

IndyGo Riders' Guide

As the largest public transportation provider in the state of Indiana, IndyGo provides public transit service throughout Marion County. IndyGo serves our community through local bus, Bus Rapid Transit (BRT) and paratransit services. The Julia M. Carson Transit Center (CTC) serves as the downtown hub. The agency is committed to connecting its community to cultural and economic opportunities through safe, reliable and accessible mobility experiences.

Plan your Trip

Easily plan your trip using the tools below:

- **Online:** Visit IndyGo's Trip Planner at www.IndyGo.net/plan-your-trip.
- **Google Maps:** Get step-by-step directions, including your route, boarding location and real-time departure information to reduce wait time. Simply select the transit icon after entering your destination.
- **Transit app:** Use for trip planning or tracking your bus in real time. The Transit app also provides step-by-step directions, boarding location and real-time departure information.
- **Customer Care Center:** Call 317-635-3344 for trip planning assistance or visit the CTC to speak with a customer service representative in person.

Stay Informed During Your Trip

When planning your trip, you can check on when your bus will arrive using real-time tracking tools. Follow the steps below to get arrival updates via mobile app, text or phone.

Option 1: Use a Mobile App

IndyGo supports real-time tracking such as:

- **Google Maps** (for trip planning and arrival times)
- The **Transit app**
- Visiting the "**Track My Bus**" page at www.IndyGo.net/plan-your-trip/track-my-bus/

Option 2: Text

- Text your 5-digit stop ID to **463-208-4344**.
- Wait for a reply, which will include your stop location, route and estimated arrival time
 - Example response:
Stop: Washington St. & Rural St.
Route: 8 – Washington → Meijer E. Washington St.
Arrival: 5 min

Option 3: Call

- Dial the IndyGo Customer Care Center at **317-635-3344**
- **Press 1** for real-time arrival information
- Enter your **5-digit stop ID**
- Listen for the next available bus times

Check for Service Updates

Before traveling, ensure your route is not impacted by detours or schedule changes:

- Visit individual route pages at [IndyGo.net/routes](https://indygo.net/routes)
- Subscribe to IndyGo Rider Alerts on X (Twitter) [@IndyGoAlerts](https://twitter.com/IndyGoAlerts)
- View your Transit App or Google Maps

Before You Board

- **Arrive early:** Be at your stop at least five minutes before departure on local buses. For BRT, buses will arrive every 10-15 minutes.
- **Look for real-time arrival information:** Our BRT lines and some downtown bus stops have monitors with arrival times. Google Maps and the Transit App offer real-time arrival information for all bus routes. Google Maps will show real-time information in green or red, and the Transit App will show real-time information with a signal icon. If a bus is scheduled but not showing real-time information, both apps will show the time in grey.
- **Check your stop direction:** Some local bus stops and rapid transit stations serve both directions - verify the destination sign on the front of the bus and ensure you're standing on the right side of the street or station to get on the bus headed to your destination.
- **Be visible to the operator:** Stand near the bus stop sign or in a visible location where you can ensure the operator can see you. If the bus stop services multiple routes, wave at the bus driver as your bus approaches to indicate you need to board.
- **Boarding rules:**
 - Local bus: Board at the front door. Wait just to the side of the doors to ensure passengers departing are able to exit first.
 - BRT buses: You can board and exit using any of the open doors.
 - Important: Buses only pick up and drop off riders at official IndyGo stops or stations. You must be at the stop or station when the bus arrives.
 - If you miss this bus, never run after or next to the bus.

If you need help navigating IndyGo's network, schedule a Travel Training. To learn more and sign up for a Travel Training for groups or individuals, visit indygo.net/how-to-ride/travel-training.

Pay for your Trip

Anyone riding an IndyGo bus must have valid bus fare. You must validate (check in) each time you ride—even if you already bought a pass or qualify for a free ride. Each rider paying a fare must have their own MyKey card, paper pass or MyKey Mobile App.

What does "validate" mean? Validation means drawing money down from your account and recording your payment so IndyGo knows you paid your fare. Think of it like checking in for your trip. When you validate, you get proof that you paid (a beep, timestamp or ticket). Even if you are taking advantage of a free ride through a Veteran's pass, Sponsored Ride pass or two-hour unlimited pass, it is important that you validate every time you board a bus.

How to pay for your trip by payment method:

Cash

- Put exact change into the farebox at the front of the bus.
- Important: Drivers cannot make change.
- Note: Be sure to ask for a two-hour unlimited pass if you are planning to use more than one bus to reach your destination.

MyKey Card

- Tap your card on the validator at a BRT platform or on the bus.
 - *Check your card balance at a ticket vending machine (TVM) to be sure you have enough to pay for a ride; if you don't, please add money to your card before tapping to ride.*
- Your fare is good for two (2) hours after you tap, meaning any validation of your MyKey card will not result in any charge during that time.

MyKey Mobile App

- Open the app and scan the code on the validator at a BRT platform or on the bus.
 - *Check your balance in the app to be sure you have enough to pay for a ride; if you don't, please add money to your account before tapping to ride.*
- Your fare is good for two (2) hours after you scan, meaning you can take unlimited rides during that time.
- Note: If you qualify for a free or reduced fare, you must validate with your personalized MyKey card, not the app.

Paper Pass with Magnetic Stripe

- Insert your pass into the farebox at the front of the bus to activate your pass and receive a timestamp.
 - The first time you insert your pass to activate it, you're also validating it for that trip.
 - 10-trip passes must be inserted at the farebox for every trip and to receive a timestamp.
- After activation, swipe your pass at the farebox for each additional trip.
- Important: Paper passes only work in the farebox, not at the validators.
- Keep your pass—it shows your payment is valid.

You have valid fare if you can show:

- A MyKey card or app that was tapped/scanned in the last two (2) hours.
- A two-hour unlimited ticket that hasn't expired.
- A paper pass with a timestamp from the last two (2) hours.
- An active 10-trip or 31-day pass (through June 30, 2027).

Where to purchase fare:

You can physically purchase any form of fare in person at IndyGo’s Care Center Desk located in the CTC at 201 E. Washington St. You can purchase MyKey fare at a TVM at the CTC or any BRT station, and some downtown bus stops. You can also purchase fare online using the MyKey mobile app or the MyKey web portal. Online orders made via IndyGo.net and phone orders may take up to 10 days to arrive in the mail. You can purchase 2-hour unlimited and one-day passes on board the bus.

Pass Types	Full	Half
BRT and Local Route Buses		
2-hour Unlimited	\$2.75	\$1.35
One Day*	\$6.00	\$3.00
One Week* (Monday-Sunday)	\$24.75	\$12.15
10-Trip **	\$27.50	\$13.50
31-Day**	\$95.00	\$47.50
Veterans Pass	\$2.00 for initial pass - \$5.00 for replacement. Users ride free.	N/A

*These fares are available when purchasing a one-day or one-week pass or when earning free rides through fare capping with MyKey.

**10-trip and 31-day magnetic-stripe passes will only be sold through June 30, 2026.

MyKey Fare Capping for All Routes	Full	Half
Daily	\$6.00	\$3.00
Weekly	\$24.75	\$12.15

IndyGo Access	Full	Half
One Trip	\$3.50 - \$10.00	***\$1.35
	Effective July 1, 2026 \$5.50 - \$15.00 (depending on trip origin and destination)	

***MyKey Half Fare Cards offer \$1.35 rides to eligible IndyGo Access individuals on local and BRT buses.

Full fare is required unless you have the proper identification to ride at the half-fare rate.

All fare passes are nonrefundable and nontransferable and cannot be sold to other riders. Individuals found reselling passes on or around IndyGo properties, vehicles and facilities, including but not limited to, bus stops, shelters, temporary stops, temporary shelters, rapid transit stations or passenger facilities, may be prosecuted.

Free & Reduced Rides

- Children 5 years old or younger ride fare free with an adult who holds a valid bus fare.
- The following individuals are eligible to purchase half-fare passes or ride at the half-fare rate by showing the operator proper identification.
 - Individuals who are **65 or older** with a government issued Medicare card or a valid personalized MyKey card.
 - Individuals who are **18 or younger** with a valid K-12 student ID, a state-issued ID, a driver's license or a valid personalized MyKey card.
 - Individuals with **qualifying disabilities** with a government issued Medicare card or valid personalized MyKey card.
- Veterans are eligible to obtain a fare free card by showing the operator proper identification that includes a veteran stamp on the back of a state driver's license or state ID, a valid US Department of Veterans Affairs ID or your IndyGo Veteran Fare Card.
- Once confirmed eligible for half fare, riders can obtain a reduced-fare MyKey card at the CTC and register on the MyKey app or website to take advantage of fare capping.
- **IndyGo Access customers are eligible to ride local bus and bus rapid transit buses at the half-fare rate** by tapping their personalized MyKey card on the validators located at the front of all local buses and at all bus rapid transit station platforms.

For more information about free and reduced rides, visit [IndyGo.net/fares-and-passes](https://www.indygo.net/fares-and-passes). For more information about MyKey, visit [IndyGo.net/MyKey](https://www.indygo.net/MyKey).

Take your Trip

Need to Take Your Bike?

All local buses are equipped with bike racks on the **front** of the bus, and each rack holds three bicycles. All rapid transit buses have space for up to four bicycles **inside** the bus. IndyGo is not responsible for damage to a bicycle after the rider secures the bicycle in a bike rack.

Local Buses

- When traveling on a local bus with a bike, it's the rider's responsibility to load and unload their bike using the rack on the front of the bus.
- If a bicycle is too small or too large to be properly secured in the bike rack, you will not be able to ride the bus with your bike
- If the rack is full, the operator will instruct you to wait for the next bus.
- When boarding a bus, the rider should unfold the bike rack, load the bicycle and secure it.
- When retrieving a bike at the end of a trip, the rider should inform the operator that they will be getting the bike from the front of the bus and then should be sure to return the bicycle rack to the stowed position if theirs is the last bike on the rack.

Rapid Transit Buses

- When traveling on a rapid transit bus with a bicycle, the rider must board the bus using the back door.

- If all the bike racks on board are occupied, the rider will be asked to exit with their bike and wait for the next bus.
- When boarding a rapid bus, riders should roll their bike on board and immediately secure it using the racks provided.
- Riders should retrieve their bike prior to their stop and, when stopped at the station, exit the vehicle using the same door they used to board the bus, while being mindful of other passengers who may be boarding or exiting using the back door.

Exit at Your Stop

- Operators will only drop off riders at designated IndyGo stops and stations.
- If no one is waiting at a stop or station, operators will only stop if signaled by a rider on the bus who wants to exit at that stop or station.
- Once you hear your stop announced or see it on the display sign, **pull the signal cord near the windows or press the stop request button on the poles inside the BRT buses to notify the operator to stop the bus at the next stop.**
- Riders using a wheelchair or other mobility device can tell the operator when boarding or as the operator secures the wheelchair or mobility device the stop they will need to exit.
- Gather all your personal items and leave through the nearest open door.
- Once you depart the bus at your stop, please be aware of any moving vehicles around you.

Accessibility

- All IndyGo local and BRT buses have the ability to “kneel,” which lowers the height of the first step onto the bus. Any rider may request the operator to kneel the bus, regardless of ability.
- IndyGo’s Super Stops and CTC offer near-level boarding, allowing riders to more easily board and exit the bus without taking a large step.
- All BRT buses feature level boarding at BRT stations, which allows riders to smoothly board and exit the bus.
- If additional assistance is needed during boarding, all local and BRT buses have a ramp at the front door that can be deployed for those using mobility devices. All BRT buses feature a ramp at the back two doors that can be deployed to assist persons with disabilities.

Mobility Devices

All IndyGo buses are equipped to service individuals that use wheelchairs as a mobility aid. All buses are equipped with wheelchair lifts or ramps and devices that will secure wheelchair users while on board the bus. All BRT buses are equipped with one automatic wheelchair restraint and one traditional wheelchair restraint. Mobility devices may not block the aisle or doorway and must be secured.

- Any rider may request the use of a lift or ramp, regardless of ability.

- Riders using a wheelchair or other mobility device must be able to maneuver their mobility aid onto the bus and to the designated seating area at the front of the bus. The operator will then ensure the device is secure before returning to the driver's seat.
- If additional assistance is necessary, the operator will make every effort to accommodate any reasonable request.

Service Animals

- Service animals are allowed on buses, at stations and around the CTC.
- Under the Americans with Disabilities Act of 1990, a service animal is defined as “any guide dog, signal dog or other animal that is individually trained to do work or perform tasks for an individual with a disability” (49 CFR 37.3.) For the purposes of these guidelines, animals used to deter crime or provide emotional support, well-being, comfort or companionship are not considered to be service animals.
- Service animals must be properly trained, groomed, maintained and under the control of the rider. An individual may have more than one service animal.

Pets

- Non-service animals are only allowed on IndyGo buses, at stations and in or around the CTC if they are in a pet carrier specifically designed to transport animals. Carriers may not be opened on the bus. They must be leak-proof, well-ventilated and free of any strong odors and transmittable pests. Pet carriers must be small enough to fit on the owner's lap or on the floor space in the immediate area of the owner without blocking the walkway.

Lost & Found

- **IndyGo assumes no responsibility** for items left on buses, at bus stops, at stations or in and around the CTC.
- **Found items are taken to the Care Center Desk at the CTC** and are typically available after 1 p.m. the next business day.
- If the item is lost over the weekend, please check with the Care Center Desk at the CTC the following Monday after 1 p.m.
- Customer Care does not contact operators regarding lost items; riders must wait for lost items to be taken to the IndyGo Care Center Desk at the CTC.
- To claim your property, you must go to the CTC, where you will need to provide an **accurate description of the item, show your photo ID and sign a property claim tag with your name, address and phone number.**
- Found items will **only be held for one week**, so please visit the IndyGo Care Center Desk as soon as possible after losing your item.
- IndyGo will not hold any lost items containing food, biohazard material or containing illegal or harmful substances, including drugs or weapons.

IndyGo Operator Code of Conduct

All IndyGo operators are expected to:

- Treat all riders with respect.
- Follow ADA guidelines and procedures.
- Stop at all railroad crossings before proceeding.
- Call out bus stops or stations, including major intersections, unless the auto-announce system is in use.
- Inform riders of delays and detours.
- Avoid picking up or dropping off riders inside construction zones.
- Instruct riders during an evacuation/emergency.
- Tell riders how to use the farebox and MyKey system.

Safety & Security

See Something Say Something

IndyGo's number one priority is safety. However, we're not always able to see or be present for every incident when it occurs. This is where we rely on riders to do their part and report these situations so IndyGo can help and provide a more welcoming, safe and comfortable environment for everyone. You can report an incident online at www.indygo.net/see-something-say-something/ or by calling our Customer Care Center at 317-635-3344. You also can call about an emergency at a BRT station by using the blue security call boxes.

Security Personnel

In addition to IndyGo Transit Safety Officers and security personnel, IndyGo partners with the Indianapolis Metropolitan Police Department (IMPD) and other public safety agencies. Uniformed and undercover police officers ride IndyGo buses, monitor bus stops and stations, and are present in and around the CTC to ensure the safety of all riders and employees.

Video Surveillance

All IndyGo buses and stations and the CTC are equipped with audio and video surveillance equipment. IndyGo riders are subject to screening by local, state and federal law enforcement.

Safe Place Network

IndyGo buses and facilities are part of the Safe Place network. This means that if an individual under the age of 19 feels as though they are in crisis, in a threatening situation or in need of the support of a social worker, IndyGo can provide aid. IndyGo operators, security staff and the customer service teammates at the CTC are trained in how to best assist.

Customer Comments & Special Accommodations

Contact Us

IndyGo wants to hear from you. If you have a comment or something to report, such as your bus needs to be cleaned, a bus passed you by or you see something happen on a bus ride, or if you believe you have been denied the benefits of IndyGo's services based on race, color or national

origin, you can **call our Customer Care Center at 317-635-3344**. You can also fill out our online form at **IndyGo.net/contact-us** and your comment will be routed to the appropriate department.

When you fill out the form, please be sure you include the time and date of your experience, as well as the route number, operator number and/or bus number relating to your comment. You can find the route number on the destination sign on the bus, the operator number on the operator's badge and the bus number on the front, back and both sides of the bus. Whether provided over the phone or online, you can request that someone follow up with you. Please allow 10 business days for a response. IndyGo operates its programs without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

File an Official Title VI Complaint

If you believe you have been subjected to a discriminatory practice due to your race, color, national origin or disability, you may file an official Title VI or ADA complaint. For more information on IndyGo's Title VI and ADA Policy and the procedures to file a complaint, contact **IndyGo's Customer Care Center at 317-635-3344** or complete the form at **IndyGo.net/about-IndyGo/title-vi-and-ada** and **mail it to the IndyGo Director of Compliance and Civil Rights at 1501 W. Washington St., Indianapolis, IN 46222**.

Reasonable Modifications

IndyGo offers the following reasonable modifications:

- **Route maps** and how to ride information in English and Spanish at IndyGo.net and in print.
- **Screen reader-compatible online schedules** are available for accessibility at IndyGo.net.
- **Relay Indiana: 711**.

Other reasonable accommodation can be made available, including:

- Braille information and bus route cards for the blind and visually impaired.
- Interpreters for public meetings, including American Sign Language and non-English.
- Audio transcriptions.
- Travel Trainings for individuals and groups. To learn more and sign up for a Travel Training, visit indygo.net/how-to-ride/travel-training.
- Any reasonable request to make information accessible to all individuals. IndyGo will make reasonable accommodations in policies, practices and procedures when such accommodations are necessary.

If any modifications or accommodations are needed while scheduling a ride, boarding a bus, riding a bus, or exiting a bus, but are not listed above, please contact the Customer Care Center by calling 317-635-3344, filling out the online form or speaking to an IndyGo staff member.

Observed Holidays

IndyGo operates 365 days a year. On observed holidays, please refer to Sunday schedules unless otherwise indicated. The Customer Care Center may be closed or operate on a shortened schedule for holidays.

- **New Year's Day**
 - Local and BRT Routes: Sunday schedule
 - IndyGo Access: Sunday schedule
 - Mobility Solutions Care Center: 7 a.m. – 4 p.m.
 - Care Center Desk: Closed
 - Administrative offices: Closed
- **Martin Luther King, Jr. Day**
 - Local and BRT Routes: Saturday schedule
 - IndyGo Access: Saturday schedule
 - Mobility Solutions Care Center: 7 a.m. – 4 p.m.
 - Care Center Desk: 9 a.m. – noon
 - Administrative offices: Closed
- **Memorial Day**
 - Local and BRT Routes: Sunday schedule
 - IndyGo Access: Sunday schedule
 - Mobility Solutions Care Center: 7 a.m. – 4 p.m.
 - Care Center Desk: 9 a.m. – noon
 - Administrative offices: Closed
- **Juneteenth**
 - Local and BRT Routes: Saturday schedule
 - IndyGo Access: Saturday schedule
 - Mobility Solutions Care Center: 7 a.m. – 4 p.m.
 - Care Center Desk: 9 a.m. – noon
 - Administrative offices: Closed
- **Independence Day**
 - Local and BRT Routes: Sunday schedule
 - IndyGo Access: Sunday schedule
 - Mobility Solutions Care Center: 7 a.m. – 4 p.m.
 - Care Center Desk: 9 a.m. – noon
 - Administrative offices: Closed
- **Labor Day**
 - Local and BRT Routes: Sunday schedule
 - IndyGo Access: Sunday schedule
 - Mobility Solutions Care Center: 7 a.m. – 4 p.m.
 - Care Center Desk: 9 a.m. – noon
 - Administrative offices: Closed
- **Veterans Day**
 - Local and BRT Routes: Regular schedule
 - IndyGo Access: Regular schedule
 - Mobility Solutions Care Center: 7 a.m. – 4 p.m.
 - Care Center Desk: 9 a.m. – noon
 - Administrative offices: Closed

- **Thanksgiving Day**

Fare-free service

- Local and BRT Routes: Sunday schedule
- IndyGo Access: Sunday schedule
- Mobility Solutions Care Center: 7 a.m. – 4 p.m.
- Care Center Desk: 9 a.m. – noon
- Administrative offices: Closed on Thanksgiving Day and the day after Thanksgiving

- **Christmas Eve Day**

- Local and BRT Routes: Regular schedule
- IndyGo Access: Regular schedule
- Mobility Solutions Care Center: 7 a.m. – 4 p.m.
- Care Center Desk: 9 a.m. - noon
- Administrative offices: Closed

- **Christmas Day**

Fare-free service

- Local and BRT Routes: Sunday schedule
- IndyGo Access: Sunday schedule
- Mobility Solutions Care Center: 7 a.m. – 4 p.m.
- Care Center Desk: 9 a.m. – noon
- Administrative offices: Closed

- **New Year's Eve**

Fare-free service after 8 p.m.

- Local and BRT Routes: Regular schedule
- IndyGo Access: Regular schedule
- Mobility Solutions Care Center: 6 a.m. – 7 p.m.
- Care Center Desk: 8 a.m. - 6 p.m.
- Administrative offices: 8 a.m. - 5 p.m.