



Frequently Asked Questions IndyGo Commuter Express (ICE) Service

1. What is ICE?

ICE is the IndyGo Commuter Express program. It is a collaborative demonstration program that provides bus transit to residents and visitors travelling between downtown and participating communities located outside of Marion County.

2. How much does it cost to ride the ICE?

The cost to ride a commuter express route is \$3 per one-way trip. You may pay on the bus with exact fare, in advance at the IndyGo Customer Service Center at the Indianapolis City Market, online at www.IndyGo.net or by calling 635.3344.

3. Can I use other IndyGo passes on ICE, such as an S-Pass, IndyGo day or monthly pass?

No, the only pass that is valid on ICE routes is the ICE single-ride pass.

4. Are monthly ICE passes available?

Since these are demonstration (i.e., temporary) routes, only single-trip passes are available.

5. When I arrive downtown and catch another bus, do I have to pay another fare?

Yes. At this time there are no transfers. You will pay \$3 for your trip to downtown from Fishers or Carmel and then pay \$1.75 for a trip on the other IndyGo routes. Or, you can use any valid Fixed Route fare pass. Check with your employer about a pre-tax savings program for transit.

6. Where are the downtown stops?

Pennsylvania and Ohio	<u>Fishers Route Only</u>
Pennsylvania and Washington	10 th Street and Pennsylvania (inbound)
Pennsylvania and Henry	
Delaware and McCarty	<u>Carmel Route Only</u>
Illinois and Market	16 th and Illinois (outbound)
Illinois and New York	11 th and Capitol (inbound)
10 th and Illinois (outbound)	16 th and Capitol (inbound)

7. Can more bus stops be added along the route that would let me off closer to where I'm going?

The intent of an express route is to offer a shared-ride option that makes minimal stops in order to shorten travel time. In order for the ICE service to remain *express*, it's important to keep the pickup and drop off locations to a minimum.

That said, due to high demand for transit service to the Clarian People Mover, the Carmel and Fishers ICE routes will add a stop near this light rail system beginning Dec 1. In addition, the Carmel route will begin serving Methodist Hospital. For other downtown destinations, commuters can transfer to regular fixed route service. For example, commuters can use the Red Line to reach IUPUI.

8. When is ICE service available?

IndyGo Commuter Express bus service is available from Fishers and Carmel to Downtown Indianapolis, Monday through Friday with peak morning and afternoon departures. See updated timetables on the ICE Routes page of the IndyGo website for detailed scheduling information.

9. How is this demonstration service funded?

Fare revenue alone does not and will not cover the expense of any public transit service. The cost to operate this demonstration regional transit program is covered in part by a non-renewable grant from the Federal Congestion Mitigation Air Quality (CMAQ)—which pays 80% of the total service cost. The remaining 20% is paid by the participating towns/ cities. Farebox revenues from these routes are applied to the local match.

10. Why was this program developed in the first place?

The ICE regional service was developed based on the 2005 Comprehensive Operational Analysis, a study conducted by Indianapolis' Metropolitan Planning Organization. The demonstration program is a collaborative project with participating municipalities to assess the demand for regional express bus service for commuters travelling to and from these areas. The intent was to provide a convenient and affordable alternative to single-passenger cars. Data from the program will be included in the 2010 COA and it will support development of regional transit planning for Central Indiana.

11. The ICE is a *demonstration* service. When will it end?

IndyGo expects ICE service in Carmel and Fishers to continue through 2010, but an exact end date for the routes depends on ridership, hours of service, operating expenses and more. Service termination will be communicated at least 30 days prior to cancellation.

12. Why did the Greenwood ICE route end early?

Due in part to falling gas prices at launch, the relatively easy commute by car and other factors, ICE service in Greenwood did not take off as hoped. The route was canceled due to extremely low ridership.

13. Is IndyGo considering express routes from other areas, such as Geist, Avon, Greenfield, etc?

Not at this time. IndyGo was able to secure a Congestion Mitigation Air Quality (CMAQ) grant to fund the existing regional express routes for approximately three years. Funding for additional routes is not available at this time. If you are interested in having a route from your area, contact your local elected officials and the Central Indiana Regional Transportation Authority (CIRTA at www.cirta.us) to express your interest in an expanded public transit system.

14. Do the buses have bike racks?

Each ICE route bus can accommodate two bikes (first come, first served). Notify your bus operator about your desire to store your bike; it will be stored until you reach your bus stop. If you prefer to leave your bike at Eastern Star or Meijer, bike racks are available there.

15. Why are the ICE buses different from IndyGo's Fixed Route buses?

Different types of buses are needed for different types of service. Just as IndyGo uses buses equipped with luggage racks for the Green Line/ Airport Express service and coaches with more capacity for wheelchairs for Open Door service, vehicles designed for longer commutes with limited stops are used for ICE service. Fixed Route coaches are designed for frequent stopping and on/off boarding.

***Please note that ICE will not operate on the following holidays:
New Year's Day, Memorial Day, Labor Day, Thanksgiving Day and Christmas Day***