

TRANSIT IS ESSENTIAL

Pocket Guide

In the following guide, learn more about IndyGo, what we do, who we serve and details about our latest projects.

INTRODUCTION



Our Mission:

As the largest public transportation provider in the state of Indiana, IndyGo is committed to connecting its community to cultural and economic opportunities through safe, reliable and accessible mobility experiences, with the company's vision and goals outlined in the 10-Year Strategic Plan.



71%

of riders are from households that earn less than \$35,000 annually



76%

of riders are employed



60%

of Marion County voters agreed to support dedicated funding for transit improvements



ABOUT US

INDYGO BY THE NUMBERS


283
BUSES

32 
ROUTES

 **2,887**
BUS STOPS

5M 
TRIPS/YR


8000000
MILES/YR

 **719**
EMPLOYEES

Fleet Size (2022)

- 43 Electric
- 38 Hybrid
- 124 Diesel
- 75 Paratransit
- 3 Allison eGen Flex

TOTAL = 283

Fixed Route Annual Miles

- 8,240,606 miles (2021)

Fixed Route Annual Ridership

- 5,034,531 trips (2021)



157
EMPLOYEES
10+ years of service

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AT A GLANCE

BRT INFRASTRUCTURE IMPROVEMENTS

R red line

Sidewalks: 6 miles
Paving: 19 miles
ADA ramps: 596
\$96M (\$75M federal)

P purple line

Sidewalks: 9.5 miles
Paving: 26.5 miles
ADA ramps: 355
\$188M (\$81M federal)

Estimated Total Federal Funding:
\$156M



GOOD TO KNOW

The FTA awards *Small Starts Grant* funds according to established scoring criteria. Scores are based on factors such as the project’s impact on the environment, projected ridership, cost-effectiveness and the percentage of dedicated lanes.

WHY TRANSIT IS ESSENTIAL

FIXED LINE SERVICE



5MILLION+
RIDES ANNUALLY

\$250 MILLION+
FEDERAL FUNDING

80+ NEIGHBORHOOD
PARTNER ORGANIZATIONS

130+ PARTNERS

NONPROFIT GRANTEE IndyGo Foundation

 **Helps lower carbon footprint**



“Being two blocks away from a Purple Line stop means residents living in the neighborhood can think of Cook Medical as a viable employer.”

-Gretchen Gutman, VP of Public Policy at Cook Medical

WHY TRANSIT IS ESSENTIAL

PURPLE LINE ECONOMIC IMPACT

- Goodwill Commercial Services Manufacturing Facility is a \$15 million medical-device manufacturing facility at East 38th Street and North Sheridan Avenue that opened in 2022. Cook Medical is supporting a full-service grocery store on the site of its manufacturing facility, dubbed the Indy Fresh Market, and the city will provide \$50,000 to support the food access efforts of the market and the United Northeast Development Corp.
- Eskenazi Health has invested \$50 million in a new medical center right next door. Eskenazi Health Center East 38th Street is scheduled to open in early 2024.
- The city will spend \$2 million on housing and homeownership to promote equitable, affordable development along the East 38th Street Corridor.



\$126 MILLION

IMPROVING INFRASTRUCTURE

“The Cook Goodwill facility is located right on the Purple Line on 38th Street near Arlington Avenue and will be able to employ 100 people in that neighborhood. Those employees will rely on public transit to get to those jobs. To have a bus stop right there with that type of access is huge.”

-Kent Kramer, President and CEO Goodwill Indy



BUS RAPID TRANSIT

WHAT IS BUS RAPID TRANSIT?

- Bus Rapid Transit (BRT), along with dedicated bus lanes, provides convenient, faster, more efficient transit through a city's most densely populated corridors. This fixed route mass transit system is designed to mimic the service features of light rail, but in a more cost-effective way. Dedicated bus lanes increase safety and only have minor impacts to vehicle travel times.
- BRT infrastructure supports increased private investment in the corridor, contributing to increased economic opportunity and quality of life. It also brings significant federal investment for not only transit improvements, but also desperately needed infrastructure improvements.
- IndyGo uses this type of system for its current Red Line and looks forward to this system's convenience for the upcoming Purple and Blue lines.

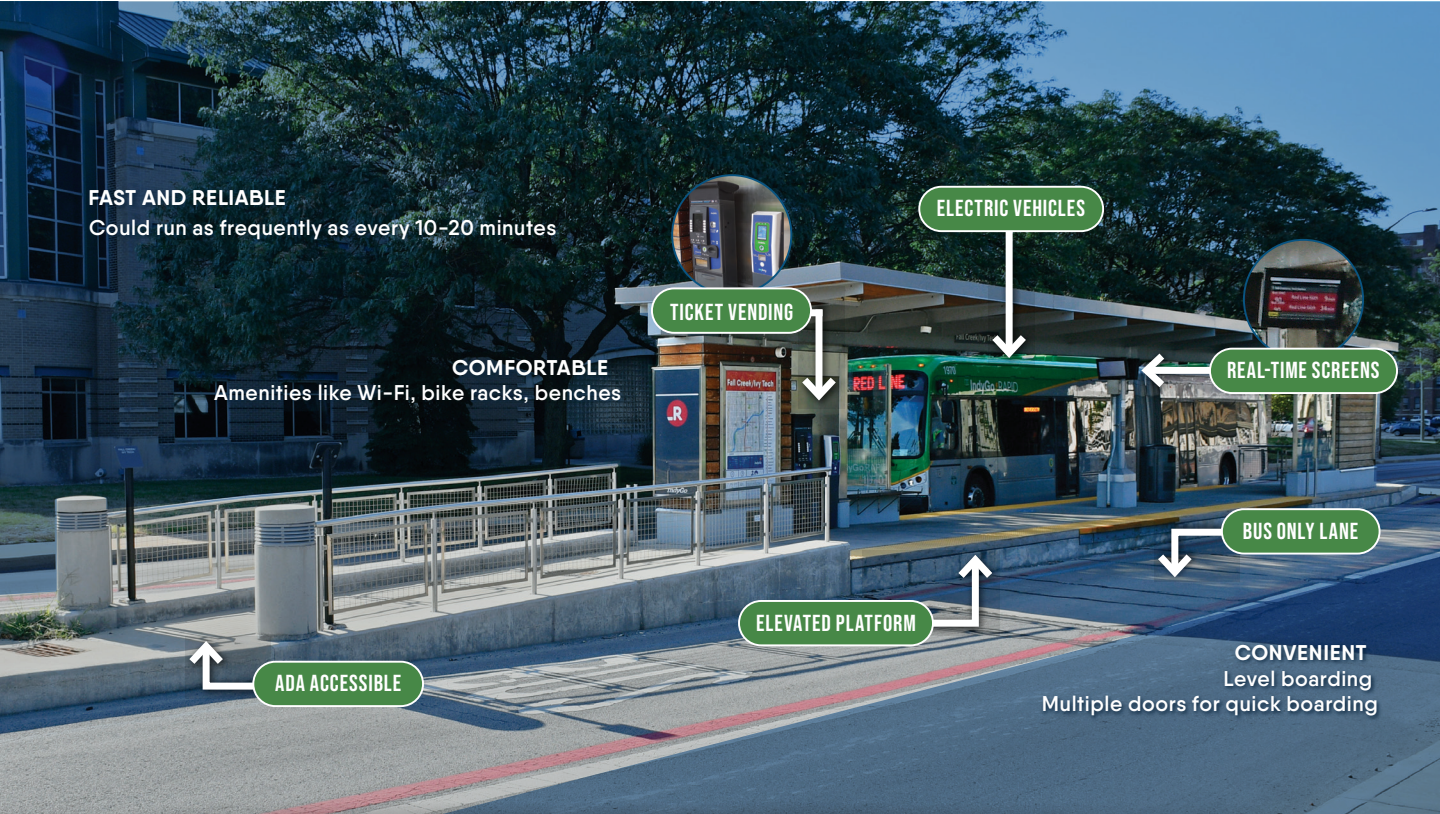


BUS RAPID TRANSIT

THE BENEFITS AND FEATURES OF BRT

FAST AND RELIABLE
 Could run as frequently as every 10-20 minutes

COMFORTABLE
 Amenities like Wi-Fi, bike racks, benches



ADA ACCESSIBLE

ELEVATED PLATFORM

TICKET VENDING

ELECTRIC VEHICLES

REAL-TIME SCREENS

BUS ONLY LANE

CONVENIENT
 Level boarding
 Multiple doors for quick boarding

BUS RAPID TRANSIT

INDUCTIVE CHARGING

- Over the last three years, BYD has worked in good faith to increase the mileage range for IndyGo's electric bus fleet.
- IndyGo can now recharge its electric buses while en route through a wireless power transfer process called inductive charging.
- The en route inductive charging stations are designed specifically for BYD buses.
- There will be a total of three charging stations strategically located along the Red and Purple lines.



200+
MILES/DAY



BUS RAPID TRANSIT

BYD BUSES

- BYD established a maintenance facility in Indianapolis to ensure quick turnaround.
- In good faith, BYD has paid approximately \$4 million to fund three en route inductive charging stations.
- With partial inductive charging in place, IndyGo has purchased 28 more BYD electric buses to use on the Purple Line. Having the same buses is ideal since the Purple and Red Line routes overlap and will use the same stations.

Manufactured in the U.S.



SUPER STOPS

BUS STOP ENHANCEMENTS

FAST AND RELIABLE

Could run as frequently as every 10 minutes



REAL-TIME SCREENS



TICKET VENDING

BUS ONLY LANE

CONVENIENT

Near-level boarding
Multiple doors for quick boarding
Space for multiple buses

COMFORTABLE

Amenities like Wi-Fi, bike racks, benches

COVERED SEATING

ADA ACCESSIBLE

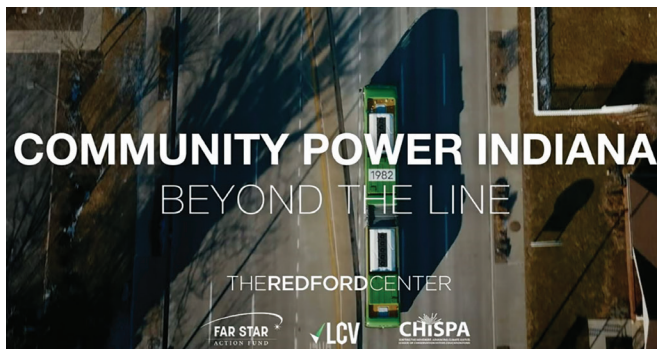
SETTING NATIONAL STANDARDS

INDYGO'S RED LINE DRAWS NATIONAL ATTENTION

IndyGo's Red Line continues to receive national attention for its design, innovation and efficiency from transit agencies, organizations and news outlets across the nation. The following organizations profiled the BRT line:

- The Metropolitan Atlanta Rapid Transit Authority (MARTA)
- WTVI PBS Charlotte
- The Redford Center

IndyGo welcomed Clayton County Commissioners and other local elected officials from the Atlanta metro area to Indianapolis to experience the Red Line firsthand as MARTA prepares to bring this new rapid transit mode to the Atlanta region. MARTA representatives created a video that shared the benefits of IndyGo's BRT system, including improved infrastructure, economic development, and how those benefits can transfer from Marion County to Clayton County. The visit convinced the once skeptical delegation BRT is a great option and they're now moving full speed ahead to implement it.



The Redford Center spotlighted IndyGo's first BRT route, the Red Line, in a documentary called, "Beyond the Line." IndyGo hosted a premiere party in its honor, inviting local stakeholders and dignitaries for a Q&A with the filmmaker.

SETTING NATIONAL STANDARDS

INDYGO MAKES NATIONAL NEWS

APTA's magazine, Passenger Transport, featured IndyGo's first microtransit initiative, "Driven 2 Succes." This pilot program, which launched in March 2022, targeted the transportation needs of residents on Indy's Far Eastside. Pathway Resource Center spearheaded the initiative in collaboration with IndyGo, with significant grant support from the United Way of Central Indiana's Social Innovation Fund.

2022 MOBILITY CONFERENCE

IndyGo Among Local Changemakers Increasing Shared Mobility Options for Indianapolis' Far Eastside

BY ASHLYNN NEUMEYER
Communications Specialist
IndyGo
Indianapolis, IN

THE MISSION OF THE Indianapolis Public Transportation Corporation (IndyGo) is to connect our community to cultural and economic opportunities through safe, reliable and accessible mobility experiences. The agency, which must operate bus service and complementary paratransit services throughout Indianapolis' 403-square-mile area, understands that in some parts of the county, a 40-foot bus is as impractical as it is inefficient. IndyGo eagerly supports complementary, community-based microtransit services to ensure that all Marion County residents have access to numerous shared mobility options.

Most recently, IndyGo partnered with Pathway Resource Center, a community agency that promotes self-sufficiency for disadvantaged, underemployed and at-risk youth and families on the city's Far Eastside, to launch a mobility-on-demand pilot program. Referred to locally as "Driven 2 Success: The Far Eastside Get Around," this new community-responsive initiative has been designed to break down the mobility barriers that have disproportionately

From left: Inez Evans, La Keisha Jackson, Indianapolis Mayor Joe Hogsett

of access to opportunities to build a better life. We're stepping into that gap."

Driven 2 Success: The Far Eastside Get Around is the second community-based microtransit pilot program IndyGo has helped set in motion in the last two years. Launched in the spring of 2020, the Midtown Get Around graduated from a pilot to a core service offered by the MLK Center, which provides vital individual skills and family resources that allow residents in the Mid-North neighborhoods of Indianapolis to grow and enhance their lives. The Midtown Get Around was designed to serve residents of Indianapolis' Butler-Turkington, Meridian Kessler, Mapleton Fall Creek and Crown Hill neighborhoods.

During the height of the COVID-19 pandemic, before it became a mobility-on-demand service, the MLK Center used its Midtown Get Around vehicles and drivers to pick up and deliver groceries and prescription medications directly to residents in their homes. This is proof to IndyGo that safe, reliable and accessible mobility experiences may

burdened black, brown and low-income families who reside in the 46226, 46219, 46229 and 46235 zip code areas.

As of March 28, 2022, residents in these areas can schedule a ride up to 90 minutes before their desired arrival time, and for just \$2 per trip they can get curb-to-curb service to and from school, job training opportunities, human services providers, healthcare providers, grocery stores and much

more. Residents can reach destinations outside of the microtransit service area by being dropped off at a nearby IndyGo bus stop.

"IndyGo recognizes the critical need to ensure the city's most vulnerable populations have multiple safe and reliable mobility options," said President and CEO Inez Evans. "We are eager to see the ways in which this pilot service can better connect Far Eastside resi-

SETTING NATIONAL STANDARDS

INDYGO MAKES NATIONAL NEWS

Intelligent Transport, a transit-focused publication based in Europe, published two articles on IndyGo's rebounding ridership and "Driven 2 Success" microtransit initiative.



ARTICLE

Getting passengers back on-board: IndyGo's road to recovery

For the latest instalment of *Intelligent Transport's* exclusive COVID-19 recovery series, Inez Evans, President and CEO of IndyGo, discusses the various initiatives and services that the agency has introduced to improve access to transportation in Indianapolis, as well as how community outreach programmes have played a key role in bringing passengers back to public transit.



By Inez Evans - IndyGo

24 October 2022

No comments yet

SHARES



RELATED TOPICS

Accessibility, COVID-19, Fleet Management & Maintenance, Getting Passengers Back On-Board, Transport's Road to



ARTICLE

IndyGo among local changemakers that are increasing shared mobility options for Indianapolis' Far Eastside

The Indianapolis Public Transportation Corporation's Ashlynn Neumeier shares exclusive insight into the agency's 'Driven 2 Success: The Far Eastside Get 'Round' on-demand mobility service, and details how the programme is helping to make transit across Indianapolis-Marion County more equitable and accessible.



By Ashlynn Neumeier - Indianapolis Public Transportation Corporation

28 July 2022

No comments yet

SHARES



RELATED TOPICS

Accessibility, COVID-19, Mobility Services, On-Demand Transport, Passenger Experience, Public Transport

ISSUE

Issue 2, 2022



Credit: IndyGo

RED LINE

OVERVIEW

RED LINE ACCOMPLISHMENTS

- First bus rapid transit project in Indianapolis
- One of the first all-electric battery BRTs in the country
- New technology such as real-time screens and offboard fare payments
- New articulated, all-electric buses with features such as charging ports and interior bike racks
- With implementation of the Red Line, all routes were serviced seven days a week, system-wide adding more access for all IndyGo riders.



INFRASTRUCTURE STATS

Traffic signals upgraded	208
Paving	19 lane miles
Sidewalk replaced	30,714 linear ft.
Crosswalks	27,700 linear ft.
Curbs	47,805 linear ft.
ADA curb ramps	596
Storm sewers	26,476 linear ft.
New trees planted	30
New bike racks	37
New bike lanes	6,750 linear ft.
Transit platforms	34



30,714
LINEAR FT.

**SIDEWALK
INFRASTRUCTURE**

208



**TRAFFIC SIGNALS
UPGRADED**

596



**NEW OR UPGRADED
CURB RAMPS**

RED LINE

ROUTE



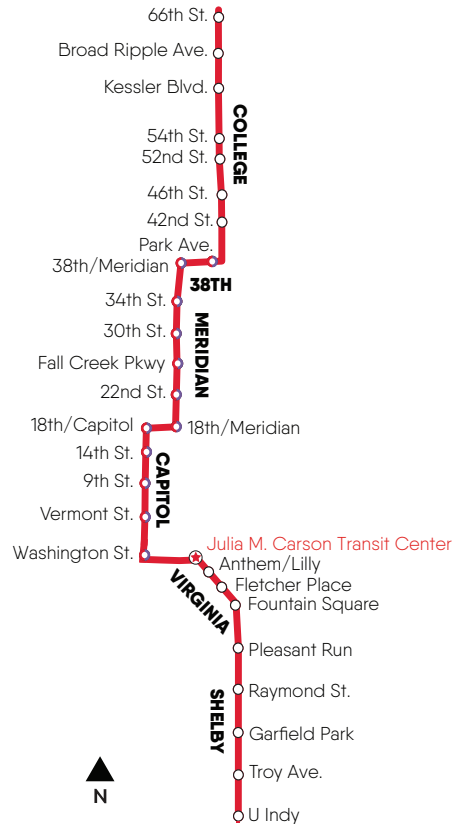
QUICKFACTS

Stations: 28; Level boarding
Station Spacing: 1/2–1/3 mile
Distance: 13.1 miles

Amenities:

- Purchase Tickets at Stations
- Real Time Arrival Information
- Seating, Shelter, Cameras, Wi-Fi

Dedicated Lanes: 60% of corridor
Fleet: 60 ft. battery electric vehicles
Budget: \$96.3M
Other: 80% Federal FTA Grant



PURPLE LINE

OVERVIEW

The Purple Line is projected to cost \$188 million with nearly half that budget going toward major infrastructure improvements along the 38th Street corridor.



- 15.2 MILES LONG
- CONNECTING INDIANAPOLIS TO LAWRENCE
- 18 PURPLE LINE-EXCLUSIVE STATIONS
- 13 SHARED RED LINE STATIONS



GREATER THAN
25%
REDUCTION IN
TRANSIT TRAVEL
TIME



SURVEYED ACCIDENTS MAY HAVE
BEEN MITIGATED BY A CENTER
LANE CONFIGURATION*

MORE THAN
50%
OF BUDGET GOING
TO SUPPORTING
INFRASTRUCTURE



5 NEW OR UPGRADED
TRAFFIC SIGNALS



3 MILES OF MULTI-USE PATH



STORM SEWER
SEPARATION



9.5 MILES OF SIDEWALK INFRASTRUCTURE

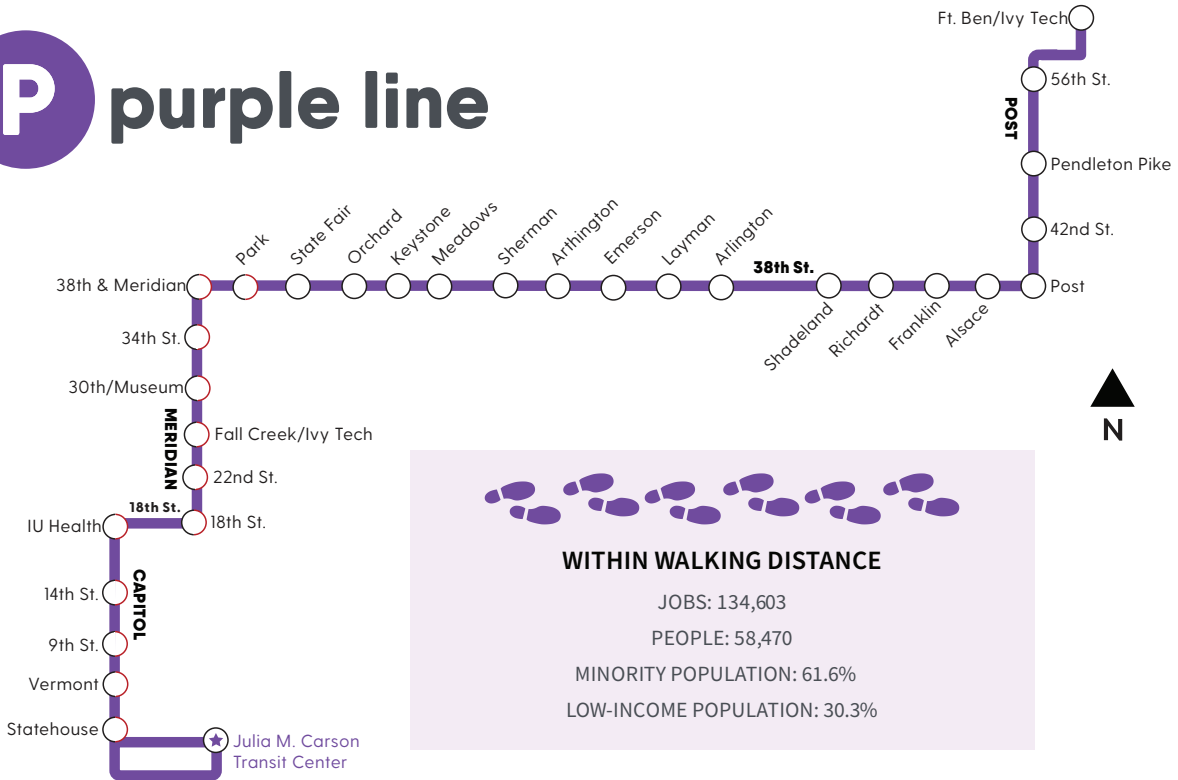



355 NEW OR UPGRADED CURB RAMPS

PURPLE LINE

ROUTE

purple line

WITHIN WALKING DISTANCE

- JOBS: 134,603
- PEOPLE: 58,470
- MINORITY POPULATION: 61.6%
- LOW-INCOME POPULATION: 30.3%

PURPLE LINE

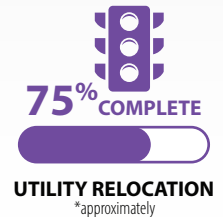
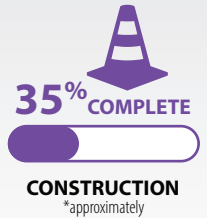
PURPLE LINE CONSTRUCTION STATUS

MILESTONES

- 1 FEBRUARY 2022** – IndyGo breaks ground on the Purple Line.
- 2 MARCH 2022** – Storm sewer, pedestrian infrastructure and station foundation work on 38th Street near the State Fairgrounds are complete.
- 3 APRIL 2022** – Storm sewer and pedestrian infrastructure work on 38th Street from Fall Creek Parkway to Keystone Avenue are complete.
- 4 APRIL 2022** – Roadway, pedestrian infrastructure and station foundation near the Lawrence Terminus at Ivy Tech campus are complete.
- 5 JULY 2022** – Center median, drainage and pedestrian infrastructure work on 38th Street are underway from Keystone to Emerson avenues. Work is anticipated to be complete Spring 2023.



purple line



PURPLE LINE

Indy Fresh Market
38th St. & Arlington St.



September 2022



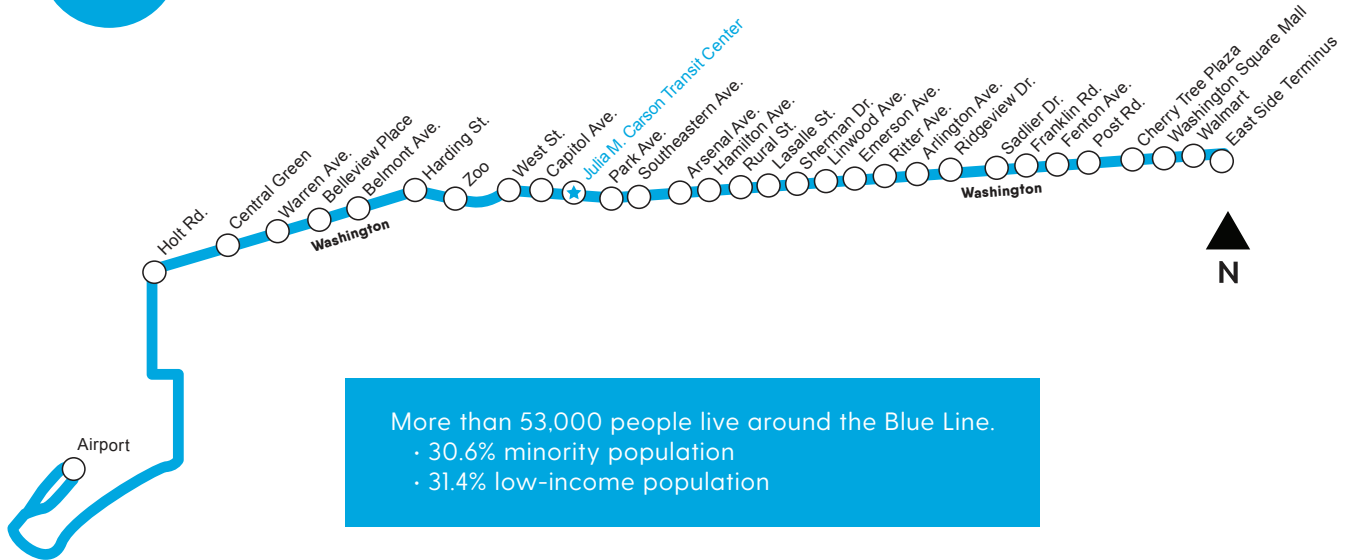
November 2022

INVESTMENT ALONG THE  purple line

BLUE LINE

ROUTE

B blue line



More than 53,000 people live around the Blue Line.

- 30.6% minority population
- 31.4% low-income population

BLUE LINE

OVERVIEW

WHAT IS THE STATUS OF THE BLUE LINE? IS IT STILL HAPPENING?

IndyGo continues to analyze our options and work with all stakeholders involved as we maintain our commitment to complete a transit project along Washington Street that delivers more efficient, accessible and rapid service to the community.

WHY IS SEGMENT 1 NO LONGER INCLUDED IN THE BLUE LINE?

The decision to alter the alignment of Segment 1 of the Blue Line to I-70 was done with heavy consideration and collaboration with key stakeholders. The cost of the segment, the ridership in the area, design delays, property acquisition and the request for alternative analysis on the segment were all significant factors in not moving forward with segment 1 at this time.

WHY SHIFT FROM ELECTRIC TO HYBRID BUSES FOR THE BLUE LINE?

This shift to hybrid buses allows IndyGo to reach our clean fleet goals of lowering our carbon footprint, aligns with the FTA Small Starts Grant submission requirements, and meets our range needs without inductive charging infrastructure. Hybrid buses will also give us more flexibility moving forward.

WHAT IS THE LATEST TIMELINE?

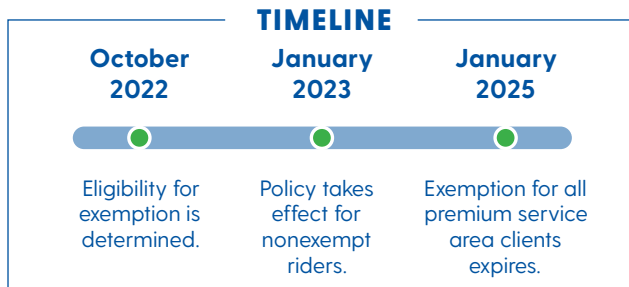
There are a lot of moving pieces and factors that will determine the timeline moving forward. IndyGo is working to reduce costs to move closer to the original estimates. From there, we'll determine local and federal funding sources. Finally, IndyGo will finalize the design and work with the FTA to execute the grant.

PARATRANSIT

INDYGO ACCESS UPDATES

IndyGo is taking a significant step to ensure a more reliable, convenient and enhanced rider experience for paratransit users. Previously, IndyGo operated ADA-level service countywide, beyond what is federally mandated. In January 2023, the Beyond the ADA Policy took effect to recognize two service areas. This includes the ADA-mandated area (3/4 of a mile on either side of existing bus routes) and a new area known as IndyGo Access Premium. This premium service offers a new same-day service option (as availability allows), with premium pricing.

IndyGo understands that changes may require time for adjustment. IndyGo Access clients, as of October 2022, who took trips to, from or within the premium service area will be exempt from the new policy until January 2025, unless their place of residence changes or their client eligibility ends. New clients who lived or traveled to the area outside of the ADA area as of October 2022 fall under the new policy that took effect January 2023. See timeline below:

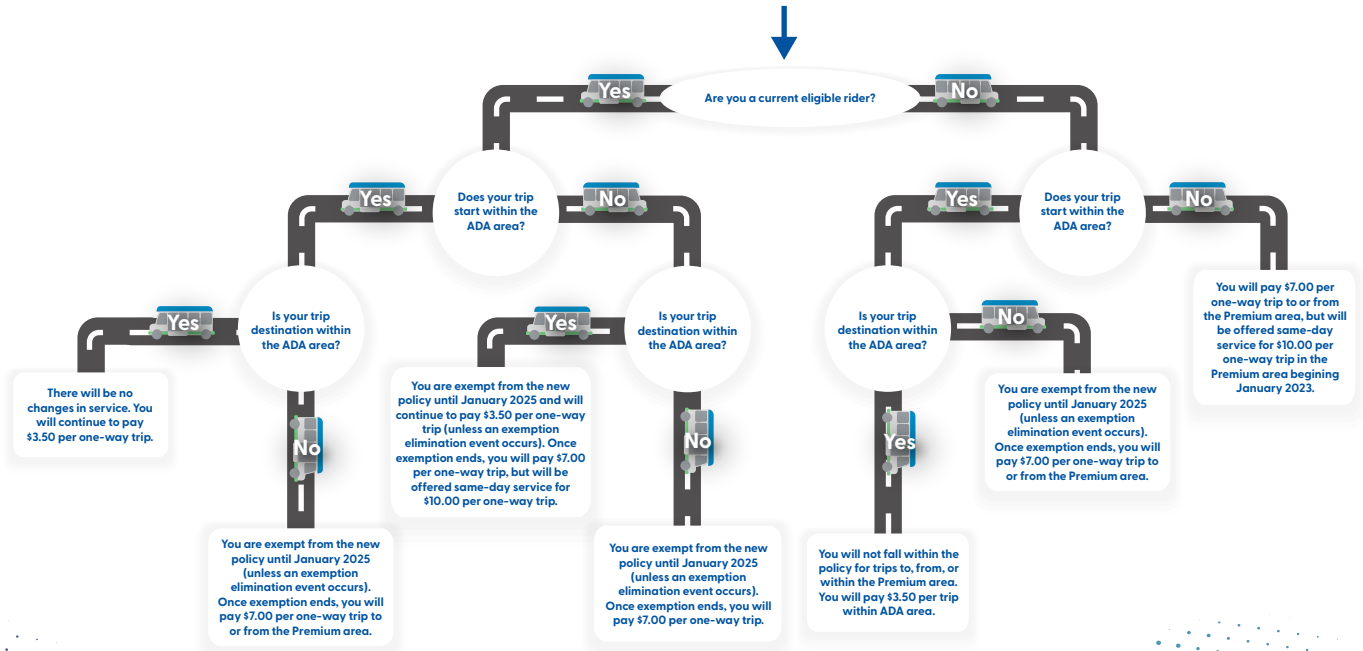


Another policy change for IndyGo’s paratransit riders involves its fixed route service. Effective Jan. 1, 2023, a MyKey Half Fare Card was required for qualified IndyGo Access riders to ride the system’s regular fixed routes. Half Fare Cards offer \$.85 rides to eligible individuals. The IndyGo Board of Directors first approved the new fare policy in 2019.



PARATRANSIT

CHOOSE YOUR INDYGO ACCESS ADVENTURE!



ANNUAL BUDGET

The Indianapolis City-County Council has final approval of IndyGo's annual budget.

OVERALL BUDGET: \$263.1M

- Operating: \$129.8M
- 11% increase over FY 2021
- Capital: \$122.6M
- Debt Service: \$10.7M

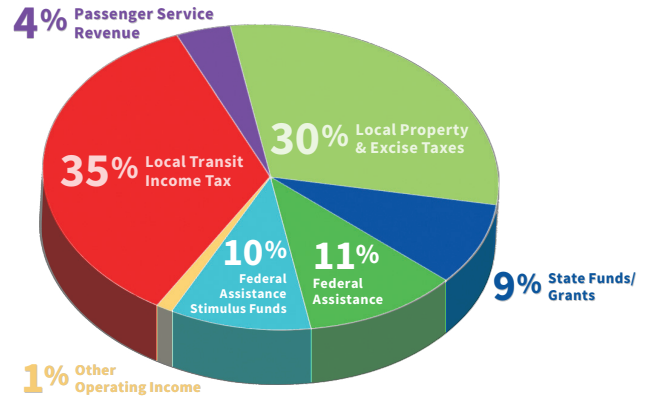
HOW IS INDYGO FUNDED?

- IndyGo receives funding from a number of sources, including federal and state grants, local taxes, advertising revenue and fare revenue.
- Current legislation solely excludes local income tax dollars and fare revenue from counting toward the requirement.
- IndyGo has always and will continue to seek funds from other sources, such as federal grants, to support its projects and increase the number of improvements we make.

WHO APPROVES THE BUDGET?

- A seven-member Board of Directors approves IndyGo policies relating to operations, contracted services, safety, finance and overall corporate structure.
- The Mayor of Indianapolis and the Indianapolis City-County Council appoint the bipartisan group.

2023 REVENUE BUDGET



- Net property & excise taxes: \$38.8M (3.5% over FY22)
- Inclusive of \$14.8M Special Property Tax
- Accounts for property tax caps \$6.2M revenue reduction
- Transit income tax revenue: \$45.7M (12% over FY22)
- Fares: \$5.2M (18.6% under FY22)
- Other operating revenue: \$1M
- STATE - \$11.4M from Public Mass Transit Fund (PMTF)
- FEDERAL - \$14.6M (30% over FY22)
- \$4.4M for ADA
- 1.75% formula for safety and security
- \$10M for preventive maintenance
- FEDERAL (Stimulus Funds) - \$13M

LEGISLATIVE REQUIREMENTS

IndyGo is currently in compliance with all existing legislation.



IndyGo must pay at least 10% of the annual operating expenses of projects and services, created or expanded through the local transit income tax, from sources other than taxes and fares.

Status: MET

The total estimated expenditure of new and expanded service in 2021 was \$17,246,202—*reduced service due to COVID*, making the 10% mandatory match \$1,724,620.

IndyGo brought in about \$12.14 million from sources other than taxes and fares in 2021.



IndyGo must take in at least 25% of the operating expenses of projects and services, created or expanded through the local transit income tax, through fares and charges.

Status: MET

IndyGo recovered 30.8% of fares in 2020 and 30.0% of fares in 2021.

Existing legislation does not require IndyGo to raise funds from private sources.



IndyGo's Board of Directors must establish a foundation to solicit funds.

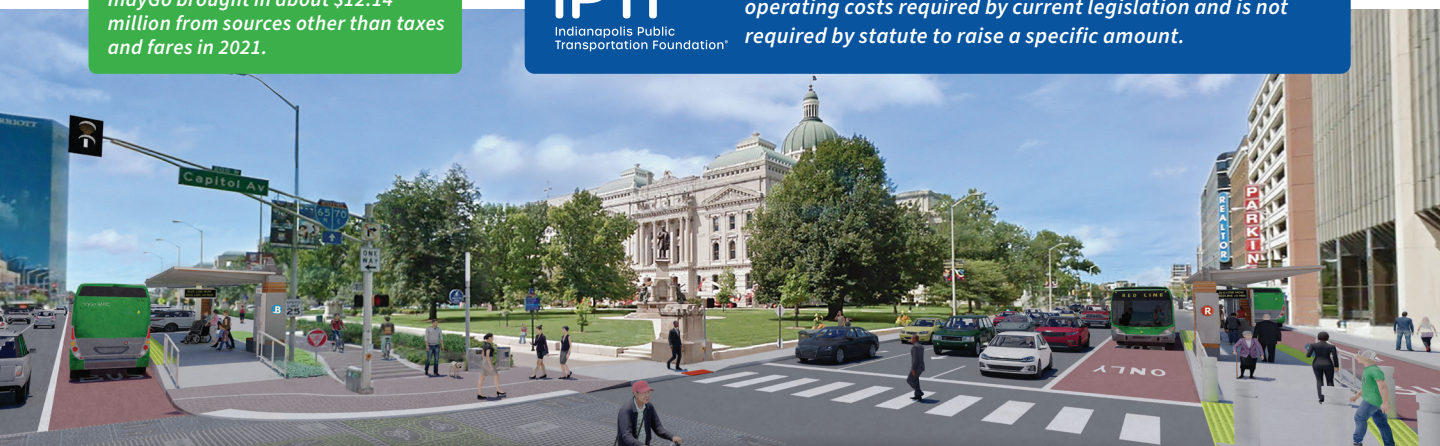
Status: MET

The Indianapolis Public Transportation Foundation was incorporated in 2018 and received 501(c)3 status in 2019.

IPTF

Indianapolis Public Transportation Foundation[®]

IPTF is not solely responsible for raising the 10% of operating costs required by current legislation and is not required by statute to raise a specific amount.



IN THE COMMUNITY

WELLNESS IN TRANSIT

IndyGo's newest program, Wellness in Transit, completed its six-month pilot in partnership with Gennesaret Free Clinics to provide FREE healthcare services to visitors regardless of health insurance status. This partnership reduced the burden of an added trip for riders, providing a mobile medical clinic parked at the Carson Transit Center weekly.

During the program's first six months (May-October 2022), the mobile clinic:

- Engaged more than 300 people
- Presented 90 prescriptions
- Hosted 23 clinic days
- Gifted 100 pairs of shoes, 50+ socks, 25+ pairs of gloves, 125+ personal hygiene items and 50+ bus passes
- Cared for 124 patients



FOOD IN TRANSIT

- Food in Transit returned for its fifth year in 2022. IndyGo partnered with Growing Places Indy and the City of Indianapolis Department of Metropolitan Development to offer a farm stand that makes shopping for local produce affordable and convenient.
- This past year, the program presented a “Pay What You Can” option to eliminate barriers to locally-grown food. This meant community members in need could pay \$1, or even nothing at all, and still receive at least two items from the selection of produce that day.

MUSIC IN TRANSIT

- Music in Transit returned for its fourth season last year. The program is a partnership between IndyGo, Square Cat Vinyl and GANGANG and is an award-winning concert web series that promotes the local arts community and the increased connectivity with rapid transit expansion.
- In 2022, Music in Transit presented and supported eight Indianapolis-based musical acts, spanning multiple genres, performing original sets on an IndyGo BRT bus.



INDIANAPOLIS PUBLIC TRANSPORTATION FOUNDATION

OVERVIEW

IPTF strives to help everyone share in a growing economy and healthier city by enhancing mobility solutions for those who rely on it and those who would choose it – bringing together people, employers, neighborhoods, and investment.

MOBILITY ACCESS FUNDS

- The Mobility Access Fund now offers two resources to nonprofit organizations who serve clients that can benefit from increased mobility and access to reliable transportation. This includes Mobility Access Bus Pass Grants and the Mobility Access Nonprofit Discount Program.
- This fund helps ensure IndyGo remains accessible to veterans, seniors, students and people with disabilities.
- 130 nonprofit organizations have received either free or discounted bus passes through the Mobility Access Fund to provide their clients with vital access to public transportation.
- Organizations served include Gleaners Food Bank, EmployIndy, and the YMCA of Greater Indianapolis.



EMILY MEAUX, MPA
Executive Director



RACHEL MOSS
Director of Programs and Operations



MELANIE FRAZIER, CFRE
Director of Development

144 DONORS
IN 2022

\$1.4M RAISED IN 2022
(ESTIMATED)
200%+ INCREASE

\$105,000
65% INCREASE
OVER AMOUNT RAISED IN 2021

INDIANAPOLIS PUBLIC TRANSPORTATION FOUNDATION

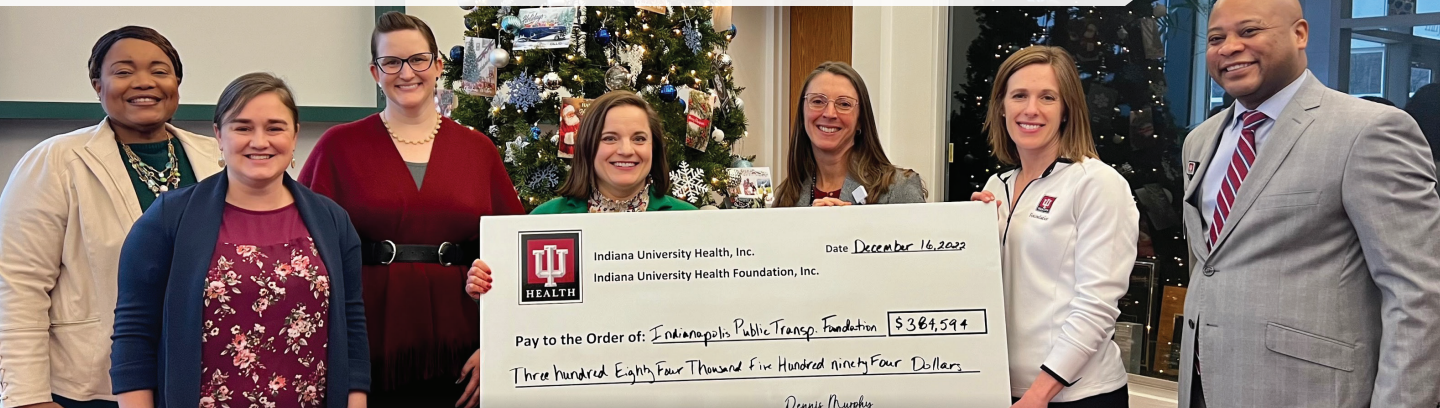
“As the Social Services Coordinator at Shalom Health Care Center, transportation is one of the greatest barriers for the population we serve. We have been able to help our patients access health care, employment, and other community resources through the use of these bus passes. I feel that this program is vital to our patients' continued success.”

-Shauna Miller, Shalom Social Services Coordinator



Donors to the Mobility Access Fund include local charitable foundations, corporations and individuals.

IndyGo Foundation receives **\$384,594 GRANT** from IU Health to provide bus stop upgrades on Indianapolis' Eastside and additional access to public transportation.



TESTIMONIES FOR TRANSIT



“By offering IndyGo diesel apprentices with the option to continue their education at Ivy Tech, we’re investing in Indiana’s future – providing employers and our state with graduates well-prepared for high wage, high demand careers aligned to employer needs.”

-Sue Ellspermann, President of Ivy Tech



“With people having a hard time buying an automobile and then having a hard time driving the automobile because gas prices are so high, now is the time to invest in transit. This kind of money would not have been available if it weren’t for politicians listening to people in Indianapolis at IndyGo who’ve been saying for a long time, we need the money. We’ve got good plans, people will utilize it and the idea that if you build it, they will come is the era we’re in right now.”

-Ray Lahood, Former U.S. Secretary of Transportation





317-635-3344

WWW.INDYGO.NET

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