

# IndyGo Airport Express Service Special Instructions

## Operational/Service Plan

The proposed service provides express transit buses from the airport to stops located near downtown hotels and also from the downtown to the airport.

## Route Description

- Leave Airport Ground Transportation and follow signs to I-70 East Downtown
- I-70 East to exit 79A Missouri Street
- North on Missouri to Maryland Street
- Right/East on Maryland to Capitol Ave
- Right/South on Capitol to Georgia Street
- Left/East on Georgia to Meridian Street
- Left/North on Meridian to Washington Street
- Left/West on Washington to Illinois Street
- Right/North on Illinois to Ohio Street
- Right/East on Ohio to Pennsylvania Street
- Right/South on Pennsylvania to Washington Street
- Right/West on Washington to Schumacher Way
- Left/South on Schumacher to Maryland St
- Left/East on Maryland to West Street
- Right/South on West Street to I-70 West
- I-70 West to Exit 68-the Indianapolis Airport
- Once on Col Weir Cook Dr stay to the left toward the garage as the road will split
- Once the road splits stay to the right and follow signs to the Ground Transportation Center
- The IndyGo bus stop will be up on the left. Look for the sign.

Make sure that you pull all the way forward in the IndyGo stop. If you are the 2<sup>nd</sup> bus and the 1<sup>st</sup> one leaves you must pull forward. Do not leave the Ground Transportation Center. You can use the rest rooms in the GTC, but you must stay in the vicinity of the bus. Do NOT go into the terminal. Buses cannot be left unattended and operators are NOT to go into the Airport Terminal while on duty.

## **Stops**

There are eleven (11) stops planned in the downtown area located near hotels. There will be only one (1) bus stop located at the airport that is co-located with the regular fixed Route 8 stop.

## **Proposed headway**

- 12 minutes between 5am and 9am
- 18 minutes between 9am and noon
- μ 12 minutes between noon and 9pm
- © Service is scheduled to run 365 days per year.

## **Recommended Vehicles**

The selected contractor is expected to meet all DOT regulations as well as provide: a) qualified drivers, b) a maintenance program, c) vehicle storage, d) cleaning, e) fueling, f) and parking when not in service.

1. The vehicles proposed should be 15-25 passenger shuttle style buses with luggage rack/space sufficient to accommodate all passengers, and the vehicle must provide a comfortable environment including seating, heat and air conditioning
2. Vehicle accessibility to persons with disabilities is required
3. The contractor will provide a list of dedicated equipment with make, model, and year of vehicle.
4. The single fare is set a \$7.00 per ride. Vehicles will be required to have some type of fare collection mechanism for security and reconciliation.
5. Daily ridership and revenue reports will be required as well as a means of accounting for and depositing fares into an IndyGo designated account.
6. The signage and branding on the vehicles shall establish the service as an IndyGo Airport Express.
7. Vehicles may display additional revenue advertising for IndyGo only.
8. Communications between the vehicles and IndyGo's dispatch/service center must be installed. (Provided by IndyGo)

While we believe the estimates for the number of vehicles is accurate, if demand does not support, or if demand exceeds, the

vehicle estimates to a significant degree, the parties shall bound to decrease or increase the number of units and/or routes in service with an agreed upon notification period.

## **Customer Service:**

Effective customer service will also be a top priority for the service. Transit operators and call center representatives have a huge impact on customer service, as customers have the most direct contact with the operators. Strong customer service will be an important criterion in the selection of a private transit operator

## **Public Timetables**

The recommended public timetable for Route 205- Airport Express Service is displayed below.

BLOCK	LV	AIRPORT	CONVENTION CENTER		EMBASSY SUITES		MARRIOTT COMPLEX		WEST ST & HENRY ST		AIRPORT	ARR
			ARR	LV	ARR	LV	ARR	LV	ARR	LV		
#	GARAGE	LV	ARR	LV	ARR	LV	ARR	LV	ARR	LV	ARR	GARAGE
205-2	4:55	---	5:00	5:02	5:12	5:14	5:16	5:17	5:20	5:21	5:36	
205-1	4:46	5:00	5:20	5:22	5:32	5:34	5:36	5:37	5:40	5:41	5:56	
205-3	5:06	5:20	5:40	5:42	5:52	5:54	5:56	5:57	6:00	6:01	6:16	
205-2		5:40	6:00	6:02	6:12	6:14	6:16	6:17	6:20	6:21	6:36	
205-1		6:00	6:20	6:22	6:32	6:34	6:36	6:37	6:40	6:41	6:56	
205-3		6:20	6:40	6:42	6:52	6:54	6:56	6:57	7:00	7:01	7:16	
205-2		6:40	7:00	7:02	7:12	7:14	7:16	7:17	7:20	7:21	7:36	
205-1		7:00	7:20	7:22	7:32	7:34	7:36	7:37	7:40	7:41	7:56	
205-3		7:20	7:40	7:42	7:52	7:54	7:56	7:57	8:00	8:01	8:16	
205-2		7:40	8:00	8:02	8:12	8:14	8:16	8:17	8:20	8:21	8:36	
205-1		8:00	8:20	8:22	8:32	8:34	8:36	8:37	8:40	8:41	8:56	
205-3		8:20	8:40	8:42	8:52	8:54	8:56	8:57	9:00	9:01	9:16	
205-2		8:40	9:00	9:02	9:12	9:14	9:16	9:17	9:20	9:21	9:36	
205-1		9:00	9:20	9:22	9:32	9:34	9:36	9:37	9:40	9:41	9:56	

BLOCK	LV	AIRPORT	CONVENTION CENTER		EMBASSY SUITES		MARRIOTT COMPLEX		WEST ST & HENRY ST		AIRPORT	ARR
205-3		9:20	9:40	9:42	9:52	9:54	9:56	9:57	10:00	10:01	10:16	
205-2		9:40	10:00	10:02	10:12	10:14	10:16	10:17	10:20	10:21	10:36	
205-1		10:00	10:20	10:22	10:32	10:34	10:36	10:37	10:40	10:41	10:56	
205-3		10:20	10:40	10:42	10:52	10:54	10:56	10:57	11:00	11:01	11:16	
205-2		10:40	11:00	11:02	11:12	11:14	11:16	11:17	11:20	11:21	11:36	
205-1		11:00	11:20	11:22	11:32	11:34	11:36	11:37	11:40	11:41	11:56	
205-3		11:20	11:40	11:42	11:52	11:54	11:56	11:57	12:00	12:01	12:16	
205-2		11:40	12:00	12:02	12:12	12:14	12:16	12:17	12:20	12:21	12:36	
205-1		12:00	12:20	12:22	12:32	12:34	12:36	12:37	12:40	12:41	12:56	
205-3		12:20	12:40	12:42	12:52	12:54	12:56	12:57	13:00	13:01	13:16	
205-2		12:40	13:00	13:02	13:12	13:14	13:16	13:17	13:20	13:21	13:36	
205-1		13:00	13:20	13:22	13:32	13:34	13:36	13:37	13:40	13:41	13:56	
205-3		13:20	13:40	13:42	13:52	13:54	13:56	13:57	14:00	14:01	14:16	
205-2		13:40	14:00	14:02	14:12	14:14	14:16	14:17	14:20	14:21	14:36	
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205-3		14:20	14:40	14:42	14:52	14:54	14:56	14:57	15:00	15:01	15:16	
205-2		14:40	15:00	15:02	15:12	15:14	15:16	15:17	15:20	15:21	15:36	
205-1		15:00	15:20	15:22	15:32	15:34	15:36	15:37	15:40	15:41	15:56	
205-3		15:20	15:40	15:42	15:52	15:54	15:56	15:57	16:00	16:01	16:16	
205-2		15:40	16:00	16:02	16:12	16:14	16:16	16:17	16:20	16:21	16:36	
205-1		16:00	16:20	16:22	16:32	16:34	16:36	16:37	16:40	16:41	16:56	
205-3		16:20	16:40	16:42	16:52	16:54	16:56	16:57	17:00	17:01	17:16	
205-2		16:40	17:00	17:02	17:12	17:14	17:16	17:17	17:20	17:21	17:36	
205-1		17:00	17:20	17:22	17:32	17:34	17:36	17:37	17:40	17:41	17:56	

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205-3		17:20	17:40	17:42	17:52	17:54	17:56	17:57	18:00	18:01	18:16	
205-2		17:40	18:00	18:02	18:12	18:14	18:16	18:17	18:20	18:21	18:36	
205-1		18:00	18:20	18:22	18:32	18:34	18:36	18:37	18:40	18:41	18:56	
205-3		18:20	18:40	18:42	18:52	18:54	18:56	18:57	19:00	19:01	19:16	
205-2		18:40	19:00	19:02	19:12	19:14	19:16	19:17	19:20	19:21	19:36	
205-1		19:00	19:20	19:22	19:32	19:34	19:36	19:37	19:40	19:41	19:56	
205-3		19:20	19:40	19:42	19:52	19:54	19:56	19:57	20:00	20:01	20:16	
205-2		19:40	20:00	20:02	20:12	20:14	20:16	20:17	20:20	20:21	20:36	
205-1		20:00	20:20	20:22	20:32	20:34	20:36	20:37	20:40	20:41	20:56	
205-3		20:20	20:40	20:40	20:46	20:46	20:48	20:48	20:50	20:50	21:04	21:17
205-2		20:40	21:00	21:00	21:06	21:06	21:08	21:08	21:10	21:10	21:24	21:36
205-1		21:00	21:20	21:20	21:25	21:25	21:27	21:27	21:29	---	---	21:32

**Revenue time**

Block #	Start Time	Finish Time	Total Hours	Duty #	Block #	Start Time	Finish Time	Total Hours
205-1	5:00:00	21:27:00	16:27:00	205-101	205-1	5:00:00	13:20:00	8:20:00
205-2	5:00:00	21:22:00	16:22:00	205-102	205-2	5:00:00	13:00:00	8:00:00
205-3	5:20:00	21:03:00	15:43:00	205-103	205-3	5:20:00	13:40:00	8:20:00

