

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
Having been associated with IndyGo for the last 30 years in some form or another, it deeply disturbs me that I no longer will be able to ride IndyGo by the time June 2020 comes around because transit service is being eliminated where I and several other senior citizens and working people live that ride the bus on a daily basis. The closest stop will be 4 blocks away and, having several disabilities, I am unable to walk more	IndyGo Service Planning is doing some additional reviews of Route 2 along Sutherland and Route 10 along Raceway. More details to come.	2.00
Route 2 (existing) Lives at Andrew J Brown and 34th Under proposed changes, would be left without transit Walking more than two blocks is not an option due to health OpenDoor is not an option due to extreme unreliability	IndyGo Service Planning is doing some additional reviews of Route 2 along Sutherland and Route 10 along Raceway. More details to come.	2.00
Route 2- The turn from 38th (after crossing the tracks) is very difficult to go into Orchard Ave. Instead the buses should go down Sutherland. This would make it easier for us to make the proper turn. Southerland ave. to 34th Street.	A few former bus operators within the Service Planning team have reviewed this turn from 38th St to Orchard Ave. They think that this turn is possible, although it is tight. The Service Planning team will look into moving back the stop bar on Orchard Ave to provide more room to make this turn.	2.00
Route 2 inbound and 33rd and Franklin Rd. crossroads - no light when you get back on the route, all routes should have a traffic signal go got back into traffic	IndyGo's Service Planning team does the best it can to make sure turning movements occur at traffic lights, when it is possible. This	2.00
You all need to look at the Route 2, I think you should turn right on Dr. A J Brown and left on 34th Street	There is very littel development along this section of Sutherland Ave (Dr. AJ Brown). Orchard Ave is more easily accessible by the community between 38th St and 34th St.	2.00
Route 2- can you remove/change making loop in the back lot which wraps around the tree		2.00
Route 2-30th to AJ Brown Sutherland service removal will hurt that community	While any service removal is difficult for regular customers, current boardings and alightings on Sutherland between 30th St and 34th St are very low. These customers will be able to catch the bus along 30th St or 34th St.	2.00

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Route 3 Eastbound(Turn at Ritter& Washington) Ritter is too narrow, dangerous turn, especially around rush hour. Route 5 outbound (turn at 42nd and Sherman) - too narrow and dangerous	Service Planning is looking into these turns and will attempt to move back the stop bar to allow for additional turning room.	3.00
* End of todays route 4 goes to Ivy Tech, YMCA etc. now it ends early at the end of the 39 and people go further east.	Route 4 is planned to be discontinued, but route 39 will provide service to Ivy Tech Lawrence. Service to Ivy Tech will be every 15 minutes which is a substantial increase in frequency compared to	4.00
Senior Citizen called concerned about the loss of Route 4 with the June 2020 changes. She is in Benjamin Court Apartments at Lee & Rising Rd, and was adamant to know that Stop 50088 would not be changed.	Stop 50088 (Ivy Tech Lawrence stop) will remain. While it will no longer be served by Route 4 due to that route being discontinued, it will be served by Route 39. Route 39 will provide service every 15 minutes, a substantial increase compared to the current Route	4.00
The new route map didn't show Route 4 Harrison/Ivy Tech. Is this route being discontinued or modified?	Route 4 will be discontinued, but portions of the route will continue to be served by routes 39, 4, 7, 19, and 28. Service to Ivy Tech/Ft. Harrison will be provided on Route 39.	4.00
Route 4 Elimination of Route 4 at DFAS is a concern as well as the social security office - poor pedestrian infrastructure on Post Road	IndyGo Service Planning is reviewing the connection to the Defense Finance and Accounting Service location. More details to come.	4.00
Will there still be a route 5?	Yes, the Route 5 will remain in service in June, but the route will have a few changes. Route 5 is proposed to no longer serve the Carson Transit Center. Instead, the south/west end of the Route 5 will be at the Meridian & 22nd St Red Line station. The route will	5.00
Route 5 How do we expect people to get to major jobs without it going down Andrew	Route 5 will provide service every 30 minutes to the 22nd St Red Line station, and Route 5 and 21 will combine to provide service	5.00

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<p>Age 63 Concerns about concrete medians on busways (Red Line) Route 5 Concerns about people being shocked by changes Worried about awareness of coming changes</p>	<p>IndyGo is committed to providing frequent and rapid service via the Red Line, which will continue to serve as the spine of the new bus network. Route 5 will provide connections to the Red Line for service to and from downtown. IndyGo staff will be working tirelessly between now and June to inform the public about any</p>	<p>5.00</p>
<p>Rt. 5 north on Sherman. & left on 42nd st. is way too tight and needs to be evaluated.</p>	<p>Service Planning is looking into this turn and will attempt to move back the stop bar to allow for additional turning room.</p>	<p>5.00</p>
<p>Can Route 6 go up to Michigan Rd and catch 38th -Red Line back to route 6.</p>	<p>Existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. Making the customer's proposed change to the Route 6 would require a significant operational cost and would likely require</p>	<p>6.00</p>
<p>6 Harding will no longer go to 3600 and Elmira</p>	<p>This is correct. With the proposed route changes, 36th St & Elmira St will no longer be served by Route 6. Route 34 will instead serve this section of N. Clifton St between Dr. MLK Jr. Dr. and 30th St.</p>	<p>6.00</p>
<p>I would like to request that the Route 7 East (currently the 3) be changed back to include the Pleasant Run Parkway from 5500-6000, Ritter to Arlington. The route currently runs along Pleasant Run Parkway to Arlington. That includes my stop at Graham and Pleasant Run. You are re-routing the bus at Ritter down to Washington and then back to Arlington, bypassing my stop and the entire street. You already have Washington Street covered via the #8. I would like my street, Pleasant Run Parkway from Ritter to Arlington, and my stop to continue to be included. I am a frequent rider, and there are other people that also use the stops from Ritter to Arlington.</p> <p>I also noticed that Community East Hospital is losing coverage from both the #3 and the #10. There are many people that catch the bus at Community</p>	<p>Ridership along the section of Pleasant Run Pkwy between Ritter and Arlington is very low. By deviating the route to Washington via Ritter, this will allow for a transfer between Route 7 and Route 8, which are both frequent routes.</p> <p>"Community East will continue to be served by Route 11 along 16th St at Ritter Ave. Route 11 will increase frequency from service every 60 minutes to service every 30 minutes. Route 10 will also serve Community East (Route 10 and Route 11 will Route 3 (changing to Route 7) will no longer serve Community East.</p> <p>Route 10 will no longer deviate from 10th Street along Ritter Ave</p>	<p>7.00</p>
<p>Route 8 doesn't start early enough or end late enough. West bound is very bad on weekends.</p>	<p>IndyGo added additional service along Route 8 W. Washington St on February 9th. 15 minute frequency service on Route 8 will be extended to the Airport every day of the week until 7pm.</p>	<p>8.00</p>

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Looking at maps showing old hub and spoke and new efficient grid, I see a "line" from airport to one corner dot. Why don't you have an express line running every 20 minutes from airport to transportation center where they could pick another route?	IndyGo added additional service along Route 8 W. Washington St on February 9th. 15 minute frequency service on Route 8 has been extended to and from the Airport every day of the week until 7pm.	8.00
Route #9 will be more efficient the way it circles at Beachway.	Thank you for your feedback. We agree Brookville > Kitley > English and back is a more efficient path.	9.00
Requesting that the 10 girl school road not be removed , she said doing that would cause the senior home, amazon workers, and kroger workers to be stranded.	Route 10 (Girls School Rd) is not being removed. There is a minor change to the route alignment near Girls School Rd and Rockville Rd, but this does not impact access to nearby apartment complexes, Amazon, or Kroger.	10.00
I was informed that the No.10 Girls School West will no longer be available. I have been taking this route to and from work consistently for a year and a half. This route is needed not only for myself but for the numerous passengers from the senior community at Cranston, to the employees at Amazon on at girl school, Rockville, to Krogers which is my destination. Please reconsider taking this route. Thank you.	There is only a minor adjustment to that portion of Route 10. We currently use Girls School > Cranston > Welcome Way > Rockleigh > Girls School > Rockville. The minor adjustment will take buses from Girls School > Cranston > Welcome Way > Rockleigh > Rockville.	10.00
Are you kidding me? Why are you making it even harder for those of us who rely on the bus to get us EVERYWHERE? I primarily use #10 and now you propose to make the wait even longer and you are cutting out Community East Hospital! I guarantee that those who propose these changes have never ridden the bus more than to make some sort of media appearance. Try relying on the bus for at least an entire month. Park your car and take the bus to and from work, doctors appointments, grocery shopping, etc., then consider making changes. Stand out in all types of weather hoping the bus	IndyGo staff understand the challenges that riders face accessing and using the bus. Many IndyGo employees ride every day. Unfortunately, IndyGo cannot provide high frequency service to every destination. However, Route 10 frequency was just improved to provide service every 15 minutes Monday through Friday. The 2013 comprehensive operational analysis and the Marion County Transit Plan referendum provided the opportunity for IndyGo to shift towards a new higher-frequency, grid-based	10.00

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This is my third note regard proposed June 2020 changes. I live on Cunningham and 16th street. If this changes move the #10 then Eagle creek apartments on 2148 Augusta drive east will lose its service. Well not have a bus please advise if IndyGO is going to take service from all of us who rely daily on the #10. If the changes in June are appointed	The current ridership along Cunningham Drive and this section of 16th Street is lower than the ridership along Lynhurst and Woolco near Speedway shopping center, where Route 10 is proposed to be rerouted. For that reason, Route 10 is proposed to service Speedway shopping center instead.	10.00
There has been a rumor between #10 passengers and one of the drivers that Route 10 will be eliminated in June 2020. This has caused great concern for those of us whom depend upon bus transportation from Cranston/Welcom	Route 10 is not being eliminated or discontinued. Cranston Dr and Welcome Way Blvd will continue to be served by Route 10 in the future, with the same level of service.	10.00
I live in Cunningham Road in Speedway. I reside in the Eagle Creek Court Apartments.	There are no current plans to continue providing service on this stretch of Cunningham Rd. The current ridership at those stops	10.00
Hello my name is Terence Taylor and I depend alot on riding Route 10 on Girls school at Rockleigh ave too get too work I would like for them not to remove this route on Rockleigh ave	Route 10 is not being eliminated or discontinued. Rockleigh Ave will continue to be served by Route 10 in the future, with the same level of service.	10.00
"Route 10 taking away Shortridge The 10 should come down shortridge, go south on shortridge, loop around Washington st. and come back up shadeland and turn right on 21st street and then go out. Basically it shouldn't turn at Arlington. Shortridge to post is dead, but a lot of people go to the Kroger."	Route 10A will service the Kroger at Shortridge, but continue east to Washington St and German Church Rd. Route 10B is turning at Arlington St because those buses will turn into Route 11 at the intersection of Arlington & 16th St to provide service on inbound Route 11. Because this is how the buses will be scheduled, the 10B will not be able to provide service all the way to Shortridge.	10.00
I live at Wyndam Hall Senior Apts. I take the 11 east 16th st bus to downtown to work and back home. I do not like that they are ttaking that bus route away. I will have to walk up to 21st st and take that bus downtown. There are people that live in a nursing home and senior apts down on 16th st east of shadeland. They will have no way to go and catch a bus.	There are no current plans to continue providing service on this stretch of Wellesley Blvd. The current ridership at those stops does not support the level of service currently provided. The closest bus routes will be along 21st St (Route 21), which will provide service every 30 minutes.	11.00
I am a State of Indiana employee working in downtown Indianapolis. I catch the #14 Prospect route at Prospect and Randolph streets. Sometimes I ride the #14 bus to the end of the line at Emerson and Thompson to the grocery.	From Prospect and Randolph to and from Downtown, Route 26 will provide improved frequency, as it will provide a connection every 15 minutes to the Carson Transit Center and the Red Line.	14.00

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I am Pastor in The Southeast side of the city .would advise you not take away part of route 14 from Norwood neighborhood. For there many seniors who live in that area who have no transpotion to go the grocery store or to fountain Sq area It is a disservice to that community and they are tax payers. And you all need	There are more trip generators along English Ave between Sherman Dr and Keystone Ave, which is why new Route 56 (replacing existing Route 14) is proposed to serve English instead of this section of Prospect. The majority of homes in the neighborhood south of this section of Prospect are all within a	14.00
Comment on the proposed changes to the Route 14 route/stop on Prospect St. (by Sherman St.) just south of the future Criminal Justice Center. By changing the route/removing the bus stop on Prospect St. you would be cutting off Norwood neighborhood residents (historically black community)	There are more trip generators along English Ave between Sherman Dr and Keystone Ave, which is why new Route 56 (replacing existing Route 14) is proposed to serve English instead of this section of Prospect. The majority of homes in the	14.00
I ride the 14 I walk 2 miles to bus stop now and you're going to tKe the only bus I can get to go to work I work across the street fro. Trans.center ty for taki ng my only way to work away .I'm 61 and bad leg and back.	The majority of homes in the neighborhood south of this section of Prospect where Route 14 service is proposed to be discontinued are all within a quarter-mile walk to Sherman Dr,	14.00
The 14 Prospect has been here since I was a little. Taking this route away will be devastating to all those who use this route to go to work.	While Route 14 is proposed to be eliminated, service will be provide along all portions of the route except for the stretch of Prospect St between Keystone and Sherman. Route 26 will provide service every 15 minutes between downtown and	14.00
Riding this route is the only way my brother can get to work. Please do not discontinue. 14 and Prospect	While Route 14 is proposed to be eliminated, service will be provide along all portions of the route except for the stretch of Prospect St between Keystone and Sherman. Route 26 will provide service every 15 minutes between downtown and Prospect & Keystone. The remainder of current Route 14 will be	14.00
To whom it may concern: The #14 route should not stop. People use this route to get downtown, family dollar at Prospect & Churchman St. the fountain square area. My opinion some people don't have any other transportation.Thank You	While Route 14 is proposed to be eliminated, service will be provide along all portions of the route except for the stretch of Prospect St between Keystone and Sherman. Route 26 will provide service every 15 minutes between downtown and	14.00
There are a lot of people that utilize the 14 Prospect. With the new justice center this would affect bus riders to work as well as those coming for business issues.	While Route 14 is proposed to be eliminated, service will be provide along all portions of the route except for the stretch of Prospect St between Keystone and Sherman. Route 26 will provide service every 15 minutes between downtown and Prospect & Keystone. The remainder of current Route 14 will be	14.00
Customer calling to comment on getting rid of #14.....Customer stated that she is handicap and the cabs are not getting customer on time.....Customer stated she would be lost without the #14. She stated if the cab doesn't come she can go right out to the bus stop and	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still	14.00
Please do not change, modify, or discontinue this bus route! I have lived on Prospect St as a child growing up and as an adult. The 14 Prosspect bus, was the very first time I rode on a city bus by myself. I was going to The Madam CJ Walker when it was a movie theater.	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still be provided at the intersection of Prospect St and Sherman Dr, via proposed Route 56. This route will continue to provide	14.00

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Closing down metro for the 14 prospect would be like taking someones left leg. We have student, and mature people who use the bus here. Everyone here do not own cars and need to get to the grocery store, work.	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still	14.00
We need our buses on the southside. We want sidewalks on all the new businesses and traffic generated by the CJC. even for the workers that pay taxes for this public transportation.	IndyGo is working closely with the City of Indianapolis to make sure that adequate bus service will be provided to the new Criminal Justice Center on the eastside. This will include sidewalk connections between nearby bus stops and the CJC.	14.00
We need our route 14 bus cause it is necessary for the old and young. Our taxes go into IndyGo. Cut some of the other lines like the 39/17 and others that run every 15 minutes.	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone	14.00
I dont understand this, more building is happening but we can't get out of the hood, we need the route 14 bus.	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still	14.00
Keep the 14 because people need it because alot of us don't have cars	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still be provided at the intersection of Prospect St and Sherman Dr, via proposed Route 56. This route will continue to provide connections to the Carson Transit Center (via English Ave instead	14.00
Indy bus is mode of transportation for many occupants on the #14 line. Our senior citizens use the bus, are you in the business of handicapping indy residents?	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still	14.00
I think getting rid of the 14 prospect would be a big mistake. Lots of people from this neighborhood ride and use this bus as transportation. For work and	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the	14.00
Reason to keep the 14 prospect there is a alot of people depend on it for transportation to get where they need to go. That is some peoples only means of transportation	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still be provided at the intersection of Prospect St and Sherman Dr, via proposed Route 56. This route will continue to provide connections to the Carson Transit Center (via English Ave instead of Prospect St) and Thompson and Emerson (via Southeastern Ave	14.00
People in our neighborhood with no cars that rely on route 14 bus for work appointments etc. bus is good transportation for ones with disabilities. The CJC will be served by this route as well. For them to get to appointments.	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still be provided at the intersection of Prospect St and Sherman Dr, via	14.00

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Please let the 15 E 34th st, bus stay on the route that it go's. I went to one of the meetings January 16,2020, and they were talking about elimanating Route 15 in June 2020. Please do not take this bus off of the route it go's, because it will make it very difficult, trying to get off of one bus to get to another , to go DownTown. And i live on the Route 15.	The Route 15, which is proposed to be discontinued, will be primarily covered by the new Route 30 and new Route 37. Route 30 will be a key crosstown route that will operate every 15 minutes and provide a connection to a number of routes, including the Red Line station at Meridian & 30th Street. While it is correct that a trip downtown will likely require a transfer, the service level improvement from Route 15 (60 minutes) to Route	15.00
You seem to be elimnating the #15 bus that bus has served me very well for 30 years I say this is wrong! IF ITS NOT BROKEN DON"T FIX IT!!!	It is difficult to tell from the comment where along Route 15 this customer will experience a service change. Portions of Route 15 will be eliminated. Some of Route 15 is being covered by proposed Route 30 or proposed Route 37, with connections to the	15.00
Educator who has students who attend Marian and Riverside High Route 15 Loss is major concern where new Route 30 isn't picking up Would like Route 15 to stay We need to make more considerations for people who can't afford Ubers	Marion University and Riverside High School will continue to have service provided by proposed Route 30, which will provide service every 15 minutes. This is an increase to the 30 to 60 minute frequency of current Route 15. IndyGo is further reviewing if service can be provided on Route 30 further north to the Eagle	15.00
Is a social worker Route 15 Deep concerns about loss of 15; currently uses it to access Route 5 in Downtown	Areas along current Route 15 will continue to have service provided by proposed Route 30, which will provide service every 15 minutes. This is an increase to the 30 to 60 minute frequency of current Route 15. IndyGo is further reviewing if service can be	15.00
We need the bus number 15 every 30 minutes.	Route 15 will be discontinued in June. However, service along portions of Route 15 will be replaced by proposed Route 30, which will provide service every 15 minutes every day of the week. This will be a huge improvement for IndyGo's customers.	15.00
I want the #15 to go to my area (34th and Moeller Rd.)	Route 15 will be discontinued in June. However, service along portions of Route 15 will be replaced by proposed Route 30, which will provide service every 15 minutes every day of the week. 34th and Moeller Rd will be served by proposed Route 37.	15.00
#16 Lynhurst-need sidewalks. Concerned of timing with csx. Concerned of neighborhood traffic increasing and frustration being able to pull onto Lynhurst.. Overall concerned of traffic jams and frustrated delivery drivers	IndyGo will be improving the new bus stops along Lynhurst Dr for the new route 16. Unfortunately, IndyGo cannot time route 16 railroad crossings with CSX, as this route will be operating every	16.00

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There is nothing on Lynhurst. Train may be an issue.	IndyGo cannot time route 16 railroad crossings, as this route will be operating every 30 minutes. IndyGo operates many routes that require crossings of railroad lines. While Lynhurst south of 16th St is primarily single-family residential, Park Fletcher at the end of the line is an important employment center that will benefit from this new service.	16.00
Glad Lynhurst bus is returning. Older populations need this.	IndyGo agrees that this is an important new service connection.	16.00
Removing the current route 16 outbound is unacceptable. INBOUND will be a major HARDSHIP! Indygo is my transportation to high school. We already have very few routes for South, but this horrible change will remove any connection to S. Emerson Ave., and any beech Grove. This is a NECESSITY for shopping and groceries. Transportation to and from work. Transportation to and from school. There are very limited options in the	South Emerson will continue to be served by Route 23, which picks up the majority of current Route 16 that is proposed to be discontinued. Beech Grove will continue to be served by Routes 12, 13, and 56, with increased frequency on routes 12 and 13.	16.00
Upset about the changes made to the route 18 as there is a section in Nora that is harder to access due to the changes. Caller doesn't think we care about customers and we're going to lose service.	Route 18 previously served Nora, but now serves Glendale Town Center. The Nora area will continue to be served by the Red Line - Route 90 on College Ave. to 91st St. (91st/Evergreen after June 2020) and by Route 86 along 86th Street.	18.00
3. One bus route (#18) in Butler Tarkington will be terminated south of 46th street removing one of the two current routes to downtown.	You are correct that the removal of Route 18 will impact service frequency between Butler Tarkington and downtown Indianapolis.	18.00
Heard discontinuance of Broad Ripple inbound and outbound bus transportation. The older 17 College needs to be brought back and the 18 split up to have the actual 18 back running. How are people supposed to get downtown and into Glendale and back - especially if they are crippled like I am? I need that bus route functioning.	There are no service removals along any of these routes or streets. Some routes will change names/numbers along the same corridors. College will still be served by the Red Line, and from Glendale riders still have a one-seat trip downtown and back via Route 19. While Route 18 will be discontinued, a new branch of Route 26 will continue to link Glendale to Butler University via	18.00

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* 19 should go to Comunity North without a transfer.	Based on public comment, IndyGo will continue to provide service to Community Hospital North via Route 19. Route 7 will also provide service to Community Hospital North.	19.00
B: Years ago Indygo promised to improve the frequency of the #19-52. I see they will still run 30 minutes apart, even during the week! What can you do to remedy this? It is too slow to plan anything, and since it runs on a 30-minute log, it normally takes 30 MORE minutes to transfer to another bus! Saturdays and Sundays are atrocious!! Also, do you think Indygo will EVER run later than 8:15pm from downtown? How do I know this? I'm a former Indygo CSR, and I ACTUALLY rode the bus when I worked at the hub. This was over 5 years ago, and I still cannot attend a PACER game through the week on it and get home at a decent hour. Pathetic.	IndyGo is working to increase late night service span for many routes starting in June. More details to come as schedules are built. Route 19 is proposed to operate at 30 minute frequency and there are no plans at this time to further improve frequency on that route.	19.00
Is there any chance for Route 19 to increase frequency so buses run every 30 minutes until 9pm? I work in Castleton and if I miss the bus in the evening, I can't get the next one until almost 10pm. It would be helpful if they kept going every 30 minutes instead of their current hourly schedule starting at 5pm.	Schedules for routes will be finalized closer to June. It is still to be determined how late Route 19 will operate at 30 minute frequency.	19.00
Surely between now and June 2020, you will hold more community meetings than the one this week. Also, can I transfer from the 19 to the 26B via Glendale, where it comes now? Sorry, but your grid does not mark the streets	The indygo Community Outreach team will be holding continuous outreach throughout the year for IndyGo Projects. Those can be found at indygo.net/calendar we will be updating shortly with more events	19.00
Route 19 Grateful that it will continue to the hospital Sympathizes with anyone who is losing a route or stops Works downtown Curious why certain streets have numerous routes that overlap - has concerns about coverage	Increased frequency can be provided in two ways: by increasing the frequency of one route that serves a street, or by overlapping two routes and staggering the schedules so as to create a frequent corridor of service. IndyGo has overlapping service on some streets because those streets (or neighborhoods) have ridership that supports the need for higher frequency. This includes Central Ave, East St, and 25th St.	19.00
Customer would like the 21 to still go to the transit center because she is a senior and doesnt feel safe connecting with the route 19 on 22nd & central.	Proposed Route 21 will provide numerous transfer opportunities to get to and from the Carson Transit Center, including frequent service along Central Ave and 22nd St as well as at the Meridian and 22nd St Red Line station. These locations will have improved bus stop amenities to allow for a safer and more comfortable transfer.	21.00

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Route 23 is too long	Proposed Route 23 is similar in length to existing Route 16. It is proposed to serve portions of existing Route 16 and existing Route 26.	23.00
The proposed changes to Route 24 will cut off IndyGo bus users from access to the Walgreen's and CVS as well as the Kroger at Kentucky Avenue and Mann Road. This is not a good situation.	After further review, IndyGo plans to continue servicing Kentucky Ave near Mann Road. More details on final routing to come.	24.00
I like what I see. This will be a huge learning curve for IndyGo riders. I'm disappointed that I don't see better service to the southwest quadrant of our city. I live on Route 24, near Morris & Harding, and would like to access businesses halfway between here and Ameriplex with more frequent service.	<p>Thank you for your support of these system changes.</p> <p>While it would be ideal to add more stops along Kentucky Ave between Lynhurst Dr and Ameriplex, the unsafe roadway design (which is similar to a highway design) presents an unsafe condition for IndyGo's passengers and bus drivers. Unfortunately, there are no plans to add additional stops along Kentucky Ave at this time.</p>	24.00
2. Inconsistencies in materials showing the proposed changes. I'm particularly interested in the new route #26 through our neighborhood. IndyGo's system map shows a route through Butler Tarkington that is different from that shown in the handout on #26 in the information session I attended at the Central Library. Which is it? If it's the one on the system map there will no longer be a stop at 46th and Illinois, convenient to Heritage Place, Saint Thomas, Common Ground and Meridian Kessler to the east.	Route maps have been adjusted and re-posted to the IndyGo website. Route 26 will use Illinois Street north of 49th Street and will use Boulevard Place south of 46th Street. Boulevard Place & 46th Street is within 1/4 mile (typically a 5-minute walk) from Illinois St & 46th St.	26.00

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Comment	IndyGo written response	Route(s) impacted
route 26 to 13 or 16 need to stay because I'm on disability and unable to walk more than 3/4 of a mile.	There are no plans to change the proposed Route 26, which will serve the Carson Transit Center starting in June instead of the southside (south of Prospect). Routes 12, 13, and 23 will serve those portions of existing Route 26, except for the portion of Keystone Ave between Prospect and Raymond. Service will be removed on that section of Keystone Ave.	26.00
Why duplicate Red Line along Virginia Ave with Route 26?	Currently IndyGo provides a single-seat trip from the the Carson Transit Center to Prospect St & Keystone Ave via existing Route 14. The proposed new Route 26 is serving a portion of current Route 14, which is why it is proposed to continue to serve this corridor, even though it does overlap with the Red Line along Virginia Ave.	26.00
Why the 26 extension via Westfield Bl to Butler U. - what's the expected ridership on this?	The branch of proposed Route 26 that serves Butler University is serving an existing connection between Butler and Glendale Town	26.00
Would love to see 26B go to 15 minute service to make it easier to access the Red Line. Riding in the morning is easy to time the bus but the return trip home is hard to coordinate the transfer to access the east end of Broad Ripple.	At this time there is no plan to increase frequency on Route 26. It will remain at the current proposal which is every 15 minutes south of 62nd St and every 30 minutes for the two branches (26A and 26B).	26.00
26 needs to stay N & S not down to Transit Center. People go to pantries and want to go straight home and not unload twice.		26.00
What route will service Keystone?	Route 26 will serve North Keystone Ave on the north side. On the southside, proposed routes 13 and 23 will serve portions of South Keystone Ave.	26.00

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
Can the Butler bus go down to Clairdone to give access to Crown Hill Cemetary?	Route 28 is proposed to use Boulevard Place. This street was strategically selected for Route 28 service since it is within walking distance of Illinois St, where service is currently provided. Boulevard Place provides service within walking distance of both Illinois St and Clairdon.	28.00
4. The other downtown route (#28) through Butler Tarkington will also no longer go downtown but instead terminate at 30th and Meridian, where it connects with the Red Line. For those who want to go from Butler Tarkington (or any locations north all the way to St. Vincent) they'll have to transfer to the Red Line. This will make the trip approximately 15 minutes longer (if the transfer goes smoothly) than either of the currently direct #28 or #18 routes. Because return routing from downtown will also require this transfer at 30th street it will be especially problematic: since the #28 will be scheduled only every 30 minutes, if the Red Line is delayed going north and the connection	Route 28 will not terminate at Meridian and 30th St as the customer stated, but will instead travel east on 29th St (westbound on 30th St) and will use Central Ave, Fort Wayne Ave, and Alabama/Delaware St to provide direct downtown access to the Carson Transit Center.	28.00
Is the 28 bus going to run every 30 minutes ALL DAY including WEEKENDS ? I would to like them to keep the stop at the WOMEN'S HOSPITAL because there is no sidewalk on DUGAN, it always get flooded and the pavement is in bad shape , can you explain why not ?	Yes, Route 28 will run 30 minute service all day, including on the weekend. Unfortunately, it is not possible for IndyGo to continue to provide direct service to the St Vincent Women's Hospital. The closest stop will be at Dugan Drive, just north of the northern entrance to the building. There is a sidewalk along the northern driveway that provides ADA accessible access to the hospital building.	28.00

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
Route 28 passengers don't want change.	We understand that change can be difficult for our regular customers. Please encourage customers to submit comments online or via Customer Service so that Service Planning can review any public comments on the route changes.	28.00
Will people be able to get to the hospital on Cold Spring Rd?	With the proposed route changes, Route 30 will no longer serve the Dr. Otis Bowen Veteran House clinic. The closest service will be provided at 30th St and Cold Spring Rd (Route 30).	30.00
The changes I see which most effect me individually are: 1. The REDLINE "connector" (from county line road-hanna, university etc) and the merging of the 30 crosstown with the west 38th street bus. Initially I wasnt sold on the redline, but timing is ever improving, and now I'm a cheerleader. But if you live SOUTH og UI it sucks. Ever other bus doesnt come for you and now those that do will only run every 30 min, compared to every 10 or 15 mins like promised before. Its to cold outside to wait on the University platform. The "crosstown" is always on time with great drivers. The sooner the crosstown starts running/stopps at Marian U the better. Please keep the late night runs on the weekends. My income depends upon	Thanks for your support of the Red Line and the frequency improvements to Route 30. The Red Line is scheduled to provide service south of University of Indianapolis every 20 minutes M-F and every 30 minutes on the weekend.	30.00

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
<p>Represents International Marketplace Routing will be difficult for people in wheelchairs "Are we servicing the right people?"</p>	<p>After talking with representatives from International Marketplace, they were more at ease about the proposed changes, specifically with the increase in frequency on proposed Route 30.</p>	<p>30.00</p>
<p>I am concerned about the change in route on the 30 bus. I live off Cold Spring Road and use the bus sometimes when I need to go to work. There are several apartment complexes, the Seminary, and a Veterans Hospital on that road. Even though Larue Carter has closed, I would still like to see the bus come down Coldspring, at least to Larue Carter or to the VA clinic. There is plenty of room for the bus to turn around there and it wouldn't add much to the route.</p>	<p>Unfortunately, because the Route 30 bus is proposed to provide service further west to Eagle Creek, Route 30 service will be discontinued on Cold Spring Rd. IndyGo currently services this area because that is where the bus is scheduled to turn around at the end of westbound trips. We are not able to make this route deviation once Route 30 begins servicing further west.</p>	<p>30.00</p>
<p>There is a big gap where the previous 31 used to go.</p>	<p>IndyGo is proposing to combine service for Route 31 and new Route 23 along Meridian St to provide more frequent service to that corridor. This does have an impact to service on Madison Rd between McCarty and Pleasant Run Pkwy, where service is proposed to be removed. The stops that are proposed to be removed along this section of Madison Ave are all within 1/4 mile walk of East St and Meridian St.</p>	<p>31.00</p>

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Comment	IndyGo written response	Route(s) impacted
customer would like to formally request that route 31 is changed back to its original route and frequency.	The portion of Route 31 that was changed is now being served by the Red Line/Route 90 southern extension. The current Route 31 will remain as is, except for a slight change near County Line road to provide two-way (northbound and southbound) service on Shelby St.	31.00
Want 31 back to every 30 minutes	IndyGo is still finalizing schedules, but we do have a goal to offer 30 minute service on Route 31 during morning and afternoon peak ridership hours, Monday through Friday.	31.00
I was not able to attend the meeting do to working but I would like for there to be a route that goes straight down Madison like it use to be . it's very inconvenient to live down the street from somewhere and have to catch two busses to go 5 minutes away all because the buses split on Hanna. I know a lot of the south side riders feel this way . The greenwood bus was very simple convenient before the Change it was a straight shot down Madison please make the south side route simple again .	There are no plans to change Route 31 back to its previous routing. The Red Line will continue to serve Madison Ave south of Hanna Ave as it currently does.	31.00
Route 31- The proposed changes will cut off access to several apartmetn complexes as well as the YMCA. Riders will have to walk to Community South or to US 31.	Service Planning has reviewed this and has made an adjustment to the proposed Route 31 routing. Instead of removing service on Shelby St, we are now proposing to provide two way service on Shelby St between County Line Road and US-31. In reponse to this change, service along US-31 between Shelby St and County Line road will be removed. This will impact service at three existing bus stops, which will no longer be served.	31.00

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
Need to put 31 back on Madison from downtown alot of people always went to BMV & Terrace and students to school.	There is no plan to move Route 31 back to Madison. This section of Madison is well served by the Red Line, with 20 minute frequency service on weekdays and 30 minutes on the weekend.	31.00
Fay. Biccard Glick neighborhood center has tons of apartments within a 2-3 mile radius as well as Park 100 and St. Vincent and need access to routes	This community center is served by Route 34 at Michigan Rd & 71st St. Route 34 provides service to all of the apartments on Township Line Rd and Westlane Rd.	34.00
Rt. 34- Don't eliminate the 86th street St. Vincent that is currently in use. Transferring at 86th/Michigan to Rt. 86 is one of the busiest intersections in Indy and not appealing. Please don't eliminate the 3 miles of that route.	After further review of this change and numerous public comments about this connection, IndyGo will be keeping the current Route 34 connection to St. Vincent Hospital via 86th Street.	34.00
I work at 5am in College Park and live near St. Vincent. I have to take the 34 because the 86 does not operate early enough. With the new route of the 34 it would not go near St. Vincent. The 86 does not get me very close to	Based upon community and rider feedback, Route 34 will continue to directly serve St Vincent Hospital, with no transfer to Route 86 required.	34.00
Route 34 should operate via 27th St from MLK to Clifton to better serve the community	IndyGo's Service Planning team reviewed this request to have Route 34 use 27th St instead of 30th/29th St between Clifton and MLK Dr. Currently Route 15 serves this portion of 27th St. However, the ridership is much higher at MLK Dr & 29th/30th St intersections than the ridership along 27th St. Because of this, IndyGo believes that it is better to have Route 34 service 29th St & 30th St than to deviate to provide service along 27th St.	34.00
Please leave the route 34 the same, down MLK. Stops 51044 & 50916 are used very frequently, even by IndyGo employees. Please keep this route the same.	The Route 34 will continue to serve the intersection of MLK and 30th St where these two stops are located.	34.00
On Route 34, please do not take out the E/W portion to St. Vincent. Don't make people transfer at the 86th Street / Michigan Road intersection, it's dangerous! It only adds approximately 10 minutes (2-3 miles) to/from St. V's. Please don't do it.	After further review of this change and numerous public comments about this connection, IndyGo will be keeping the current Route 34 connection to St. Vincent Hospital via 86th Street.	34.00

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
34 needs to always go to St. Vincent- There times do not connect at the 86	After further review of this change and numerous public comments about this connection, IndyGo will be keeping the current Route 34 connection to St. Vincent Hospital via 86th Street	34.00
I would like to see more routes and more frequency from IndyGo on the northwest side. Having the 37 only go north-south every half hour is disappointing and makes it very difficult to rely on for everyday transportation.	Frequency improvements to Route 37 may be considered in the future, but are not currently planned. IndyGo will continue to monitor Route 37 for any future improvements based on ridership.	37.00
For route 37, Zionsville and 76th is a popular bus stop	After further review, IndyGo plans to keep service aligned on Zionsville Rd between 79th St and 74th St, instead of moving service to Woodland Drive.	37.00
Newfields IMA is very concerned about losing the ability to ride easily to work.	Ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. Newfields IMA will continue to be served by Route 34.	38.00
It has come to my attention that IndyGo plans to remove the 38 bus route, which I depend on to commute from my home in South Broad Ripple to my workplace at Newfields. I see many other people using this line for commuting, shopping, visiting the Crown Hill cemetery, and coming to work at the museum. The plans will leave a section your district along 38th Street and the Butler-Tarkington neighborhood between Meridian St. and Lafayette Rd., which currently has a regular bus service, with no public transportation.	Existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. Newfields IMA will continue to be served by Route 34, and Butler Tarkington will be served by Route 28 and Route 26.	38.00
Is 38th Street being eliminated?	Service along W. 38th St between Georgetown Rd. and Boulevard Pl. will be discontinued. Existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. The intersection of Lafayette Rd & 38th St will be served by Route 30, Michigan Rd & 38th St will continue to be served by Route 34, and the Butler Tarkington area will be served by Route 28 and Route 26.	38.00
6. It appears there will no longer be direct service to the westside and Lafayette square area from Butler Tarkington (or for that matter anyone near 38th street and east of Meridian) as IndyGo proposes to eliminate that section of the #38 bus.	Correct, the Route 38 is proposed to be eliminated and with this change there would not be direct service to the westside of Indianapolis from Butler Tarkington. The best option to travel west would be to transfer from Route 28 to Route 30 (15 minute frequency) to travel west to Lafayette Square.	38.00

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
<p>I live at Coldspring and 38th. If you must get rid of the 38 I will have to walk to the 34 at Coldspring and Michigan which is over a mile. Unfortunately a few years ago you also got rid of the northbound bus stop at that intersection. There are several southbound but oddly no northbound anywhere near there by Light of the World church. It's a huge church so why is there a southbound stop but no north? If you get rid of the 38 at least put a northbound stop closer to Coldspring and Michigan.</p>	<p>There is no northbound stop at Cold Spring and Michigan Rd because it is a dangerous intersection with no existing pedestrian infrastructure on the northbound side of Michigan Rd. Until there are sufficiently safe sidewalks and crossings at this intersection, IndyGo does not feel comfortable adding a bus stop at this intersection.</p>	<p>38.00</p>
<p>I am appalled to see the removal of the 38 route, and proposal that there is absolutely no service between Georgetown Road and Boulevard Place on the 38th. I implore you to reconsider, or to look into alternative options for providing service to that part of Midtown. You will be leaving many neighborhoods in a lower income area with minimal to no convenient transit options.</p>	<p>Existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. The stretch of W 38th St adjacent to I-65 is also a very dangerous roadway to provide service on, both for customers and IndyGo bus drivers. Route 30 will still provide an east-west connection between the Red Line and the Lafayette Square area.</p>	<p>38.00</p>
<p>Concerned about the loss of service on 38th Street between Post Road and Mitthoeffer. There is a clinic in between.</p>	<p>IndyGo is aware of the removal of service to Eskenazi Health Center on 38th St. We are working with Eskenazi to identify a long-term solution to provide mobility and connections to Mitthoeffer and Post Rd for customers who need to make that connection. Ridership along 42nd St between Post and Mitthoeffer is much higher than ridership along this stretch of 38th St, which is why there will be 15 minute frequency service via Route 89 on 42nd St</p>	<p>38.00</p>

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
<p>I rely on the 38 to get to work at Newfields. I currently live near 38th and Knollton, but there will be NO bus coverage near my home. I am planning to move close to the Redline bus to take advantage of that great improvement to the bus system, but without the 38, I won't be able to get from the Redline to work! That leaves Newfields (which is also a major cultural attraction) underserved by the bus system. And it creates a network that doesn't take advantage of the major improvement we just invested in.</p> <p>With the proposed changes I will have to take a bus all the way downtown just to take the 34 back up north. I will have to do this because I rely on the bus but this doesn't seem this seem to be a way to encourage ridership. Also, this route elimination seems to be in the opposite direction of the grid-based</p>	<p>Existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. The stretch of W 38th St adjacent to I-65 is also a very dangerous roadway to provide service on, both for customers and IndyGo bus drivers.</p>	38.00
<p>Yesterday I took the 38 from Knollton Road to the main branch of the public library. If the 38 hadn't been there, it would have been a much more inconvenient trip.</p>	<p>Unfortunately, existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. The stretch of W 38th St adjacent to I-65 is also a very dangerous roadway to provide service on, both for customers and IndyGo bus drivers.</p>	38.00
<p>I cannot believe that there are so many discontinued service routes for god sakes! 38 for crying out loud!! It's difficult enough to get anywhere without an all day fiasco and now they are cutting what little detail we do have through some of these sides of town.</p>	<p>Unfortunately, existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. The stretch of W 38th St adjacent to I-65 is also a very dangerous roadway to provide service on, both for customers and IndyGo bus drivers.</p> <p>While there are a handful of routes being discontinued, the majority of the streets served by those routes will be served by new bus service by a different route. Additionally, IndyGo is drastically improving frequency on many routes and also increase late night service on many routes.</p>	38.00

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
I would like to know why you are going to discontinue the ,38 street bus so you are not going to have a bus to go to the art museum are to go towards Lafayette square road anymore why?.	Unfortunately, existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. The stretch of W 38th St adjacent to I-65 is also a very dangerous roadway to provide service on, both for customers and IndyGo bus drivers. Route 30 will still provide an east-west connection between the Red Line and the Lafayette Square area.	38.00
Removing the route on 38th between Mithoeffer and Post will be an issue. What will happen to the riders? There is high traffic on that part of the route so it seems odd that you are removing it. Did you do a study and if so what time frames or days? This will not give optimal access to the Purple Line.	The majority of the boardings and alightings along 38th St between Post Rd and Mitthoeffer Rd are within walking distance of 38th & Post and 38th & Mitthoeffer. There are approximately 4 boardings per day at each of the stops at 38th St & Parliament Ln, at the Eskenazi health center.	39.00
* does the new 39 really stop as indicated on the new map and not wind through Ft. Harrison to get to all the businesses?	The new Route 39 will serve Ivy Tech Lawrence, with the last stop of the route being in front of the Ivy Tech Lawrence main building on Rising Road.	39.00
Will route 39 use electric buses on the stops?	Route 39 will use electric buses at the Red Line stations between 38th St and downtown, once IndyGo has enough buses to serve both Red Line and Route 39. Until then, the Route 39 will remain on its current routing south of 38th St, using Central Ave, 22nd St, and Meridian St into downtown.	39.00
Rt.39 Please leave the detour as is. It benefits 46th and Shadeland to 46th and Arlington customers in the morning. Should extend Rt. 3 East to Walmart on 56th and Emersonway	This detour along 46th St will be removed when the bridge reconstruction along 38th St is completed. IndyGo has no plans at this time to provide a connection to the Walmart at 56th St and Emerson Way.	39.00

Public Comments and Responses on Proposed June Route Changes

2/11/20

Comment	IndyGo written response	Route(s) impacted
<p>Will 39 service to Ivy Tech at Ft. Harrison run later in the evening? Service to 9 pm on weekdays would be nice. Let's people get to the Ft. Ben Y and then get back to the Red Line. The 7:10-7:15 end time isn't practical.</p>	<p>Yes, Route 39 will run late night service to Ivy Tech and Fort Harrison. Currently the last Route 39 bus leaves the Carson Transit Center heading outbound at 11:45pm Monday-Saturday. Schedules have not been finalized for June, but that service will likely continue with the same late night service span.</p>	<p>39.00</p>
<p>For the Far Eastside, it is important to provide transportation services along 38th st. , specifically between Post rd. and Mitthoeffer. Not only are there many residents in this area, but the Eskenazi Health Center, school, park, and commercial development are along this strip. Just south of the intersection of 38th and Mitthoeffer, there's a significant number of jobs. Connecting Post rd. and Mitthoeffer through 38th st. is important. Please consider. Thanks!</p>	<p>IndyGo is aware of the removal of service to Eskenazi Health Center on 38th St. We are working with Eskenazi to identify a long-term solution to provide mobility and connections to Mitthoeffer and Post Rd for customers who need to make that connection. Ridership along 42nd St between Post and Mitthoeffer is much higher than ridership along this stretch of 38th St, which is why there will be 15 minute frequency service via Route 89 on 42nd St instead.</p>	<p>39.00</p>
<p>Since the Route 39 is going to stop going to Mitthoeffer Rd. you are depriving several people of their necessary transportation to and from work or home. I believe this is a horrible idea. I will now have to take 3 buses to get to work or walk about 3 miles to work if IndyGo doesn't run early enough. I especially feel bad for the people who live in the Mitthoeffer Rd. area. IndyGo doesn't seem to care about it's regular riders. In addition you are making people change buses too often when I drove, it took me 20-25 minutes to get to work from home. This new sytem will take me at least 2-3 hrs one way to</p>	<p>Route 39 needs to be realigned to provide a connection to Ivy Tech, which is an important destination for IndyGo customers. Ridership along 42nd St between Post and Mitthoeffer is much higher than ridership along this stretch of 38th St, which is why there will be 15 minute frequency service provided via Route 89 on 42nd St instead of this stetch of 38th St.</p> <p>IndyGo has no plan at this time to provide 24 hour service. Our</p>	<p>39.00</p>
<p>You will isolate a whole neighborhood from Eskinazi Clinic and single store-with changes to route 39.</p>	<p>IndyGo is aware of the removal of service to Eskenazi Health Center on 38th St. We are working with Eskenazi to identify a long-term solution to provide mobility and connections to Mitthoeffer and Post Rd for customers who need to make that connection. Ridership along 42nd St between Post and Mitthoeffer is much higher than ridership along this stretch of 38th St, which is why there will be 15 minute frequency service via Route 89 on 42nd St instead.</p>	<p>39.00</p>

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
Will have to take three buses under new system Loss of route between Post & Mitthoefer on 38th Street a concern	Each customer's trips are different and there may be an impact to how a customer travels between two locations when comparing the existing bus network to the proposed network. IndyGo is increasing frequency for many routes to help improve the ease of transfers and to hopefully provide new opportunities for more direct service, depending on where a customer is traveling to and from.	39.00
Can you remove a few stop along E. 38th Street? They are too close.	IndyGo's Service Planning team is planning to implement bus stop spacing improvements along many bus routes, in coordination with the June route changes. Bus stop spacing changes are being finalized this spring and will be implemented leading up to June.	39.00
Need to add time to Route 39 due to bridge issue. If can't add time, eliminate stops for pick-ups and drop-offs.	The bridge on 38th St should be re-opening soon. This should help with schedule adherence.	39.00
Why did we choose the change for route 55? It is skipping housing and bars.	Route 55 is being realigned between Emerson Ave and Kitley Ave to provide more direct and efficient service, which is a key goal of the Marion County Transit Plan. Existing boardings are very low along University Ave, Audubon Rd, and Beechwood Ave. All of these streets will be within approximately 1/4 mile of Route 8 (15 minute frequency) and the new Route 55 alignment.	55.00

Public Comments and Responses on Proposed June Route Changes

2/11/20

Comment	IndyGo written response	Route(s) impacted
<p>Route 55: Prospect map shows route 55 running on Arlington to Brookville Rd, then running from Brookville Rd. to English. By taking this route, it bypasses the potential riders in Irvington. There are almost no houses along this stretch of Brookville rd. Also, given the width & speeds on Brookville rd. it would be hard to cross the street for eastbound passengers (Brownfield is to the South). Can the current route through Irvington be maintained instead to capture the ridership in Irvington? The minutes saved with Brookville routing wouldn't be worth the inconvenience to Irvington riders. Also, there</p>	<p>Route 55 is being realigned between Emerson Ave and Kitley Ave to provide more direct and efficient service, which is a key goal of the Marion County Transit Plan. Existing boardings are very low along University Ave, Audubon Rd, and Beechwood Ave. All of these streets will be within approximately 1/4 mile of Route 8 (15 minute frequency) and the new route 55 alignment. Improvements are planned for the new bus stops that will be added along Brookville Road.</p>	<p>55.00</p>
<p>Hi. I'm excited for the changes, and for more frequency on some lines, but I'm curious as to why the 55 is moving out of Irvington? I know Brookville Rd is maybe a more direct route, but no one lives on Brookville Rd. The current route goes through a highly residential area and is convenient for a lot of residents in the southern part of Irvington.</p>	<p>The current alignment of Route 55 via University Ave, Audubon Rd, and Beechwood Ave has very low ridership. With these proposed route changes, IndyGo is working to create more direct routing that is predictable and easier for customers to understand. The existing deviations on Route 55 do not align with that goal. The customers in this area of Irvington will have a 5 to 10 minute walk to Washington St, where service is provided every 15 minutes via Route 8.</p>	<p>55.00</p>
<p>Route 55 has low ridership. Dangerous turn on University round-about</p>	<p>Route 55 will no longer serve the University Ave roundabout starting in June. Instead it will continue on English to Brookville to Kitley.</p>	<p>55.00</p>
<p>Route 56: Concern with Kmart closing so area resident now have to go to Kroger for groceries- but we offer no service/stops there. Can we do a turnaround behind Kroger where we are close to the store but off Kroger-owned property?</p>	<p>IndyGo is working to determine if we can provide direct service to Kroger instead of the KMart that is closing. If this is possible, the turnaround for proposed route 56 will be updated.</p>	<p>56.00</p>

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
There are no sidewalks on 42nd between Mithoeffer and Post rd.	There are sidewalk along some portions of 42nd Street between Post Rd and Mitthoeffer Rd. IndyGo is actively working with the City of Indianapolis to improve sidewalk connectivity along bus routes, including 42nd Street. IndyGo also now has dedicated annual funding for implementing bus stop infrastructure improvements, including adding sidewalks near bus stops.	89.00
How far south is Mitoeffer going? After 21st street to Washington there are no sidewalks.	New Route 89 along Mitthoeffer Road is proposed to extend from 42nd Street to Washington Street. IndyGo is actively working with the City of Indianapolis to improve sidewalk connectivity along bus routes. IndyGo also now has dedicated annual funding for implementing bus stop infrastructure improvements, including adding sidewalks near bus stops.	89.00
Proposed 89 could annex 30A and still cover the current 87 route to alleviate the # of transfers for individuals with disabilities, single-parents with children and senior citizens/elderly. USC is developing an inclusion growth district and we need IndyGo to assist in these economic inclusion discussions. Ivy Tech shouldn't be the end-all be-all stakeholders decision-makers. The more URGENT need is food access. 5 buses are going to the Wal-Mart on Washington Street while there are none going to the Lawrence Wal-	IndyGo has heard community support for the change to provide two way service on Mitthoeffer Rd via proposed Route 89 instead of splitting the existing Route 87 circulator between Post Rd and Mitthoeffer Road. This change will be easier for customers to understand and will provide increased frequency between Washington St and E. 38th St. At this time, IndyGo has no plan to provide service to the	89.00
Purple Line and Red Line need to be on different streets. The run too often to be going down the same street.It will cause backup.		90.00
Congratulations on alienating another group of hospital people. Community North has a bus - what bus is slated for Community East? It appears that its going to be losing service by your current maps and notices here on the page. Please correct anything that is wrong or incomplete.	Community East will continue to be served by Route 11 along 16th St at Ritter Ave. Route 11 will increase frequency from service every 60 minutes to service every 30 minutes. Route 3 (changing to Route 7) will no longer serve Community East. Route 10 will no longer deviate from 10th Street along Ritter Ave	10, 11
The 11 is completely useless with how short the route is. If you want to be more efficient, it needs to be longer. Changing the 10 so it no longer goes to Community East is a HUGE mistake. Most people live along 10th st that go there and you are making it harder on disabled patrons due to the amount of work you would have to do to get there from riding the 10. By making the	IndyGo is planning to "interline" Route 11 and Route 10B to provide this transfer connection without actually having to transfer between two different buses. Essentially, when 10B buses reach Arlington & 16th St they will become Route 11 and continue along Route 11 into downtown. Similarly, Route 11 buses when	10, 11

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
What will service Walmart on Lafayette Rd?	The Walmart on Lafayette Rd is proposed to be served by Route 10 and Route 37.	10, 37
Traveling from West 16th to East 16th would like for the schedule to make my transfer between route 16 and route 11 short with minimal wait time	The Route 16 and Route 11 operating schedules will be offset by 15 minutes in order to provide the combined 15 minute frequency along Meridian St. This means that the longest time a customer would need to wait would be 15 minutes to make a transfer	11, 16
Route 16 and 11 should be combined to a true crosstown (if a grid system is the objective)	Combining routes 16 and 11 into a crosstown route along 16th Street was planned as part of the original Marion County Transit Plan bus network. This crosstown route relied heavily on providing a transfer opportunity to the Purple Line (current Route 39) at Meridian & 16th St. Issues with utilities and a high cost to move those utilities have impacted the plan to have the Purple Line serve this section of Meridian St, including the inability to build a Purple Line station at Meridian & 16th St. Instead the Purple is being planned to follow the Red Line corridor between 38th St and the Carson Transit Center. This change means that there would not be a north-south route to transfer to at Meridian and 16th. Instead, the proposed 16th St crosstown route was broken up into two routes (Route 11 and Route 16) to provide service from 16th St to downtown. These two routes will be scheduled in a way to provide 15 minute frequency service from 16th St to downtown along Meridian St.	11, 16
Please don't get rid of the Queensbridge/Noble Center stops. I don't feel safe walking that far in the dark. I've had them for years since the 21 stopped running through there.	Operationally, IndyGo is not planning to turn Route 11 around at Wellesley and Franklin Streets but will terminate the route at Arlington instead. However, the Route 21 will continue to serve Noble of Indiana along 21st Street, just to the north of that location.	11, 21

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
Customer requesting that the 12,13 and 16, and 31 bus not be changed.. she and her sister would like for it to continue to go to keystone. She says it will be a huge inconvenience to them if that is changed	At this time there are no plans to continue serving Keystone & National via routes 12 and 13, which is what it seems this customer was referring to. Proposed Route 23 will provide service along Keystone at National Avenue.	12, 13, 16, 31
Route 14 Concerned about changes for IPS students Route 12 Concerns about it no longer going to Cottage Corner for elderly	While Route 14 is proposed to be discontinued, it will be replaced by proposed Route 56. Service will still be provided along the majority of Route 14, except for the stretch between Keystone and Sherman. Bus service to the Norwood neighborhood will still be provided at the intersection of Prospect St and Sherman Dr, via proposed Route 56. This route will continue to provide connections to the Carson Transit Center (via English Ave instead of Prospect St) and Thompson and Emerson (via Southeastern Ave and Emerson Ave). Community members will have access businesses along English Ave (including Kroger) due to proposed Route 56 serving English instead of Prospect.	14, 12
Please keep Line 18 and/or restore Line 17 for Glendale and Broad Ripple users. Also, why would one want to ride 26 to Butler to transfer to a downtown line? Makes no sense and is not time efficient for riders.	Service from Butler to Broad Ripple to Glendale will remain, however to access downtown customers on proposed Route 26 will need to travel along Keystone and Rural St and through Fountain Square before arriving downtown. For a more direct trip, customers could transfer to the Red Line at Broad Ripple station or the 28	18, 26

Public Comments and Responses on Proposed June Route Changes

2/11/20

Comment	IndyGo written response	Route(s) impacted
Butler Tarkington will lose major service to downtown-both frequency and time of travel as well as location access. Currently you can catch a bus (28/18) at 46th and Illinois every 15 minutes at morning rush hour and have direct service downtown a little over 15 minutes.	You are correct that the removal of Route 18 will impact service frequency between Butler Tarkington and downtown Indianapolis.	18, 28
5. Rush hour service in Butler Tarkington to and from downtown (in my case Michigan and Capitol) will be reduced from two bus routes staggered every 15 minutes and currently taking 17 minutes, to a single route every 30 minutes that will take about one-half hour.	This customer is correct that the removal of Route 18 will impact service frequency between Butler Tarkington and downtown Indianapolis.	18, 28
I live near 52nd and Illinois and teach at Ivy Tech downtown. If these proposed changes are implemented, I no longer will be able to get to campus on the bus. The 18 will disappear; the 28 no longer will go to Ivy Tech. My	Unfortunately, some existing customer trips will be impacted by the route changes. At this time there is no plan to continue providing Route 28 service south of 30th St.	18, 28
1. Given the loss of direct service to the west area of downtown south of 30th street it still doesn't make sense to me to have the route #28 rerouted across 30th street to connect to the RedLine and then continue to Central and south to the Transit Center. In an informational meeting I was reminded that this will enable a connection to the RedLine which below 18th street	At this time, IndyGo is still planning to move Route 28 to Central Ave starting in June. This is consistent with the original Marion County Transit Plan. Transfers to access the west side of downtown can be made at the Red Line or at the Transit Center, where 7 routes are available that service the west side of	18, 28
I live at 4340 North Capitol Avenue and commute to and from downtown everyday on the 18 and 28 buses. Currently, my closest stop for these is only a 2 minute walk from my house and have a choice of taking either of these buses every 15 minutes during peak hours. It is a short ride, usually 20 minutes from there to the Ohio Street stop on Capitol where I walk to my place of work. When the Red Line was free, I used that as an opportunity to compare to my current commute. The closest stop for me is at 38th and Meridian, which is a 17 minute walk from my house. Though I only rode it during those free months, the morning Red Line bus was either frequently late, or the bus was so full, that it just passed by the stop and I had to wait for the next one or even two in some cases. There were at least 2 times that	Route 28 will continue to provide a connection to downtown, although it will use 30th St, Central Ave, Fort Wayne Ave, and Alabama/Delaware (instead of continuing north-south on Illinois and Capitol). This aligns with the original Marion County Transit Plan map. The removal of Route 18 between Butler Tarkington and Downtown will impact peak hour frequency to and from downtown, unfortunately. At this time, IndyGo cannot commit to increasing frequency for Route 28.	18, 28

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
<p>I represent the Butler-Tarkington Neighborhood Association. Concerns have been raised by residents in our neighborhood about the elimination of the 18 route and the relocation of the 28 route. Both of these routes provided regular and direct service to downtown Indianapolis. With these changes there is concern that there will be a loss of frequency of downtown buses and the relocation the 28 bus will result in longer commutes. Our neighborhood has enjoyed access to both the 18 and 28 routes and the reliable transportation they provide. We're afraid that these upcoming changes will leave us in a worse position transit wise.</p>	<p>Route 28 will continue to provide a connection to downtown, although it will use 30th St, Central Ave, Fort Wayne Ave, and Alabama/Delaware (instead of continuing north-south on Illinois and Capitol). This aligns with the original Marion County Transit Plan map.</p> <p>The removal of Route 18 between Butler Tarkington and Downtown will impact peak hour frequency to and from downtown, unfortunately. At this time, IndyGo cannot commit to increasing frequency for Route 28.</p>	<p>18, 28</p>
<p>Butler-Tarkington Area Finding that lots of people are not aware of what's going to happen Wants us to slow down the process Wants Route 28 to stay on Capitol/Illinois Can Route 28 use 46th & Illinois to access Butler?</p>	<p>At this time, IndyGo has no plan to continue Route 28 on Illinois/Capitol south of 30th St. IndyGo is also providing service along Boulevard instead of Illinois south of 46th St to better serve residents of the neighborhood near 38th St who relied on Route 38 previously. Boulevard Place is more central to all residents of the Butler Tarkington neighborhood.</p>	<p>18, 28</p>
<p>Why no direct route to Glendale other than 19? Why no rethink of the Red Line given the declining ridership.</p>	<p>Glendale Town Center will be served by Route 19 (30 minute frequency) and Route 26 (15 minute frequency).</p>	<p>19, 26</p>

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
<p>Regarding the #19-52nd Street: A: (You've totally removed the #17 which would go east and west on 62nd Street from College)--Since I live on East 52nd between College and Keystone, the #19 is the bus I use most frequently. Where can I pick up the #26A? Will it still come to Glendale Mall? The #90 does not service anyone east of College, the way the #17 did. If I did not want to go thru Glendale (since the stop is behind the mall, which is remote and not the safest for a single woman), I would use the 19-52 South</p>		19, 26, Red Line
<p>I just heard at the public hearing that you are planning to keep the 19 going to Community Hospital North, and the 34 going to Saint Vincent. I think this is a bad idea and I applauded what you were going to do before. Ending the 19 at Castleton Square Mall was a great idea because the leg between the mall and Community Hospital North along 82nd Street often makes that route run extremely late. End it at Castleton square Mall so that the route isn't so long, and let the 86 and new Route 7 handle Community North. If you</p>	<p>Based on public comments, IndyGo is proposing to keep this Route 19 connection to Community North, as well as the Route 34 connection. These are important health care destinations that are currently served by routes 19 and 34. Because of that, these connections will remain.</p>	19, 28, 34
<p>Route 2 (existing) and Route 10 Daughter still uses Route 2 to get to school in Wayne Township Chose the area where they live is because of bus stop Concerned about removal of Route 2 from their area Concern about loss of Route 10 from Raceway Road</p>	<p>IndyGo Service Planning is doing some additional reviews of Route 2 along Sutherland and Route 10 along Raceway. More details to come.</p>	2, 10
<p>I have one last suggested tweak for the new proposed 30th street bus route. Since DPW has so graciously changed 30th street to a Two way street from Meridian street to Ruckle ave., may I suggest having the Eastbound 30th street (currently running Eastbound on 29th street between Riverside Drive and Ruckle Ave.) Connect directly to the Redline at 30th street via routing North one block at Meridian Street. This would be in line with IndyGo's plan of Efficiently using the Redline Rapid Transit Route by having East/West Crosstown bus routes CONNECT TO the Redline and would naturally make the connection easier and safer for the elderly, disabled and mothers with small children during the dead of the winter, as well as other inclement weather days. Thanks again for your "Partnership" with the Neighborhoods</p>	<p>IndyGo is working with the City of Indianapolis Department of Public Works on a solution that would allow eastbound Route 30 and Route 28 trips to connect to the Red Line directly at 30th St and Meridian St, instead of 29th St and Meridian St. More details will be provided at a later date.</p>	20/28

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
<p>I take buses to alot of places I go. My husband and I use to be able to be totally independent, however when the 55 English stopped the Saturday/ Sunday routes we could not get our errands done or go anywhere. Also I ride the buses to my doctor appointments, however some of the routes fall just short of going into the HOSPITALS WHERE ALOT OF DOCTORS HAVE MOVED</p>	<p>Route 55 now operates all seven days of the week, as of September 2019.</p> <p>IndyGo is not able to provide door-to-door service to all destinations, as these deviations from the route extend the length</p>	<p>23, 55</p>
<p>Bus Route proposal for #56 and #23 Emerson Ave. South The 1 hour bus arrival is not enough.... This corridor is highly populated with employers, apartments, shopping centers, large retail stores, three lumbers yards a major hospital and dozens of medical offices and 5 drug stores. The reason that residents do not want to use this Bus Route now is due to accessibility to the Bus Stops.... Improve the accessibility and the ridership will increase..... The employers and living facilities are already in place.... There are 27 non-accessible bus stops along the Bus Route 4 accessible Bus Stops.... The South Emerson Ave Corridor has over 10,000 daily employees everyday....</p>	<p>While schedules are still being finalized, IndyGo hopes to provide Route 23 with 30 minute frequency service during morning and afternoon peak periods, with 60 minute service at all other times. Route 56 will be scheduled at 60 minute service all day.</p> <p>IndyGo is working to improve accessibility at existing bus stops. IndyGo is committed to improving the pedestrian experience at all bus stops.</p>	<p>23, 56</p>
<p>This is terrible! Why are you eliminating route 25!??? or any other route for that matter. I board the #25 bus at Moller road and Renn lane. It is very convenient for me to catch there because the stop is less than 150ft from my apartment and I have plantar fasciitis which causes pain in my feet with every step and asthma which causes shortness of breath for me when I walk long distances. Now I'll probably have to walk a mile to a different stop to catch a different bus. It's bad enough that we are forced to stand in inclement weather waiting for a bus longer than we should have to because the buses</p>	<p>While the Route 25 will be discontinued, this customer will continue to have service at the intersection of Moller Rd and Renn Lane, which will be provided by proposed Route 10. Inbound service to downtown and Speedway shopping center will be provided at Moller Rd and Renn Lane. Service towards the Walmart at Lafayette Rd will require this customer to walk one-quarter mile to 46th Street to catch the outbound Route 10 to Walmart. With these proposed changes, this customer will be able</p>	<p>25, 10</p>

Public Comments and Responses on Proposed June Route Changes

2/11/20

Comment	IndyGo written response	Route(s) impacted
<p>We live by Walker and Keystone. Please dont take away the 26 or the 13. Also we go to Saraga grocery in Greenwood more crosswalks are needed. Please give away flashers so drivers don't miss riders at night. Also we need a parking lot by the redline</p>	<p>The intersection of Keystone Ave & Walker Ave will be served by Route 13, but will no longer be served by Route 26. Service to Greenwood will be provided on Route 23, which can be accessed along Troy Ave. There are no planned parked and ride locations for the Red Line at this time.</p>	<p>26, 13</p>
<p>Your proposed plan eliminates my ability to get to the downtown Ivy Tech campus without having to wait for an hourly bus. I live near 52nd/Illinois, and currently can take either the 18 or the 28 to get to campus. If you discontinue the 18, I will have only one option, and it won't run as frequently as I need bus service.</p> <p>You're also taking away my ability to get to points within Broad Ripple. The Red Line stops at College and Broad Ripple Avenues, and goes no further into Broad Ripple.</p> <p>You already deprived me of the ability to get to Nora on one bus. Please stop taking away my transportation options!</p>	<p>While this customer will no longer have a direct connection to Ivy Tech downtown campus, they will have service from 52nd and Illinois every 30 minutes every day of the week via Route 28. A transfer from Route 28 to the Red Line will provide service to Ivy Tech downtown campus.</p> <p>Route 26 will also provide service every 30 minutes from 52nd & Illinois St through Broad Ripple. This service will operate every day of the week.</p>	<p>28, 26</p>
<p>Thank you for the clear explanation of the changes. However, I have some concerns. I am a Butler-Tarkington resident at Illinois and 44th. The 18 and 28 serve my street and I am able to walk to the bus stop on Illinois each</p>	<p>Route 28 will continue to provide a connection to downtown, although it will use 30th St, Central Ave, Fort Wayne Ave, and Alabama/Delaware (instead of continuing north-south on Illinois</p>	<p>28, 26</p>
<p>caller states that she would like to suggest that the route changes for route 28 and 38 will not be affected because how it is set up at this time is very convenient for her. she feels that the 38 should still go to lafayette square and that the 28 should still go downtown. feels the 28 is important because it goes to the children's museum and methodist hospital. says that people will now have to go out of their way and walk several blocks just to connect. caller states it doesnt make sense and she feels planning does not have much insight on the city and that they are not taking anyone else into consideration. caller is asking to please not change route 28 and 38. caller</p>	<p>Route 28 will continue to service the Children's Museum along 30th St. and will continue downtown using Central Ave, Fort Wayne Ave, and Alabama/Delaware (instead of Illinois/Capitol).</p> <p>Unfortunately, existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. Service to Lafayette Square will still be provided via Route 30, which will operate at 15 minute frequency.</p>	<p>28, 38</p>

Public Comments and Responses on Proposed June Route Changes

2/11/20

Comment	IndyGo written response	Route(s) impacted
I've been riding route 3 for over a decade and I DO NOT think it needs to be split in two. Changes can be made to make it better without splitting it up and complicating everything.	It does not look like it is feasible to provide continuous east-west connection without a transfer between Route 7 and Route 9. This is because those two routes are proposed to operate at different frequencies (15 minutes and 30 minutes, respectively). This creates a challenge to schedule continuous trips without a transfer.	3, 7, 9
Customer is wanting to keep the 28 & 34 (especially the 28) to continue to go to St. Vincent. There is a crater there that gets flooded on Dugan as well.	Based on numerous public comments, IndyGo is now planning to continue the connection to St. Vincent Hospital for route 34. Route 28 will also continue to service St. Vincent.	34, 28
I think you should keep the 34 and 28 bus going to Saint Vincent. The 34 goes in front of Wal-Mart and my bank on 86 street. It would not make any sense to get off at the pyramids then catch 86 bus to my bank and Wal-Mart.	After further review of this change and numerous public comments about this connection, IndyGo will be keeping the current Route 34 connection to St. Vincent Hospital via 86th Street.	34, 28
Concerns about bus stop locations at... 38th & Michigan (current Route 38) 30th Street – No bus stop on Route 34 Stop 11 Road – Route 31; no bus stop Wants Route 5 bus to continue up to Glendale and Allisonville	Existing ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. The stretch of W 38th St adjacent to I-65 is also a very dangerous roadway to provide service on, both for customers and IndyGo bus drivers.	38, 34, 31, 5, 7
I understand your need to reorganize the bus routes to serve the most people and still keep the budget in the black. Eliminating the 25 through the Speedway Meadowood/Moller corridor increases my walk to the closest bus from two to six blocks; but I understand that not many folks ride from that area. One concern I do have is for the folks with walking impairments who work in the Emmett J Bean Center (Finance Center). It appears that the replacement rerouting of 39 to take over the route 4 service to that area skips service to the Center via Hess Ave and Herbert Lord Rd. There are a number of folks that will not be able to make the walk from the south doors	Ridership along Meadowood does not support the existing service. Route 10 at 25th St and Parkwood Drive will provide service every 30 minutes, compared to the every 60 minute service that Route 25 currently provides. IndyGo is reviewing access to the Finance Center and will have more details at a later date.	4, 25

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
Why take the 4 out when it takes us to social secerty and people to the fort	While Route 4 is proposed to be discontinued, the majority of the route will continue to be served by other routes. The section along Post Road to Fort Benjamin Harrison and Ivy Tech Lawrence	4, 39
Routes 5 and 21 do not have a logical west terminal - extend to downtown via Meridian (OR via 21st, MLK, Clifton and interline with Route 6, then extend 26 or new route shuttle from downtown via Meridian to 16th)	The west terminal of Routes 5 and 21 is at the Red Line station at Meridian & 22nd St. This will provide a connection to the 10 minute frequency service provided by the Red Line for service to downtown Indianapolis. When the Purple Line begins operation, there will be service to downtown every 5 minutes, which makes this a very convenient transfer opportunity.	5, 21
Wants the route 5 to continue to go to the transit center. Wants the route 6 & 5 to connect all 7 days a week. Wants the route 38 to stay the same as well.	Route 5 used to be a large V-shaped combination of the current Route 5 & 6 that acted like a crosstown that served the old "Downtown Loop." This was changed in 2017 and since then customers still wanting to make this similar trip had to transfer at the Carson Transit Center. Now we will be disconnecting Route 5 from the Transit Center. Starting in June, a more efficient way to	5, 6
Hello! My name is Jeffrey Wilson, and I have been riding Metro/IndyGo buses for years. Personally, I feel that the route 5 bus should still go to the transit center. Also, I feel that routes 5 and 6 should still connect with each other. Here is some background information on routes 5 and 6. These two routes	IndyGo made adjustments to the initial Marion County Transit Plan map to keep route 5 at the request of the Martindale Brightwood community. The outcome, which was agreed to by the community, was to continue to provide Route 5 service along	5, 6, 38
Route 55 new alignment appears to be further from the dense residential neighborhood that the route currently serves. This new alignment on Brookville Rd. is far less dense with the entire south side of the route a vacant brownfield. This decision should be reconsidered, especially for the benefit of south Irvington residents.	The current alignment of Route 55 via University Ave, Audubon Rd, and Beechwood Ave has very low ridership. With these proposed route changes, IndyGo is working to create more direct routing that is predictable and easier for customers to understand. These types of deviations do not align with that goal. The customers in this area of Irvington will have a 5 to 10 minute	55, 39
Please reconsider the Route 39 alignment, specifically east of 38th street and		
Is it possible to have a bus going closer to Lucas Oil Stadium?	Route 24 will continue to serve Lucas Oil Stadium via West Street (OB on Kentucky Ave.) and Missouri Street (IB). Route 8 is 1/2-mile from Lucas Oil Stadium and, as of February 9th, operates at 15-minute frequency from Cumberland to the Airport.	8, 24
Are you removing the 87 circular or is it no longer circulating?	Route 87 will be changing to Route 89, and will no longer be used as a circulator operating north on Post Rd and south on Mitthoeffer Rd. Instead, new Route 89 will provide two-way service (north and south) along Mitthoeffer Rd. Route 89 will operate at 15 minute frequency, an increase from the current 30 minute frequency of Route 87. Post Rd between Washington St and 33rd St will be served by the new Route 30.	87/89

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
* 87 loop is going away and becoming 89 non-loop isn't good. If you missed the bus you have a chance to catch it across the loop.	Route 89 will be increasing frequency to 15 minutes. Currently the Route 87 only offers 30 minute frequency. So if a customer should miss a bus, the longest a rider would typically have to wait to catch the next bus is 15 minutes.	87/89
If we have 15 minute service, it needs extended hours.	IndyGo extended service hours on many routes starting in September 2019. Further improvement to service hours will be evaluated as the June 2020 route schedules are built over the coming months.	N/A
Please accomodate the community over the WANTS of the IMA/Newfields.	IndyGo strives to provide service that is beneficial for communities, community partners, and institutions.	N/A
Please, please-we need a stop at 56th and Emerson Ave. and/or 56th and Allisonville Rd. I live in a bus stop desert. With some minor modifications of a route or 2 IndyGo could easily serve hundred or more of people. Take Route 19 over on 56th Street instead of 62nd then North on Allisonville to 62nd - ADD stop at 56th and Allisonville rd. On Rt 7 instead of making small square	IndyGo currently does not serve 56th & Emerson Ave or 56th & Allisonville Rd. There are currently no plans to serve those areas at this time. Route 19 needs to continue serving Glendale Town Center at Rural St and 62nd St, as this is a major existing trip generator.	N/A
If changes are made and they don't work, what is the process to correct it?	IndyGo regularly reviews its bus service and route performance. Route changes and adjustments happen as needed three times per year, typically in February, June, and October. IndyGo is committed to operating these proposed route changes for a period of time long enough for riders to adjust to the new service. This will allow for adequate time to collect data to perform analyze ridership trends and efficiency improvements.	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
42nd and Post is a more violent area in the city than 38th and Post. There is more lighting and it is safer.	IndyGo is committed to working with the community to improve infrastructure including sidewalks and lighting as part of the 42nd St Purple Line station construction at 42nd St. & Post Road. 42nd St currently has much higher ridership than 38th St between Post Rd and Mitthoeffer Rd, which is why new Route 89 is proposed to connect with Route 39 at 42nd St. & Post Rd. instead of 38th St. & Post Rd.	N/A
There is no service 56th&Binford-Allisonville to Arlington - could we re-route Emerson, Sherman, 46th -56th?	At this time there is no plan to add service along 56th St between Allisonville and Arlington.	N/A
I noticed there is a large section of the northeast part of the city is left off again from service. It would be nice if there was some kind of circulator around 56th Street that would connect to the Red Line or future Purple Line. A park and ride at the fairgrounds with a shuttle to the Red line for travel to downtown should increase ridership if no cost for parking.	Currently there are no plans for service along 56th Street. The proposed routes for June cover the same areas that IndyGo's current routes cover. Route 39 (which is the future Purple Line) currently provides service between the State Fairgrounds and downtown.	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
<p>Please try to make a 465 route that gets on and off at each exit. A parking area for bikes and vehicles for park and drive at these exits would drastically help ridership, I think. Coupled with this June grid change, people could get to the other areas of town much more quickly.</p>	<p>There is no plan to implement any bus service on I-465. IndyGo is committed to implementing the Marion County Transit Plan that was passed by countywide referendum.</p>	<p>N/A</p>
<p>* Needs to go later. I get off work at 2am and have to wait until morning.</p>	<p>IndyGo has no plan at this time to extend service times beyond 1 a.m., which is the latest that the Red Line operates.</p>	<p>N/A</p>
<p>* in general will regular buses run longer hours?</p>	<p>IndyGo extended service hours on many routes starting in September 2019. Further improvement to service hours per route will be evaluated as the June 2020 route schedules are built over the coming months.</p>	<p>N/A</p>
<p>Route maps are confusing-hard to visualize new from old changes. Plan your trip tool? What was approved in the Marion County Transit Plan and how different is this?</p>	<p>Individual route maps have been published online, along with an updated version of the system map. IndyGo will develop a new Plan Your Trip tool to reflect the final routes once they are adopted.</p>	<p>N/A</p>

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
38th and Illinois has been granted money for housing project and they may lose out if you remove/change the route.	38th St and Illinois St is within one block of the Red Line station at Meridian & 38th Street. The Red Line operates every 10 minutes weekdays and every 15 minutes on the weekend.	N/A
Veterans cannot reach the Pike Plaza YMCA that offers programs offered nowhere else in Indy. (Lafayette Rd. after 65 intersections)	IndyGo has reviewed this location in the past and has no plans at this time to provide service to that location. It could be considered in the future. IndyGo is committed to implementing the Marion County Transit Plan before adding any additional service to new areas.	N/A
Are you looking at where people go to access food- grocery stores, food pantries? There are some food deserts that stops are being removed and this will prevent acceses to food	The Marion County Transit Plan planning process included analyzing major trip generators, including shopping centers and grocery stores.	N/A
Can IndyGo post a high resolution map online?	A high resolution map has been posted online at IndyGo.net/June2020	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
Would like a route to Eagle Creek Park	At this time IndyGo has no plans to provide direct service to Eagle Creek park. IndyGo is committed to implementing the Marion County Transit Plan before adding any additional service to new areas.	N/A
1. Absence of publicity on the proposed changes to the bus riders affected. IndyGo has requested comments and concerns regarding the changes but what valuable feedback will they get, before changes are locked in, when the average bus rider doesn't even know there will be changes to their route, maybe even including elimination? I haven't seen any signs posted on my buses.	While we acknowledge that there can never be enough outreach, IndyGo has been promoting public feedback process for the proposed route changes since November of 2019. We have held or attended 18 public meetings throughout IndyGo's service area. We additionally have had our Transit Ambassador team doing shifts on bus routes receiving major changes, and have had information posted and map boards at the Transit Center since January.	N/A
It looks good for route 21 more frequent service. will the start/end hours improve. 5,21,&7 look good. Happy about the increased frequency to the airport. Cant read small maps. do we have legible larger versions to take away. can we see where 39 terminates heading west? 39 looks good i can dig it! 3 and 4 being replaced by 7 looks good.	Service start and end times for each route will be finalized once the schedules for each route are built, but IndyGo increased service span on many routes in September 2019, with more improvements to come in June. Individual route maps have been posted online at IndyGo.net/June2020 . Route 39 will serve the Carson Transit Center and Ivy Tech Lawrence.	N/A

Public Comments and Responses on Proposed June Route Changes

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Comment	IndyGo written response	Route(s) impacted
I see shorter waits and quick transfers but I can also see the more number of transfers and increased complexity. Would be working on that?	IndyGo is improving frequencies and late night service on many routes. This will allow for more efficient transfers that will allow customers to travel more directly to destinations, instead of always having to travel downtown to transfer. IndyGo will be working to educate customers about these changes leading up to the proposed route changes in June.	N/A
Trip planning is getting much more complex now, harder than ever. We need a smart route planner which will update the route and time live. So we know how much time is left to reach there with current conditions and location.	The myStop mobile app provides trip planning currently and will continue to provide trip planning in the future. You additionally have the options of our Trip Planner on IndyGo.net to help plan any trip. Our Customer service teams at the Transit Center or our Call Center can also assist in your trip planning needs. IndyGo will additionally be providing a June Plan Your Trip tool online in the coming months so that customers can plan their future trips based on the proposed route changes.	N/A
Please it is about time!!!!!! Please up date times in your normal routes as well	We will be updating and publishing new schedules closer to when the proposed route changes become operational.	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
Extremely disappointing to see that the majority of routes that operate south of downtown will only run on 60min frequency, compared to AMPLE 15 and 30 min routes offered to the east, west and north side neighborhoods. It is also frustrating to see a limited number of routes in these areas, compared again to the east, west, and north side neighborhoods. How are members of these communities supposed to utilize public transport if the routes don't connect their neighborhoods and only run on an hourly basis?	While many of the southside routes are shown as 60 minute frequency, IndyGo is exploring whether or not it will be possible to provide 30 minute service during peak AM and PM rush periods. If possible, this will match the schedule that is currently provided. IndyGo is planning to increase frequency on Route 12 and Route 13, which will both operate at 30 minute frequency every day of the week. With the exception of a few streets where service removals are proposed (portions of Keystone, Prospect, and Raymond), IndyGo will still be serving the same areas on the southside that are currently served.	N/A
In order to serve more of the southside you really need to add East-West routes on Thompson Rd, Edgewood Ave., and Southport Rd. This is an area that is crying for bus service - there are apartments along those streets as well as low-moderate income folks who would benefit from access to a bus route to and from their homes and workplaces. If you take an objective look at your map, the southside is totally ignored after those short stretches on Hanna Ave. except for a couple of North-South routes. Is there a way to survey the residents in that area to see if they would ride the bus? I know it would open up a whole new set of options for people to look for work if they could, for example, get from the south and west sides of Perry Township to the east side of it, or from the north and east sides to the west side of it, etc.	Currently the population density on the southside does not warrant three new cross-town routes. However, IndyGo does monitor unserved corridors and conducts a comprehensive operation analysis every five years to understand how service can be improved. At this time, IndyGo is committed to implementing the Marion County Transit Plan, which is reflected in the proposed system map for June's route changes.	N/A
The only grid change I detect is routes 5/21 connecting to Red Line. The system is still very much a hub and spoke design, partially due to city layout on the south side. I would like to see a 38th St crosstown with fifteen minute frequency.	While many routes will continue to serve downtown, the increase in frequency on several routes will allow customers to use the IndyGo system in a more efficient way by making transfers outside of the downtown Transit Center. The issue with a 38th Street Crosstown Route is the five-mile zone from Lafayette to Boulevard where it is mainly long stretches of unserviceable highway and low-density land uses, which generates low ridership.	N/A
Why no service east-west along Hanna from Red Line to Beech Grove - the 'stair step' routes on the southside do not reflect a logical grid network.	The "stair steps" of proposed Route 12, Route 13, and Route 23 cover much of the same corridors as existing routes do. Each route also provides a direct connection to the Red Line. Frequency increases on Route 12 and Route 13 will provide better service to the southside, especially providing a more frequent connection from Main St in Beech Grove to the Red Line at either Raymond station or Pleasant Run station.	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
<p>Renumber routes to generally follow street numbers or numbering system of primary street: Route 2 should be 34 (E. 34th St), Route 34 should be 6, Route 6 should be 15 Riverside (for the area, and 15 since 1500W = Harding), Route 7 should be 60 (Arlington Ave = 6000E), Route 26 should be 24 (Keystone = 2400E), Route 24 could be 11, Route 11 should be 16 (16th St), Route 5 should be 25 (East 25th/Sherman), Route 9 should be 5 (Michigan St = 500N)</p>	<p>IndyGo has to find a balance between street-based numbering and current route numbering. If a route is not changing drastically, such as Route 34, changing the route number could create unnecessary confusion for riders, especially considering all of the other major route changes being proposed.</p>	N/A
<p>PLEASE extend the routes to reach all the new jobs in Plainfield and Greenwood. At least a couple of miles further South into Greenwood.</p>	<p>IndyGo can only operate service within Marion County, with the exception of routes like the future 23 which turnaround slightly beyond the county limit. CIRTAs or the Central Indiana Regional Transportation Authority offer regional transit solutions. Their website can be found at www.Cirta.us</p>	N/A
<p>Riding all the way out south can be tryin to get to & from home & work. A great suggestion would be to add more south side buses. More frequently.</p>	<p>IndyGo is committed to serving the majority of the streets and corridors that it currently serves. There are no plans for additional service improvements and new routes on the southside at this time. IndyGo is focused at this time on implementing the voter-approved Marion County Transit Plan, which is reflected in the proposed June route changes and frequency improvements.</p>	N/A
<p>Why is it that north of Southeastern Avenue, Emerson is the only trunk street on the East Side (within 465) that has no transit service at all? In the mid-east side, there are many neighborhoods that need service, with concentrated housing and apartments all the way north to the Fall Creek shopping area... Which is where I happen to live. I would need to walk a mile or more along dangerous roadways that have no sidewalks and very little shoulder to even reach a transit stop, headed in any direction.</p> <p>I do realize that the "suburban"-like arrangement of housing in my immediate area might not accrue enough passengers to justify a route into my own neighborhood. But that's not the case on the rest of Emerson, from 42nd Street and south. Don't they need service too?</p>	<p>IndyGo does not currently provide service on Emerson Ave north of Southeastern Ave. Ridership along Emerson Ave south of Southeastern Ave is very low, but IndyGo is committing to continuing to serve the southside portion of Emerson Ave. Emerson Ave on the east side (north of Washington St) is a low-density corridor, with mainly single family residential. At major intersections there is more commercial activity. While there is no service directly on Emerson Ave in this area, there is service at all major cross streets, many of which provide 15 minute frequency service. So neighborhoods along Emerson Ave are still within walking distance of IndyGo bus service. Unfortunately, the land use pattern does not support a north-south continuous route connecting the south side and east side along Emerson Ave.</p>	N/A
<p>Customer feels as though the people making the decisions to change the bus routes are made by people who do not ride the bus. The south side routes should not change to make the Walmart unavailable.</p>	<p>Many IndyGo employees are regular users of the IndyGo bus system. It is unclear which Walmart this customer is referring to, but IndyGo will be continuing to serve all of the Walmart locations on the southside that currently have bus service.</p>	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
Concerns with getting bus routes to German Church & Mitthoeffer communities to the Purple Line. Re-establishing the North-South bus route on the Westside that connects Indianapolis International Airport to International Marketplace to Traders Pointe on 86th Street.	Customers starting trips along Mitthoeffer Rd will be able to access the future Purple Line via Route 89, which will connect to the Purple Line at the future Post Rd & 42nd St Purple Line station. German Church Road at Washington St will also have a connection to the Purple Line via Route 89. There are no plans at this time to provide additional north-south service along German Church Rd.	N/A
What would it take to get a route up and down Pendleton Pike in Lawrence? Many people live or work there. Does Lawrence pay property taxes into IndyGo?	Currently Lawrence residents do not pay a portion of their property taxes to IndyGo, although they do pay the income tax that was passed as part of the Marion County Transit Plan. At this time, IndyGo is committed to provide more service to Lawrence via Route 39 and the future Purple Line. Additional service to Lawrence is not planned at this time.	N/A
Please consider a circular or some bus for those between post rd. and mitthoeffer. It is a very long walk.	Connections between Post Rd and Mitthoeffer Rd will be provided by Route 21 (along 21st St), Route 10 (along 10th St), and Route 8 (along Washington St). Route 39 will no longer provide service between Mitthoeffer and Post Rd, as it will begin servicing Ivy Tech in Lawrence.	N/A
My wife and I support efforts to make bus routes more interconnected than they have been in the past. We also strongly support the Blue Line, and believe a connection between downtown and the Indianapolis airport should have been the first priority, but will be happy to see it happen so we can get to the airport and not have to park or take a cab, especially for extended trips.	Thank you for your support of these system changes.	N/A
We need a bus to go up and down German Church from 38th to Washington st.	There are no current plans to provide north-south service along German Church Rd between 38th St and Washington St. At this time, IndyGo is committed to implementing the Marion County Transit Plan that was approved by Marion County residents.	N/A
While I appreciate every day scheduling the last bus to the South Side is at 9:30. If the service could be extended so the working class can get home later than 9:30pm that would be great. I currently use route 31 and 16.	Final schedules, including any late night service improvements, will be provided once the route changes are finalized and the schedules are built.	N/A
Unhappy that Board Members were not in attendance Accessibility System plagued with inaccessibility Route 23 Four accessible bus stops and 27 inaccessible bus stops	As part of the IndyGo outreach process the IPTC Board will be presented with an Outreach Report that summarized major concerns and how IndyGo is responding but also an appendix with comments we received and our answer. IndyGo is working to improve accessibility at existing bus stops. It is a challenge, but IndyGo is committed to improving the pedestrian experience at all bus stops.	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
Likes Red Line and is looking forward to next projects Son Takes bus to North Central Reorganization of the lines has caused difficulties; necessary transfers Route 28 and Route 86 are not coordinated "Little details would make a big difference"	Timing transfers is difficult from a scheduling perspective. While everyone would like their transfer to be prioritized during scheduling, the truth is that bus routes often cross multiple other bus routes along the length of the route. As you can imagine, not all of these connections are able to be timed to provide for easy transfers. IndyGo works to provide ease of transfers as best as possible, but it is impossible to line up the schedules for every transfer opportunity within the system.	N/A
Butler-Tarkington resident Unhappy about traffic flow "Public safety official" 25th & Meridian "Congests traffic" "No bicyclists"	IndyGo coordinated closely with IMPD and IFD when implementing an emergency vehicle coordination plan for the Red Line. Both IMPD and IFD signed off on this plan and the City of Indianapolis Department of Public Works approved the design and placement of station locations as well. IndyGo is committed to operating the Red Line and providing fast, reliable service to customers along the Red Line corridor.	N/A
My suggestion is to include a crosstown route that connects Lawrence with Washington Square and Castleton Square. This would allow people who live and work on the far East Side to get to either Castleton or Washington Square without having to take three buses.	At this time IndyGo has no plans to provide a longer north-south crosstown route to connection Lawrence with Washington Square and Castleton Square. Service between Lawrence (Ivy Tech) and Washington Square Mall is provided via a transfer between proposed Route 39 and proposed Route 89.	N/A
Yay! Go for it! A change is always good. Go IndyGo!	Thank you for the encouragement!	N/A
Want route maps to show riders	More detailed maps highlighting each individual proposed route have been posted online at indygo.net/june2020	N/A
Email contractor about the traffic light at Washington and Morris. Take way too long for operators. Route 8 has too many stops- need to remove some stops for more efficiency .	IndyGo's traffic signal contractor is looking into the issue at Washington and Morris St. IndyGo's Service Planning team is planning to implement bus stop spacing improvements along many bus routes, in coordination with the June route changes. Bus stop spacing changes are being finalized this spring and will be implemented leading up to June.	N/A
All routes traveling on Maryland in bound can you remove stops which are located at: Alabama/Market and Pennsylvania/Maryland		N/A
Need to have better connections, other services CIRTAs run	IndyGo works with CIRTAs to provide transfer locations and timing of those transfers/connections.	N/A
Make the times better for the connecting routes. Main movements should have all the routes at the same time. Add more time on all routes, driver has to drive to fast to stay on time.	Service Planning works diligently to time transfers as best as possible. Unfortunately, not all transfers can be timed if another important transfer is more critical.	N/A
From 9075 I'm ok with any changes aint nothing wrong with change. It may be for the best. I am with ya'll 100%.	Thank you for the encouragement!	N/A

Public Comments and Responses on Proposed June Route Changes

2/14/20

Comment	IndyGo written response	Route(s) impacted
What is the goal of these route changes?	The goal of these route changes is to implement the voter-approved Marion County Transit Plan. The MCTP called for a new bus network that provides a grid of frequent service to allow for faster and more direct bus service with more convenient transfer options across the IndyGo service area.	N/A
How much time is allowed at the end-of-line?	Contractually, a minimum of 5 minutes is provided at the end of the line.	N/A
Why is cross routing brought downtown?	There will be less routes serving the Carson Transit Center starting in June. Several routes will become crosstown routes, including	N/A
Any thoughts for a 24 hour bus system?	Currently IndyGo has no plans to implement 24 hour service on any routes. The focus at this time is to implement the Marion County Transit Plan and provide more frequent service and longer service hours on all of IndyGo's routes.	N/A
The change seems pretty common sense. Not terrible different. Still getting folks to the same destination, we just have to educate them on a different way to get there.	Multiple public meetings have been held and more outreach opportunities will be provided as we get closer to route changes in June. Our operators will be key to helping educate IndyGo's customers!	N/A
Need to have IPD ride buses for many of the unsafe routes.	Your concerns have been noted.	N/A
The proposed routes will make easier for rider since they don't have to come to CTC for transfers, but many riders don't know how to transfer so operators need to be educated to be able to tell them new ways/routes to get to their destination.	Good point. Our operators will be key to helping educate IndyGo's customers, especially regarding transfer opportunities on the new routes.	N/A
* RedLine needs to run later on Sunday	IndyGo plans to keep the same current service level on the Red Line in June 2020. Sunday service on the Red Line ends at 10 p.m.	Red Line/90
There needs to be a connector at Red Line Station on Park.	While there is not a direct connection at the Park Ave Red Line station, three routes will operate within one block of the station in June 2020: Route 19 and Route 39 along Central Ave; and Route 2 along College Ave.	Red Line/90