

IndyGo New Fares Frequently Asked Questions

FARE CHANGES

1. How did IndyGo decide to propose raising fares by \$1.00?

IndyGo hasn't raised fares in 16 years. Since then, inflation has eroded the value of the \$1.75 fare. The proposed rate of \$2.75 is based on the need to adjust for inflation and the fact that costs to provide the service have continued to climb.

2. Why is IndyGo increasing fares now?

There is never a good time to increase fares. IndyGo is raising fares now because operating costs have risen significantly due to fuel prices, vehicle maintenance and labor. Despite these rising expenses, IndyGo has not raised fares in more than 15 years. Without a fare increase, IndyGo could face difficult decisions like reducing service or deferring upgrades. Another reason for increasing fares now is so IndyGo can see more modest rate increases in the future and ensure we can maintain reliable service and continue investing in and maintaining a strong transit network.

3. How will the fare increase benefit riders?

While this fare increase isn't tied to new routes or expanded services, it plays a vital role in sustaining the transit system our community depends on every day. This adjustment ensures we can protect what matters most to riders: dependable service, safe trips and a system that works for everyone. The additional revenue will help IndyGo:

- Keep buses running reliably by covering rising costs for fuel, maintenance and parts.
- Support the frontline workforce – our operators, mechanics and service staff – who deliver safe, daily service.
- Stabilize IndyGo's finances to avoid more disruptive changes in the future.
- Maintain fare programs like fare capping, free and discounted passes and half-fare options.

IMPACT ON RIDERS

4. Why is IndyGo eliminating the 10-trip and 31-day tickets?

As part of the 2019 Fare Policy update, IndyGo began phasing out the 10-trip and 31-day and S-pass to support the transition to the MyKey electronic fare system and simplify the overall fare structure. MyKey offers a more convenient option by allowing riders to pay as they go and automatically earn daily and weekly passes through fare capping—eliminating the need for large upfront payments. This change supports IndyGo's long-term goals of modernizing the system, improving efficiency and ensuring all riders have access to flexible and affordable fare options.

5. When would IndyGo stop selling the 10-trip and 31-day tickets, S-Passes and Summer Youth Passes?

July 1, 2026.

6. When would IndyGo stop accepting the 7-day, 10-trip and 31-day tickets, S-Passes and Summer Youth Passes?

July 1, 2027.

7. Why are IndyGo's largest fare increases affecting riders who use IndyGo Access?

IndyGo Access is a highly personalized on-demand service delivering people from curb to curb. This is the most expensive service IndyGo provides. The rate is based primarily on the need to adjust for inflation and the fact that the costs to provide the service have continued to climb. By law, we can charge up to twice the fixed-route base fare for the ADA area.

ACCESSIBILITY

8. What specific discounted fare programs or financial assistance will be available to riders who may struggle to afford this fare increase?

Persons with a disability, persons age 65 and older, and persons 18 or younger will continue to only pay half fare. People who are IndyGo Access clients also qualify for half-fare trips on our fixed route service. Additionally, veterans will continue to ride fare free on our fixed route service.

9. What measures are being considered to offset the financial burden on low-income riders?

The MyKey system offers fare capping, allowing riders to "earn" free rides, and daily or weekly passes as they ride and eliminating the need to prepay large sums upfront. This is seen as more equitable, especially for lower-income riders who may not be able to afford a multi-day pass all at once. Additionally, half fares remain in place for seniors, people with disabilities and youth. IndyGo also offers free fare to several groups, including veterans.

WHAT'S NEXT?

10. How will IndyGo ensure riders understand the new fare structure and ticketing options?

- a. IndyGo will launch a communications and marketing effort to explain the fare increases, the differences between MyKey and traditional paper fare, and how the fare-capping system can save riders money. This campaign will include announcements and digital signage on buses and at the Julia M. Carson Transit Center (CTC), advertising, social media and local media coverage, among other things. Educational materials will be translated into multiple languages and formatted for people with limited English proficiency and riders with disabilities (e.g., large print, audio).
- b. IndyGo staff will also be available for virtual meetings and in person outreach at the CTC with these events offering translation services, upon request.