

*IndyGo*

# RIDER GUIDELINES

Tips & tools to help you, your fellow riders, and Operators have a safe and enjoyable ride.

UPDATED AUGUST 2019



**317.635.3344**  
**[WWW.INDYGO.NET](http://WWW.INDYGO.NET)**

IndyGo provides public transit service throughout Indianapolis. Our transit operates throughout Marion County, providing nearly 10 million passenger trips a year with fixed route, rapid, and paratransit. The Julia M. Carson Transit Center serves as the downtown hub for public transit.

## HOW TO RIDE LOCAL & BRT

### Plan Your Trip

- Use Google Maps or the IndyGo Trip planner at [IndyGo.net](http://IndyGo.net) to get step-by-step directions including which route to take, what bus to board, where to board, and what time the bus is departing.
- The myStop mobile app can be downloaded on any smartphone device for real-time tracking.
- You can also call 317.635.3344 to get trip planning assistance, or plan by hand with printed route maps.



### Find Your Stop

- Arrive at your stop at least five minutes before it is scheduled to depart.
- Make sure you are visible to the Operator and stand near the bus stop sign.
- Check the destination sign on the bus to make sure it is the correct bus and route before you board.

### Pay for Your Trip

Be ready to board with exact change, MyKey mobile app, or with the MyKey reloadable card. A fare is required every time you board.

## TICKETS & FARE

The following passes may be purchased by three different methods. You can physically acquire your pass in person at IndyGo's Retail Center (located in the Transit Center at 201 E. Washington St.), or ticket Vending Machine (TVM). Your MyKey card can also be purchased online with the MyKey Mobile App or at Indygo.net.

PASS TYPES	COST	HALF FARE
One Trip	\$1.75	\$0.85
One Day Pass	\$4.00	\$2.00
Open Door One Trip	\$3.50	\$1.75
Summer Youth Pass	\$30.00	N/A
College S-Pass	\$30.00	N/A

*\*Only one trip and one day passes can be purchased on-board with exact change. No change or refunds will be given. Only one trip and one day passes can be purchased on-board with exact change. No change or refunds will be given. Online and phone orders may take up to 10 days to arrive in the mail. Children age 5 and under ride free with a fare paying rider, limit two. Certified Open Door riders may ride the local service buses for half fare. These riders must show valid Open Door ID when boarding.*

*If your pass does not work at the farebox, please give the pass to the Operator to verify validity. If the Operator determines the pass is valid, the Operator will provide 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

nontransferable; they cannot be sold to other riders. Riders found re-selling passes on or around IndyGo properties and facilities including but not limited to bus stops, shelters, temporary stops, temporary shelters, or any temporary vehicle used to transport riders will be prosecuted.

### **Half Fare**

IndyGo offers Half Fare pricing to:

- 65 and older
- Youth 18 and younger
- Individuals with qualifying disabilities
- Open Door Passengers

To ride IndyGo using a Half Fare pass, individuals must show a valid form of ID to prove eligibility to the Operator when boarding the bus:

- IndyGo Half Fare ID Card (cost is \$2.00 and an application must be completed and submitted at the IndyGo Retail Center)
- K-12 Student ID if 18 or younger
- Government-issued Medicare Card

Additional Half Fare information, including the application can be found at [IndyGo.net](http://IndyGo.net).

### **MyKey Fare Pass**

- Pay as you ride with the MyKey mobile application or reloadable card
- Daily Cap is \$4 (\$2 half fare) and Weekly Cap is \$15.75 (\$7.75 half fare)
- Two-Hour Ticket (1 trip + 2 hr unlimited transfers) gives riders 2-hour access to the full IndyGo system
  - Once this pass has been stamped, swipe it in the farebox.
- MyKey Card: Tap or Scan MyKey Card or App on board, located next to the Operator.

## Fare Capping

Fare capping will be applied to registered or unregistered accounts and will apply on Bus Rapid Transit and local service. Riders will receive free rides after the daily and weekly caps are met. The daily fare cap is \$4.00 (3 trips), and the weekly fare cap is \$15.75 (9 trips). Trips made will be administered within the account-based system and will not be possible to track trips being made with mag-stripe passes or cash.

Fare capping is a pay-as-you-go system that gives riders a better value rather than having to pay an upfront cost.

*\*Cash transactions do not count towards fare caps, but they will receive a day pass or a 2-hour unlimited transfer pass from their driver.*

*\*Fare Capping does not apply to Paratransit.*

## Free Transfers

Using cash, a fare media card, or via the mobile app, free 2-hour transfers will be initiated. Once the fare card is validated, every rider will have the opportunity to transfer an unlimited amount of times during a 2-hour period. This applies to both local buses and BRT.

TRANSFER EXAMPLE							
	M	T	W	R	F	S	S
BASE	\$1.75	\$1.75	\$1.75	\$1.75	\$0	\$0	\$0
2 HR TRANSFER	\$0	\$0	\$0	\$0	\$0	\$0	\$0

## Exit at Your Destination

- Once you hear your stop announced or see it on the reader board, pull the signal cord near the windows to indicate to the Operator to stop.

- Operators only stop at bus stops if they are signaled by the rider or if riders are waiting to board at a bus stop.
- Operators will only pick-up and drop-off riders at designated IndyGo stops, including end-of-the-line bus stops. Operators will make reasonable modifications if barriers exist.
- Gather all your personal items and leave through the rear exit door.
- Note that BRT buses will always stop at all stations.



## ACCESSIBILITY

IndyGo buses are equipped with wheelchair lifts or ramps, and securement devices. All buses have “kneeling” capability, which lowers the height of the first step onto the bus. Any rider may request the use of the ramps or kneeling function, regardless of ability. All Bus Rapid Transit Lines feature level boarding allowing riders to board step free.

### **Boarding with a Mobility Device**

All IndyGo buses are equipped with rider lifts that meet ADA specifications, which means any mobility aid, including any class of 3 or more wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered. Riders must be able to maneuver their mobility aid onto the bus and wheelchair securement area, but an Operator must ensure the device is secure before moving the bus. If additional assistance is necessary, the Operator will make every effort to accommodate any reasonable request.

# RIDER RULES OF CONDUCT

## **Transit Center/Bus Rapid Transit Station Specific Conduct**

Free public WIFI is available to IndyGo riders at the Transit Center, local buses, BRT stations and on BRT buses. Only IndyGo buses and vehicles are permitted at the Transit Center. Consult the Transit Center bus bay signs and departure signs for Real Time departure information, bus stop locations at the Transit Center, and emergency security messages.

At BRT stations please stand behind the yellow platform edge strip until the vehicle has come to a complete stop. Only use designated entrance/exit ramps and crosswalks to access station platforms.

## **Length of Trip**

Riders are not allowed to loiter, gamble, panhandle, or solicit at IndyGo facilities or properties. Riders may conduct lawful business in a reasonable time frame. Riders may take 1 complete round trip cycle. If a rider refuses to leave an IndyGo facility or property after a reasonable time, (s)he may be removed and placed on a trespass list, may be arrested for disruptive behavior, and/or riding privileges may be suspended. Riders are not required to exit the bus during Operator breaks at the end of line or at the Transit Center. Once you exit the bus, you may be asked to pay an additional fare or use your fare pass for re-entry.



## **Bike & Bus**

All local buses hold 3 bicycles and all BRT vehicles have space for 2 bicycles inside. If traveling on the bus with a bike, you must

load and unload your bike on the rack on the front of the bus. When riding BRT, bicyclists will board at a designated door nearest the space for bicycle storage; platform-level boarding will enable bicyclist to conveniently and easily roll their bikes on and off the bus.

It is your responsibility to unfold the bike rack, load, and secure the bicycle, as well as return the bicycle rack to the stowed position (if removing the last bicycle from the rack).

For safety reasons, riders are encouraged to notify the Operator that they will be loading/unloading their bike on/off the bike rack. If the rack is full, you will not be allowed to bring the bike on-board. The Transit Center does not offer overnight or long-term bike storage. Bikes are not permitted in the Transit Center.

### **Standing, Sitting, & Personal Belongings**

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

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

### **Personal Belongings**

Riders are discouraged from occupying more than one seat or a large amount of space. Personal belongings should fit on a rider's lap, in or under a seat, or immediately in front of riders on the bus and inside the Transit Center.

No large carts or large amount of baggage



are allowed in the Transit Center or on buses. All packages are subject to search. Strollers and small carts are allowed but should be emptied and collapsed before boarding.

### **Conduct & Noise**

Riders are prohibited from disruptive behavior including talking loudly on cell phones, playing excessively loud ring tones, listening to loud music or electronic devices with or without earphones, shouting profanity or insults, soliciting services or favors, and making threatening or hostile remarks. Riders are prohibited from throwing objects from the bus.

Body limbs must always stay inside the bus. Spitting inside the Transit Center, at stations, on buses, or around areas where there will be heavy foot traffic is prohibited. Appropriate attire of a shirt, pants, and shoes are required for service on and around all IndyGo properties and facilities. Rollerblades/ skates/ skateboards must be removed and carried onto the bus, at stations or into the Transit Center. Skating, skateboarding, and rollerblading are not allowed in or around the Transit Center property or stations.



### **Smoking**

In compliance with city ordinances, Smoke Free Air Act 1149, smoking, which includes e-cigarettes and vapors is prohibited in IndyGo bus shelters, on the buses, at stations and in and around the Transit Center. Reports for smoking in the shelter may be made to the Marion County Public Health Department at 317.221.2000.



### **Food & Beverages**

Eating is not allowed on IndyGo buses, and

in or around stations or the Transit Center. Drinks in closed containers are permitted on IndyGo buses, stations, and Transit Center. Open drinks are not permitted. If you have a medical condition, please inform the Operator or IndyGo staff for an exclusion. Sealed and wrapped food and beverages may be transported, but not consumed on buses.

Please do not leave trash in your seat or the aisle way. Buses are equipped with trash bags near the Operator for your convenience and waste receptacles are located at most shelters, bus stops, as well as in and around stations and the Transit Center. Please do not leave children unsupervised.



### **Service Animals**

Service animals and animals in a pet carrier are allowed on buses, at stations as well as in and around the Transit Center. 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. An exception would be a standee with a service animal. Non-service animals are only allowed on IndyGo buses, at stations and in or around the Transit Center if they are in a pet carrier specifically designed to transport animals. Carriers may not be opened on the bus. They must be leak-proof, well-ventilated, and free of any strong odors and transmittable pests. Pet carriers must be small enough to fit on the owner’s lap or on the floor space in

the immediate area of the owner without infringing the walkway.

### **Prohibited Items on IndyGo Property:**

- 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 Riders**

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

## **INDYGO OPERATOR RULES OF CONDUCT**

All IndyGo Operators possess a Commercial Driver's License (CDL) 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 riders of delays and detours.
- Not pick-up or drop-off riders inside construction zones.
- Instruct riders during an evacuation/emergency.
- All riders 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, & LOST & FOUND**



### **Police & Security**

IndyGo partners with Indianapolis Metropolitan Police Department (IMPD), public safety agencies, and hires its own Security force. Uniformed and undercover Police officers ride IndyGo buses, monitor bus stops, stations and are present in and around the Transit Center to ensure the safety of all riders.

If you see suspicious or illegal behavior or notice unattended items, please immediately report it to IndyGo staff, 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. All IndyGo properties and facilities are part of the Indianapolis Safe Place program. All IndyGo buses as well as in and around stations and the Transit Center are equipped with audio and video surveillance equipment. IndyGo riders are subject to screening by local, state, and federal law enforcement.



### **Lost & Found**

IndyGo assumes no responsibility for lost items on the buses, at stations or in and around the Transit Center. Found items are typically available the next business day after noon at the IndyGo Retail Center. Customer Service does not contact Operators regarding

lost items; riders must wait for lost items to be taken to the IndyGo Retail Center.

To claim your property, you must appear in person between 8:00 AM - 6:00 PM, Monday - Friday, 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 only be held for 1 week. Please visit the IndyGo Retail Center as soon as possible after losing your item.



### **Customer Comments, Title VI Complaints, & Special Services**

IndyGo welcomes feedback from riders and the community. If you have comments, complaints, or believe you have been denied the benefits of IndyGo's services based on age, sex, or disability/handicap please call our Customer Service at 317.635.3344 or fill out the online comment form at [IndyGo.net](http://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](http://IndyGo.net). IndyGo offers the following special services:

- Route System Maps and How to Ride

information in English and Spanish on IndyGo.net and in print.

- Screen reader-compatible online schedules are available for accessibility at IndyGo.net.
- Relay Indiana: 711.

The additional services can be made available within 10 business days of request:

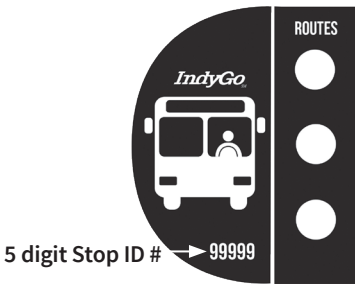
- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American, Sign Language, and non-English.
- Audio transcribing.
- Travel trainings (for groups of 15 or more).
- Any reasonable request to make information accessible for all individuals. IndyGo will make reasonable accommodations in policies, practices, and procedures when such accommodations are necessary.

If any special modifications or accommodations are needed while scheduling a ride, boarding a bus, while on board a bus, or while disembarking a bus that have not been already listed in this document, please let Customer Service know by calling 317.635.3344, filling out a form online at IndyGo.net, or by speaking to an IndyGo staff member.

## **REAL TIME INFORMATION**

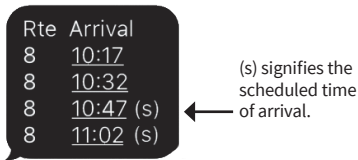
A step-by-step guide to receive estimated time of arrival information.

Your 5 digit Stop ID # can be found on all bus stop signs, route maps, and by calling customer service.



**Text/Texto:**

- Text 321123
- In the message, type “IND” and the stop ID # (Example: IND 99999).



**Email/Correo electrónico:**

- Email: [arrivals@indygo.net](mailto:arrivals@indygo.net).
- In the subject line, type the stop ID # (Example: 99999).

**Call/Llamada:**

- Call 317-635-3344.
- Select the first menu option.
- Enter the stop ID #.

**Google Maps/myStop app**

- Download the myStop app on your smartphone
- Select your route to view departure time

## OBSERVED HOLIDAYS

IndyGo operates 365 days a year. On observed holidays, please refer to Sunday schedules unless otherwise indicated. Routes without Sunday service will not operate on observed holidays. Customer Service may be closed or operate on a shortened schedule for holidays.

### New Year's Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

### Martin Luther King, Jr. Day (Saturday Schedule)

- Fixed Routes operating Saturday schedules
- Open Door operating on a regular schedule
- Customer Service Call Center open regular business hours
- Customer Service Center open regular business hours
- Administrative offices closed

### Memorial Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed



### Independence Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

### Labor Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

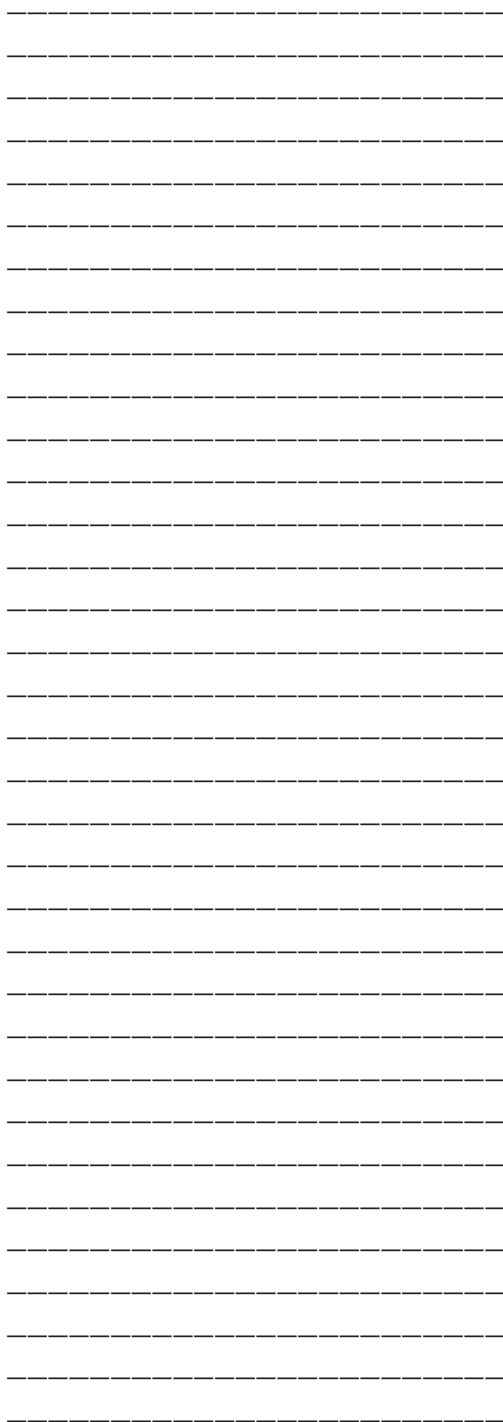
### Thanksgiving Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

### Christmas Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed





# INDYGO CONTACT INFORMATION

**IndyGo Customer Call Center:**

317.635.3344

**IndyGo Julia M. Carson Transit Center**

(includes Retail Center):

201 E. Washington St. Indianapolis, IN 46204

Monday – Saturday

Sunday

5:00 AM – 12:00 AM

6:00 AM – 9:00 PM

**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.*

***IndyGo***

**FOLLOW US ON SOCIAL MEDIA**

**Instagram: @IndyGoBus**

**Facebook: IndyGo**