

Fixed-Route Fare Policy

Fare Pricing & Enforcement

August 15, 2025

ADOPTED BY IPTC BOARD OF DIRECTORS: August 21, 2025

EFFECTIVE: January 1, 2026



BACKGROUND

Efforts to modernize IndyGo's fare collection program began in 2019 with the introduction of e-fare collection, accompanied by other fare policy changes. IndyGo made these policy changes to improve the customer experience with the launch of bus rapid transit service. Since the adoption of the 2019 Fare Policy, IndyGo has gained experience in operating and maintaining an e-fare collection system beyond just the bus rapid transit service. IndyGo's vision for its fare program is as follows:

IndyGo will foster transit ridership through an equitable, reliable, and customer-centered fare payment experience. In so doing, IndyGo will optimize its fare program by committing to efficient and cost-effective solutions that are convenient and intuitive to our riders.

The fare policy described on the following pages is a continuation of IndyGo's efforts to modernize its fare collection program.

The fare policy described below includes two major changes as compared to the previous policy.

- Adjust the current base fare of \$1.75 to \$2.75 and adjust the costs of other fares accordingly, effective January 1, 2026.
- After January 1, 2026, introduce pay-as-you go, contactless payment types including contactless credit/debit cards and mobile wallets.

In accordance with federal civil rights requirements, major fare policy changes require IndyGo to examine whether major fare policy changes are equitable among minority, low-income, non-minority, and non-low-income populations. The methodology and findings of this analysis are included in the 2025 Fare Equity Analysis and described further in the Fixed-Route Fare Policy Update for 2025.



Fare Pricing: What to Buy

IndyGo offers customers several fare products, but its overall fare structure is designed to provide a customer with the best value based on the number of trips taken by the rider. IndyGo offers customers a variety of fare media, including cards, magnetic-stripe paper passes, and digital media. The price to purchase bus fare, which is the fee paid by a passenger for using a public bus or transit system, is a flat fare where the price illustrated in Table 1, *Fare Structure*, below remains the same regardless of the distance of one's trip. IndyGo's 2-hr unlimited access and daily and weekly fare capping options are all priced to provide a lower cost per trip for anyone that takes multiple trips on a given day or in a given week.

Table 1 Fare Structure

Fare Types	Full Fare Rate	Half Fare Rate
Local Bus & BRT (fixed-route)		
2-Hr Unlimited (i.e., base fare)	\$2.75	\$1.35
1-Day	Up to \$6.00	Up to \$3.00
1-Week, Mon-Sun	Up to \$24.75	Up to \$12.15

2-hr Unlimited Rides

2-hr unlimited rides are automatically applied when the following are used to pay for the first trip:

- Cash onboard the bus, provided the rider requests a transfer ticket from the operator
- Reloadable MyKey tap card, provided the same card is used to ride each time
- Digital MyKey mobile app, provided the same mobile device is used to ride each time
- Magnetic-stripe paper passes, provided the pass remains valid
- Pay-as-you-go, contactless credit/debit card (once implemented)
- Pay-as-you-go, mobile wallet (once implemented)

1-Day & 1-Week

Fare capping offers the automatic best value for the customer where passengers spend towards a maximum fare amount (the ‘cap’) within a specific time period, ensuring the customer never pays more than a predetermined amount, regardless of how many trips they take within a given period.

Daily Fare Capping

Daily fare capping is based on a “transit day,” which is currently defined as 4AM to 4AM the next day. Daily fare capping is automatically applied when the following are used to pay for each trip:

- Reloadable MyKey tap card, provided the same card is used to ride each time
- Digital MyKey mobile app, provided the same mobile device is used to ride each time
- Pay-as-you-go, contactless credit/debit card provided the same card is used to ride each time (once implemented)
- Pay-as-you-go, mobile wallet provided the same media is used to ride each time (once implemented)

Weekly Fare Capping

Weekly fare capping is based on a transit week, which currently begins at 4AM Monday and ends at 4AM the next Monday. Weekly fare capping is automatically applied when a registered MyKey user pays for each trip:

- Reloadable MyKey tap card, provided the same card is used to ride each time
- Digital MyKey mobile app, provided the same mobile device is used to ride each time
- Pay-as-you-go, contactless credit/debit card provided the same card is used to ride each time (once implemented)
- Pay-as-you-go, mobile wallet provided the same media is used to ride each time (once implemented)

More information about becoming a registered MyKey user is available at IndyGo.net.

Payment Methods: Ways to Purchase Bus Fare

IndyGo accepts multiple payment methods at multiple locations; however, all sales are final. Any funds added to a customer's MyKey account are not refundable and can only be used to ride transit. MyKey cards and mag-stripe passes are non-refundable; they cannot be resold to other riders.

Cash

Cash is accepted at the following locations, or in the following instances, to purchase bus fare:

- Julia M. Carson Transit Center at 201 East Washington Street, both at the customer service desk and at one of several ticket vending machines
- Ticket vending machines located at each bus rapid transit (BRT) station, and one of several Super Stops locations¹
- At a farebox onboard the bus (exact change is required, no change will be issued)
- At partner locations, as listed on the IndyGo website, indygo.net

Credit/Debit Card

Credit/debit cards can be used at the following locations, or in the following instances, to purchase bus fare:

- Julia M. Carson Transit Center at 201 East Washington Street, both at the customer service desk and at one of several ticket vending machines
- Ticket vending machines located at each BRT station and one of several Super Stops locations
- By phone
- Online at IndyGo.net
- At partner locations, as listed on the IndyGo website

See also *Open Payment Media* below.

Open Payment Media

Upon implementation, IndyGo will be able to accept payment methods that, when used to ride transit, are their own fare type. Contactless open payment media include bank-issued contactless debit/credit cards and digital wallets, such as Apple Pay and Google Pay.

Reduced & Fare Free Rides

IndyGo offers discounts for individuals who meet certain eligibility criteria, and who go through an eligibility review process. Riders who ride at a discounted fare rate may be asked by operators or fare inspectors to provide proof of eligibility in addition to proof of payment.

¹ To speed up and enhance local service through the downtown area, and to secure operational efficiencies where these routes overlap, IndyGo introduced a series of "Super-Stops" that have many of the same characteristics as its bus rapid transit stations. They are longer than traditional bus stops making it possible for more than one bus to unload and load passengers at the same time and include many of the same passenger amenities as the BRT stations do.

Half Fare

Because IndyGo receives funding from the Federal Transit Administration (FTA), IndyGo is required to offer a half-fare rate to the following individuals²:

- Individuals who are 65 and older with a government issued Medicare card or a valid personalized, reduced fare MyKey media
- Individuals with qualifying disabilities with a government issued Medicare card or a valid personalized, reduced fare MyKey media
- Individuals eligible to use IndyGo Access with a valid personalized, reduced fare MyKey card

Other individuals who are eligible to ride IndyGo's fixed-route bus service at the half-fare rate include:

- Youth 18 years or younger with a valid K-12 student ID or a valid personalized, reduced fare MyKey media

Fare Free

The following groups of individuals are eligible to ride IndyGo's fixed-route bus service, fare free, using a personalized reduced fare MyKey media:

- IndyGo employees
- Immediate family members of IndyGo employees
- Current members of the IPTC Board of Directors
- Select IndyGo contractors
- IndyGo retirees

Other individuals who are eligible to ride IndyGo's fixed-route bus service, fare free, include:

- Children five and under with a paying adult, limit two
- Participants of a Sponsored Rides Program³ with a valid, personalized MyKey media

Incentives

Whether purchasing with cash or credit/debit cards, deposit bonuses are automatically applied to the balance of a MyKey account anytime someone spends \$20.00 or more to load or reload their MyKey account balance.

- \$1 deposit bonus for purchases between \$20.00 and \$39.99
- \$2 deposit bonus for purchases between \$40.00 and \$59.99
- \$3 deposit bonus for purchases \$60.00 or more

² See 49 USC 5307 (c)(1)(D). The following individuals qualify for half-fare for non-peak hours: seniors (aged 65 and older), individuals who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability, cannot use a public transportation service; and individual presenting a Medicare card.

³ IndyGo's Sponsored Rides program offers groups of riders, such as students or employees, access to IndyGo's entire bus network where, rather than the individual rider paying on a per trip basis, the sponsoring entity pays IndyGo a program fee for each participant.

Fare Inspection & Enforcement

Proof of Payment Required

It is the policy of IndyGo that anyone onboard a bus or within a paid fare zone must have valid bus fare.

IndyGo defines fare evasion as the act of traveling, or preparing to travel, without valid bus fare. It defines a fare evader as someone who is on an IndyGo bus, or at a BRT station or a Super Stops location without valid bus fare.

A person is considered to have valid bus fare if they can produce proof—visually or through electronic means—of having validated their media within the last two hours, or when they are in possession of a valid magnetic-stripe paper pass. A valid magnetic-stripe paper pass is either a two-hour transfer ticket vended from an onboard farebox, or a pass that has been validated by an onboard farebox and includes a timestamp that has not yet expired.

Anyone using a half-fare pass as valid bus fare must also be able to provide proof of eligibility to ride at the half-fare rate. The inability to do so is considered to be intentionally evading fare collection.

Anyone using a personalized MyKey card other than the person pictured on the front, and anyone using a personalized MyKey card that has expired is also considered to be intentionally evading fare collection.

Fare Inspection & Enforcement

IndyGo deploys and maintains a fare inspection team to monitor customer compliance on services that use off-board fare collection. The fare inspection and enforcement policies of IndyGo may be adopted in separate IPTC Board of Directors' action and/or maintained as business documents.

Fare Policy Maintenance

IPTC Board of Directors will review this fare policy, at a minimum, every three years. Any updates to this fare policy must be presented to the public for review and comment and the IPTC Board of Directors must approve the new policy following a public hearing.

Appendix A

Explanation of the Changes Between the 2019 Fare Policy Update and Fixed-Route Fare Policy (2025)

August 15, 2025

FIXED -ROUTE FARE POLICY – 2025 UPDATE

The following vision statement illustrates IndyGo’s desired future state for its fare collection program.

IndyGo will foster transit ridership through an equitable, reliable, and customer-centered fare payment experience. In so doing, IndyGo will optimize its fare program by committing to efficient and cost-effective solutions that are convenient and intuitive to our riders.

The changes described on the following pages are reflective of this vision and the need to maintain current services and project long-term financial stability. These represent the substantive policy changes from the 2019 Fare Policy.

It should be noted that, to administer the 2025 Fare Policy, IndyGo staff may need to create or revise existing practices and procedures to ensure efficient and effective management of the 2025 Fare Policy. In doing so, those new or revised policies and procedures should also be guided by this vision.

Fare Structure

Fare Rates

Fixed-Route Base Fare Rate Adjustment

Upon adoption, IndyGo’s base fare rate would change from \$1.75 to \$2.75 for full fare and the half fare rate would increase from \$0.85 to \$1.35. The primary reason for this increase is the need to account for the fact that the cost to provide services – both fixed-route bus service and on demand paratransit services – have increased significantly since the last fare rate increase over 15 years ago. Today, \$1.75 can buy roughly 66 percent of what it could in 2009. The proposed \$1.00 increase would substantially restore the value of IndyGo’s base fare rate, bringing it close to what it would be if the fare had been adjusted for inflation at some point between 2009 and today.

ADA Paratransit Service Fare Rate Adjustments

As a fixed-route provider that receives funding from the Federal Transit Administration (FTA), IndyGo is required to operate complementary ADA paratransit service. Previously referred to as Open Door service, IndyGo rebranded the on-demand paratransit services *IndyGo Access* in 2021.

The price of a trip on IndyGo Access is based on the price of the agency’s base fare rate, meaning that when the price of the base fare rate changes, the price of a trip on IndyGo Access changes.

As of September 2021, the policy of IndyGo is that the cost of a trip on IndyGo Access be determined as follows:

- Twice the fixed-route base fare rate for trips that begin and end within the required ADA area, which is generally defined as the area that is $\frac{3}{4}$ of a mile from a bus route.
- Four times the fixed-route base fare rate for trips that begin, end, or are entirely within the premium service area, which is generally defined as the area between the ADA area and Marion County.
- A flat rate of \$10.00 for same day trips within the premium service area.

Based on the recommended increase to the fixed-route base fare rate and according to the adopted 2021 policy, the fare rate of IndyGo Access services would increase and the new fare structure would be as follows:

Table 2 ADA Client Fare Rates

Fare Type	Existing Fare Rate	Proposed Fare Rate
ADA Area	\$3.50	\$5.50
Premium Area	\$7.00	\$11.00
Premium Area, Same-Day	\$10.00	\$15.00

For more information, including a map illustrating the ADA and premium service areas, visit indygo.net.

Fare Products

Retained

For this update, IndyGo is recommending a proportional increase to nearly all fare products, the daily rate being the only exception. IndyGo decided to not proportionally increase the 1 day and daily fare capping rates because the resulting fare would have been \$6.28 rather than an even \$6.00. Because IndyGo does not grant change on board, \$0.50 increments were viewed as preferable for day passes and IndyGo opted to select the lesser fare of \$6.00 rather than a higher fare.

Discontinued

In 2019, IndyGo decided to phase out the 7-day, 10-trip and the 31-day fare products to simplify the fare collection system and work to ensure that more riders benefit from the best value offered by the MyKey fare collection system. While 7-day passes remain in circulation today, IndyGo stopped selling them to the general public in 2021. With this update, IndyGo has decided to stop selling the 10-trip and 31-day fare products to the general public July 1, 2026, and to no longer accept previously purchased 7-day, 10-trip, or 31-day fare products as valid bus fare after July 1, 2027.

The Summer Youth Pass is a 31-day pass that is only available to youth during certain months of the year. The S-Pass is a half-fare pass available only for students. In keeping with the decision that was made in 2019 to discontinue the sale of the 31-day pass and in response to relatively low utilization of this fare product, IndyGo has decided as part of this update to discontinue the sale and distribution of the Summer Youth Pass and the S-Pass effective July 1, 2026. Instead, individuals between the ages of six and 18 will remain eligible for the half-fare youth rate, year-round. IndyGo will not accept Summer Youth Passes and S-Passes after July 1, 2027.

Lastly, continuing to sell magnetic-stripe paper passes has presented several challenges to the agency over the past five years. Magnetic-stripe paper passes are not compatible with the MyKey fare collection system and their use has greatly undermined IndyGo's ability to accurately determine the rate of fare evasion on the BRT system. Also, passes can be shared or resold, which can undermine the fairness and effectiveness of the public transit system. Magnetic-stripe paper passes have hindered

IndyGo's ability to demonstrate the benefits of its MyKey fare collection system to its customers, slowing the rate of adoption.

Table 3 Fixed-route Fare Products, Retained and Retired

Fare Product	Existing Fare Rate	Proposed Fare Rate	Additional Eligibility Criteria?
2 Hour Unlimited, full fare (i.e. base fare)	\$1.75	\$2.75	No.
2 Hour Unlimited, half fare	\$.85	\$1.35	Yes. Seniors, youth, individuals with disabilities.
One Day, full fare	\$4.00	\$6.00	No.
One Day, half fare	\$2.00	\$3.00	Yes. Seniors, youth, individuals with disabilities.
10 Trip, full fare	\$17.50	<i>Retire</i>	
10 Trip, half fare	\$8.50	<i>Retire</i>	
31 Day, full fare	\$60.00	<i>Retire</i>	
31 Day, half fare	\$30.00	<i>Retire</i>	
Summer Youth Pass	\$30.00	<i>Retire</i>	Yes. Individuals aged 6-18.
College S-Pass	\$30.00	<i>Retire</i>	Yes.
MyKey, Daily Fare Cap, full fare	\$4.00	\$6.00	No.
MyKey, Daily Fare Cap, half fare	\$2.00	\$3.00	Yes. Seniors, youth, individuals with disabilities.
MyKey, Weekly Fare Cap, full fare	\$15.75	\$24.75	Yes. Registered MyKey users.
MyKey, Weekly Fare Cap, half fare	\$7.85	\$12.15	Yes. Seniors, youth, individuals with disabilities.

New Fare Media: Contactless Open-Loop Payment Options

Fare media are physical or digital payment instruments used to pay fares on board vehicles and at BRT stations.

As technology improves and IndyGo continues to refine and enhance its e-fare payment system, IndyGo will continue to review and evaluate alternate fare payment methods and fare types. One such fare payment method is contactless open-loop payment. Contactless open loop payments are defined as NFC-chip or contactless credit/debit cards and digital wallets (e.g. Google Wallet).

With this update, IndyGo is introducing contactless open-loop payment as both a payment method and a fare type. Contactless open loop payment as a fare type permits users to access the transit system without needing to obtain a MyKey card, download and familiarize themselves with the MyKey app, or have cash on hand. IndyGo hopes this new payment method (and fare type) will reduce the barrier for riders, including visitors and infrequent riders who might not otherwise use the MyKey system.

Other Charges & Fees

With this update, IndyGo seeks to permanently suspend some charges/fees and retain others.

Card Issuance Fee

As of October 2024, IndyGo will no longer charge a fee when issuing a new MyKey card, including personalized and non-personalized hard cards as well as the soft cards issued by the ticket vending machines. It has been determined that the financial barrier to the customer is greater than the potential benefits to the agency. The card issuance fee of \$2.00 was put in place with the initial rollout of the new MyKey system in the fall of 2019. This fee was primarily intended to cover the cost of producing and distributing the physical fare cards, but also to extend MyKey card holders an automatic \$2.00 credit when they added their card to their online user account.

Riders who exclusively use their mobile ticketing app to purchase transit value and ride have never been charged a \$2.00 issuance fee.

Card Replacement Fee

Like the card issuance fee, the card replacement fee was put in place with the initial rollout of the new MyKey system in the fall of 2019. This fee was primarily intended to encourage card holders to hold on to and reload their MyKey card so that they could be sure to benefit from such things as fare capping and balance protection. As of this update, the \$5.00 replacement fee will only apply to personalized MyKey media. Personalized MyKey media include the card holder's name, photo and other identifying information.

Retail Network

In its *2019 Proposed Fare Policy and Fare Equity Analysis*, IndyGo proposed a network of retail locations where customers would be able to purchase and reload fare media. The recommendation was a direct response to the finding of a disparate impact and disproportionate burden for geographic access to the soft cards issued by the ticket vending machines that were introduced throughout the network as part of the rollout of the bus rapid transit network. Since the adoption of the 2019 fare policy, several events have required a closer review of the mitigation measure.

First, COVID-related supply-chain issues drastically hindered IndyGo's ability to stand up the retail network in a timely manner. The microchips embedded in the MyKey cards were in short supply, creating an issue in placing an order for new fare cards with a bar code that retailers could scan to activate and load or reload transit value on. Second, IndyGo staff initially believed that the integration between its e-fare vendor and the retail network vendor would be relatively straightforward. This

integration proved to be difficult and the existing contracts for both the e-fare vendor and the retail vendor were silent on how to overcome the challenges to implementing this change. Finally, surveys of IndyGo's riders have shown that MyKey adoption has grown, despite limited efforts by IndyGo to promote the MyKey system to new or existing riders. IndyGo's customers have demonstrated that there are ample opportunities to acquire and (re)load MyKey fare cards from IndyGo and its partners.

Therefore, as of this update, IndyGo is no longer pursuing a retail network to mitigate the finding of a disparate impact and disproportionate burden in 2019. The previously assumed geographic challenges posed by the introduction of MyKey soft cards issued by ticket vending machines throughout the BRT network are unfounded based on how little the ticket vending machines on the BRT platforms have been used to obtain MyKey cards over the past five years. IndyGo staff will continue to evaluate the potential to expand the opportunities for riders to obtain or (re)load their MyKey accounts, whether that be through a retail network or a network of community-based organizations.

Appendix B

Title VI Fare Equity Analysis

2025 Fixed-Route Fare Policy Update

August 15, 2025



FARE EQUITY ANALYSIS

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, adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from major changes to fare policy. IndyGo conducted public outreach in June 2013 prior to adoption.⁴

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.

⁴IndyGo Title VI Public Hearings Outreach Summary, July 13, 2013, The McCormick Group. The summary outlines the activities conducted as part of the public outreach for the Title VI Policy adoption. IndyGo held three public hearings to receive public input on its Title VI policies: one at the Indiana History Center on June 24, 2013 and two at the IndyGo headquarters at 1501 W. Washington Street on June 25, 2013. These public hearings were advertised in various media outlets, thru e-mail, meeting flyers at 33 different sites, press releases, public notices, and the IndyGo website.

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, the threshold for a burden is represented as the *Title VI Acceptable Range*.⁵

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit discrimination based on race, color, or national origin by recipients of federal funding, including practices that may have the effect of adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider the effects a finding of DI and/or DB.

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 Title VI protected populations. For more details about FTA requirements, see Appendix D. 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. The current recommendations include an increase in fares, specifically an increase in the base fare from \$1.75 to \$2.75, with proportional or nearly proportional increases in other fare types. IndyGo may also introduce contactless open-loop payment options; this new fare payment method should be evaluated for any disparate impacts and/or disproportionate burdens.

According to IndyGo's practices, if a disparate impact or disproportionate burden are found in the initial proposal, then IndyGo must:⁶

- Analyze any proposed modifications, in order to avoid, minimize or mitigate the impacts;
- If a disparate impact and/or disproportionate burden is still found if the proposal is modified, "propose a substantial legitimate justification for the proposed fare change AND... show there

⁵ While this methodology excels at assessing relative impacts across IndyGo's ridership and enables group comparisons, it has a tendency to identify disparate impacts or disproportionate burdens in products and/or policies with very low utilization. When a fare product or policy is used by a very small number of individuals, slight differences in utilization can exceed IndyGo's +/- 20 percent standard. To address this, IndyGo applies the methodology only to fare types used by at least one percent of ridership; changes to fare types below this threshold are considered immaterial as a 'Major Policy Change.

⁶ The FTA Circular 4702.1B does not require transit agencies to provide a substantial legitimate justification for the proposed fare change for findings of disproportionate burden, unlike findings for disparate impact. However, IndyGo has chosen to apply the same standard for disproportionate burden.

are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.”⁷

IndyGo evaluated its recommended major fare policy changes in early 2025. 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: Changes to IndyGo's fare structure, including proposed fare increases and the discontinuation of certain payment methods, and the introduction of new fare payment media. (see previous section for additional detail):

- Adjust the current base fare of \$1.75 to \$2.75 and adjust the costs of other fares accordingly, effective January 1, 2026.
- After January 1, 2026, introduce pay-as-you go, contactless payment types including contactless credit/debit cards and mobile wallets.

Major Fare Policy Changes Analysis

Changes to IndyGo's Fare Structure

The Fare Equity Analysis considered the combined impact of changes in fare costs and pass availability on minority riders (relative to non-minority riders) and low-income riders (relative to non-low-income riders). A summary of these results is presented in Table 4. Impacts associated with individual fare types were also analyzed and are presented in Table 5.

To determine fare cost, IndyGo riders were categorized into one of three fare types: “Regular fare” (full price), “Reduced fare” (half price), or “Sponsored ride” (no direct cost to the rider).⁸ Because the fare products have differing costs and some riders qualify for discounts, the average fare paid by IndyGo riders is less than the amount at which IndyGo sets the base fare. IndyGo's analysis of the combined impacts of the proposed Major Fare Policy Change is based on the average fare paid. The average cost of a fare was estimated by applying fare costs by fare type to utilization data from IndyGo's most recent On-board Survey. For period passes (e.g., 1-day or 31-day), the cost-per-trip was calculated by dividing the pass cost by the average number of trips taken. Riders who currently use discontinued fare types were conservatively assumed to shift to full-fare, per-trip payments. These assumptions were applied consistently to both the current and proposed fare structures to compare average cost impacts across Title VI populations (see Table 4).

⁷ FTA Circular 4702.1B, Chap. IV-20.

⁸ Fare Type” and “Payment Method” in this analysis reflect the terminology and structure of IndyGo's 2022 On-board Survey. *Fare Type* is based on the response to “What type of fare is this?”—with options including Regular, Senior, Disabled, and Veteran. Because the latter three share the same cost structure, within this analysis they were grouped under a single “Reduced” category. *Payment Method* refers to how the rider validated or paid for their trip (e.g., 1-trip cash, 1-day pass, 31-day pass, MyKey).

Table 4 Fare Equity Analysis: Combined Impacts

	Avg. current cost of a single trip	Avg. future cost of a single trip	Change	DI/DB Threshold ⁹	DI/DB ¹⁰
Minority	\$1.26	\$2.08	66.0%	82.5%	NO
Non-Minority	\$1.26	\$2.12	68.7%		
Low-Income	\$1.29	\$2.15	67.1%	80.5%	NO
Non-Low-Income	\$1.27	\$2.11	67.1%		

The average cost of a single trip increases by 66.0 percent for minority riders, compared to 68.7 percent for non-minority riders, and by 67.1 percent for low-income riders, compared to 67.1 percent for non-low-income riders. These increases do not exceed the 20 percent relative difference threshold used to identify a disparate impact or disproportionate burden (DI/DB); therefore, *no DI/DB is attributable to the combined effects of the proposed fare policy change.*

IndyGo also analyzed each fare type and payment method individually to assess the potential for disparate impacts or disproportionate burdens (DI/DB) attributable to changes affecting any specific fare type and payment method combination. A three-part test was applied to fare types and payment methods that are currently available and will remain available following the fare policy change:

1. Is the combination of fare type and payment method used by at least one percent of IndyGo riders?
2. If so, is this combination used by the minority or low-income population at least 20 percent more than by the non-minority or non-low-income population?
3. If so, does the cost to riders currently using this pass increase by more than 20 percent relative to the average cost increase across all passes if the proposed Major Fare Policy Change is implemented?

If a fare type and payment method combination meet all three criteria, a DI/DB would be identified.

For combinations that are being discontinued, only the first two criteria apply. In these cases, a DI/DB would be identified if both questions were answered affirmatively.

⁹ Per IndyGo's adopted Title VI policy, this threshold represents 20 percent of the benefits/burdens borne by the non-minority/non-low-income population.

¹⁰ Determination of disparate impact or disproportionate burden.

Table 5 Fare Equity Analysis: Fare Type and Payment Method Combinations: Disparate Impact

Fare Type	Payment Method*	Future State	Utilization >1%	Disproportionate use	Cost increase >20% of avg cost increase?	DI?
Regular	Single-Trip (w/Transfer) - Cash	Retained	YES	YES	NO	NO
	Single Ride Ticket	Retained	NO	YES	NO	NO
	1-Day Pass	Retained	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	YES	NO	--	NO
	31-Day Pass	Discontinued	YES	NO	--	NO
	MyKey Single Trip	Retained	YES	NO	NO	NO
	Other/Unknown	Retained	NO	NO	NO	NO
Reduced	Single-Trip (w/Transfer) - Cash	Retained	YES	NO	NO	NO
	Single Ride Ticket	Retained	NO	NO	NO	NO
	1-Day Pass	Retained	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	NO	NO	--	NO
	31-Day Pass	Discontinued	YES	NO	--	NO
	MyKey Single Trip	Retained	YES	YES	NO	NO
	S-Pass	Discontinued	NO	YES	--	NO
Sponsored Ride	Veteran	Retained	YES	NO	NO	NO
	Student	Retained	YES	NO	NO	NO
	Other	Retained	YES	NO	NO	NO

* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

Table 6 Fare Equity Analysis: Fare Type and Payment Method Combinations: Disproportionate Burden

Fare Type	Payment Method*	Future State	Utilization >1%	Dispropor- tionate use	Cost increase >20% of avg cost increase?	DB?
Regular	Single-Trip (w/Transfer) - Cash	Retained	YES	NO	NO	NO
	Single Ride Ticket	Retained	NO	YES	NO	NO
	1-Day Pass	Retained	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	YES	NO	--	NO
	31-Day Pass	Discontinued	YES	NO	--	NO
	MyKey Single Trip	Retained	YES	NO	NO	NO
	Other/Unknown	Retained	NO	NO	NO	NO
Reduced	Single-Trip (w/Transfer) - Cash	Retained	YES	YES	NO	NO
	Single Ride Ticket	Retained	NO	NO	NO	NO
	1-Day Pass	Retained	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	NO	YES	--	NO
	31-Day Pass	Discontinued	YES	YES	--	YES
	MyKey Single Trip	Retained	YES	NO	NO	NO
	S-Pass	Discontinued	NO	NO	--	NO
Sponsored Ride	Veteran	Retained	YES	NO	NO	NO
	Student	Retained	YES	NO	NO	NO
	Other	Retained	YES	NO	NO	NO

* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

Of the fare types and payment methods analyzed, only one combination was found to meet IndyGo's criteria for a disproportionate burden. Specifically, *the elimination of the reduced-fare 31-day pass was identified as a disproportionate burden for low-income riders*, as it is used by more than one percent of riders and is disproportionately used by low-income riders compared to riders without low incomes. *No disparate impacts were identified for minority riders, and no other disproportionate burdens were identified for low-income riders under the proposed fare policy change.*

Introduction of Contactless Open-Loop Payment Technologies

IndyGo also evaluated the other proposed major fare change: the introduction of contactless open-loop payment technologies (i.e., contactless credit or debit cards and mobile wallets). These payment technologies represent an additional way for riders to access fare capping benefits that are not available when paying with cash. Because these payment methods represent a new way to access an existing benefit, the analysis focused on the share of riders who could gain access to fare capping under this policy change.

The assessment centered on riders who do not currently have access to fare capping and who pay for their own transit use—i.e., excluding MyKey users and Sponsored Ride participants. This subpopulation represents 73.0 percent of riders according to IndyGo’s 2022 On-Board Survey (OBS). Within this group, IndyGo assessed the share of riders who reported access to the payment technologies needed for tap-to-pay: smartphones or tablets with a data plan, debit or credit cards, or any of the above.

To determine whether a disparate impact or disproportionate burden exists, the percent of non-minority or non-low-income riders with access to each payment method was used to establish a reference point. A threshold was then set at 20 percent below that benchmark for the comparison group. In each case, the percentage of minority and low-income riders with access to the relevant technology exceeded the threshold. For example, while 80.4 percent of non-minority riders reported access to a smart device, 87.1 percent of minority riders reported access—well above the DI threshold of 64.3 percent. Results for card access and any alternate payment method showed similar patterns. Full results are presented in Tables 7 through 9.

Table 7 Fare Equity Analysis: DI/DB with respect to Smart Devices

	Non-Minority	Minority	Non-Low Income	Low-Income
Has a Smart Device	80.4%	87.1%	89.2%	82.1%
Threshold for DI/DB	64.3%		71.4%	
DI/DB?	NO		NO	

Table 8 Fare Equity Analysis: DI/DB with respect to Credit/Debit Cards

	Non-Minority	Minority	Non-Low Income	Low-Income
Has a Credit/Debit Card	61.3%	59.2%	67.2%	57.1%
Threshold for DI/DB	49.0%		53.7%	
DI/DB?	NO		NO	

Table 9 Fare Equity Analysis: DI/DB with respect to Any Alternate Payment Method

	Non-Minority	Minority	Non-Low Income	Low-Income
Has any alternate payment method	92.3%	94.9%	96.9%	93.1%
Threshold for DI/DB	73.9%		77.5%	
DI/DB?	NO		NO	

No disparate impact or disproportionate burden was identified across any of the Title VI populations for the tap-to-pay policy change, regardless of payment method analyzed.

Other Changes Not Analyzed

IndyGo did not analyze the Card Issuance Fee or the Card Replacement Fee changes. Modifications to these policies are included in the Fixed-Route Fare Policy and the update. The existing data available to IndyGo does not permit an analysis of these fees.

Summary of Initial Proposal Analyses

IndyGo evaluated the major fare policy changes. For the Changes to IndyGo's Fare Structure, *only the discontinuation of the 31-Day pass had a finding of disproportionate burden*. There was no finding related to the introduction of contactless open-loop payment technology. Any policy with a disparate impact and/or disproportionate burden needs to be analyzed further to understand alternatives and any potential mitigation. The additional analysis is discussed in the following section.

Evaluation of Alternatives

As part of the fare equity analysis, the initial proposal to recommend increasing the fixed-route base fare from \$1.75 to \$2.75 in addition to changes in other fare products was analyzed to determine disproportionate burden and/or disparate impact for the changes to the fares and the introduction of contactless open-loop payment. The discontinuation of the reduced fare 31-Day pass resulted in a disproportionate burden. IndyGo is required to consider alternatives that might eliminate the disproportionate burden.

Proposal Modifications

IndyGo staff did not modify the initial proposal based upon the finding of a disproportionate burden for the reduced fare 31-Day pass.

Alternatives Available

IndyGo is not introducing an alternative to the discontinuation of the full and reduced fare 31-Day pass that would still allow IndyGo to accomplish its program goals. Specifically, IndyGo's major fare policy changes seek to create a more intuitive and cost-effective program. Maintaining duplicative fare types run counter to the stated goals. IndyGo could maintain the 31-Day magnetic-stripe paper pass, but the pass benefits are duplicative to the weekly fare capping policy applied to certain fare media and require IndyGo purchase and maintain costly magnetic-stripe paper passes. IndyGo could introduce a new fare type that mimics the 31-Day pass but the availability of weekly fare capping for certain fare media is similar to the 31-Day pass; the new fare type would be largely duplicative and counter to IndyGo's program goals.

Staff Recommendation

It remains IndyGo's recommendation to discontinue the 31-Day pass, both full and reduced fare types. The pass is largely duplicative of the benefits available through a registered MyKey account, where frequent riders automatically receive weekly fare capping. Since 31-Day pass users are generally regular riders, they are likely to benefit from this feature. The proposed change aligns with IndyGo's

goals of simplifying the fare structure and encouraging broader adoption of MyKey. For these reasons, IndyGo will proceed with its plan to eliminate the 31-Day pass.

Mitigation Strategies

IndyGo will mitigate the disproportionate burden found in the policy of discontinuing the reduced fare 31-Day pass. The following actions will be reviewed and considered:

- Public outreach to riders on the bus and at the Carson Transit Center about the discontinuation of the 31-Day pass and the benefits of the contactless closed-loop payments; and
- Accepting 31-Day passes, including reduced fare 31-Day passes, until January 1, 2027.

Public Input

Many riders understood the need for IndyGo to increase fares due to the rising costs of fuel, labor and maintenance combined with not raising fares for 16 years. All the feedback received to date can be organized into the following three overarching concerns:

1. **IndyGo Access fare rate increase** - Many of IndyGo's paratransit riders live on a fixed income and expressed how the proposed \$2.00 increase on the standard service would create serious hardships. Many have asked for a smaller increased amount and/or that the increase be phased in over several years.
2. **Elimination of magnetic-stripe paper passes** – Of particular concern was, and is, the elimination of a monthly fare product, the 31-Day pass.
3. **MyKey equipment failure** - Many individuals expressed concerns about being able to realize the savings that can be achieved from using MyKey pointing to how unreliable the MyKey fare collection equipment tends to be.

Results of Public Input

IndyGo started its outreach and communications campaign to introduce the public to the fare policy proposal, gather feedback and address community concerns on or around May 12, 2025. The extensive outreach included 25 outreach events, including in-person and virtual public meetings, partner briefings, neighborhood meetings and open houses at the Julia M. Carson Transit Center. More than 230 comments were submitted online, by email or in person. More than 7,500 information cards were distributed to riders and stakeholders. "The Value of Transit" microsite on our website detailing the proposal details received 18,000+ views. Additionally, the IndyGo Board of Directors hosted a public hearing June 18, that included in-person and virtual testimony from 10 individuals. In total, 164 people attended the public hearing in person, or viewed it through Zoom, YouTube or on local public access television channel 16. In total, more than 21,000 riders and stakeholders were engaged through meetings and rider outreach on buses and at the Transit Center.

Next Steps

IndyGo leaders will present the feedback received from riders to the IndyGo Board of Directors in preparation for the directors' vote on the fare policy proposal Aug. 21.

Table 10 Schedule of Fare Changes

Phase	Activity Description	Aug. 21, 2025	Jan. 1, 2026	July 1, 2026	July 1, 2027
Public Outreach Campaign about Fare Policy Change	Launch informational microsite, distribute collateral, conduct media outreach, post on social media, create multi-lingual community toolkit	X			
Effective Date of Policy Change	Enforce new fare policy.		X		
Stop Selling 10-trip, 31-day, S-Pass and Summer Youth Pass	Stop selling all period passes.			X	
Stop Accepting 7-day, 10-trip, 31-day, S-Pass and Summer Youth Pass	Stop accepting all period passes.				X

Appendix C

Title VI Fare Equity Analysis

Fare Equity Analysis Methodology

August 15, 2025

FARE EQUITY ANALYSIS METHODOLOGY

Proposed Fare Changes

The fare policy change considered as part of this analysis has two major components: changes to IndyGo's Fare Structure, including proposed fare increases and the discontinuation of certain payment methods, and the introduction of new fare payment media (see previous section for additional detail). The following changes are proposed:

- Adjust the current base fare of \$1.75 to \$2.75 and adjust the costs of other fares accordingly, effective January 1, 2026.
- After January 1, 2026, introduce pay-as-you go, contactless payment types including contactless credit/debit cards and mobile wallets.

IndyGo's methodology for evaluating fare equity, in assessing any benefits or impacts associated with these policies, is outlined within this memo.

Federal Guidance

The Federal Transit Administration (FTA) provided guidance for conducting a Fare Equity Analysis in Federal Circular 4702.1B (2012). 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. For a detailed checklist of FTA requirements, see Appendix D.

Title VI does not include income as a protected class but the FTA Circular 4702.1B (2012) requires transit agencies to evaluate income "recognizing the inherent overlap of environmental justice principles in this area." (FTA C4702.1B, Chap. IV-12).

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.

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*.¹

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit discrimination based on race, color, or national origin by recipients of federal funding, including practices that may have the effect of adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider the effects a finding of DI and/or DB.

According to IndyGo's practices, if a disparate impact or disproportionate burden are found in the initial proposal, then IndyGo must:²

- Analyze any proposed modifications, in order to avoid, minimize or mitigate the impacts;
- If a disparate impact and/or disproportionate burden is still found if the proposal is modified, "propose a substantial legitimate justification for the proposed fare change AND... show there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals."³

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.

Fare Type: As defined in the On-Board Survey conducted in 2022, the fare type is whether a customer pays a full fare, half fare or no fare for the fare media.

¹ While this methodology excels at assessing relative impacts across IndyGo's ridership and enables group comparisons, it has a tendency to identify disparate impacts or disproportionate burdens in products and/or policies with very low utilization. When a fare product or policy is used by a very small number of individuals, slight differences in utilization can exceed IndyGo's +/- 20 percent standard. To address this, IndyGo applies the methodology only to fare types used by at least one percent of ridership; changes to fare types below this threshold are considered immaterial as a 'Major Policy Change.'

² The FTA Circular 4702.1B does not require transit agencies to provide a substantial legitimate justification for the proposed fare change for findings of disproportionate burden, unlike findings for disparate impact. However, IndyGo has chosen to apply the same standard for disproportionate burden.

³ FTA Circular 4702.1B, Chap. IV-20.

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 the definition applied in the Service Monitoring Report completed for the 2023 Title VI Program. The Service Monitoring Report is an FTA-required analysis of service provided by FTA-funded agencies in an urban area over 200,000 persons and that operate 50 or more fixed route vehicles in peak service.⁴ The analysis requires comparing actual service provided by the agency to minority and non-minority populations and low-income and non-low-income populations.⁵

Minority: Minorities is defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with the definition applied in the Service Monitoring Report completed for the 2023 Title VI Program.

Payment Method: As defined in the On-Board Survey conducted in 2022, payment methods are those fares purchased by a customer and used to access IndyGo.

MAJOR FARE POLICY CHANGES

The following section outlines the methodology, including data, used to conduct the analysis of potential Title VI impacts of IndyGo's fare policy changes for the Fixed-Route Fare Policy, as proposed on May 15, 2025.

General Methodology

Per IndyGo's adopted Title VI Policy, all major fare policy changes are assessed for the benefits or, if applicable, the burdens borne by minority, non-minority, low-income, and non-low-income riders. If the proportion of minority or low-income riders receiving benefits or burdens differs by more than +/- twenty percent relative to their respective comparison groups, then a disparate impact or disproportionate burden may exist.

This analysis of fare policies of the Fare Equity Analysis relies upon the *2022 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 are 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 are those who identified as White, alone, in the survey. Survey respondents who refused to identify their race or ethnicity are not included in the analysis concerning disparate impact.

Low-income riders are those riders who described their total annual household income in ranges that are within the thresholds set by Department of Health and Human Services (DHHS) poverty guidelines

⁴ See FTA Circular C4702.1b, Chapter IV-9 (October 1, 2012).

⁵ An equity analysis, whether fare, facility, or service, is intended to evaluate potential adverse impacts before the modification is made. The Service Monitoring Report evaluates the potential adverse impacts of service being provided. For IndyGo, these analyses should share the same definitions and methodologies to avoid discrepancies between a service equity analysis and the SMR, for example.

in 2022 (see Table 11 for details). Survey respondents who refused to identify their income or household size are not included in the analysis concerning disproportionate burden.

Table 11 Low-Income Guidelines

Number of People in Household	DHHS 2022 Poverty Limit	2022 On-Board Survey Income Bracket
1	\$13,590	\$10,000 - \$14,999
2	\$18,310	\$15,000 - \$24,999
3	\$23,030	\$15,000 - \$24,999
4	\$27,750	\$25,000 - \$34,999
5	\$32,470	\$25,000 - \$34,999
6	\$37,190	\$35,000 - \$39,999
7	\$41,910	\$40,000 - \$49,999
8	\$46,630	\$40,000 - \$49,999
9	\$51,350	\$50,000 - \$59,999
10	\$56,070	\$50,000 - \$59,999

Specific Methodologies

Increase the base fare and increase the costs of other fares accordingly

IndyGo assessed the comparative impacts of the proposed base fare increase and related fare policy changes both overall and by combinations of fare types and payment methods. This approach provided insights into the general impacts of the fare change as well as those experienced by individuals using specific fare products.

Segmentation: Individual records within the On-Board Survey (OBS) were categorized as Minority / Non-Minority / Unknown and Low-income / Non-low-income / Unknown. The fare types and payment methods available in the survey were segmented into the following categories:

- Fare type: Regular, Reduced, Sponsored
- Payment Method: 1-trip cash, 1-trip ticket, 1-day pass, 10-trip ticket, 31-day pass, MyKey Single Trip (physical fare card or phone app), S-Pass, and/or type of Sponsored Ride (e.g., student, veteran, other).

Using this segmentation, IndyGo assigned a fare type/payment method combination to more than 99 percent of riders represented in the OBS data. Riders for whom this assignment could not be made were presumed to be regular, pay-per-trip riders for the purposes of analysis.⁶

⁶ Fare Type” and “Payment Method” in this analysis reflect the terminology and structure of IndyGo’s 2022 On-board Survey. *Fare Type* is based on the response to “What type of fare is this?”—with options including Regular, Senior, Disabled, and Veteran. Because the latter three share the same cost structure, within this analysis they were grouped under a single “Reduced” category. *Payment Method* refers to how the rider validated or paid for their trip (e.g., 1-trip cash, 1-day pass, 31-day pass, MyKey).

When the OBS was conducted, IndyGo Access paratransit eligible riders were able to access IndyGo fixed-route services at no cost; however, that practice has since been discontinued, and those riders now ride at the reduced fare rate. For the purposes of this analysis, individuals who previously reported using that payment method were assumed to ride at the same frequency but pay the \$0.85 reduced fare.

Riders who indicated they were using the Veteran fare type were included in the Veteran sponsored rides program, even if they also listed a payment method. Likewise, respondents who reported that their MyKey account was reloaded by a third party (e.g., work, school, or a social service agency) were assumed to be part of a Sponsored Ride program. In both cases, it was assumed that these individuals were currently riding, or had the ability to ride, at no direct cost to themselves. Users of IndyGo's S-Pass program were included as a reduced fare type, as its cost and the access it provides mirrors the reduced-fare 31-day pass.

While IndyGo riders are able to reduce the cost of transit through daily and weekly fare capping, these benefits are not incorporated into the following analysis due to data limitations. The OBS is not structured in a way that allows IndyGo to reliably determine whether a respondent's travel behavior would have met fare capping thresholds. IndyGo reviewed other potential data sources—most notably, data from its e-fare system—which do indicate how frequently fare caps are reached. However, those e-fare system records do not include the demographic or income information needed to apply them within a Title VI analysis. IndyGo recognizes that achieving either fare cap lowers the effective cost of transit for riders; as such, excluding fare capping from this analysis should be viewed as a conservative approach.

Using this approach, IndyGo identified current utilization (as of the 2022 OBS) of each market segment (see Table 12).

Table 12 IndyGo Ridership Segmentation: Fare Type x Payment Method

Fare Type	Payment Method*	Overall	Minority	Non-Minority	Low Income	Not Low Income
Regular	1-Trip Cash	31.5%	33.6%	26.7%	33.7%	29.4%
Regular	1-Ride Ticket	0.2%	0.3%	0.2%	0.5%	0.0%
Regular	1-Day Pass	13.3%	14.2%	10.9%	12.9%	13.2%
Regular	10-Trip Ticket	1.3%	1.0%	1.9%	1.3%	1.9%
Regular	31-Day Pass	10.6%	10.1%	11.7%	10.8%	11.4%
Regular	MyKey Single Trip	12.2%	10.0%	17.6%	10.1%	16.3%
Regular	Other/Unknown	0.9%	0.7%	1.4%	0.9%	1.1%
Reduced	1-Trip Cash	5.7%	5.3%	6.0%	7.8%	2.6%
Reduced	1-Ride Ticket	0.0%	0.0%	0.0%	0.0%	0.0%
Reduced	1-Day Pass	4.1%	4.3%	3.7%	5.0%	3.2%
Reduced	10-Trip Ticket	0.2%	0.2%	0.2%	0.4%	0.1%
Reduced	31-Day Pass	4.0%	3.3%	5.7%	4.7%	3.5%
Reduced	MyKey Single Trip	2.2%	2.6%	1.4%	2.1%	1.8%
Reduced	S-Pass	0.8%	1.1%	0.3%	0.7%	0.6%

Fare Type	Payment Method*	Overall	Minority	Non-Minority	Low Income	Not Low Income
Sponsored	Veteran	5.5%	5.8%	4.9%	4.5%	8.3%
Sponsored	Student	4.2%	4.3%	4.1%	1.8%	2.7%
Sponsored	Other	3.2%	3.2%	3.3%	2.8%	3.8%

* Because the **Fare Equity Analysis** draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

Assessing Changes by Fare Type / Payment Method. The proposed increase in IndyGo's base fare and other fare types was examined to estimate the average cost increase experienced by IndyGo riders, including the Title VI subgroups described above. For payment methods that would persist under the revised fare policy, the current and future costs were compared.

For payment methods that would be discontinued, the current cost was listed and these users were assigned to a new payment method in the future. To remain conservative, it was assumed future riders would become single-trip payors (either via cash or MyKey), the effect of which is that they were presumed to be paying the maximum amount within their fare type in the future. To the degree that these individuals adopt more cost-effective approaches, our analysis may over-estimate the impacts to those individuals.

When users access a trip-based payment method (e.g., single-trip cash or ticket, 10-trip ticket, or MyKey), the current and future costs are defined. For period passes (day passes, 31-day passes, S-Passes), the cost of a single trip is equivalent to the cost of the pass divided by the number of trips taken using that pass. Trip counts were estimated using the following approaches:

- **1-Day Passes:** Weekday data from October 2023 was used to calculate pass utilization. For each day, the total number of day passes sold and redeemed (i.e., used after being vended) was recorded. The total redeemed was divided by the total sold to estimate the average number of redemptions per pass. Because every redeemed pass must first be sold, one was added to this ratio to determine the average number of times a single pass was used.

$$\frac{\text{Day Passes Redeemed}}{\text{Day Passes Sold}} + 1 = \text{Average Uses per Pass}$$

The cost of a single day pass was divided by this average to calculate a cost-per-trip. Separate estimates were produced for full- and half-fare day passes.

- **31-Day Passes:** The analysis used 31-day pass data from September 2023. To isolate usage to this period, passes first activated during the week of September 4 (but not used prior) were identified. Data from August 15 through October 15 was used to confirm first-time use during that week. For these passes, the median number of trips taken was calculated by fare type/payment method (e.g., regular, reduced, S-Pass). This median trip count was then used to calculate a cost-per-trip by dividing the pass price by the median number of trips.

Notably, because IndyGo offers an unlimited number of transfers within two-hours of an initial transit trip and because period pass users would present their period pass as proof of valid fare, it is possible that some of the trips captured in the above analysis would have been eligible for free transfers and should not be captured as a paid trip. As a result, the above approach may overstate the number of paid trips taken on a period pass—and therefore understate the actual cost-per-trip for those riders.

Based on the above assumptions and calculations, Table 13 presents the current and future cost-per-trip values used in this analysis.

Table 13 Current and Future Cost per Trip, by Fare Type and Payment Method

Future Availability	Fare Type	Payment Method*	Current Cost / Trip	Future Cost / Trip	Percent Change
Retained	Regular	1-Trip Cash	\$1.75	\$2.75	57.1%
Retained	Regular	1-Ride Ticket	\$1.75	\$2.75	57.1%
Retained	Regular	1-Day Pass	\$1.49	\$2.23	50.0%
Discontinued	Regular	10-Trip Ticket	\$1.75	\$2.75	57.1%
Discontinued	Regular	31-Day Pass	\$1.11	\$2.75	147.5%
Retained	Regular	MyKey Single Trip	\$1.75	\$2.75	57.1%
Retained	Regular	Other/Unknown	\$1.75	\$2.75	57.1%
Retained	Reduced	1-Trip Cash	\$0.85	\$1.35	58.8%
Retained	Reduced	1-Ride Ticket	\$0.85	\$1.35	58.8%
Retained	Reduced	1-Day Pass	\$1.01	\$1.52	50.0%
Discontinued	Reduced	10-Trip Ticket	\$0.85	\$1.35	58.8%
Discontinued	Reduced	31-Day Pass	\$0.41	\$1.35	233.0%
Retained	Reduced	MyKey Single Trip	\$0.85	\$1.35	58.8%
Discontinued	Reduced	S-Pass	\$0.67	\$1.35	102.5%
Retained	Sponsored	Veteran	\$0.00	\$0.00	0.0%
Retained	Sponsored	Student	\$0.00	\$0.00	0.0%
Retained	Sponsored	Other	\$0.00	\$0.00	0.0%

* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

By combining the current and future cost-per-trip estimates (Table 13) with the user segmentation results (Table 13), we calculated the average fare paid under the current and future fare structures for all users and for each user group relevant to the DI/DB analysis.

Applying the +/-20 percent relative difference threshold to the percent change experienced by non-minority and non-low-income groups establishes the upper limit of change that minority and low-income groups can experience without triggering a finding of DI or DB.

The differences in cost changes between groups are not large enough to constitute a disparate impact or disproportionate burden attributable to the proposed fare policy change. These results are summarized in Table 14.

Table 14 Overall DI/DB Comparison

	Avg. current cost of a single trip	Avg. future cost of a single trip	Change	DI/DB Threshold⁷	DI/DB⁸
Overall	\$1.26	\$2.10	66.8%	N/A	N/A
Minority	\$1.26	\$2.08	66.0%	82.5%	NO
Non-Minority	\$1.26	\$2.12	68.7%		
Low-Income	\$1.29	\$2.15	67.1%	80.5%	NO
Non-Low-Income	\$1.27	\$2.11	67.1%		

Assessing Impacts by Individual Fare Type and Payment Method. In addition to evaluating the overall impacts of the proposed fare change, the analysis also assessed potential impacts associated with each combination of fare type and payment method. This sub-analysis distinguished between combinations that are being retained and those that are being discontinued.

To avoid identifying a disparate impact or disproportionate burden based on trivial differences, IndyGo applied a minimum utilization threshold in this analysis. Fare type and payment method combinations used by less than one percent of riders were excluded. Although a higher threshold could reasonably be justified—given that fare types used by such a small share of riders may not meet the definition of a Major Policy Change—IndyGo selected a one-percent cutoff to maintain a conservative approach. Figure A-1 shows a conceptual decision tree that was applied in determining DI/DB by individual fare type and payment method. Table 15 and Table 16 show the application of this decision tree in finding a DI/DB analysis by fare type.

⁷ Per IndyGo's adopted Title VI policy, this threshold represents 20 percent of the benefits/burdens borne by the non-minority/non-low-income population.

⁸ Determination of disparate impact or proportionate burden.

Figure 1 Fare Equity Analysis: Fare Type/Payment Method DI/DB Decision Tree

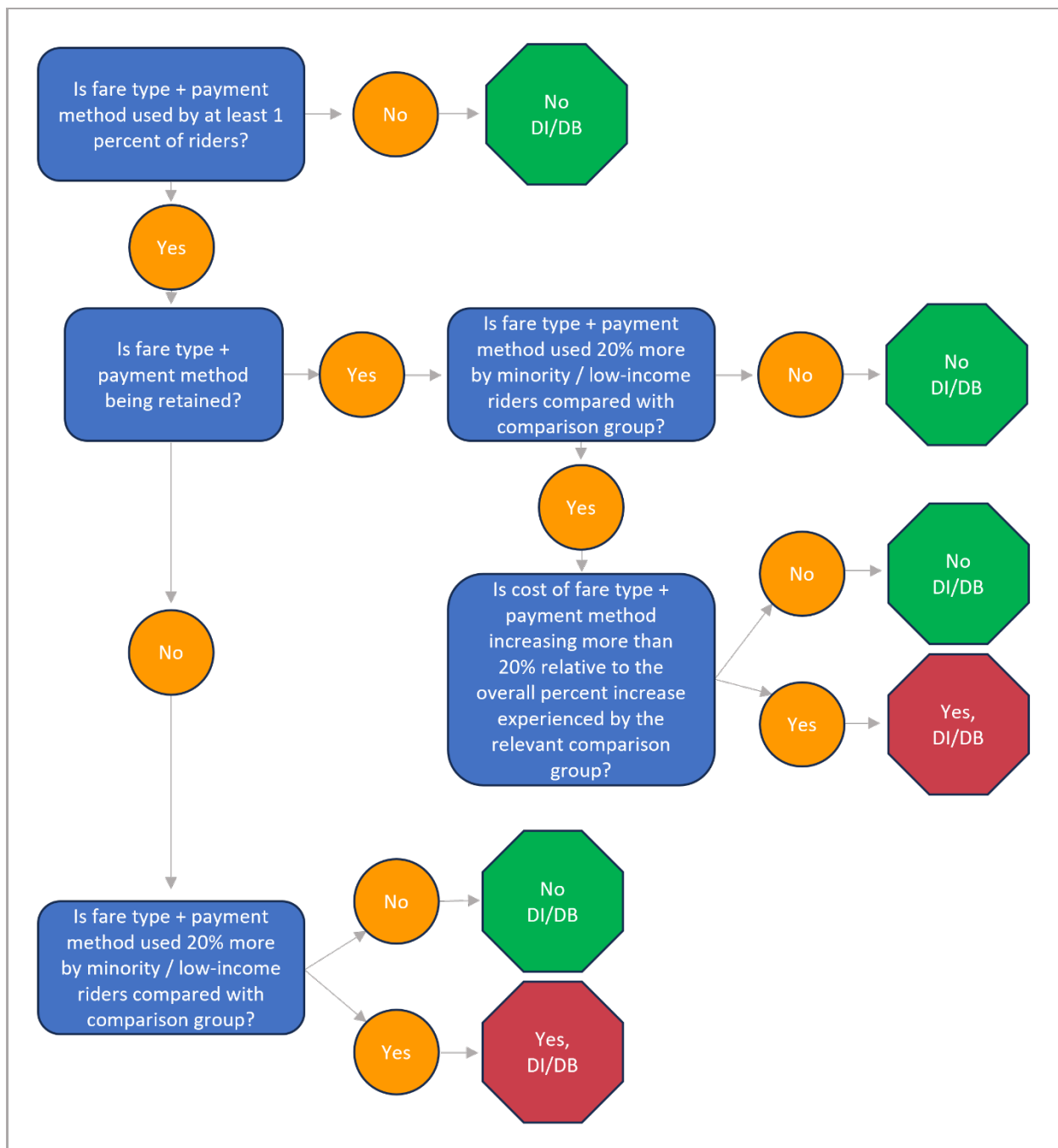


Table 15 Fare Equity Analysis: Fare Type and Payment Method Combinations: Disparate Impact

Fare Type	Payment Method*	Future State	Current Cost	Future Cost	Minority Utilization	Non-Minority Utilization	Utilization >1% (all riders)	Disproportionate use	Cost increase >20% of avg cost increase?	DI?
Regular	Single-Trip (w/Transfer) - Cash	Retained	\$1.75	\$2.75	33.6%	26.7%	YES	YES	NO	NO
	Single Ride Ticket	Retained	\$1.75	\$2.75	0.3%	0.2%	NO	YES	NO	NO
	1-Day Pass	Retained	\$1.49	\$2.23	14.2%	10.9%	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	\$1.75	\$2.75	1.0%	1.9%	YES	NO	--	NO
	31-Day Pass	Discontinued	\$1.11	\$2.75	10.1%	11.7%	YES	NO	--	NO
	MyKey Single Trip	Retained	\$1.75	\$2.75	10.0%	17.6%	YES	NO	NO	NO
	Other/Unknown	Retained	\$1.75	\$2.75	0.7%	1.4%	NO	NO	NO	NO
Reduced	Single-Trip (w/Transfer) - Cash	Retained	\$0.85	\$1.35	5.3%	6.0%	YES	NO	NO	NO
	Single Ride Ticket	Retained	\$0.85	\$1.35	0.0%	0.0%	NO	NO	NO	NO
	1-Day Pass	Retained	\$1.01	\$1.52	4.3%	3.7%	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	\$0.85	\$1.35	0.2%	0.2%	NO	NO	--	NO
	31-Day Pass	Discontinued	\$0.41	\$1.35	3.3%	5.7%	YES	NO	--	NO
	MyKey Single Trip	Retained	\$0.85	\$1.35	2.6%	1.4%	YES	YES	NO	NO
	S-Pass	Discontinued	\$0.67	\$1.35	1.1%	0.3%	NO	YES	--	NO
Sponsored Ride	Veteran	Retained	\$0.00	\$0.00	5.8%	4.9%	YES	NO	NO	NO
	Student	Retained	\$0.00	\$0.00	4.3%	4.1%	YES	NO	NO	NO
	Other	Retained	\$0.00	\$0.00	3.2%	3.3%	YES	NO	NO	NO

* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

Table 16 Fare Equity Analysis: Fare Type and Payment Method Combinations: Disproportionate Burden

Fare Type	Payment Method*	Future State	Current Cost	Future Cost	Low-Income Utilization	Non-Low-Income Utilization	Utilization >1%	Disproportionate use	Cost increase >20% of avg cost increase?	DB?
Regular	Single-Trip (w/Transfer) - Cash	Retained	\$1.75	\$2.75	33.7%	29.4%	YES	NO	NO	NO
	Single Ride Ticket	Retained	\$1.75	\$2.75	0.5%	0.0%	NO	YES	NO	NO
	1-Day Pass	Retained	\$1.49	\$2.23	12.9%	13.2%	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	\$1.75	\$2.75	1.3%	1.9%	YES	NO	--	NO
	31-Day Pass	Discontinued	\$1.11	\$2.75	10.8%	11.4%	YES	NO	--	NO
	MyKey Single Trip	Retained	\$1.75	\$2.75	10.1%	16.3%	YES	NO	NO	NO
	Other/Unknown	Retained	\$1.75	\$2.75	0.9%	1.1%	NO	NO	NO	NO
Reduced	Single-Trip (w/Transfer) - Cash	Retained	\$0.85	\$1.35	7.8%	2.6%	YES	YES	NO	NO
	Single Ride Ticket	Retained	\$0.85	\$1.35	0.0%	0.0%	NO	NO	NO	NO
	1-Day Pass	Retained	\$1.01	\$1.52	5.0%	3.2%	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	\$0.85	\$1.35	0.4%	0.1%	NO	YES	--	NO
	31-Day Pass	Discontinued	\$0.41	\$1.35	4.7%	3.5%	YES	YES	--	YES
	MyKey Single Trip	Retained	\$0.85	\$1.35	2.1%	1.8%	YES	NO	NO	NO
	S-Pass	Discontinued	\$0.67	\$1.35	0.7%	0.6%	NO	NO	--	NO
Sponsored Ride	Veteran	Retained	\$0.00	\$0.00	4.5%	8.3%	YES	NO	NO	NO
	Student	Retained	\$0.00	\$0.00	1.8%	2.7%	YES	NO	NO	NO
	Other	Retained	\$0.00	\$0.00	2.8%	3.8%	YES	NO	NO	NO

* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

Because the reduced-fare 31-day pass is used by more than one percent of riders, is proposed for elimination, and is disproportionately used by low-income riders (4.7%) compared to riders without low incomes (3.5%), its removal meets IndyGo's criteria for a disproportionate burden.

No other individual combination of fare type and payment method meets the threshold for a finding of disparate impact or disproportionate burden.

Introduction of Contactless Open-Loop Payment Technology

The second major change within the proposed fare policy update states -IndyGo will introduce Contactless Open-Loop payment technology on board IndyGo vehicles, including credit cards, debit cards and mobile payments via smartphones. It is presumed that riders using these technologies will be able to access benefits not available to cash-paying riders—primarily daily and weekly fare capping—and as such, differences in access to these among Title VI populations, could result in a disparate impact or disproportionate burden.

Relying on OBS data—which includes questions about whether respondents have a debit card, credit card, or smartphone / tablet with a data plan—IndyGo analyzed potential differences across Title VI groups in access to these payment technologies.

Because the proposed policy change introduces a new benefit—an additional way to access fare capping—the analysis centers on populations who could potentially gain access through one of these alternate payment technologies. Assessing the population that potentially benefits from this policy change is consistent with the manner in which IndyGo assessed geographic considerations in its 2019 Fare Policy update.

The analysis was limited to riders who do not already have access to fare capping and who pay for their own transit use. In other words, it excludes MyKey users (who already have access to fare capping) and Sponsored Ride participants (who access transit at no direct cost to themselves). As such, this analysis is based on the 73.0 percent of riders who could benefit from adoption of the policy.

Respondents in the OBS were asked to check all that apply from a list that included smartphones with data plans, tablets with data plans, debit cards, credit cards, and other options. For this analysis, smartphones and tablets with data plans were combined into a single “smart device” category, while debit and credit cards were grouped as well. These categories were analyzed both individually and in combination to assess whether respondents had access to any of the alternate payment methods required for tap-to-pay.

As in the previous analysis, the percentages of non-minority and non-low-income riders with access to each technology were used to establish the reference point. A threshold was then calculated at 20 percent below these reference values to determine whether a disparate impact or disproportionate burden existed for Title VI groups. For example, as shown in Table 17, 80.4 percent of non-minority riders reported access to a smart device, establishing the disparate impact threshold at 64.3 percent (i.e., 20 percent below the non-minority rate). Because 87.1 percent of minority riders have a smart device (above the threshold), no disparate impact is found.

Table 17 Fare Equity Analysis: DI/DB with respect to Smart Devices

	Non-Minority	Minority	Non-Low Income	Low-Income
Has a Smart Device	80.4%	87.1%	89.2%	82.1%
Threshold for DI/DB	64.3%		71.4%	
DI/DB?	NO		NO	

Table 18 Fare Equity Analysis: DI/DB with respect to Credit/Debit Cards

	Non-Minority	Minority	Non-Low Income	Low-Income
Has a Credit/Debit Card	61.3%	59.2%	67.2%	57.1%
Threshold for DI/DB	49.0%		53.7%	
DI/DB?	NO		NO	

Table 19 Fare Equity Analysis: DI/DB with respect to Any Alternate Payment Method

	Non-Minority	Minority	Non-Low Income	Low-Income
Has any alternate payment method	92.3%	94.9%	96.9%	93.1%
Threshold for DI/DB	73.9%		77.5%	
DI/DB?	NO		NO	

No disparate impact or disproportionate burden was identified across any of the Title VI populations for the Contactless Open-Loop payment technologies policy change, regardless of payment method analyzed.

Appendix D

FTA Requirement Checklist

FTA REQUIREMENT CHECKLIST

The following table is derived from the checklist “Considerations for a Fare Equity Analysis” from the FTA Circular 4702.1B, page K-10.

Table 20 FTA Requirement Checklist

Appendix K Checklist	Location in the Fare Equity Analysis
Briefly and clearly state policy to determine when a “disparate impact” occurs in the context of fare changes.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy.
Specify how we engaged the public in developing our policy for measuring disparate impacts.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy.
Briefly and clearly stated our disproportionate burden policy, and our policy describes how we engaged the public in developing the developing the disproportionate burden policy.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy
Analyzed fare media generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease.	IndyGo does not provide fare types limited to specific service modes. For the analysis by payment type and fare media, see Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Determined the number and percent of users of each fare media proposed for increase or decrease, including a profile of fare usage by group – minority, low-income, and overall ridership.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Depict fare media comparing the existing cost, the percent change, and usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. Clearly analyze fare media for minority groups distinct from low-income.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.

Appendix K Checklist	Location in the Fare Equity Analysis
Compare the differences in impacts between minority users and overall users.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Compare the differences in impacts between low-income users and overall users.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Analyzed any alternative transit modes, fare payment types, or fare media available for people affected by the fare change. The analysis compared the fares paid by the proposed changes with fares that would be paid through available alternatives. Analysis shows whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations.	There are no geographic considerations with respect to the fare changes that have been proposed here, thus the locations of vendors and their convenience to riders is not analyzed. There is no alternative proposed for the customers affected by the fare change. As there were no proposed alternatives, no additional analysis was conducted.
Identify whether minority populations will experience disparate impacts.	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists, we considered modifying our proposal. If we modified our proposal, we analyzed the modified proposal to determine whether minority populations will experience disparate impacts.	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists, we provided a meaningful opportunity for public comment on any proposed mitigation measures. ¹	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists and we will continue to make the fare changes, we demonstrated a substantial legitimate justification and demonstrated that we analyzed the alternatives	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.

¹ The public comment requirement is not included in Appendix K but can be found in FTA C4702.1B on Chap.IV-21.

Appendix K Checklist	Location in the Fare Equity Analysis
to determine whether the proposed fare changes are the least discriminatory alternative.	
If there is a documented a disparate impact or disproportionate burden, we explored alternatives and mitigation, including timing of fare increases, discounts to social agencies, and other alternatives.	See Appendix B “Fare Equity Analysis”, specifically the sections on Summary of Initial Proposal Analyses for discussion of alternatives and staff recommendations and Mitigation Strategies for mitigations proposed.

Appendix E

SUMMARY OF POLICY CHANGES AFTER PUBLIC INVOLVEMENT

SUMMARY OF POLICY CHANGES AFTER PUBLIC INVOLVEMENT

There were no substantive changes to the proposed fixed-route fare policy following the public outreach period that ended on August 1, 2025.

The IPTC Board of Directors did not make any policy changes to the Fixed Route Fare Policy when they adopted the policy.

Appendix F

SUMMARY OF PUBLIC INVOLVEMENT

PUBLIC COMMENTS AND PRESENTATIONS

IndyGo collected public comments from May 15, 2025 to August 21, 2025.

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.

Appendix Table F-1 Fare Policy Public Meetings and Virtual/In-Person Engagements

Date	Time	Location	IndyGo Staff/Volunteer	Organization/Individuals/Municipalities Engaged
Thursday, May 15, 2025	10 a.m.	Virtual Transit Drives Indy Briefing	Cameron Radford	15 attended
Wednesday, May 21, 2025	2:30 p.m.	Virtual IndyGo Foundation Partner Briefing	Carrie Black Bart Brown Jordan Patterson	27 attended
Wednesday, May 21, 2025	5:30 p.m.	Virtual IndyGo Access Partner Briefing	Jennifer Pyrz Carrie Black Brooke Thomas Aaron Vogel Jordan Patterson	18 attended
Thursday, May 22, 2025	12 p.m.	Virtual IndyGo LEP Partner Briefing	Jennifer Pyrz Bart Brown Carrie Black Cameron Radford Jordan Patterson	11 attended
Tuesday, June 3, 2025	5:30 p.m.	Virtual Public Meeting	Jennifer Pyrz Brooke Thomas Aaron Vogel Jordan Patterson	41 attended
Thursday, June 5, 2025	Noon	Community Alliance of the Far Eastside – 8902 E. 38th St.	Carrie Black Jennifer Pyrz Aaron Vogel Jordan Patterson Lisa Soard Ari Kasle Emily Wilson Allison Vanatsky	1 attended
Thursday, June 5, 2025	6 p.m.	Community Alliance of the Far Eastside – 8902 E. 38th St.	Carrie Black Brooke Thomas Aaron Vogel Jordan Patterson Lisa Soard Ari Kasle Allison Vanatsky	0 attended

Tuesday, June 10, 2025	6 p.m.	Flanner House – 2424 Dr. MLK Jr. St.	Carrie Black Jennifer Pyrz Cameron Radford Kayla Bledsoe Lisa Soard Ashlynn Neumeyer Allison Vanatsky	0 attended
Thursday, June 12, 2025	6 p.m.	Christamore House – 502 N. Tremont St.	Carrie Black Cameron Radford Kayla Bledsoe Lisa Soard Ashlynn Neumeyer Umair Kurshid Allison Vanatsky	0 attended
Tuesday, June 17, 2025	Noon	Mary Rigg Neighborhood Center – 1920 W. Morris St.	Lisa Soard Kayla Bledsoe Umair Kurshid Emily Wilson	0 attended
Tuesday, June 17, 2025	6 p.m.	Mary Rigg Neighborhood Center – 1920 W. Morris St.	Carrie Black Kayla Bledsoe Ashley Wright Monica Peterson Allison Vanatsky	0 attended
Monday, June 23, 2025	10 a.m.	Virtual Indianapolis Neighborhood Resource Center Briefing	Carrie Black	12 attended
Monday, June 23, 2025	Noon	Southeast Community Services – 901 Shelby St.	Lisa Soard Kayla Bledsoe Mara Drown Patrick Woods Mark Petrison Emily Wilson	1 attended
Monday, June 23, 2025	6 p.m.	Southeast Community Services – 901 Shelby St.	Lisa Soard Kayla Bledsoe Mara Drown Ryan Bird	1 attended
Tuesday, June 24, 2025	Noon	John Boner Neighborhood Center – 2236 E. 10th St.	Lisa Soard Kayla Bledsoe Mara Drown Courtney Hawk Emily Wilson	1 attended
Tuesday, June 24, 2025	6 p.m.	John Boner Neighborhood Center – 2236 E. 10th St.	Lisa Soard Kayla Bledsoe Courtney Hawk Emily Wilson	4 attended

Wednesday, June 25, 2025	6 p.m.	Virtual MAC Town Hall	Jennifer Pyrz Mike Roth	28 attended
Thursday, June 26, 2025	Noon	Avondale Meadows YMCA – 3908 Meadows Drive	Carrie Black Kayla Bledsoe Ari Kasle Courtney Hawk	1 attended
Thursday, June 26, 2025	6 p.m.	Avondale Meadows YMCA – 3908 Meadows Drive	Lisa Soard Kayla Bledsoe Ryan Bird	3 attended
Monday, July 7, 2025	6:30 p.m.	Windsor Park Neighborhood Association – 1801 Nowland Ave.	Carrie Black	2 attended
Thursday, July 10, 2025	4:30-5:30 p.m.	Carriage House East – 10174 Tinton Court, Ste. 100 Indianapolis, IN 46235	Lisa Soard	10 attended
Tuesday, July 22, 2025	7:45 a.m.	Bosma – 6270 Corporate Drive	Carrie Black Mike Roth	70 attended
Monday, July 28, 2025	4-6 p.m.	Carson Transit Center (CTC) – 201 E. Washington St.	Cameron Radford Courtney Hawk	10 attended
Tuesday, July 29, 2025	4-6 p.m.	CTC – 201 E. Washington St.	Jennifer Pyrz Mark Petrison	15 attended
Wednesday, July 30, 2025	7-9 a.m.	CTC – 201 E. Washington St.	Brooke Thomas Mark Petrison	10 attended
Thursday, July 31, 2025	7-9 a.m.	CTC – 201 E. Washington St.	Aaron Vogel Katherine Shr	5 attended
Friday, Aug. 1, 2025	Noon-2 p.m.	CTC – 201 E. Washington St.	Brooke Thomas	5 attended
Friday, Aug. 1, 2025	3-5 p.m.	CTC – 201 E. Washington St.	Jennifer Pyrz Patrick Woods	5 attended

TOTAL MEETING ATTENDEES: 296

Appendix Table F-2. Fare Proposal Bus Outreach

June Bus Outreach Name	Number of Riders Reached
Bus Outreach - Fare Proposal on Red Line & Purple Line	600
Bus Outreach - Fare Proposal on Route 13, 16, & 56	850
Bus Outreach - Fare Proposal on Route 19	30
Bus Outreach - Fare Proposal on Route 2	80
Bus Outreach - Fare Proposal on Route 8	150
Bus Outreach - Fare Proposal on Route 25, 11, & 37	200

July Bus Outreach Name	Number of Riders Reached
Bus Outreach - Fare Proposal on Red Line & Purple Line	500
Bus Outreach - Fare Proposal on Route 13, 16, & 56	100
Bus Outreach - Fare Proposal on Route 8, 11, 25	100

August Bus Outreach Name	Number of Riders Reached
Bus Outreach - Fare Proposal on Red Line & Purple Line	200
Bus Outreach - Fare Proposal on Route 13, 16, & 56	100
Bus Outreach - Fare Proposal on Route 8, 11, 25	100

TOTAL NUMBER OF RIDERS ENGAGED: 3,010

Public Comments

Appendix Table F-3 Summary of Public Comments

Response Date	Response
May 15, 2025	I am in support of increased fares to ensure that quality drivers are fairly paid and that service cuts are less likely. I use IndyGo for travel to/from work, for shopping, and for other needs. However, I must point out that with this increased fare and the fact that most users pay in cash, boarding may slow down with more bills to load and schedules may need to be adjusted. I pay using MyKey but find that nearly half of the time the readers are not working, and this has been true for several bus routes (not just one or two buses). Even the bill loaders are not always cooperative, though they fail less often than MyKey. Someone needs to hold the manufacturer accountable for lost fare revenue from a payment system with such a high failure rate.
May 15, 2025	To minimize feedback on increased fares. Just use cola or 10 cent every year
May 15, 2025	Just saw the news about the increased fare proposal. While I do agree that the fares are low and probably do need to be increased to help cover costs, I'm not sure that the amount feels quite right. When looking at other transit systems, Chicago CTA currently charges \$2.25 for bus/\$2.50 for rail, Miami-Dade Transit charges \$2.25 for bus and rail (and the people mover is free downtown), Boston MBTA currently charges \$1.70 for bus/\$2.40 for rail, Cleveland RTA charges \$2.50 for bus and rail, Columbus COTA charges \$2 for bus, and Louisville TARC \$1.50 for bus. San Francisco Muni does run \$2.85, but they offer a day pass for \$5.70 and also run both rail and bus. MTA runs \$2.90 for rail and bus, but they have an incredibly extensive network. Many of these, especially at the higher end, offer OWL/overnight service as well. Some of them may be looking at increases as well/haven't published much yet. Or maybe they get more tax support from their states/cities/counties. I also know that Indy is huge from a land area perspective, and can fit multiple of some of those other localities, so our costs are probably a little higher on some items. But jumping straight to the higher-end of the fare bracket, especially considering that we don't offer a rail and/or people mover service, or an OWL/overnight service, feels a tad out of place. Maybe if we could finally get the state to lift that rail ban/allow rail into the suburbs with park & ride locations (I know a number of people that hate driving in the city and would love that option, especially if they had easy access to hospitals for doctors appointments). Or piloting a basic overnight service grid to see if there could be enough support there. Something that maybe could add some extra value if it would fit in with the increases. Might help make it more palatable. Also, while fare capping is awesome and love it, I've heard a number of people say they wouldn't mind being able to buy/apply day/week/month passes to their MyKey card directly, like some other systems offer. Can be a peace of mind sometimes (and not have to worry about spare change stuck on your pass). Anyway, just some thoughts I had after reading the

	proposal. I do have to give kudos as well to everyone at IndyGo, as you all do an incredible job keeping the city moving (especially considering the road blocks the state likes throw out). The BRT lines have been an incredible addition, and really appreciate all the great work you do every day!
May 16, 2025	I want to object to the proposal to discontinue the use of 10-day and 31-day bus passes. I am not opposed to the Fare increase. I understand the rising costs and the need for IndyGo to adapt. That said, I work with a number of community and social services in my field, and the availability of those multi-day passes is extremely helpful when working with impoverished, and especially homeless, individuals. For those who already struggle with an elevated risk of loss of personal belongings, such as a smartphone, or limited access to internet/cellular service, losing the ability to use paper passes on the bus will seriously inhibit their ability to benefit from Indy's growing transit network. It will also inhibit the ability of social services to provide bus passes to individuals who are utilizing their programming options on their road to recovery. Thank you for taking time to read this. I hope it is considered as the Fare Increase proposal undergoes review.
May 16, 2025	I believe that if the fair increase goes into effect that you should honor all previous paid passes until the rides or passes expire. What harm is there in allowing fairs that have been paid to be used? I have a bunch of paid fairs on 10 day passes and i do not want to lose the value on each pass. If you cannot do this allow the value of each pass to be transferred to another form of pass. This only seems reasonable. Why should i lose the value of any unused 10 day passes?
May 16, 2025	I understand needing to increase bus fare but to increase it by \$1.00 is a tad bit too much.
May 16, 2025	Do not raise the bus fare! It is already expensive to live now, no one should have to pay 2.75 for one ride. The lives of the poor in this city is overlooked and not cared about. You guys are talking about raising prices but the same time are saying people that barely make 25k a year rely heavily on the bus, do you think increasing the fare is helping those people? No it's not it is causing them more stress over the loss of money that will effect them.
May 16, 2025	The proposed fare increase is outrageous!!! I understand the need to raise fares but the increase is dramatic. Nowhere else are fares so high. Even Chicago charges only \$2.50 with MUCH better service! The level of service currently provided does not justify increasing fares by \$1 per ride and \$39 per month. I appreciate the improvements in service made the past 7 years, and I understand funding is limited. However, it's hard enough as it is now to get people with other options to ride IndyGo. The early last trip times also make IndyGo unviable for many second-shift workers and downtown visitors. A more reasonable increase would be a \$2 one-way fare. I know that would limit the increase in revenue, but the proposed increase will make many riders reconsider using IndyGo as the convenience of Uber/Lyft

	starts to be worth the extra cost. IndyGo should also seek more advertising such as more bus wraps and ads on buses, shelters, and at the transit center.
May 17, 2025	The fare increase is unfair and should not happen, most people on the bus barely make enough money and paying a dollar extra, essentially 2 dollars per day will put extra unneeded strain on budgets.
May 17, 2025	IndyGo is asking for a proposal for bus fare to rise, how about giving riders first 24hour bus passes like the GrandRapids, that's how you ride Rapid and changing the green line to departure at 4am and last stop at 1:30 am so more people can find more employment opportunities in Planfield, Whitestown, Greefield where there are more employment opportunities. Also what is up with these weird riders and the ski masks. If I was a VA and Senior Citizens that would scare me. Then some are aggressive with riders. I don't know if they need a ride or holding the bus up.
May 17, 2025	I find it a travesty that our Disabled Citizens be financially burdened even further than they already are. Our Open Door using family members are extremely low income, and make less than the persons quoted as "a typical Indy Go service user", who is purported to make under 25,000 a year. It is already \$3.50 a trip, \$7.00 a day, and \$35.00 a week. So \$140.00 a month to have a ride to a part time job that pay \$12.00 an hour is predatory and unreasonable. Most riders of Open Door are on Social Security ect. and already have to choose between Medicine or Groceries, now add \$7.00 a pop to ride back and forth to Medical Services. It is a sign of corporate greed and corporate financial abuse. Do better Indy Go, do better for those who sincerely have no other choice.
May 17, 2025	I don't mind paying an increase in IndyGo bus fare. The \$1 increase for full fare seems reasonable. However I don't like the idea of the 31 day pass being eliminated 7/1/2027. I regularly buy a 31 day full fare pass. I ride 2 buses in the morning and 2 in the afternoon 5 days a week. The 31 day pass enables me to save money and avoid having to carry loose change daily. Using the 31 day pass is convenient and easy to use. No, I do not like the My Key card or app. I have seen far too many times that either the app doesn't work OR the My Key reader on the bus doesn't work. Therefore, I refuse to use either of these options. Lastly, I'd like to address the number of times I see IndyGo bus drivers let people ride that don't have bus fare. Daily I see drivers allow people to ride who don't have the bus fare. They board the bus, tell the driver they don't have the fare, and most of the time the drivers tell them they can ride. Additionally, none of the drivers are requiring payment, or proof of a valid bus pass, on the Route 90 and 92. If all those passengers riding for free were required to pay as they should then the fare may not have to go up as much.
May 19, 2025	I'm for a 50 cent increase nit 2 dollars. Fixed route 50 cent increase

May 19, 2025	Why is it that people can dodge fares on the Purple Line without punishment but we have to pay \$2 more for Open Door? I wish IndyGo would have used the Blue Line money for more buses and additional routes.
May 19, 2025	I think this fare increase is justified. In the past 16 years IndyGo and IndyGo Access have drastically improved service to Indianapolis riders. Fair wages for IndyGo employees and proper maintenance of equipment, as well as the ability to purchase and maintain the technology needed to make the best use of our city's resources will help us have a transit and paratransit system that serves us well into the future, and meets our growing and changing needs. P.S. You may use my comments in any way you see fit.
May 21, 2025	I strongly oppose the proposed fare increases outlined in the IndyGo fare proposal. At a time when the cost of living is rising across the board—housing, groceries, utilities, and healthcare—it is unjust to ask transit riders, many of whom are low-income or rely on public transit as their only transportation option, to bear an even greater financial burden. Public transit is a public good. It should be affordable, accessible, and funded in a way that does not penalize the very people it is meant to serve. These proposed changes disproportionately impact working families, seniors, and people with disabilities. Increasing fares may generate short-term revenue, but it risks long-term harm by pushing people away from transit and making daily life more difficult for those already struggling to make ends meet. Moreover, this fare proposal appears to shift the burden of financial shortfalls caused by mismanagement or inefficiencies onto riders, rather than addressing the systemic issues within the agency's budgeting and oversight processes. Taxpayers have already contributed significantly to support IndyGo through various funding mechanisms, and they should not be expected to pay again through higher fares simply to make up for gaps that are not of their making. I urge you to reconsider this fare proposal and focus instead on transparent financial planning, operational efficiencies, and community-centered solutions. Transit should be a pathway to opportunity—not another cost people can't afford.
May 21, 2025	Regarding the rate increase, I don't see a problem with it. But you need to do better about actually collecting the fees. The whole honor system approach doesn't make a whole lot of sense. I have never once had to provide proof of payment to ride on IndyGo busses. It isn't like that anywhere else in any other major city I've been to.
May 21, 2025	I have been trying to contact Rebecca Ball at IndyGo. However, here email presence shows unknown, and she is not responding to my emails. The Assessor office is planning it's 2026 Budget and we need to know what the 2026 price of 31 Day Bus passes. I noticed on TV that INDYGO is proposing a 57% price increase and eliminating the 31 Day Bus passes and all other passes. Do you have any information or whom I should contact concerning the possible fee increase?

May 21, 2025	I am extremely concerned that these new prices would affect Marion's most vulnerable population. I am a social worker and the population I work with are folks experiencing food insecurity. A lot of the people I met rely on the bus as their sole source of transportation. This is JUST to travel to their local food pantry. Even though it might be more cost effective to buy a month-long bus pass, this is not financially attainable for the folks I am serving. Mixed with the fact the federal government has proposed a bill to cut SNAP benefits leaving it up to the states to find the SNAP program. Leaving our vulnerable population without transportation and without food. Please think about how this change could dramatically impact Indianapolis!!
May 22, 2025	I am writing in response to your email concerning the proposed fare increase. While an increase in cost for an existing product or service is rarely welcome, I fully support this measure. As you noted, operational costs have increased significantly over the past sixteen years. As someone who relies solely on IndyGo Access due to my disability, I understand the critical importance of maintaining current service levels to ensure that individuals like myself can access employment, medical appointments, and recreational activities. Thank you for your dedication to this vital service.
May 22, 2025	What percentage of the fare increase will go toward driver salaries?
May 22, 2025	Why would you eliminate multi-day passes, a method 50% of your riders utilize? Something every single public transit in the US has? When low-income Hoosiers are going to be struggling due to the cuts in SNAP and knowing we always vote for your expansion projects and budget increases? Your \$175 million in grants weren't enough? Please keep the multi-day passes and make your new fare a round number. I'm tired of counting quarters.
May 22, 2025	IndyGo – Fare Proposal I believe will make it where more people will take Lyft or uber cause like me I take bus 10 to downtown the bus 8 to work if the new fare goes into affect I be batter taking Lyft cause it only cost anywhere from \$4.95 to \$6 to get there and back so I you can see i be better just taking Lyft since it will only take me about 13 minutes to get to and from work. Will the bus takes about 45 minutes
May 23, 2025	If fares are increased, please ensure we have a reliable fare pay system (MyKey).

May 28, 2025	<p>This is about the proposed fare changes. As of now these busses are often late, many times so late the bus scheduled after comes first. And there's no explanation as to why the bus is late when you call customer service. A lot of drivers fly by bus stops if someone is sitting and not standing, and then will blame it on the rider for daring to be sitting down. That leads to the point of many stops not having shelter or seats, even though the elderly, injured, disabled, or simply tired people ride the bus. We get harassed at random by people in florescent vests demanding to see passes and fare, who then talk poorly about people in their face. It's unprofessional, it's no way to act or speak at work, and it seems to be targeted at the less fortunate most of all. How is raising fare prices and getting rid of pass options going to make using Indygo better? It appears that bus riders are going to pay more for the same poor service. How is that helpful to the people who are already financially strained? What actions are on the table to make paying more worth it? This is a public service, a necessity to many, and raising pricing as it's shown on the website isn't beneficial to the public.</p>
May 28, 2025	<p>Regarding the new fare proposals, I think it's uncalled for to phase the 31 day passes out. Nearly a fifth of ridership uses them, and when it comes to people who are regularly riding transit who use it, the only options are to carry exact change every day or use the app that barely works. I understand rising costs in general, but why phase out a pass that is clearly popular and convenient?</p>
May 29, 2025	<p>COMPLAINT: Honestly this proposed fare seems wrong. Most of the time I can barely afford the 1.75. I have to use pennies which makes bus driver late. Please re think this through. People that use indygo sometimes don't even have a home to stay in. This is sick. My hometown charges 1.00 for bus + all day transfer. The 31 day passes are 25\$ there. Y'all not making smart decisions for the citizens. I'm not renting legs from indygo to walk the rest of the way to where I'm going so y'all should not be charging people this much. I hope y'all plan on updating the buses as well.</p>
May 29, 2025	<p>It's about time. IndyGo hasn't raised fares in 16 years.</p>
May 29, 2025	<p>We need a reliable MyKey system. It conflicts with on-time performance.</p>
May 29, 2025	<p>We need to ensure both riders and teammates' safety is a priority (security on board).</p>
May 29, 2025	<p>Riders already don't want to pay. Making it an even number increase might be easier.</p>

May 31, 2025	<p>i'm struggling to see how the fare increase proposal is the best solution for IndyGo. the fare increase is happening too early and too dramatically to be successful. the proposal phases in monetization goals before engagement and growth. in order to be successful, focus on engagement and growth with safety, reliability, service area, and last mile partnerships to get the most riders possible. then pull the fare increase. amazon did not become successful by raising prices, only sending products 80 percent to their destination, and offering textbooks to exclusively to students. amazon built a network that goes the last mile, caters to all consumers, and is cheap. the ridership IndyGo has now are captive and yes might be able to afford to spend a bit more but IndyGo needs to work outside the box to solve the last mile dilemma and service schedules to get 9a-5p or 6:30a-3:30p office and factory workers to ride. i don't think the color lines will be successful because they offer nearly the same service that already exists and does little to solve the last mile problem to get a surge in ridership, so consider using the remaining funds of that project to address the other big issues. Indianapolis is not a walking city.</p>
May 31, 2025	<p>The fact that you all are considering a fare increase when IndyGo provides some of the worst service in all of U.S. transportation is RIDICULOUS. With everything we all have to deal with as far as terrible busses and seats, busses breaking down, bus drivers CONSTANTLY being late because they mess around at their starting/finishing point of the route, and the restrooms almost never WORKING, do you truly believe that these bus rides, that we are usually always late because of, are worth 3 freaking dollars?? You already waste our tax money, and you are never adjusting to construction in a manner to where you don't make people stay on the bus a whole 35 minutes longer than they need to. Get it together. You aren't deserving of a dollar increase in fare. You aren't even worth our taxes.</p>
May 31, 2025	<p>When or if you all make changes on the bus fare amount for next year - PLEASE indicate on your website what type of bus passes "will be accepted" AND "how to obtain them" so the information can be easier for the public to understand. Also, PLEASE show how much the new fare will be, AND if cash will be accepted or not. To help everyone, 'please do not only' show what 'won't be' accepted after the changes - please couple that information with 'will be' accepted also, for the riders and others who help the riders. **Good, thorough, clear, and positive information & communication on your website, or public posts, or billboards, or other means of public communication, will help the public riders and caregivers understand everything clearly and without any confusion and frustration. As you're aware, thousands of people here in Indianapolis rely on the city's public transportation everyday, so lessening any confusion when communicating your new changes would benefit everyone.</p>
May 31, 2025	<p>A comment regarding about the increase in fare price I don't think it's affordable to a lot of people mostly with those struggling out here in the city and the fare is almost close to \$3 for full fare for a 2 hour trip. Please keep it at \$1.75.</p>

June 1, 2025	I wondered if the proposed fare increase could be implemented incrementally. As of January 2026, the fare would raise to \$2.00. After the implementation of the Blue Line, the fare would raise to \$2.50. Also is IndyGo exploring making all the BRT lines free as it was during the pandemic? Finally, the information provided through social media does not mention cash fare payments on the buses. I would like that the boxes would be available for those who want to continue to pay cash.
June 2, 2025	Riders already can't afford to pay. This increase will make it more difficult for coach operators.
June 2, 2025	I am on a fixed income of \$927 a month and can barely afford the CURRENT bus fare. The new fare would DOUBLE the amount I have to spend on transportation each month. I won't be able to get to my doctor's appointments.
June 2, 2025	Increasing the fare so drastically will lead to a significant decrease in ridership (studies suggest a 20-50% decline with such a large hike). Better to reduce service on 5-10% of lines, since the fare increase will be such a small part of the total IndyGo budget.
June 2, 2025	If you are going to increase the money charged you need to increase the quality of service. I personally have had to wait hours for a bus. I have been late to school, job interviews, etc.. I have also heard other riders voice their concerns about your service. Stop pretending you provide the "best" When people are still waiting up to two hours for rides. A lot of people who ride this bus are on a fixed income. Increasing the charge would make them go broke. The Indygo Mobility app also doesn't work correctly.
June 3, 2025	I found out about the fare increase proposal via a rider. I was on vacation during the Town Hall meeting. I would prefer to hear about these kind of news before a rider so I can be more helpful when answering riders' questions.
June 3, 2025	That was informative and I believe equips us as ambassadors better to answer the questions in more detail about the fare increase proposal.

<p>June 3, 2025</p>	<p>Yesterday, I watched an explainer video pertaining to the proposed fare increases. While I understand that everything is getting more expensive, we should be looking for more creative solutions than asking riders to pay more. Here are some issues I have with this proposal. 1. Outpaces Inflation and Wages - A 63% jump far exceeds both national inflation trends and wage growth for most IndyGo riders, many of whom already live below the median income level in Marion County. For comparison: Inflation since 2017 (when fares last changed) has risen about 25%. This hike is more than double that. 2. Disproportionate Impact on Low-Income Riders - Bus riders are often transit-dependent, with no alternative way to commute. This increase punishes those who can least afford it. 3. Undermines Ridership Goals. IndyGo wants more people on the bus. Raising fares discourages use, particularly among casual riders or those considering switching from cars. Cities like Kansas City and Richmond increased ridership when they eliminated fares. 4. Contradicts Climate and Equity Goals - If Indy wants to reduce car usage and emissions, it should make transit more accessible, not less. A fare-free or low-cost system aligns better with the city's climate and equity ambitions. Additionally, this migration to MyKey is going to be a huge problem. In my experience, people have such a hard time getting the readers to scan their MyKey. I have seen it take over three minutes for a single person. Pushing people to use this app more is going to be another huge problem for riders. I truly wish that tap-to-pay had been considered as a payment solution, it is already on most phones and works seamlessly in other city's systems. Every day that I ride the bus I see people that are already struggling to pay or barely have enough to make their trip. I would strongly urge the rejection of this proposal. I imagine it will be adopted because the people who will be most impacted do not have the time to advocate against it. If it is adopted, I would urge the board to do a slower roll-out so that people are not caught flat-footed when their bill all of a sudden increases by over half.</p>
<p>June 3, 2025</p>	<p>If you're going to increase rates, then give us a way to purchase discounted rides in advance (that don't expire), like they do in Chicago! Let us help you by purchasing rides in advance. Because right now it would be cheaper for me to drive to work then to pay 2:75 both directions to take the bus. I don't work every single day of the week, so buying a short term pass is useless. I would definitely put 40 or \$50 onto a pass, especially if it was structured like the CTA where you get a quantity discount for putting more money onto your card</p>

June 3, 2025	I am writing to express concern over IndyGo's proposed fare increase and to urge a reconsideration of this approach to addressing operational cost challenges. While it is understandable that public transit systems face rising costs due to inflation, maintenance, and service improvements, shifting this financial burden onto riders—many of whom are already economically vulnerable—is not a sustainable or equitable solution. Public transportation is a public good, and it plays a vital role in connecting communities, supporting the workforce, and reducing environmental impact. Increasing fares disproportionately affects low-income residents, seniors, students, and individuals with disabilities—many of whom rely on IndyGo as their primary means of mobility. Fare hikes risk reducing ridership, exacerbating inequality, and undermining the very mission of public transit: to provide accessible, affordable transportation for all. Instead of turning to fare increases, IndyGo and city leadership should advocate for increased investment from local, state, and federal governments. Public transit systems across the country benefit from dedicated funding streams and progressive policy support that prioritize infrastructure as a critical component of urban development. Indianapolis must join that movement by recognizing transit not as a revenue-generating enterprise, but as a necessary service deserving of robust public funding. Addressing the funding gap through governmental support—not by raising fares—will ensure a fairer and more sustainable future for public transportation in our city.
June 4, 2025	Since fares only make up 4% the operating budget revenue, have you considered making the system fare-free instead of raising the fare? Or what if you make all of the lower-frequency routes fare-free, thereby increasing ridership & decreasing dwell time, and charge more for the BRT & other high-frequency routes?
June 5, 2025	The proposed fare increase almost doubling cost for the bus is insane, people like me who struggle to even make ends meet while needing to take the bus for work would be devastated by the increase. I don't think an increase is necessary, because over 100 a month for someone who needs the bus to survive when it's currently roughly 60 is actually criminal.
June 7, 2025	That's crazy to take away the 31-day bus pass..... Y'all are going to lose alot of customers.
June 8, 2025	You should offer a full year bus pass for those of us who do not want the stupid, useless, and too expensive my key
June 10, 2025	Will the increase in fares support the sanitation of the buses and of the bus stops?
June 11, 2025	WFYI. IndyGo proposes fare increase, the first in 16 years. IndyGo is proposing a dollar increase to bus fares. The move would bump regular rides from \$1.75 to \$2.75. The price hike would be the first...4 weeks ago...IndyStar...IndyGo bus fares could rise for the first time

	<p>since 2009. Here's what to know. IndyGo leaders are trying to increase bus fares for the first time since 2009, as the transit agency's operating costs have risen in recent years.</p>
June 14, 2025	<p>The bus at 12:27 PM never arrived at the stop of 56th and Post Rd, leaving me soaking in the rain (was raining so bad the shelter did nothing) and caused me to be late to work. Before increasing the price, please try to make your busses run on time, if at all, because the 12:27pm bus never arrived at the station.</p>
June 15, 2025	<p>Email message to Councilor Michael-Paul Hart: There is another BIG issue happening in Indy! IndyGo is proposing a 57% Fare Increase on ALL Rides. This will affect everyone, but it will be devastating on the Individuals who use Para Transit Services. Their rides will increase from \$3.50 a ride to \$5.50 a Ride. These individuals only received a cost of 2.5% in 2025 and it is projected to be between 1.8% to 2% for 2026. I reached out to you almost 2 weeks ago. Why NO response?</p>
June 15, 2025	<p>I'm reaching out regarding the proposed fare increases from IndyGo particularly the impact on ParaTransit riders, many of whom are already facing economic hardship.</p> <p>While I understand the broader fiscal pressures on the agency, a 57% increase in fare, especially for those who rely on \$3.50 rides to maintain daily independence, is a serious concern. With fixed incomes and limited mobility options, these residents often have no alternatives—and certainly no buffer for a sudden jump in transportation costs.</p> <p>Can you share what IndyGo is planning to do to support ParaTransit riders specifically?</p> <p>Will there be fare assistance or subsidy programs?</p> <p>Any plans to phase in the increase or pair it with expanded service hours or access?</p> <p>How is IndyGo gathering and incorporating feedback from riders who rely on these services?</p> <p>I've heard directly from constituents who are alarmed by this proposal, and I want to ensure I'm communicating both the rationale and any planned relief efforts accurately.</p> <p>Thanks in advance for any insight you can provide.</p>

<p>June 15, 2025</p>	<p>Call To Action</p> <p>At the most recent IPTC board meeting held on May 15, 2025, IndyGo announced its intention to increase fares across its entire menu of services by 57%. This increase would affect the fares as follows:</p> <p>Service</p> <p>Fixed Route – Current \$1.75; Proposed \$2.75; Increase (\$) \$1.00; Increase (%): 57.14%</p> <p>Paratransit – Current \$3.50; Proposed \$5.50; Increase (\$) \$2.00; Increase (%): 57.14%</p> <p>Beyond ADA – Current \$7.00; Proposed \$11.00; Increase (\$) \$4.00; Increase (%): 57.14%</p> <p>Paratransit rates are based on fixed rate fares. Paratransit is 2 x and beyond ADA is 4X the fixed rate. The ADA allows for the transit company to use up to 2X the fixed rate for paratransit. IndyGo has decide to use the maximun rate allowable for paratransit. They also do not offer the same fare capping used on fixed route to paratransit services.</p> <p>Why is IndyGo raising fares? Presumably, they cannot continue to operate without more revenue. The website IndyGo has posted this information and states, “IndyGo is proposing to raise fares because operating costs have risen significantly due to inflation, fuel prices, and increased labor and capital costs. ... Without a fare increase, IndyGo could face difficult decisions like reducing service or deferring upgrades. Raising fares is one of the steps needed to ensure we can maintain reliable service and continue investing in and maintaining a strong transit network.” Please reference this website for more information https://www.indygo.net/value-of-transit/fare-proposal.</p> <p>At the February 2025 board meeting, Bart Brown, CFO at IndyGo, reported that for the year 2024 “Passenger service revenue was over budget by \$201,271” and that “Total Revenue was over budget by \$4,942,479.” The report also included, “For the year, expenditures were under budget by \$7,304,181.”</p> <p>The financial report for April 2025 given at the May 15 board meeting conveys that this is a continuing trend. “The Total Revenue for the agency is over budget by \$52,366 (0.1%) for the month of April.” “In April, the overall, total expenditures came in under budget by \$882,303 (-7.5%).”</p> <p>The website also states, “IndyGo has determined that the most effective process that is least impactful to riders is to implement the proposed fare increase all at once.” The impact of this increase will be felt very significantly. I would ask IndyGo to consider that, according to the website, 71% of their customers earn under \$35,000 per year and 44% meet IndyGo’s low-income threshold. The typical rider, according to the website, is an employed woman with a household income under \$25,000. The federal poverty level for a household of three is \$24,860.</p> <p>IndyGo had not chosen to raise fares since 2009, so let's compare the 57% fare increase with other increases from 2009. The annual cost-of-living raise given by the federal government is only 2.5%. SSI in 2009 was \$674. This year it is \$967, which is an increase of 43.5%. The median hourly wage in 2009 was \$15.50; this year it is \$22.50, an increase of 45.1%. None of these large increases were implemented in a single jump. It took 16 years to move this much.</p>
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During the same time, the self-sufficiency wage for a single parent of one child in Marion County increased from \$19.94 in 2009 to \$38.91 in 2025—a whopping 92% increase in the cost of living. When combined with the median wage of \$22.50, there is already a living deficit of 72.93%. According to SourceAmerica, the median wage for those with a disability is \$15.95. That is about 41% less than that for those without a disability. The unemployment rate among those with a disability is 2.4 times the rate of those without a disability according to Department of Labor statistics. A 57% increase is an undue burden, especially on paratransit users.

How does this compare to other paratransit systems across the US? The following table shows the top 20 cities by population in the U.S. Percentage-wise, the IndyGo raise is the second largest raise. Cash-wise, it is the largest raise.

City

New York – 2009 Fare 2; 2025 Fare 2.9; Increase (\$) 0.9; Increase (%) 45%
Los Angeles – 2009 Fare 2.25; 2025 Fare 2.75; Increase (\$) 0.5; Increase (%) 22%
Chicago – 2009 Fare 2.25; 2025 Fare 3.25; Increase (\$) 1; Increase (%) 44%
Houston – 2009 Fare 1.15; 2025 Fare 2.5; Increase (\$) 1.35; Increase (%) 117%
Phoenix – 2009 Fare 3.5; 2025 Fare 4; Increase (\$) 0.5; Increase (%) 14%
San Antonio – 2009 Fare 1.75; 2025 Fare 2; Increase (\$) 0.25; Increase (%) 14%
Philadelphia – 2009 Fare 4.25; 2025 Fare 5.75; Increase (\$) 1.5; Increase (%) 35%
San Diego – 2009 Fare 2.5; 2025 Fare 3; Increase (\$) 0.5; Increase (%) 20%
Dallas – 2009 Fare 2.5; 2025 Fare 3; Increase (\$) 0.5; Increase (%) 20%
San Jose – 2009 Fare 2.5; 2025 Fare 3; Increase (\$) 0.5; Increase (%) 20%
Austin – 2009 Fare 2; 2025 Fare 2.5; Increase (\$) 0.5; Increase (%) 25%
Jacksonville – 2009 Fare 2; 2025 Fare 2.5; Increase (\$) 0.5; Increase (%) 25%
Fort Worth – 2009 Fare 2; 2025 Fare 2.5; Increase (\$) 0.5; Increase (%) 25%
Columbus – 2009 Fare 2; 2025 Fare 2.5; Increase (\$) 0.5; Increase (%) 25%
Indianapolis – 2009 Fare 3.5; 2025 Fare 5.5; Increase (\$) 2; Increase (%) 57%
Charlotte – 2009 Fare 2; 2025 Fare 2.5; Increase (\$) 0.5; Increase (%) 25%
San Francisco – 2009 Fare 2; 2025 Fare 2.5; Increase (\$) 0.5; Increase (%) 25%
Seattle – 2009 Fare 2.5; 2025 Fare 3; Increase (\$) 0.5; Increase (%) 20%
Denver – 2009 Fare 2.5; 2025 Fare 3; Increase (\$) 0.5; Increase (%) 20%
Washington, DC – 2009 Fare 3; 2025 Fare 4; Increase (\$) 1; Increase (%)

Considering the facts- outlined above, it is essential to strike a balance between raising the desire to increase revenue and ensuring transit remains accessible and equitable. Although a one-time 57% fare increase may appear to be the correct course of action, its immediate impact on riders—many of whom are low and/or fixed income—could be both significant and unsustainable. A more measured solution would be to implement incremental fare increases over time for the Paratransit. For example, adopting annual adjustments of \$.50 a year would allow IndyGo to gradually increase revenue while giving riders time to adjust to smaller, manageable hikes. This phased approach provides an opportunity to monitor the financial and social impacts of each raise, adjust policies as needed, and simultaneously explore complementary measures—such as Targeted subsidies or fare capping—to minimize the burden on the low and/or fixed income population that relies on paratransit. Ultimately, this strategy may offer a more sustainable pathway that aligns operational needs with the goal of providing affordable, high-quality transit services for all. Is the goal to gain

	<p>an immediate influx of revenue of to see a slower revenue stream while building trust and confidence?</p> <p>Employers who hire individuals with disabilities and organizations advocating for their rights play a vital role in fostering inclusivity and economic empowerment. Given the proposed 57% increase in IndyGo fares, particularly for paratransit users, it is crucial to address the disproportionate impact on individuals with disabilities, many of whom already face significant financial barriers. We urge individuals, employers and advocacy organizations to join in expressing concern about how this fare hike may limit mobility, employment opportunities, and overall independence for those who rely on accessible transit. Your support in advocating for a more equitable, phased approach to fare adjustments can help ensure that transportation remains both affordable and sustainable. A collective effort to voice these concerns will reinforce the importance of maintaining transit accessibility as a fundamental pillar of economic participation and social inclusion. Let's work together to ensure that all individuals, regardless of ability, can continue to move forward with dignity and opportunity. Please plan to attend one of the public meetings and let your voice be heard. Also please reach out to your elected officials, the Mayor, the City/County Council and your township offices so they can act on your behalf.</p>
June 16, 2025	<p>Hello, I suggest expanding the half-fare program to people below the poverty line, people eligible for Medicaid, and/or people eligible for SNAP. I can afford the proposed fare increase but I'm very worried for low-income folks. Thank you!</p>
June 16, 2025	<p>What is unclear is if the fare increase is accompanied by increase service (new routes, more frequent bus scheduling, improvements to bus stops many of which are just signs in ditches ...) or is this just to cover increased costs? some clarity as to why the rates are being increased and what the increased revenue is to be applied to make transit better</p>
June 16, 2025	<p>I vote to oppose the fare increase. I'm a regular bus rider. Both on IndyGo Access and the regular bus rides. And I know my community uses them too! We are not wealthy people. And I personally can barely afford the fare as it is. A lot of us are homeless or poor or on the verge of homelessness. Please don't raise the fare rates.</p>

<p>June 17, 2025</p>	<p>Dear Members of the IndyGo Board,</p> <p>I am writing to formally express concern over the proposed fare increase for IndyGo's paratransit service, IndyGo Access. While I recognize the financial constraints transit systems face, I urge the Board to consider freezing paratransit fares at their current levels and instead explore alternative cost-saving measures or revenue solutions that do not place additional burden on our disabled and elderly residents.</p> <p>Paratransit riders often live on fixed incomes and rely on this essential service for critical access to healthcare, groceries, employment, and social engagement. Increasing their cost of mobility even marginally risks isolating those who are already among the most vulnerable members of our community.</p> <p>Additionally, I encourage IndyGo to increase transparency and community collaboration as it evaluates long-term fiscal strategies. Many residents have voiced frustration with the pace and clarity of communication around this fare proposal. I respectfully request the Board to give full and fair consideration to the remonstrances submitted by the public, including those submitted virtually, and to ensure that all options particularly a fare freeze remain on the table.</p> <p>As an elected official representing constituents who rely on these services, I am committed to advocating for affordable transit solutions. I would welcome further dialogue with your leadership team and am happy to participate in any collaborative efforts aimed at improving access without compromising affordability.</p> <p>Thank you for your time and consideration.</p>
<p>June 18, 2025</p>	<p>I am fine with the increase as long as you're going to increase service times so everyone can get home and not be left stranded. Years ago I worked where the route stopped running at 4 but I didn't get off work until 6. The stop was right in front of my job, but I had to figure out other means. It isn't okay to leave people who pay good money stranded because the bus lines don't run late enough everywhere. If we are paying more the same service isn't going to cut it. Longer hours and better/more service.</p>
<p>June 18, 2025</p>	<p>First of all, let me say that I now take 3 buses or 2 depending on time. I used to use the 86 bus and now the trip to work that used to take me 30 minutes takes a couple of hours one way or even more. That's hard. I understand as a business you need to adjust from time to time but increasing by a whole dollar is not right. We are already stressed with the new routes, now we have to worry about paying way more than we can afford. Who is it that you are catering to, because us the masses are not feeling you right now. Please reconsider. Maybe 50 cent increase. Even 25 cent would be ok. Please</p>

June 18, 2025	<p>My sister works at Crossroads Industrial Services, a site affiliated with Easter Seals to employ people with disabilities and generate income to support rehabilitation services for children and adults at Easter Seals. My sister does not drive and needs to have door-to-door service due to her intellectual disability. Currently, she pays \$14 per day to get to and from work. With the proposed increase, it will cost her \$22 per day. Working only 2 days a week for an average of \$100, you can see that 44% of her income would go to transportation. Increasing the bus rate by over 57% is unfair to people with disabilities. This increase will hard hit Crossroads Industrial Services employees, and some will be unable to continue employment as they cannot live on what is left after paying for transportation. This rate increase penalizes those with disabilities more than the average rider. Please reconsider how much you are increasing the door-to-door service!</p>
June 18, 2025	<p>I have made other comments before; this one concerns the discontinuation of the 31-day pass. I think discontinuing the 31-day pass is a very unwise move. There are many people who don't understand MyKey and prefer not to use the card. Maybe they don't want to give anybody their address or credit card info. Maybe they don't use credit or debit, only cash. They use the bus to work and shop on a daily basis. They buy their fare card on a monthly basis, having set aside the exact amount they will need, knowing that is their transportation budget for the month. They can ride as many buses as they want, go anywhere they like, and not have to pay any more. Some employers actually hand out these passes to their employees as benefit both to them and our city's environment. This is what I did while working. I could have qualified for half-fare pass, but since I had a good job, I preferred to pay for a full-fare pass until I retired. You could charge \$85.00 or \$90.00 for a 31-day pass, and these riders would adjust their budget and shell out for that card each and every month. If they didn't have the money right then, these people would pay cash gladly until they did. If they knew they would be gone half the month, they might even just buy the card, knowing it would help IndyGo's bottom line. In short, this is revenue IndyGo could depend on regularly. I cannot tell you how many times I have boarded the bus with my MyKey card and the driver has said, "just go ahead and sit down. My machine isn't working." or she might say, "I'm running late. Just sit down." Some days, I ride two or three buses for free because the payment machines aren't working. This is money IndyGo won't get back. In short, while MyKey is a great idea, and wonderful for those who will use it, you can't go wrong by keeping the 31-day pass, knowing that's money you'll have available each month, rain or shine.</p>
June 20, 2025	<p>Riders on fixed incomes have made their concerns known to coach operators. They're already struggling to pay \$1.75. Maybe increasing fares incrementally would be more beneficial to our riders.</p>
June 22, 2025	<p>Please do not raise the fare prices for the needy. Maybe you can just charge those who can afford it like the YMCA does. The YMCA has you go through a process to see if you're eligible to pay minimum prices. Or they used to when I went there. Maybe you could do something similar to your half fare process. Have people go through a process to see if they are eligible to pay cheaper prices. And those that can afford your price increase are charged only.</p>

June 23, 2025	IndyGo needs to get the word out on the buses regarding the fare increase. IndyGo needs to fix technological issues with MyKey, specifically on Route 8, 26, 92 buses. Please check the buses and ensure there are Proposed Fare Increase flyers/rack cards are well-stocked.
June 23, 2025	A frequent questions I've received from riders is, "Is IndyGo going to do something to replace the Youth Passes after the start of the physical year?" A different fare payment system would benefit our riders making use of fare capping. Is there going to be assistance for Northeastern residents trying to attend public meetings downtown? Route 92, was there any consideration for platform stops for residents along Midhoffer and Walmart? Riders are exposed to poor weather conditions.
June 23, 2025	I am writing in regards to the fare increase proposal. I think that it's a bad idea. A lot people rely on the bus system to get them where they to go. Some of those people are on a fixed income and this increase would be a bad idea because those people would no longer have a way to get around. Then there's people like me that don't have a license or a car, so they rely on the bus system as well. I take three buses to work. There's no way that I could afford that with the proposed fare increase to \$8 for all day. I'm lucky to be able to afford the \$1.75 for one way and the \$4 for all day. I'm just starting a new job today. I have rent and bills due soon, like every other American. \$8 for all day is way too much. Please reconsider the increase.
June 23, 2025	I take the bus frequently and I feel like the fare increase is way too much. There times that I can barely come up with the \$4 for one all day pass, let alone trying to come up with \$8 for one day pass. Too many people that take the bus have no other means of getting around and are on a budget. The fare increase would negatively impact those people. My girlfriend takes the bus more than I do and there are times she can barely come up with the money. It's an all around bad idea.
June 24, 2025	My name is Uzuri Asad, and I am a member of the Garfield Park Neighborhood Association, as well as co-chair of our DEI committee. I was unable to attend this morning's information session regarding the proposed rate increased with IndyGo service, and wanted to follow up with some questions we have from fellow neighbors surrounding the impact and actions of this shift: 1) how can IndyGo do a better job of ensuring that bus stops are clean and create a neutral or good experience for riders? 2) how can neighbors report people who are dealing drugs, partying, smoking, drugged up, or passed out on the bus stops? We understand that we have the options already to: a) call IMPD to report the drug dealing b) alert drivers so they can call incidents in for IndyGo to personally respond to c) we can call customer service and to file a complaint (which we understand can take 7-10 days to complete investigation). It's a little difficult to ride the bus filing a report with IMPD or IndyGo, and we don't always see rapid responses to issues that are reported. Additionally, we recognize that IndyGo is asking for fare-paying riders to pay MORE but there's not a lot that can be done in realtime about the issues that some non-riders bring to the bus stops, making our bus ride a negative experience, which leads to not riding the bus (regardless of fare price). Additionally, we are

	<p>curious as to whether there will there be any policy adjustments or assistance to support stabilizing ridership access for people on a fixed or low income for the higher fares. Thank you for your attention to this matter, and we look forward to continuing this conversation.</p>
June 24, 2025	<p>Why not make tranist fare free and fund directly from tax revenue? Between multiple fare payment options, software contracts and fare enforcement employees, you're losing a lot of efficiency. I wish I could have asked what IndyGo is doing to increase ridership.</p>
June 24, 2025	<p>Will the pricing stay low for seniors disabled and veterans? Make buses 24 hours if you are going to raise prices. No need for Red Line, Blue Line, but keep Purple Line.</p>
June 24, 2025	<p>Before I agree to any route increases, I would like to see more accomodations for people like me, senior, limited mobility, and other health concerns. I had to walk a literal mile in my waking boot looking for a safe bus stop. I had to sit out in direct sun like in the past. My cell phone practically burned in my hand. When it is raining, snowing etc. shelter is non-effective. I get cold, wet or extremely overhwlmed by weather conditions. Last week, I had a dr.s appt., I was at two small bus shelters were two out of three smoked. Mind you, I am in this boot or just in serious pain from standing on an injured foot. I had no option but to stand outside in the heat. IndyGo Removed the extra seats because of the homeless! What do I have to do with it? I feel punished, and yet, you ask for an increase. only for no-seniors/discabled!</p>
June 25, 2025	<p>Eight people in person (Jennie, Mike, Adarius), 20 people virtual (Mobility Solutions and MV staff). Five to eight people provided feedback and/or asked questions. Recommend reaching out to BOSMA and offer to speak to the staff about the proposed fare increase. All comments centered on the significant impact paratransit customers would face with this proposed increase. One speaker was from Lafayette and drove down to attend the meeting in person. He asked whether we had considered rate of increase in wages as we determined what the magnitude of the fare increase would be (this was after I explained that we determined the \$2.75 based on the simple time cost of money calculation from 2009 to today). Carrie will look into that and be sure to share with Board members.</p>

June 25, 2025	I disagree with the fare increase. With the cost of users and gas, the bus is the only fare that is cost effective as it is. If you increase the fair, you are liable to lose half your revenue because you might as well pay someone to take you because your new price is close to the price for a gallon of gas. Not to mention not all of your routes come on time and the busses breakdown. \$1.75 guarantees that the bus is always there when you have no other ride. I honestly believe it's a mistake to increase the fare. The fare as it is has more people catching the bus than a uber.
June 25, 2025	I live Indianapolis. I think the timing on this is really bad, especially in light of the fact that our state is facing the loss of the Healthy Indiana plan, which is just going to cause more increases in expenses and costs for the very people that utilize the paratransit service. I would encourage, and I don't have the solutions, but I would encourage looking at alternatives to getting that funding in a way that doesn't increase the services or the cost of the services for people who utilize paratransit at the very least. We are very close to losing our Medicaid funding for 800,000 people who rely on it for health insurance in this state. I think the city can maybe make that a little bit easier on some of those folks by not increasing their transportation costs. So that's just the father, not the city, but IndyGo.
June 25, 2025	BICEP code is 46201 and I do live Indianapolis. I am a handicapped person. I walk with a walker and a cane and a lowlander is. I am partially paralyzed on my right side as I talk with the lisp. Sometimes you can, sometimes you cannot understand me. I drew a line. Sometimes it's hard for me to walk even from the bedroom to the door. So my question. I basically have a question. I've been thinking about this a lot between getting mad and angry. Why is a handicap being so punished that you have the discount for those who ride fixed routes, but nothing for those who ride the pair of trances? And we didn't ask to be had in the camp. We didn't ask to be in any way blind or disabled or anything. And yet you're taking away everything you need in order to get around and to be independently. I'm on Social Security, which means I want a fixed income. And I don't even know what they're going to do with Social Security. And the last thing I want to worry about is how I'm going to get around. 57% is the second highest. I looked it up. Of all things increases. Why so much? And I can't even complain so much because I have so many questions. Why so much? And can it not be done over time? I mean, we're having everything taken away from us. Everything taken away from us. And it's not right. I'm so hurt and I'm so pissed. It's going to hurt more than you know if for people that don't have to be bothered with that. It doesn't bother you, but it bothers us.
June 25, 2025	I think the people that ride the most are the people that are going to work. And I can speak for the people that I know that ride the Open Door to work and they. Everybody I know is a fairly low wage earner. It's great that they made the accommodation for the fix Route frequent riders. Can't there be something done for frequent riders of paratranslit as well? Because those are the people trying to get to work on a daily basis that are going to be hurt most.

June 25, 2025	<p>I just want to say that although I agree that a fare increase is due, I mean, Indigo has not increased fares for many years. I believe that a small increase and maybe several of them over the next few years maybe makes a lot more sense. People who are using paratransit, even people who are using the bus system, are generally people who do not have a choice. They are people who do not have the money, the finances to purchase a car and drive a car to work every day. I'm sure that if some of them do did, they would, but they can't because they are making the very lowest wages. And it doesn't sound like a lot of money to say that, you know, it's a couple a dollar more or it's, you know, \$2 more. It doesn't sound like that much. But when you are making virtually nothing and you're trying to make ends meet on the little bit that you have left after you pay your rent and everything, it is something. It's a lot. The other thing that really disturbs me about this is the issue of fare capping. I think that you can stand on the fact that someone who rides the regular bus and utilizes the fare capping system can actually save money. I believe they can. But what about the people who ride the paratransit system? What about the people who live beyond the ADA and they need to work or they just simply need to go somewhere? What if they have doctor's appointments or whatever? There needs to be a plan in place for the people who ride paratransit. If you're going to give fare capping to individuals without disabilities, you need to in some way do that for people with disabilities because then you're stepping into discrimination if you're not doing it. And that is my main concern for this fair increase. It's not the fact that it's happening, it's the fact that it's happening unfairly. Thank you.</p>
June 25, 2025	<p>You know, I said this last week and I'm going to say it again. It makes a good point. People on SSI and SSDI without a job can barely afford for transportation. Currently, the average payment of an SI, of an SSI payment is 943. The current SSDI payment is roughly 1,500. So if you guys take SSI at 943 minus your lowest quote, low income based rent, minus electric, minus all your necessities, you only have \$130 for the month. There's no way that a person with a disability can provide transportation for themselves because currently it's going to be 170, \$176 for roughly for a quote pack of tickets or etc and also as well as the same a little bit more probably. I don't know. I haven't done the numbers for SSDI but they have a little more cool advantage than having somebody like myself on SSDI and also has a job as well. I would like to encourage the Indigo boards to staff to reduce the 57% to 10% over a five year period if that makes sense. Thank you.</p>

June 25, 2025	<p>So I don't know if I'm allowed to speak because I currently live in Lafayette and I care enough about this situation that I have driven here and to be present today. However, I'm also a certified financial health coach. I'm wearing Goodwill today. I am representing myself. I'm not representing Goodwill in this statement. What I'm saying is that Cory's numbers on budgets ring accurate. Our demographic that we do serve in my profession is the same demographic that is described by any Indigo on average which would be a single parent with two children that may or may not have a disability. What I can tell you is at \$130 a month of free spending before you take any other expenses factor in you already have a problem in combating generational poverty. One of the biggest predictors whether or not you can escape cyclical poverty is the parents ability to save money. And given what Kendall has said, which I think rings true, Indigo Riders represent a population that needs a boost, not a hit when it comes to the ability to save money so that their children can have the ability to escape that cycle of playing poverty that unfortunately their parents now face. I do agree that it was a gift of 16 years of no increase. I agree with that. I do agree that there should be an increase. What I disagree with is that if were to look at the average person who rides Indigo buses that hitting them with 57% over one year will equip them for indigenous any type of success in the fight against cyclical poverty. That's what I disagree with.</p>
June 25, 2025	<p>The cost was just doubled at the start of this year for people living beyond the ADA. Increasing it by 57% in a year is too much.</p>
June 25, 2025	<p>With this proposed increase, people living beyond the ADA the price would increase from \$3.50 to \$11.00 within a year.</p>
June 25, 2025	<p>I believe that the increase of fares will very negatively impact the community to access resources and transportation.</p>
June 25, 2025	<p>They just increased the cost for beyond ADA in January. Please do not increase it anymore, \$7 is already a lot for some people.</p>
June 25, 2025	<p>I am an employee at Bosma. I am very concerned about the raise in the affairs.</p>

June 26, 2025	<p>Help the bus drivers! They do a job quite a job!! Especially dealing with the drunks! The church lady, the man with one leg in a wheelchair calls them a monkey, the lady in grey calls them "nigga," the ones on the plaforms that have communion all day etc. You put a hit on the hood. No bus on ..or capitol-only to 16th and meridian is here. services 4 blocks no side walks in some areas is deadly hit and run-raod rage is a norm now a days! The call cneters shouldbe open as long as a service runs! Put a driver like Lisa Campbell, David Turner, Amon, Mr. Rodigus on the board. Some staff never even rode a bus! Amazingly, how many buses break down! Wowo a pruple sat at 38th keystone broke down for hours. Mrs. Perez has a engineer can do better. Follow the money honey - million - dollar junks - no air - dirty etc. Dr. Caine needs to see this as a joke - health conditions are awful ispecially when people even urinate in the seat! Now, tell DPW to put up sign not to park as bus has to rack and real to get in especially areas of construcion, detours etc. and light up all stops as they did at Eskenazi! Ok thank you and tell the police to help the bus get out of the transit center! Wow be down there when the games are being played or any event. An accidento to happen unnecessarily. Ok thank you. Stay safe, stay blessed. Old Lady Liz, slow on IndyGo.</p>
June 26, 2025	<p>The fare incrase will double the amount I havw to spend on transportation. I am disabled and on a fixed income. \$60 a month means I won't be able to get to the doctor.</p>
June 26, 2025	<p>IndyGo is great for people like that ride once and a while. I love public transit.</p>
June 27, 2025	<p>My son is autistic and uses IndyGo Access in order to get back and forth to his job at Goodwill. IndyGo Access gives him some semblance of independence while still being safe as he is extremely vulnerable. Right now he pays \$7 each way so \$14 per day to go back and forth to work. The proposed incrase to \$11 each way or \$22 per day means that he must work nearly half of his day to pay for his transportation. We certainly value this service but don't think it is worth \$22/day. He can Uber for less than that.</p>

<p>July 1, 2025</p>	<p>Thank you for the opportunity to provide feedback on this important topic. I am reaching out on behalf of the Health by Design Board of Directors, staff team, and coalition partners to provide formal public comment pertaining to IndyGo's proposed fare increase. Health by Design collaborates across sectors and disciplines to ensure communities in Indiana and beyond have neighborhoods, public spaces, and infrastructure that promote healthy, active living. We advocate for equitable, accessible, safe, and connected transportation options that serve people of all ages, abilities, and incomes. We would like to commend IndyGo's excellent public outreach to ensure the community is aware of the proposed fare increase and changes to the fare types offered. Offering both online and in-person opportunities allowed more community members to share their questions and concerns. The rider profiles and storytelling also provided great personal perspectives on the Indianapolis residents relying on IndyGo to access their daily destinations. Health by Design acknowledges the difficult situation faced by IndyGo, including Indiana's \$2.4 billion shortfall in state revenue and the failure from the Indiana General Assembly to increase public funding in step with inflating operation and maintenance costs. However, this fare increase is burdensome for the vast majority of IndyGo's daily ridership; many of which include seniors on fixed incomes and working single-parent households. IndyGo clearly recognizes these funding challenges and has responded accordingly by working with the IndyGo Foundation and the City of Indianapolis, specifically on improvements to bus stop infrastructure. These kinds of partnerships will only become more crucial in the years ahead. Health by Design has supported IndyGo for nearly two decades. We recognize the vital importance quality public transportation plays in the mobility of Indianapolis residents by providing access to jobs, healthcare, recreation, education, and opportunity. Our representatives at the Statehouse must acknowledge this, too, as this is a problem with statewide implications—urban, suburban, and rural. In closing, it is clear that IndyGo has to be flexible and adaptative to the current funding landscape and the agency's operational and maintenance priorities. More dynamic relationships with the City of Indianapolis and the IndyGo Foundation, as well as other partners, are critical. Yet, IndyGo must recognize the burden that will be placed on riders by this proposed fare increase. We urge IndyGo to reconsider the potential of implementing the proposed fare increase in stages rather than all at once, with special consideration given to riders who live on a fixed income.</p>
<p>July 1, 2025</p>	<p>My sister rides this bus 5 days a week for work to Walmart on 96 street. Because Walmart on the North side of the street, the fair is double because it's considered in Hamilton County. You're going to raise the rate again Double to \$11 a ride. Which is over Four hundred dollars a month To ride the bus Because Walmart is on the North side of the street right at the line.I believe she should be able to get the fair That's in the zone.She's been riding this bus for 7 years and has to have it. She will not be able to afford The bus at the new rate That you are proposing. What are my options for my sister to use a government ADA bus service? That she should have access to by law.</p>

July 3, 2025	I don't agree with the proposal board to increase fare cause it will dramatically effect the people that's on fixed income making it hard on them to be able to afford it and maintain the daily bills.
July 4, 2025	This fare increase is a huge jump that will hit the City's working poor just when they are struggling with inflation and federal funding cuts. Please consider a phased increase over several years. I'm concerned that the fare increase will also cause more fare avoidance, increasing stressful and dangerous interactions between fare inspectors, police, and bus riders.
July 5, 2025	I am a regular bus rider who strongly disagrees with the fare increase! This would make the bus system, which is our only public transit option at this point (due to the banning of lightrail), significantly less accessible. Removing the summer youth passes also means that youth that may need to get to and from activities, summer school, or jobs would have to spend even more money to get around. Overall, I think this is a terrible idea that only tells the public that IndyGo is greedy and doesn't care about the cost of living for its riders.
July 6, 2025	I am a very atypical bus rider: senior, have my own car (which I have to drive to the closest bus stop--I'm fortunate that the one bus I can catch there runs more than once an hour [usually] and takes me where I need to go!), comfortable income--I take the bus because it takes about the same amount of time and is far less stressful and expensive than parking on the IUI campus. When I turned 65, I finally got my pass at the Transit Center. One thing that I have noticed in other cities is that there are numerous places to purchase and reload passes, which would have made it much simpler for me and all the more so for others who don't have other transportation and currently rely on cash. Also, are the increased fares going to result in more frequent service and better coverage of Indianapolis? If not, they are only gouging the people who have no alternative.
July 8, 2025	I do not agree with the proposal because the transit system already has a budget for the buses. The fares from the public people are EXTRA and really aren't needed. To make money off of the elderly, widows, single parents, teenagers, disabled, low income families, and mentally challenged people is shameless!

<p>July 10, 2025</p>	<p>Hello! I'm reaching out regarding IndyGo's fare increase proposal. I ride line the Red Line and the Purple Line to get to work, run errands, and visit friends/explore downtown. This increase would make it less likely that I keep choosing IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase (like 25 cents) or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Currently, the MyKey scanners at stations aren't even working when I try to pay my fare, which would be an important first step if the goal is more income through fare. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. It is always a delight to see youth and students taking the bus, and making it easier for them to do so helps them become more independent / lifelong riders! I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users. There is a lot of support across industries for better transit service in Indy, and especially ahead of the mayoral reelection, now is the time to get those conversations started.</p>
<p>July 10, 2025</p>	<p>My name is Kendall Alexander Crenshaw. I'm a citizen of Indianapolis, Indiana, as well as resident of the far east side community within Carriage House East Apartments since Sept. of 2017. I started taking the bus when I unfortunately lost my vehicle throughout the pandemic of 2020 from a car accident. Since then, I proudly took the IndyGo Bus #39 to all employment opportunities; to be sincere it was a grateful blessing. Now since Bus #39 has ended October 14th, 2024, it's been challenging and exhausting within my physical health. After coming to an understanding in 2021 that I don't have enough fro a new tranportaiton, an opportunity happened to come from the Indianapolis Zoo. Seasonal, yes, but with takilng Bus #39 from 42nd and Mitthoefer to downtown of the Carson Transit Center and taking Bus #8 to get to the zoo (West Washington). It was an unexpected blessed convenience. In 2022, I was employed with Phoenix Theatre Cultural Centre and had to do some research at the library. An absolutehonor to tak the Bus #39 from 42nd and Mitthoefer, then get off at Meridian and St. Clair both building literally in same parameter of each other. Later in the year of 2022, there was an opportunity with KFC/Taco Bell, I took Bus #39 from 42nd and Mitthoefer to 25th and Meridian. When 2023 approached I had opportunity of employment with the Indianapolis Fairgrounds thoroughout the summer. For that responsibility, I took the bus #39 from 42nd and Mitthoefer to East 38th Street and, please forgive me, I forgot the accurate address when Bus #39 used to voice the destination of that area (Indiana State Fairgrounds). Comming into winter of 2023, I had opportunity wiht the District Theatre, I took Bus \$39 from, of course, 42nd and Mitthoefer to North Meridian near Scottish Rite Cathedral area d walked to Massachusetts avenue proudly. Furthermore, I had employment early spring of 2023 with Footlite Musicals and took bus #39 from 4nd and Mitthoefer to North Alabama area however I remember a building called The Little Red Door. I got off in that area and use to happily walk the trail to that theatre for employment. In 2024, I was blessed</p>

	<p>enough to have employment with Radio-One/Urban-One downtown 40 Monument Circle area bulding Emmis Communicaions. I'm still thankfully employed with this company as well and I used to take 42nd and Mitthofer to Ohio and Pennsylvania. Once I'm let off in fron of the Salesforece Tower, I simply walk to the circle for my employment. Also had anotehr employment opportunity wih the District Theatre again for a seasonal time of summer 2024 to ending of Fall 2024. Bus #39 IndyGo's new policy was the bus I humbly took came to and end after Octomber 14, 2024. As a citizen, I still choose to provide, thrive and be responsible and learning the new route. Bus #30 from 42nd and Mitthoefer takes me to 30th and Central near some cafe with a purple building.. I was told there was a car accident near this area by one of your drivers and they say, I quote, "By law if there's an accident anywhere near a bus stop, that bus stop has to be removed." I must unfortunately walk near the bridge of where some Ivy Teck students take there classes in near buildings not too far from the bridge to catch the second bus. When I finally catch the second bus, I'm left off at least a few mils from Indy Fridge Theatre and then I must walk the rest of my way to 40 Monument Circle. In conclusion, thank you for your foundation and letting Bus #39 be in my life for responsibility to grow and thrive. I hope with this statement you may have a meeting and discuss better actions in the future. At times Bus #39 did have homeless, drig-addict or mentally unstable people riding. If I may express, security for certain tiems of work hours fro those as citizens htat need transportation. There have been some bus drivers of your company who do not have the best customer service, I know it's just driving but in winter of 2023 while employed with the District Theatre, one of your driviers shut the bus doors on the steps to get in. Please be aware of who you choose to hire into the company because it doesn't make you genuinely responsible, professional or trustworthy. Have a faithfull and honest business of your employment and thank you for taking the time out to read my statement.</p>
July 10, 2025	<p>I remember 15 years ago the increase, but the riders were complaining. Aslo ivytech fare was for students could afford but they also had bus passes.</p>
July 10, 2025	<p>This will be my first time using IndyGo. I will take advantage of the fare policy update. I appreciated all the explannation and cannot wait to use the service and my key cards and services. Thank you so much! It was so useful!</p>
July 10, 2025	<p>I don't agree with the proposed. I feel like upon doing this project at almost 538 billion dollar project that you didn't expect error. We as the people should not have to pay extra. Can you really explain where in error the reason why you want to do this. New subject-there isn't any other stops off the 30th from 42 Mitthoefer to German Church/Sunnyside. Its women with strollers and little kids what going to give in 4 in. of snow -2 degrees walking and standing in the cold is not fair-this is not fair.</p>
July 10, 2025	<p>Is it possible to coordinate the schedules for 30th st crosstown and pruple line at 42nd and post. You often the 30th street will reach 42nd and post inbound just as or seconds behind purple line, yet purple line will not wait for riders getting off 30th st bus.</p>

<p>July 11, 2025</p>	<p>Hi, my name is Mads and I choose to ride IndyGo because it's less stressful for me to get to work by bus than by car, especially with the RTO for State employees. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride the Red and Purple Lines to get to and from work. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.</p>
<p>July 11, 2025</p>	<p>Hi, my name is Rachel Hellmann and I choose to ride IndyGo because of the high cost of parking downtown and the added stress of driving around to find a space. I also care about reducing traffic and the environmental impact of so many single use vehicles on the road. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride the red line to get to downtown for meetings, community events and general leisure activities. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. This is specifically true for me since I have children. Typically I take the bus with my spouse and Two teens. For a family of four, this bump in price is exponential. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.</p>
<p>July 11, 2025</p>	<p>Hi, my name is Xander, and I choose to ride IndyGo because I believe it is a better option for me to get to work than commuting by car, and I've had excellent experiences with IndyGo drivers, staff at the transit center, and IndyGo service as a whole. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride line 90 between midtown and downtown daily for work, and I take lines 8, 19, and 82 for errands, trips to the airport, and the like. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or rideshares. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride</p>

	<p>the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.</p>
<p>July 11, 2025</p>	<p>Hi, my name is Kelli Baker, and I am a Domestic Violence service provider. I'm writing to propose alternatives to IndyGo's fare increase proposal. Most of my clients, who have fled abuse in their lives and ended up homeless, use IndyGo's bus system to get around to vital appointments, job interviews, childcare providers, etc. IndyGo is a lifeline for many of them. They don't have another option for transportation - many have limited or no income due to fleeing recently, which means they have to COMPLETELY START OVER. This fare increase will cost them, and many other low-income, homeless clients another \$36 a month in transportation. That may not seem like a lot to you, but that money could pay for several meals, a copay for a doctor's appointment, or any number of other expenses that these people have each month. I urge you to reconsider this fare increase as it stands, and instead implement a smaller increase, a gradual increase over time, and a more convenient and streamlined payment process. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. As we look to the future of IndyGo, I also urge you to work with the city and state to find alternative sources of revenue to cover the cost and improve our transit system. Many types of people rely on your services to get them safely to their destinations - let's not make it harder for them to exist in a world that already punishes and criminalizes them.</p>
<p>July 11, 2025</p>	<p>When taking into account the fact that a lot of your riders are on low income, and the fact that the last federal increase to the minimum wage was also, similarly quite a long time ago, signed into law in 2007, and went into effect in 2009...I would say inflation is no excuse to put more costs on the low income residents of our city. It has been 16 years since the legislative branch of the federal government of the United States increased the minimum wage overall federally. Our dollar is as weak as some of our leaders, and your grand plan on reducing costs for zero car, low income households is to...Raise the fares by a dollar? How does that make any sense? I would understand it if they just increased minimum wage to a appropriate amount. such an amount when adjusted for the value of minimum wage at the last time it was increased(\$7.25 in 2009) into todays value, you get just under 11 dollars. I would be more than happy to pay an extra dollar for two hours of bus rides if and only if the minimum wage law was increased. and better yet, you can raise it locally, or the persons reading this can put pressure on lawmakers to increase it. But you'd rather make spineless and easy decisions instead of making lasting change that would improve the quality of life for every Hoosier in Marion county, and maybe moreover the whole state. Nothing that is easy is really worth doing. This is a anti-low income and hostile action against many of those who weren't fortunate enough to be born into money, and its hard enough to even eat and pay rent. To summarize: if minimum wage law was increased in the state, more money would be spent by consumers, because more could be. I would have money to spend on bus rides. And I wouldn't feel as bad contributing to INDOT. This is a soulless cash-grab on the</p>

	<p>least advantaged people in the state. You've done just fine on 1.75 a fare for years. Tell us what's changed, open up your budgets if there's a problem, or be honest and transparent, and own up to the attempt. Absolutely disgusting behavior. Anyone involved in this decision should be ashamed of themselves. Also, bring back route 19 to how it used to be. Can't even go anywhere now.</p>
<p>July 11, 2025</p>	<p>Hi, my name is Alyssa and I choose to ride IndyGo because of the cost saving and sustainability benefits, plus I hate driving. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride lines 10, 11, 21, 26 and 90 to get to work or places around town. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. For example, when I used to live in Salt Lake City, my employer (University of Utah) completely covered my transit costs. When I lived in Washington, DC, my employer could contribute to my transit costs and I could make pre-tax contributions to my fare card straight from my paycheck. I would love to see partnerships like that here, with Indiana University, Salesforce, Chase, IU Health, Eli Lilly and other big employers. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.</p>
<p>July 14, 2025</p>	<p>Hi, my name is Anna Hitz-Bradley and I choose to ride IndyGo because I believe in using public transit when feasible for my needs. I do not want to drive my car everywhere, pay for parking, or worry about extra car maintenance costs. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride line 90 to get from Fountain Square to downtown, Broad Ripple, and Garfield Park. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I already see other riders sometimes struggle to pay the current fare. For those who rely on bussing for the majority of their transport, fare increases will cut inequitably into their shallow pockets. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. When I travel to other cities and use their transit, almost all have incentive programs and/or a broader selection of passes. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of</p>

	revenue to cover costs and keep improving our transit system to make it better for all users. Fare collection seems to be a bigger issue than fare amount.
July 14, 2025	I propose for all IndyGo bus routes remain the same prices. Please do not make the prices go up. Also, please keep the same paper bus passes. It's already challenging enough dealing with the Redline and Purpleline various bus issues. The Redline and Purpleline bus system has caused more harm than help to our communities, neighborhoods, elders, business owners and long term home owners. I think the bus prices are proposed to be raised due to the errors from the way the Redline bus system was planned to be ran. This is not the fault the community made. Therefore we should not have to pay for it.
July 15, 2025	IndyGo fare increases hurt riders who rely on buses the most. Keep transit affordable and accessible. Let's focus on funding solutions that support equity, not barriers.
July 17, 2025	Thats a whole dollar increase for people that are already struggling enough to make it to and from work. Even with the bus i still have to skateboard anywhere from a quarter mile to a half mile everyday not to mention the indygo hours for the buses aren't even that great to begin with i still end up having to spend money on lyft or uber because the indy go bus schedule is so random and makes zero sense. I don't support any price increases until more is done for the actual riders themselves. Especially at the transit center because why do the supervisors find it okay to harass me for riding my skateboard to my bus stop when there is no posted signs?
July 21, 2025	Do you know the fare kiosk is broken again? It won't take bills. Just coins. Please advise, for those of us who don't choose to carry around 10lbs of quarters and do not use credit cards, how we a) pay our fare b) not get yelled at by a fare enforcer or driver and c) avoid a fine. Do better IndyGo. You want to up fares, but you don't maintain the equipment how are you going to influence the general population to be ok with the up in price
July 21, 2025	I don't disagree with raising fare, however I don't think that you should get rid of the variety of passes used such as the 7, 10, and 31 day
July 22, 2025	Hi, my name is Lydette Assefa and I am an IndyGo rider. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride the purple and red lines at least 3 days a week to get to work downtown. IndyGo is a lifeline for me. I have no choice but to ride the bus, because my husband and I have only one vehicle which he needs to transport our child to daycare. A fare increase of \$1 is an astronomical and unreasonable increase and incredibly burdensome for riders like me who regularly rely on the bus for work. Such a significant increase will discourage ridership and deprive community members of an invaluable public resource and may jeopardize the usability of these buses in the future. I enjoy riding the bus almost every day to go to work and hope the bus service remains an accessible and utilized resource. I urge you to reconsider this fare increase as it stands, and instead implement a smaller increase, a gradual increase over time, and a more convenient and streamlined payment process. Indianapolis also has the lowest covered age for free child fare in the

	Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. As we look to the future of IndyGo, I also urge you to work with the city and state to find alternative sources of revenue to cover the cost and improve our transit system.
July 22, 2025	That fare is way too high to jump. People already riding the bus can't afford that
July 23, 2025	I have honk it's a bad idea for Indygo to stop accepting the 31 day pass and other passes because like myself I depend on that to get to work not a good idea at all ijs
July 23, 2025	As stated on your own website, the average rider is a low-income commuter who pays in cash several times a week. A fare increase of \$1 may seem insignificant in isolation, but what it clearly indicates is an intention to increase transportation costs nearly 60%, overnight, for a rider population that is already counting change to be able to get to work. We all understand that expanding bus service costs money, and I am not arguing against fare increases altogether. Let's start by adjusting the base fare to \$2 and then reevaluate. We cannot expect our poorest riders to shoulder the burden that a \$1 fare increase represents.
July 23, 2025	I live in a nursing home and your fair proposal. Would be a hardship on me because you only get fifty two dollars a month and that's to cover everything that you need, including hygiene products. I'm sure that's true with most nursing home. Residents who go on access, so please do not raise your fares
July 23, 2025	The fare rate increase proposal is completely absurd and irresponsible of IndyGo as an organization. As you yourselves state, the typical Indygo rider likely earns less than \$35,000 a year and doesn't own a car. Raising the fare rates by another dollar for economically disadvantaged people such as this will likely negatively impact their ability to afford basic necessities like food and to pay their bills. Additionally, this fare increase should be expected to greatly impact the 24% of Indygo riders who are employed, and therefore, have no steady income source and will likely require the use of Indygo to pursue any future employment. Pricing out the most vulnerable members of our society because the government is too cowardly to properly fund a public transit system is despicable and you should be ashamed as an organization for proposing this.
July 24, 2025	Please reconsider these price hikes. I have two adult autistic children that use the bus every single day. They are both on disability and rely on IndyGo for transportation to be independent. They both have limited income and this would crunch their budget even more.

July 25, 2025	<p>Hi, my name is May Kay Morgan and I choose to ride IndyGo to avoid downtown parking charges and because I strongly believe a solid public transit system is crucial to support of our neighbors who have limited options and to our city's continued success as a desirable destination. I am a senior citizen on a fixed income who anticipates becoming more dependent on IndyGo as the years go by. This fare increase would make give Indianapolis the highest rate in the midwest, equal to Chicago, according to the APTP 2024 report. Surely, there are other ways to address the financial needs of the system! The riders cannot afford to foot this much of the bill. How do other similar sized cities do it? I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride line 8 Washington St primarily to get downtown for various personal needs as well as entertainment. This increase would make it less likely that I choose IndyGo over driving. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. Just FYI... I would ride more often if the service to other sides of town was more reasonable. An hour to get from the Eastside to the Northside is not reasonable. I urge you to reconsider this fare increase and, instead, look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.</p>
July 25, 2025	<p>I understand the need to increase the bus fare. However, if your demographic is African American women with low income paying \$2.75 for a single ride weekly is going to impact her ability to transport herself to work daily. Also, it was indicted in the report that the average person only has to ride one bus to their destination. I personally use two busses daily to get to and from work. To increase the bus fare by \$1 in this climate will have an impact on those who use the bus as their only mode of transportation.</p>
July 25, 2025	<p>The buses are used by lower and lower middle class people as a cheaper transportation alternative a \$1 increase may not seem like much of a difference but for someone who uses the busses for work daily and lives pay check to paycheck that's alot. I spend \$20 dollars a week on bus fare now youre gonna make me pay \$40 a week. That extra \$20 is my phone bill, or my baby's diapers, or my older kid's lunch money. I get increasing it the fare, I could see a 25 cent increase to round it out to the next dollar for single/transfer. but a whole dollare increase is B.S.</p>
July 25, 2025	<p>2.75 fare increase!!! Indygo will have no riders and drivers will have no job!!!</p>

July 25, 2025	<p>Some questions required do not pertain to Fare Increase Proposal. My heart goes out to those African American women, earning less than 25,000. An extra dollar will definitely impact them negatively. I'm a 72-yr-old disabled female living on Social Security and it will impact me as well. Losing the 86 route has really been difficult for me, and I've heard many others say it has even cost them jobs because of how much longer it takes to get from one end of town to another. Having to take the 28 or 34 all the way downtown to transit center and then transferring to another bus to come back north to get to the other end of 86th street area creates MUCH longer travel time. When using portable oxygen and a power wheelchair I have to be concerned with battery power. It is not unusual for my O2 to run out while I'm out, and my wheelchair battery has come very close to running completely out on more than one occasion. It's confusing to me why the bus system here runs 30 or 60 minute routes. I know of other cities where buses run every 15 minutes or less. Surely Indianapolis could do at least a bit better than it does at this time. I find myself stuck at home more frequently now because I can't afford to get stalled somewhere in the heat because of how long it takes to travel cross town. I'm just one person, but I know of many others similarly impacted who won't speak up because they don't want to appear to be complaining, don't want to worry about their words coming back on them.</p>
July 25, 2025	<p>I work 60 hrs a week and I survive on one can of spaghetti o's a day. I depend on the 31 day bus pass please do not take that away or raise the price on it. You'll really be causing me to starve even more if you do</p>
July 26, 2025	<p>I feel they should not raise the bus far nor do away with the passes. I think it's very beneficial especially for the black community to still have a way to use transportation to get to places. Sometimes times are hard, and it's nice to have these things that are beneficial especially to the urban communities. I'm a single mother and I don't have a car yet and like to take the bus because it's beneficial for me and my daughter. I'm hoping it will be reconsidered about the bus fare</p>
July 26, 2025	<p>Please do not eliminate 31 day, or student pass.</p>
July 26, 2025	<p>How can you think of raising the price when the bus is never on time. You have to catch a bus and arrive an hour early to be on time because the bus is never on time or out of service. On top of that the bus doesn't even run consistently enough later in the evening or weekends. There are so many places the bus doesn't reach. Create bus lines for places that people need to actually go like Plainfield and Lawrence area. The 9:55 bus didn't even show up!!!!!!</p>
July 27, 2025	<p>It is absolutely asinine to increase the fare of a barely functioning transit system. The proposed increase makes a ride the same amount as the New York City subway Seriously, Indy go. Get serious. Maybe improve the system before expecting the fare to be the same as world class transit systems.</p>

July 28, 2025	I work at a mental health center in the city. Increasing the prices at such a rate would be detrimental to majority of our patients who receive treatment in-person at the clinic. Without affordable access to the bus transportation, majority would be unable to attend appointments and receive the care they need. I strongly urge IndyGo to consider the very real implications and impact that such a steep price increase will have on the city.
July 28, 2025	I wanted to share, as a former bus rider and a person who now works in mental health, that this is an outrageous rate hike! This would mean that some of our clients would be unable to attend appointments necessary for their recovery and growth. It is essential that we can effectively interact with our clients, ensuring their safety and ongoing stability. Failure to do so could mean things such as increased mental health crises, SUD/AUD relapses and or overdoses, more homelessness, less access to resources, and increased suicide rates. This would also put the strain back onto the families of our clients, who are not always equipped to help their loved ones.
July 28, 2025	Please do not increase the fares, especially the half fares. People can barely afford the fares as they are and need the bus for transportation.
July 28, 2025	I have no car to get back and forth to my mother who has cancer to check on her daily after her caregiver leaves. The only way i am able to do that is to use public transportation. They have cut so many routes and i have to walk almost 2 miles to get on the proper bus or get a transfer in order to do get home and back. I then I have to get to work. I am already on a low income strict budget I am paying extra household costs and if they raise the rates and then cut off the 31 day passes I will potentially lose my job and my housing. In these times my daughter also uses her summer youth pass to get to summer programs and volunteer work that keeps her out of a lot of trouble. I would be at a total loss and it would destroy her moral. These programs at Douglas Park and mentoring sessions in Lawrence has assisted my family a great deal in supporting her with her mental health conditions. Because she is able to participate. This increase, as well as the cut to end the initiatives put in place to give someone who is effected by the current administration, will destroy what is left of the integrity we have come so far to build with not just my daughter but other children and low income families who rely solely on IndyGo. Please consider not to increase these rates as these times we live in is set to dismantle society from every angle
July 28, 2025	If fair is raised don't use change it's hard to gather change. Especially if u didn't know how u were about to have to take the bus. Add a few more bus stops the bus stops are waaaaaay too still far apart. Thanks for the wifi on the buses. PLEASE. Don't raise the fair and don't take away the extended bus passes those come in handy make a pass on the 30 n 60 day passes to half price n ppl gone start using them sometimes ppl b struggling n need the lil pick me up
July 28, 2025	Fare should be next year-the free passes we get from caseworkers & social workers might not be accepted.

July 28, 2025	It helps people get around faster.
July 29, 2025	I think a dollar increase while ending passes that would enable some to save money feels punitive. Based on your own research, these are folks below the poverty line and you are adding an extra \$10.00 a week to get to work. With the low minimum wage in Indiana, that is more than a hour of employment. I'd support a smaller increase or the ability to purchase passes at a discount, but not a full dollar per trip.
July 29, 2025	Shame on indygo for price increase.
July 30, 2025	The current rate proposal does not align with the known riders of Indygo bus services being mostly people with a lower income threshold. The removal of the option for monthly and summer passes is egregious at best as that's how a number of those lower income riders save money every month making it so they can use public transit regularly enough to maintain their income. A 57% increase in revenue is an disproportionately and asinine proposal considering the known fact of lower income riders being the majority of your incoming revenue. This is yet another example of price gouging due to political climate and economic instability and should be stopped and reevaluated to a more manageable and necessary cost solution.
July 30, 2025	This is in regard to the fare increases. I am a new four day a week round trip bus rider. I am surprised with that frequency of riding it is cheaper for me to pay per day vs buy a monthly pass. I am disappointed to see the possibility of a monthly pass go away and also for the fare to increase. Particularly, I have been surprised how many times I am not charged to board. Perhaps if you were more diligent in collecting fares from individual riders and also offered a benefit to subscribing you would attract more regular use.
July 31, 2025	This economy is already very bad. Increasing bus fare will make things worse.
July 31, 2025	It is unfair what you are proposing. From they layout of your plan you want to raise the fare on people who really need to ride the bus and cut out people who don't ride very often. The bus fare, passes and 31 day trips were made for people who did have cars broke down and would have to catch the bus. When you are stranded and need to catch a bus. Anyone cam com up with 1.75. It's fair and easier on low income families. You want to punish us because you want to prove a point. That is not what your job description is as the leader of Indygo. Your job is to ensure the welfare, safety and low cost for your frequent loyal customers. Not try to alienate us from people who rarely get those passes. They only ones who will suffer are your frequent customers. If your point is to do that, then increase the passes your are trying to eliminate. Not the current bus fare. That is almost or over the cost per mile for a Uhaul or something else the charges per mile. If you let this bill pass, what's to stop you from doing

	more things against for your benefit not ours. Please, leave the fare as it is. If you have to increase something, increase the 7, 10 and 31 day passes you are trying to get rid of
Aug. 1, 2025	If you increase prices and eliminate 31 day passes that will make it harder for people who don't have a car to get to work.i will personally stop riding the bus and give all my money to Lyft
Aug. 1, 2025	I am a regular Indygo rider. I noticed a raise in fare has been proposed. The issue is with the pay kiosk. If I can't get the kiosk to accept my fare, or the kiosk doesn't work I'm not clear on how raising the fare will fix the issue. The busses need a reliable plan to accept the fare. I use the card. I ran errands one day and not one of the 6 times I got on the bus was a kiosk on the bus working... please focus on the tech used to accept payment. Once that system is fixed I don't foresee a reason to raise the fare.
Aug. 1, 2025	Please don't raise the rates on senior citizens who live on fixed incomes. Thank you.
Aug. 2, 2025	In this economy, I cannot fathom how you possibly could think it was a good idea to try to propose a fair increase. People are being out priced of apartments, and cars, and groceries, and every day services. Your affordable fair is one of the few that they can depend on. Not to mention getting rid of 10 day passes and monthly passes will be horrible for you because there are people that temporally come to Indianapolis only for those few periods of days for work and don't want to bother renting a car for that. Because they're just downtown so they get a temporary bus pass. Now I can almost guarantee they're going to start taking the one in the options in the middle: the lime scooters, Ubers, they might even just walk instead. I understand that this might be an attempt to price out some of the more unseemly of your riders, which in of itself is despicable, because In this heat wave sometimes one of the only cool places to take refugee, are on your buses, IndyGo. I also understand that you need to make money, however, this is not the right way to do so. Try maintaining the stations and stops that you have and providing better customer service anyway, and then maybe come back to this proposal, because if you do step up and do better the increased price will be justified. And right now, it is very much not justified. Try again.

<p>Aug. 3, 2025</p>	<p>It is incredibly horrific to see this proposed fare increase, especially in a current financial crisis that is affecting millions of Americans every single day. As someone who cannot afford a car, nor wants one as their main mode of transport, this proposed change will affect not just me but thousands of daily bus users. The bus is a great mode of transport for those who cannot afford a car, allowing for the lower income people of Indianapolis to try and exceed their current circumstances. Raising prices will drastically impede their chances of being successful. Raising the bus fare shows me that IndyGo does not care for its user base and is more concerned with making as much money as possible. I am fine with the fare officers I've seen on busses, I actually think that's a good thing- to help encourage people to pay the low fare and to also give more folks new jobs. But with the quality of the buses, if the fare were to increase I'd never pay my fare- the IndyGo busses are not even worth that. I am forgiving when it comes to most things, but I know for a fact I will discourage anyone from using IndyGo if the fares increase without a substantial change to the system, bus routes, and others. The bike holding system alone isn't worth the \$1 fare with how poor it is at the moment. I can't ride the bus home when it rains in fear of my bike being smashed on the front of the bus- I can only use the Red and Purple line to feel safe for my bike. To suggest removing the summer student pass, the 30 day pass, and the 10 trip pass, shows me that the only priority here is earning money and that is really sad. Do better IndyGo.</p>
<p>Aug. 3, 2025</p>	<p>Thank you for working hard to maintain equitable public transportation in Indianapolis! Although I understand a fare increase would help you stay afloat, I'm concerned that it could be a burden on our lower-income neighbors who need the bus the most. I urge you first to consider applying stricter fare implementation on the Red and Purple lines while keeping the rate the same. It is currently very easy for people to use those two bus lines without paying, which is money that IndyGo is losing and could potentially recoup. Alternatively, maybe you could implement a sliding scale, where people get a discount if they prove they have below a certain level of income while the rest of us would pay a higher fare.</p>
<p>Aug. 4, 2025</p>	<p>Please, do not increase the fare. Hard-working, low-income Hoosiers ride the buses every day and cannot handle a price increase.</p>
<p>Aug. 5, 2025</p>	<p>Hi, my name is Katie and I choose to ride IndyGo to avoid parking, spend my commute time productively, and reduce my environmental impact. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride line 34 to get downtown or to work. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Increases in ridership and payment capture would help reduce budget gaps. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also</p>

	<p>urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users. Thank you for your service to our city.</p>
<p>Aug. 5, 2025</p>	<p>I am writing to express concern over the proposed one-time fare increase and to urge IndyGo to consider incremental increases as a harm reduction measure for riders on fixed or low incomes and riders with disabilities. Considering fare has not been changed since 2009, I do not disagree that fares should go up, however I believe that a one time increase of this magnitude will create immediate barriers when it comes to accessible and equitable transit options for residents. This rate increase will disproportionately affect riders with low incomes and/or disabilities; riders who depend on these services and whose hourly wages are already comparable or in some cases lower than the cost of IndyGo transportation.</p>
<p>Aug. 5, 2025</p>	<p>I am not opposed to the increase in bus fare, as a way to pay bus drivers and other critical workers more for their work. I am opposed to the elimination of the 31-day pass, the 10 trip pass, the S-pass, the Summer Youth passes. I have worked for a nonprofit for the last several years and our clients are highly dependent on using the paper passes, especially since many of them are only just learning English, and speak languages that aren't commonly available on most apps, so accessing the bus through MyKey wouldn't be feasible. I am especially concerned that through the website covering the proposed changes, IndyGo itself notes that 16% of riders use a 31-day pass, which is almost on par with those who use the MyKey tap cards. Numerically that doesn't make sense, and would effect a sizeable portion of riders. Modernization is inevitable, but it needs to be done in a way that doesn't effect already vulnerable communities and eliminate their transportation options.</p>
<p>Aug. 5, 2025</p>	<p>Indygo not providing discounted passes to those that are truly in need such as the youth, creates an EXTREME burden on a community already burdened by poverty. Why would this be a solution</p>
<p>Aug. 6, 2025</p>	<p>The proposed fare hike is a shame. I will strongly consider buying a car instead of riding, if it takes place. Have you all considered actually charging those that ride? It is obvious that most riders don't pay. Why pay when you can just walk on without fare being checked or when you can just flash the my key app at the fare inspector?</p>
<p>Aug. 7, 2025</p>	<p>I would not like the bus rates to increase. By your stats of typical riders, I think this would add extra hardship to riders to increase ride cost</p>
<p>Aug. 8, 2025</p>	<p>It is not the coach operators responsibility to provide fare proposal information to the riders. Facilities needs to ensure rack cards/fare proposal information are posted to all buses in service. IndyGo should increase prices incrementally.</p>
<p>Aug. 8, 2025</p>	<p>I believe IndyGo's doing a good job at spreading the word. We're hearing it from some of our riders.</p>

Aug. 8, 2025	<p>The restructuring of fares to make payment simpler and more streamlined makes sense, but the increase is OUTRAGEOUS. My husband and I wake up at 5 am every weekday to get ready for work and walk to the bus stop that is about a quarter of a mile or so from our house; once downtown, after about half an hour or so of riding, we transfer to a bus that takes about an hour and fifteen minutes north, then walk about a mile and a half through an office/industrial park, on mostly unpaved ground. We work from 9.30 to 6. We leave work, trudge to the bus stop, wait about half an hour, then endure a long lumbering bus ride downtown on a #37 that is nearly always late, causing us to miss our transfer at least twice per week, so we don't get home until almost 10 pm. The buses are uncomfortable - the seats are hard even when padded, they are often lacking in climate control, they are loud and smelly, and riding is often an exercise in sheer misery. Then there's the unreliability. Sometimes, a bus simply won't show up for a route at all. No warning. No nothing. It's just not there. Then we're stranded. For this, you want to increase fares by \$1 per ride? We worked out the cost of riding the bus after the fare increase. \$2.75 each, both ways, is \$11.00 per day, for a total of \$55. We spent less than that on fuel for our massive Buick before the car broke down and forced us onto the bus. We don't feel that we get our money's worth as it is. Charging us more to ride the bus than it would cost us per week to refill the tank of a gas guzzling car is OUTRAGEOUS. We're not exactly rich, either. We are struggling, just like all bus riders. If we had enough money to easily afford the fares you propose, we wouldn't spend it on riding the bus. We'd spend it on fixing our car. You have a lot of nerve.</p>
Aug. 8, 2025	<p>I don't think that it is fair that you guys want to increase the cost of transportation and eliminate passes for frequent riders with limited income and no vehicle. It is not anybody else's problem that all your tearing up our roads to create red lines blue lines and purple lines to where you feel like you need to charge us for those projects they weren't our decision what are idea so why should we have to pay for you guys decisions. So not only are you guys affecting our roads because you have them blocked off now you want to charge us to cover the cost of this stuff that's not right we didn't need a blue line honestly don't even make any sense the eight was perfectly fine.</p>
Aug. 8, 2025	<p>I rarely use bus because of cost and frequency. So will definitely stop using bus if prices go up</p>
Aug. 8, 2025	<p>Hi there, I understand the need for a fare-rate increase, but eliminating the 31-day pass will seriously disadvantage the most vulnerable of our population. I serve clients involved with the DCS, and for a lot of clients the pass is essential to their ability to successfully reunify with their children.</p>
Aug. 11, 2025	<p>The proposal eliminating the 31 day pass is not good for those riders who do not feel comfortable carrying cash around on foot. This puts riders at risk for becoming targets of robbery. With the 31 day pass you can feel comfortable having only a pass with you and no form of currency in case of incident</p>

Aug. 11, 2025	The proposed fare increase is too high and too dramatic. It could begin with just 15 cents or 25 cents, and then gradually increase over years up to the needed amount. A bus fare that is almost \$3 is ridiculous.
Aug. 11, 2025	Hello! My name is Lacey Davidson, and I live on Route 8 on Washington St. I choose to ride the bus to support our local transit infrastructure. I'm excited about the plans for the expansion of the blue line, and I have the pleasure of witnessing the infrastructure investments in my neighborhood. I am writing to oppose the proposed rate increase. I use Route 8 to get downtown, and this increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. People in my neighborhood cannot afford an extra \$1 or \$2 a day in transportation costs, and I know my neighbors already struggle to come up with the fares. As provided on the website, 54% of riders pay in cash for 1 trip or day passes, which indicates that they may not be able to come up with the full sum for a monthly pass. As you all know, transportation is a vital part of being able to participate in public life. I urge you to adopt a more gradual increase plan so that my neighbors and me can continue to ride the bus together.
Aug. 12, 2025	I am a resident of the Meridian-Kessler neighborhood who rides the red line rapid bus semi-frequently. I want to state my opposition to the proposed fare increase. The only effect from this increase will be to make it more difficult for low-income working people to make ends meet. It will not prevent homeless people from riding the bus, as they can still hop on for free because there is no physical paywall for the red and purple lines. Raising the fare deters everyday Indy residents from using public transport. We need to be attracting more ridership, not pushing people towards car ownership.
Aug. 12, 2025	Raising the price is ridiculous! If you care about the people who ride it like you say then why don't you LOWER the price!?
Aug. 12, 2025	The fare price increase is absurd. Most people taking the bus rely on it as a daily commute and the dollar increase will cause a lot more harm and damage to the budget of daily riders. Public transport should be useful and affordable. This is outrageous.
Aug. 12, 2025	Keep bus service affordable- I encourage IndyGo to pressure our legislators to keep public transit and bus service affordable for ALL. Eliminating accessible fares for people without cars and needing easy and frequent transit to town helps keep jobs and keep economy going without having to purchase a car and keeping traffic at bay.
n/a	They are already poor! Okay, so charge them more.
Aug. 13, 2025	I don't agree with this due to numerous people panhandling just for the current fare. I also feel as though the price it was already was affordable for most and still out of price range for some. Nobody told IndyGo to invest a lot of money into these rainbow bus lines that are affecting traffic all over the city, so the citizens shouldn't have to pay due to a decision they did not make. As a driver, I don't want to see the "average IndyGo rider" who allegedly makes less than \$25k a year have to pay MORE to get back and forth to a job that clearly doesn't pay them enough to survive, let alone thrive. IndyGo... don't be a part of the problem please.
Aug. 13, 2025	I'm a Single Brown/AA Mom of 5 children. The children are in school,, but when we all uave to ride the vus it gets expensive quickly. I have purchased the Summer Youth pass and it have helped us tremendously. I frequently ride the Purple Line and Blue Line #8 to commute to work. We have no car. It was stolen. I wasn't able to keep up with the high insurance and was dropped. Sometimes it is difficult to get groceries for this many people in the house. So I have to make multiple trips. I can understand that their have to be increased fares from time to time to maintain infrastructure. However \$2.75 is too high. I oppose that rate because it

	<p>doesn't reflect the incomes of those who frequently ride the bus. My family is barely making it. And at that amount, we would not be able to use the bus as often. We would not have enough food for the month. I would continue to struggle and juggle finding rides for the kids. Nobody is more dependable than INDYGO. The kids wait for the bus and go to their different schools. With my training, they learn riding long enough to do this independently. Please consider raising the fare to \$2.00 and thus keeping the bus affordable for all riders, especially those who are disenfranchised economically, and rely on the bus system for healthcare, employment, education, daycare, restaurants, and living from day to day. In a nutshell I oppose the fare increase from \$1.75 to a whole \$2.75. I also would reconsider the 31 day pass being removed, as well as the Summer Youth Pass. While staying at \$1.75 would make it economically safe for disadvantaged riders, I understand that there have to be a slight increase to budget and maintain busses. \$2.75 is more than a slight increase. Please only raise the fare to \$2.00, and that would be fair fare. Thanks Loyal Rider Misty</p>
Aug. 13, 2025	<p>I feel that Indygo should not get rid of the bus passes next year, it's cheaper to keep the fare as it is. It's going to cost more to ride. It should be a public meeting to get their side of the story.</p>
Aug. 13, 2025	<p>Hi there, I am writing to discourage y'all from continuing with and the board from approving this fare increase. This increase would make IndyGo more expensive than CTA, while offering maybe 25% of the quality and frequency of service? Not good. Increasing the fare and taking money from riders is the nuclear option, it should be the absolute last resort, when the only alternative is "here look at what we are going to cut". That is... not what we're doing here. This fare increase is apparently purely vibes based, there is no information on revenue increase from the fare, there is no information about actual financial problems this increase will solve, no information about what routes will be saved and what amenities provided. The only justification is "well we haven't raised it in a while!" I'm somewhat skeptical this will actually increase revenue at all, given that most people who ride the bus can barely afford even that. It is not a stretch to imagine that IndyGo nets less fare revenue from ridership losses than the fare increase can cover. 72% of weekday riders, the lion's share of ridership, make less than \$35,000. We are asking them to shoulder this cost increase, for what? So that we can say our fare keeps up with inflation? Why do we want that? IndyGo's mission is "To connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences." This fare increase serves to selectively disconnect less wealthy riders, and discourage transit use even further. According to question 14 of the onboard survey, barely a quarter of riders even use MyKey, even though, according to question 15 of the onboard survey, almost half of riders ride 3-5 days a week. So to say that people will not be hurt by this because fare capping exists is a bit disingenuous, don't you think, if fully three quarters of riders aren't getting fare capped anyway? We should be figuring out how to get more people on the app and tap cards, so that it's easier to ride the bus and they do it more often, not figuring out how to squeeze more money from them. 85% of riders have a smartphone with a data plan, and barely any of them use MyKey? That is a failure we should correct before we raise fares. According to question 15 of the onboard survey, fully one third of riders would simply not make their trip if IndyGo was not available. Are we comfortable making IndyGo unavailable to people because it costs more than they can afford? Are we prepared to take away people's travel to work, to school, to family, to church, simply because they do not have enough money? There are plenty of alternatives to a fare increase, none of which seem to have been considered. We should be looking at the Council and the state for more funding, not the riders themselves. We should not be increasing fares based simply on the fact that we haven't done so in a long time. And quite frankly, it is discouraging that this board serves</p>

	<p>simply as yes men and women to the leadership of IndyGo, even when these decisions have very poor justification and extremely negative impacts on their riders. IndyGo has forgotten their mission, abandoned their values, and forsaken their riders.</p>
<p>Aug. 13, 2025</p>	<p>Hello! I've been an Indianapolis resident for two years and have loved living near the Red Line. Seeing that IndyGo is proposing a fare increase got me wondering about what other actions could be implemented to capture revenue beyond increasing fares. Often when I ride the Red Line, passengers don't pay before getting on the bus. This could be because they don't feel confident using non-cash systems to pay their fares or because enforcement of fare collection has been seemingly lax. Additionally, I would love to branch out and try different IndyGo transit lines, but don't feel confident given the design of most stops in the city. Many bus stops have little to no available seating or weather covers, are not located near pedestrian infrastructure, and aren't well lit at night. I see this as a lost opportunity to demonstrate that using Indy's public transit system is a viable alternative to driving. I recognize that some of these issues tie back to a lack of funding, but I wonder if increasing fares would discourage current passengers from riding the bus instead of increasing revenue for IndyGo. Indianapolis is a major metropolitan area, and I would love to see our public transit system reflect the needs of our widespread and active community. Thank you!</p>
<p>Aug. 15, 2025</p>	<p>I'm writing to voice my strong opposition to the proposed fare increase. The increases will introduce extra barriers to Hoosier who need to access public transportation. At a time when everyday people are finding their dollars do not stretch as far as they used to, any increase will be prohibitive. Many people rely on public transportation to go to work, doctors appointments, schools, grocery shopping, and other activities that are vital to daily life. Riders should not shoulder the burden of meeting the revenue needs of our transportation systems and I firmly believe that we can find other solutions that do not put the burden on individuals.</p>
<p>Aug. 13, 2025</p>	<p>It seems very selfish to raise bus fares an extra dollar to get more money. When people barely have money now</p>
<p>Aug. 15, 2025</p>	<p>I feel that eliminating multi-day bus passes punishes those who depend on such things, those on limited income, the poor and those who don't use My key, my pass, or whatever you call it. I qualify for Access rides (the vans or short buses), but I ride the regular route because I can't afford Access. I depend on the buses for my only transportation, and I only receive \$625/mo. in income.</p>
<p>Aug. 15, 2025</p>	<p>I'm writing to voice my strong opposition to the proposed fare increase. The increases will introduce extra barriers to Hoosier who need to access public transportation. At a time when everyday people are finding their dollars do not stretch as far as they used to, any increase will be prohibitive. Many people rely on public transportation to go to work, doctors appointments, schools, grocery shopping, and other activities that are vital to daily life. Riders should not shoulder the burden of meeting the revenue needs of our transportation systems and I firmly believe that we can find other solutions that do not put the burden on individuals.</p>
<p>Aug. 16, 2025</p>	<p>I am a volunteer with Mad Voters. I'm writing to suggest alternatives to IndyGo's proposed plan for increasing fares and encourage you to work with the City of Indianapolis and INDOT to find alternative ways to fund our transit system and avoid cuts due to the fiscal cliff. In a time when the cost of living is increasing for Indianapolis residents, we should not be adding additional cost burdens to working folks who can already barely afford to get by. A dollar per ride may not seem like much, but for a daily rider, that can be anywhere from an additional \$36 a month to \$50 a more for folks who rely on cash or have other barriers that prevent</p>

	<p>them from utilizing the fare capping system. That amount could cover several meals' worth of groceries. It can pay for a co-pay at a doctors' office or life-saving prescriptions. It could go toward a utility bill. It could pay for school supplies. Columbus, Ohio—a peer city in so many ways—is currently looking at the feasibility of going fare free to better suit their residents' needs. Why, then, are we considering the opposite for our residents? Cincinnati, Ohio is moving toward fare improvements by increasing the age for free child fare along with implementing a Rider Rewards program that encourages both new and existing ridership. In Pennsylvania, Governor Shapiro was able to flex highways funds to save SEPTA service as a short term solution. In New York, an increase in sales tax and added a new casino tax helped create a source of sustainable revenue for their transit system. In New Jersey, they introduced a 2.5% corporate business tax on companies with a taxable income of more than \$10 million. Minnesota, passed legislation in 2023 that created a regional transportation sales tax and a retail delivery fee to fund both capital projects and transit operations. While these are longer-term solutions that are part of larger conversations, the sooner we start having them, the better our transit systems can be. If we want Indianapolis to thrive, we need a frequent, reliable, and accessible transit system. We need a bus for everyone! Raising fares brings us farther away from that possibility, and will lead to fewer folks using the service. We know that there are other ways to bridge this funding gap - we need to be bold and look into every possibility. Finding better alternatives, along with improving the existing service, moves us toward a more connected future.</p>
Aug. 16, 2025	<p>I am Team Leader of Madvoters. I am also an occasional IndyGo bus rider. I'm writing to suggest alternatives to IndyGo's proposed plan for increasing fares and encourage you to work with the City of Indianapolis and INDOT to find alternative ways to fund our transit system and avoid cuts due to the fiscal cliff. In a time when the cost of living is increasing for Indianapolis residents, we should not be adding additional cost burdens to working folks who can already barely afford to get by. A dollar per ride may not seem like much, but for a daily rider, that can be anywhere from an additional \$36 a month to \$50 a more for folks who rely on cash or have other barriers that prevent them from utilizing the fare capping system. That amount could cover several meals' worth of groceries. It can pay for a co-pay at a doctors' office or life-saving prescriptions. It could go toward a utility bill. It could pay for school supplies. Columbus, Ohio—a peer city in so many ways—is currently looking at the feasibility of going fare free to better suit their residents' needs. Why, then, are we considering the opposite for our residents? Cincinnati, Ohio is moving toward fare improvements by increasing the age for free child fare along with implementing a Rider Rewards program that encourages both new and existing ridership. In Pennsylvania, Governor Shapiro was able to flex highways funds to save SEPTA service as a short term solution. In New York, an increase in sales tax and added a new casino tax helped create a source of sustainable revenue for their transit system. In New Jersey, they introduced a 2.5% corporate business tax on companies with a taxable income of more than \$10 million. Minnesota, passed legislation in 2023 that created a regional transportation sales tax and a retail delivery fee to fund both capital projects and transit operations. While these are longer-term solutions that are part of larger conversations, the sooner we start having them, the better our transit systems can be. If we want Indianapolis to thrive, we need a frequent, reliable, and accessible transit system. We need a bus for everyone! Raising fares brings us farther away from that possibility, and will lead to fewer folks using the service. We know that there are other ways to bridge this funding gap - we need to be bold and look into every possibility. Finding better alternatives, along with improving the existing service, moves us toward a more connected future.</p>
	<p>This fare increase is a terrible idea. Nearly doubling the fare? Removing long term fare options? Making it even harder for teenagers to get around and do things other than hang out at home and get in trouble? I can see a slight increase in price all around. Lord knows</p>

Aug. 16, 2025	everything costs more these days. But the proposal as is disenfranchises the people who need reliable public transit the most.
Aug. 16, 2025	Please don't remove the 31-day bus pass. Those of us that use it need it, and we buy it because its a valuable option to the people of this city. Thank you for considering the people of Indianapolis!
Aug. 16, 2025	The fare increase proposal is egregiously onerous to IndyGo riders. Your website touts the usefulness of your service to the community, yet the proposed fare increase will make it prohibitively expensive for many who depend on it in a city that makes life without transportation of some sort near impossible. While increases in operating costs can be expected, there must be other options than this harsh, in effect, reduction of services.
Aug. 16, 2025	My name is Eileen Mah. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride lines 3, 8, and 10 to get downtown. This increase would make it less likely for me to choose IndyGo over driving or riding my bike. I am lucky to have this choice, but many other residents and fellow riders don't have the option. The bus should be accessible to those who need it most, and attractive to everyone. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.
Aug. 16, 2025	Hello! I appreciate the service our bus system provides but I am greatly concerned about the impact of the fare increase on those who most need and use the service. Public transportation is vital to our community and I am grateful we have the red line and other developments to help people have easier and affordable access to their schools, work, and life needs. Unfortuntaely increasing the fare with place an undue burden on those who can least afford it and rely on IndyGo to get around. I understand this increase is compensating for cost but I would hope we could find other alternatives or identify different solutions that do not hurt the most vulnerable in our city. Thank you for your consideration--please do not increase the fare!
Aug. 16, 2025	A fare increase of over 50% is absolutely unreasonable. This rate change will put the bus out of reach for too many people in the community--the very people who need to the bus the most, of course. I think this fare is a bit out of line with what public transportation should and does cost, too. To compare: in Boston, a bus ride is \$1.70, and a subway ride \$2.40; Cincinnati local bus fare is \$2.20; Chicago is \$2.25 for the bus and \$2.50 for the L; Louisville bus rides cost \$1.75 in cash and \$1.50 with a fare card; St. Louis bus rides are \$1.00 and MetroLink rides are \$2.50.
Aug. 16, 2025	DONT RAISE THE FARE I REJECT THE FARE INCREASE PROPOSAL! KEEP THE FAIR AFFORDABLE. DO NOT TAKE AWAY CASH AS A PAYMENT OPTION. MAJORITY OF BUS RIDERS PAY IN CASH! THIS IS A NEED. public transit is already inaccessible in indianapolis we need to keep transit as accessible as possible!

Aug. 16, 2025	DO NOT RAISE THE FARE! the fare makes transportation unaffordable and inaccessible! Please don't take away cash options for riders either, I ride the 8 nearly everyday and I only see other riders using cash!
Aug. 16, 2025	I work at Community East hospital and at a clinic nearby. Patients use the bus to get to appointments and access care. This gate increases will make it harder and for some people, impossible for them to use public transit to access care. Some people may not be able to access care if they cannot get transportation. This is not a thoughtful way to fund Indygo, a more gradual rate increase would be reasonable.
Aug. 16, 2025	Friends, I think you already know the answer to this proposal should be "heck no"! According to the IndyGo website...57% of riders are ZERO CAR HOUSEHOLDS. 71% EARNS LESS THAN \$35,000 ANNUALLY. 44% MEETS INDYGO'S LOW-INCOME THRESHOLD. When was the last time you made less than \$35k? For me, it was about 8 years ago. I was lucky to have a car my parents helped pay for, and I didn't have kids. I'm not disabled, so I could have walked to the bus if I needed to. IndyGo and Marion County should be incentivizing MORE people to ride the bus, not making it more difficult. The people who don't have a choice (like those without a car) are almost certainly the people who need access to the bus the most AND the people who will be most drastically affected by this increase. It would be extremely disappointing if the board chose to pass the cost down to those who have the least money to spare. Also, converting more bus riders who usually drive would help reduce traffic, parking, noise pollution, air pollution, and also increase people's sense of home and community. We should be trying to get more people to ride the bus and making the bus more accessible, convenient and affordable. Please do not vote for this increase.
Aug. 16, 2025	I do not at all support the fare increase. If this increase goes forward our bus fare will be more expensive than Chicago! And we do not have an IndyGo system as far reaching or substantive as Chicago. The transit system cannot displace the cost onto riders indefinitely. Riders like me can share the cost, but it cannot go up so dramatically, and IndyGo also needs to explore other avenues.
Aug. 16, 2025	Hello, my name is Phil and I have been living in Indianapolis for 9 years. During this time I have used the bus regularly, and I have generally enjoyed my experience. I am concerned about this fair increase and the impact it will have on everyone who uses the bus. Such a radical increase in fairs will hurt people, and seems pretty tone-deaf to how much we're all struggling already.
Aug. 16, 2025	Hi, my name is Stacey and I choose to ride IndyGo because accessible public transportation is a human right. I'm writing to propose alternatives to IndyGo's fare increase proposal. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.

Aug. 16, 2025	I oppose the proposee fare increase since it will disproportionately impact a subset of our community.
Aug. 16, 2025	My friend uses the bus to get to work and she would not be able to afford to take the bus if you increase the fare. If you want us to pay this much for the bus, then the service should be comparable to what we're paying. Putting the burden of funding the bus system shouldn't be on the people who need it the most. Indy go should consider alternate funding modalities. There are plenty of grants and funds available through the city and state that would be preferable to making us pay more as riders. This would directly impact some of my best friends. My friend can't always come up with an extra dollar or two dollars every single day. How is she going to get to work?
Aug. 16, 2025	I think such a dramatic increase all at once is a terrible idea. This increase will negatively impact the people who rely on your services the most. Please consider a more gradual increase.
Aug. 16, 2025	Hi, my name is Amy Courtney. My husband Bobby and I choose to ride IndyGo because it's a convenient way to get around the city (and it's cheaper/easier than finding parking). I'm writing to propose alternatives to IndyGo's fare increase proposal. This increase would have no impact on my frequency of riding the bus because I am able to afford the increase, and riding the bus is a choice for me. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I would happily pay more so others can pay less, if there are tiered pricing options you could consider. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.
Aug. 16, 2025	My name is Katie Greenan, associate professor of communication at the University of Indianapolis. I'm writing to suggest alternatives to IndyGo's proposed plan for increasing fares and encourage you to work with the City of Indianapolis and INDOT to find alternative ways to fund our transit system and avoid cuts due to the fiscal cliff. In a time when the cost of living is continually increasing for Indianapolis residents, we should not be adding additional cost burdens to working folks and students who can barely afford to get by. A dollar per ride may not seem like much, but for a daily rider, that can be anywhere from an additional \$36 to \$50 per month for folks who rely on cash or have other barriers that prevent them from utilizing the fare capping system. That amount could cover several meals' worth of groceries. It can pay for a co-pay at a doctors' office or life-saving prescriptions. It could go toward a utility bill. It could pay for school supplies. Columbus, Ohio—a peer city in so many ways—is currently looking at the feasibility of going fare free to better suit their residents' needs. Why, then, are we considering the opposite for our residents? Cincinnati, Ohio is moving toward fare improvements by increasing the age for free child fare along with implementing a Rider Rewards program that encourages both new and existing ridership. In Pennsylvania, Governor Shapiro was able to flex highways funds to save SEPTA service as a short term solution. In New York, an increase in sales tax and added a new casino tax helped create a source of sustainable revenue for their transit system. In

	<p>New Jersey, they introduced a 2.5% corporate business tax on companies with a taxable income of more than \$10 million. Minnesota, passed legislation in 2023 that created a regional transportation sales tax and a retail delivery fee to fund both capital projects and transit operations. While these are longer-term solutions that are part of larger conversations, the sooner we start having them, the better our transit systems can be. If we want Indianapolis to thrive, we need a frequent, reliable, and accessible transit system. We need affordable transportation for everyone. Raising fares brings us farther away from that possibility, and will lead to fewer folks using the service. We know that there are other ways to bridge this funding gap - we need to be bold and look into every possibility. Finding better alternatives, along with improving the existing service, moves us toward a more connected future.</p>
Aug. 16, 2025	<p>I do not think the fair should ever be raised because people in Indianapolis and not even just this city are scratching in law for everything that they have already with the cost of living going up so it makes no sense to raise the bus pass when indygo is already a MILLION dollar company.</p>
Aug. 16, 2025	<p>My name is Cecelia Poynter and I am Team Leader of Madvoters. I am also an occasional IndyGo bus rider. I'm writing to suggest alternatives to IndyGo's proposed plan for increasing fares and encourage you to work with the City of Indianapolis and INDOT to find alternative ways to fund our transit system and avoid cuts due to the fiscal cliff. In a time when the cost of living is increasing for Indianapolis residents, we should not be adding additional cost burdens to working folks who can already barely afford to get by. A dollar per ride may not seem like much, but for a daily rider, that can be anywhere from an additional \$36 a month to \$50 a more for folks who rely on cash or have other barriers that prevent them from utilizing the fare capping system. That amount could cover several meals' worth of groceries. It can pay for a co-pay at a doctors' office or life-saving prescriptions. It could go toward a utility bill. It could pay for school supplies. Columbus, Ohio—a peer city in so many ways—is currently looking at the feasibility of going fare free to better suit their residents' needs. Why, then, are we considering the opposite for our residents? Cincinnati, Ohio is moving toward fare improvements by increasing the age for free child fare along with implementing a Rider Rewards program that encourages both new and existing ridership. In Pennsylvania, Governor Shapiro was able to flex highways funds to save SEPTA service as a short term solution. In New York, an increase in sales tax and added a new casino tax helped create a source of sustainable revenue for their transit system. In New Jersey, they introduced a 2.5% corporate business tax on companies with a taxable income of more than \$10 million. Minnesota, passed legislation in 2023 that created a regional transportation sales tax and a retail delivery fee to fund both capital projects and transit operations. While these are longer-term solutions that are part of larger conversations, the sooner we start having them, the better our transit systems can be. If we want Indianapolis to thrive, we need a frequent, reliable, and accessible transit system. We need a bus for everyone! Raising fares brings us farther away from that possibility, and will lead to fewer folks using the service. We know that there are other ways to bridge this funding gap - we need to be bold and look into every possibility. Finding better alternatives, along with improving the existing service, moves us toward a more connected future.</p>
Aug. 16, 2025	<p>My name is Kristin Doherty and I am a volunteer with Mad Voters. I'm writing to suggest alternatives to IndyGo's proposed plan for increasing fares and encourage you to work with the City of Indianapolis and INDOT to find alternative ways to fund our transit system and avoid cuts due to the fiscal cliff. In a time when the cost of living is increasing for</p>

	<p>Indianapolis residents, we should not be adding additional cost burdens to working folks who can already barely afford to get by. A dollar per ride may not seem like much, but for a daily rider, that can be anywhere from an additional \$36 a month to \$50 a more for folks who rely on cash or have other barriers that prevent them from utilizing the fare capping system. That amount could cover several meals' worth of groceries. It can pay for a co-pay at a doctors' office or life-saving prescriptions. It could go toward a utility bill. It could pay for school supplies. Columbus, Ohio—a peer city in so many ways—is currently looking at the feasibility of going fare free to better suit their residents' needs. Why, then, are we considering the opposite for our residents? Cincinnati, Ohio is moving toward fare improvements by increasing the age for free child fare along with implementing a Rider Rewards program that encourages both new and existing ridership. In Pennsylvania, Governor Shapiro was able to flex highways funds to save SEPTA service as a short term solution. In New York, an increase in sales tax and added a new casino tax helped create a source of sustainable revenue for their transit system. In New Jersey, they introduced a 2.5% corporate business tax on companies with a taxable income of more than \$10 million. Minnesota, passed legislation in 2023 that created a regional transportation sales tax and a retail delivery fee to fund both capital projects and transit operations. While these are longer-term solutions that are part of larger conversations, the sooner we start having them, the better our transit systems can be. If we want Indianapolis to thrive, we need a frequent, reliable, and accessible transit system. We need a bus for everyone! Raising fares brings us farther away from that possibility, and will lead to fewer folks using the service. We know that there are other ways to bridge this funding gap - we need to be bold and look into every possibility. Finding better alternatives, along with improving the existing service, moves us toward a more connected future.</p>
Aug. 17, 2025	<p>Nothing to say besides shame on indygo. As a lifelong Indianapolis resident and long time user of indy go i am disgusted at this proposal.</p>
Aug. 17, 2025	<p>Hello I am a physician in the Indianapolis area and wanted to submit my concern for the proposed fare increase. Many patients rely on IndyGo transportation to get to appointments, and this fare increase will negatively impact them. I urge you to work with the state to find other sources of revenue to fund improvements to our public transportation.</p>
Aug. 17, 2025	<p>Please keep the week and month long fare passes. Please keep the fares at a \$1.75. It keeps it accessible for more people. Use tax money to help pay for more transit.</p>
Aug. 18, 2025	<p>Hi, my name is Demi and I choose to ride IndyGo because it is often times a cheaper option for me. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride route 25 to get to work downtown. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.</p>

Aug. 18, 2025	The proposed price increase is absurd. 50%. Ridiculous. If anything maybe do 10%. Who's bonus is this pertaining to? Get rid of that employee.
Aug. 18, 2025	We should not be raising fares. When the new busses came out, there was talk of potentially free busses.
Aug. 18, 2025	I purchased my house in 2019 excited to live close to the planned Blue Line. It's been delayed, of course, but with it finally on the way, I'm ecstatic to use it for more of my travel. I understand the need to increase fares, though I worry that the increase puts fares near the top among peer cities. I'd think between \$2.25 and \$2.50 would be more reasonable, or a scaled increasing over a multi-year period (e.g. adding \$.25 a year for five years). If the Youth Access pass is going to be eliminated, I'd like to see a partnership with schools to sustain access for youth during the year and over the summer.
Aug. 18, 2025	I strongly oppose the fare increase. Most riders utilizing IndyGo struggle month to month to meet their needs. They rely on IndyGo to get them to their jobs and around the community. This fare increase is 57%- which is incredibly drastic. Additionally, ending the youth summer pass seems unfair. If anything, we want the community to rally around public transit and use it more. Decreasing or eliminating fares would encourage more riders and make it safer. Cincinnati's tram/trolley system is incredibly popular because they have made it free for riders. Encourage public transit, eliminate barriers to use.
Aug. 18, 2025	The proposed rate increase is an assault on the very people that IndyGo knows they serve. I noticed the statistics included on your site, so you fully realize that the majority of your riders do not own vehicles and are considered low-income. To also remove the option for monthly budgeting (30-day pass) for consistent riders is absurd. You should have considered a different plan to fund your expansions. It should not be on the backs of those that have no other options but public transportation. Shame on you all!
Aug. 18, 2025	Raising fares is an absurd proposition. Indy Go should be focused on doing the opposite, moving toward a fare-free model. It's disappointing to see this.
Aug. 18, 2025	I oppose the rate increase!
Aug. 18, 2025	These fare increases are far too much to be asking folks to pay. I know some of this is that we don't fund our public transit at a reasonable level. However, we can't pass these fare increases on to riders. People cannot afford these increases.
Aug. 18, 2025	Hi, my name is Brandon and I choose to ride IndyGo because I enjoy the experience and I want to support a crucial means of transportation for my fellow citizens. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride line 8 to go out east, to get home from our car mechanic out there, and west to the transit center and beyond. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed

	change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.
Aug. 18, 2025	On behalf of the employees of Bosma Enterprises, I am writing to express our deep concern regarding the upcoming Access fare increases. This change will have a direct and significant impact on our workforce – nearly one-third of our employees rely on Access service to get to and from work each day. Many already face the added costs and challenges that come with transportation barriers. A fare increase of this magnitude will place additional strain on their budgets, and in some cases, may jeopardize their ability to maintain steady employment. Bosma Enterprises is proud to provide meaningful employment opportunities for people who are blind, and reliable affordable transportation is essential to that mission. We urge the Board to consider the unintended consequences this increase will have on the independence and economic stability of working individuals with disabilities in our community. We ask that you explore alternatives that balance fiscal responsibility with equitable access to employment. We value the role IndyGo plays in connecting people to opportunity and stand ready to work with you to find solutions that protect access to jobs for those who depend on your services.
Aug. 19, 2025	The bus is a public good and should be free. I regularly ride the bus. 3 times per week minimum. I would gladly pay this bus fare increase, but the bus is not for me, it's not only for me. When I ride the bus I see people of all walks and creed, means and needs. I want to pay for this fare increase through taxes and I believe others should too. Because to me the bus is a place for everyone and this restricts who can ride. -- and frankly it's still kind of difficult to even pay for a ride even with an app and cards. Improving that process might generate just as much money
Aug. 19, 2025	Hi, my name is _____ and I am an IndyGo rider. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride line(s) _____ every day to get to _____. IndyGo is a lifeline for me. I have no choice but to ride the bus, because _____. I pay in cash, because _____, which means this fare increase will cost me at least \$50 more a month in transportation. That may not seem like a lot to you, but that number can go toward utility bills, groceries, or any number of other expenses that I have each month. I urge you to reconsider this fare increase and instead implement a smaller increase, a gradual increase over time, and/or a convenient and streamlined payment process. Don't forget riders who rely on using cash during this transition. I also urge you to work with the city and state to find alternative sources of revenue to cover the cost and keep improving our transit system.
Aug. 19, 2025	IndyGo should not raise bus fare prices. This will make it less accessible to folks who need to utilize the services.
Aug. 19, 2025	Hello! I would like to strongly discourage IndyGo from increasing fares. As your own website data shows, 71% of riders earn less than \$35,000 annually and almost half are considered low income. Increasing the fare will only negatively impact these individuals. While it is understandable that inflation has increased the cost of gas, labor, maintenance, etc, I think IndyGo should retain the current fare price and work on actually enforcing the payment of fare on the buses. As someone who rides the red and purple line daily for work and personal commuting, I can say that most individuals on the bus have not paid and do not pay. There is still a common understanding that the 'bus is free' and if you happen to get on a bus with a fare inspector, you can get off and then just get on the next one without paying. Instead of passing on the rising costs to the consumers, IndyGo should really do some intensive research into ways to enforce fares consistently on the bus and change public perception that the bus is NOT free. The current method of having random 'fare checkers' who, more

	often then not, get on at one stop, ask folks who just got on to pay, and then get off, is not doing much to ensure that IndyGo is receiving the fares it needs to. If IndyGo increases the fares and does nothing about enforcement, what is the point?
Aug. 19, 2025	Please don't discontinue 10 trip passes. I have a few, can I still use them if you do?
Aug. 19, 2025	Hi, my name is Joshua and I choose to ride IndyGo because it helps me foster a great sense of connection and community to the city of Indianapolis, local businesses, and Indy's residents. I'm writing to propose alternatives to IndyGo's fare increase proposal. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users.
Aug. 19, 2025	I am so disgusted that this is even a proposition. I am a legally blind mother who works full time and already struggles to find any affordable transportation. The bus infrastructure here definitely doesn't justify the price increase either.
Aug. 19, 2025	A new IndyGo policy proposal could make public transportation more burdensome for already struggling commuters. The proposed raise in bus fares from \$1.75 to \$2.75 should not place an extra burden on our commuters or discourage new riders. We should be looking for ways to attract more patrons and improve our public transit system by breaking down barriers to access public transit, not building obstacles. It is also critical that IndyGo be transparent with our community about alternatives to the fare increases that have been considered and ultimately rejected. I speak from experience as a frequent transit user, I live downtown and appreciate the ease with which I can load my fare card through the MyKey App and always keep it with me to ride. A \$2.75 fare would be a cost prohibitive for me, and we are a two-income household. A 57% increase in the weekly cap rate is entirely too much, and the move to fare-capping through the MyKey App would need an entire educational campaign to explain how this increase will work. At a time when we are looking for ways to expand opportunities for our youth, eliminating the Summer Youth Pass is short-sighted and an injustice to our youth who use this as their main source of transportation or may just be entering the workforce and working a part-time, minimum wage job. Youth should ride for free, and they should be able to ride free year-round. Please take into consideration the burden this will place on the current transit members of our community who use IndyGo to get back and forth to work, and to the families who use this transportation to enjoy the amenities our city has to offer. The proposed increase may discourage both current and future transit users and force them into finding alternative transportation solutions.
Aug. 19, 2025	most of us don't mind an increase in fares, but to just impose these drastic increase in fares along with eliminating like the 10 ride pass and so on can be a hardship. Sometimes a 10 ride pass is all i can afford at the time to ensure i at least have those rides already paid for. I feel that we are being forced to go fully to "My Key" which seems to frequently have issues with reading the badge and so on.

Aug. 19, 2025	<p>Hi, my name is Chase Vining and I am a small business owner and healthcare provider who has clients who rely on the Red Line and other bus lines to get to and from appointments. I'm writing to propose alternatives to IndyGo's fare increase proposal. This increase would make it less likely that I or my clients could use IndyGo over other transit options, like driving or riding bikes. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Making the payment process more functional and convenient, and introducing benefits like a Rider Rewards program or employer partnerships, would also make me more likely to ride the bus. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change. I also urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users. Thank you</p>
Aug. 19, 2025	<p>The community does not support the increase in fares. It is not providing equitable access to all who depend on the bus to get around the city. Please reconsider this idea.</p>
Aug. 20, 2025	<p>Hello, my name is T.J. Hellmann and I choose to ride IndyGo because it's a convenient way for me to get downtown and other places I need to go, especially on high traffic days. I'm writing to propose alternatives to IndyGo's fare increase proposal. I ride mostly the red line to get downtown. This increase would make it less likely that I choose IndyGo over my other transit options, like driving or riding my bike. Though I am lucky to have this choice, many other residents and fellow riders don't have that option. I urge you to reconsider this fare increase, and instead look at a smaller increase or a gradual increase over a longer period of time. Public transit is one of our greatest public goods and is the responsibility of all of us to pay for it, not just riders. We should ensure public transit is free or as low cost as possible so it remains or becomes the best option to get around, reducing greenhouse emissions and traffic. I strongly urge you to work with the city and state to find alternative sources of revenue to cover costs and keep improving our transit system to make it better for all users. Indianapolis also has the lowest covered age for free child fare in the Midwest. Raising the age for free child fare from 5 to 12 years old would help families deal with this proposed change.</p> <p>Having this increased amount will only cause more problems for the community in terms of access to services or needs for low income individuals and families.</p>
Aug. 20, 2025	<p>Having this increased amount will only cause more problems for the community in terms of access to services or needs for low income individuals and families.</p>
Aug. 20, 2025	<p>Do not raise fares and eliminate passes while also deleting bus lines. That will only make things less accessible.</p>
Aug. 21, 2025	<p>Homeless abuse the bus routes. F\$%k them over don't f*&k us. I need 31 day. Your app system sucks and can't buy passes online. Mykey card isn't durable. Get destroyed in my wallet. Have to take two buses 30&28 to get to work</p>
n/a	<p>They are already poor! Okay, so charge them more.</p>

Aug. 21, 2025	"Wouldn't removing the half rate, basically double the current rate for students? Alongside that and the rate increase (of nearly double) would effectively be causing a x2 + x2 net x4 rate increase for Indianapolis Public Schools Children? Wouldn't we want to introduce ridership so these same users will learn and be welcoming to public transport? A rate increase, sure, but your netting a 4x increase in cost to this future user group!"
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TOTAL NUMBER OF RESPONDENTS: 234

IndyGo Foundation Feedback on Fare Policy Proposal: Nonprofit Survey Responses

IndyGo Foundation invited all 279 of its nonprofit partners to complete a survey in June of 2025 related to the proposed fare policy. We received 30 responses representing 26 different organizations. Respondents were told their information would be kept confidential so we have removed identifying information of respondents and organizations.

1. Please indicate how much you agree or disagree with the following statements in regard to the potential increase in fare.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Statement
0	4	6	10 (36%)	8	28	Our organization is able to absorb the cost of the proposed fare increase
2	6	7	9 (32%)	4	28	We will maintain or increase transit access for our clients despite proposed fare increases.
8 (29%)	7	5	5	3	28	The proposed fare increases will negatively impact our operations or service delivery.

2. If some paper passes (31- Day and 10-Trip) are eliminated, my organization will:

Total Responses 24

- Decrease use of IndyGo: 41.7%
- Use IndyGo the same and switch to MyKey: 20%
- Other: 37.5%

Other: We will change the way we use Indy Go, likely switching to one-day passes instead. MyKey cards and MyKey use on phones has been a challenge for our clients due to loss of items associated with frequent moves and also due to frequently changing technology or limited access to functioning technology (cell phones).

Other: We already use MyKey and we will just replace these trip/day amount types with another trip/day amount type.

Other: We use MyKey and can just adjust away from those specific passes

Other: limited funding to purchase passes

Other: Research and evaluate options provided by Indygo to determine how to be meet our clients needs

Other: Not sure at this time.
Other: We will plan to still distribute 1 day paper passes if those are not retired
Other: Continue to provide one-day full fare.
Other: Utilize 1-day paper passes.

3. If fare increases, my organization will likely:

Total Responses 23

- Find alternate forms of transportation: 4%
- Spend less: 4%
- Spend more on IndyGo fare to serve the same number of people as we currently do: 22%
- Spend the same amount as we currently do on IndyGo fare, serving fewer people: 65%

We asked questions about the organizations expense budget, transportation budget and the portion of that spent on IndyGo. Many organizations did not respond. Below are the responses of those who did. More surveying will need to be done to dig into this due to the variety in size and purpose of the organizations we serve.

109,079,098 What was your organization's total expense budget for 2024? (SUM)	127,924 Of that budget, how much did your organization spend on providing transportation for clients in 2024? (SUM)	99,437 Of the amount spent on transportation, how much was used specifically to purchase IndyGo fare? (SUM)
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What was your organization's total expense budget for 2024?	Of that budget, how much did your organization spend on providing transportation for clients in 2024?	Of the amount spent on transportation, how much was used specifically to purchase IndyGo fare?
2,768,000	320	200
5,702,776	32,000	15,000
31,000,000	4,000	3,120
9,820,681	50,661	3,634
1,974,709	1,008	1,008
106,000	300	300
2,754,570	6,435	6,375
3,434,462	6,000	6,000
	9,000	9,000
500	50	50
9,200,000	3,150	1,250

2,100,000	10,000	50,000
40,000,000	0	0
2,400	0	0
215,000	5,000	3,500

Please share any questions you or your organization have about the proposed fare change.

We were granted funds through the bus pass grant and have been able to help so many families with transportation barriers overcome these to improve their lives and the lives of their children. We hope to continue to serve more and more families in this way, as these increases will negatively impact these families that are already struggling with the current fare prices.
Struggling to find grant funding to assist us in purchasing passes
Are any new fare products being proposed?
We are unable to answer the above questions regarding budgets as each of our programs maintain their own budgets and it is difficult to combine to know how much is spent on transportation.
Will all paper passes be discontinued? Will paper passes that our organization has already purchased/received via grant will still be valid after the fare increase?
I understand the need to increase cost due to increased cost within the US.
I am concerned about the rising fares and the impact it will have on the youth and young adults we serve. They are already struggling to afford transportation as it is, and we have had to start rationing them as we will most likely go over our budget for passes before the end of September (end of our fiscal year). We regularly have significant conversations with youth about sustainability, long-term support, and transportation problem solving. These convos can really difficult when a) many of them are trying to find stable housing, b) jobs are far away from the places they are staying, and c) Indianapolis is such a car-centric city. It feels like a rat race trying to just stay afloat with the rising cost of living and it's a burden for them as they try to get settled / diverted from homelessness.
Going to take some getting used to since your current riders are very used to the programs they use.

Please share any concerns or comments you or your organization has.

We understand the need for the proposed fare change
IndyGo is the ONLY option for transportation for many of the families we serve in Indianapolis. Our families are experiencing housing insecurities with young children. With the CCDF waitlist, they cannot afford child care and when they can the extra expense of transportation can be a deal-breaking barrier.
Will there be educational sessions held for non-profits to learn how to utilize and apply their non-profit discounts and/or grant money to individual MyKey accounts? What steps are being taken to ensure financial accounts are protected from clients? Will non-profits have the ability to load funds onto individual accounts from off site locations?

Paper passes are vital for our clients. Many of them do not read or write, so the use of mykey would be a huge hurdle to teach. Being able to distribute paper passes to our clients who attend English class weekly at our office reduces the barrier immensely and many of our clients rely on this.
My concern is that our mothers will have a hard time getting to work and getting their children to daycare. With the Indygo bus fare, the ladies have a foot stool when they're low on funds to stand on.
We are being extra cautious about increasing capacity on some of our programs since some of our federal funding (non transit related) is up in the air. We are evaluating ways that we can creatively meet the needs while also being fiscally responsible.
How will this increase effect individuals who can barely afford one bus ticket currently? Will there be a discount plan?
IndyGo is a huge asset to the individuals and families we serve and our ability to receive grant funding and discounted passes is very helpful. Our biggest concern with the increase in rates is that alongside increase of other costs for our organization, the higher cost may result in us spending the same and serving less neighbors. We understand the need from IndyGo's end to increase rates but know it will be a challenge from our end as well as the individuals we serve.
Many of our clients who rely on IndyGo for transportation do not use the MyKey app. They regularly lose their phones or aren't banked be able to connect/load money onto the app.
I worry that it is going to be too difficult to manage which accounts I add money to for students.
We use funding from grants/donors to pay for concrete supports for clients (see below). Federal and state cuts have made grant funding more competitive while clients have more costly or fewer resources.
losing 31-day passes will negatively impact my organization from supporting our residents becoming independent.

Is there anything else you'd like to share?

From a personal perspective, as a user of the Red Line, I wanted to note that fare readers at the stops I use frequently (Garfield Park, Statehouse, and Children's Museum) often do not work. This makes it a challenge for scanning and ensuring the funds on my MyKey app are used. I keep adding money to the account so IndyGo gets those funds, but the machines only work about 50% of the time, which concerns me as someone who really wants IndyGo to make the money it needs to sustain and grow!
Thank you for the opportunity to voice our opinions and concerns
Our organization does not spend money on the passes but they are grant funded and the elimination of 10-day or 31-day would be a smaller barrier due to our small number of passes that we get, but we would not be able to be a barrier buster for those just starting jobs, etc. if eliminated. We would just request more 1-ay passes and distribute so our distribution would not be eliminated, just would need to be changed.

We love IndyGo so much and the services y'all provide. Our youth would not be able to get where they need to go without the bus! We also know that you're between a rock and a hard place with government / city funding / fares to cover much needed services, so as much as I'm sad about the fare increase, I understand where y'all are coming from. I wish federal, state, and local governments valued public transit and fully funded it so everyone can have the opportunity to thrive. (And we taxed the rich for it too, :))

My clients have relied on this as their only transportation. They understand that this is free and they are very grateful for this opportunity.

This is me, not a reflection of the organization.
The people who use the IndyGo system typically have low to no income. Raising the fare is hurting the individuals who already struggle to maintain housing, employment (not much in the city on the bus routes). I think this is a horrible decision. Increase \$.50 but almost double?!

Our team participated in the IndyGo travel training. This was an incredible opportunity that increased our ability to support our neighbors in using IndyGo and I'd highly encourage other nonprofits to take advantage of it!

My organization does not have a specific transportation budget due to not being a direct service program organization. However, we have increased family accessibility to programs and events that we support through this grant program. Specifically, we provided passes for parents to attend parent information meetings and will be providing passes for students to attend Indy Summer Learning Labs.

We have left the expense budget questions blank due to being a statewide organization and the expense budget will not accurately reflect how we help clients access transportation. One program we provide in the Marion County area has transportation as part of the per diem. The two other community-based programs rely on fund raising to provide concrete supports to our clients (rent/housing, utilities, transportation, food, etc.). In 2024, we used \$10,077 in concrete supports funding for the transportation needs of clients in the Marion County area. We do not track the number of IndyGo passes purchased for clients.

Social Media

IndyGo utilized its social media presence to engage in dialogue with the public and share information about the proposal. With consistent posts using direct links to information on our website about the fare policy change, IndyGo was available to collect comments and where appropriate, IndyGo staff followed up with individual responses. IndyGo also filmed a video educating riders about the proposed fare increase that was posted to its social media channels, included in newsletters and uploaded into a community toolkit.

Web Content and Monthly E-Newsletter

IndyGo created a new microsite, titled “The Value of Transit” that highlighted the “Essential Services” IndyGo provides, the agency’s “Economic Impact,” “Greener Initiatives” and the specifics related to the “Fare Proposal.” IndyGo directed visitors to IndyGo.net/value-of-transit through a pop-up link when they logged anywhere into the site. The page visitors were directed to not only details about the proposal, but also notice of public meetings, the PowerPoint presentation shared at outreach

meetings and access to an electronic feedback form to share input and ask questions. A total of more than 18,000 visitors viewed “The Value of Transit” site from May 1 – August 10, 2025.

More than 10,000 subscribers to IndyGo’s external monthly e-newsletter, Inside IndyGo, and an additional 15,000 subscribers to the agency’s monthly partner outreach video, IndyGo Now, received information and notice of public meetings and the proposed fare policy changes.

Board of Directors Public Hearing

These comments were made at the IndyGo Board of Directors June 18, 2025, meeting, which was advertised as a public hearing.

Public Hearing Testimony

Appendix Table F-4 Summary of Public Testimony at the June 18 Public Hearing

Name	Testimony
Chris Hollingsworth	<p>I am Chris Hollingsworth, Indianapolis, Indiana 46229. I serve as the MAC Chair. Uh, imagine the price of a gallon of gas going up overnight by \$1.80—that's what a 57% increase looks like. It's a difficult burden for many of the riders of IndyGo to bear, and they often have no other alternatives for transportation. But it's even worse for IndyGo Access customers. My neighbor is totally blind and earns around \$10.50 an hour. He relies on paratransit and voucher services to get to and from work. Under the new fare structure, his daily commute will cost over \$11 per day weekly. That’s more than five hours’ worth of his paycheck just to get to and from the job. According to the U.S. Department of Labor, people with disabilities—that’s your paratransit riders—earn 41% less than able-bodied workers on average, yet we pay double for transportation. Meanwhile, someone using IndyGo’s fixed-route service would be subject to fare capping, meaning they would pay no more than \$24.75 per week, making all further rides for that week free. This same fare capping does not apply to paratransit riders, meaning that with the proposed increase, paratransit riders would pay more than double just to go to work—let alone anything else they wanted to do. We understand that IndyGo needs a fare increase to help offset costs, but a 57% hike all at once is simply too much to absorb. Instead, I propose a gradual increase over the next four years—25 cents per year for both fixed-route and paratransit. I further propose that paratransit users be subject to the same fare capping structure. This approach ensures that IndyGo meets its financial needs without placing an undue burden on riders—especially those in the disability community who rely on paratransit services for basic mobility and independence. Thank you very much.</p>

Cori Wills	Hello, my name is Corey Wills, Indianapolis, Indiana 46268. I'm here today to present a solution. People on SSI and SSDI are unable to afford the current percentage. As it is written right now, doing that will enable people like us with disabilities to struggle just to go back and forth to work. I feel like it should be lowered to a smaller percentage—or even a few cents on the dollar.
Greg Meyer	Greg Meyer, Indianapolis, Indiana 46229. A 57% fare increase—wow, that's a lot. I ask the Board of Directors this evening to think about if your mortgage payment went up, your car payment went up, your electric bill went up—by 57%—how would you feel? Now you have an idea of what IndyGo Access and paratransit riders are feeling. I, myself, and many other paratransit riders are going to have to make some difficult decisions. Which rides do I take? Which rides do I not take? Do I go to the grocery store, the doctor, the pharmacy, go see friends, go to church? I'm not sure. And again, 57%—that's a crazy number. I don't know where it's coming from or how we're getting it. We just heard \$2.61 was going to be enough, but now it's \$2.75 for fixed routes. That's okay. My question is: why is IndyGo in the position it's in right now? This financial difficulty—year one, year two, year three, year four down the road—and the public does not know anything about it at all. I do ask that you think about the amount of the increases. I understand things go up and things have to be paid for. I respect that. But I ask that you think about the most vulnerable people—those who will be hit the hardest. That's myself and others who use the paratransit service. Thank you.
Marissa Byers	My name is Marissa Byers. I live in Indianapolis, Indiana 46220. Thanks for the opportunity to speak this evening. I'm a daily bus commuter, and I choose to ride the bus—even though I do have other alternatives. As I meet other riders, I know this is not the case for everyone. Acknowledging the financial challenges of operating a system like IndyGo, and the importance of finding other funding sources, I do believe that a more nuanced and creative approach is needed in order to avoid putting the full burden of cost on the people who can least afford it. What's more—the increase, as proposed, will put Indy's fare 50 cents higher than the cost to ride a bus in Chicago—with significantly less service and convenience for our riders here. So as a rider, I ask for a smaller or incremental fare increase, along with system improvements that provide value back to riders. Related to fare, these include: A more dignified and streamlined payment experience—without broken fare boxes, clunky QR codes, or discrimination against cash users; A rider rewards program, like Cincinnati's Metro, which goes beyond

	<p>farecapping to provide incentives for riders, employers, and even for Downtown Indy tourism; And a higher age cap for free child fares, which would empower Indianapolis families and develop lifelong riders. As I once overheard someone say on the bus, “We should take pride in how our city moves.” These improvements to the fare system would make that possible. Thank you.</p>
Traci Jones	<p>Tracy Jones, Indianapolis, Indiana 46239. I don't feel real prepared here, but I just want you to know that my sister is handicapped. She works for Crossroads Industrial just down the street. The fare increase for her would also be 57%. At this point in time, she's been riding the IndyGo bus for—I'm going to say—30-plus years. I understand there needs to be a fare increase, but she would lose about 50% of what she makes with this increase. That leaves very little for her daily essentials. I believe that adults who are trying to work and be independent, as handicapped adults, will be deeply affected by this. A smaller, more doable increase would be more appropriate for them. I appreciate your time. Thank you.</p>
Kyra Schmid	<p>My name is Kira Schmid. I live in Indianapolis, 46204. I've lived out here for about seven years, and I've been taking the bus just about as long. I had to move here when my car broke down and needed transportation to get to work at the pizza place I worked for. I struggle to make ends meet—it's hand-to-mouth, and it's been that way. I recently lost my job again due to physical problems I can't control—problems I've had since I was 15 that have only gotten worse. Right now, I'm unemployed and receiving no income of any kind. I'm working hard to get things in order, particularly with the SSDI office, which has not been going well. A fare increase for people like myself, who are struggling to make ends meet, just isn't going to work. Like others have said—we'll have to make choices. Do we go to the doctor? Do we get groceries? I've got HUD, SNAP, TANF, Medicaid—and I'm doing the best I can. But I think we should look at how much people are making versus how much they're being charged. Maybe people who can afford more could pay more. Maybe we could have a collection jar at the Transit Center—something people could add a dollar to now and then. It may not be a perfect solution, but it's an idea. That's all I have to say for now.</p>
Susan Jones	<p>This is Susan Jones, Indianapolis, Indiana 46221. This fare increase will hit those of us who are disabled and using paratransit the hardest. I believe there should be some kind of adjustment for that. I don't believe that means testing is the way to go—it would be very complicated—but in general, I believe this fare increase is justified. In the past 16 years, IndyGo and IndyGo Access have drastically improved service for</p>

	<p>Indianapolis riders. Fair wages for IndyGo employees and proper maintenance of equipment, as well as the ability to purchase and maintain the technology needed to make the best use of our city's resources, will help us have a transit and paratransit system that serves us well into the future and meets our growing and changing needs. I am a grateful transit and paratransit rider, but I do understand that those of us who ride paratransit will be hit the hardest. Thank you very much.</p>
Christopher Myer	<p>My name is Christopher Meyer, Indianapolis, Indiana 46202. I do appreciate that costs and inflation mean there's a need for change. I just want to echo what several others have said: as a blind person and a member of the disabled community, I do think this fare increase will hit my community the hardest —especially because of the rate increase for paratransit. I think it would be wise and helpful to try to offset some of the cost increases for paratransit/IndyGo Access riders like myself. I live on a fixed income, so this will create great difficulties for me in terms of budgeting for transportation. That said, I am very happy with the improvements to the transit system here in Indianapolis over the last 10 years, especially. I would just like to see the rate increase be more evenly dispersed across the whole rider population, rather than placing so much burden on paratransit users like myself. That's all I have to say. Thank you.</p>
Rolanda Broome	<p>Hello, can you hear me? (<i>Moderator confirms.</i>) Yes, I am an IndyGo rider. I am grateful for the fact that there have been a lot of improvements over the past few years. I understand that with the ever-increasing cost of every single thing, costs need to increase. Here's the concern that I have: first of all, I think there should be a more even dispersal between paratransit and non-paratransit riders in terms of the increased cost. Secondly, I'm concerned about the elimination of the \$60 monthly passes. Every month, I know I can budget that \$60 and everything is taken care of—unlimited use. That helps me tremendously. Because you're eliminating those passes—I know others don't operate that way—but for me, and others who are very budget-conscious, the \$60 pass helps. I can use it as often as I need to during the course of a month and not worry. That's what concerns me. I understand fare capping, but I'm still concerned. Thank you so much for allowing me to speak.</p>
Ryan Malone	<p>(<i>Initially muted.</i>) Sorry about that. Honestly, I didn't prepare a lot—I just wanted to be part of this. But I will say I am concerned. I understand the need to increase fares. I think all of us do—everything's gotten more expensive. But the concern a lot of us have—and I'm a person with disabilities, and a member of the Mayor's Advisory Council on Disability—</p>

	is that you're talking about a population where there's all sorts of data showing the effect disability has on earnings and employability. (Ryan's video freezes and connection is lost.)
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Sign-In Sheet for June 18 Public Hearing

Appendix Table F-5. June 18 Public Hearing In-Person/Virtual Sign-in Sheet

Display Name	Attendee City	Attendee State	Attendee Zip Code	Wish to Testify?
Monica Brase	Indianapolis	IN	46260	No
Rolanda Broome	Indianapolis	IN	46268	Yes
Robert M	Indianapolis	IN	46224	No
Chris Hollingsworth	Indianapolis	IN	46229	Yes
Cori Wells	Indianapolis	IN	46268	Yes
Greg Meyer	Indianapolis	IN	46229	Yes
Marissa Byers	Indianapolis	IN	46220	Yes
Ryan Malone				Yes
Lisa Morgan				No
Christopher Myer				Yes
Susan Jones				Yes
Kyra Schmid			46204	Yes
Jordan Farmer			46204	No
Traci Jones			46239	Yes
Jeffrey Brown			46204	No

Public Hearing Presentation



FARE POLICY PROPOSAL

JUNE 2025

IndyGo

INDYGO'S PURCHASING POWER

- 15+ years since the last increase
- The purchasing power of \$1.75 is 67% of what it was in 2009
- 58% increase in operating expenses/vehicle revenue hour from \$1.05 (2013) to \$1.60 (2023)
- \$1.75 in January 2009 = \$2.61 today



FIXED ROUTE FARE ADJUSTMENTS

Fare Type	Current		Proposed	
	Full Fare	Half Fare	Full Fare	Half Fare
2-hour unlimited	\$1.75	\$0.85	\$2.75	\$1.35
1-day	\$4.00	\$2.00	\$6.00	\$3.00
1-week	\$15.75	\$7.65	\$24.75	\$12.15



RETIREMENT OF OUTDATED FARE PASSES

Sales End July 1, 2026

- 10-Trip
- 31-Day
- S-Pass
- Summer Youth Pass

No Longer Accepted July 1, 2027

- 7-Day
- 10-Trip
- 31-Day
- S-Pass
- Summer Youth Pass



INDYGO ACCESS FARE ADJUSTMENTS

Fare Type	Current		Proposed	
	Current	Proposed	Current	Proposed
ADA/area (2 x base fare)	\$3.50	\$5.50		
Premium area, scheduled (4 x base fare)	\$7.00	\$11.00		
Premium area, same day	\$30.00	\$15.00		



IndyGo ACCESS



FARE RELIEF

- Bulk Passes
- Daily and weekly fare capping using MyKey
- Free and half-fare rides




IndyGo

THANK YOU

IPTC Board of Directors Adoption Meeting

IPTC Board of Directors Comments

Director Stephanie Quick recognized the necessity of fare increases while also acknowledging the fare increase on low-income and individuals who ride paratransit. She acknowledged the public comments on the fare increase and cost burden to paratransit riders. She also requested a detailed plan for fare enforcement, addressing consistency, system reliability, and education to riders, as well as evaluation metrics. She requested the plan be shared to the Board. Treasurer Rick Wilson requested a printed copy of the Fare Equity Analysis. Vice Chair Adairius Gardner echoed Quick's comments. He also said he knows this will have an impact on many riders, especially in this time. He made a motion to amend the fare policy to give IndyGo Access riders more time to prepare for this

change, requesting that the fare increase be effective July 1, 2026, instead of Jan. 1, 2026. Gardner also asked that the Board give the President and CEO authority to make minor non-substantive changes to implement the fare policy. Finally, Gardner added that he hoped this delay would give the IndyGo Foundation and other organizations time to find ways to alleviate the increase for IndyGo Access riders.

Presentation Delivered at the August 21, 2025 Board of Directors Meeting



Purchasing Power Declines, Expenses Rise

- 15+ years since the last adjustment
- The purchasing power of \$1.75 is **67%** of what it was in 2009
- Operating expenses/vehicle revenue for local bus:
\$105 (2013) to \$180 (2023)
- **\$1.75 in January 2009 = \$2.61 today**



Not Every Rider Pays Full Fare

Federally Required to Provide

Persons 65+ w/a Medicare Card (half fare)
Persons w/a Disability (half fare)
IndyGo Access customers (half fare)

Not Federally Required to Provide

Veterans (fare free)
Government Employees (fare free or half fare)
Student Sponsored Rides (fare free)
Persons 18 or younger (half fare)
Children under 5 (fare free)
IndyGo Foundation nonprofit partners (reduced fare)
IndyGo employees & dependents (fare free)
IndyGo retirees (fare free)

The IndyGo logo, featuring the word "IndyGo" in a blue, italicized sans-serif font, with a small "SM" trademark symbol to the right.

MyKey: A Pass with Perks

E-fare = Automatic Best Value

- Pay-as-you-go (carry a balance)
- Protect your balance
- Use a hard card or mobile QR code
- Load or reload your account with cash or credit/debit
- Pay no more than \$6.00 per day or \$24.75 per week
- Receive a deposit bonus of \$1, \$2 or \$3

The IndyGo logo, featuring the word "IndyGo" in a blue, italicized sans-serif font, with a small "SM" trademark symbol to the right.

Fixed-Route Fare Adjustments

Effective date of January 1, 2026

Fare Type	Current		Proposed	
	Full Fare	Half Fare	Full Fare	Half Fare
2-hr unlimited (i.e., base fare)	\$1.75	\$0.85	\$2.75	\$1.35
1-day	\$4.00	\$2.00	\$6.00	\$3.00
1-week	\$15.75	\$7.65	\$24.75	\$12.15

Elimination of the \$2 issuance fee for MyKey cards



IndyGo Access Fare Adjustments

Effective date of January 1, 2026

Fare Type	Current	Proposed
ADA-required (2 x base fare)	\$3.50	\$5.50
Premium, scheduled (4 x base fare)	\$7.00	\$11.00
Premium, same day	\$10.00	\$15.00



Elimination of Mag-stripe Passes

Sales End July 1, 2026

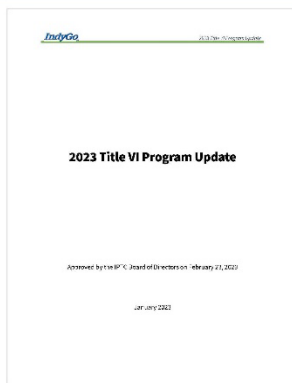
- 10-trip
- 31-day
- S-Pass
- Summer Youth Pass

No Longer Accepted July 1, 2027

- 7-day
- 10-trip
- 31-day
- S-Pass
- Summer Youth Pass

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Fare Equity Analysis (FEA)



- Required for major fare changes
- Compares fare changes:
 - Minority to non-minority
 - Low-income to non-low-income
- If the change is greater than 20%, there is an effect
 - Minority (disparate impact)
 - Low-income (disproportionate burden)

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FEA- Methodology

- Analyzed on a single trip basis
- Riders categorized into three types: regular fare (full), reduced fare (half), sponsored ride (no direct cost to rider)
- Used On-Board survey and IndyGo data (farebox information)
- Riders using discontinued fare types were assumed to shift to full-fare, per trip payments to be conservative (for future trips)



Combined Impact

	Average current cost of a single trip	Average future cost of a single trip	Change	DI/DB Threshold	DI/DB
Overall	\$1.26	\$2.10	66.8%	N/A	N/A
Minority	\$1.26	\$2.08	66.0%	82.5%	NO
Non-Minority	\$1.26	\$2.12	68.7%		
Low-Income	\$1.29	\$2.15	67.1%	80.5%	NO
Non-Low-Income	\$1.27	\$2.11	67.1%		

Table 4, Fare Equity Analysis, 2025

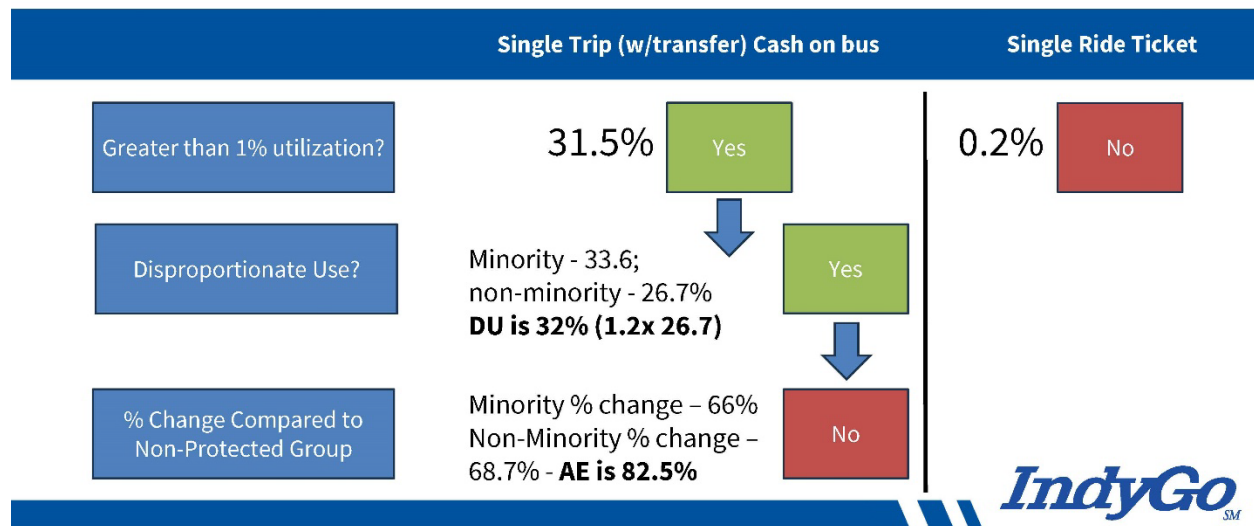


FEA— Methodology: Individual Fare

- Is the combination of fare type and payment method used by at least one percent of IndyGo riders?
- If so, is the combination used by minority or low-income population at least 20 percent more than non-minority non-low-income?
- If so, does the cost to riders increase by more than 20 percent relative to the average cost increase across all passes?
- Only the reduced 31-Day Pass saw a potential adverse effect – disproportionate burden.**



Three Steps to Determine DI/DB



FEA— Methodology: Open Loop

- Introduction open loop payment (e.g., credit/debit, mobile wallet).
- Assessment focused on riders who do not have access to fare capping and who pay for own transit use, which excludes MyKey users and Sponsored Ride participants (73% of riders).
- Assessed of that subpopulation, who had access for technology for tap to pay – smartphones/tablets, debit or credit, or any of the above.
- ***No DI/DB was found for the tap-to-pay policy change.***



FEA— Changes not Analyzed

Existing data available to IndyGo does not permit an analysis of these fees

- Card issuance fee
- Card replacement fee changes



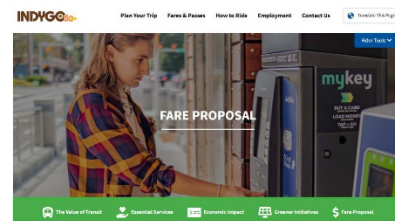
FEA— Result

- ***Only the reduced fare 31-Day Pass saw a potential adverse effect – disproportionate burden.***
- IndyGo is required to evaluate alternatives.
- In evaluating alternatives, no existing or future alternative would allow IndyGo to accomplish its program goals.
- IndyGo will mitigate using its public outreach campaigns and by accepting the passes beyond the policy effective date of 2026.



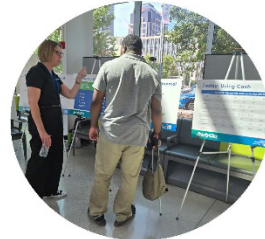
Communications Plan Overview

- “Value of Transit” web page
- Media release
- Deskside chats with media
- E-newsletter distribution to 10,000+
- Social media posts and event reminders
- Audio announcements on buses and at Carson Transit Center
- Collateral content creation (e.g., PowerPoint, bus signs, flyers)
- Multi-lingual community toolkit for partner agencies



Outreach Overview

- Led partner briefings with:
 - IndyGo Foundation Grant Partners
 - IndyGo Access Paratransit Partners
 - Limited English Proficiency Partners
 - Transit Drives Indy Advocates
- Hosted virtual and in-person public meetings throughout Indianapolis
- Conducted rider outreach at the Carson Transit Center and onboard buses
- Presented to neighborhood organizations/agencies



Outreach by the Numbers

- 25+ Outreach Events
- 220+ Comments Received
- 7,500 Information Cards Distributed
- 18,000+ Microsite Views
- 21,300+ Total Riders/Stakeholders Engaged



Community Feedback Summary

- Increase is too high for IndyGo Access riders
 - MyKey is great, but the validators don't work
 - Reduce the increase
 - Phase in the increase
 - Keep IndyGo Access fares at the current level
 - Raise youth free fare age limit from under 5 to 12 and younger
 - Don't eliminate the 31-day pass
- (NOTE: Riders can still receive the benefit through MyKey)*

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Next Steps

- **Aug. 21, 2025** – Board vote on new Fare Policy and Fare Equity Analysis
- **Jan. 1, 2026** – Implement new fare rates
- **July 1, 2026** – No longer sell: 10-trip, 31-day, S-Pass and Summer Youth Pass
- **July 1, 2027** – No longer accept: 7-day, 10-trip, 31-day, S-Pass and Summer Youth Pass

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