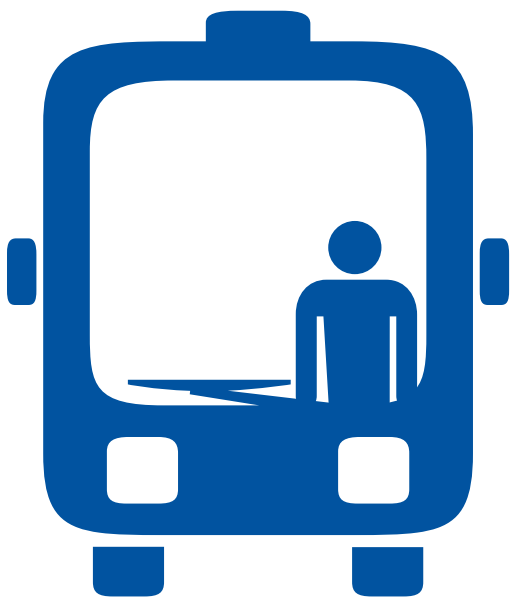


IndyGo



Rider Guidelines

A comprehensive booklet of IndyGo procedures, rules and how to ride information.



Search Pages: IndyGo



@IndyGoBus

317.635.3344

www.IndyGo.net

IndyGo's fixed route system consists of 31 routes across Marion County. 27 routes converge downtown in a hub and spoke pattern to facilitate transfers. These Rider Guidelines for Local Fixed Route Service have been developed so that you, your fellow passengers and your professional coach operators remain safe and enjoy the commute.



How to Ride Information

Boarding, Seating & Exiting:

IndyGo recommends arriving at the bus stop 5-10 minutes before the scheduled arrival time. Please have your exact fare or fare pass ready before boarding. If you are eligible for Half Fare, please make sure you have your valid IndyGo ID, Student ID (K-12) for riders 18 or younger or government-issued Medicare card ready to show to your operator.

All passengers should enter through the front door nearest the operator. IndyGo buses are equipped with wheelchair lifts or ramps, along with securement devices. All fixed route buses have “kneeling” capability, which lowers the height of the first step onto the bus. Any passenger may request the use of the ramps or kneeling function, regardless of ability.

Seats in the front of the bus are reserved for persons with disabilities, mobility devices, expectant mothers and the elderly. While passengers may be asked to relocate to other seats to make these accommodations, they are not required to move.

Operators will only pick up and drop off passengers at designated IndyGo stops,

including end-of-the-line bus stops. However, operators do not stop at all stops, so you must signal that you are approaching your bus stop by pulling the cord located above the windows.

Whenever possible, passengers should exit from the rear or center door, as this will allow passengers boarding to be unobstructed and allow any mobility device to enter.

Fare Passes

The following are types of passes that may be purchased at IndyGo's Retail Center, by calling 317.635.3344 or at IndyGo.net:

- Single Ride*
 - Day Pass*
 - 7-Day Pass
 - 10-Trip Pass
 - 31-Day Pass
 - Summer Youth Pass (June 1 – Aug. 31)
- Online and phone orders may take up to 10 days to arrive.

* Only single rides and day passes can be purchased on-board with exact change. No change or refunds will be given.

Certified Open Door riders may ride Local Service (Fixed Route) for free. These riders must show valid Open Door ID when boarding.

Children age 5 and under ride free with a fare-paying passenger, limit two.

Half Fare:

IndyGo offers half fare pricing to persons 65 and older, youth 18 and younger and persons with qualifying disabilities. In order to ride IndyGo using a half fare pass or to pay half fare on-board, individuals must show a valid form of ID to prove eligibility: IndyGo Half Fare ID Card (cost is \$2 and an application must be

completed and submitted at the Customer Service Retail Center), K-12 Student ID if 18 or younger, or government-issued Medicare Card.

How to Use a Pass/Pass Issues:

When you use a fare pass on the bus for the first time, you must insert the pass vertically in the farebox slot to activate the pass. This pass will be returned to you with a time and date stamp. Once the pass is activated, you may slide/swipe your pass for future trips. If your pass does not work, please give the pass to the operator to verify validity. If the pass is valid but will not work in the farebox or if the farebox does not return your pass, the operator will give you a yellow defect card to redeem a replacement pass at the IndyGo Retail Center. Replacement passes will only be issued if defective pass is recovered and still holds value. IndyGo may issue complimentary passes commensurate with remaining value of defective pass. Fare passes are non-refundable and non-transferable; they cannot be sold to other passengers.

Length of Trip:

Passengers are not allowed to “joyride” or stay on the bus for multiple trips. You may make one complete round trip cycle. If a passenger refuses to get off of the bus after one round trip, (s)he may be removed and riding privileges may be suspended. You are not required to exit the bus during operator breaks and/or at the end of line. Please be considerate of operators during layovers, recovery times and breaks if you choose to remain on the bus. Once you exit, you may be asked to pay an additional fare or use your fare pass for re-entry.

Bike and Bus:

All Fixed Route buses come equipped with a two- or three-unit bicycle rack. If travelling on the bus with a bicycle, you must

load and unload your bicycle. For safety reasons, customers are encouraged to notify the bus operator that they will be loading/unloading their bicycle on/off the bike rack.



It is your responsibility to unfold the bike rack, load and secure the bicycle and return the bicycle rack to the stowed position (if removing the last bicycle from the rack). If the rack is full, you will not be allowed to bring the bike on-board. When exiting the bus, please use the front door and notify the operator that you will be removing your bike from the rack.

Standing, Sitting:

Federal regulations prohibit the operation of any bus with passengers standing ahead of the yellow or white line. If a seat is available, please utilize it. If a seat is not available, please hold onto the rails.

Boarding with a Mobility Device:

All IndyGo vehicles are equipped with passenger lifts that meet ADA specifications. Passengers must be able to maneuver their mobility aid into the vehicle and wheelchair securement area, but an IndyGo professional coach operator must ensure the device is secure before moving the vehicle.



All fixed route buses also have a “kneeling” capability, which lowers the height of the first step onto the bus. A person does not have to walk up or down bus steps if unable to do so.

Passenger Rules of Conduct

Conduct and Noise:

Passengers must refrain from disruptive

behavior including talking loudly on cell phones, shouting profanity or insults, soliciting of services or favors, threatening or hostile remarks and listening to loud music or electronic devices with or without earphones. Passengers are also prohibited from throwing objects from the bus and body limbs must stay inside the bus at all times.

Appropriate attire is required for bus service. This includes shoes and shirts while boarding and traveling on the bus. Rollerblades/skates must be removed and carried onto the bus.

Smoking:

In compliance with city ordinances, smoking, which includes e-cigarettes is prohibited in IndyGo bus shelters and on the buses. Reports for smoking in the shelter may be made to the Marion County Public Health Department at 317.221.2000.

Food & Beverages:

Eating and drinking is not allowed on IndyGo buses. Sealed and wrapped food and beverages may be transported, but not consumed on buses.



Service Animals:

Animals are allowed on an IndyGo bus if they are a service animal or in a pet carrier. Under the Americans with Disabilities Act of 1990, a service animal is defined as “any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability” 49 CFR 37.3. Any animal used as a crime deterrent, or to provide emotional support, well-being, comfort or companionship is not a service animal.



Service animals must be properly trained, groomed and maintained. Control of a service animal's behavior is the responsibility of the animal's owner. Service animals are discouraged from riding on lifts. Their tails, paws, head or equipment may catch in the lift mechanism, causing severe injury to the animal. An exception would be a standee with a service animal.

Non-service animals are only allowed on IndyGo buses if they are in a pet carrier specifically designed to transport animals. Carriers may not be opened on the bus and must be leak-proof and well ventilated. Pet carriers must be small enough to fit on the owners lap or on the floor space in the immediate area of the owner without infringing the walkway.

Personal Belongings

Passengers are discouraged from occupying more than one seat or a large amount of walkway space. Personal belongings should be able to fit on your lap, under your seat, or immediately in front of you on the bus. Strollers and carts are allowed on board, but should be emptied and collapsed before boarding. Please do not leave trash in your seat or the aisle way. Buses are equipped with trash bags for your convenience and garbage cans are located at most shelters.

Prohibited Items :

- Explosives
- Knives (Cutting tools required for work are permitted)
- Car Batteries (ADA-approved equipment is allowed)
- Compressed Gas Bottles (ADA-approved equipment is permitted)
- Fuel Storage Containers

Removal of Passengers:

IndyGo Supervisors, security staff or any responding Law Enforcement Agency may remove passengers and/or their animals for not adhering to IndyGo policies. You may be removed from the bus if you are taking part in lewd or illegal activity, if your behavior is loud, boisterous or otherwise detrimental or disruptive to other passengers.

IndyGo Operator Rules of Conduct

Communication/Conduct:

All IndyGo Professional Coach Operators possess a Commercial Driver's License and abide by all IndyGo company procedures and work rules while on duty. Operators are expected to:

- Call out bus stops (including major intersections) when the auto-announce system is not in operation.
- Inform passengers of delays and detours.
- Not pick up or drop off passengers inside construction zones.
- Instruct passengers on what to do during an evacuation/emergency. All passengers are expected to follow instructions from the operator, especially during an emergency.
- Report farebox and maintenance issues to IndyGo for follow-up.
- Stop at all railroad crossings before proceeding.

Safety, Security and Lost & Found

Police & Security:

IndyGo partners with Indianapolis Metropolitan Police Department, public

safety agencies and hires its own police force. Uniformed and undercover police officers ride IndyGo coaches and



monitor bus stops to ensure the safety of all passengers. If you see suspicious or illegal behavior onboard the coach or at a bus stop, please immediately report it to IndyGo personnel, call 317.635.3344 or the law enforcement agency responsible for that jurisdiction. In case of an emergency, please dial 911 for an immediate response. IndyGo buses are part of the Indianapolis Safe Place program.

All IndyGo vehicles are equipped with audio and video surveillance equipment.

IndyGo passengers are subject to screening by local, state and federal law enforcement.

Lost & Found

IndyGo assumes no responsibility for items that are left on board. Found items are typically available the next business day at the IndyGo Retail Center, located at 34 N. Delaware St. Customer Service does not contact bus operators regarding lost items; you must wait for lost items to be taken to the Retail Center. To claim your property, you must appear in person between 8:00 a.m. and 6:00 p.m.

M-F, provide an accurate description of the item, show your photo ID and sign a property claim tag with your name, address and phone number. Found items will not be held indefinitely.



Please visit the Retail Center within a week of losing your item.

Customer Comments, Title VI Complaints and Special Services:

IndyGo welcomes feedback from passengers

and the community.

If you have comments, complaints or believe you have been denied the benefits of IndyGo's services on the basis of age, sex or disability/handicap please call our Customer Service Center at 317.635.3344 or fill out the online comment form at IndyGo.net.

Your comment will be entered into a database and investigated by the appropriate IndyGo department. For all comments, if a response is requested, staff will follow up within 10 business days.

IndyGo operates its programs without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been the victim of a discriminatory practice due to your race, color or national origin, you may file an official Title VI complaint. For more information on IndyGo's Title VI Policy and the procedures to file a complaint, contact IndyGo Customer Service at 317.635.3344 or visit IndyGo.net.

IndyGo offers the following special services:

- Route System Maps and How to Ride information in English and Spanish on www.IndyGo.net and in print.
- Screen reader-compatible online schedules available for accessibility.
- Relay Indiana: 711.

The additional services are available within 10 business days of request:

- Braille information, bus route cards for the visually impaired.

- Interpreters for public meetings, including American Sign Language and non-English.
- Audio transcribing.
- Travel trainings (for groups of 15 or more).
- Any reasonable request to make information accessible for all individuals.



Notes:

IndyGo Contact Information

IndyGo Customer Call Center:
317.635.3344

IndyGo Retail Center
34 N. Delaware Street
Indianapolis, IN 46204

IndyGo Open Door Reservations
(For certified riders only):
317.917.8747

IndyGo Administrative Offices:
1501 W. Washington St.
Indianapolis, IN 46222
317.635.2100
(Fare passes are not sold at
the Administrative Office)

Information subject to change.
Contact Customer Service for the
most up-to-date information.

