

# Transit Technology

Advanced technology plays a key role in shaping IndyGo's transit system, which consists of 30 local service routes, ADA paratransit service (Open Door), and a Green Line Downtown/Airport Express.

## **CAD/AVL**

IndyGo uses Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) systems for its more than 145 fixed route and 75 paratransit buses, which allows the company to improve:

- On-time performance and service efficiency
- Response times to incidents and emergencies
- Communications between supervisors, dispatchers and operators

## **Radio Room**

All professional coach operators communicate with a central radio room.

Bus schedules are planned to allow for minor delays, but there are a variety of circumstances that can upset the logistical timing of a route, such as bus breakdowns, construction, or unexpected traffic gridlock.

Our radio room dispatchers are trained to respond quickly and efficiently to keep the buses arriving at their destinations "on time."

## **HASTUS**

This integrated and modular software solution assists IndyGo with transit scheduling, operations and customer information, including the company's Online Trip Planner and passenger comment database.

## **GFI Fareboxes**

IndyGo uses state-of-the-art bus fareboxes to validate and process coins, bills and magnetic fare passes. This equipment is transaction-based so it generates revenue reports, card usage reports and security/audit reports.

## **Audio and Video Surveillance Equipment**

All IndyGo buses are equipped with high-tech audio and video surveillance equipment to deter crime, help the police in identifying and prosecuting any wrongdoers as well as assisting in risk management and claims settling.

