arranged. This transportation will be provided at no cost.
- 2) **Completed** applications will be reviewed within a 21-day time period. Once approved, IndyGo Open Door will issue a Rider Identification Card, which will be sent to you via mail, along with a “How to Ride Guide”. Please present your Identification Card when you board the bus. **This card cannot be used as a form of payment, but may be used to verify half fare eligibility when using IndyGo fixed route service.**

Eligibility for Open Door may be on a “conditional” basis, meaning service will only be provided for those trips in which ADA paratransit eligibility standards have been met. Riders are encouraged to use IndyGo fixed route for trips that are not deemed as ADA paratransit eligible.

Denial of eligibility or a determination of conditional eligibility for Open Door services may be appealed. Appeal information is sent with the denial letter or conditional eligibility letter.

All eligible riders have a certification expiration date. Eligible Open Door participants may be certified for services for a maximum period not to exceed three (3) years, depending on your specific disability. If you need to continue to use Open Door, you must recertify by completing and submitting an updated Open Door application **before** your current eligibility expires. Each certified rider, except for persons with temporary eligibility, will automatically be given a 30-day grace period after the eligibility expiration date. After the end of the grace period, if a completed application has not been received, you will not be allowed to ride Open Door until you are recertified. It is important to note that if your Open Door eligibility expires, it may affect your standing order, if you have one.

NOTE: Age, distance to the bus stop, lack of availability of the fixed route bus, the inability to drive a car, inconvenience or decreased comfort are not qualifying factors for Open Door eligibility. Your disability must prevent travel on the fixed route service.

NOTE: If you change your address, lose your Rider Identification Card, or if your disability needs change, call our Certification office at (317) 614-9229. It will cost \$5.00 to replace an I.D. card.

GLOSSARY

ADA - Americans with Disabilities Act; signed into law in 1990, making it illegal to discriminate against persons with disabilities regarding employment, public services, public accommodations and telecommunication. The intent of this law is to provide equal opportunity to persons with disabilities, allowing them to fully participate in society and live independently and with economic self-sufficiency.

CERTIFYING AGENT - A person who has been trained by IndyGo to assist an individual in completing the application for Open Door eligibility and may sign in place of a physician.

DISABILITY (as defined by ADA) - A person with a disability is defined as:

- 1) A person with a physical or mental impairment that substantially limits one or more major life activities; or
- 2) A person with a record of such a physical or mental impairment; or
- 3) A person who is regarded as having such an impairment.

It should be noted that the ADA definition of disability is not the same as other definitions of disability used in other federal laws and programs such as Social Security, Workers Compensation, Veteran's programs, etc.

HALF FARE – For fixed routes - A passenger who is elderly, is 18 or younger, or has a certified disability is entitled to ride the fixed route system for half of the cost of a non-disabled adult passenger. A half fare identification card or MEDICARE card must be presented when paying the fare. For more information, call the Transit Store at 635-3344.

IPTC-IndyGo - Indianapolis Public Transportation Corporation, the transportation agency that provides fixed route and flexible services for the City of Indianapolis.

MAC - Mobility Advisory Committee - a group of volunteer Open Door customers who meet monthly in an advisory capacity to IndyGo. The group assists in policies regarding the operation of Open Door service. Meetings begin at 12:30 pm the 3rd Thursday of each month and are held in the IndyGo Boardroom, 1501 W. Washington St. All meetings are open to the public.

PARATRANSIT - Comparable transportation for individuals who, because of a physical or mental disability, cannot use a regular fixed route system.

PARATRANIST ELIGIBLE RIDER - A rider who, because of his or her disability is unable to use a fixed route system.

Being deemed disabled by other agencies (e.g. Social Security or Worker's Compensation) does not make a rider paratransit-Open Door eligible until an Open Door application has been submitted and approved.

RELAY INDIANA - A telecommunications relay service that provides telephone accessibility to people who are deaf, hard of hearing or speech disabled. Relay Indiana gives all hearing or speech impaired individuals the opportunity to make personal and business calls, with no restrictions on the length or number of calls placed.

711 (in Indiana)

1-800-743-3333 (in the USA)

SERVICE AREA - IndyGo must provide paratransit service to origins and destinations within corridors that extend three-fourth ($3/4$) of a mile on each side of each fixed route (that is, corridors which are one and one-half (1.5) miles wide. Open Door service must be available throughout the same hours and days as the fixed route service. The hours may not be the same system-wide. If a fixed route bus runs from 7 am to 5 pm, Open Door service within or through the associated corridors will not operate after 5 pm.

*IndyGo Open Door
1501 W. Washington St.
Indianapolis, IN 46222*