



Travel Training




Social Service Providers
March 10–11, 2011




Welcome to IndyGo

- ▶ We want those who serve the public to be comfortable enough with transit to **encourage** and **train people** to use IndyGo

Session Preview

- ▶ Benefits of Transit
 - ▶ IndyGo Company Overview
 - ▶ IndyGo Service Overview
 - ▶ Customer Service
 - ▶ Fares, Passes and Half Fare
- 


Session Preview

- ▶ Reading a Route Map
 - ▶ Boarding the bus
 - ▶ Riding with a Mobility Device or Bicycle
 - ▶ Exiting the bus
 - ▶ Trip Planning Exercises
- 

Benefits of Transit

- ▶ Investment in transit spurs economic development
 - Business recruitment and regional competitiveness
- ▶ Transit investments revitalize neighborhoods
- ▶ Transit enhances personal opportunity
 - Jobs, healthcare, recreation, social services
- ▶ Reduces Fuel consumption and Air pollution

About IndyGo

- ▶ Municipal Corporation
 - ▶ 7-member board of directors
 - 3 Appointed by the Mayor of Indianapolis
 - 4 Appointed by City-County Council
 - ▶ Funded through Federal, State and Local tax dollars as well as fare revenue
 - ▶ About 450 employees, majority represented by Amalgamated Transit Union, Local 1070
- 

Customer Service Center

▶ On the Phone

- 317.635.3344
- 7 am – 7 pm Mon–Fri, 9 am – noon Sat


▶ In Person

- 34 N. Delaware St., just west of the City–County Building
- 8 am – 6 pm Mon–Fri, 9 am – noon Sat

▶ Online

- www.IndyGo.net
- feedback@indygo.net

Customer Service

- ▶ Trip Planning assistance and Schedule Information
 - ▶ Bus Pass Sales
 - ▶ Customer Comments
 - ▶ Lost and Found
 - ▶ Requests for Special Services
 - Large print
 - Braille
 - Non-English
- 

Keep current on IndyGo

▶ “Like” us on Facebook



- Search Pages – [“IndyGo”](#)

▶ Follow us on Twitter



- @indygobus or www.twitter.com/indygobus

▶ Subscribe to our e-newsletter



- From our website www.indygo.net

Question Break



IndyGo Bus Service


- ▶ IndyGo provides 8–9 million passenger trips per year
- ▶ 30 local service routes and 1 express route from downtown to airport
- ▶ Operate federally–mandated ADA door–to–door paratransit service, Open Door
 - Open door provides county–wide service
 - Mandate is $\frac{3}{4}$ mile radius of fixed route service

Open Door



- ▶ Federally–mandated accessibility service within $\frac{3}{4}$ of a mile of a fixed route
- ▶ County–wide door–to–door service
- ▶ Must apply and be approved to use the program
- ▶ Reservations required

Open Door Application Process

1. Download Open Door application from www.IndyGo.net or call 317-635-3344 to have one mailed.
 2. Professional Verification form must also be completed.
 3. Schedule an assessment at 317-614-9260
 4. Bring application and Professional Verification form to your assessment
- 

Open Door Assessment

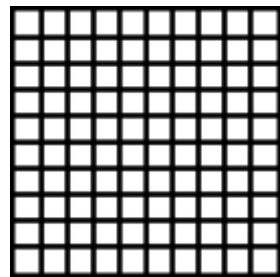
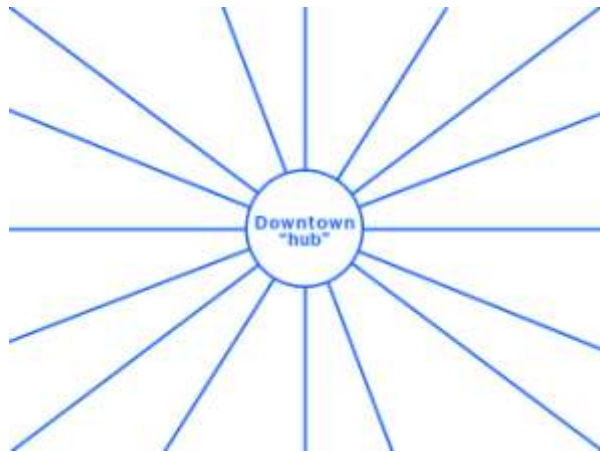
- ▶ If you cannot arrange your own transportation to the assessment, IndyGo can provide round-trip service. Subject to availability
- ▶ The assessment will include an in-person interview to ascertain how disability affects individual's access to regular bus service
- ▶ Assessment will include functional assessment of mobility, gait, balance, vision, mental faculties
- ▶ Application approval/denial 21 days after assessment

Question Break



Fixed Route System

- ▶ Local service within Marion County
 - Stops spaced about every 3 blocks

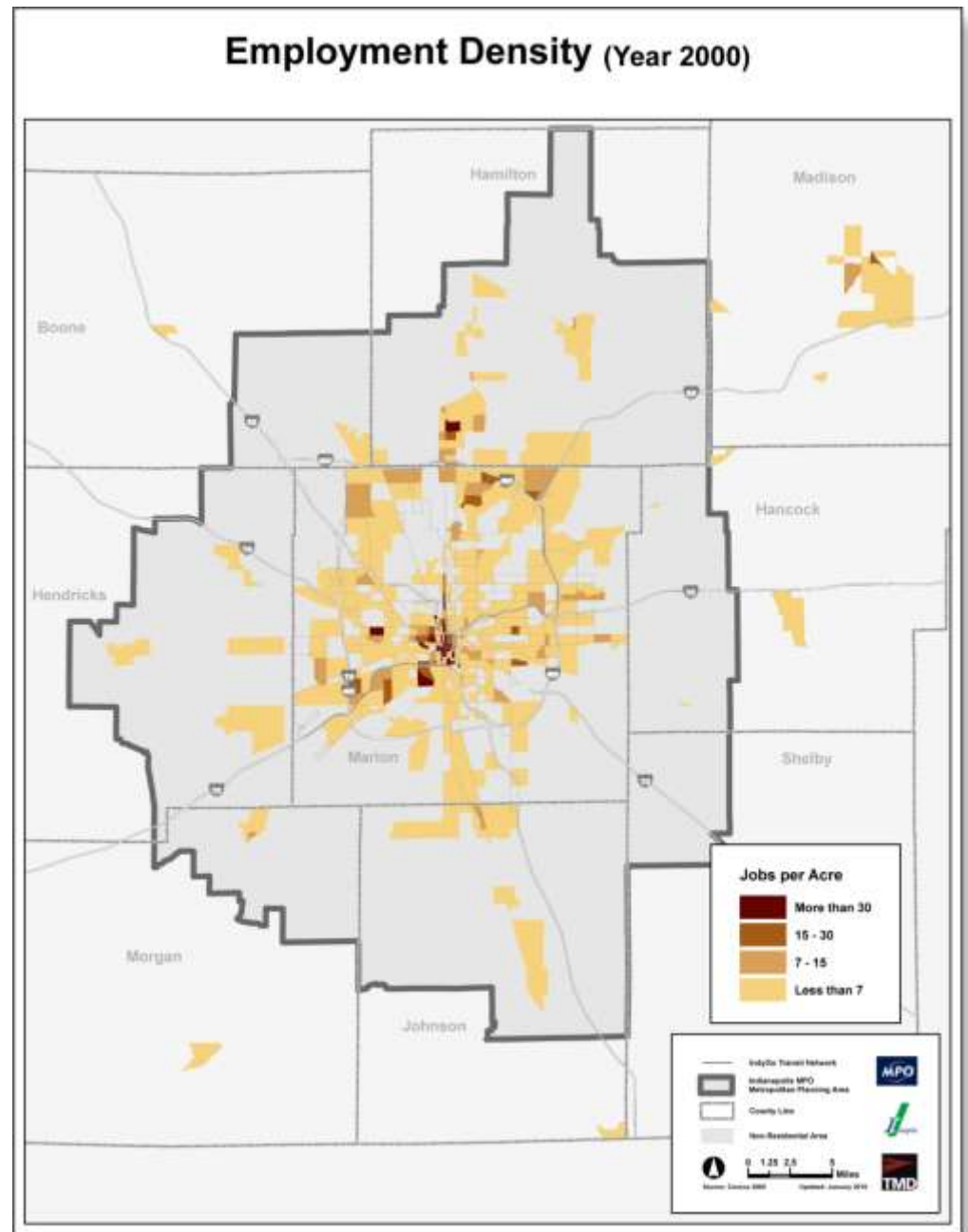


Grid system

- ▶ Hub-and-spoke design
 - Downtown is the hub
 - Most frequent service on main city arterial streets
 - 2 cross-town routes and one eastside circulator do not serve downtown
 - 1 express route from downtown to airport

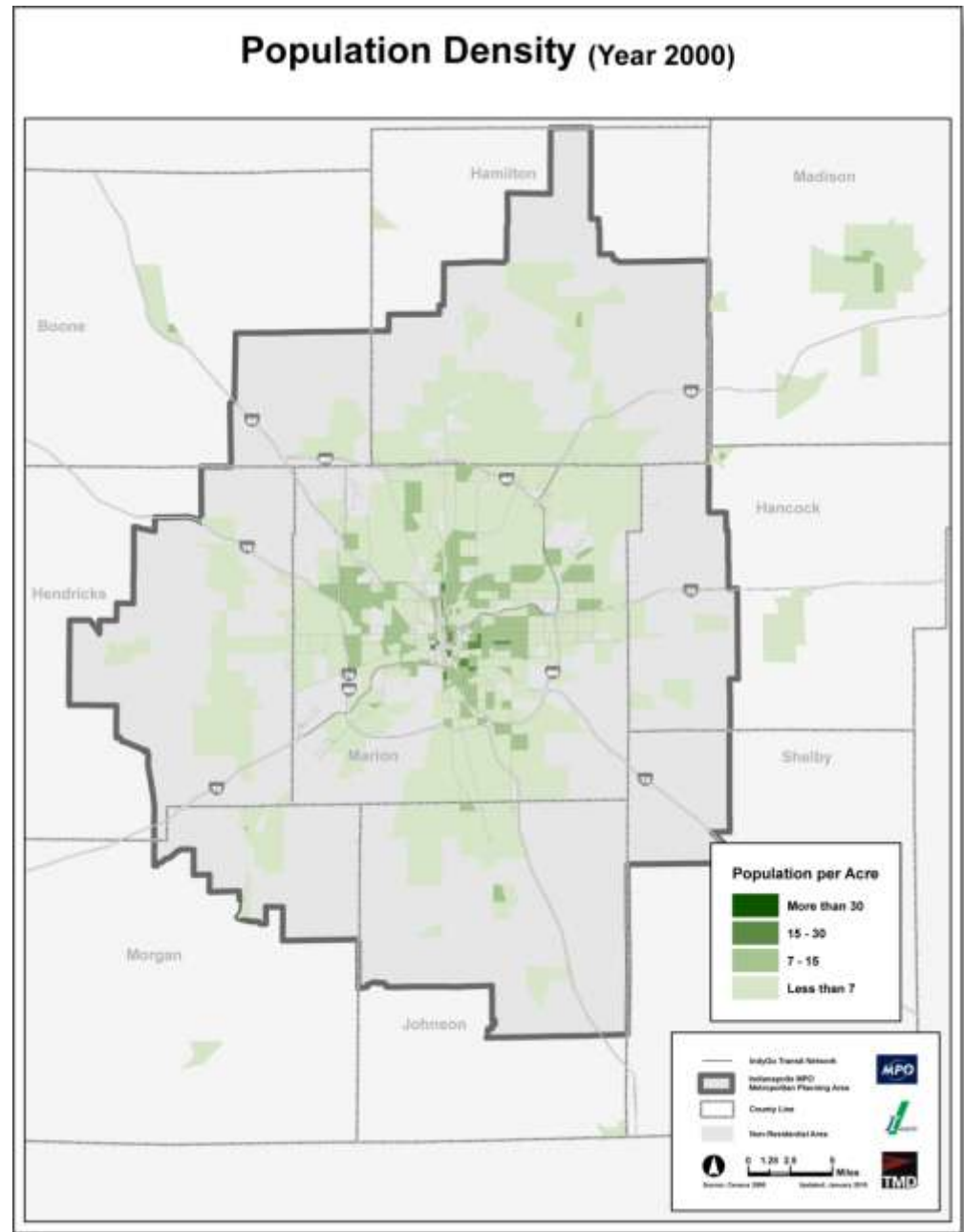
Density and Transit

- ▶ With the densest concentration of jobs in the downtown area, the hub-and-spoke system serves many destinations in the downtown hub



Density and Transit

- ▶ Higher population densities support more frequent service



Transit and Pedestrians

- ▶ The most successful transit trips begin and end on foot.
- ▶ Many neighborhoods lack sidewalks for safe pedestrian travel.
- ▶ Lack of sidewalks presents accessibility issues for individuals with disabilities.
 - Heavy demand for Open Door



Example of car-centered infrastructure

Transit Oriented Development



- ▶ Mixed-use, walkable, denser development
- ▶ Multi-modal transportation infrastructure
- ▶ Not new idea
 - Fountain Square
 - Irvington
 - Mass Ave

http://fta.dot.gov/publications/publications_11007.html

Indy Connect

- ▶ Regional Transportation Plan
- ▶ 3x more local bus service
- ▶ New express bus service
- ▶ Bus Rapid Transit on main corridors
 - Greatly enhanced frequency
 - Stops every mile or so
 - Traffic signal prioritization
 - Dedicated lanes of travel
- ▶ New rail and light rail services



Question Break



Fares and Passes



	Full Fare	Half Fare**
Single Ride*	\$1.75	\$0.85
Day Pass*	\$4.00	\$2.00
10-Trip Pass	\$17.50	\$8.50
7-Day Pass	\$20.00	\$10.00
31-Day Pass	\$60.00	\$30.00
S-Pass***	\$30.00	NA
Summer Youth	\$30.00	NA

* Cash accepted on-board for Single Rides and Day Passes

** Proof of eligibility required for half fare

*** S-Passes must be purchased by college or university

Purchase Options

The screenshot shows the IndyGo website interface. At the top left is the IndyGo logo and the text "Indianapolis Public Transportation Corporation providing connecting services". To the right is a search bar and a shopping cart icon. Below the header is a navigation menu with links for Home, Fare Passes, System & Route Maps, How to Ride, Rider Resources, and Contact Us. The main content area features a "Your Cart" sidebar on the left showing "Number of Items: 0" and "Subtotal: \$1.00". The central banner says "Welcome to IndyGo Online!" with an image of a person holding a fare pass. Below the banner is a paragraph of text: "You've chosen the most convenient way to order your fare passes. If you ever need to speak with an IndyGo Customer Service Representative, call 317.635.3344. Please allow up to 10 business days for shipment of fare passes ordered online. IndyGo fare passes are non-transferable and non-refundable. Thank you for riding IndyGo. If this is your first visit to this new online store page, your existing user account will no longer be recognized. Please create a new user account. Thank you for your patience as we transition to this new online sales platform." Below this text is a "Fare Passes" section with a grid of nine fare pass options: 10 Trip Full Fare, 10 Trip Half Fare, 31 Day Full Fare, 31 Day Half Fare, 7 Day Full Fare, 7 Day Half Fare, Day Pass Full Fare, Day Pass Half Fare, and Green Line Full Fare.

- ▶ Online with credit card
- ▶ In Person at 34 N. Delaware St.
- ▶ On the Phone at 317-635-3344

Half Fare Program

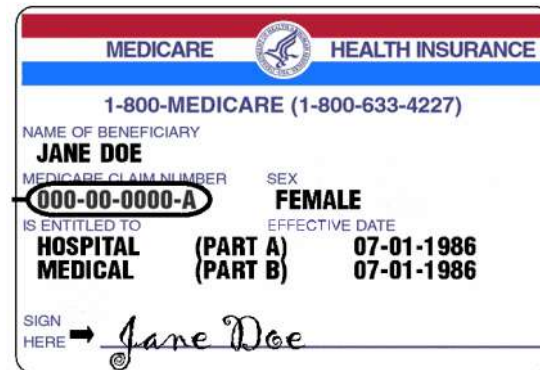
IndyGo offers half fare pricing to the following individuals:

- ▶ Persons 65 and older and Persons with disabilities
 - Medicare recipients
- ▶ Youth 18 and younger

Half Fare on board

In order to redeem a half fare pass or pay half fare on-board, passengers must show proof of eligibility when boarding the bus.

- ▶ A valid IndyGo Half Fare ID Card
- ▶ A valid Student ID – Students K–12 only
- ▶ A valid Medicare Card




Half Fare ID Process

- ▶ Cost is \$2 for original, \$5 replacement
- ▶ Application must be completed and submitted in person at Customer Service
- ▶ Persons 65 or older must complete an application with proof of age.
- ▶ Persons 18 and younger must complete an application with proof of age.
- ▶ Persons with disabilities must complete an application and have their health care provider complete a supplemental form for proof of disability.

Question Break



Transit Essentials

- ▶ System map
 - ▶ Route map
 - ▶ Farebox
 - ▶ Fare pass
 - ▶ Stop cord
 - ▶ Bus Stop
 - ▶ Sign
 - ▶ Bench
 - ▶ Shelter
 - ▶ Bike Racks
- 

IndyGo System

7 days a week Monday - Sunday

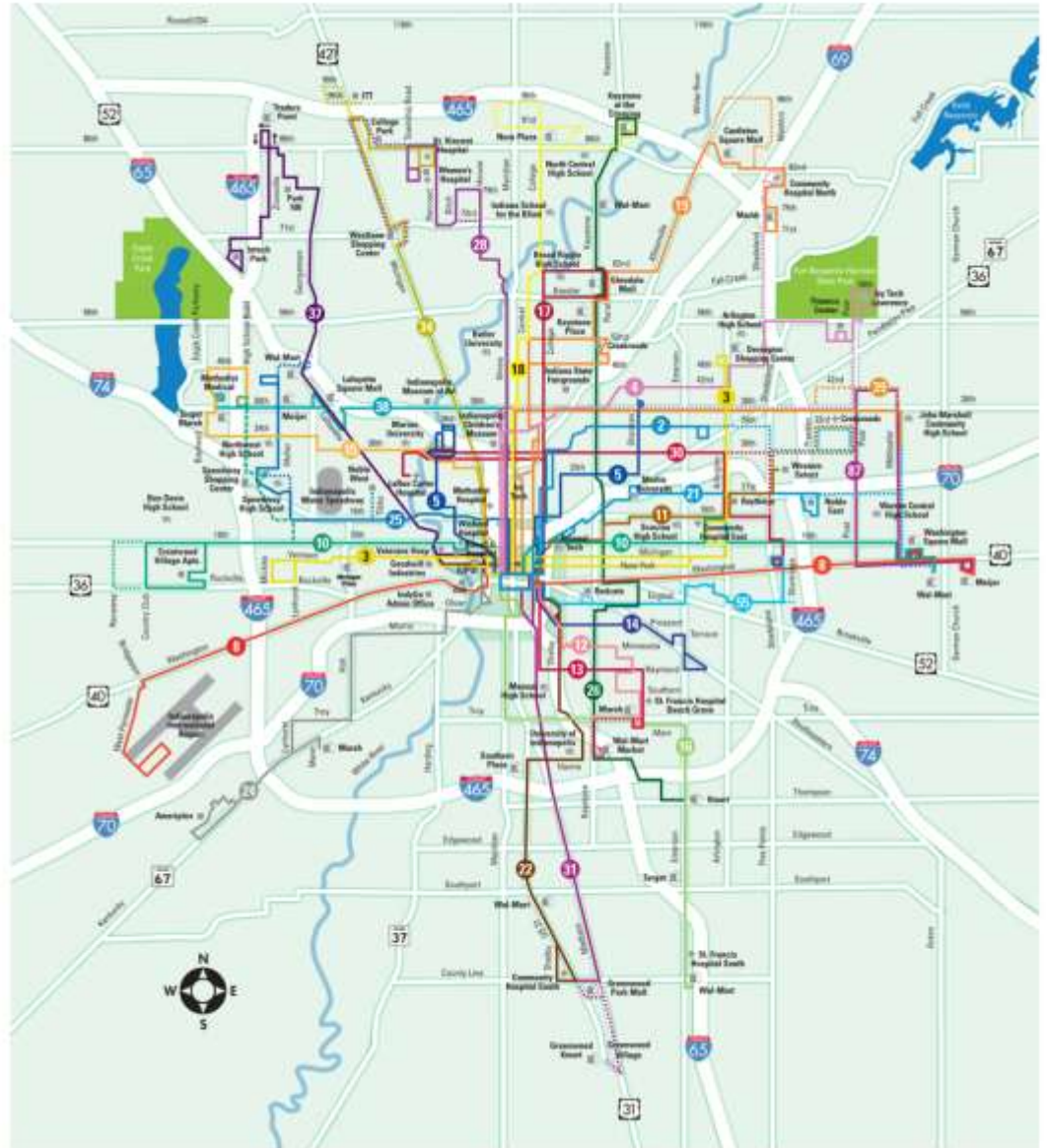
- █ Route 2 - East 34th Street
- █ Route 3 - Michigan Street
- █ Route 5 - E. 25th/North Harding
- █ Route 8 - Washington Street
- █ Route 10 - 10th Street
- █ Route 12 - Minnesota
- █ Route 13 - Raymond
- █ Route 14 - Prospect
- █ Route 15 - Riverside
- █ Route 17 - College
- █ Route 19 - Castleton
- █ Route 28 - St. Vincent
- █ Route 31 - Greenwood
- █ Route 37 - Park 100
- █ Route 38 - Lafayette Square
- █ Route 39 - East 28th Street
- █ Route 205 - Green Line Downtown/
Airport Express*

6 days a week Monday - Saturday

- █ Route 4 - Fort Harrison
- █ Route 16 - Beech Grove
- █ Route 18 - Nora
- █ Route 21 - East 21st Street
- █ Route 24 - Mars Hill
- █ Route 25 - West 16th Street
- █ Route 26 - Keystone Crosstown
- █ Route 34 - Michigan Road
- █ Route 50 - Red Line*
- █ Route 87 - Eastside Circulator

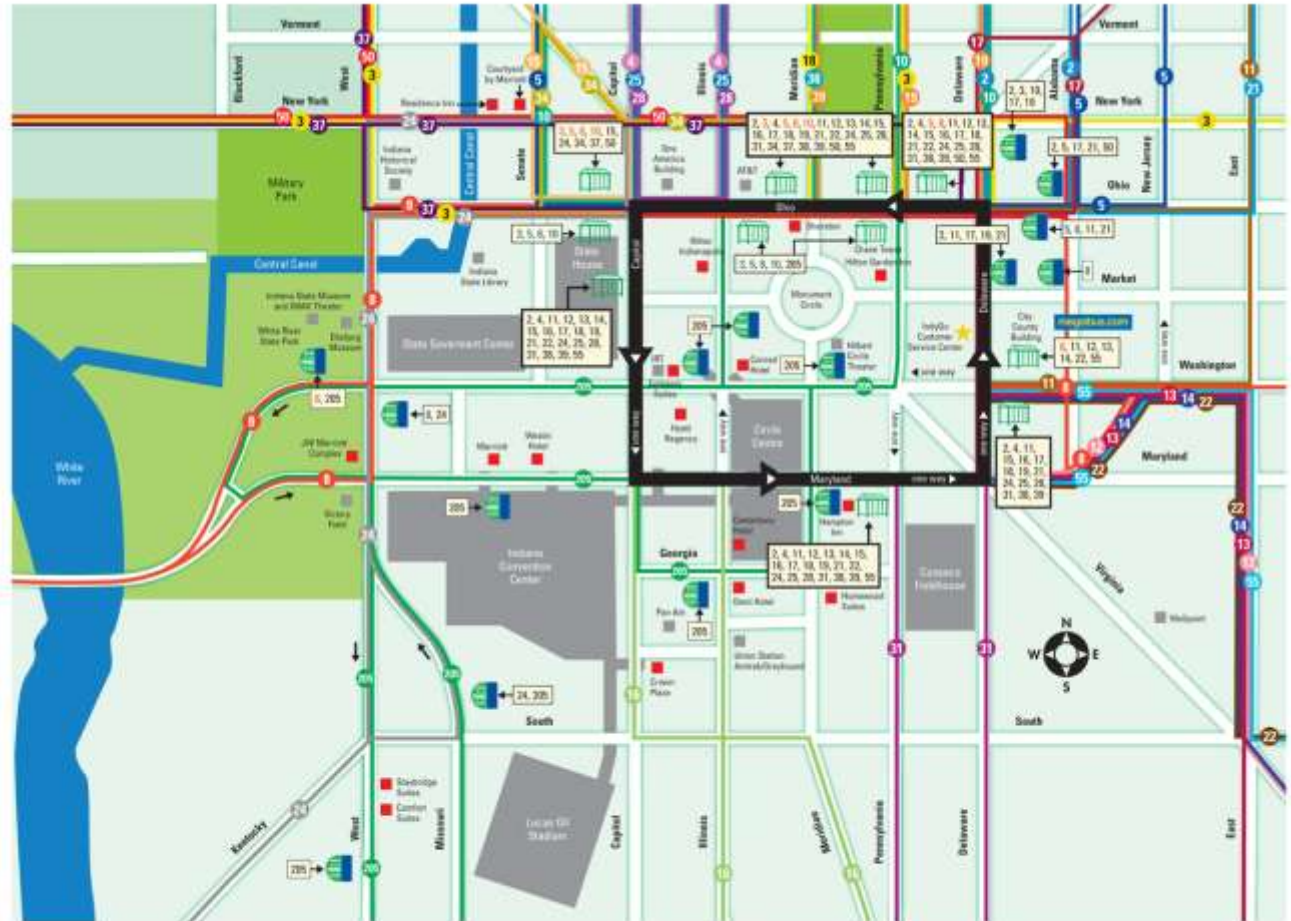
5 days a week Monday - Friday

- █ Route 11 - East 16th Street
- █ Route 22 - Shelby
- █ Route 30 - 30th Street Crosstown
- █ Route 55 - English
- █ Route 87 - Eastside Circulator



System Map


Downtown Loop



Downtown Loop

-  Bus Shelters
-  Bus Stops
-  Downtown Loop
-  Hotels
- Red numbers indicate Westbound routes
- Blue numbers indicate Eastbound routes

The Downtown Loop

- ▶ Hub of the system
 - ▶ Interlined routes
 - ▶ Downtown shelters are labeled with which routes served. Also labeled on map.
 - ▶ EB/WB routes use Ohio
 - ▶ Not every bus makes the loop
- 

Question Break



Trip Planning Tools

- ▶ System and Route maps
 - Get these online, by mail, or at malls and libraries.
- ▶ Online trip planner, online schedules
- ▶ Customer Service Center

Planning a trip

1. Origin

2. Destination

3. Time of travel

- Day of the week– Weekday, Saturday or Sunday?
- Arrival or departure time

Landmarks, addresses and intersections for your trip will be helpful



System Map

- ▶ Shows coverage of the service area
- ▶ Step 1 in the trip planning process
 - Which route takes me to my destination?
 - No schedules or times
- ▶ Helpful how-to-ride tips and information

Connecting Services

- ▶ Access Johnson County
 - Greenwood Park Mall- routes 31, 22
 - Community South Hospital- route 22
 - Wal-Mart, County Line Rd./Emerson Ave.- route 16
- ▶ Hamilton County Express
 - Traders Point- Route 37
 - Nora Plaza- Route 18
 - Keystone at the Crossing- Route 18 and 26, Sunday 18/26 abbreviated route
 - Castleton Mall - Route 19
- ▶ CIRT/ Miller Transportation- Indy Express Bus
- ▶ Other rural service providers

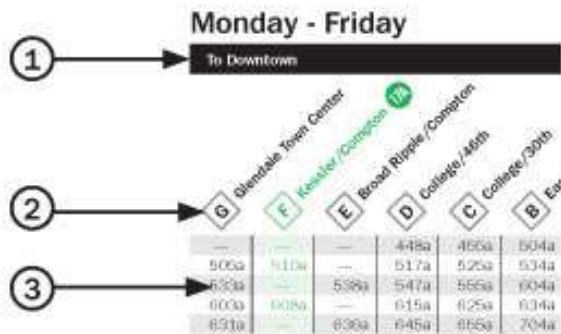
Reading a schedule

- ▶ Step 2–
 - What time do I catch the bus?
 - What time will I arrive at my destination?
- ▶ Maps
- ▶ Timetables
- ▶ Connecting services



Reading a Schedule

a step-by-step guide



- 1 Find the schedule for the **day** of the week and the **direction** you plan to travel.
- 2 Find the **timepoints** nearest your origin and destination. Timepoints are shown on the route map. Bus stops may be between timepoints.
- 3 Read downward in a column to see **times** when a trip will be at a given timepoint. Read the times across to the right to see when the trip reaches other timepoints. A dash (—) denotes that trip does not serve the area of that timepoint.

Arrival times are approximate and may vary due to road and traffic conditions.

- ▶ Select trips
 - Use of color correlates to map

Day of travel

Route origin/destination



Timepoint

Monday - Friday

Monday - Friday

Glendale Town Center to Downtown

	G Glendale Town Center	F Kessler/Compton 17A	E Broad Ripple/Compton	D College/46th	C College/30th	B Massachusetts/East	A Ohio/Meridian
505a	510a	—	—	448a	455a	504a	510a
533a	—	538a	—	517a	525a	534a	540a
603a	608a	—	615a	625a	634a	640a	640a
631a	—	636a	645a	655a	704a	710a	710a
703a	708a	—	715a	725a	734a	740a	740a
731a	—	736a	745a	755a	804a	810a	810a
803a	808a	—	815a	825a	834a	840a	840a
831a	—	836a	845a	855a	904a	910a	910a
903a	909a	—	916a	924a	934a	940a	940a
932a	—	937a	946a	954a	1004a	1010a	1010a
1003a	1009a	—	1016a	1024a	1034a	1040a	1040a
1032a	—	1037a	1046a	1054a	1104a	1110a	1110a
1103a	1109a	—	1116a	1124a	1134a	1140a	1140a
1132a	—	1137a	1146a	1154a	1204p	1210p	1210p
1203p	1209p	—	1216p	1224p	1234p	1240p	1240p
1232p	—	1237p	1246p	1254p	104p	110p	110p
103p	109p	—	116p	124p	134p	140p	140p
132p	—	137p	146p	154p	204p	210p	210p
203p	209p	—	216p	224p	234p	240p	240p
232p	—	237p	246p	254p	304p	310p	310p
303p	309p	—	316p	324p	334p	340p	340p
332p	—	337p	346p	354p	404p	410p	410p
403p	409p	—	416p	424p	434p	440p	440p
432p	—	437p	446p	454p	504p	510p	510p
503p	509p	—	516p	524p	534p	540p	540p
532p	—	537p	546p	554p	604p	610p	610p
604p	609p	—	616p	624p	634p	640p	640p
632p	—	637p	646p	654p	704p	710p	710p
704p	709p	—	716p	724p	734p	740p	740p
730p	—	734p	742p	750p	759p	805p	805p
801p	805p	—	812p	820p	829p	835p	835p
841p	—	845p	853p	901p	910p	915p	915p
913p	—	927p	935p	942p	955p	1000p	1000p
988p	1002p	—	1009p	1016p	1025p	1030p	1030p

Downtown to Glendale Town Center

	A Ohio/Meridian	B Massachusetts/East	C College/30th	D College/46th	E Broad Ripple/Compton	F Kessler/Compton 17A	G Glendale Town Center
510a	521a	530a	536a	545a	—	550a	550a
540a	551a	600a	606a	—	613a	618a	618a
610a	622a	632a	639a	648a	—	653a	653a
640a	653a	703a	710a	—	717a	722a	722a
710a	723a	733a	740a	749a	—	754a	754a
740a	753a	803a	810a	—	817a	822a	822a
810a	823a	833a	840a	849a	—	854a	854a
840a	853a	903a	910a	—	917a	923a	923a
910a	923a	933a	940a	949a	—	955a	955a
940a	953a	1003a	1010a	—	1017a	1023a	1023a
1010a	1023a	1033a	1040a	1049a	—	1055a	1055a
1040a	1053a	1103a	1110a	—	1117a	1123a	1123a
1110a	1123a	1133a	1140a	1149a	—	1155a	1155a
1140a	1153a	1203p	1210p	—	1217p	1223p	1223p
1210p	1223p	1233p	1240p	1249p	—	1255p	1255p
1240p	1253p	103p	110p	—	117p	123p	123p
110p	123p	133p	140p	149p	—	155p	155p
140p	153p	203p	210p	—	217p	223p	223p
210p	223p	233p	240p	249p	—	255p	255p
240p	253p	303p	310p	—	317p	323p	323p
310p	323p	333p	340p	349p	—	355p	355p
340p	353p	403p	410p	—	417p	423p	423p
410p	424p	435p	442p	451p	—	457p	457p
440p	455p	506p	513p	—	520p	526p	526p
510p	525p	536p	543p	552p	—	558p	558p
540p	555p	605p	612p	—	619p	624p	624p
610p	624p	634p	641p	650p	—	655p	655p
640p	654p	704p	711p	—	718p	723p	723p
710p	724p	734p	741p	749p	—	754p	754p
740p	754p	803p	810p	—	816p	821p	821p
810p	822p	830p	837p	845p	—	▲849p	917p
840p	852p	900p	907p	—	913p	917p	917p
920p	930p	938p	943p	949p	—	953p	953p


Inbound (Entrada)

Outbound (Salida)

Read across for trip time

Direction

Example Trip Plan

- ▶ Origin is College/38th
 - ▶ Need to be at Chase Tower Friday at 10am
 - 111 Monument Circle
 - ▶ Which side of the schedule?
 - ▶ Which timepoint will we use?
 - ▶ What time should we be at bus stop?
 - ▶ What time will we arrive at Chase Tower?
- 

Question Break





Plan a trip

1 Origin ?

Landmark	Stop	Intersection	Address	Recent	
City:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Clear"/>
Type:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Landmark:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

2 Destination ?

Landmark	Stop	Intersection	Address	Recent	
City:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Clear"/>
Type:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Landmark:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

3 When ?

Date:

Departure at : AM PM approximately
 Earliest trip
 Latest trip

4 Travel options ?

Fastest trip
 Fewest transfers
 Shortest walk

Bicycles



[Show trip plan](#)

Online trip planner

▶ Choose a tab

- Landmark – This is the default tab for Origin and Destination.
- Stop– This is helpful if you know the name of your bus stop.
- Intersection – To help narrow your results, start with "City."
- Address – To help narrow your results, start with "City".
- Recent – If you are a return user, your computer will store information in the browser cache.

Plan a trip

1 **Origin** ?

Landmark **Stop** **Intersection** **Address** **Recent**

City:

Type:

Landmark:

2 **Destination** ?

Landmark **Stop** **Intersection** **Address** **Recent**

City:

Type:

Landmark:

3 **When** ?

Date:

Departure AM PM approximately

Earliest trip

Latest trip

4 **Travel options** ?

Fastest trip

Fewest transfers

Shortest walk

Bicycles

- ▶ Begin to type your city, then select from the drop-down menu.
- ▶ Repeat for all fields in origin and destination

Plan a trip

1 **Origin** ?

Landmark Stop Intersection Address Recent

City: INDIANAPOLIS Clear

Type: BEECH GROVE

Landmark: FISHERS

2 **Destination** ?

Landmark

City: GREENWOOD

Type: HAMILTON COUNTY

Landmark: INDIANAPOLIS

3 **When** ?

Date: March 3 2011

Departure at 01:30 AM PM approximately

Earliest trip

Latest trip

4 **Travel options** ?

Fastest trip

Fewest transfers

Shortest walk

Bicycles

[➤ Show trip plan](#)

www.IndyGo.net/TripPlanner

Orienting yourself

- ▶ Bus stop sign
 - Routes serving
 - Stop number



- ▶ Make sure you're on the correct side of the street for desired direction of travel
- ▶ Safe and visible location
- ▶ Be aware of curb lane parking
- ▶ Have exact fare or fare pass ready

Boarding the bus

- ▶ Make sure it's the right bus
 - Destination sign
 - Route variant



Boarding the bus

- ▶ Kneeling
 - Bus can lower for easier boarding
- ▶ Wheelchair Lift/Ramp
 - You don't have to be in a mobility device
 - Operator will secure wheelchairs. Tell operator where you are getting off.
- ▶ Tell the operator if you're loading a bike



Bike and Bus



1

Release the rack and pull down.

2

Lift your bike into the rack.

3

Secure the wheel using the spring-loaded arm.

Safety and Security

- ▶ Each Bus is equipped with Cameras & Microphones. This allows us to hear and see conduct on board the coach.
- ▶ The cameras are primarily a Risk Management tool and have reduced claims by 25% since they were installed





IMPD Partnership

- ▶ IMPD Officers ride for free.
- ▶ IMPD currently riding in both uniform and in plain clothes
- ▶ IndyGo has applied for grant money through the TSA to hire our own off-duty police officers.



Transportation
Security
Administration

Emergency Evacuation

- ▶ In case of an emergency, please follow the instructions of your coach operator. In case an evacuation is ordered there are 3 ways to exit the coach:
 - ▶ Emergency Window Hatches
 - ▶ Emergency Roof Hatches
 - ▶ Emergency Door Releases



Suspicious Activity

- ▶ Please report any suspicious or criminal behavior to your operator or to Local Law Enforcement. When it comes to suspicious activity: *“If you see something, say something”*
- ▶ Make sure you keep track of your belongings. Report unattended items immediately

TRANSITWATCH



Paying Your Fare

- ▶ Bill acceptor/Coin acceptor
 - Exact change



Using a Fare Pass

- ▶ Trim slot
 - Activate your pass here



Using Your Fare Pass

- ▶ **Swipe**
 - Activated multi-use pass only



Seating and standing



- ▶ Priority seating for seniors, expectant mothers and individuals with disabilities
- ▶ Front seats fold away for mobility device
- ▶ Keep your items in your lap
- ▶ Standees hold on to handrails



Guidelines

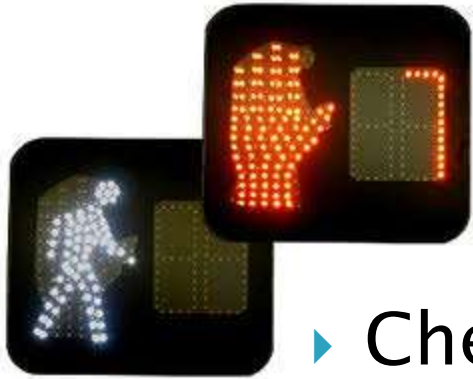
- ▶ No food or drink
- ▶ Cell phones at a reasonable level
- ▶ No radios
- ▶ No smoking



Watch/Listen for your stop

- ▶ All bus stops announced and displayed
- ▶ Pull signal cord at least $\frac{1}{2}$ block before stop
- ▶ Stop Requested will show on the interior LED





Exiting the bus

- ▶ Check for personal belongings
- ▶ Exit through back door if possible.
- ▶ If you brought a bike, exit through the front to retrieve it and tell the operator.
- ▶ Ask for kneel or ramp if needed
- ▶ Do not cross in front of the bus. Wait for traffic to clear before crossing.
- ▶ Use crosswalk and pedestrian signals. Mid-block crossings are not safe.

Final Questions?

- ▶ E-mail survey
 - ▶ Bus walk-through
 - ▶ Try the bike rack
- 