

Fare Capping and 2-Hour Transfer

Fare Policy Proposal and Equity Analysis

APPROVED FEBRUARY 2019

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EXECUTIVE SUMMARY

As IndyGo advances the Marion County Transit Plan, it is implementing a modernized fare system enabling it to introduce new benefits and provide greater convenience to its riders. These benefits are encompassed in proposed fare policy changes and the introduction of an account-based system with durable fare cards and a mobile ticketing application. As the system shifts from its current route structure to a grid-based system, these changes have the potential to benefit most riders in the IndyGo system.

With the implementation of the new system, IndyGo is proposing changes to IndyGo fare policies, fare structure, fare media, and fare validation procedures. Central to these changes are two new fare policies: free transfers and fare capping. Free transfers will enable riders to take a subsequent transit trip, within two hours of an initial trip, at no additional cost to that rider; this should provide greater access and convenience to riders making use of IndyGo's new grid-based network system. Fare capping will limit the total expenditure a transit rider will experience within a given day or week; a cap of \$4.00 for transit trips within a given day and a cap of \$15.75 for transit trips within a given week are proposed. In addition, IndyGo will eliminate the 7-day, 31-day, 10-trip passes and the policy of allowing Open Door eligible riders to ride free on fixed-route buses. The one-day and one-trip passes will remain, although the one-trip pass will be renamed the "Two-Hour Ticket"; users will only be able to purchase these passes on-board a local bus. These changes, and accompanying changes, are explored within Section II of this document.

Per IndyGo's Title VI policies, consistent with the Title VI requirements of the Federal Transit Administration, major fare policy changes require IndyGo to perform a fare equity analysis. The purpose of the analysis is to proactively assess the benefits and/or negative impacts of policy changes upon minority and low-income populations relative to non-minority and non-low-income populations. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy, is considered a disparate impact or disproportionate burden, respectively. A finding of disparate impact requires mitigations and an evaluation of alternatives. For the changes proposed by IndyGo, staff had to analyze the major policy changes and policies associated with the implementation of the new account-based system, including geographic access to locations where fare media would be vended. An overview of the fare equity analysis findings related to fare policy changes and other procedures associated with the implementation of the account-based system is provided in Executive Summary Table i. These analyses are presented in full detail in Section III of this document; the methodology for conducting these analyses is provided as an Appendix.

Executive Summary Table i. Summary of Fare Equity Analysis.

Policy	Free Transfer + Fare Capping	Geographic Access to Fare Media (2019)	Geographic Access to Fare Media (2023)	Card Issuance Fee	Deposit Bonus
Disparate Impact	NO	YES	YES	NO	NO
Disproportionate Burden	NO	YES	YES	YES	NO

The findings of a disparate impact and disproportionate burden for geographic access to fare media required IndyGo to develop alternatives and analyze those alternatives based on the same policy threshold that the initial proposal was analyzed. IndyGo staff explored several alternatives which were trimmed down to two potentially feasible alternatives: the providing of additional ticket vending machines (TVMs) in strategically located areas and the provision of a retail sales network that would stock and be able to reload account values. The alternatives do not eliminate the disparate impact, but it does significantly increase access to the fare media, and therefore access to IndyGo (See Executive Summary Table ii). Due to the far greater access, in terms of the number individuals with access to vending locations, with the retail network alternative, IndyGo staff recommend the adoption of that alternative. The analysis of alternatives is included in Section VI of this document.

Executive Summary Table ii. Summary of Access for Both Proposals Following Full Build Out

Population Group	Current Access (2018)	Baseline Scenario (2023)*	Ticket Vending Machine Alternative*	Retail Network Alternative*
Overall	20,828	164,724	203,699	506,629
		690.6%	878.0%	2,332.4%
Minority	12,878	72,459	101,399	236,271
		462.7%	687.4%	1,734.7%
Non-Minority	7,951	92,260	102,289	270,364
		1060.4	1,186.5%	3,300.4%

**Note: Percentages shown reflect the percent change of the percent of population with access. For example, the 690.6% increase for overall population relative to the baseline reflects access moving from 2.2% of population currently to 17.7% in the future.*

This document has been created by IndyGo staff to facilitate a dialogue with the public regarding the proposed changes to IndyGo fare policies, procedures, and practices. As such, it seeks to provide a comprehensive overview of the proposal, the equity analysis, and the consideration of alternatives. The document concludes with a discussion of IndyGo’s mitigation strategies to limit any impacts that these changes may have upon IndyGo riders and the public, and outlines IndyGo’s public outreach strategies associated with these changes.



SECTION I. INTRODUCTION

With the implementation of the Marion County Transit Plan, IndyGo is transitioning to a grid-based network, adding three rapid transit lines, and improving its local bus service. As part of this transition, IndyGo staff is proposing major fare policy changes to accommodate and improve the customer experience with the new system; these changes are intended to increase access to the service and reduce the effective cost of transit for those riders who frequently use transit. In accordance with federal civil rights requirements, major fare policy changes require IndyGo to examine whether the proposed change is equitable among minority, low-income, non-minority, and non-low-income populations.

IndyGo's Title VI Policy

Title VI of the Civil Rights Act of 1964 requires public transportation providers that receive federal funds to operate services and programs in a non-discriminatory manner. Race, color, and national origin are protected classes under Title VI. IndyGo's Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from major changes to fare policy. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden.

IndyGo's Title VI Program considers any increase or decrease in fare to be a "major service change". IndyGo is not proposing any increase or decrease in its base fares but is proposing changes that may impact the total amount some individual pays for transit service over multiple rides. An analysis of IndyGo's 2016 *On-Board Transit Survey*, suggests up to 74.9 percent of IndyGo riders may see reduced costs while 2.8 percent may see cost increases.

Key Definitions

The Fare Policy Proposal and Equity Analysis relies on several terms that may be unfamiliar. To facilitate better understanding and engagement for this document, the following key definitions are provided.

Account-based system: A fare collection system in which a central system serves as a platform for hosting accounts upon which other components of the fare system serve as front-end credentialing devices—such as a fare card or mobile ticketing app. Riders are able to store money on their accounts, held within the account based system, and use their front end devices to charge transit trips. The account-based system will also provide users account-management tools where they can check balances, view ride history, and perform other functions. This implementation of this system creates the agency's ability to implement free transfers and fare capping.

Charged trip: A trip that requires the validator to deduct value from an individual's account.

Daily fare capping: The limit that a single rider may be charged for transit trips within a given day; the day is defined as from the beginning of that day's transit service to the conclusion of that day's transit service.

Fare Media: The physical media—generally a fare card, mag-stripe card, or mobile ticketing application—that a person uses to access the transit system and pay a fare.

Free transfers: No charge to be applied to a transit trip taken within two hours after an initial trip.

Registered accounts: An account which a user has registered within the account-based system by providing the required personal information.

Transit day: The time from the first bus in service to the last bus in service for a single calendar day.

Transit week: The time from the first bus in service on Monday to the last bus in service on the following Sunday.

Unregistered account: An account to which a user has access but is not registered within the account-based system. Accounts will be unregistered when an individual purchases fare media from a vending location.



SECTION II. PROPOSED FARE POLICY

IndyGo's modernized fare system will be, account-based, simplifying the overall customer experience by providing weekly and daily fare capping, free transfers, new fare media, and a mobile fare payment application. These changes are intended to improve the user experience and promote ease of use within the grid-based system.

Fare Structure and Fare Validation

Fare Structure

IndyGo is seeking to simplify its current fare structure (See Table II-1). The cost of a single trip on the IndyGo system will remain unchanged at \$1.75 for full fare and \$.85 for half fare. Open Door trips will remain at \$3.50. Open Door riders will no longer ride the fixed-route system for free. However, Open Door eligible riders will be eligible for half-fare passes. Half-fare passes purchased on a vehicle will require a valid form of identification that would qualify them for the half-fare pass. Half-fare can also be administered using the account-based cards.

The introduction of fare capping and free transfers (explained in detail in Fare Policies, below) will eliminate the need for period and trip passes (1-day passes will remain) and may reduce the rider costs.

Special passes, including the Summer Youth Pass, will remain available at the current price. Veterans Pass holders will continue to ride fixed-route free of charge. The College S-Pass, as part of a

relationship with a third-party, is not for sale from IndyGo directly; these may continue to be available from institutions in the future. Alternatively, IndyGo may seek to establish alternate agreements that will allow all students of an institution to ride at no charge to themselves via a financial arrangement brokered with the institution. Fare types may be renamed.

Table II-1. Fare Type – Existing Fare Cost Compared to Proposed Fare Cost and Policies

Fare Type	Existing Fare Cost¹	Proposed Fare Cost	Applied Fare Policies
One-Trip	\$1.75	\$1.75	Will allow free transfers.
One Day	\$4.00	\$4.00	Will allow free transfers.
10 Trip	\$17.50	Will be eliminated.	N/A
7 Day	\$20.00	Replaced by fare capping.	N/A
31 Day	\$60.00	Will be eliminated.	N/A
Open Door One Trip	\$3.50	\$3.50	None; Will eliminate free rides on fixed route.
Summer Youth Pass	\$30.00	\$30.00	Undetermined.
College S-Pass	\$30.00	\$30.00	Undetermined.
Veterans Pass	\$2.00 for initial; \$5.00 for replacement	\$2.00 for initial; \$5.00 for replacement	Continued free rides on fixed route with pass.
Unregistered Account	N/A		Free transfers, daily fare cap.
Registered Account	N/A	*	Free transfers, daily fare cap and weekly fare cap.

* Minimum amount depends on the manner in which a card is acquired. Each single trip is \$1.75, until the daily cap and/or weekly cap applies.

Discontinuation of Existing Fare Types

After a period of transition, in which the current system of paper passes, and the future account-based system run concurrently, IndyGo will discontinue the sale of period passes, except for the 1-day pass. The timeline for the last day of sale and the last day of use for each type of existing IndyGo fare pass has yet to be determined.

IndyGo will strive to ensure a smooth transition from the existing fare system to the new fare system, including honoring unused fares. IndyGo anticipates that any customer with remaining value on an old fare pass will be able to transition that value to the new system.

Fare Validation

IndyGo currently validates fares using fareboxes on its buses. The introduction of bus rapid transit (BRT) service and off-board fare collection will require users of the BRT system to validate their fares

¹ Reflects full-fare cost.

at BRT stations. Users on local routes and paratransit services will continue to validate their passes on-board (See Table II-2). Magstripe fare media users will be required to validate their passes on-board all vehicles, including BRT vehicles.

For a period, BRT buses will be used for local service, both on the Red Line extensions to the county line (future phases of the Red Line) and the Route 39 where it does not overlap with the Red Line. Users accessing these buses on the local service portion of the line will validate their fares as they would in local service.

Table II-2. Comparison of Fare Validation

	Local	BRT	Paratransit
Existing Fare Validation	On-board	N/A	On-board
Proposed Fare Validation	On-board	Off-board ²	On-board

Fare Inspection

As part of its efforts to ensure all passengers have validated their fares and ensure all riders are adhering to the fare policies contained in the draft document (and all addendums), IndyGo will deploy a fare inspection team. IndyGo is developing documentation that will outline its fare inspection policies and operational aspects of the policy.

Fare Media

Fare media cards and the mobile ticketing app, both of which will serve as front end devices for the account-based system, will become the primary fare media used to access the IndyGo system. The account-based system and fare policies will eliminate the need for 10 trip, 7-day, and 31-day passes. The account-based system will provide for daily and/or weekly fare capping and free transfers (depending on if the account is registered).

The fare media cards will include near-field communication (NFC) and/or QR technology allowing customers to pay for a trip by tapping their card at a fare validator device on a local bus or at a BRT station platform. There will be four types of fare media available to users, with different benefits provided for each type (See Table II-3).

² Except in certain circumstances, such as when a one-day or single-trip pass is used on a BRT line.

Table II-3. Comparison of Existing Fare Media and Proposed Fare Media.

	Fare Media	Fare Type
Existing Fare Media	Mag-stripe	All
Proposed Fare Media	Mag-stripe	Two Hour Ticket (Full and Half-fare); Day Pass (Full and Half-fare); to be available for cash purchase on local routes only.
	Soft card	Unregistered Account, Registered Account, Summer Youth, College S-Card, Veterans Card ³
	Hard card	
	Mobile App	Registered Account

Mag-stripe cards are, and will continue to be, dispensed from the farebox. These cards are functionally the same as IndyGo uses today but may be branded differently.

“Soft” cards have a similar feel to mag-stripe cards. While durable, they are not intended for extended use. Ticket Vending Machines (TVMs) at BRT stations will dispense only “soft” cards. “Hard” cards have a similar feel to a debit card and are intended for extended use. “Hard” cards will be available for purchase at retail locations (if applicable, see SECTION IV.), the Downtown Transit Center (DTC), and could be available at enhanced TVMs. The mobile payment application is accessible on smartphones. Registration will be required to establish and access an account on the mobile payment application.

Account-Based Fare Media

The fare system will be account-based (except for mag-stripe cards). Account-based systems store value in an individualized account on the back-end; the fare media only contains credentialing information that enables the fare system to draw from the appropriate account. While all fare media (except mag-stripe cards) are linked to an account in the back-end system, IndyGo will categorize fare media as either “registered” or “unregistered”, with additional benefits available to registered media (mag-stripe cards cannot be registered).

Registration provides a couple key benefits: value recovery in the event of lost media and weekly fare capping. Although each fare media (except mag-stripe cards) is tied to an account, IndyGo cannot recover the value of the account without the card if the account is not registered. Registration allows IndyGo the ability to recover the account and issue a new card to the user, for a nominal replacement fee. To encourage users to register their account, IndyGo also confers weekly fare capping privileges only to registered accounts.

Registration requires the users to provide personal information, including, at a minimum, a person’s name, address, email, phone number, and create a personal identification number (PIN). Registration will be able to be completed at the DTC, online, or over the phone. Registered customer accounts will

³ Summer Youth Pass, includes third-party relationships, such as the College S-Pass.

be limited to one (1) activated fare media card at a time to reduce the likelihood of fraudulent activity related to the daily and weekly fare capping policies.

Once a customer registers an account using either the mobile app or a “soft” fare card, they will be able to request that a “hard” fare card is mailed to them or available for pickup at the DTC. This will provide the customer with a more durable fare card for future use.

Mobile Fare Application

IndyGo’s modernized fare solution will include a new mobile application (app) allowing customers to pay for transit rides, reload funds onto their customer account, and manage their customer account. The app will be available on both iOS and Android mobile devices.

Reloading Funds

Customers will be able to reload funds onto their account at multiple locations. All funds added to a registered account will be available for use on all fare media tied to the customer’s account. Funds can be re-loaded onto customer accounts using a fare media card at the DTC, any TVM, retail locations (if applicable), or online. The mobile fare app can be used as a credentialing device to re-load customer accounts at the DTC.

Fare Policies

Fare policies establish the framework of the benefits and limitations of the fare types outlined in the Fare Structure section (above). Some of the fare policies vary by fare media or fare type and still others will vary based on where a user purchases a fare (See Table II-4). Mag-stripe passes are dispensed from the fare box, cannot be registered, and can only be purchased with cash.

For users paying with cash on buses, change will not be issued.

Table II-4. Fare Policy Applied to Fare Types

	Fare Media	Registered	Free Transfer	Fare Capping	Card Issuance Fee	Minimum Transaction Requirement		Reloadable
						Cash	Credit Card	
Existing Fare Media	Mag-stripe	All	No	N/A	None	No	No	No
Proposed Fare Media	Mag-stripe	N/A	Yes	No	None	No	N/A	No
	Soft and Hard	Unregistered	Yes	Daily	\$2	No	\$5	Yes
	Soft and Hard	Registered	Yes	Daily and Weekly	\$2	No	\$5	Yes
	Mobile App	Registered	Yes	Daily and Weekly	None	No	\$5	Yes

Free Transfers

Free transfers within two hours of an initial validation will be included on BRT and local service, regardless of whether a user pays with cash, fare media card, or via the mobile fare app.

Users purchasing a two-hour ticket will be issued a time-stamped mag-stripe pass. These passes will be valid for unlimited transfers within two hours of the time the pass was vended and validated. Tickets must be kept for proof of payment during fare inspections along the Red Line BRT line. Users purchasing a day pass will also be dispensed a mag-stripe pass. Mag-stripe pass users will be required to swipe their pass at the on-board farebox on BRT buses. Passes must be kept for proof of payment during fare inspections within BRT service.

Use of all other fare media types may be used for unlimited transfers within two hours of the initial fare payment (See Table II-5). The customer will tap the card or scan their mobile device; their card will not be charged for the transfer(s). The fare media card or mobile fare app will be used for proof of payment during fare inspections within the BRT service.

Table II-5. Sample of Trips Comparing Previous Policy to Proposed Policy

	Initial Payment ⁴	Cost of New Trip (<120 minutes)	Cost of New Trip (>120 minutes)
Existing Transfer Policy	\$1.75	\$1.75	\$1.75
Proposed Transfer Policy	\$1.75	\$.00	\$1.75

⁴ Assuming the initial payment is the first payment of the day and week.

Fare Capping

To provide equity among lower-income riders who may not be able to afford the upfront costs of purchasing a time-period pass, IndyGo is introducing fare capping. Fare capping limits the total amount of money users are charged for rides taken within a specific time period; additional rides within that period are uncharged. This new fare policy is intended to promote transit ridership and enhance the customer experience.

Daily fare capping will be applied to unregistered and registered accounts and will apply only on local and BRT service. Weekly fare capping will only be applied to registered accounts. Only trips that reduce the amount of value in an account, not free transfers, will count towards the daily and weekly fare cap; these are also known as “charged trips”. Fare capping will only apply to local and BRT service. Because fare capping is made possible by and administered within the account-based system, it is not able to be provided to users of mag-stripe passes.

For the purposes of the policy, a day is defined as the first run of the day to the last run of the day. A week is defined as the first run on Monday to the last run on Sunday.

Table II-6. Fare Capping - Existing Policy versus Proposed Policy

	Fare Cap	Local	BRT	Paratransit
Existing Fare Capping	Daily	None	N/A	None
	Weekly	None	N/A	None
Proposed Fare Capping	Daily	\$4.00 ⁵	\$4.00	None
	Weekly	\$15.75 ⁶	\$15.75	None

The daily fare cap triggers after \$4.00 of charged trips. The daily cap will allow riders to experience similar benefits of the existing 1-day pass (See Table II-7). However, with the new free transfer policy, only charged trips will count towards the cap. Trips taken during the free transfer window (two hours after the charged trip) will not count towards the cap or deduct money from the account.

Table II-7. Example of Daily Fare Capping

	Trip 1⁷	Trip 2	Trip 3	Trip 4	Total Cost	Cost Per Trip
Existing Fare Policy - Cash Fare	\$1.75	\$1.75	\$1.75	\$1.75	\$7.00	\$1.75/trip
Existing Fare Policy - Day Pass	\$4.00	\$0.00	\$0.00	\$0.00	\$4.00	\$1.00/trip
Proposed Day Cap (assuming charged trips)	\$1.75	\$1.75	\$.50	\$0.00	\$4.00	\$1.00/trip

Weekly fare cap benefits will occur after a full fare payor accrues \$15.75 in trips in a given week. For users with registered accounts, they will benefit from the daily fare cap and the weekly fare cap (See

⁵ Full fare. Half-fare daily fare capping would be set at \$2.00.

⁶ Full fare. Half-fare fare capping would be \$7.65 for the week.

⁷ Each trip is a “charged trip”. Trips taking place in the free transfer window (two hours after the initial charge) do not count towards fare capping.

Table II-8). Users with registered accounts will experience reduced trip costs if they maximize both the daily and the weekly fare cap.

Table II-8. Example of Fare Policy - Day Cap Combined with Weekly Cap⁸

	Monday		Tuesday		Wednesday		Thursday		Friday - Sunday
	Trips 1-3	Trips 4+	Trips 1-3	Trips 4+	Trips 1-3	Trips 4+	Trips 1-3	Trips 4+	Trip 1+
Existing Fare Policy - Cash Fare	\$5.25	\$1.75/trip	\$5.25	\$1.75/trip	\$5.25	\$1.75/trip	\$5.25	\$1.75/trip	\$1.75/ trip
Existing Fare Policy - Day Pass	\$4.00	\$.00	\$4.00	\$.00	\$4.00	\$.00	\$4.00	\$.00	\$4.00/day
Proposed Day Cap Combined with Weekly Cap	\$4.00	\$.00	\$4.00	\$.00	\$4.00	\$.00	\$3.75 ⁹	\$.00	\$.00/trip

Card Issuance Fee

IndyGo will charge a fee to issue a card. The fee will be \$2.00. A one-time reimbursement of the card issuance fee (in the form of fare credits) will be available to customers when registering a fare media card to their customer account for the first time. Riders who exclusively use their mobile ticketing app will also not be subject to the fee or credit, as they will not purchase a card.

Minimum Transaction Requirement

There will be no minimum transaction requirement for adding funds to a customer account using cash. Credit card, debit card, or other payment systems (e.g. PayPal, if made available)¹⁰ transactions will require a minimum of \$5.00 per transaction including transactions at ticket vending machines, on the mobile fare app, at the DTC, through the online customer portal, and at participating retail locations (if applicable).

Deposit Bonus

A tiered deposit bonus structure is proposed for transactions that add a minimum of \$20.00 to a registered customer account. This deposit bonus will be applied to both cash transactions and credit/debit transactions. This is proposed to incentivize customers to add funds to their account in bulk, which will help to reduce the amount of smaller credit/debit transactions processed by IndyGo. The tiers are as follows, with a maximum of a \$3 bonus.

- \$1 for \$20
- \$2 for \$40

⁸ This table assumes trips are only charged trips, not inclusive of any free transfers taken.

⁹ Marks the point of the weekly cap (\$15.75 for full fare/\$7.85 for half-fare).

¹⁰ Where credit card or debit card transactions are referred to in the document, the same policies apply to payment systems like PayPal, Venmo, and Google Pay (if applicable).

- \$3 for \$60

Card Replacement Fee

A card replacement fee will be applied to customers who wish to replace a lost or worn-out fare media card that is linked to their customer account. Only hard cards will be issued as a replacement card. The replacement fee will be \$2.00. Identification and/or a verification PIN (if applicable) may be required for a customer to replace a card.

Refund or Repayment of Customer Account Customer Account Credits

Any funds deposited into a customer's account are not refundable. Once funds are deposited in an account, they are effectively account credits which can only be used for transit fare payments.

Revenue Analysis of Fare Policies

IndyGo performed a preliminary financial analysis of the fare policies outlined herein. IndyGo staff analyzed several scenarios for revenue impacts, defined by different variables such as number of riders achieving the fare cap and whether IndyGo adjusted its fares based on inflation. As a result, the revenue impact was estimated at a negative 15.3% (+/- 5.7%), for an annual net revenue loss of \$1,342,546 (+/- \$497,055). Additional details can be found in APPENDIX C: Estimates of Fare Policy Revenue Impacts.

Fare Indexing Study

Financial sustainability is critical for IndyGo to maintain its services to the public. The IndyGo operation is funded through property and income taxes, federal and state grants, and passenger fares. Each year, operational costs increase for the agency due to labor, materials, fuel and healthcare. Historically, fares have not kept pace with the increased cost to do business. Some transit agencies in the U.S. have adopted automatic fare increase policies to help cope with rising costs and maintain service and facilities. With the adoption of this document, IndyGo will commit to monitor various external economic indicators (e.g. consumer price index and wages) vis-à-vis real operating costs. In the fourth quarter of 2020, IndyGo staff will present a report to the IPTC Board of Directors. This report will analyze its fare collection rates, external economic indicators, and agency operating costs. If a fare increase is recommended by the Board, IndyGo will conduct public outreach and FTA required Fare Equity Analysis.



SECTION III. FARE EQUITY ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting a fare equity analysis in Federal Circular 4702.1B. The guidance describes subjects of analysis and procedures to be used if proposed fare changes result in disparate impacts or disproportionate burdens to riders to Title VI protected populations. A fare equity analysis is required for any major service changes. IndyGo's Title VI Program defines "major service change" to include any increase or decrease in fare. Although IndyGo is not proposing any increase or decrease in its base fares, the proposed policies may effectively increase or decrease the cost of fares as experienced by riders, thus necessitating this Fare Equity Analysis.

IndyGo's Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from major changes to fare policy. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden. For the tables that follow within this section, this range is represented as the *Title VI Acceptable Range*.

IndyGo evaluated its major fare policy changes as proposed in October 2018. The methodology for that analysis is contained in the FARE EQUITY METHODOLOGY section. An overview of the initial proposal, and the results of the analysis, follows.

Overview of Major Fare Policy Changes

The fare policy change considered as part of this analysis has two major components: Free transfers and fare capping. The components are being proposed as a singular change to IndyGo's fare policy. Policy change summary (see previous section for additional detail):

- Introduce an account-based fare collection system with a card and a mobile ticketing application as the primary, non-cash, fare media.
- Institute a daily cap of \$4.00 (\$2.00 for half-fare) and a weekly cap of \$15.75 (\$7.65 for half-fare) equivalent to nine (9) or more charged trips, and whereby riders will not be charged for charged trips after having met the fare cap.
- Provide free transfers within two-hours of an initial trip.
- Provide daily fare capping to users with unregistered accounts.
- Provide daily and weekly fare capping to users with registered accounts.
- Eliminate free rides on fixed-route transit for Open Door eligible riders.
- Allow riders to purchase a Two-Hour Ticket to use on both local and BRT routes, which will allow users unlimited, free transfers within two-hours of an initial trip at the riders' request.

Major Fare Policy Changes Analysis

Free Transfers

Free transfers allow riders to transfer for free within two hours of their initial ride. The change of the IndyGo system to a grid-based network may require some individuals to transfer to complete their trips; therefore, free transfers are an important policy to ensure that these individuals do not pay more in the future system than they would pay for a similar trip before the implementation of the Marion County Transit Plan. Further, anyone who currently transfers under the current system will benefit under this policy. Riders who do not transfer currently and will not transfer in the future will experience no discernable impact by this policy change.

Fare Capping¹¹

Fare capping allows users to capture the benefit of an unlimited time-period pass (e.g., 7-day pass) without facing the burden of the upfront cost of those passes. At present, purchasing a period pass may be cost-prohibitive to low-income riders who would benefit from having access to those passes.

Fare capping rewards frequent use of the system and limits the amount an individual spends on transit during the designated period. Fare capping serves as an equitable alternative to a period pass by enabling riders to “spend toward” a period pass. Under the proposal fare-capping, nine or more charged trips within the transit week will cost no more than \$15.75; three or more charged trips within the transit day will cost no more than \$4.00. Riders may load funds incrementally over the period of the transit week while accruing toward the fare cap.

Accruals toward the weekly fare cap will start with the commencement of transit service on Monday and end with the conclusion of Sunday service. Accruals toward the daily fare cap will start with the commencement of transit service each day and end with the conclusion of service for that day. For the purposes of analyzing costs and benefits within the fare equity analysis, the effects are dependent upon fare media, trip frequency, and trip characteristics. IndyGo’s analysis of the initial proposal, as shown in Table III-1, reveals no disparate impact (DI) or disproportionate burden (DB).¹²

Table III-1. Fare Capping and Free Transfer Policy Analysis Results

	Overall Distribution	Distribution of Benefit¹³	Change	Title VI Acceptable Range¹⁴	DI/DB¹⁵
Minority	67%	68%	102%	77% - 115%	NO
Non-Minority	33%	32%	96%		
Low-Income	69%	71%	104%	73% - 110%	NO
Non-Low-Income	31%	29%	92%		

Access to Fare Media Vending Locations Analysis

Because use of the account-based system is a prerequisite to access some of the benefits, IndyGo analyzed access to locations where the fare media will be available for purchase: The 2019 network (including Red Line Phase I stations and Super Stops) and the 2023 network (also known as the full MCTP buildout) separately. The vending account-based fare media requires different technologies than IndyGo’s existing fare media. Therefore, the initial proposal assumed the only locations where

¹¹ Daily fare capping was not evaluated due to survey constraints which meant that the \$4.00 daily fare cap could not be analyzed.

¹² Free transfers and fare capping were also analyzed as separate policies, finding no disparate impact or disproportionate burden. Because IndyGo plans to implement these policies as one policy change, these results are not included.

¹³ Paying IndyGo riders only.

¹⁴ Per IndyGo’s adopted Title VI policy, this range represents +/- 20 percent of the benefits or burdens borne by the non-minority/non-low-income population.

¹⁵ Determination of disparate impact or proportionate burden.

fare cards would be available was at rapid transit station ticket vending machines (TVMs). The access area of a TVM or retail location is defined as a half-mile buffer “as the crow flies” around the TVM or retail location.

IndyGo currently offers its passes for sale at several PL\$ Check Cashing locations, IUPUI, the Indiana Department of Natural Resources (IDNR), and the Downtown Transit Center (See Figure III-1). The change in access to locations dispensing fare media in October 2018 were compared to estimated access in 2019 (See Table III-2).¹⁶

Cessation of a retail contract with existing vendors (See Figure III-1), in combination with the provision of TVMs only along at Red Line Phase 1 stations and Super Stops (See Figure III-3 and Figure III-4), results in the initial proposal having both a disparate impact and disproportionate burden. This finding is limited to the geographic distribution of the vending locations in the initial proposal.

Table III-2. Initial Proposal – 2019 Network Vendor Access Results

	Service Area Pop.	Current Access	% w/Current Access	Future Access	% w/Future Access	Change in Access	Title VI Acceptable Range	DI/DB
Overall	932,142	20,828	2.2%	65,788	7.1%	215.9%		
Minority	397,806	12,878	3.2%	23,031	5.8%	78.8%	350.2%-525.3%	YES
Non-Minority	534,336	7,951	1.5%	42,757	8.0%	437.8%		
Low-Income	187,586	7,381	3.9%	14,493	7.7%	96.4%	207.9% - 311.82%	YES
Non-Low-Income	725,669	12,785	1.8%	46,007	6.3%	259.9%		

A similar analysis was conducted for the 2023 Network (see Figure III-5 and Figure III-6). The analysis of the 2023 Network resulted in a disparate impact and disproportionate burden (see Table III-3).

Table III-3. Initial Proposal – 2023 Network Vendor Access Results

	Service Area Pop.	Current Access	% w/Current Access	Future Access	% w/Future Access	Change in Access	Title VI Acceptable Range	DI/DB
Overall	932,142	20,828	2.2%	164,724	17.7%	690.6%		
Minority	397,806	12,878	3.2%	72,459	18.2%	462.7%	848.3% - 1272.4%	YES
Non-Minority	534,336	7,951	1.5%	92,260	17.3%	1060.4%		
Low-Income	187,586	7,381	3.9%	44,070	23.5%	497.1%	634.6% - 951.8%	YES
Non-Low-Income	725,669	12,785	1.8%	114,195	15.7%	793.2%		

¹⁶ Locations in 2019 included were TVM at Red Line Phase 1 stations and Super Stops. Locations for the MCTP buildout included Red Line Phase 1, Super Stops, Red Line Phases 2a and 3a, Purple Line, and Blue Line.

Figure III-1. Map of Existing Vendor Locations – Minority Density

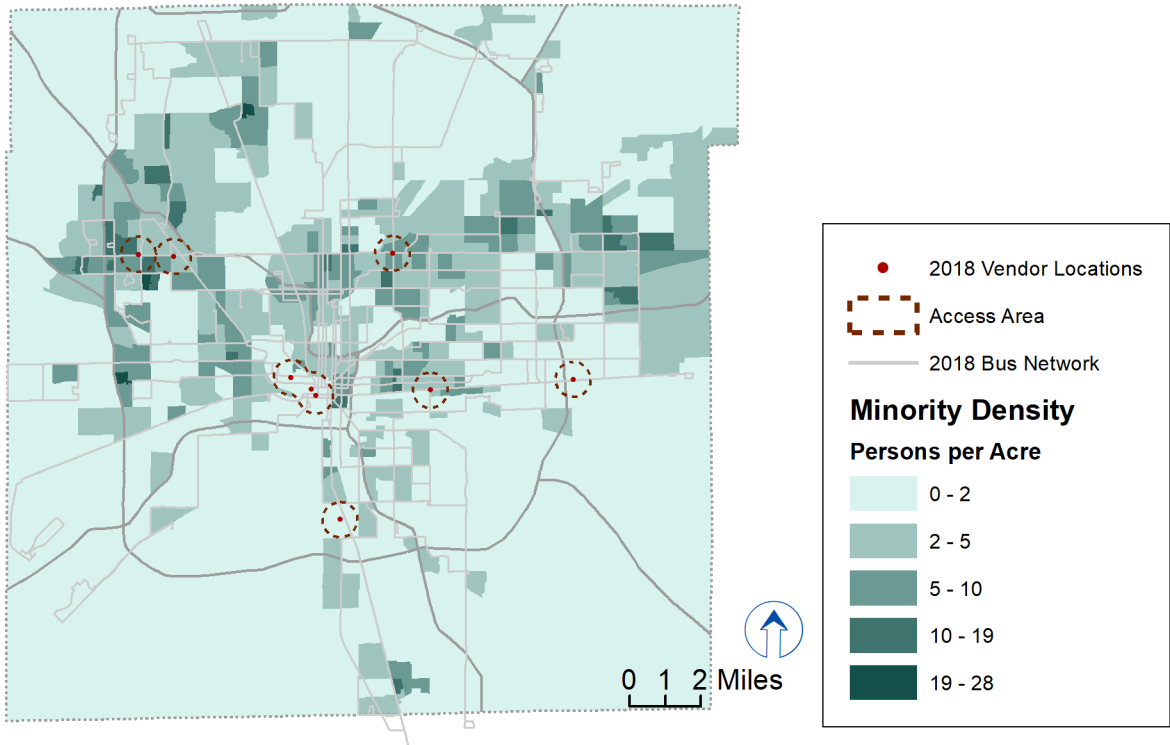


Figure III-2. Map of 2018 Vendor Locations - Poverty Density

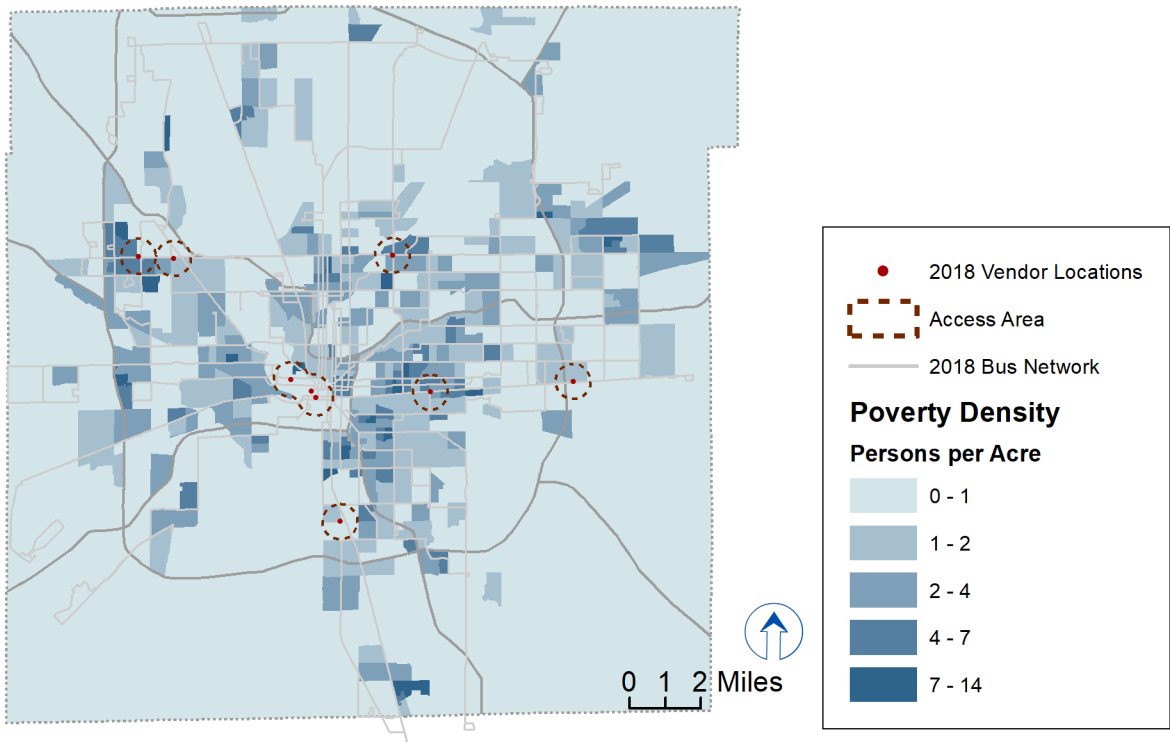


Figure III-3. Map of Initial Proposal and the 2019 Network - Minority Density

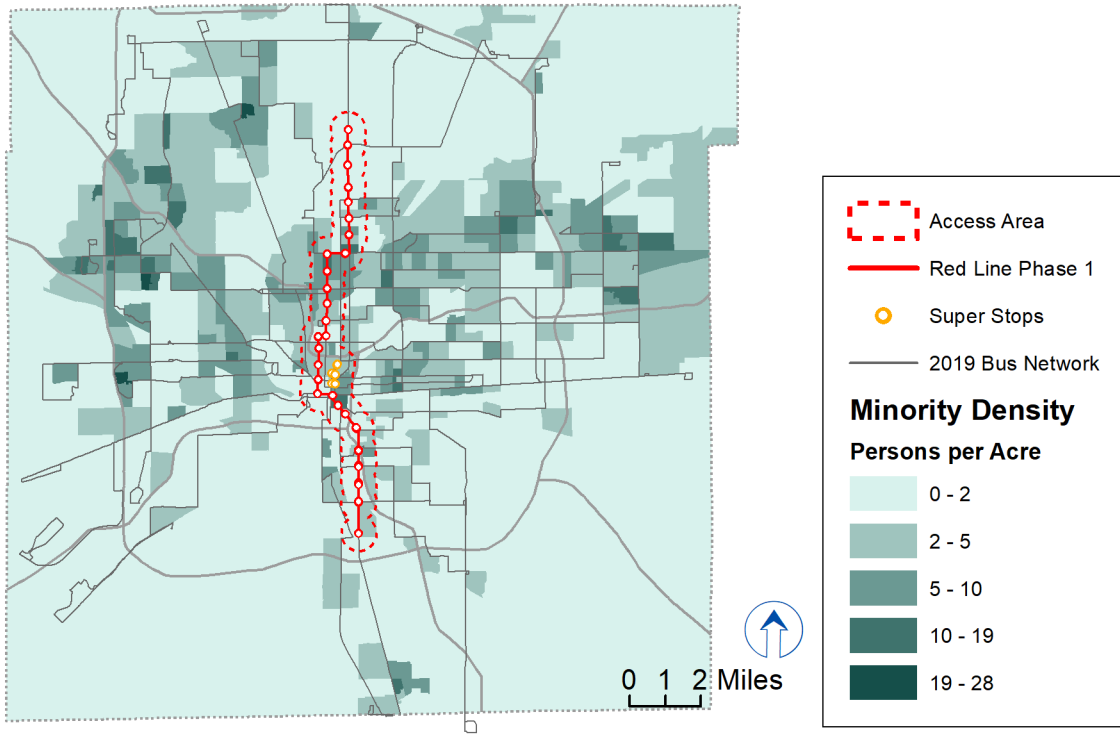


Figure III-4. Map of Initial Proposal and the 2019 Network - Poverty Density

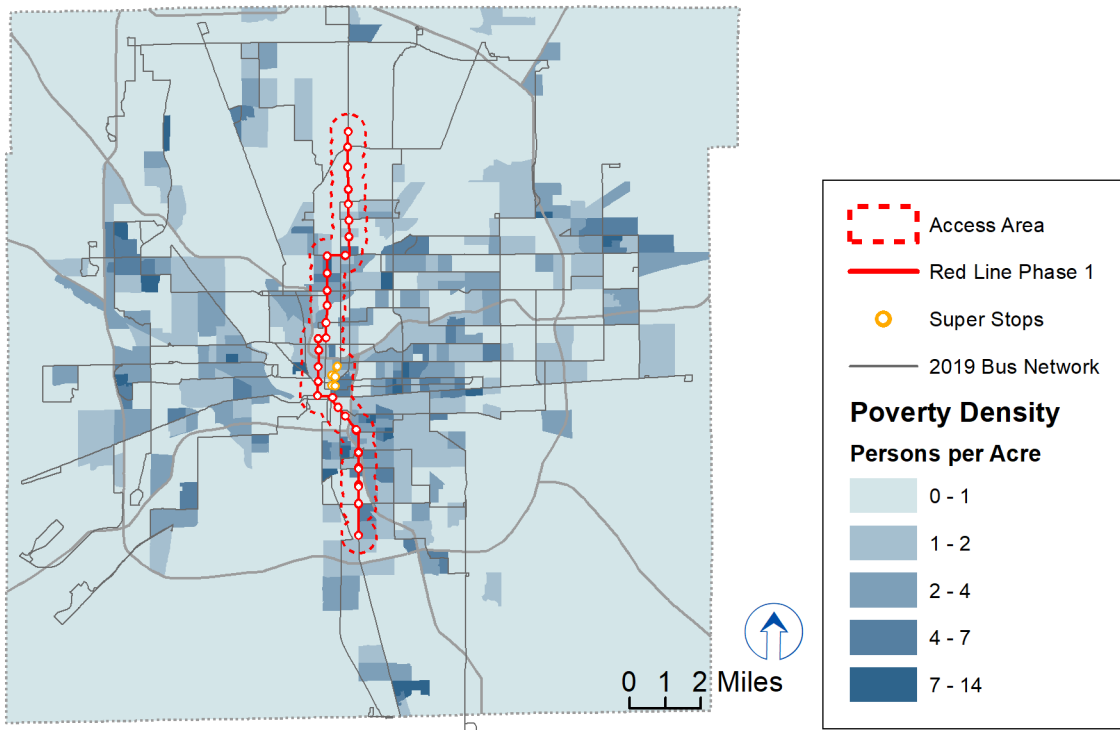


Figure III-5. Map of Initial Proposal and the 2023 Network - Minority Density

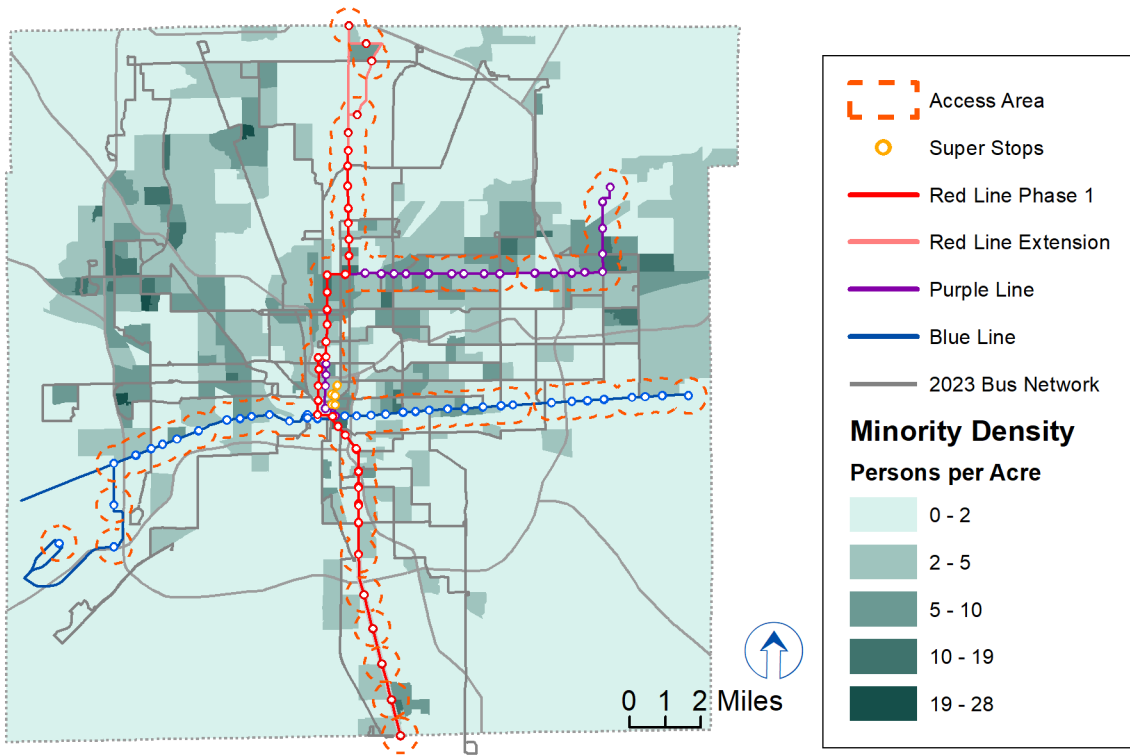
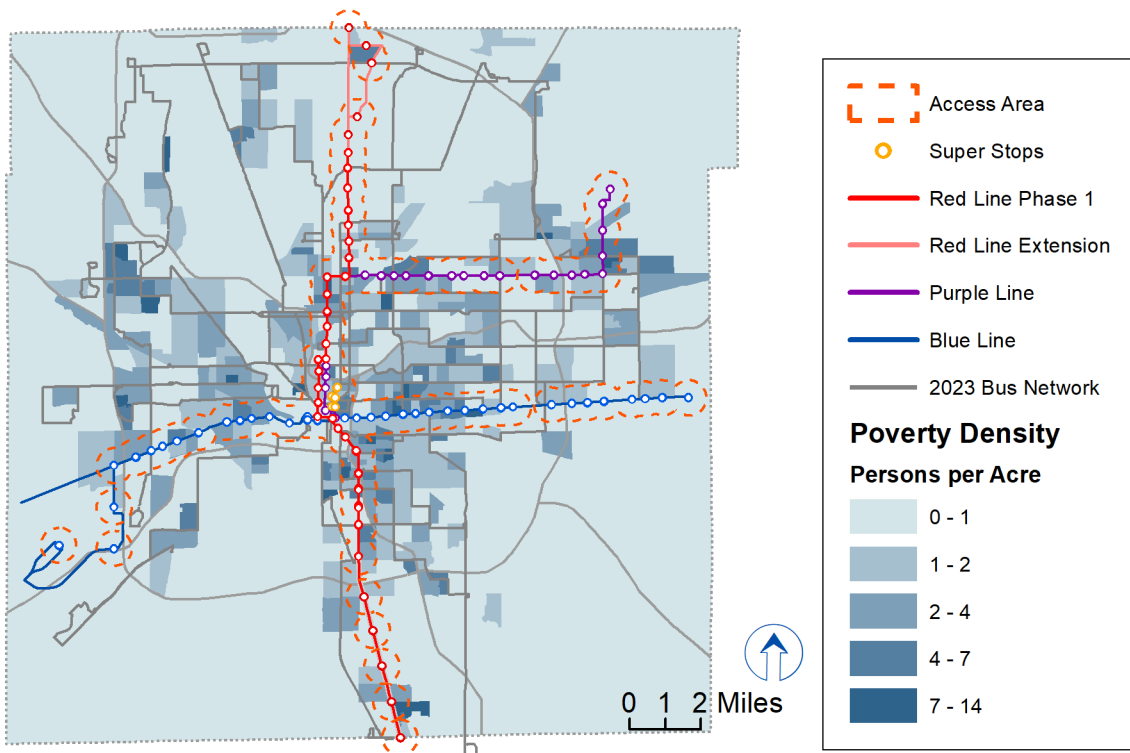


Figure III-6. Map of Initial Proposal and the 2023 Network - Poverty Density



Additional Fare Policies

IndyGo also examined the equity of various policies that may encourage riders to purchase and retain fare media, establish accounts, and/or incentivize larger credit card transactions. The primary purpose of these policies is to reduce the cost associated with supplying fare media and allowing credit/debit card transactions. These policies are described in greater detail under the PROPOSED FARE POLICY section of this document.

Card Issuance Fee

To encourage the retention of IndyGo issued fare media, IndyGo is proposing a \$2 fee for the initial purchase of a “soft” card; IndyGo may charge \$5 for a “hard” card for paying riders. This fee would be credited to a user’s account upon account registration. The existing card fee for half-fare riders or riders who do pay for their own fare will continue; however because the fee already exists, these populations are not considered in the analysis because their burden remains the same. Riders who exclusively use their mobile ticketing app will also not be subject to the fee or credit, as they will not purchase a card.

To assess the adverse effects of this policy, IndyGo compared the minority/low-income proportion of the paying rider population to the proportion of riders who both reported riding for the first time and did not have a smart phone. Because the card fee is a one-time fee, and because smart-phone users can avoid the fee, first time riders without smart phones were the appropriate subject population to examine adverse effects. Riders who do not pay fare or pay half-fare would be unaffected by the card fee and were thus removed from the analysis.

Table III-4. Card Fee Analysis Results

	Overall Distribution	Distribution of Burden¹⁷	Change	Title VI Acceptable Range¹⁸	DI/DB
Minority	67%	35%	53%	157% -236%	NO <i>(see discussion below)</i>
Non-Minority	33%	65%	196%		
Low-Income	69%	77%	112%	60%- 89%	YES
Non-Low-Income	31%	23%	75%		

IndyGo found that this policy would be a disproportionate burden on low-income riders but would not be a disparate impact on minority riders. Although this fare policy is outside the acceptable range of twenty percent of the effects on non-minority riders, because the adverse effects do not negatively affect minority riders, it is not a disparate impact under Title VI.

¹⁷ Full-fare, first-time riders without cell-phones.

¹⁸ Per IndyGo’s adopted Title VI policy, this range represents +/- 20 percent of the benefits or burdens borne by the non-minority/non-low-income population.

IndyGo staff originally considered a card fee without the option of an account-credit upon registration; the account-credit option was added to mitigate the disproportionate burden found in that original policy consideration. Because the card fee is refundable upon account registration, the refund may be considered a mitigating policy on disproportionately burdened low-income riders.

Deposit Bonus

To limit credit/debit card transaction fees by encouraging riders to make larger deposits into their accounts, IndyGo is proposing an account bonus of \$1.00 for each \$20.00 deposited. IndyGo may cap the deposit bonus for a single transaction. The purpose of this policy is to reduce the number of transactions, therefore reducing the transaction fees that IndyGo is charged.¹⁹

To assess the distribution of benefits from this policy, IndyGo compared the overall paying population to riders who demonstrated an ability to pay \$20 as evidenced from their fare media (such as 31-day or 7-day passes).

Table III-5. Deposit Bonus Analysis Results

	Overall Distribution	Distribution of Benefits²⁰	Change	Title VI Acceptable Range²¹	DI/DB
Minority	67%	64%	96%	86% - 129%	NO
Non-Minority	33%	36%	108%		
Low-Income	67%	68%	102%	77% - 116%	NO
Non-Low-Income	33%	32%	96%		

IndyGo staff originally considered this policy as only applicable to credit- or debit-card transactions; due to a preliminary finding of disproportionate burden associated with credit and debit cards, the deposit bonus was expanded to include cash payments. After including all forms of fare payment, IndyGo found no disparate impact or disproportionate burden associated with the beneficial effects of a deposit bonus.

¹⁹ Originally proposed to be limited to credit/debit card transactions, the deposit bonus policy has been revised to include cash deposits due to the potential for disproportionate burden on low-income riders, who are less likely to have credit/debit cards than the overall riding population.

²⁰ Riders who can afford the deposit bonus threshold.

²¹ Per IndyGo's adopted Title VI policy, this range represents +/- 20 percent of the benefits or burdens borne by the non-minority/non-low-income population.

Summary of Initial Proposal Analyses

IndyGo evaluated the major fare policy changes and the access to fare media. Table III-6 summarizes the results of the analyses. Any policy with a disparate impact is being evaluated; alternatives are proposed and analyzed in the following section.²²

Table III-6. Summary of Fare Equity Analyses - Initial Proposals

Policy	Free Transfer	Fare Capping	Access to Fare Media (2019)	Access to Fare Media (2023)	Card Issuance Fee	Deposit Bonus
Disparate Impact	NO	NO	YES	YES	NO	NO
Disproportionate Burden	NO	NO	YES	YES	YES	NO

²² This analysis is required for disparate impacts, per the FTA Circular 4702.1B.



SECTION IV. EVALUATION OF ALTERNATIVES

As part of the fare equity analysis, the initial proposal was analyzed to determine the access to fare media vending locations, which resulted in a disparate impact and disproportionate burden. The following alternatives were developed and evaluated.

- Alternative 1: Strategic deployment of additional ticket vending machines.²³
- Alternative 2: Retail network, in partnership with a third-party vendor.²⁴

Alternative 1 – Ticket Vending Machines

IndyGo examined strategically locating ticket vending machines (TVMs) in areas that would serve concentrations of minority and low-income populations along existing or future IndyGo bus routes. TVMs would be accessible 24 hours a day, 7 days a week. Placement of TVMs, for the purposes of the analysis, considered the following factors:

- All TVMs needed to be at an existing or proposed IndyGo stop.
- High ridership existing stops were preferred; proposed stops with shelters were preferred.
- Stops with multiple routes intersecting were preferred.

²³ Alternative 1 assumed 12 TVMs placed at IndyGo stops in areas with a large concentration of minority and/or low-income individuals.

²⁴ Alternative 2 analyzes all InComm locations available in Marion County.

- Stops located near high-density block groups of minority and/or low-income populations or located near large concentrations of minority and/or low-income populations were prioritized.
- No TVMs were located on future rapid transit lines, as these will have TVMs in the future.
- Geographic distribution was considered.
- Crosstown routes that do not intersect a rapid transit line or the downtown transit center were considered for placement of TVMs.

Based on these criteria and an assumption of costs, the analysis assumed the inclusion of 12 additional TVMs. The results of these locations were assessed and analyzed; should this alternative be selected, engineering analyses would be required prior to the placement of TVMs in these, or any, locations.

The resulting analysis reveals a continued disparate impact and disproportionate burden, despite the efforts to strategically locate the TVMs. See Table IV-1 for the results.

Table IV-1. Alternative 1 – 2019 Network Analysis

	Service Area Pop.	Current Access	% w/Current Access	Future Access	% w/Future Access	Change in Access	Title VI Acceptable Range	DI/DB
Overall	932,142	20,828	2.2%	106,867	11.5%	413.1%		
Minority	397,806	12,878	3.2%	53,309	13.4%	314.0%	458.8% - 688.3%	YES
Non-Minority	534,336	7,951	1.5%	53,554	10.0%	573.6%		
Low-Income	187,586	7,381	3.9%	29,306	15.6%	297.0%	370.6% - 555.8%	YES
Non-Low-Income	725,669	12,785	1.8%	72,005	9.9%	463.2%		

Table IV-2. Alternative 1 - 2023 Network Analysis

	Service Area Pop.	Current Access	% w/Current Access	Future Access	% w/Future Access	Change in Access	Title VI Acceptable Range	DI/DB
Overall	932,142	20,828	2.2%	203,699	21.9%	878.0%		
Minority	397,806	12,878	3.2%	101,399	25.5%	687.4%	949.2% - 1,423.8%	YES
Non-Minority	534,336	7,951	1.5%	102,289	19.1%	1,186.5%		
Low-Income	187,586	7,381	3.9%	58,006	30.9%	685.9%	789.6% - 1,184.3%	YES
Non-Low-Income	725,669	12,785	1.8%	138,967	19.2%	987.0%		

Figure IV-1. Map of Alternative 1 and the 2019 Network - Minority Density

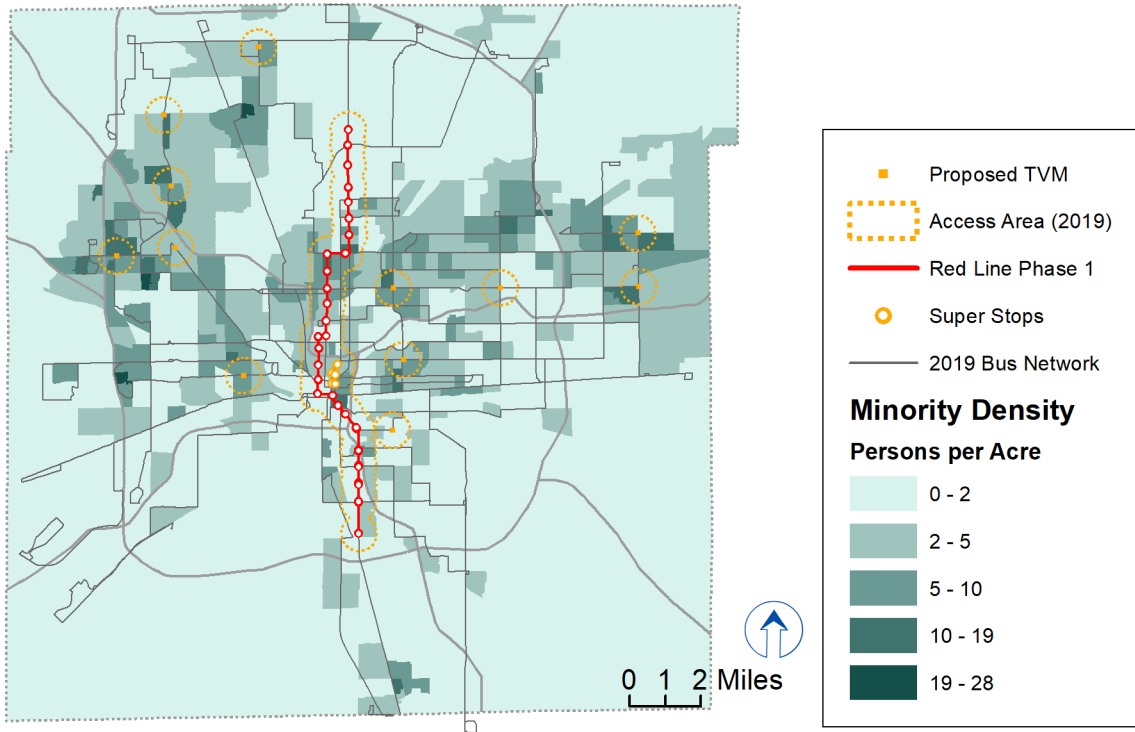


Figure IV-2. Map of Alternative 1 and the 2019 Network - Poverty Density

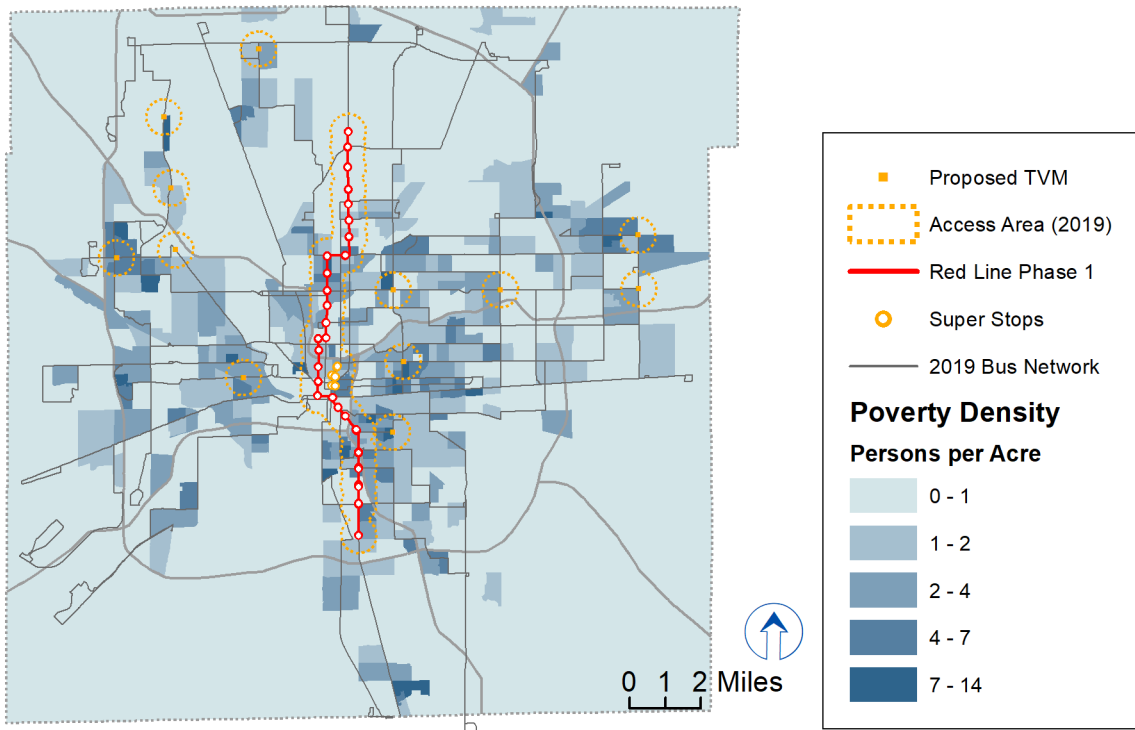


Figure IV-3. Map of Alternative 1 and the 2023 Network - Minority Density

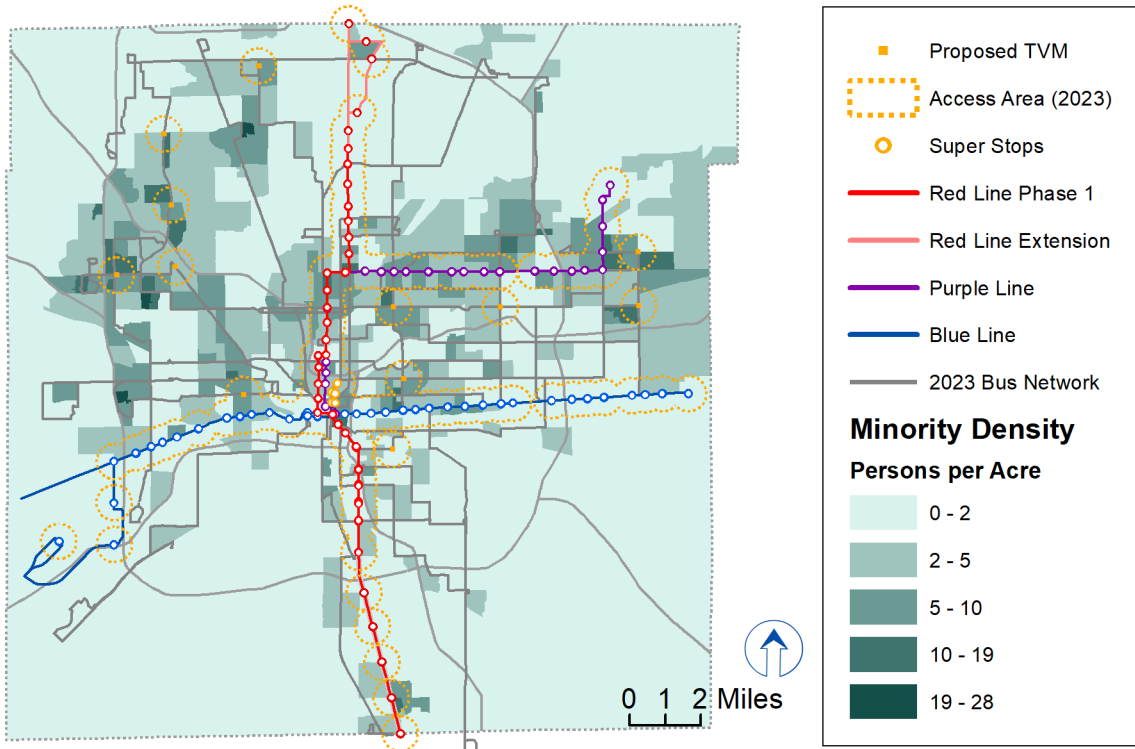
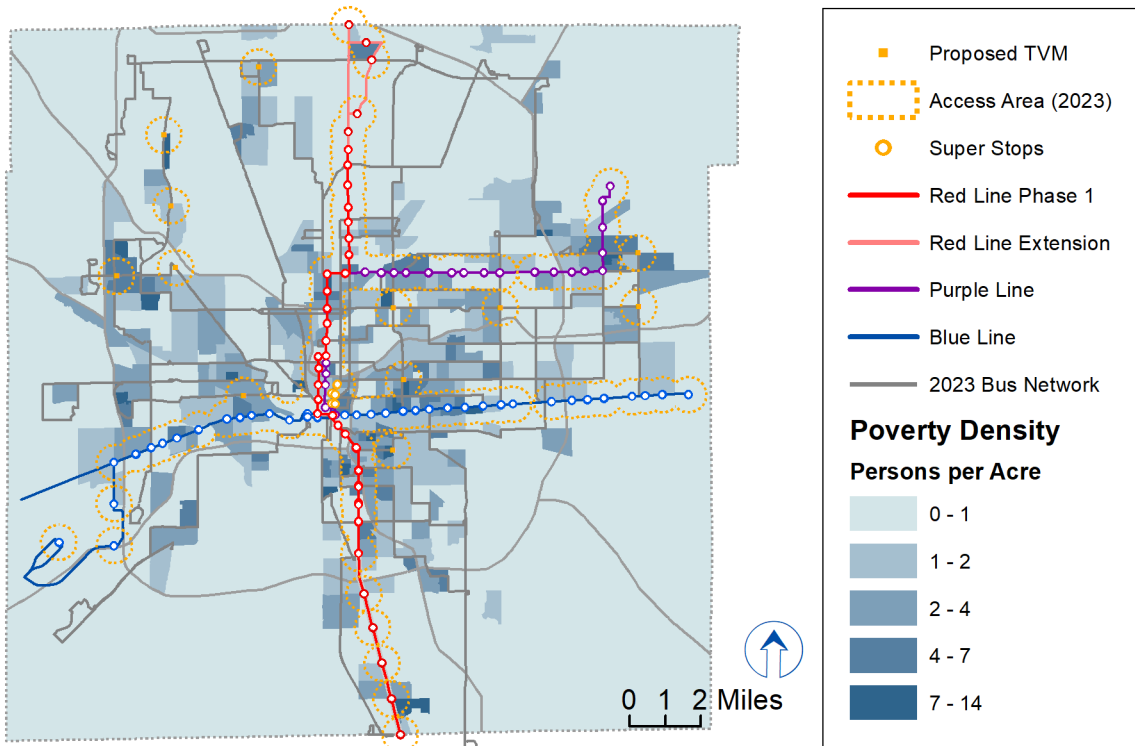


Figure IV-4. Map of Alternative 1 and the 2023 Network - Poverty Density



Alternative 2 – Retail Network

InComm, an Atlanta-based company with experience in prepaid products and payment technology, provided data on its partner locations within Marion County. In assessing Alternative 2, IndyGo sought to analyze future access and the distribution of benefits between minority and low-income populations, should it pursue a retail network partnership as a means of mitigating the previously identified disparate impact/disproportionate burden.

With more than 300 locations, the retail network provides broad access throughout Marion County. As shown in Table IV-3, the disparate impact and disproportionate impact remain, but populations with access in the future is increased dramatically.

Table IV-3. Alternative 2 -2019 Network Analysis

	Service Area Population	Current Access	% of Pop. w/Current Access	Future Access	% of Pop. w/Future Access	Change in Access	Title VI Acceptable Range	DI/DB
Overall	932,142	20,828	2.2%	491,198	52.7%	2,258.4%		
Minority	397,806	12,878	3.2%	228,836	57.5%	1,677.0%	2,559.9%-3,839.8%	YES
Non-Minority	534,336	7,951	1.5%	262,370	49.1%	3,199.8%		
Low-Income	187,586	7,381	3.9%	119,138	63.5%	1,514.1%	2,180.6%-3,270.9%	YES
Non-Low-Income	725,669	12,785	1.8%	361,278	49.8%	2,725.8%		

Table IV-4. Alternative 2 - 2023 Network Analysis

	Service Area Population	Current Access	% of Pop. w/Current Access	Future Access	% of Pop. w/Future Access	Change in Access	Title VI Acceptable Range	DI/DB
Overall	932,142	20,828	2.2%	506,629	54.4%	2,332.4%		
Minority	397,806	12,878	3.2%	236,271	59.4%	1,734.7%	2,640.3% - 3,960.5%	YES
Non-Minority	534,336	7,951	1.5%	270,364	50.6%	3,300.4%		
Low-Income	187,586	7,381	3.9%	123,057	65.6%	1,567.2%	2,251.3% - 3,377.0%	YES
Non-Low-Income	725,669	12,785	1.8%	372,574	51.3%	2,814.1%		

Figure IV-5. Map of Alternative 2 and the 2019 Network - Minority Density

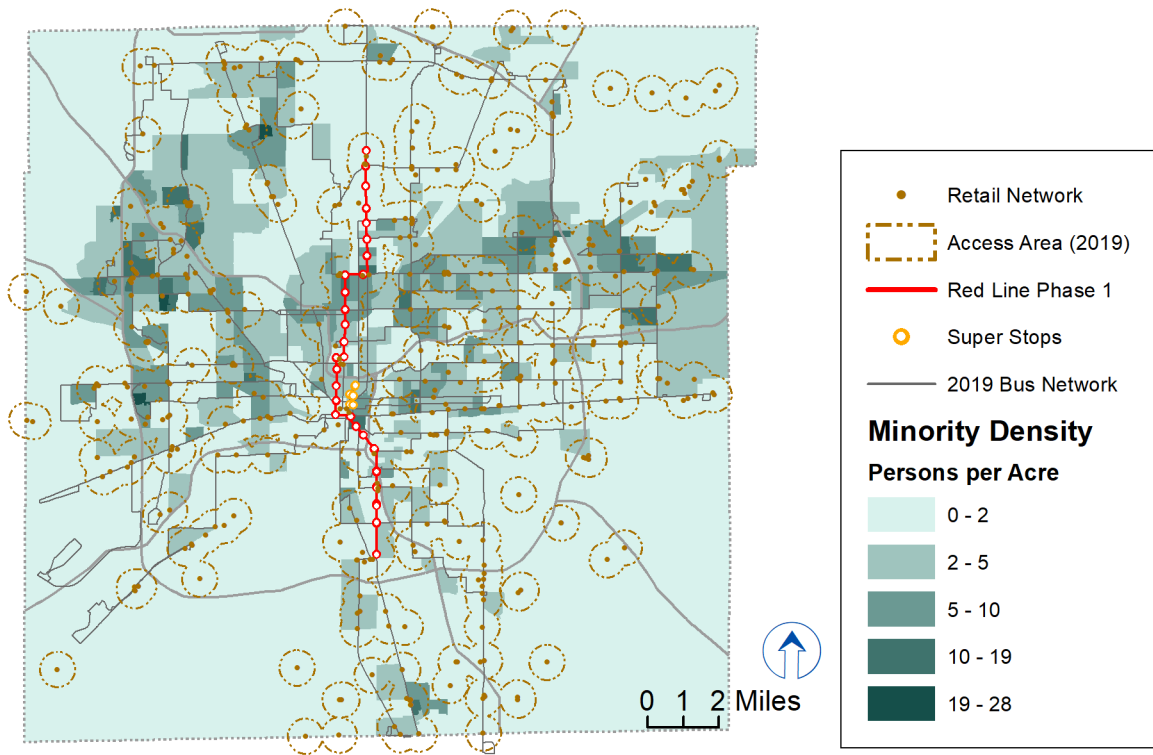


Figure IV-6. Map of Alternative 2 and the 2019 Network - Poverty Density

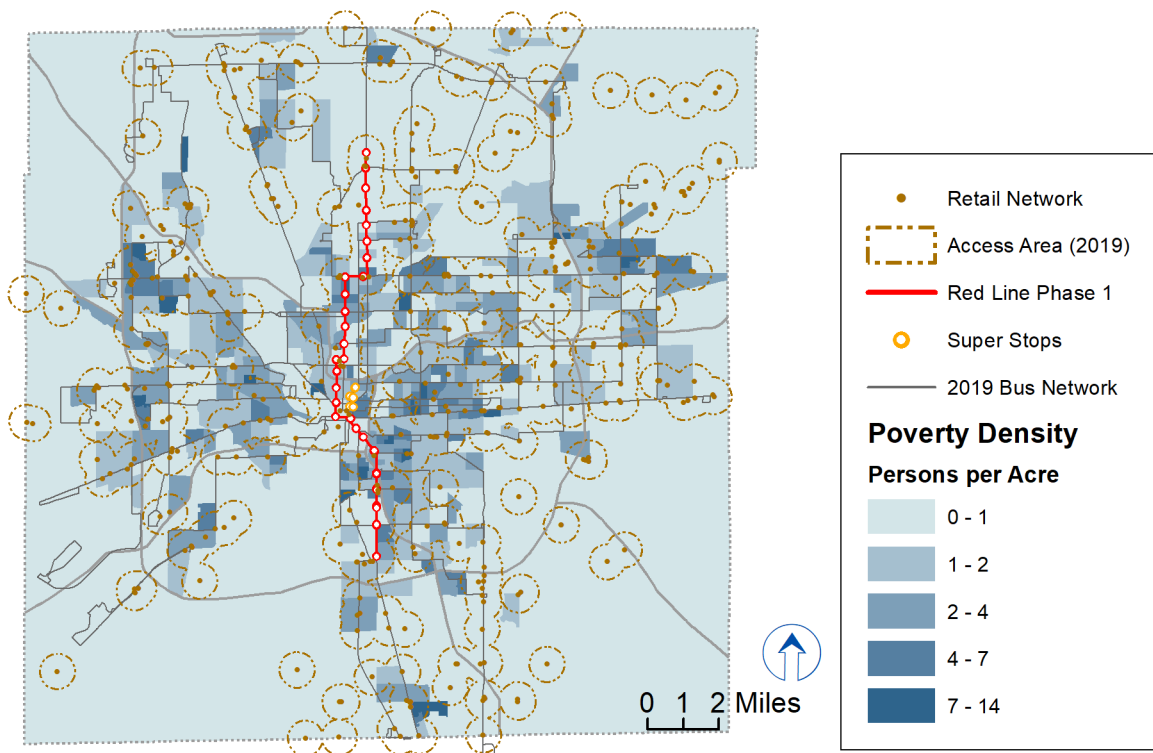


Figure IV-7. Map of Alternative 2 and the 2023 Network - Minority Density

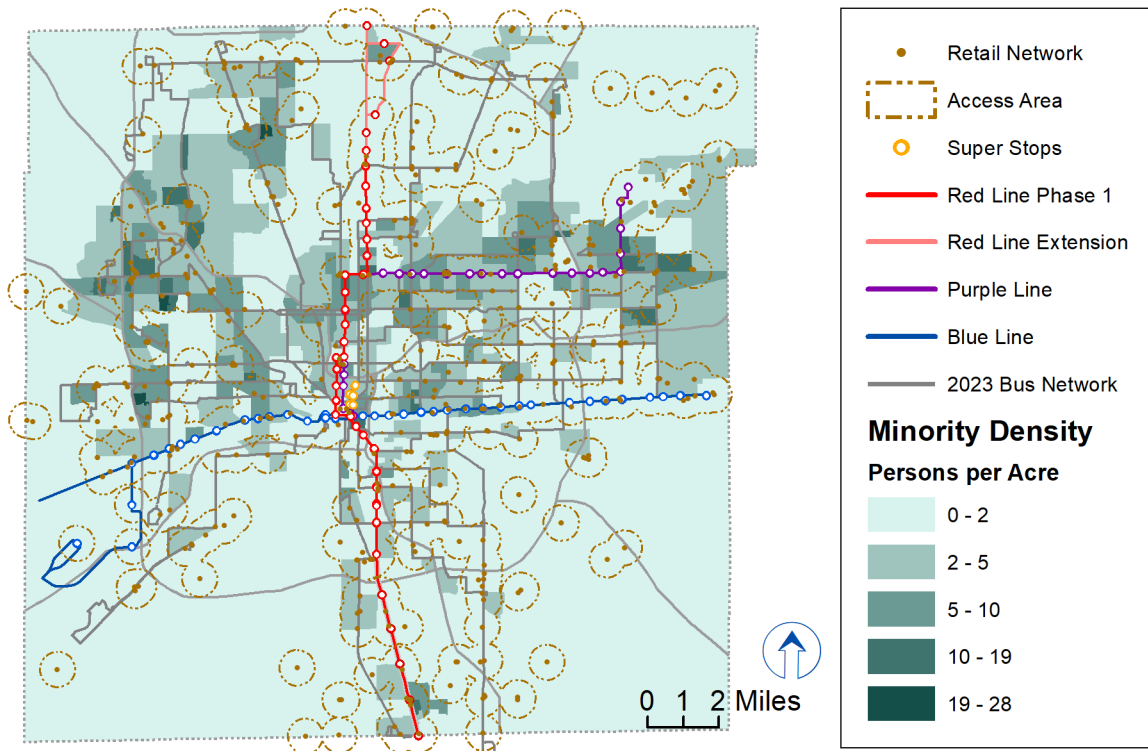
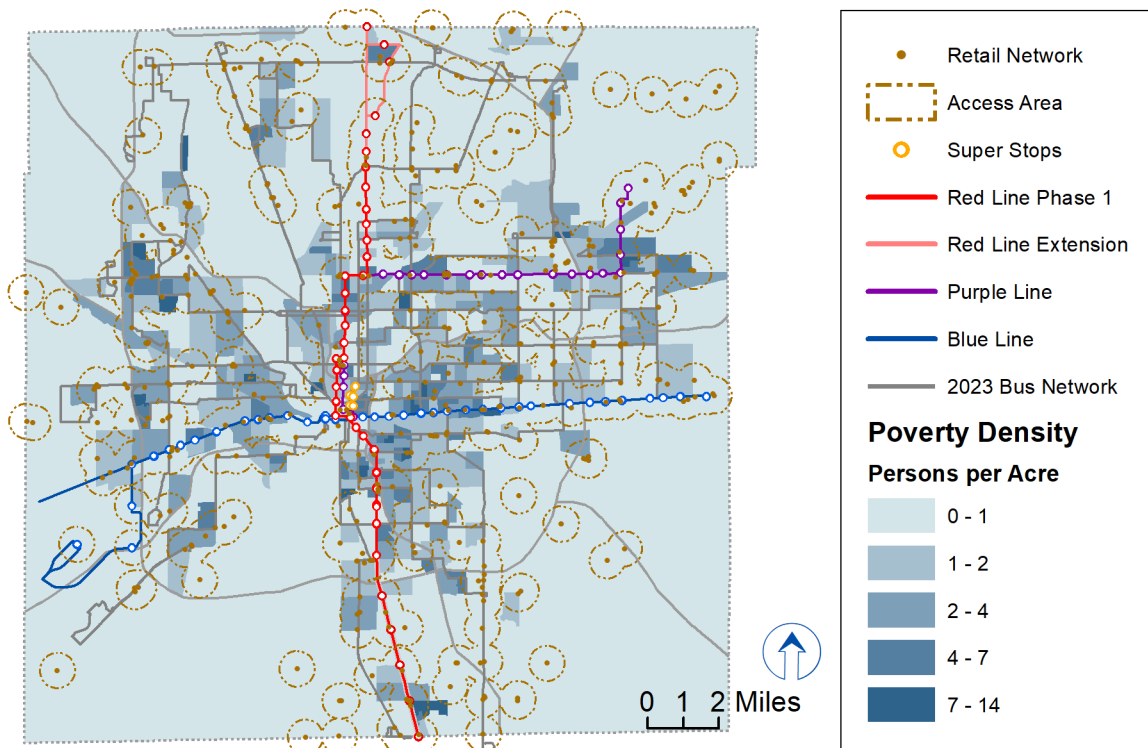


Figure IV-8. Map of Alternative 2 and the 2023 Network - Poverty Density



Comparison of Alternatives

All proposals increase the percentage and absolute number of residents able to access the fare media (See Table IV-5 and Table IV-5). However, neither alternative eliminates the disparate impact or disproportionate burden identified in the initial proposal.

Table IV-5. Summary of Access to Retail Locations (2019)

Population Group	Current Access (2018)	Baseline Scenario (2019)*	Ticket Vending Machine Alternative*	Retail Network Alternative*
Overall	20,828	65,788	106,867	491,198
		215.9%	413.1%	2,258.4%
Minority	12,878	23,031	53,309	228,836
		78.8%	314.0%	1,677.0%
Non-Minority	7,951	42,757	53,554	262,370
		437.8%	573.6%	3,199.8%

* Note: Percentages shown reflect the percent change of the percent of population with access. For example, the 690.6% increase for overall population relative to the baseline reflects access moving from 2.2% of population currently to 17.7% in the future.

Table IV-6. Summary of Access to Retail Locations (2023)

Population Group	Current Access (2018)	Baseline Scenario (2023)*	Ticket Vending Machine Alternative*	Retail Network Alternative*
Overall	20,828	164,724	203,699	506,629
		690.6%	878.0%	2,332.4%
Minority	12,878	72,459	101,399	236,271
		462.7%	687.4%	1,734.7%
Non-Minority	7,951	92,260	102,289	270,364
		1060.4	1,186.5%	3,300.4%

* Note: Percentages shown reflect the percent change of the percent of population with access. For example, the 690.6% increase for overall population relative to the baseline reflects access moving from 2.2% of population currently to 17.7% in the future.

The two alternatives are different enough to require creating a new metric to compare the two. IndyGo staff considered the percent of the minimum amount required to meet the Title VI threshold. For this calculation, the change in access for each proposal is divided into the minimum percent change in access required as expressed by the policy threshold. The results are shown in Table IV-7.

Table IV-7. Comparison of Alternatives – Percent of Individuals with Access Compared to Threshold

Population	Percent of Individuals with Access Compared to Minimum Policy Threshold					
	2019 Network			2023 Network		
	Initial Proposal	Alternative 1	Alternative 2	Initial Proposal	Alternative 1	Alternative 2
Minority	22.5%	68.4%	65.5%	54.5%	72.4%	65.7%
Low-Income	46.4%	80.2%	69.4%	78.3%	86.9%	69.6%

In further evaluating the proposals on the absolute number of minority individuals that can access the fare media, Alternative 2 provides a significantly larger number of minority and low-income individuals with access to the vending locations (See Table IV-8).²⁵

Table IV-8. Comparison of Alternatives – Absolute Number of Individuals with Increased Access

Population	Number of Individuals with Increased Access Compared to the Current Access					
	2019 Network			2023 Network		
	Initial Proposal	Alternative 1	Alternative 2	Initial Proposal	Alternative 1	Alternative 2
Minority	10,153	40,431	215,958	59,581	88,521	223,393
Low-Income	7,112	21,925	115,676	36,689	50,625	115,676

Staff Recommendation

Given the considerably greater access among minority and low-income populations under Alternative 2, IndyGo staff recommends that it move forward with the retail network alternative. In addition to the greater access to populations considered within the Title VI analysis, the staff recommendation is based on the increased access provided to all Marion County residents as well as the capital costs of procuring, installing, and maintaining the ticket vending machines. The retail network will provide users with a robust network of retail locations compared to the limited number of TVMs IndyGo would be able to deploy.

In analyzing the retail alternative to mitigate the disparate impact identified in the fare equity analysis, IndyGo used retail locations within the InComm network. As with any expenditure of federal funds, IndyGo must go through a competitive procurement process to select a vendor to provide retail services; the selected vendor – and the distribution of their retail outlets – may vary from what was analyzed within the retail alternative analysis. Should the minority population or the overall population with access to retail outlets via the selected vendor’s retail network be less than what was estimated for distribution of ticket vending machines in the equity analysis (53,309 and 106,867 respectively, in initial build out), IndyGo would seek additional public comment before committing to the retail network instead of additional ticket vending machines.

²⁵ IndyGo staff also considered a third alternative that would have combined the retail network with the ticket vending machines. However, after mapping the locations, almost every TVM was in proximity to a retail location, rendering the TVM moot and eliminating that alternative.

Mitigation Strategies

Recognizing that any alternative will result in an impact on the affected populations, IndyGo is proposing several mitigation strategies besides the alternatives proposed.

- Before the opening of the revised system and the Red Line Phase 1, IndyGo plans to hold several open houses and/or public meetings to educate the public on the fare policy changes and distribute passes.
- IndyGo also plans to attend neighborhood meetings to educate the public about the fare changes.
- IndyGo plans to conduct distribution events at the Downtown Transit Center (DTC) before opening day.

Public Input

IndyGo identified potential disparate impacts and disproportionate burdens associated with the proposed fare changes. Specifically, the geographic distribution of ticket vending machines may create a disparate impact and a disproportionate burden; the card fee is also a disproportionate burden. No other proposed policies or fare changes are anticipated to cause disparate impacts or disproportionate burdens.

Federal guidance requires that “where disparate impacts are identified, transit agencies shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.”²⁶ IndyGo developed alternatives and mitigation measures, described above. Following the distribution of the draft document, IndyGo provided significant opportunities for public comment on these measures and alternatives. See SECTION IV. APPENDIX D. for all the public comment opportunities and results of public input.

In mid-January, IndyGo opened the public comment period on the proposed policy change. The comment period was publicized through regular communication channels including news releases, paid legal advertisement in local papers, social media, and direct email to IndyGo customers in accordance with the Public Involvement Plan. IndyGo staff and volunteers conducted 21 hours of outreach at the Downtown Transit Center and hosted two formal public meetings from 11 am to 1 pm and 4 pm to 6 pm on February 6th.

A recorded slideshow was posted online in conjunction with the publication of the draft policy document. A summary of the policy change was mailed to approximately 7,000 active Open Door customers. The main comment collection mechanism was an online survey which ran from January 16 till February 22, which received 720 responses. At the February 28, 2019 Board of Directors meeting, a final public hearing will be conducted before the board entertains a motion to approve the proposed fare policy. Comments from the final public hearing will be appended to this document.

²⁶ FTA Circular 4702.1B, Chap. IV-21.

Results of Public Input

Overwhelmingly, the public was supportive of the proposed policy changes, with approximately 70% of survey responses being either “Very Supportive” or “Supportive” for each question. See Table IV-9 for additional breakouts for each major topic. The survey received 270 additional comments where people stated their support, suggestions, or concerns. Fare capping, the mobile payment app, and the reloadable tap card were well-received by the public. On the negative side, the highest comment type regarded the elimination of the month pass, followed closely by the elimination of free rides on fixed route for Open Door eligible riders.

Table IV-9. Summary of Survey Responses - Extremely Supportive or Very Supportive.

Topic	Total (ES or VS)	Extremely Supportive	Very Supportive
Reloadable Card	78.9%	59.5%	19.4%
Free Transfers	76.8%	58.1%	18.7%
Fare Capping	77.9%	60.4%	17.5%
Retail Network Preference	76.7%	51.4%	25.3%

Regarding the alternatives proposed for the TVMs, 76% of respondents were either Extremely Supportive or Very Supportive of the retail option (presented as Option 2). Only 6.7% of respondents were Not At All Supportive.

Next Steps

Based on the public input received during the public comment period, IndyGo is moving forward with mitigating its Disparate Impact by investigating contracting with a retail provider to provide access to the new fare media. IndyGo has proposed the following schedule for tasks needed to successfully roll-out the new fare system; see the table below for the tentative schedule and major work tasks.

Table IV-10. Schedule of New Fare System Roll-Out

Phase	Activity Description	May	June	July	August	September
Card Delivery	IndyGo receives new fare cards.	May 25 – July 5				
System Launch	New fare system launches for public use.		June 28			
Local Bus Validator Pilot	IndyGo tests validation.			July 1		
Vets must be on new system	Veterans must be on the new fare system.			Prior to July 31		
Fare Free Period	IndyGo goes fare-free.					Sep. 1 – 22
TVM Go Live	Ticket Vending Machines go live.					Sep. 17
Retail Network Live	The retail network goes live.	TBD				
Cease Selling Paper passes	IndyGo ceases selling paper passes.	TBD				

APPENDIX A. FARE EQUITY METHODOLOGY

Proposed Fare Changes

The following changes are currently being proposed by IndyGo:

- Introduce an account-based fare collection system with a reloadable card and a mobile ticketing application as the primary, non-cash, fare media.
- Institute a daily cap of \$4.00 (\$2.00 for reduced fare) and a weekly cap of \$15.75 (\$7.65 for reduced fare) equivalent to nine (9) or more charged trips, and whereby riders will not be charged for charged trips after having met the fare cap.
- Eliminate period passes (7-day, and 31-day passes).
- Eliminate free rides on fixed-route transit for Open-Door eligible riders.
- Transition remaining trips on 10-trip passes and then eliminate the pass.
- Provide free transfers within two-hours of an initial trip.
- Provide daily fare capping to users with unregistered accounts.
- Provide daily and weekly fare capping to users that register their account.

In addition, IndyGo is proposing two additional fare policies: an initial \$2/\$5 fee for obtaining an account-based card, and a bonus of \$1 for users when depositing \$20 or more into their account; this deposit bonus may be scaled to accommodate larger transactions as well. These policies are described at the end of this memo.

IndyGo's methodology for evaluating fare equity, in assessing any benefits or impacts associated with these policies, is outlined within this memo. Due to the nature of the new fare media, a spatial analysis of vendor locations, including ticket vending machines, is required, in addition to an analysis of the fare policy changes.

Federal Guidance

The Federal Transit Administration (FTA) provided guidance for conducting a Fare Equity Analysis in Federal Circular 4702.1B. This guidance describes subjects of analysis and procedures to be used if proposed fare changes result in disparate impacts or disproportionate burdens to riders. The Circular also requires that transit providers use ridership surveys for their analysis and specifies certain categories of information to be included in their final equity documentation.

IndyGo Title VI Policy

IndyGo adopted disparate impact and disproportionate burden policies in 2013 to meet federal requirements for the 2013 Title VI Program. The policies in effect are defined in Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

IndyGo's Title VI Program defines "major service change" to include any increase or decrease in fare. Although IndyGo is not proposing any increase or decrease in its base fares, the proposed policies may effectively increase or decrease the cost of fares as experienced by riders, thus necessitating this Fare Equity Analysis.

Definitions

The following definitions will apply to the fare equity analysis.

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population. This policy was established in IndyGo Board Resolution 2013-03.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with definition applied in the Service Monitoring Report completed for the 2017 Title VI Program. *Note: Spatial data uses the U.S. Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities is defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for the 2017 Title VI Program.

Service Area: IndyGo's service area is Marion County, as defined in the 2017 Title VI Program.

MAJOR FARE POLICY CHANGES

The following section outlines the methodology, including data, used to conduct the analysis of Title VI impacts of IndyGo's fare policy changes.

General Methodology

Each policy will be assessed for the benefits or, if applicable, the burdens borne by minority, non-minority, low-income, and non-low-income riders. If the percent of riders receiving benefits or burdens exceed a range of +/- twenty percent between minority and non-minority or low-income and non-low-income riders, then a disparate impact or disproportionate burden may exist.

This analysis of fare policies of the Fare Equity Analysis will primarily rely upon the *2016 On-Board Ridership Survey* for data on ridership characteristics. That survey allowed respondents to identify

their race, ethnicity, household size, and household income. For the purposes of this analysis, minority riders will be considered those riders who identified as any of the following: American Indian/Alaska Native, Asian, Black/African-American, Hispanic/Latino, Native Hawaiian/Pacific Islander, or “other” as applicable; non-minority riders will be those who identified as White, alone, in the survey. Survey respondents who refused to identify their race or ethnicity will not be included in the analysis concerning disparate impact.

Low-income riders will be considered riders who described their total annual household income in ranges that are within those thresholds set by Department of Health and Human Services (DHHS) poverty guidelines in 2016 (see Table 1 for details). Survey respondents who refused to identify their income or household size will not be included in the analysis concerning disproportionate burden.

Appendix Table A-1. Low Income Thresholds

Number of People in Household	DHHS 2016 Poverty Limit	2016 On-Board Survey Income Bracket
1	\$11,770	Less than \$15,000
2	\$15,930	\$15,000 - \$24,999
3	\$20,090	\$15,000 - \$24,999
4	\$24,250	\$15,000 - \$24,999
5	\$28,410	\$25,000 - \$34,999
6	\$32,570	\$25,000 - \$34,999
7	\$36,730	\$35,000 - \$59,999
8	\$40,890	\$35,000 - \$59,999
9	\$45,050	\$35,000 - \$59,999
10	\$49,210	\$35,000 - \$59,999

The results of these analyses will be aggregated and summarized (see Table 2 and Table 3 for examples). Poverty Guidelines for 2016. Source: Department of Health and Human Services (DHHS).

Appendix Table A-2. Poverty Guidelines for 2016. Source: Department of Health and Human Services (DHHS).

Household Size	100%
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
7	\$36,730
8	\$40,890

Appendix Table A-3. Poverty Thresholds for 2016. Source: U.S. Census Bureau.

Size of Family Unit	Weighted Average Thresholds	Related Children under 18 years								
		None	One	Two	Three	Four	Five	Six	Seven	Eight or More
One Person (unrelated individual)	\$12,228									
Under age 65	\$12,486	\$12,486								
Age 65 or older	\$20,090	\$11,511								
Two People	\$15,569									
Householder under age 65	\$16,151	\$16,072	\$16,543							
Householder aged 65 and older	\$14,522	\$14,507	\$16,480							
Three People	\$19,105	\$18,774	\$19,318	\$19,337						
Four People	\$24,563	\$24,755	\$25,160	\$24,339	\$24,424					
Five People	\$29,111	\$29,854	\$30,288	\$29,360	\$28,643	\$28,205				
Six People	\$32,928	\$34,337	\$34,473	\$33,763	\$33,082	\$32,070	\$31,470			
Seven People	\$37,458	\$39,509	\$39,756	\$38,905	\$38,313	\$37,208	\$35,920	\$34,507		
Eight People	\$41,781	\$44,188	\$44,578	\$43,776	\$43,072	\$42,075	\$40,809	\$39,491	\$39,156	
Nine People or More	\$49,721	\$53,155	\$53,413	\$52,702	\$52,106	\$51,127	\$49,799	\$48,561	\$48,259	\$46,400

Appendix Table A-4. Example of Table Used to Display Comparison of Effects.

	Overall Distribution	Distribution of Benefit ¹	Change	Title VI Acceptable Range	DI/DB ²
Minority					
Non-Minority					
Low-Income					
Non-Low-Income					

¹ Paying IndyGo riders only.

² Determination of disparate impact or proportionate burden.

Specific Methodologies

Free Transfer

Anyone who transfers under the current system will benefit under this policy. Riders who do not transfer will have no discernable impact, but the proportion of benefit will still need to be assessed.

Fare Capping

Riders will receive beneficial monetary effects of weekly fare capping depending on their fare media, trip frequency, and trip characteristics.

IndyGo staff was unable to analyze the daily fare capping benefit due to data constraints. Specifically, the *2016 On-Board Survey* asked users about a one-way trip, transfers, and then a return trip. Because the daily fare capping would be combined with free transfers, the analysis could only examine \$3.50 worth of daily trip charges.

The table below summarizes these benefits. For example, a rider who formerly used a full-fare 31-day pass for one to two trips per week would receive benefits under fare capping, because that rider would no longer be paying \$60 per month for their travel and instead pay, at most, \$17.50 per month,³ given their stated travel frequency.

Appendix Table A-5. Determination (By fare type) of Rider Benefit based on Fare Cap.

Fare Type	Round Trip?	Stated Travel Frequency (per week)	Benefit, Harm, or No Change under Fare Cap
31-Day Pass	No	1 to 2	Benefit
31-Day Pass	No	3 to 5	Benefit
31-Day Pass	No	6 to 7	Benefit
31-Day Pass	No	Other ⁴	Benefit
7-Day Pass	No	1 to 2	Benefit
7-Day Pass	No	3 to 5	Benefit
7-Day Pass	No	6 to 7	Benefit
7-Day Pass	No	Other	Benefit
31-Day Pass	Yes	1 to 2	Benefit
31-Day Pass	Yes	3 to 5	Benefit ⁵
31-Day Pass	Yes	6 to 7	Harm
31-Day Pass	Yes	Other	Benefit
7-Day Pass	Yes	1 to 2	Benefit

³ Note: IndyGo originally considered a weekly fare cap of \$15.75 or \$17.50; at the time the methodology was drafted, it was not yet established that \$15.75 would be the selected policy.

⁴ “Other” includes riders who reported riding once a month, twice a month, less than once a month, or for the first time.

⁵ Riders who formerly made three to five rounds trips per week and paid with monthly passes will overall pay less for fare under a fare-capping system; however, these benefits are not evenly distributed. These riders who travel three times a week will realize savings, whereas these riders who travel four to five times per week may see an increase in costs. The availability of survey data limits knowledge of who travels three versus four or five days per week; as a group, these riders will overall realize savings.

Fare Type	Round Trip?	Stated Travel Frequency (per week)	Benefit, Harm, or No Change under Fare Cap
7-Day Pass	Yes	3 to 5	Benefit
7-Day Pass	Yes	6 to 7	Benefit
7-Day Pass	Yes	Other	Benefit
Cash or Ticket	No	1 to 2	No change
Cash or Ticket	No	3 to 5	No change
Cash or Ticket	No	6 to 7	No change
Cash or Ticket	No	Other	No change
Cash or Ticket	Yes	1 to 2	No change
Cash or Ticket	Yes	3 to 5	Benefit ⁶
Cash or Ticket	Yes	6 to 7	Benefit
Cash or Ticket	Yes	Other	No change
Day Pass	No	1 to 2	No change
Day Pass	No	3 to 5	No change
Day Pass	No	6 to 7	No change
Day Pass	No	Other	No change
Day Pass	Yes	1 to 2	No change
Day Pass	Yes	3 to 5	Benefit ⁷
Day Pass	Yes	6 to 7	Benefit
Day Pass	Yes	Other	No change

Elimination of Period Passes

FTA Circular C 4702.1B requires transit providers to determine the number and percent of users of each fare media being changed and include comparisons of minority, low-income, and overall users for those fare media. IndyGo intends to eliminate all period passes (except the day pass); although the effects of eliminating these fare media are being assessed via other methodologies, IndyGo is providing the percent of users of each of these fare media pursuant to FTA guidance (See Appendix Table A-6).

Appendix Table A-6. Percent of Users of Existing Fare Types

	Overall	1-Day Pass	10-Trip Pass	7-Day Pass	31-Day Pass	College S-Pass
Minority	67%	69%	66%	66%	63%	68%
Non-Minority	33%	31%	34%	34%	37%	32%
Low-Income	69%	75%	60%	77%	65%	79%
Non-Low-Income	31%	25%	40%	23%	35%	21%

⁶ Riders who formerly made three to five round trips per week and paid with cash or tickets will overall pay less for fare under a fare-capping system; however, these riders traveling three or four times per week will not see any change to their fare.

⁷ See fn. 3.

Additional Fare Policies

Deposit Bonus

This policy would provide a small bonus (\$1.00) for riders who deposit \$20.00 or more onto their accounts. The purpose of the policy is to cover credit/debit card transaction fees. This analysis will identify riders whose daily fare is at least \$20.00 (including those riders who use 7-day and 31-day period passes) as a proxy for assessing whether the riders had the ability to put \$20.00 on their card.

Card Fee

IndyGo would assess a small fee (\$2.00) for initial purchase of the “soft” card and either \$2.00 or \$5.00 for the “hard” card. This fee would help offset the cost of the fare media and encourage riders to retain and reuse their fare media once purchased. The fee would be credited back to the user account upon account registration. The credit is only provided to users who purchase an account-based card; users only using a smart phone are not eligible for a credit.

ACCESS TO VENDORS

Datasets used in a fare equity analysis must be described, as well as the techniques and/or technologies used to collect the datasets.

Datasets Used

Population, Minority, and Low-Income Data

The American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive and precise dataset with all the information needed for this examination. The most recent version of the dataset is the ACS 2012-2016: 5-year estimates; these datasets were used for this analysis.

- ACS Summarized Data 2012-2016 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Vendor Locations

Ticket Vending Machines (TVMs) will be located at all Rapid Transit stations. Account-based fare cards will also be available for purchase at the Downtown Transit Center customer service/retail desk. Riders will also be able to purchase passes online or over the phone.

- Current locations to purchase fare media:
 - Retail Locations
 - PL\$ Check Cashers (multiple locations)
 - IUPUI

- Indiana Department of Natural Resources
 - Downtown Transit Center
- Proposed locations to purchase fare media will exclude all current retail locations.
 - Downtown Transit Center
 - All Rapid Transit Stations

Rapid Transit Stations

Each Rapid Transit Station and Downtown Transit Center will be represented in the geographic information systems (GIS) software as a point. These locations will be included because they will each have a ticket vending machine. Some of the rapid transit station locations are two physical station areas because they are curbside stations. These “paired” stations will be treated as discrete locations.

- Red Line Stations
- Red Line Extension Stations
- Blue Line Stations
- Purple Line Stations

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups.

Based on available data, Census block groups will be used as the geography.

Determining Access to Vendors

Access to transit and transit amenities can be determined by measuring the estimated distance a rider would walk to the route or amenity. IndyGo regularly uses ½ mile as the standard walking range for its users.

For the purposes of this Title VI analysis, a buffer area of ½ mile will be applied. Overlapping buffers will be dissolved.

Determining Accessible Population

Population data are attributed to Census block groups evenly, which are represented by polygons in the spatial software. When overlaying a buffer onto a polygon, a portion of the polygon may fall outside the buffer. IndyGo staff will determine a population’s access to a vendor or ticket vending machine by assuming that only the area of a polygon that falls within the ½ mile buffer has access. Therefore, the proportion of the polygon within the buffer and the proportion of the Census block group population will be the same.

For example, if 1/3 of a block group falls within a ticket-vending machine’s ½-mile buffer, then only 1/3 of that block group’s population will be considered to have access to that ticket-vending machine.

Spatial Methodology⁸

The following methodology will be applied to determine if the locations of proposed vending locations will have a disparate impact or disproportionate burden.

Appendix Table A-7 provides a detailed explanation for each column in Appendix Table A-8, which is utilized in the Fare Equity Analysis section to explain the results of the analysis.

Appendix Table A-7. Spatial Fare Equity Analysis Category Explanations.

Column	Explanation
Service Area Population	The population of the service area. The service area is Marion County. For the Title VI analysis, the population information is expressed in several groups – overall, minority, non-minority, low-income, and non-low-income.
Current Access	Those in the service area <u>and</u> within ½ mile of a current vendor.
% w/Current Access	Population with current access divided by total service area population of the group.
Proposed Access by Group	Those in the service area <u>and</u> within ½ mile of a proposed vendor and/or ticket vending machine.
% w/Future Access	Population with future access divided by total service area population of the group.
Change in Access	The percent difference in access between Current Access by Group and Proposed Access by Group.
Title VI acceptable range	The policy is applied as +/- 20 percent of impact (or change) on non-protected population (non-minority or non-low-income).
DI/DB	Determination of disproportionate burden (low-income) and/or disparate impact (minority). If the change in access for the protected population is outside the Applied Acceptable Range, it is determined that there is an impact.

Appendix Table A-8. Table Template Used for Fare Equity Analysis - Spatial Analysis.

	Service Area Pop.	Current Access	% w/Current Access	Future Access	% w/Future Access	Change in Access	Title VI Acceptable Range	DI/DB
Overall								
Minority								
Non-Minority								
Low-Income								
Non-Low-Income								

⁸ All spatial analyses were completed using an ArcGIS Model tool, which allows for fast and replicable analysis, as well as simpler quality control.

2019 Network Fare Equity Analysis – Initial Proposal

1. Plot all current and proposed vendor locations (only include stations for Red Line Phase 1, Super Stop locations, and the Downtown Transit Center). Merge and buffer them by ½ mile.
2. Calculate percentage of total population, low-income population, non-low-income population, minority population and non-minority population within the buffers for current vendor locations and proposed vendor locations.
3. Compare current access to proposed access for all populations.
4. Determine if there is a disproportionate burden and/or disparate impact. If the change in protected populations (i.e. low-income and minority populations) is in the acceptable range, then there is a determination of no impact Appendix Table A-8 provides a template for how the data pulled in the methodology would be organized and Appendix Table A-7 provides a detailed explanation for every column within the table.

2023 Network Fare Equity Analysis – Initial Proposal

1. Plot all current and proposed vendor locations (include all rapid transit stations, Super Stop locations, and the Downtown Transit Center). Merge and buffer them by ½ mile.
2. Calculate percentage of total population, low-income population, non-low-income population, minority population and non-minority population within the buffers for current vendor locations and proposed vendor locations.
3. Compare current access to proposed access for all populations.
4. Determine if there is a disproportionate burden and/or disparate impact. If the change in protected populations (i.e. low-income and minority populations) is in the acceptable range, then there is a determination of no impact. Appendix Table A-8 provides a template for how the data pulled in the methodology would be organized and Appendix Table A-7 provides a detailed explanation for every column within the table.

Alternative 1 Analysis – Ticket Vending Machines

Following a finding of a disparate impact and disproportionate burden, Alternative 1 (strategically placed ticket vending machines) was proposed; new datasets and methodology were developed. These ticket vending machines are in addition to ticket vending machines located at rapid transit stations and the Downtown Transit Center (DTC)

- Additional datasets:
 - Ticket vending machines, limited to 12 locations (as of November 2018)

Ticket Vending Machine Placement

No prescribed methodology was used to determine the placement of ticket vending machines. However, there were guiding principles and helpful datasets.

- All TVMs needed to be at an existing or proposed IndyGo stop.
- High ridership existing stops were preferred; proposed stops with shelters were preferred.
- Stops with multiple routes intersecting were preferred.

- Stops located near high-density block groups of minority and/or low-income populations or located near large concentrations of minority and/or low-income populations were prioritized.
- No TVMs were located on future rapid transit lines, as these will have TVMs in the future.
- Geographic distribution was considered.
- Crosstown routes that do not intersect a rapid transit line or the downtown transit center were considered for placement of TVMs.

IndyGo's budget for the fare program limited the number of TVMs that were placed and analyzed. The locations selected for analysis did not consider design, engineering, availability of electricity, safety or security measures. If this alternative were to be selected a more robust analysis of those considerations would need to be conducted before finalizing locations for these TVMs.

2019 Network Fare Equity Analysis – Alternative 1

1. Plot all current and proposed vendor locations. Proposed vendor locations would include Red Line Phase 1 stations, Super Stops, and the ticket vending machines. Merge and buffer the locations by ½ mile. Clip the buffers to the Census geography. Calculate the percentage of the geographies covered by the buffers.
2. Calculate percentage of total population, low-income population, non-low-income population, minority population and non-minority population within the buffers for current vendor locations and proposed vendor locations.
3. Compare current access to proposed access for all populations.
4. Determine if there is a disproportionate burden and/or disparate impact. If the change in protected populations (i.e. low-income and minority populations) is in the acceptable range, then there is a determination of no impact. Appendix Table A-8 provides a template for how the data pulled in the methodology would be organized and Appendix Table A-7 provides a detailed explanation for every column within the table.

2023 Network Fare Equity Analysis – Alternative 1

1. Plot all current and proposed vendor locations. Proposed vendor locations would include Red Line Phase 1 stations, Super Stops, Blue Line, Purple Line, Red Line Phase 2a and 3a stations, and the ticket vending machine locations. Merge and buffer the locations by ½ mile. Clip the buffers to the Census geography. Calculate the percentage of the geographies covered by the buffers.
2. Calculate percentage of total population, low-income population, non-low-income population, minority population and non-minority population within the buffers for current vendor locations and proposed vendor locations.
3. Compare current access to proposed access for all populations.
4. Determine if there is a disproportionate burden and/or disparate impact. If the change in protected populations (i.e. low-income and minority populations) is in the acceptable range, then there is a determination of no impact. Appendix Table A-8 provides a template for how the data pulled in the methodology would be organized and Appendix Table A-8 provides a detailed explanation for every column within the table.

Alternative 2 Analysis - Retail Network

Following a finding of a disparate impact and disproportionate burden, Alternative 2 (full retail network) was proposed; new datasets and methodology were developed.

- Additional datasets:
 - InComm retail network (as of November 2018). Dataset obtained from InComm in November 2018. Includes all retail locations within zip codes in Marion County. Some zip codes have boundaries extending into surrounding counties, requiring the data to be “clipped” to Marion County.

2019 Network Fare Equity Analysis – Alternative 2

1. Clip InComm retail network to Marion County.⁹
2. Plot all current and proposed vendor locations. Proposed vendor locations would include Red Line Phase 1 stations, InComm retail network, and Super Stops. Merge and buffer the locations by ½ mile.
3. Calculate percentage of total population, low-income population, non-low-income population, minority population and non-minority population within the buffers for current vendor locations and proposed vendor locations.
4. Compare current access to proposed access for all populations.
5. Determine if there is a disproportionate burden and/or disparate impact. If the change in protected populations (i.e. low-income and minority populations) is in the acceptable range, then there is a determination of no impact. Appendix Table A-8 provides a template for how the data pulled in the methodology would be organized and Appendix Table A-7 provides a detailed explanation for every column within the table.

2023 Network Fare Equity Analysis – Alternative 2

1. Clip InComm retail network to Marion County.
2. Plot all current and proposed vendor locations. Proposed vendor locations would include Red Line Phase 1 stations, InComm retail network, Super Stops, Blue Line, Purple Line, and Red Line Phase 2a and 3a stations. Merge and buffer the locations by ½ mile.
3. Calculate percentage of total population, low-income population, non-low-income population, minority population and non-minority population within the buffers for current vendor locations and proposed vendor locations.
4. Compare current access to proposed access for all populations.
5. Determine if there is a disproportionate burden and/or disparate impact. If the change in protected populations (i.e. low-income and minority populations) is in the acceptable range, then there is a determination of no impact. Appendix Table A-8 provides a template for how the data pulled in the methodology would be organized and Appendix Table A-8 provides a detailed explanation for every column within the table.

⁹ InComm provided their retail network for Marion County zip codes. Some of these zip codes extend beyond Marion County; locations outside of Marion County was not considered for analysis.

APPENDIX B. SUMMARY OF CHANGES

The 2018 Fare Policy Proposal and Equity Analysis was released for public review and comment on January 16, 2019. The following is a summary of changes that will be made to the final document that will be presented for IPTC board approval on February 28, 2019. The changes outlined below do not include minor edits to the draft document, including any corrections of spelling or grammar.

- **Updating public outreach section with details from public outreach portion (Section IV).**
 - Public comment period was opened from January 16 to February 22.
 - IndyGo advertised in local newspapers, released news releases, used social media, and directly emailed IndyGo customers (per the Public Involvement Plan).
 - IndyGo staff and volunteers conducted outreach at the Downtown Transit Center and hosted two formal public meetings on February 6th. Thirty plus people attended the two meetings. A recorded slideshow was posted online in conjunction with the publication of the draft policy document.
 - Staff and transit ambassadors spent 21 hours conducting outreach, which involved tabling and passing out literature.
 - A summary of the policy change was mailed to approximately 7,000 active Open Door customers.
 - The main comment collection mechanism was an online survey, which received more than 700 responses and 264 comments.
 - Overwhelmingly, the public has been supportive of the proposed policy changes, with approximately 70% of survey responses being either Very Supportive or Supportive.
 - Fare capping, the mobile payment app, and the reloadable tap card have all been very well received by the public. On the negative side, the highest comment type was regarding the elimination of the month pass, followed closely by the elimination of free rides on fixed route for Open Door clients.
 - At the February 28, 2019 Board of Directors meeting, a final public hearing will be conducted before the board entertains a motion to approve the proposed fare policy.
- **Adding language on studying the financial impact of the new fare policy, including studying future fare indexing (Section II and new Appendix C).** IndyGo has conducted initial analyses to understand the financial impact of these fare policies. As part of the adopted fare policy language, IndyGo will commit to studying the impacts of the fare policy changes at some point after implementation. In addition, IndyGo will commit to studying fare indexing, including a timeline for indexing, to be considered by the IPTC board at a later date.
- **Adding language to perform additional public outreach before committing to a retail network, if the minority population or overall population served by the retail network is less than what was estimated (Section IV).** IndyGo used the InComm retail network to perform the spatial portion of the fare equity analysis. If, through the competitive procurement process, another retail network was chosen, and its access was lower, then IndyGo would seek additional public comment.
- **Changing the deposit bonus to a tiered system (Section II).** The deposit bonus will now be tiered, with a maximum deposit bonus of \$3. The tiers are as follows:
 - \$1 for \$20 deposited

- \$2 for \$40 deposited
- \$3 for \$60 deposited
- **Adding a section on fare enforcement (Section II).** IndyGo is developing a separate document that will outline its fare enforcement policies and operational aspects of the policy.
- **Updating the draft fare media roll-out timeline (Section IV).** IndyGo will update the document to reflect the updated fare media roll-out timeline.

Phase	Activity Description	May	June	July	August	September
Card Delivery	IndyGo receives new fare cards.	May 25 – July 5				
System Launch	New fare system launches for public use.		June 28			
Local Bus Validator Pilot	IndyGo tests validation.			July 1		
Vets must be on new system	Veterans must be on the new fare system.			Prior to July 31		
Fare Free Period	IndyGo goes fare-free.					Sep. 1 – 22
TVM Go Live	Ticket Vending Machines go live.					Sep. 17
Retail Network Live	The retail network goes live.	TBD				
Cease selling paper passes	IndyGo ceases selling paper passes.	TBD				

APPENDIX C. Estimates of Fare Policy Revenue Impacts

The following is the full text from a memorandum prepared January 15, 2019. The information below provides a summary of the financial impacts of the fare policies contained within this document.

Appendix Table C-1. Estimates of Fare Policy Revenue Impacts

Policy	Percentage of Net Lost Passenger Revenue	Estimated Yearly Net Revenue Loss
Free Transfer ¹	5.9 %	\$ 522,664
Fare Capping ²	9.3 ± 5.7 %	\$ 819,882 ± \$ 497,055
Total	15.3 ± 5.7 %	\$ 1,342,546 ± \$ 497,055

Summary of methods

Revenue loss estimates were derived from IndyGo's 2016 *On-Board Transit Survey*. Potential revenue loss was estimated by a four-step process:

- 1) Calculate difference between cost of survey respondents' optimal fare³ to their proposed fares;
- 2) Normalize that total difference by applying the ratio of percent revenue loss from the survey period revenue to preliminary 2018 reported fare revenue (\$8,998,862);
- 3) Estimate new ridership due to effective reduction in fares; and
- 4) Apply ratio of revenue per ride to new ridership and adjust yearly revenue loss accordingly.

For example, a respondent who reported making a round trip once per day with a 1-day pass would represent a revenue loss from what they currently should pay and what they would pay under new policies. The total difference between what respondents should have paid during the survey period and what they would pay under new policies was then normalized by applying the percentage of revenue loss for the survey period to 2017 yearly revenue.⁴ New ridership was estimated by applying an elasticity factor to each percentage reduction in fare experienced by riders benefited by new policies. Additional revenue from that new ridership was estimated by applying a factor of ridership to passenger revenue from 2017.

The ridership survey represents the best available source of information on trip characteristics and travel behavior, particularly as it relates to cash users. At the same time, there are significant limitations to the survey data. The survey was conducted during months of peak ridership, which may not be representative of current ridership patterns. The survey likely underestimated the number of round trips due to wording of the question; it also did not ask riders whether they made more than

¹ Individuals providing responses that suggest sub-optimal purchasing behavior (e.g., purchase a month pass but only ride once per week) are omitted from the free transfer analysis.

² Due to survey constraints, only weekly fare capping is considered.

³ For cash, ticket, and 1-day pass riders, only.

⁴ This normalization was necessary because the survey was conducted during peak ridership.

two linked trips per day. Finally, the survey asked for weekly trip frequencies, but allowed users to respond in ranges, such as “three-to-five days a week”. This question is not necessarily indicative of transit use (because it asks the frequency of “this trip”); it also injects ambiguity into assessing fares paid by riders per week (because a whether a respondent travels three times or five times a week makes significant differences on potential fiscal impacts, for example). Wherever feasible, these and other limitations were conservatively accounted for in the fiscal impact methodology.

Benefit of Service Increases

Using the estimates, IndyGo staff sought to evaluate the benefits of service increases, and fare revenue to be derived from those increases, against the existing financial model revenue assumptions.

Appendix Table C-2. Existing Financial Model Fare Revenue Assumptions (less paratransit)

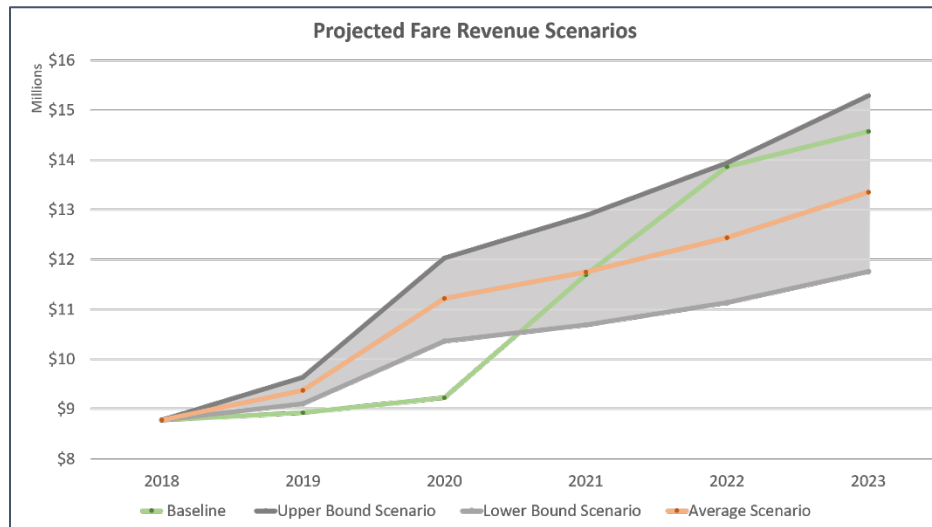
2019	2020	2021	2022	2023	5-year projection
\$8,930,047	\$9,230,047	\$11,696,457	\$13,869,980	\$14,579,235	\$58,305,766

Summary of methods

Ridership increases were assumed to be a function of revenue service hours. Such is consistent with transit expansions in Houston and Seattle, as well as with the limited experience of service increases we implemented on individual routes throughout 2018. The following inputs, by month, were considered to develop an estimate of fare revenue scaled by anticipated ridership.

- Revenue Hours:** Service expansion was represented in revenue hours; it was assumed that ridership responds proportionate to service increases – on a ridership per revenue hour basis – phased in over three months.
- Revenue per Ride:** Revenue per ride was calculated using the lowest revenue-per-ride annual figure (to yield a conservative estimate) since 2014. Using that revenue-per-ride as a basis, revenue-per-ride was adjusted downwardly in accordance with the results on the previous page.
- Seasonality:** A seasonal adjustment, based on 2018 ridership, was applied to yield monthly estimates
- Baseline Ridership Increase Assumption:** Based on the experience of Houston and Seattle, who underwent service realignments, similar to what is planned for Marion County, a “natural increase” of 0.8 percent per annum was applied.

Using the above, monthly revenue estimates were constructed and then summed to construct an annual estimate. The annual estimates all assume free transfers and fare capping of \$15.75 per week, four variables are used to construct ranges: **lowest-impact**



scenario (based on fewest possible riders reaching the cap), **worst-case scenario** (assuming all possible riders reaching cap), with or without applying an **inflation-based fare adjustment** beginning in 2021, and a variation with **no annual “natural increase”** in ridership.

Appendix Table C-3. Summary of Revenue Model Adjustments based on Service Increases.

	2019	2020	2021	2022	2023	5-year projection
Best-Case w/inflation adjustment	\$9,632,957	\$12,033,508	\$12,886,928	\$13,938,340	\$15,291,999	\$63,783,733
	\$702,910	\$2,803,461	\$1,190,471	\$68,360	\$712,764	\$5,477,967
	7.9%	30.4%	10.2%	0.5%	4.9%	9.4%
Best-Case w/o inflation adjustment	\$9,632,957	\$12,033,508	\$12,511,581	\$13,138,223	\$13,994,345	\$61,310,614
	\$702,910	\$2,803,461	\$815,124	\$(731,758)	\$(584,890)	\$3,004,848
	7.9%	30.4%	7.0%	-5.3%	-4.0%	5.2%
Best-Case w/o inflation, w/o natural increase	\$9,556,505	\$11,843,258	\$12,216,044	\$12,726,075	\$13,447,759	\$59,789,642
	\$626,458	\$2,613,211	\$519,587	\$(1,143,905)	\$(1,131,476)	\$1,483,876
	7.0%	28.3%	4.4%	-8.2%	-7.8%	2.5%
Worst-Case w/inflation adjustment	\$9,174,145	\$10,526,009	\$11,272,516	\$12,192,213	\$13,376,292	\$56,541,174
	\$244,098	\$1,295,962	\$(423,941)	\$(1,677,768)	\$(1,202,943)	\$(1,764,592)
	2.7%	14.0%	-3.6%	-12.1%	-8.3%	-3.0%
Worst-Case w/o inflation adjustment	\$9,174,145	\$10,526,009	\$10,944,190	\$11,492,330	\$12,241,202	\$54,377,875
	\$244,098	\$1,295,962	\$(752,266)	\$(2,377,650)	\$(2,338,033)	\$(3,927,891)
	2.7%	14.0%	-6.4%	-17.1%	-16.0%	-6.7%
Worst-Case w/o inflation, w/o natural increase	\$9,101,334	\$10,359,592	\$10,685,677	\$11,131,814	\$11,763,089	\$53,041,507
	\$171,287	\$1,129,545	\$(1,010,780)	\$(2,738,166)	\$(2,816,146)	\$(5,264,259)
	1.9%	12.2%	-8.6%	-19.7%	-19.3%	-9.0%
Average of Above Scenarios	\$9,378,674	\$11,220,314	\$11,752,823	\$12,436,499	\$13,352,448	\$58,140,757
	\$448,627	\$1,990,267	\$56,366	\$(1,433,481)	\$(1,226,787)	\$(165,009)
	5.0%	21.6%	0.5%	-10.3%	-8.4%	-0.3%

The table above provides annual projections, constructed through monthly estimates, in accordance with each of the scenarios outlined. It also provides an average of the examined scenarios to provide a mid-point option.

APPENDIX D. PUBLIC COMMENTS RECEIVED

IndyGo collected public comments from January 6 to February 28.

Public Meetings and In-Person Engagement

The following table outlines the date, time, location, and individuals present for each public meeting and in-person engagement for

Appendix Table D-1. Fare Policy Public Meetings and In-Person Engagements.

Date	Time	Location	IndyGo Staff/Volunteer	Organization/Individuals/Municipalities Engaged
2/6/19	11:00 AM to 1:00 PM	Indianapolis Central Library - 40 E St Clair St, Indianapolis, IN 46204	Multiple	Crystal Perkins, Mel Goldstein, Jim Naus, Greg Bedan, Ben Jackson, Lashina Madlock, Faith McKinney, Ben J Hill, Wildstyle, Maria Rusomaroff, Joanne Hamilton, Jessica Hunt, Sally Standley (IPS), Trudy Tiassum (IPS), Mark Gifford (IPS), Robb Ressler, Richard Miller, Maxwell Vermillion, Ryan Hunley
2/6/19	4:00 PM to 6:00 PM	Indianapolis Central Library	Multiple	Bill Grout, Brandon Kendera, Mallory Thatch, Kim Bush
2/8/19	9:00 AM to 10:00 AM	Julia M. Carson Transit Center (DTC) - 201 E Washington Street, Indianapolis, IN 46204	Jerome Horne	
2/8/19	4:00 PM to 5:00 PM	DTC	Jerome Horne	
2/11/19	9:00 AM to 10:00 AM	DTC	Jerome Horne	
2/11/19	1:00 PM to 2:00 PM	DTC	Jordan Patterson	
2/11/19	4:00 PM to 5:00 PM	DTC	James Miles	
2/12/19	11:00 AM to 12:00 PM	DTC	Jerome Horne	
2/12/19	5:00 PM to 6:00 PM	DTC	Desiree Sanks	
2/13/19	9:00 AM to 10:00 AM	DTC	Jordan Patterson	
2/13/19	1:00 PM to 2:00 PM	DTC	Vee Rivera	
2/13/19	4:00 PM to 5:00 PM	DTC	Bryan Luellen	

Date	Time	Location	IndyGo Staff/Volunteer	Organization/Individuals/Municipalities Engaged
2/14/19	9:00 AM to 10:00 AM	DTC	DeAnna Walker	
2/14/19	1:00 PM to 2:00 PM	DTC	Jerome Horne	
2/14/19	4:00 PM to 5:00 PM	DTC	Bryan Luellen	
2/15/19	9:00 AM to 10:00 AM	DTC	Chauncyia Coleman	
2/15/19	1:00 PM to 2:00 PM	DTC	Cheryl McElroy	
2/15/19	4:00 PM to 5:00 PM	DTC	Allison Potteiger	
2/18/19	7:00 AM to 8:00 AM	DTC	Bryan Luellen	
2/18/19	9:00 AM to 10:00 AM	DTC	Lauren Day	
2/18/19	1:00 PM to 2:00 PM	DTC	Jerome Horne	
2/18/19	4:00 PM to 5:00 PM	DTC	Lauren Day	
2/19/19	6:30 PM to 7:00 PM	Crown Hill Neighborhood Association - 3549 Boulevard Place, Indianapolis, IN 46208	Brandon Evans	35 attendees
2/20/19	8:00 AM to 9:00 AM	DTC	Chauncyia Coleman	
2/20/19	1:00 PM to 2:00 PM	DTC	Jordan Patterson	
2/20/19	3:00 PM to 4:00 PM	DTC	Vee Rivera	
2/20/19	4:00 PM to 5:00 PM	DTC	Brenda McGaw	
2/21/19	8:00 AM to 9:00 AM	DTC	Lauren Day	
2/21/19	8:00 AM to 9:00 AM	DTC	Brandon Evans	
2/22/19	8:00 AM to 9:00 AM	DTC	Jerome Horne	
2/22/19	3:00 PM to 4:00 PM	DTC	Vee Rivera	
2/22/19	4:00 PM to 5:00 PM	DTC	Allison Potteiger	

Social Media

IndyGo utilized its social media presence to engage in dialogue with the public. With consistent posts utilizing direct links to information about the policy change and to take the survey, IndyGo was available to collect comments and where appropriate, IndyGo staff followed up with individual responses.

Web Content and Monthly E-Newsletter

IndyGo notified visitors to IndyGo.net with alerts and links to fare policy information and notice of public meetings via the IndyGo.net/FarePolicy page. Subscribers of IndyGo's e-newsletter received information and notice of public meetings and proposed fare policy changes.

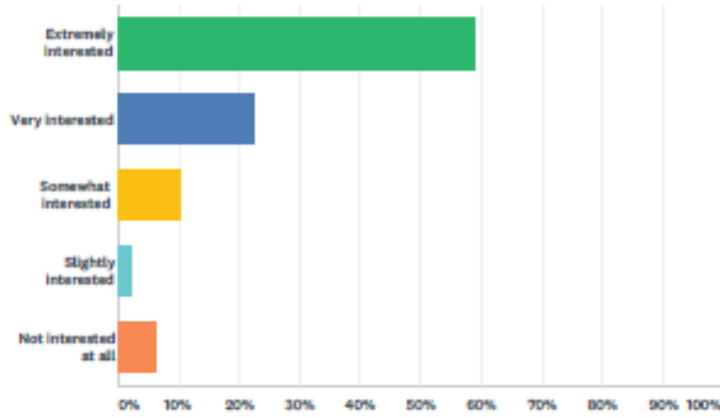
Survey

The main comment collection mechanism was an online survey which ran from January 16 till February 22, which received 720 responses, and 270 comments. The complete survey results are included below.

Fare Policy Update Survey

Q1 If there were more ways to buy and pay to ride IndyGo, would you be interested in learning more?

Answered: 715 Skipped: 5

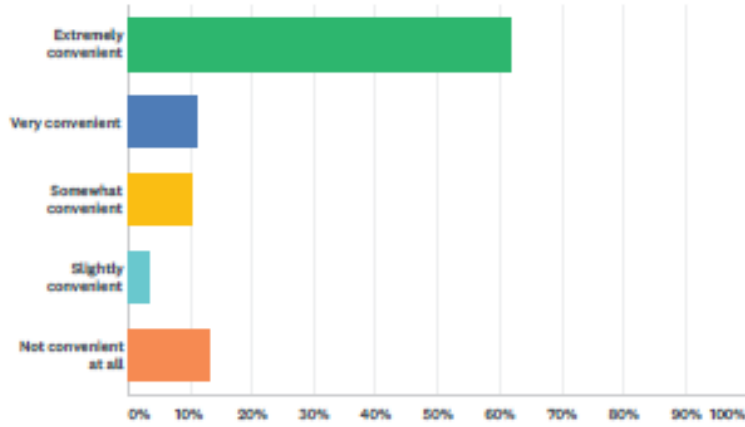


ANSWER CHOICES	RESPONSES	
Extremely interested	58.74%	420
Very interested	22.38%	160
Somewhat interested	10.49%	75
Slightly interested	2.24%	16
Not interested at all	6.15%	44
TOTAL		715

Fare Policy Update Survey

Q2 If you could pay to ride the bus using your cell phone, would that be a convenient option?

Answered: 715 Skipped: 5

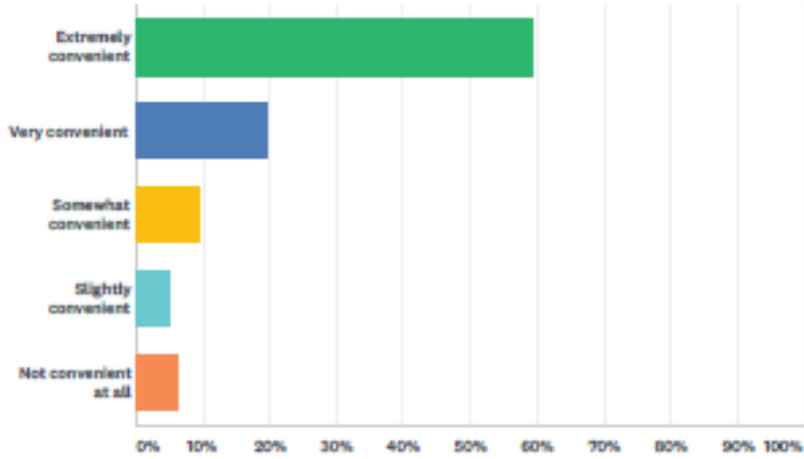


ANSWER CHOICES	RESPONSES	
Extremely convenient	61.82%	442
Very convenient	11.05%	79
Somewhat convenient	10.35%	74
Slightly convenient	3.64%	26
Not convenient at all	13.15%	94
TOTAL		715

Fare Policy Update Survey

Q3 If you could use a reloadable card to pay and ride IndyGo, would that be convenient?

Answered: 716 Skipped: 4

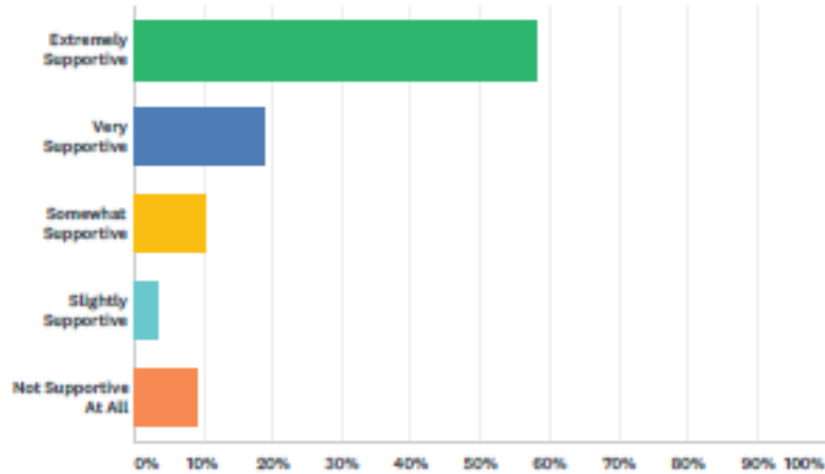


ANSWER CHOICES	RESPONSES	
Extremely convenient	59.50%	426
Very convenient	19.41%	139
Somewhat convenient	9.64%	69
Slightly convenient	5.17%	37
Not convenient at all	6.28%	45
TOTAL		716

Fare Policy Update Survey

Q4 IndyGo is considering offering 2 hours of free transfers. Is this something you support?

Answered: 712 Skipped: 8

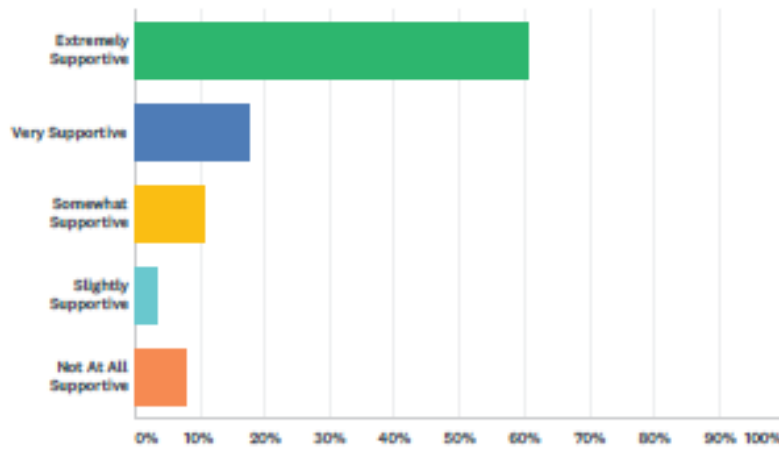


ANSWER CHOICES	RESPONSES	
Extremely Supportive	58.15%	414
Very Supportive	18.68%	133
Somewhat Supportive	10.25%	73
Slightly Supportive	3.65%	26
Not Supportive At All	9.27%	66
TOTAL		712

Fare Policy Update Survey

Q5 Fare capping means that after you ride 2 times in one day OR 9 times in one week, you don't have to pay any more. Is this something you support?

Answered: 714 Skipped: 6

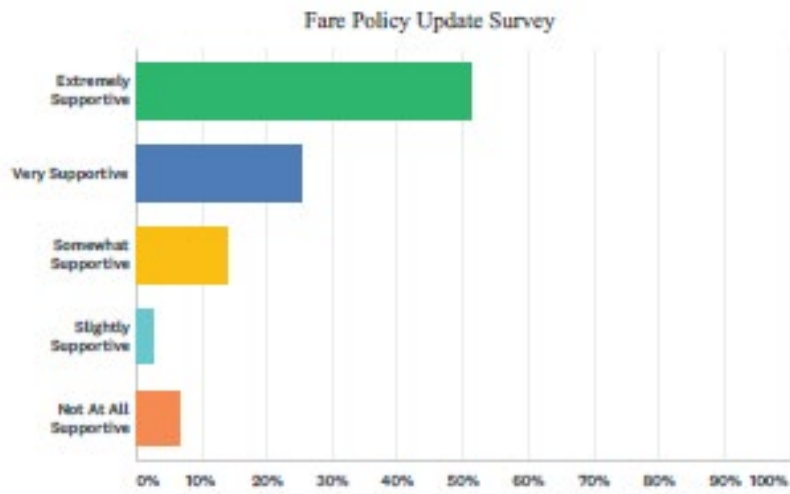


ANSWER CHOICES	RESPONSES	
Extremely Supportive	60.36%	431
Very Supportive	17.51%	125
Somewhat Supportive	10.78%	77
Slightly Supportive	3.64%	26
Not At All Supportive	7.70%	55
TOTAL		714

Fare Policy Update Survey

Q6 Today 20,828 people (12,878 minorities and 7,951 non-minorities) have easy access to IndyGo's paper passes because only a few places sell them. IndyGo is evaluating two options to increase access to fare cards. In compliance with local and federal non-discrimination policies, IndyGo is seeking public input regarding access to the new fare system for minority and non-minority populations. Option 1 is the installation of 12 additional Ticket Vending Machines (TVMs) along bus routes in areas with high minority populations. Option 2 is a partnership of 398 retail stores (ex: Walgreens, CVS, grocery stores) in Marion County for the sale of cards and reload capability. Option 1 (TVMs) provides access for 203,699 people (101,399 minorities and 102,289 non-minorities). Option 1 offers nearly equal access when comparing minority and non-minority populations. Option 2 (Retail network) provides access for 506,629 people (236,271 minorities and 270,364 non-minorities). Option 2 offers more access for both minority and non-minority populations; however, compared to Option 1, the gap between minority and non-minority populations is greater under Option 2. Both options greatly improve access for minorities and non-minorities. Due to budgetary limitations, IndyGo cannot implement both options. IndyGo staff is recommending Option 2. How supportive are you of 398 retail locations (Option 2) where you could purchase a new card, or reload an existing card, which would offer 302,947 more people (134,872 more minorities and 168,075 more non-minorities)?

Answered: 705 Skipped: 15



ANSWER CHOICES	RESPONSES	
Extremely Supportive	51.35%	362
Very Supportive	25.25%	178
Somewhat Supportive	14.04%	99
Slightly Supportive	2.70%	19
Not At All Supportive	6.67%	47
TOTAL		705

Fare Policy Update Survey

Q7 Additional Comments:

Answered: 270 Skipped: 450

Fare Policy Update Survey

Q8 To leave your contact information:

Answered: 310 Skipped: 410

ANSWER CHOICES	RESPONSES	
Name	98.06%	304
Company	24.19%	75
Address	80.97%	251
Address 2	0.00%	0
City/Town	90.32%	280
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	90.00%	279
Phone Number	76.13%	236

Survey Comments

The public survey allowed for respondents to provide comments.

Appendix Table D-2. Survey Comments.

Respondents	Response Date	Responses
1	Feb 22 2019 05:07 PM	I tend to believe that the burden of this fare change will fall squarely on the shoulders of the Elderly and handicapped. Being that there would no fare relief. Because we already have to pay \$7.00 per two-way trips. And if you charge us half fare on the fixed route. Our independence will be stripped. You may also want to consider what some other states do and that is to offer free transportation to those 65yrs and over. I hope you all take this in consideration. I thank you for your time.
2	Feb 22 2019 04:03 PM	I don't see why the 31 day/month pass would have to be eliminated in the new system. For those who can budget and are consistent users, I imagine it is not only a convenience but also a money saver.
3	Feb 22 2019 02:22 PM	I don't think these plans actually benefit low income riders at all. While the increase in the cost per month may seem nominal to you, for a multiple person household, it can mean a week of laundry doesn't get done, or purchasing toiletries more difficult. Something else is, how would the free transfer help someone riding to work, or on a route that takes over an hour to reach it's destination? My suggestions: offer passes at all universities at a reduced rate, encourage sponsorship days/weeks from local businesses to encourage ridership, discuss businesses incentivizing use of bus over parking garages, and add wifi to the buses.
4	Feb 22 2019 02:04 PM	Gee by all means take a system that is simple and make it harder. God forbid you all leave it alone.
5	Feb 21 2019 09:59 PM	I support the cell phone to pay option. New York has paper metro cards which are prone to tearing. London has plastic Oyster cards which I love because they have the electronic tap and you don't have to worry about tearing. Although this creates more plastic in the world. I am excited about the Redline project and I can't wait to be able to use it. There are so many benefits to public transportation. I do not own a car specifically for environmental reasons. I do carpool with my husband but it would be nice to have another mode of transportation to work. Thank you for all your hardwork. I hope it pays off.
6	Feb 21 2019 08:32 PM	If we make the cards available and reloadable in machines yet still have the reload option on mobile devices, we can avoid the retail option, which sort of corrals lower income and lesser educated people to waste their money while they are buying a bus pass. It is best to have the machines and then the app-reload.
7	Feb 21 2019 06:36 PM	Thank you for your efforts to improve the public transportation system.
8	Feb 20 2019 06:21 PM	I've very excited about the proposed payment options. I'm concerned that minority populations might not have regular access to retail locations. Gas station convenience stores could be considered as retail locations to provide better access to fare cards.
9	Feb 20 2019 11:00 AM	A monthly pass is still more convenient because I only have to go once to purchase it. Will there still be a discount fare for riders with disabilities?
10	Feb 19 2019 02:24 PM	Just leave it the way it is

Respondents	Response Date	Responses
11	Feb 19 2019 12:12 PM	<p>However unlikely it is, I would love to see fares used as congestion mitigation instead of a revenue source. From some older data I saw, farebox revenue only accounts for 20% of IndyGo budget (\$12M/60M). If fares were eliminated and that 20% came from somewhere else, ridership could see huge jumps. Benefits would be more affordability (it's free!), a huge convenience bump (no fumbling for change our farecard), and reduction in technology costs (tap reader machines, ticket vending machines, delivering tickets to retail outlets). I realize this is politically untenable, but would be a boon for ridership and accessibility.</p>
12	Feb 19 2019 10:37 AM	<p>I am slightly supportive of eliminating free fixed route for Open Door Customers. I don't have a problem with the amount, but that it would cause additional problems to the Open Door System. This system is failing its clients as it is, and I speak for myself as well as my two adult children. We all use this service and have had countless issues in the past year.</p>
13	Feb 19 2019 10:20 AM	<p>This survey does not address the unfair increase to ride the city bus for adults with disabilities. I teach adults with disabilities how to access their communities, for employment, social, recreational, volunteer opportunities, as this is the only way they are able to access their communities independently. Many of my students are not ready to work and have no income to offset the cost of riding the city bus. However, the training and skills they gain from riding the city bus on a daily basis is such a momentous outcome in terms of building confidence, responsibility, accountability, awareness and independence. It would be unfair to take away such a valuable piece of their lives and their dreams of independent living and community access all because they can't afford taking the city bus anymore. I am surprised Indy Go would make such a proposition. If people are truly concerned about other people and not the money, this would not be a conversation. We are talking about limiting the freedoms of adults with disabilities, which means they will be cooped up at home. And studies have shown that this will lead to increased depression and isolation and a failure to want to reach their fullest potential. I would be happy to discuss our program with IndyGo Board of Directors. Our program is comprised of 16 students each year. However, it's not just the year they are with us that counts. It is the year before when we are preparing them and teaching them how to safely ride the bus. It is the year after our program that allows them to continue working on the skills and embracing activities and an enriched life in the community, one they won't be able to have if many of them have to pay to ride the bus to go to unpaid internships and volunteer opportunities, all established to help them build the skills necessary to have paid employment one day. I believe Indy Go should think carefully about the message they are sending to adults with disabilities, not to mention their families and caregivers. Free Indy Go access has meant the world to our students. It has allowed them to see a part of the city and experience things they wouldn't have had a chance to do with the support of trained staff and instructors. It takes years for many students to be comfortable to ride independently. And, even when they do, there is always someone close by to help if needed. If students aren't given the opportunities to practice these skills, they will not ever feel comfortable to ever ride the Indy Go on their own and experience the city as everyone should be able to. If you have the ability to use Indy Go and you happen to have a disability, you should be applauded for your efforts and courage. You should be applauded for your determination and perseverance and not punished because of money.</p>

Respondents	Response Date	Responses
14	Feb 19 2019 09:10 AM	I would support retail centers as long as they did not charge a fee to riders for using the system. I cannot use the new services as there is no where to park. As the Nora shopping center or St. Vincent Hospital on 86th Street. I would like to use the bus system M-F but parking prohibits my use, so I drive downtown everyday. By the time I would get on the 86th Street Crosstown and transfer at Nora or hospital, I could drive in a shorter amount of time. I would like to see secured parking at a few of the north side stops.
15	Feb 19 2019 08:41 AM	I am concerned that some economically disadvantaged people may not have enough money to put it on cards (if there is a minimum). Also I don't want the retail networks to get a lot for this service. Following not clear as phrased. I assume farecapping after 2 rides means 2 separate trips (not one trip and 1 transfer). If the fare stays \$1.75 per trip, cap of cost for 2 trips would mean it caps at \$3.50 NOT the \$4 that you say.
16	Feb 19 2019 08:29 AM	Would like to make sure that cards will be able to be loaded online. We are moving to Indianapolis soon.
17	Feb 19 2019 08:20 AM	Do you have a specific date when all buses will start running 7 days a week and later hours?
18	Feb 19 2019 08:12 AM	Would like to see a monthly fare capping or maintaining the 31 day pass
19	Feb 18 2019 02:10 PM	It would greatly help me if you did this
20	Feb 18 2019 01:35 PM	I do not appreciate that the survey is separating between minorities and non-minorities.
21	Feb 18 2019 12:26 PM	Keep it way it is no need of changes
22	Feb 18 2019 11:59 AM	Ticket Vending Machine can be more accessible for disabilities. Some are uncomfortable going in any retail stores out of their way.
23	Feb 18 2019 10:20 AM	i think your fare capping will hurt the people that are on a monthly fixed income (DSSI or SSI) That only have the money to pay when they receive monthly check i am one of those recieptants that get a monthly income only i do support more options to buy a ticket such as walgreens, CVS, OR Grocery store in Marion Co. it should have been that way for years now but as far as the fare capping I'm non-supportive of this idea even that i am supportive of better bus service via the 3 new bus lines and longer bus service hours needed to get from place to place
24	Feb 18 2019 10:11 AM	Excited for reloadable and digital options! Keep going!

Respondents	Response Date	Responses
25	Feb 16 2019 08:54 PM	I just wish IndyGo would sell the monthly passes of \$60.00. I wish this policy would not stop. I ride the IndyGo bus at least 6 times a day. Also, the main bus I ride is the 5 East 25th Street which will eventually be called the route 20/16. I am very disappointed that this bus will no longer go downtown. Based on the 2019 and 2022 new proposed maps, I see that the 20/16 bus (west bound) will no longer go all the way down to 16th and Dr. Andrew J. Brown Avenue and then turn right. Instead, this bus will go only just to 22nd and Dr. Andrew J. Brown Avenue and then turn right. I wish this bus would at least go down to 16th and Dr. Andrew J. Brown Ave. In some cases, some passengers may have to take three buses to reach their destinations. Despite the new Red Line service, I just wish all the routes would remain the same. Also, I am very displeased that routes 38 West 38th Street and 17 College routes will be discontinued as well.
26	Feb 14 2019 05:12 PM	Im against the no more 7 days and 31 days because people need to ride the bus and its more convenient for us the passengers and easier for the passengers to get to work and where ever there going. I believe you shouldn't pass the change fair prices l.
27	Feb 14 2019 02:14 PM	I am a handicapped person on social security. Two weeks before my next check I am broke.i can't afford to pay 4 dollars to go to my many doctors appointments.
28	Feb 14 2019 07:52 AM	I think it is extremely important to increase access for minority populations, but the retail option will expand access to more people. Perhaps you could bridge the gap by conducting a community needs assessment in minority communities and finding out what churches, barbershops, etc. you could partner with to sell the tickets.
29	Feb 13 2019 05:20 PM	<p>I LOVE the electronic option and reloadable card! I also love that you are extending purchasing sites to local retailers (that is very efficient and customer friendly).</p> <p>I do not think the discounted monthly passes should be discontinued. Students benefit greatly from the discounted rate especially since I cannot afford the estimated \$18/week it would cost to travel to my classes/lab. That totals to approximately \$936/year which is less than paying for a parking spot on campus for all semesters.</p> <p>I love mass transit and using the bus for the affordability and reducing carbon emissions, but the increase from my monthly bus pass pay from \$30/month as a student to \$72/month is too much.</p>
30	Feb 13 2019 03:59 PM	What will happen to S-Passes for students? If they didn't exist anymore, students wouldn't want to pay \$15.75 once a week over \$30 for the entire month. Also, consider partnering with local universities to create student IDs that double as bus passes.
31	Feb 13 2019 10:01 AM	I am fine with the new proposed changes, however the proposal to charge half-fare for people with disabilities that have an Open Door card will greatly influence the students that I work with in Indianapolis Public Schools. This new cost will have a huge impact on our students who we train to ride the fixed routes to their work or volunteer locations. It could also be a deciding factor as to whether or not our students can afford to accept a part-time position if one is offered. It may also affect whether or not we as a school system can afford to continue with these valuable training programs. Thank You
32	Feb 13 2019 09:56 AM	Why did the "minorities / non-minorities" have to come into play? Couldn't you have just said "people"? DUMB!

Respondents	Response Date	Responses
33	Feb 12 2019 12:46 PM	Will my son who has a disability still be able to ride for half fare? Will he still be able to purchase a month's half fare pass?
34	Feb 12 2019 11:07 AM	I use Open Door ADA ParaTransit, and can't afford to use purchase and use a Half-Fare pass.
35	Feb 12 2019 08:41 AM	<p>Hello, I'm legally blind and use fixed routes to get everywhere I can, so hearing you plan on charging the blind and visually impaired passengers half fare after 12 years of not charging us a cent seems ridiculous.</p> <p>How are you keeping track of the usage of the disable on the fixed routes? The letter I've received says you've noticed increase in use of fixed routes in the disabled community. When we get on a fixed route bus we just have to show our card, there is no way of tracking how often we use them, so having a quantitative amount that fixed routes our being used more doesn't seem possible.</p> <p>I also have issue with the capped amounts. Because I already have to do the lottery system and Pay \$35 to get IndyGo taxi vouchers a month to get anywhere in Marion county and to go directly to my destination (and get to locations when IndyGo buses don't run) running later doesn't fix our mass transit situation, we need 24/7 options. Taxi vouchers shouldn't cost as much if you are going to charge every other ride option for the blind. Or make it a digital option that we can buy at anytime instead of 10 prepaid rides that expire.</p> <p>I did the math, to work a 5 day a week job using 2 buses back and forth each day would hit the weekly cap of \$7.65, so that would now be an added stress on monthly bills. For a 4 week time spand the weekly totals add up to \$31.40. By creating these half fare price changes to the disabled in this city, it doubles the cost of transportation, with the monthly taxi vouchers.</p> <p>I personally don't use OpenDoor because every time I have I get stuck on those darn buses for hours just wanting to go somewhere 20 minutes away. My time is more valuable than those buses can provide.</p> <p>If you need to raise the price on the OpenDoor option and keep the fixed routes free I think that's best for everyone.</p> <p>On a side note. I have no idea who to talk to about adding a route down Southeastern Ave to Wanamaker (which is just a couple minutes from I465 and well within Marion County). I have to pay \$10 on a lift to get me to a bus stop that is 10 minutes of a drive away (either going bus stops that go east/west or south/north). With where I live, there are tons of possible riders, if there was a bus that came this direction. I hate that I often need 2-3 different types of transportation to get anywhere in this city because of a lack of access...when I'm 5 minutes from the highway. If you're going to charge me on fixed routes than at least have a route I can actually walk to and use.</p>

Respondents	Response Date	Responses
36	Feb 11 2019 10:35 PM	<p>This proposal is a disservice to the citizens of Indianapolis, especially minorities, the disabled, elderly, and poor. Essentially it will charge Hoosiers more across the board to ride IndyGo public transportation.</p> <p>The fare caps, route ticket dispensers, rechargeable cards, app programs, and retail network are expensive gimmicks that will not improve IndyGo bus service, but generate income for middlemen and private sector suppliers with ties to the city.</p> <p>The Fare Cap sounds like something dreamed up by a marketer for Starbucks. Buy 9 cups of gourmet coffee and your 10th cup is free!</p> <p>What improves public transportation access is low cost, reliable service, not gimmicks — affordable fares, clean, safe, well-maintained buses, routes that go where riders need to go.</p> <p>There is also no mention of charging Veterans half-fare in the new proposal. Veterans started riding IndyGo for free last year. It's a great program, but you can't charge the severely disabled more to ride the bus — and exempt other groups.</p> <p>A great city is judged by how well they treat their most vulnerable citizens — the very young, the old, the sick, and the disabled. Indianapolis can do better.</p>
37	Feb 11 2019 08:21 PM	I would like to say that indygo is greatest bus system that we have here & when I was in California that had a tap card to ride a bus when you load it buses in Pomona, California
38	Feb 11 2019 08:17 PM	We love all the work you're doing!! Indianapolis really needs better public transportation. Great work!!
39	Feb 11 2019 05:30 PM	Who manages these reloadable cards? Who decides which stores get the machines? Is there a service fee? Is there a replacement fee? Are the funds refundable? Is cash payment still an option at the farebox? Will there be a machine at the Transit Center? What about buses that don't show up in the two hour time limit or missed buses? What about fixing the basics before implementing new systems? Open Door ridership was going to go up either way; why are you taking away a limited benefit from a group with the fewest resources?
40	Feb 11 2019 02:05 PM	As an Orientation and Mobility Instructor at ISBVI, I am all for ease of access to the bussing system in Indianapolis. However, that being said, I'm concerned about the proposal to increase the fare for Open Door card holders to ride the fixed route. Part of the O&M curriculum is to learn the transit system. That is the very last thing we do with the students before they graduate. The students that come to our school are of a demographic that may or may not be able to afford these fare increases, and if the students can't afford it then that responsibility would fall to the school. As a state school, we are already on a strict budget. My concern is that if the school gets saddled with that responsibility, they may put a spending cap on how much we can spend a quarter for bus lessons, thus potentially impeding the learning of our students. As I said earlier, I'm all for ease of access to all and the forward thinking and progress being made to the transit system. I also understand that in order to implement these changes, somebody has to pay for it. I am in favor for these changes and fare increases for the general public, however, in terms of our students and the teachers that have to ride with them during lessons, I would like to make a new proposal in addition to those mentioned above. Given that bus lessons are part of the O&M curriculum, and in essence part of the students Individualized Education Plan, I propose that students and teachers ride for free on Open Door, and Fixed Routes while they are attending ISBVI. Students and teachers could show their school ID, and that

Respondents	Response Date	Responses
		<p>would be their pass to get on the bus to complete a lesson. Once they graduate, the school ID would no longer be valid, and they would have to pay like a regular rider. Once they graduate, they will hopefully have a job, and be using either Open Door or the fixed route to get to that job, and they will be more likely to be able to afford the fares implemented. If you have any questions or comments to my proposal, I'm including my contact info below.</p>
41	Feb 11 2019 01:15 PM	<p>The proposed change for Open Door customers in which the Free Fixed Routes would be changed to Half Fare Fixed Routes in my personal opinion would not be a good idea. More than half of IndyGo Open Doors Customer Base take the fixed routes because Open Door must be requested in advance. And most people on Open Door do not have enough money to pay for said Open Door Fares. So they are forced to ride the Fixed Routes. Until they get their Social Security Checks.</p>
42	Feb 11 2019 11:52 AM	<p>How does one avail themselves of the low-income options?</p>
43	Feb 11 2019 11:40 AM	<p>i like to purchase 31 day pass it seems in doing away with that will cost me more in the long run am not a fan of this fare capping idea but i know that this policy no matter my comment here will go into effect regardless how i feel as it is the way the future is going for Indygo and that tax revenue funded based from all residents wasn't enough in this idea here to keep cost down</p>
44	Feb 11 2019 11:03 AM	<p>I currently am visually impaired and cannot drive at all. using the bus system is my only option for getting place to place and tend to not travel a lot due to the cost of traveling being greater than that of a person that does drive. using the bus system if I were to have to start paying even half of my fare (because I have my open door card) would still be more than I can currently afford to get me to and from work sites and my grocery stops.</p>
45	Feb 11 2019 10:40 AM	<p>Strongly supportive of these changes. I appreciate all you are doing. My #1 priority is ease of purchasing. Unless they ride the bus, most Indy folks don't even know where to purchase tickets. This means that increasing ridership will be a challenge until some of these changes are made. Would LOVE to see a convenient smart phone purchase option. Obviously, this might have implications for the folks that do ride, but as we are expanding service, I would like to see bus ridership be more socio-economically diverse than it has historically been in Indianapolis. IndyGo has the power to change the public perception of public transportation in the city, and I'm proud of all the work you're doing.</p>
46	Feb 11 2019 10:34 AM	<p>The lack of 24 hour bus service doesn't align with the real world's needs. Economically disadvantaged people are limited in employment options due to unrealistic hours and scheduling. This hurts us all economically and continues to keep us a second class city. I believe our marginal public transportation does not serve those that need it most. Personally I believe it weighed heavily on Amazons decision for a new headquarters.</p>
47	Feb 11 2019 10:32 AM	<p>In the options to increase revenue, having people with Open Door passes pay for fixed route rides puts an a higher financial burden on those that already have to pay higher rates to use Open Door. These are individuals that are generally on a fixed, lower income as it is. Having to pay an additional fee to use Open Door could cause undo hardship.</p>
48	Feb 11 2019 09:59 AM	<p>Open Door users should still be allowed to ride fixed route for free. This mainly concerns users who are learning the system through disability rehab programs</p>

Respondents	Response Date	Responses
49	Feb 11 2019 09:58 AM	I feel like the increase in fare for Open Door holders does not need to happen. Not only do many of the holders of those passes have them because of a disability, but they are also on limited incomes. The reason they have to use the fixed routes is because the Open Door service is so unreliable! Getting to a doctors appointment or to work on time is almost impossible and wages are already lost with this population due to arriving at work late or having to pay fees for being late or missing appointments in the first place. Adding on an additional fee to the one way they can travel without having to worry about it effecting their budget is going to end up making them not ride at all, which in turn would make them not have a job or willing to go to the doctor for those appointments.
50	Feb 11 2019 07:49 AM	Please make reloadable cards and/or cell phone pay a priority. Cash is inconvenient, especially where exact change is required.
51	Feb 11 2019 07:37 AM	I am a transplant to Indy. The buses are not convenient at the moment. There are few shelters for protection from the elements. Additionally, the visibility of the bus stops are not ideal. Furthermore, the new plan sounds great, but I would prefer to utilize a monthly pass for a flat rate.
52	Feb 11 2019 07:27 AM	Chicago has a great bus system. You can purchase all day and monthly bus passes in their Walgreens. Some people just don't ride the bus as frequent as other people and I feel like if those frequent riders had access to all days and monthly pass, that would be better than having to keep track of how many rides someone has taken. I don't understand that logic.
53	Feb 11 2019 05:24 AM	Will the veterans passes still be used?
54	Feb 11 2019 04:43 AM	i ride all route because i work for a temp service so my work vary often to diffrence location so 31 day pass is great, but you can add machaine. PLS charge an UNFAIR surcharge
55	Feb 10 2019 05:36 PM	I desperately require, at least in my case (and there are likely many other similar cases), that Open Door passes continue to provide free transit on fixed routes. I live in an assisted living situation where inadequate staffing is a common issue and my roommates' behavioral tendencies very often interfere with transportation. I volunteer at Easter Seals Crossroads on the north side twice a week, and my direct care staff cannot consistently transport me to work there every time due to the aforementioned roommates. I tend to use the bus if the weather permits when this happens, but due to Medicaid declining automatic payment of Open Door rides and the complexity of client money dispersement at my staffing provider's company, paying fares is next to impossible. For these reasons, I strongly suggest that Open Door passes remain as a free fare pass for IndyGo Fixed Routes.
56	Feb 10 2019 01:26 PM	The options you currently have for acquiring cards are excellent. There is no clear reason for changing this. More accessible for minorities? I don't see it.
57	Feb 09 2019 04:26 PM	Please provide examples of how this new fare structure will work. People with intellectual disabilities need simple and easy to understand information. I plan to move into Indianapolis to utilize the public transit system, especially for my daughter's sake. She is autistic. The passes would have been excellent.
58	Feb 09 2019 04:58 AM	Please don't take away the 31 day passes...as a elderly person..some days ah week I have several places to get to and then it might be a week where I only have 1 or 2 places to go..something's that works need to be left alone

Respondents	Response Date	Responses
59	Feb 09 2019 12:00 AM	I plan to use the red line to work downtown from broadripple. PLEASE do not discontue the 31 day or monthly pass. With the week system and caps this will be \$10-20 more per month. PLEASE keep a monthly option, \$60 is a perfect sweet spot to avoid using my car to get to work.
60	Feb 08 2019 05:06 PM	I absolutely don't like the proposal about not letting us use the 31 day pass. This proposal also doesn't mention anything about the reduced prices.
61	Feb 08 2019 04:53 PM	Thus is really screwed up people get checking like me 1 time no now I can get my month pass I am so upset
62	Feb 08 2019 03:05 PM	Keep the monthly weekly and other passes
63	Feb 08 2019 02:15 PM	Placing ticket sale booths would be encouraging theft which would mean rate increases. Additional retail ticket outlets is the best way to go.
64	Feb 08 2019 11:17 AM	In addition, I think a gps tracker app for your phone would be helpful for people who ride as well. Being able to determine where the bus is at is really important in inclement weather and for the sick, elderly or young kids who ride.
65	Feb 08 2019 08:19 AM	I am very happy to see there is soon to be some big changes with Indygo. It is well over due.
66	Feb 08 2019 07:03 AM	Don't like the idea of tying a public resource to a private interest like a non-local mega-chain retailer
67	Feb 08 2019 01:30 AM	Why would you do away with a monthly card? What about workers who use it to get to work every day?
68	Feb 07 2019 07:59 PM	Not understanding why the 10 day and 31 day passes are being eliminated. The buses do not run frequent enough for people to get from home to their destinations then back home again. Makes no sense to me.
69	Feb 07 2019 06:44 PM	Issue with the retailer having the cards some may try to charge a process charge thats not going work. Also when are tje schedules going to change to ride later. When i get off at 9pm from the 86th and michigan amd cant get home because both buses (route 38 & 15) have stop.
70	Feb 07 2019 05:31 PM	Please have all buses run 24/7 everyday & night
71	Feb 07 2019 02:05 PM	this is bullshit they have closed shelby street they have left sde walks and roads all destroyed three foot deep holes every where there are barrels that do not leave enough room for vehicles there are big arrow signs where they do not need to be they destroy all of shelby and have not worked on it for a month traffic and roads have been and still terrible the streets were in good shape but not now
72	Feb 07 2019 10:30 AM	Electronic Kiosk at the new stations would be the preferred method for me. When you bring outside vendors into the mix, the possibility for theft and fraud could greatly rise. Re loadable Cards, contact less bankcards & mobile wallets or cash should be the only way to purchase in my opinion.
73	Feb 07 2019 09:20 AM	Please do not eliminate the 31 day pass. This will impact a person's ability to budget for the month. People who are paid monthly rely on this pass. Also, I hope you will still offer them at a discount for students, people with disabilities. etc.
74	Feb 07 2019 12:54 AM	When ride the bus "I get a day pass for 4.00 & ride the bus for 4 or 5 times. Leave the day pass the same. I am retired.
75	Feb 07 2019 12:24 AM	Are the mechanical issues going to be better.? I am hoping for the best with all the new changes.

Respondents	Response Date	Responses
76	Feb 06 2019 11:40 PM	Maybe consider a town hall for folks who don't have internet access or capability. Highly suggest keeping discounts for students as this was so helpful for me and others in school. It was the only way I could get to and from classes and work. It still is, and I'm trying to avoid buying a car and to support public funds for transit access
77	Feb 06 2019 05:26 PM	Love fare capping, however I think there should also be a monthly cap. For example, if a month has more than 4 weeks (4 weeks is 28 days, not 31), then I will end up paying more per month than the current monthly pass as I will have to pay for those extra 3 days. Add a monthly cap equal to 4x the weekly cap.
78	Feb 06 2019 02:48 PM	24/7 Hour Bussing. Lower Fare.
79	Feb 06 2019 11:46 AM	I use the 10 trip pass almost every day- and I really wish that would not go away! The new fare changes will increase the cost of my fare exponentially! I am not happy about this change!!
80	Feb 06 2019 10:36 AM	I would love to take the Redline to my job downtown when it opens but can't see doing it regularly if I have to constantly go out of my way to find a place to buy bus passes. PLEASE GIVE US A PHONE APP! :)
81	Feb 06 2019 08:44 AM	Having a way to purchase or reload tickets from somewhere other than the Transit Center would be a fantastic idea. I'm a Special Needs High School job coach, and having reduced rates for my students and their assistants would also be greatly appreciated. We train our students to ride Indygo and become a customer for the rest of their lives.
82	Feb 06 2019 08:32 AM	These changes will also greatly improve transit convenience for youth, as it will be easier for parents like me to manage fare payment.
83	Feb 06 2019 08:13 AM	My employer provides the option of a free 31 day bus pass or parking pass. I choose the bus pass. Not sure how that would work if the 31 day pass was eliminated. That coupled with route changes that may cause me to choose the parking pass.
84	Feb 06 2019 04:28 AM	Things would be a lot easier being able to get reliable cards.
85	Feb 05 2019 09:43 PM	I feel like these are very long overdue changes to bring our bus system into the modern age, and I am looking forward to seeing them implemented soon. I'm very excited for this and the future. Thank you!
86	Feb 05 2019 06:17 PM	I am interested in transportation that would directly link fishers to downtown
87	Feb 05 2019 05:34 PM	I'm extremely concerned about pedestrian safety.
88	Feb 05 2019 04:02 PM	My office offers employees a 31 day pass at no charge to the employee to use Indygo. I see you are doing away with that so it will not be convenient anymore to ride IndyGo
89	Feb 05 2019 03:53 PM	Option 2 is much better because it gives opportunity to buy tickets to far more people.
90	Feb 05 2019 12:12 PM	The ability to pay for the bus fare by cell phone will be much more convenient than Option 1 or Option 2 of the proposed two options. I hope this is being considered a priority regardless of which of these two options is chosen for fare accessibility.
91	Feb 05 2019 11:47 AM	The better this bus system and Indy's public transportation become, the more you guys make. Better buses and bus stops

Respondents	Response Date	Responses
92	Feb 05 2019 06:21 AM	This makes monthly travel for work more expensive. Your fares are not affordable.
93	Feb 04 2019 10:35 PM	I am supportive of the entire fare proposal, except that I would make just one modification. I think it would be good to evaluate an option where people don't end up paying more in a 31 day period than they would using the current 31 day pass. Under the fare capping structure, it appears that in some months, especially ones that are 31 days long and have a few extra days at the end that are not free because of how the fare capping structure happens to align, people might pay slightly more in that time period than they currently do if they buy a 31 day pass. I think that credits should be applied to a person's account if they load 60 dollars onto it to offset the cost of those last few days of the month where they may have to pay 10 extra dollars or so.
94	Feb 04 2019 08:31 PM	What about the poor and disabled on very limited income? What are they supposed to do? Will there still be half price fares for those who qualify? How much more will they have to pay? What is more important than how and where we pay, we care about our disabled family member being able to continue to work their 3 hour shift. Cost of transportation should not make getting to work impossible. As far as offering more rides and more places to pay, how can you be sure people will use this system? Riders decline every year. We need the bus system. Don't ruin it for the poor and disabled to make some million dollar trendy situation that falls apart costing the city millions and destroying transportation for those who need it most.
95	Feb 04 2019 02:27 PM	I am a teacher and have to buy my tickets ahead of time for my staff and students. The \$15.75 cap is cheaper than the 10 day trip passes now, but due to holidays and such we are not always in school for 5 consecutive days to get our 9+ consecutive trips in a week. Reloading a card would be difficult for us because the tickets are paid for by the township credit card.
96	Feb 04 2019 10:26 AM	I am very excited to not have to get passes at the terminal station all the time. I think this will allow more people on routes that don't pass through the terminal station to have access to cards, and will promote usage of IndyGo throughout the city. I heartily support this new approach.
97	Feb 04 2019 09:20 AM	I Work at the government Center downtown, I buy my ticket where I work. I work 8-4:30pm would is that capping is going to work for me?
98	Feb 04 2019 07:52 AM	Being able to pay via a mobile app would be super convenient! I live downtown and have a car but rarely use it. Would love to go completely car free but don't always carry cash so the times I think to use the bus, I can't.
99	Feb 03 2019 11:25 PM	When would the phone app be available for all buses?
100	Feb 03 2019 06:53 PM	I buy 31 day passes which are being eliminated I take the number 17 in the number 6 to get to work reverse these to get back home is this new system going to cost me more money
101	Feb 03 2019 05:43 PM	Are there gonna be more shelters at the busstops ? And I like to say that I like your Changes , sadly enough it looks like my busstop is gonna disappear and I will have to pay more, since you're cancelling the monthly \$ 60 bus ticket . But I have to admit for most people that I know, the 2 hour transfer ticket for \$ 1.75 is a big saving.
102	Feb 03 2019 03:54 PM	Also adding a digital pass or card could help as people have more access to Wi-Fi and internet as the years pass a small upgrade to ticket reader would be needed.

Respondents	Response Date	Responses
103	Feb 03 2019 11:48 AM	Highly disagree with discontinuance of weekly and monthly passes!
104	Feb 03 2019 07:42 AM	We need bus 24 to run longer an to run on Sundays please
105	Feb 03 2019 12:18 AM	<p>I like the concepts on the changes. However, if IndyGo is striving to be successful...I sincerely hope they begin to monitor drivers(maybe progress reports). I am fond of a few...unfortunately, for the most part...they are seriously lacking(ex. enforcing the rules). This includes both safety and courtesy. In addition, I've observed that the majority of drivers are not attentive to passengers(when boarding). Quite frequently distracted using their cell phone or conversing with other drivers. I really hope to see these(and other problematic issues)dealt with in the future. THANK YOU, for your time.</p>
106	Feb 02 2019 03:24 PM	<p>Saturday schedule needs to run like M-F. A lot of us havework on weekends after 8 or 9 pm and waiting an hour or more for the second bus that was just missed by under 5 minutes is extremely frustrating that we must ride to and from work or finding a way home or walking a mile are not acceptable any more. Since more of us depend on INDYGO, more accessibility would make sense. Why not poll riders for additional router suggestions?</p> <p>I'm so happy to give my input.</p> <ol style="list-style-type: none"> Route every 20--30 minutes beginning at S Tibbs /Maywood Ave Washington St then Tibbs to 30th St then N/B on Kessler to Michigan Rd and reverse the route back to Tibbs/Maywood Ave. This would connect several routes such as 3, 8, 24, and 34. E Washington/Emerson N/B to Kessler then W/B on Kessler to Michigan Rd. And reverse the route. Running every 20-- 30 minutes. This would service riders with no convenient access and would connect routes 17, 18, 19, 21, 26, and 34 at least. Begin route at S Sherman and Raymond N/B on Sherman to 38th then E/B to Sheridan Ave to E/B on Lennington Dr then N/B on Villard Ave to 42nd St then W/B on 42nd to Emerson then N/B on Emerson to 46th then W/B on 46th to Keystone and reverse the route. This would at least connect routes 2, 3, 4, 5, 8, 10, 11, 13, 14, 21, 19, and 26. <p>Rationale for my suggestions is since there are increasing food deserts, shopping venues, and services in minority areas you are reaching out to, it makes perfect sense to me to cover areas convenient to your loyal rider base and they could plan routes based on trusting INDYGO meeting their transportation needs.</p> <p>Also, please do several studies, including fuel estimates, marketing costs, increase in revenue because of increased ridership because you will have made ethical effort for your organization. Since the Red, Purple, and Blue lines are connecting outer city commuters, and for many, vehicle ownership will continue to be out of reach so, it could be a near perfect win-win for all.</p> <p>Thanks for listening.</p>
107	Feb 02 2019 03:23 PM	<p>So if I Just Ride to and from Work will I Still be able to just Pay \$4.00 for a All Day Ticket? I'm Not Exactly Understanding the Change? Sometimes I Go to the Grocery Store on My Way Home from Work Also so, Does that Mean I'll have to Pay More Money to Ride?</p>

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108	Feb 02 2019 12:43 PM	I'm extremely not supportive of eliminating the 31 day pass. I and others utilize Indygo Monday through Friday only and the \$15.75 weekly cap would cost \$3.00 more than the current 31 day pass cost. We support Indygo not eliminating the 31 day pass. Also, there are government/employer incentives/benefits that would be lost by eliminating the 31 day pass. These incentives/benefits are only available to Indygo patrons that purchase the 31 day passes. Indygo should not eliminate an option that creates a financial hardship, is unfair to the minority population and disqualifies it patrons to certain government/employer incentives that encourage/support public transportation for many beneficial reasons i.e. less pollution.
109	Feb 02 2019 12:11 PM	Family Dollar and Speedway have a lot of stores in the urban neighborhoods. I hope you can work with them.
110	Feb 02 2019 11:29 AM	have a touch screen route planner at the tvn or on the buses
111	Feb 02 2019 07:41 AM	Monthly passes shouldn't be stop...to stop them makes no sence....just going to make it difficult for fixed income people. But vending machine out in public is crazy....cause they will be broken and of no use...indpls need to stop trying to keep up w/the jones. Other cities....ya'll bought cinn.oh raggy buses that was/is costly....no heat..no air. Now you want to rob the riders. KEEP MONTHLY BUS CARDS
112	Feb 02 2019 12:56 AM	I think it would help if you could link a debit or credit card to the account
113	Feb 02 2019 12:23 AM	What difference does it make being a minority or not that sounds a bit racist and stereotyping just stop with the labels option 2 retail makes more sense and vendingachines are ok but not as accessible as going to your nearest retail store like CVS or Kroger to get a bus card/ticket and the reality is we're all minorities
114	Feb 01 2019 10:36 PM	Can you still pay a fare and or but tickets on the bus?
115	Feb 01 2019 09:48 PM	Will there still be discounted rates for the disabled people? How are the changes in fare rates, etc.. going to effect the disabled? I see no mention of this anywhere. You guys need to elaborate on this.
116	Feb 01 2019 04:06 PM	Along with retail locations, maybe partner with employers to narrow the gap between minority and non-minority riders.
117	Feb 01 2019 11:13 AM	not happy that prices will increase. too expensive to ride all day any way. free transfers are a good idea. better communication with riders will be great. if a bus is running late, please let us know. able to get bus passes at locations is a good idea. offer discounts to state employees.
118	Feb 01 2019 09:41 AM	I love that IndyGo is trying to make fare passes more convenient to purchase/reload and more accessible. Mobile pay is an amazing option as well! Two hr transfers and capping fees is huge for riders. Great steps in the right direction. Thank you!
119	Feb 01 2019 08:47 AM	Service early mornings and late nights for buses that goes to a hospital. I work in a hospital kitchen that opens at 6 am and the bus doesn't pick me up on sundays until after 7:15 am. Saturrdays aren't much better.
120	Feb 01 2019 06:12 AM	Ease of access for elderly and disabled should be considered as well, improvements in services provided to disabled are needed such as decreased ride time on Indygo and less wait time for subscription rides. Better communication is needed, call wait times are sometimes 18 to 25 minutes for

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		dispatch to cancel a ride or ask a question about arrival time when the indygo is over an hour late to pick up clients in the morning even for subscription riders.
121	Jan 31 2019 09:25 PM	Keep the 31 day half fare cards
122	Jan 31 2019 08:02 PM	<p>These offerings seem very generous. I actually feel they may be too generous. Maybe free rides after the third ride? The weekly terms seem good.</p> <p>I gotta say, I'm disappointed in the look of the new brt busses. I sure was hoping for something sleeker and more futuristic looking. They just look like regular buses. I wish the tires could be covered to improve their look. I think perception is a big obstacle to overcome before new people ride a bus. A more modern LOOKING ride would go a Loooooong way.</p>
123	Jan 31 2019 07:19 PM	I don't think the fare should jump no more then a \$1 more for all day. There some people I see know who dont have the fare and the fare sound alittle high. There people who dont ride all the time. I think the fare should be reasonable for everybody can use it as needed.
124	Jan 31 2019 12:56 PM	I think the idea of a reloadable tap card is great!
125	Jan 31 2019 12:35 PM	keep the 31 day pass.
126	Jan 31 2019 10:22 AM	Agencies that serve the poor and lower economic populations with bus passes would have problems re-loading cards.
127	Jan 31 2019 10:11 AM	We were in San Francisco earlier this month. I bought a 3day ride pass at Walgreens & we paid cash when we boarded for the others 2 days. It was an excellent & inexpensive way to get around the city. We rode busses, electric street cars, & cable cars, all included on the 3 day pass. Having great transportation brings visitors.
128	Jan 31 2019 09:31 AM	How is the app being built for this?
129	Jan 31 2019 09:06 AM	Purchasing a bus pass by phone is something that should absolutely be implemented. I like the idea of offering incentives for riding more, but wonder if that could be confusing to visitors/tourists. I'm also wondering how easy that would be for riders to track themselves. I like Option 1 and having more ticketing stations along the route because it makes it easier for anyone who wants to ride to immediately get a pass. It makes more logical sense to purchase a pass near the bus line. That's what I've always done when I've visited cities here and abroad. I wouldn't think to go to a retail store, and we should make sure our buses are accessible to residents and visitors.
130	Jan 31 2019 01:53 AM	I feel this is a great step forward and long overdue for riders. Look forward to seeing it I amended.
131	Jan 30 2019 11:16 PM	Should have a ride free day for every month and bus drivers should remember that people ride the bus to go to work or get to places they need to be so please be respectful and making sure we can do so on time, thank you.
132	Jan 30 2019 10:42 PM	I like option to because everyone goes to the store and it makes more sense. Only part I'm confused on is the fare capping is it cheaper. And how will the driver know that our ride is free from after the two rides. Also how do it work if I catch two different busses to get to work that 2 rides and then to get back home that two more rides does that mean my last two rides home are free and how will I pay

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		for the first two rides in order for the last two rides to be free. It's needs more information.
133	Jan 30 2019 10:33 PM	I'm so thankful Indygo exists. Keep fighting the good fight friends!
134	Jan 30 2019 10:01 PM	I think the mobile option is great, but the elimination of 10 trip and 31 day passes may make things more expensive for users for whom that is currently the best option.
135	Jan 30 2019 05:32 PM	None
136	Jan 30 2019 11:52 AM	<p>The primary challenge of offering tickets through retail networks is the limited hours of the retail stores. I wonder how this will be addressed. For example, some CVS locations open at 8:00 am on weekdays, while others open at 6:30 am. Even better are the 24-hour stores, of which some fast food restaurants may be another option to explore. The hours of operation should be weighted when considering locations as well. (I assume these estimates are based on the same expenditures. If not, any differences should be provided.)</p> <p>I am very excited about the proposed mobile phone app, which I have been wanting IndyGo to implement for years. I often do not have change and do not have a rechargeable pass, so sometimes I use other transportation instead but would prefer to simply use the bus. Thank you for the planned improvements to increase access, particularly for minorities.</p>
137	Jan 30 2019 09:57 AM	Specifically address poor and disabled riders clearly. Without honoring current paratransit obligations as promised, indygo is crippling vulnerable people more than ever. Shifting the fare burden by over 135% onto these unadvocated neighbors is slack and conscionably neglectful.
138	Jan 30 2019 08:44 AM	I'm not in support of changing the fixed route fare for Open Door users from free to half fare. I oppose this vigorously.
139	Jan 30 2019 07:22 AM	Need more data on the options 1 and 2 to give an accurate support survey
140	Jan 30 2019 06:52 AM	The 2 hour transfer time should be increased to 3-4 hours reason, some buses are on an hourly schedule. Also the riding 9 times in a 7 day period needs to be better explained, it`s not clear.
141	Jan 29 2019 09:59 PM	Discounted ticket price for IU health employees, also have monthly passes to continue with reduced price than the existing price.
142	Jan 29 2019 06:40 PM	I think the retail partners would be more reliable than ticket machines
143	Jan 29 2019 05:51 PM	Fare capping is stupid. Also, taking away the 31 day pass is retarded as well.
144	Jan 29 2019 05:33 PM	Very excited about the free transfer
145	Jan 29 2019 05:12 PM	I lived in Chicago during the transition to the current Ventra card system. The reloadable card idea is great and I'm hugely supportive. I'm also supportive of retail locations selling bus passes. I'm very lucky that I work a few blocks away from the transit center. I don't think I would take the bus every day if it were harder to get fares.
146	Jan 29 2019 03:52 PM	I like that Chicago offers Ventra card purchasers that the \$5 fee to purchase a new card can be loaded as credit once the card is linked to an online account -

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		something similar would be a nice perk for folks signing on to streamline the card system.
147	Jan 29 2019 03:45 PM	Why not have ticket access at the gas stations where stops are near or even at stops that have shelters.
148	Jan 29 2019 03:40 PM	Love both the new payment options and how they make Indy Go more accessible. Charging individuals who have open door passes half fare on fixed routes I am strongly against. Those individuals who qualify are underemployed, on fixed incomes, or reliant on SSI and Medicare. This increase wasn't in the initial language on the red line referendum, and is a step back in ability awareness and acceptance.
149	Jan 29 2019 03:24 PM	It would be super helpful if a weekend pass was offered at a discount rate compared to two day passes.
150	Jan 29 2019 02:58 PM	I would like if there could be still one flat rate for the month so that regular riders dont have to work about paying each week
151	Jan 29 2019 01:11 PM	This survey appears to be designed to provide a biased result - 4 positive choices, 1 non-positive? No way to provide feedback on option 1?
152	Jan 29 2019 11:19 AM	purchase via phone and retailers sounds like a good combination
153	Jan 29 2019 11:14 AM	I'm an affluent, white male, who frankly rarely takes the bus. But what y'all are doing is awesome. My biggest complaint about the transit referendum, is that it didn't ask for more money, because I'd happily give it. Transportation is a public good. Take our lanes. Take our parking spots. Let's make BRT the way Indy moves in the future! Oh and if you could consider increasing the frequency of the 34. That would be dope. It shouldn't take an hour to get from the DTC to the Pyramids in the morning.
154	Jan 29 2019 10:56 AM	Please make these changes they have been needed for years.
155	Jan 29 2019 10:24 AM	If there was a re loadable card similar to what is used in other major metropolises, that would be really convenient for riders and may increase ridership of the majority citizens and middle income families.
156	Jan 29 2019 10:06 AM	Would love to have a re loadable card.
157	Jan 29 2019 08:44 AM	There needs to be a measure in place to deactivate cards if they are lost and to replace them if you show proof of purchase. These cards get lost, no matter how well you take care of the, things happen & people steal from you.
158	Jan 29 2019 08:42 AM	Bring this back: The week, 10 trip, and 31 day passes will no longer be available. The fare capping is not a good plan to improve ridership. I would be paying \$60+ per month to ride the bus to work. This is not as cost effective as driving my car.
159	Jan 29 2019 06:11 AM	Started riding the bus when it was a quarter. picked me up at stop and returned in a courtesy manner. When I stopped it was a dollar service was terrible. Cost me three dollars to park and was home in twenty minutes With Indygo buses were not on time changed pickups places and drivers were difficult to deal with Someone would let you get on downtown within fifty feet of sign and some made you go to sign and some would not wait for you to get to the sign That is when I quit riding the bus I think indygo is a waste of tax payer money The red line is not free money it is my taxpayer money

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160	Jan 29 2019 02:19 AM	Will half fare still be available for the disabled with ID and the Veteran's Free ride pass be used?
161	Jan 28 2019 11:11 PM	I think Option 2 would be a great idea. I would create less likelihood of others bothering you while you purchase--like option 1 most likely might.
162	Jan 28 2019 08:06 PM	I do not find the discontinuation of free fares on Indy Go fixed route bus lines for Open Door card holders reasonable or deceptive.
163	Jan 28 2019 08:02 PM	Absolutely agree that option 2 is a better choice for reaching more people. Thanks for all you are doing to make our city more accessible!!
164	Jan 28 2019 07:31 PM	I think that would be a great idea to start having a Visa machines on buses so we can just swipe and ride
165	Jan 28 2019 05:50 PM	I think having the option to pay with a debit card when you get on the bus would be VERY convenient
166	Jan 28 2019 03:46 PM	Bring the 19-Castleton bus down to Ohio Street on the inbound, instead of New York. There is a left turn signal at that intersection which it could use, and a sheltered bus stop before the turn onto Pennsylvania Street, rather than the typically icy stop by the Federal Court house.
167	Jan 28 2019 02:39 PM	Cut the crap with minorities and non-minorities -- it's public transportation which is neutral. (Why does this town insist on race-baiting every issue?) Just get people to where they actually need/want to go in a timely manner. And (if I'm reading this right), if you use it for work your monthly costs actually go up a bit?
168	Jan 28 2019 02:39 PM	It reminds me of having a metrocard in NYC. It's so much easier to reload it but then you need to create reloadable stations as well.
169	Jan 28 2019 02:11 PM	I love the idea of additional ticket vendors, but under option 2 I'm concerned about limited access to them in food deserts and other low income areas.
170	Jan 28 2019 01:43 PM	I still think that the 31 day, 7 day, and day pass should be available as well. I have been purchasing the 31 day pass for years since it offers me the best value. I use the bus regularly to get back and forth to work.
171	Jan 28 2019 12:54 PM	I have used public transportation in many other U.S. cities that use reloadable cards and it makes so much sense and is easier. It also produces less paper waste.
172	Jan 28 2019 10:49 AM	This proposed fare structure is perfect, I'm extremely supportive.
173	Jan 28 2019 10:06 AM	Vending machines in high traffic areas to avoid last minute reloads. Vending machines where these retailers do not exist. Would there be kiosk or wait in line in order to reload? Also, there is no mention of public opinion about altering the Open Door services.
174	Jan 28 2019 09:38 AM	Access to reloadable cards and other purchase option is essential for transit to work in this city. The lack of an app is another significant gap in IndyGo service. Having to rely on Google maps or an optimized web site is inconvenient and not accurate. Thank you for the steps toward a first class bus system, but an app and the frequency of buses are still obstacles to a really dependable bus system for downtown residents and commuters.

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175	Jan 27 2019 09:54 PM	<p>Wow, a wonderful way for indygo to raise fares but make it seem like you are doing everybody a favor but hiding the fare increase. Taking the month of Jan2019 w/31 days. Currently - \$60 or .90cents/ride as I have 3 single bus rides a day for the 22 work days in the month. Under this new crazy scheme. It will cost me \$71 to \$88 to travel in the same time with the same schedule depending on how you figure my rides fall w/in 1 or 7 days. Good luck with this. You will have pissed off riders when their card runs out of money before their month/riding needs is over.</p> <p>Plus, if this is to cover the cost of increased availability, exactly what has Indygo been doing with the money you schemed your thru that income tax hick a few years ago that was to cover these items??</p>
176	Jan 27 2019 06:01 PM	I was extremely concerned about losing the 10 trip option, but now that I've read the replacement options (most especially the reloadable card) I am fine with its discontinuation.
177	Jan 27 2019 12:13 PM	We must make public transport easier for our budget limited citizens. It is their lifeline!
178	Jan 27 2019 10:13 AM	This project is a waste of money. It will fail.
179	Jan 27 2019 10:11 AM	I haven't ridden a bus, but know that bus and rapid transit is the lifeline to a city. I will be waiting to see how I could use the system. I'm glad to see the Red Line and coming other lines.
180	Jan 27 2019 10:08 AM	Bus 24 needs to run more longer and it would be nice if it ran on Sunday as people who live over here would really love that
181	Jan 27 2019 10:08 AM	Only supportive if already purchased cards can be reloaded online.
182	Jan 27 2019 10:06 AM	Bus 24 needs to be longer and run on Sundays
183	Jan 27 2019 08:54 AM	Mobile app needs to be the primary way to purchase fares; secondarily add kiosks to the stations and third mail in for annual or monthly transit cards.
184	Jan 27 2019 08:20 AM	This is a wonderful idea and very convenient for me because I ride indygo everyday and thanks for bringing the transfer back for to hours I hope everything works out for the best
185	Jan 27 2019 03:09 AM	Idiots why stop the 31 day pass?
186	Jan 26 2019 09:04 PM	I do not understand everything had a stroke I want to pay 1 time a month when I get paid so I can ride all month
187	Jan 26 2019 06:59 PM	Very good idea, must implement.
188	Jan 26 2019 04:58 PM	Need to add places to purchase tickets closer to bus stops. Nowhere at all to purchase a bus ticket near 38th and Meridian/Capitol/Boulevard. This makes it EXTREMELY difficult to use the bus. Carrying cash for the bus makes me feel like a target to be robbed when someone sees me get cash out.
189	Jan 26 2019 03:40 PM	What about half fares for disability and children? How would that be affected?

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190	Jan 26 2019 01:18 PM	<p>Why eliminate a monthly pass? That would essentially make it easy for me to ride for the entire month at a fixed rate.</p> <p>The reloadable card is a fabulous idea!!!</p> <p>Consider asking employers who support IndyGo to offer sales of bus tickets (IU Health in particular since there will be a major stop at the academic health center and having a way to purchase tickets would be good for employees as well as patients/families.</p>
191	Jan 26 2019 08:58 AM	I would like to see a monthly pass for approx \$30.00 specifically for the brt system (redline only)
192	Jan 26 2019 08:34 AM	I would love to use the red line to get to IUPUI, but the 31-day fare needs to be less than parking there, which is currently \$54/month. Please make a deal for IUPUI employees to get half fare. Currently it's only for students.
193	Jan 26 2019 08:30 AM	<p>I haven't used the app in a little while so maybe it has improved, but, it was a little glitchy before. Wasn't as easy to use as I'd like. Functional but difficult.</p> <p>Love the new fair situation</p>
194	Jan 26 2019 08:20 AM	I would like to know if the 11 bus would start running on weekends. It is closer for me. I have to walk 2-3 blocks to catch the 10. I am 61 years old and it is dark in the mornings when I leave to catch the 10 on weekends.
195	Jan 26 2019 08:13 AM	Also Have Buses Running On Sundays. People Have Work With No Help Starting A Fresh Start.
196	Jan 26 2019 02:30 AM	I highly support these new initiatives. I work downtown and am looking forward to using the new bus system for my commute.
197	Jan 25 2019 05:04 PM	The weekly fare capping should be set at 8 trips per week especially if the 31 day pass is no longer available. If not, my annual ridership amount will increase \$100 per year and thus may further justify driving to work.
198	Jan 25 2019 04:58 PM	I am not in favor of raising fares. I am also not in favor of the Red Line. It is hurting businesses and restricting traffic. It will not pay for itself and the community will be taxed to pay for it.
199	Jan 25 2019 04:47 PM	I am disabled and I am on a limited income. How do I afford to ride the bus.
200	Jan 25 2019 03:02 PM	As someone who drives pretty constantly I'm very interested in this. With Fare Vapping it could be cheaper to ride the bus.
201	Jan 25 2019 01:42 PM	I ride bus 26 Keystone Crosstown almost everyday that it is running. I get a free 31 day pass thru my work. With the new passes and ways to pay for the tickets will make me start paying to ride the bus. It is very nice knowing i have a free pass. This helps me budget my finances better. Please don't change the way we pay for the bus tickets. Could you also have more and better service on Sunday's for this bus? I do have to work weekends and it is hard for me to get to work when there is no bus running on Sunday. I been working the Juvenile Detention for 26 years.
202	Jan 25 2019 01:33 PM	I think modernizing the fare system as IndyGo is proposing will benefit both IndyGo and its riders. It will make boarding and exiting much faster and easier, too.
203	Jan 25 2019 12:29 PM	Yeah I need to put the 19 back on Washington and Boulevard cuz that would be more convenient

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204	Jan 25 2019 11:56 AM	I work at iupui and live downtown. I'm very much looking forward to the completion of this bus system so I can start commuting to work on public transit. Especially, since I have to pay for my own parking at work. I will say I was bummed to see how much it would cost for a monthly pass. It's still more expensive than my parking permit and on a public earners salary that was a little hard to see. Thank you!
205	Jan 25 2019 11:23 AM	Thank you for providing an opportunity to weight in. I look forward to seeing positive changes (2-hr transfers!!). From a survey design perspective, the survey needs to clearly identify the options in question #6. For example, "Option 1 (more ticket vending machines) provides a percentage..." and "Option 2 (selling at retail stores) provides..." The survey also needs to eliminate the bias in the question and response for #6. Using "However" and the phrasing of the actual question reflects a bias. While I'm supportive of providing more access, the survey should not indicate which way a person should answer.
206	Jan 25 2019 10:58 AM	Option one,the tvm should be available too
207	Jan 25 2019 10:50 AM	I am very unhappy and NOT in favor of this new fare proposal as I am low income with health issues. I am also an OPEN DOOR customer and want to understand why you would subject low-income, disabled person with this fee schedule.
208	Jan 25 2019 10:49 AM	As I think about tourism, there is a strong need for ticket systems. These could be strategically placed at high 'tourist spots' and/ or heavily saturated airbnb locations which would be a compromise of both options.
209	Jan 25 2019 10:25 AM	Why does it matter rather your a minority or not?
210	Jan 25 2019 10:21 AM	Having used transit systems around the country, I believe the rates for the fare-capping system should be increased as a majority of users of transit systems are repeat users. Furthermore, higher rates at the beginning of implementation -- when the expectation is that demand will be high due to the novelty of the experience -- will extend the time for which rates can be maintained.
211	Jan 25 2019 10:17 AM	Phone apps are not universally accessible to the disabled and smart phones are expensive.
212	Jan 25 2019 10:00 AM	Question 6 is very confusing and leading; there is an option 1 and 2, but they are not explained at all (no cost/trade-off) and the question itself is exceptionally leading. (Do you support more access?)--Of course I do, as there's no reason presented--like increased cost, fewer options, other inconveniences, etc.--that would make me think about it. The percentages are also not given in context, and there is no explanation of what the access means, and there is no description of Option 1. It seems like the question is: do you support having cash reload available at select stores? Please reword this question, because you're not going to get useful answers.
213	Jan 25 2019 09:29 AM	You guys are trying to copy Chicago. I was just there last year AND I HATED HOW IF "YOUR CARD" RAN OUT OF money YOU COULDN'T RIDE ANYMORE. I PREFER YOU KEEP THE DAY PASS. IT'S \$4 ALL DAY LONG. PERIOD.

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214	Jan 25 2019 09:27 AM	In my experience, reloadable fare cards are extremely useful and make getting on and off the bus much faster than traditional ticket-based systems. In conjunction with online fare payment/loading options, this could be a good way to get younger people (who do not use cash) to ride the bus.
215	Jan 25 2019 08:18 AM	I am overly excited about a reloadable fare card that could, hopefully, have money added via online, at select bus stations, at the IndyGo transit center, etc. One of my biggest complaints with the current system is the use of paper fare cards, which often get damaged in my wallet. All of these options are very exciting and will help move IndyGo into a modern transit system.
216	Jan 25 2019 08:07 AM	Are options 1 and 2 from number 6 mutually exclusive? I think you should do both. Sell bus passes at retail outlets, but also sell them from vending machines at BRT stations and other major stations.
217	Jan 25 2019 08:01 AM	I tried to read your new policies online. I don't think you could have confused me more if you tried. What I wanted to know was buried in Section 2. I gather I will be able to load up an app (or card) and use it when I get on the bus. I currently use the 10-day pass because I only ride once or twice a week. I suppose it'll be better, but you did not do a good job explaining it. In the Executive Summary you used consultant-speak. Yes, you heard right, consultant-speak. Most riders probably have no idea what you were talking about. All people want to know is how much will it cost, how to pay, and is my route changing. What I was able to understand sounded good (no transfer fee w/in 2 hours, daily/weekly capping). I don't ride that often (1-2 times/week) to take advantage of it, but it sounds good. Sorry to be so critical, but you posted a 49 page document. I suppose I'll figure it out when I goes into effect. I hope I can get to one of your meetings. Thanks.
218	Jan 25 2019 07:45 AM	Many cities that allow mobile reloading are not immediately available (sometimes 24 hour wait) please work to allow instant reloads.
219	Jan 25 2019 07:20 AM	You need to market and put in place a tourist route from planned locations downtown (near hotels) to the airport and a simple Tourist route to attractions around the city. I also think a 3 and week unlimited access tourist card needs to be available at the convention center, city attractions, airport and hotels on the routes throughout the city. A big problem for major conventions is transportation in the city. Putting in place a program like this and coordinated and marketed with the convention bureau and sports marketing can help this work. It will only enhance bus services to the residence of the city as well. You may want to put in place similar thought and marketing to support the colleges around the city as well and link monthly passes to "student routes" and align to the tourist Routes.
220	Jan 25 2019 07:09 AM	I would like to suggest to IndyGo management since there's more ways to purchase tickets and upload the load card. I got the cash option to put cash in the farebox be done away with totally. Reason number one a lot of times the passengers money is old wrinkled and it takes time to get it in the dollar bills into the box. Number two people fumbling around in their pocket or pocketbook trying to find the money to put in the Box takes time. Number three sometime the cash coins is dropped on the floor people trying to pick the money up to put in the fair box and even after they don't put the money in the fair box seen it numbers of times. Number four sometime people don't have the correct change and ask other passengers for money. Number five sometime passenger don't have change for a 5 or change for a 10 or change for a 20 to pay their Fair.. so since IndyGo is doing the change it would be of great interest and help the ride ride smoother is do away with the cash option all together and use the upload card and the other option of ways of paying for the affair buy the ticket online order cell phone thank you thank you thank you very much please consider this comment urgent

Respondents	Response Date	Responses
221	Jan 25 2019 07:06 AM	It is extremely disappointing that you are eliminating the 31 day pass. Basically for those that rely on the service most you are raising the fare by at least 15 per month. I was supportive of But this is a real shame. You brought the red line under the guise of providing something better. Now you're taking it away from those that have relied on bus service including the open door folks you've already been underserving with long wait times. I'm beginning to regret voting for your funfung.
222	Jan 25 2019 06:55 AM	What does this mean about info used over internet when buying tickets? I use 31day ticket for get back & forth of work, so how will this effect that? Will there be added route & longer time bus service running? Many jobs have longer hours but for many has to find other ways for transport like Uber & Lyft ...
223	Jan 25 2019 06:52 AM	The only additional comment would be to consider adding nonprofit and government employees to the list of those eligible for half fare. The IndyGo proposed changes are exciting and I'm excited to use them as a means of promoting friends to join me in riding the bus. However, it does not affect the affordability factor. The changes will likely promote a variety of one-time users, but an examination of affordability for segmented groups will promote long-term and regular usage. I work downtown and take the bus to work and get a ride home from my wife. My wife will soon work downtown and we are forced to choose paying for parking over the use of public transportation. Combining the cost of our commute to and from work would afford us a spot in my building's garage, with cash savings, but we'd prefer to take the bus and leave our car parked for environmental purposes. I work for a nonprofit located downtown and mine is not the only example of how public transportation lost its viability. I would also consider including the bikeshare and BlueIndy as partners in the tap card/ mobile app system. If there were dual membership options that were provided at a discount, this would further promote the environmental impact of using more forms of public transportation and increase the likelihood of regular usage.
224	Jan 25 2019 06:51 AM	Please do NOT eliminate the Open Door free fare for fixed routes! I am disabled and have no income and there are days I cannot afford the Open Door bus so I rely on the free fare for fixed routes to get to doctor appointments and the grocery stores!!
225	Jan 25 2019 06:45 AM	I am so excited for these new ways to pay! I'm wondering how reduced fare rides look in this model.
226	Jan 25 2019 06:05 AM	Quite innovative. Good Ideas
227	Jan 25 2019 05:05 AM	I will stay tuned, as I have learned that these plans often change.
228	Jan 25 2019 04:23 AM	You are now making a month's worth of 5-day-weekly rides more expensive than with a monthly pass. That is an economic hardship.
229	Jan 25 2019 01:43 AM	Good people
230	Jan 25 2019 12:54 AM	I am currently a half fare card holder. What does this mean for me?
231	Jan 25 2019 12:02 AM	I would still like to purchase 31 day pass with Go Card provided by my job; I would like to be able to use any personal card to pay for fare on bus. Thank You!

Respondents	Response Date	Responses
232	Jan 24 2019 11:45 PM	<p>Giving away free bus fare is a horrible idea for a bus system that already is dependent on tax dollars to provide good service. If you are going to provide transfers, you should charge for them. Reduced bus fare is already available to those that qualify. Free bus fare shouldn't be an option for everyone. Is the bus fare increasing to \$2, or are you lying in question 5 to skew your survey results?</p> <p>Question 6 seems like it is intended to lead the reader to one conclusion. Why even ask a question if you're intent on a specific answer -- just make up the survey results and save everyone some time. There seems to be a lot of information missing from this question. This is very irritating.</p>
233	Jan 24 2019 08:53 PM	Vending Machines and ways for employers to make deposits via ACH are the best options.
234	Jan 24 2019 06:46 PM	I would like u to keep the monthly passes some people r on fixed incomes also i think that people who have open door cards should still be able to ride for free ur trying to get more people to ride the fix routes off of open door trips so i think u should keep open door elibitly passengers that have open door cards be still free to ride fix routes
235	Jan 24 2019 06:42 PM	How do you ensure everyone benefits from fare cap and not just those who can afford to buy card or phone? For those who struggle with limited cash flow, how can they benefit from fare cap if they can only afford one ride at a time?
236	Jan 24 2019 06:33 PM	What about the door to door? Any changes?
237	Jan 24 2019 04:43 PM	I love my 31 day card because it is so easy.
238	Jan 24 2019 04:39 PM	Sometimes I order bus passes then have problems with the mail so having additional ways to pay for my occasional bus fare without having to make a special trip downtown would be great. I get them at IUPUI sometimes but they don't have all the different types of passes.
239	Jan 24 2019 04:11 PM	I think this is a great idea and I don't ride the bus much but if this started I would consider riding more.
240	Jan 24 2019 03:40 PM	The most convenient option would be a reloadable card available for purchase at the bus stop.
241	Jan 24 2019 03:35 PM	The ability to pay for bus fare with my cell phone and using a reloadable card will save me so many trips to the bank!
242	Jan 24 2019 02:46 PM	<ol style="list-style-type: none"> 1. It is crucial to pair the reloadable cards/cellphone passes with Pacers Bikeshare to help first and last mile inefficiencies. For example, look at the City of Pittsburgh, they allow a free 15 minute bikeshare ride with your transit card. This could also be paired with e-scooters too. 2. Marketing special passes to different conferences with their own conference branded transit fare card. 3. Employers can also get on board by offerings their employees reduced fare cards. 4. An Indygo App can be a "one-stop" shop to reload your fare card, where to buy fare cards, how to use your cellphone to pay for the bus, etc etc.. 5. Fares could be reduced for riders who do not speak English as their primary language.
243	Jan 24 2019 02:45 PM	I'm excited to hear that you are pursuing pay by phone. That will put you ahead of other transit systems that still require a re-loadable card.

Respondents	Response Date	Responses
244	Jan 24 2019 02:32 PM	This is a great initiative! You are bringing indy to the standard of other big cities! It will encourage patronage from even non-bus riders.
245	Jan 24 2019 01:32 PM	Wording of #6 above is way too weird, not clear, sounds like there is more to the choice than is actually presented.
246	Jan 24 2019 01:16 PM	Waiting for the meetings to get more detailed info and I have an issue with eliminating the free fixed route option with the Open Door ID.
247	Jan 24 2019 12:09 PM	I have a couple concerns: 1) Not every rider has a cell phone, like Senior Citizens. 2. Will these extended routes and hours include the Mars Hill route? I worked at the Ameriplex area and the last bus of the day (6:26) ended too early, as well as no Sundays runs. The area itself is loaded with businesses that potentially are good paying jobs - and people like me, and others, who rely on the bus are missing out on these opportunities. I really hope these routes like the 24 are a part of these plans, because that'll help the livelihood for hundreds of riders. Thank you
248	Jan 24 2019 11:26 AM	I have a masters degree and I'm not sure what question 6 is asking. In most cities when you buy a pass or set of tickets it is at a discounted rate. Indy desperately needs this. Buy ahead for a discount to \$1.25 or \$1.50.
249	Jan 24 2019 10:57 AM	If I understand the plan correctly it sounds great!
250	Jan 24 2019 10:43 AM	Very happy Indygo is considering this!
251	Jan 24 2019 10:34 AM	This is an excellent proposal!
252	Jan 24 2019 10:33 AM	As a college student, I feel that all college students should be able to have a free fare or at least a very reduced fare considering the fact that college is already quite expensive and some of us have to rely on the Indy go bus in order to get to school. Having to pay everyday just doesn't work for some people all the time.
253	Jan 24 2019 09:04 AM	This is an increase in fares hidden amongst a bunch of smoke and mirrors. Indygo. Indianapolis is already third on the list of least affordable public transportation. Indianapolis is overpriced and is in desperate need of light rail. I hope the citizens of Indianapolis realize what a scam this proposal is.
254	Jan 24 2019 08:35 AM	Your service sucks
255	Jan 24 2019 08:34 AM	This is what our public transportation needs!! Please put these into effect. I enjoy taking the bus, it's convenient and always on time. But having to scrape together \$1.75 in change for every ride, or walking 1 mile+ to find a place to buy a card - very inconvenient. I would take public transportation more frequently if payment/card purchasing options were more convenient.
256	Jan 24 2019 08:33 AM	These are all good options. I was wondering about the elimination of the free fixed route service for Open Door. Doesn't the existing free fixed route relieve demand for Open Door? Be interested in understanding motivation for this change.
257	Jan 24 2019 08:15 AM	How is this going to affect us overall? You list pros, but what are the cons? Is this like Trump trying to make Americans pay for a wall that NOT everyone wanted?

Respondents	Response Date	Responses
258	Jan 24 2019 07:52 AM	Using the words like "access", "equity", and "non-minority" is not only RACIST and anti-white, it is also COMMUNISM. You white liberal social justice warriors are the actual RACISTS, indicating that "non-minorities" are so stupid and pathetic that they can't even run their own lives, purchase a bus pass, or manage their own transportation. The goal of this transit plan, besides UN Agenda 21 Communitarianism/Regionalism and money laundering, is not to provide transit, it is to promote social justice via redistribution of wealth agenda. Because you are all COMMUNISTS.I know that "non-minority" means WHITE PEOPLE, and that is who you are targeting for redistribution of wealth. White people fled the city because of your forced integration psyop, which led to massive black-on-white crime. That didn't work so well, did it? I hope Carmel, IN stands strong and continues to reject the "Orange line." Blacks are 86% of 46205 zip, which is the MAJORITY population, yet they are still called minorities? Give me a break. And how is it that "minorities" have the RIGHT of ACCESS to white people's property, wealth, and communities? That's what this is all about. Giving blacks access to white people's stuff.You are providing non-whites access to white people's property without all the hard work, dedication, and sacrifice that white people made to EARN that wealth. Because you think "minorities" are stupid and inferior. I get it.Your "underserved minorities" create a hostile environment on IndyGo transit buses and I have experienced it for myself. No one will tell you the truth because it's a thought crime to notice things like this. IndyGo is a no-go zone for white people. IndyGo has anti-white agenda.But the social planners already know this. This is a plan for social and racial upheaval, forced integration, and theft by redistribution of wealth. Talmudists always use ancient techniques to first divide and conquer, then control populations and transfer the wealth to themselves. You are all truly evil, and agents of the devil.
259	Jan 24 2019 07:17 AM	No information was provided for senior \$2 day passes. That's the plan we need in our household.
260	Jan 24 2019 06:19 AM	Under the new fare policy will you also offer 31 day unlimited ride passes ? Please respond to email address: roundgreeneyes@gmail.com
261	Jan 24 2019 06:11 AM	Buses should run 24/7/365
262	Jan 24 2019 03:39 AM	Finally. Thank you!
263	Jan 24 2019 12:50 AM	I think it might be useful to still keep a day pass for \$4 and week pass for \$15.75 that you can buy via the app or load onto your reusable card. It would make it easier for people who know they're going to hit the caps, as they'd only have to make a single purchase (rather than multiple), and it doesn't seem like it'd be that hard to incorporate with technology (I've seem similar things with Muni in San Francisco and Metro in Washington DC). Just seems like another good way to make things more convenient for customers.
264	Jan 23 2019 05:49 PM	Can IndyGo schedule more meetings outside downtown about the fare policy ?.
265	Jan 23 2019 04:23 PM	I'd much rather keep the 31 day pass because some months there are 4 weeks and some months there are 5 weeks, so that would mean spending \$15 more each month and the current setup is much more easier to use
266	Jan 23 2019 03:07 PM	n/a

Respondents	Response Date	Responses
267	Jan 23 2019 02:03 PM	<p>Selling cards at retail stores & gas stations especially is a great idea, but the focus should be to provide more access where it is needed/used the most. Fare-capping seems to be beneficial, but honestly, I'd rather pay for an unlimited ride monthly pass that I knew to renew at the same time each month rather than keep an eye on a balance or make sure that my ride didn't take money out when it wasn't supposed to. I'm sure many residential riders would feel the same, so it's kind of disappointing that you're getting rid of it. Very excited that you're adding a reloadable card and mobile option though. That was one of the things I was really hoping for. Also, the deposit bonus is a nice incentive and could make up for the non-existent monthly pass. I hope it will be scaled by transaction amount, say, getting \$3 for loading \$60 instead of making people do three separate \$20 transactions.</p>
268	Jan 23 2019 10:59 AM	<p>not understanding the fare capping idea as a rider i get on 4 different buses in 1 day to get to and from where i go which if that means is 4 trips or rides that Indygo fare capping means 2 of them 4 rides i pay for which is no different then getting an all day full (\$4) or (half fare \$2) ticket that after 2 trips the rides are free I'm not supportive of that part of this proposal but am liking more ways to purchase bus passes thru phone apps or vending machines or in local store when it's not always easy to get bus ticket passes in not able to get to the ticket counter at the Indygo transit center i approve that part of the proposed plan here... thanks an Indygo rider!</p>
269	Jan 23 2019 10:49 AM	<p>Very happy to see the fare capping policy, and the shift to time-based fares (2 hrs of bus rides) vs. ride-based fares (1 ride and 1 transfer). Also like the potential for mobile payment with cell phones and also hard cards (It's inevitable that phones will die when most needed). Interested in learning about how fare enforcement will be conducted on the BRT routes.</p>
270	Jan 23 2019 09:42 AM	<p>I love being a bus rider and I thank you for helping. I use my vet pass everyday for work...again THANK YOU ALL! I do however think the bus drivers hate us riders. Most are very rude, never smile, and seem to hate stopping to pick up riders. Hence why be a bus driver. Anyway THANK YOU ALL WE LOVE INDY GO!</p>

Board of Directors Public Hearing

These comments were made at the IndyGo Board of Directors February 28, 2019 meeting, which was advertised as a public hearing.

Public Testimony

Appendix Table D-3. Summary of Public Testimony at February 28 Board Meeting

Name	Summary of Testimony
Craig Meyer	<ul style="list-style-type: none"> ● Presented Indygo Letter that we sent to him about Open Door policy changes ● Talked about how we started free open door rides in 2007 ● Said just because IndyGo is collecting less fare is not a good reason to change policy ● If we start charging please put that money back into paratransit to make the existing service better
Ben Hill	<ul style="list-style-type: none"> ● This change in fare policy with open door will hurt me because I am low income ● These new fare boxes can do wonders, suggesting we put limits on number of rides open door recipients can receive. ● Notes how he has been riding for 57 years and is an advocate for public transit in Indianapolis
Beth Kizer	<ul style="list-style-type: none"> ● Notes she is a special ed teacher at North Central High School ● Speaks on job training program and her students use open door free program to get to their jobs. ● Notes with this change in open door fare policy her students may have to find new transportation ● Is against taking away 10 day trip passes that the teachers use
Marsha Vorhis	<ul style="list-style-type: none"> ● States that we haven't taken into consideration low income riders ● Notes even half-fare is above her budget, and does not think this policy change is fair to her. ● Also has issues with our existing open door service as a whole. Was late getting to this meeting due to open door ● Suggests hiring new dispatchers or bringing in new service all together ● Thinks \$3.50 is too much to charge for the door to door open door service as well.
Derrick Lockett	<ul style="list-style-type: none"> ● Wants service to be 24 hours a day like other cities ● Wants to do away with cash all together for fares because its too slow and unsafe to carry on busses
Jessica France	<ul style="list-style-type: none"> ● Thinks \$3.50 is too much for full open door service, and can't afford half-fare on local routes either. ● Thinks the advance ordering of open door service isn't convenient for helpful ● Wants us to take low income riders into further consideration

Sign-In Sheet for February 28 Board Meeting

INDYGO BOARD MEETING - Public Sign-In Sheet
28-Feb-19

Name	E-mail	Organization	Wish to Testify?
Larry Amos			
Derrick Lockett	derrick.lcktt@gmail.com		yes
Craig Meyer			yes
Ben Hill		Bus Adcovate/Rider	yes
Beth Kizer	bkizer@msdwt.k12.in.us		yes
Richard Miller		Transit Ambassador	
Jen Thomas			
Dustin Gilmer			
Tristan Tate		WSP	
Jeff Bislich		WSP	
Christa Petzke		Resolution Group	
Jeff Cohen	jdchemist@att.net		
Suzanne McVey	smcvey@eastersealscrossroads.org		
Jessica France	jfrance242@gmail.com		yes
Marsha D. Vorhis	realcutiepie2day@yahoo.com		yes

IndyGo Board of Directors Comments

Appendix Table D-4. Summary of Board of Directors Comments at February 28 Board Meeting

Board Member	Summary of Comments
Tommie Jones	<ul style="list-style-type: none"> Wants the public to consider the IndyGo staff and how we all need to chip in to make this transit system work and grow Remarked how cities around the midwest all have half-fare on local routes for their open door like services.
Adairius Gardner	<ul style="list-style-type: none"> Asked what the process is to qualify for half fare. Bryan Luellen explained process Asked how many open door riders use fixed route vs. open door service.
Danny Crenshaw	<ul style="list-style-type: none"> Asked what the financial impact of adding this half-fare for open door local route service will have on the organization.
Richard Wilson	<ul style="list-style-type: none"> Asked for an amendment to research impact Bryan Luellen stated that is already in fare policy proposal at year one of service running.

Public Hearing Presentation


The presentation delivered at the IndyGo Board of Directors February 28 meeting.

3/4/2019



Why Change Fares?

- New route network will offer more transfer opportunity
- Cash collection is slow and expensive
- Current equipment is aging, limited data collection capability
- Consumers expect convenience
- Opportunity to remove barriers
- Fares make up important revenue for operation



2

Summary of fare policy change


- Base Fare, \$1.75 (\$0.85 half fare) to include 2-Hour Transfers
- Account-Based Fare Capping
 - Daily Fare Cap of \$4 (\$2 Half Fare)
 - Weekly cap of \$15.75 (\$7.65 Half Fare)
- Elimination of free fixed route for Open Door clients
 - Open Door clients automatically eligible for Half Fare

3

Introducing MyKey Account based fare system

A better way to pay + ride IndyGo!

- Reloadable card
- Mobile payment app
- Ticket vending machines (TVM)
- Website
- Customer Service point of sale
- Retail network (details being finalized)



4

Fare Capping

- o Alternative to passes (day, week or month)
- o Pay-as-you-go
 - Removes barrier of high upfront cost
- o Automatic the best value
- o "Caps" amount to be deducted from user accounts
- o Does not apply to Paratransit

5

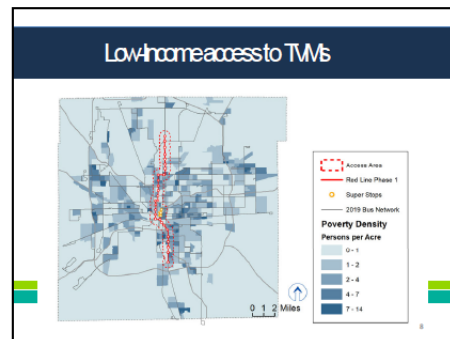
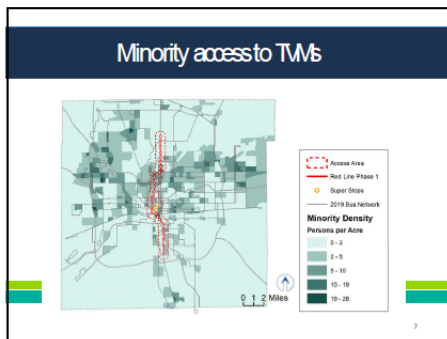
Required Title VI Analysis

Per IndyGo's Title VI policies, consistent with the Title VI requirements of the Federal Transit Administration, major fare policy changes require IndyGo to perform a fare equity analysis.

Two analyses to review impacts on minority and low-income populations:


- 2-hour transfers & fare capping: NO EQUITY ISSUES
- Geographic distribution of Red Line TVMs only: UNEQUAL ACCESS FOR MINORITY AND LOW-INCOME POPULATIONS

6



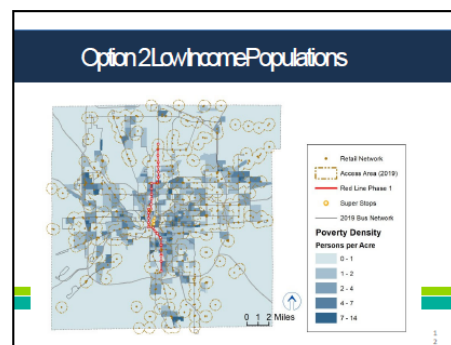
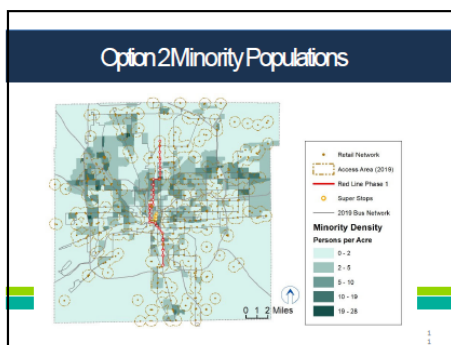
Access to fare media/DID mitigation

- Option 1: TVMs in strategic locations
 - Limited impact in card access
 - More equitable, but still unequal
 - Significant costs for infrastructure and hardware
- Option 2: Retail Network
 - Very large gains in card access
 - Less equitable, but twice as much access for minority populations, compared with option 1
 - Significantly lower costs (technology/service fees only)
 - Staff recommends option 2



TVMs & Retail Change in Access Solutions Compared

Population Group	Current Access (2018)	Baseline Scenario (2023)	Option 1: TVMs	Option 2: Retail Network
Overall	20,828	164,724	203,699	506,629
Minority	12,878	72,459	101,399	236,271
Non-Minority	7,951	92,260	102,289	270,364
			1,060.4%	3,300.4%



Public comment Recap

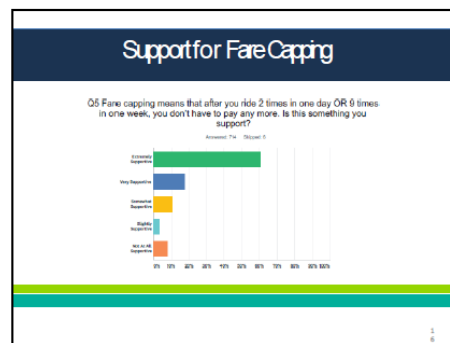
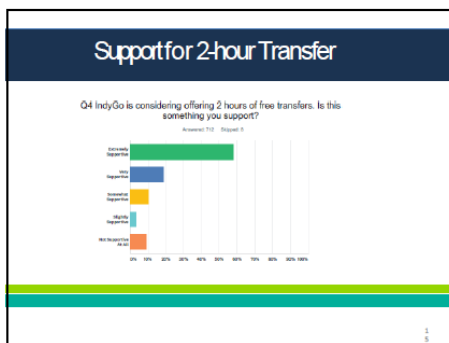
<p>Online: IndyGo.net/farepolicy</p> <p>Downtown Transit Center: 201 E. Washington St.</p> <p>Customer Service Call Center: 317-635-3344</p>	<p>Informational Meeting: Wednesday, Feb. 6: 11 a.m. – 1 pm / 4 p.m. – 6 p.m. Central Library – Knall Meeting Room 40 E. St. Clair St.</p> <p>Final Public Hearing & Board Action Thursday, Feb. 28: 5 p.m. IndyGo Board Room 1501 W. Washington St.</p>
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1

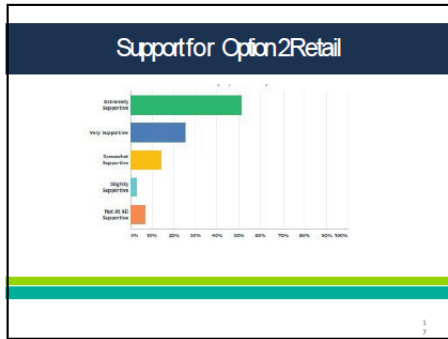
Online Survey for comment collection

- 720 responses
- Overall 70% of responses were either Very Supportive or Supportive
- 270 comments
 - Opposed to elimination of 31 Day Pass
49 (6.8%) of survey participants
 - Opposed to elimination of Free Rides for Open Door
26 (3.6%) of survey participants

14



3/4/2019



- ### Changes to the Document
- o Public Input documentation (hearing comments will be included in final)
 - o Financial Impact Study one year post-implementation
 - o Additional public input if any changes to proposed retail network
 - o Tiered Deposit Bonus
 - \$20 = \$1 bonus
 - \$40 = \$2 bonus
 - \$60+ = \$3 bonus

- ### Public Hearing on fare changes
- o Please limit your comments to the proposed fare change
 - o 2 minutes per speaker
 - o Summary of verbal comments to be added to document
 - o Written comments will also be accepted and included in the final document