



Board Report
September 17, 2026

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1. Call to Order and Roll Call (Presenters – Greg Hahn, Robert Frye)
2. Awards and Commendations (Presenter – Jennifer Pyrz)
3. Regular Agenda (Presenter – Greg Hahn)
 1. A-1: Consideration and approval of Minutes from the Board Meeting held on August 20, 2026
 2. A-2: Consideration and approval of A&E Contract for CTC Interior Renovations (Presenter – Andrea Hermer)
 3. A-3: Consideration and approval of Title VI Program update (Presenter – Kevin McNally)
 4. A-4: Consideration and approval of independent audit services (Presenter – Brian Atkinson)
 5. A-5: Consideration and approval of contract amendment with Ellis Mechanical and Electrical for preventative maintenance services (Presenter – Gerald Glover)
4. Information Items (Presenter – Greg Hahn)
 1. I-1: Finance Report (Presenter – Justin Burcope)
 2. I-2: Department Reports
5. Adjourn (Presenter – Greg Hahn)

BOARD MEMBER'S NAME	APPOINTMENT	TERM
Gregory Hahn	COUNCIL	12/2/2024-8/5/2028
Mary Ann Fagan	MAYOR	8/4/2022-8/4/2026
Adairius Gardner	MAYOR	1/1/2025-12/31/2028
Stephanie Quick	COUNCIL	9/9/2024-8/5/2028
Adrianne Slash	COUNCIL	4/7/2025-3/3/2029
Stan Smith	MAYOR	9/1/2025-12/31/2028
Richard Wilson	COUNCIL	9/22/2025-9/22/2029

*IndyGo*SM

September Board Meeting Awards and Commendations



IndyGo August 2026 Safe Drivers

These Operators were recognized for their safe driving for the month of August and received a National Safety Council patch, pin, and certificate



Operator	Years of Safe Driving	Years of Service
Roger Beharry	13	14
Lakeita Smith	11	13
Reginald Taylor	9	12
Tiana Treadwell	8	9
Angela Williams	8	9
Thurmon Moore	6	7
Kelli Nuckolls	6	11
Roy Shurn	6	7

13 Years of Safe Driving



Roger Beharry
Coach Operator, Fixed Route
14 years of service to IndyGo

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August Operations Employee of the Month

Kelvin Mahone
**Coach Operator, Fixed Route
Transportation**

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AUGUST 2026 SAFE DRIVER RECOGNITION AWARDS



In accordance with the National Safety Council's Preventable Accident Standard, we proudly recognize the following operators for demonstrating exemplary safe driving practices throughout August. These individuals have maintained a clean driving record, free of preventable accidents, and have contributed significantly to our commitment to safety and excellence.

Each recognized operator will receive a National Safety Council patch, pin, and certificate as a token of appreciation for their outstanding dedication to safe driving.

Awardees List:

Operator	ID#	Years of Safe Driving	Years of Service
Roger Beharry	8392	13	14
Lakeita Smith	8557	11	13
Reginald Taylor	8673	9	12
Tiana Treadwell	9008	8	9
Angela Williams	9018	8	9
Thurmon Moore	9683	6	7
Kelli Nuckolls	8809	6	11
Roy Shurn	9435	6	7
Keary Bradford	9191	5	8
Mikia Hicks	9156	5	8
Ashley Roberson	9762	4	6
Catisha Hamilton	8939	3	9
Kenya Hopkins	9541	2	7
Oartel Locket	10520	2	3
Christen Sanders	9639	2	2
Kenneth Stone	11083	2	2
Yassine Djezzar	11029	1	3



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
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Christa Frazier	11179	1	2
Lanceapher Frye	11866	1	1
Annamarie Kingsley	11855	1	1
Ronald Pittman	11281	1	2
Devon Price	11770	1	1

We commend these operators for their commitment to safety and encourage all team members to continue striving for excellence on every journey. Your dedication keeps our roads safe and our community strong.

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August 2026 Board of Directors Meeting Minutes

IndyGo

8/20/2026 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Stephanie Quick, and Adrienne Slash
Staff: Jennifer Pyrz, Robert Frye, Justin Burcope, Thierno Balde, Ryan Wilhite, Sarah Stentz, Gerald Glover, Devon Smith, and Christian Cambron

Absent:

Members: Stan Smith

Guests: NONE

1. Call to Order and Roll Call (Presenters – Gregory Hahn, Robert Frye)

[August Board Cover](#)

[August 2026 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:02 p.m. Mr. Frye then conducted roll call. Six members were present in person, thus establishing a quorum.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

[July 2026 Safe Drivers Recognition](#)

President & CEO Jennifer Pyrz gave an update on the Awards and Commendations for July 2026.

3. Regular Agenda (Presenter – Gregory Hahn)

1. A-1: Consideration and approval of minutes from the Board of Directors meetings held on July 16, 2026 and July 30, 2026 (Presenter – Gregory Hahn)

[A-1 July 2026 Board of Directors Meeting Minutes](#)

[A-1 July 2026 Public Hearing - Board of Directors Meeting Minutes](#)

Motion: Approval of Minutes from the Board of Directors held on July 16, 2026 and July 30, 2026. Motion made by Director Gardner and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

2. A-2: Consideration and approval of Fiscal 2027 Budget and Resolution No. 2026-06 for a Special Tax Levy (Presenter – Justin Burcope)

[A-2 FY2027 Proposed Budget – Board of Directors](#)

[Board Resolution 2026-06 re 2027 Special Tax Levy](#)

[Form4 Ordinance Board Adoption 2027](#)

It was recommended that the Board of Directors adopt the 2027 Operating, Capital, and Debt Service Budgets and Resolution Number 2026-06 for a levy of special tax for 2027.

Motion: Approval of Fiscal 2027 Budget and Resolution No. 2026-06 for a Special Tax Levy. Motion made by Director Wilson and seconded by Director Quick. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

3. A-3: Consideration and approval of the purchase of replacement ADA wheelchair ramps for the BYD 2019 series buses (Presenter – Thierno Balde)
[A-3 BYD Wheelchair Ramps Purchase](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a contract with Gillig for the purchase of 12 replacement ADA wheelchair ramps for the BYD 2019 series buses in an amount not to exceed \$237,126.

Motion: Approval of the purchase of replacement ADA wheelchair ramps for the BYD 2019 series buses. Motion made by Director Gardener and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

4. A-4: Consideration and approval of 2025 Section 5310 Call for Projects, Vehicle Purchases (Presenter – Ryan Wilhite)
[A-4 Section 5310 Vehicle Order 2025CFP V2 AftAR](#)

It was recommended that the Board of Directors authorize the President & CEO, on behalf of the subrecipients listed herein, to enter into an agreement with Midwest Transit Equipment, Inc. for the purchase of 10 accessible transit vehicles utilizing Section 5310 federal funds for a total not to exceed amount of \$1,002,421.

Motion: Approval of 2025 Section 5310 Call for Projects, Vehicle Purchases. Motion made by Director Slash and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

5. A-5: Consideration and approval of 2025 Section 5339 Call for Projects, Vehicle Purchases (Presenter – Ryan Wilhite)
[A-5 Section 5339 Vehicle Order 2025CFP v2 AfAR](#)

It was recommended that the Board of Directors authorize the President & CEO, on behalf of the subrecipients listed herein, to enter into an agreement with Midwest Transit Equipment, Inc. for the purchase of four ADA accessible transit vehicles utilizing Section 5339 federal funds for a total amount not to exceed \$486,600.

Motion: Approval of 2025 Section 5339 Call for Projects, Vehicle Purchases. Motion made by Director Wilson and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

6. A-6: Consideration and approval of construction contract for the 1501 South Access Drive (Presenter – Sarah Stentz)
[A-6 1501 South Concrete Drive](#)

It was recommended that the Board of Directors authorize the President & CEO to enter into a contract with Midwest Paving LLC for the value of \$267,043 for the complete scope of demolition and replacement work at the south drive, located adjacent to 1501 West Washington Street.

Motion: Approval of construction contract for the 1501 South Access Drive. Motion made by Director Wilson and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

7. A-7: Consideration and approval of contract extension with DuBois Soaps (Presenter – Gerald Glover)
[A-7 DuBois Soaps Contract Extension](#)

It was recommended that the Board of Directors authorize the President & CEO to execute an amendment to the existing contract with DuBois Chemicals to extend the contract term by two years and increase the contract's not-to-exceed amount by \$110,000. Upon approval, the contract term will expire on August 31, 2028, and the total contract amount will increase to a not-to-exceed amount of \$165,000.

Motion: Approval of contract extension with DuBois Soaps. Motion made by Director Fagan and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

8. A-8: Consideration and approval to enter a Research Partnership with Purdue University (Presenter – Devon Smith)

[A-8 Purdue University](#)

It was recommended that the Board of Directors authorize the President & CEO to enter into a two-year contract with Purdue University to study the total cost of ownership of IPTC's Battery Electric Buses at a total cost of \$189,082.

Motion: Approval to enter a Research Partnership with Purdue University. Motion made by Director Gardner and seconded by Director Wilson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

9. A-9: Consideration and approval of to enter a contract with AmeriTran Service Corporation (Presenter – Devon Smith)

[A-9 Transit Resource Center](#)

It was recommended that the Board of Directors authorize the President & CEO to enter a three-year contract, with two option years, with AmeriTran Service Corporation, doing business as Transit Resource Center, to provide bus-line inspection and Buy America audit services on behalf of IPTC for a total five-year contract value of \$140,117.

Motion: Approval to enter a contract with AmeriTran Service Corporation. Motion made by Director Quick and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

10. A-10: Consideration and approval of construction contract for the Washington Street Bus Rapid Transit (BRT) Station (Presenter – Christian Cambron)

[A-10 Construction Contract Award for Washington Street BRT Station 2026.08.11](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a construction contract with Shuck Corporation for an amount not to exceed \$3,393,639.40 for the construction of two new BRT bus bays along the south side of Washington Street at the Julia M. Carson Transit Center.

Motion: Approval of construction contract for the Washington Street Bus Rapid Transit (BRT) Station. Motion made by Director Wilson and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

4. Information Items (Presenter – Gregory Hahn)

1. I-1: Finance Report (Presenter – Justin Burcope)

[I-1: Budget to Actuals \(Comparative Statement\) 7.30.26](#)

[Misc. Breakdown – July 2026](#)

[Fare Collections 7-31-26](#)

The Board heard the Finance Report from Chief Financial Officer Justin Burcope and received the report.

2. I-2: IndyGo Foundation Quarterly Report (Presenter – Emily Meaux)
[IndyGo Foundation August 2026](#)

The Board heard the Quarterly Report from IndyGo Foundation Executive Director Emily Meaux and received the report.

3. I-3: Department Reports
[PA Board Report August 2026](#)
[R-2 Planning and Capital Projects Report 2026-8](#)
[Risk and Safety Board August 2026](#)
[July 2026 Operations Division 8.2026](#)

The Board received Department Reports for review.

6. Adjourn (Presenter – Gregory Hahn)

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 5:16 p.m.

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Date of Memo: September 04, 2026
Board Meeting: September 17, 2026

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Sr. Director of Capital Facilities Modernization and Asset Management Andrea Hermer
SUBJECT: Consideration and Approval of A&E Contract for CTC Interior Renovations Projects

ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a contract with Richard L. Bowen + Associates in an amount not to exceed \$279,520.40. The contract is for architectural and engineering services for the Julia M. Carson Transit Center located at 201 E. Washington Street.

BACKGROUND:

This project follows a prior study completed in 2023. This study assessed opportunities for interior building renovations to better serve and support today's passengers and operational needs. This project takes the next logical step by developing and implementing buildable solutions, in line with the study's recommendations, to address physical and operational constraints improving the overall functionality of the building.

DISCUSSION:

These services are needed to plan, develop, and design those buildable solutions. The contract's initial scope of work will develop a master plan which will provide a detailed analysis of existing conditions, an agreed upon buildable project program, and conceptual design for those renovation projects. Initial scope of services is anticipated to be completed within four months, where, under a separate task order, selected project or projects will advance to full design and preparation of construction package(s). Projects will advance based on available funds allocated under IndyGo's Capital Budget. A priority under this renovation program is construction of a new public restroom accessible from the building's atrium.

FISCAL IMPACT:

This project is funded through the 2026-2027 Capital Budget and partially funded with federal funds.

DBE/XBE DECLARATION:

Due to the Interim Final Rule impacting on the DBE Program, there are currently no certified vendors available. As a result, DBE goal-setting activities have been temporarily paused, and no participation goal has been established for the project at this time.

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Date of Memo: August 31, 2026
Board Meeting: September 17, 2026

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
SUBJECT: Consideration and approval of the 2026 Title VI Program Update

ACTION ITEM A – 3

RECOMMENDATION:

Staff recommends the IPTC Board of Directors review, consider, and adopt the Title VI Program Update.

BACKGROUND:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance. To provide guidance on this issue, the Federal Transit Administration (FTA) issued Circular 4702.1B in October 2012 which outlines Title VI compliance procedures for recipients of FTA-administered transit program funds. As a recipient of FTA-administered federal funding, IPTC must meet the requirements established in this document.

DISCUSSION:

An updated Title VI Program is due to the FTA. Under the FTA guidelines, IPTC is required to seek review and approval of its Title VI Program Update. Some Title VI required documents do require approval outside the Title VI Program Update. Those documents include, but are not limited to, the service and fare equity analyses and adoption of the Service Standards.

The Title VI Program Update outlines our agency's processes and procedures for fulfilling the federal requirements for Title VI of the Civil Rights Act of 1964. We document our compliance for a variety of topics, including:

- Title VI notice
- Instructions on how to file a Title VI complaint
- List of Title VI investigations
- Public participation plan
- Language assistance plan
- Documentation of composition of voluntary boards
- Subrecipient compliance
- Facility (or Site) equity analyses
- Service standards
- Demographic maps
- On-board survey results
- Results of service monitoring

- Major Service Change policy
- Service or Fare equity analyses

Three items to highlight – Service Monitoring Report, site equity analyses, and the Public Involvement Plan Update.

The Service Monitoring Report is completed at the same time as the Title VI Program Update. The analysis is a comparison of the performance of the system over a period of time to ensure that no disparate impact (DI) or disproportionate burden (DB) is occurring as a result of the service delivered. This analysis differs from a service equity analysis because the monitoring report considers actual service provided whereas the service equity analysis is comparing existing scheduled service and proposed scheduled service. After analyzing our service over the length of a single pick (period of four months), we found no major issues. One metric was considered a disproportionate burden (Frequency) but we believe is a function of one non-low-income route with a fixed frequency of 30 minute versus all other low-income (all routes) and therefore not a considerable concern. Another metric (Frequency) had a disparate impact for bus rapid transit (BRT) but was again not considered a major concern. As we are only comparing Red Line to Purple Line, we are aware that the Purple Line is not running at the same frequency at present as the Red Line. The decision is based on which BRT line opened first but IPTC is working to increase the frequency of Purple Line. As an explicit document of the Title VI Program Update, the SMR is considered board-adopted when the Title VI Program Update is adopted.

Site equity analyses are conducted prior to the purchase or lease of a facility/site where IPTC uses local or state funds. For sites purchased with federal funds a planned process known as NEPA – National Environmental Policy Act -- is required. We completed two site equity analyses since the end of 2023 and those are included, in full, in the report. In conducting these analyses, staff examines alternative sites, analyzes site-specific metrics, including demographics, and determines the impact to the community of IPTC's project purpose. None of the site equity analyses found any concern with the chosen sites.

The Public Involvement Plan (PIP) is a federally-required document outlining IPTC's approach to public involvement. IPTC staff use the PIP, and other supporting documents, in determining the type and level of public involvement for different ongoing and discrete projects. IPTC staff reviewed and updated the language of the PIP in 2024 and 2025. As part of the Title VI Program Update, the PIP is considered board-adopted when the Title VI Program Update is adopted.

The 2026 Title VI Program in its entirety is included in the packet.

If approved, IPTC will submit the final board adopted program and policies to the Federal Transit Administration (FTA) in October 2026.

FISCAL IMPACT:

There is no fiscal impact for this approval.

DBE/XBE DECLARATION:

This is not a procurement.

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**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS**

RESOLUTION NO. 2026-07

A RESOLUTION approving the updated Title VI Program, to wit:

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is an Indiana municipal corporation created pursuant to Ind. Code 36-9-4 and Revised Code of Indianapolis and Marion County § 116-402 to operate and maintain an urban mass transportation system to serve Indianapolis for the welfare of the general public, to expand the economic and social opportunities available to its residents, and to render adequate service essential to relieve traffic congestion which would otherwise prevent the rapid and efficient movement of persons and goods in and about the city (the “System”); and

WHEREAS, the IPTC Board of Directors (the “Board”) is charged with the management of IPTC and is authorized to exercise the executive and legislative powers of the corporation pursuant to Ind. Code §§ 36-9-4-2, -14 and -29; and

WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance; and

WHEREAS, the Federal Transit Administration (FTA) has issued Circular 4702.1B (the “Circular”), which outlines Title VI compliance procedures for recipients of FTA-administered transit program funds; and

WHEREAS, as a recipient of FTA transit program funding, IPTC is required to maintain a Title VI Program in compliance with the Circular and to update it every three years, including an evaluation of services provided; and

WHEREAS, the required updates to the Title VI Program have been completed and were presented to the Board by IPTC staff during the Board’s meeting on September 17, 2026; and

WHEREAS, following due consideration of the IPTC staff recommendation, the Board determines that it is in the best interest of IPTC and the public that it serves through operation of its System to adopt the proposed Title VI Program as recommended by IPTC staff.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:

Section 1. The Board hereby approves and adopts the Title VI Program as proposed by IPTC staff on September 17, 2026. A copy is attached to this Resolution as Attachment 1. The Board further approves both the Service Monitoring Report and the Public Involvement Plan (PIP), each developed and provided in connection with the proposed Program update, and which are included as appendices to the 2026 Title VI Program.

Section 2. This Resolution shall be in full force and effect from and after its adoption by the Board.

Section 3. If any section, paragraph, or provision of this Resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this Resolution.

ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this 17th day of September 2026.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____
Gregory F. Hahn, Board Chair

ATTEST:

By: _____
Robert M. Frye, Chief Legal Officer

Attachment 1

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2026 Title VI Program Update

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August 2026

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TITLE VI PROGRAM

This document is being submitted by the Indianapolis Public Transportation Corporation (dba IndyGo) to the Federal Transit Administration (FTA) in compliance with the requirements of FTA Circular 4702.1B “Title VI Requirement and Guidelines for Federal Transit Administration Recipients.” This document specifically meets the requirements of Chapter III, Part 4 “Requirement to Prepare and Submit a Title VI Program.” The necessary contents of each Title VI program, as outlined in Chapter III, are shown below with responses detailing how IndyGo has met each requirement.

1) A copy of the recipient’s Title VI notice to the public that indicates the recipient complies with Title VI and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.

IndyGo’s Title VI notice is included in APPENDIX A. The text reads as follows:

In accordance with Title VI of the Civil Rights Act of 1964, IndyGo operates its programs without regard to race, color or national origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint. For more information on IndyGo’s Title VI Policy and the procedures to file a complaint, contact:

Customer Care Center
317.635.3344
Monday-Friday: 6 am to 7 pm
Saturday and Sunday: 7am to 4 pm
www.IndyGo.net

The notice is posted in the following places:

- All revenue fixed route vehicles
- All revenue ADA complementary paratransit vehicles
- IndyGo website: <https://www.indygo.net/about-indygo/title-vi-and-ada/>
- IndyGo Fixed Route guidelines
- IndyGo Access [ADA Complementary paratransit service] guidelines
- IndyGo reception desk at 1501 W. Washington Street
- IndyGo reception desk at 9503 E. 33rd Street
- Reception desk at the Julia M. Carson Transit Center (CTC)
- IndyGo lobby and Assessment lobby at 2425 W. Michigan Street

A copy of the Title VI notice to beneficiaries, screen capture of the IndyGo Title VI website, and system map have been included as part of APPENDIX A.

2) A copy of the recipient’s instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

Customers who believe they have been subjected to discrimination based on race, color, or national origin by an IndyGo employee can file a complaint with IndyGo. The Title VI / ADA Complaint form can be found on IndyGo’s website at the following address: <https://www.indygo.net/about-indygo/title-vi->

[and-ada/](#). A copy of the complaint form is provided in APPENDIX B. Complainants are instructed to fill out the form and mail the form to the IndyGo Director of Compliance and Civil Rights, at 1501 W. Washington Street, Indianapolis, IN 46222. Complainants can also call 317-614-9272 if they have questions.

The form was last updated in 2026.

A copy of IndyGo's internal procedures in handling Title VI complaints is included in APPENDIX B.

3) A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission.

A list of any public transportation-related Title VI investigations, complaints or lawsuits filed since the last submission is included in APPENDIX B. Since the last Title VI Program Update, there have been eight Title VI complaints, no lawsuits, and no investigations.

4) A public participation plan that includes an outreach plan to engage minority and Limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission.

IndyGo's public outreach efforts are informed and guided by the adopted Public Involvement Program (Updated March 2026). The program outlines stakeholders, engagement and education techniques, notification procedures, and how public input is considered.

Since the previous Title VI submittal, IndyGo has conducted several focused public outreach efforts. These include:

- Public outreach related to the Purple Line;
- Public outreach related to the Blue Line;
- Public outreach related to Red Line improvements;
- Public outreach related to local route improvements;
- Public outreach for the Comprehensive Operational Analysis;
- Public outreach for new facility acquisitions;
- Public outreach for a fare equity analysis.

IndyGo continues to engage the public via social media, posting information about route detours and public meetings. A complete summary of IndyGo public outreach efforts since the previous Title VI program submission is included in APPENDIX C. and covers the period from December 1, 2023 to April 30, 2026 (most current data at the time of Title VI Program Update collection).

5) A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP guidance.

A copy of the Language Assistance Plan (LAP) is found in APPENDIX C.

IndyGo staff met regularly from 2023-2025 to discuss strategies to improve its LEP outreach. IndyGo updated its customer care comment form, public meeting check-in forms, and created I-Speak cards for operators. IndyGo also conducted an analysis of languages spoken by route.

6) Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.

The IPTC Board of Directors is the governing body for IndyGo. Comprised of seven members, these members are appointed by the Mayor of the City of Indianapolis and the Indianapolis-Marion County City-County Council; the Mayor appoints three while the Council appoints four members. As these board members are not selected by the recipient, no racial breakdown is provided.

The IPTC Board of Directors created a council to inform the board members of the concerns of individuals with disabilities; the Mobility Advisory Committee (MAC). The MAC provides a forum for riders, employers, elected representatives, and organizations to raise concerns, ideas, and propose solutions to improve transportation service and mobility options for individuals with disabilities. Individuals wishing to serve on the MAC submits an application to the MAC Nominating Subcommittee. The Subcommittee is comprised of four MAC members, appointed by the Chairperson and Secretary. New member applications are reviewed and approved by the Subcommittee and then the nominated member must be approved by the IPTC Board of Directors.

At present, the MAC is comprised of nine members; six identified as White and one as Black; see Table A-1 . The responses are based on a survey distributed to MAC members in 2026. Two members did not return a response. Respondents were permitted to answer “Prefer not to say” for each question. Recruitment for MAC members is based on a number of factors, including what interested parties the member is representing. The MAC seeks to be representative of the community served and the clients served by IndyGo complementary paratransit. Diverse representation supports broad community participation and variety of perspectives in their advisory role to the IPTC Board of Directors and staff.

Table 1. Hispanic Ethnicity of Mobility Advisory Committee Members¹

Service Area ²			Mobility Advisory Committee	
Hispanic or Latino or Spanish Origin	134,243	13%	0	0%
Not Hispanic or Latino or Spanish Origin	841566	86%	7	100%

¹ Individuals were allowed to answer “Prefer not to Say”.

² Table B03002, “Hispanic or Latino Origin by Race”, 2024 ACS 1 Year Estimates Detailed Tables.

Table 2. Racial Breakdown of Mobility Advisory Committee Members

Service Area ³			Mobility Advisory Committee	
American Indian and Alaska Native	5,651	1%	0	0%
Asian	39,759	4%	0	0%
Black or African American	267,690	27%	1	14%
Native Hawaiian and Other Pacific Islander	224	0%	0	0%
White	506,230	52%	6	86%
Other	62,296	6%	0	0%
Two or More Races	93,959	10%	0	0%

7) Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.

IndyGo is the designated recipient for Section 5307 (Urbanized Area Formula Grant), Section 5339 (Bus and Bus Facilities) and Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) formula funding in the Indianapolis Urbanized Area. IndyGo has four subrecipients for Section 5307 funds and thirteen subrecipients for the Section 5310 program.

Title VI Compliance for Section 5310 subrecipients is handled by the Director of Compliance and Civil Rights, who conducts periodic reviews of IndyGo's subrecipients. IndyGo ensures that all subrecipients are provided with a summary and checklist of Title VI program requirements. Subrecipients are also provided with a link to the IndyGo Title VI Program Update, which includes the IndyGo notice to the public, complaint form, and complaint procedures for their reference.

Subrecipients are required to submit their Title VI Program documentation to IndyGo every three (3) years. The Director of Compliance and Civil Rights completes a compliance review of each subrecipient and issues a review letter advising the subrecipient that they are either in compliance or that follow up is needed. Subrecipients are also monitored for Title VI compliance during site visits. Subrecipients applying for Section 5310 funds are required to certify compliance during the application process. Subrecipients receiving Section 5307 and Section 5339 funds are required to

³ Table B02001, "Race", 2024 ACS 1 Year Estimates Detailed Tables.

execute a grant agreement that requires them to maintain compliance for Title VI. All subrecipients also annually complete the FTA-required Title VI certifications and assurances. IndyGo monitors subrecipients through regular reviews of Title VI plans and requesting information on any Title VI complaints in the Annual Vehicle Report (For Section 5310 grantees only). Section 5307 grantees are provided with a Vendor Oversight Checklist (VOC) that includes language about reviewing Title VI when the subrecipient is confirming compliance by the vendors.

8) If the recipient has constructed or acquired a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Facilities not considered a transit amenity, such as a bus stop, or those not evaluated during project development as part of a National Environmental Policy Act (NEPA) review, must adhere to the requirements of site equity analysis as required by Title 49 CFR Section 21.9(b)(3) and outlined in FTA Circular 4702.1B, specifically Chapter III-11 and 12.

IndyGo has evaluated the following facilities since its last Title VI submission (January 2023):

- Paratransit operations facility at 9350 East 30th Street, Indianapolis, IN (leased) (June 2025);
- Temporary Bus Storage Site (October 2023)

Facilities not evaluated during NEPA are required to be evaluated through a site equity analysis. The following site equity analyses are included in APPENDIX J.

- Paratransit operations at 9350 East 30th Street, Indianapolis, IN
- Temporary bus storage site

9) Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a fixed route transit provider, a State or an metropolitan planning organization (MPO).

IndyGo is a fixed-route transit provider in the Indianapolis urban area, which as of the 2020 decennial census, had 1,487,483 persons, which exceeds the threshold of 200,000 persons. IndyGo operates greater than 50 fixed route buses in peak service.

a. System-wide service standards and system-wide service policies, whether existing or new (i.e., adopted by the transit provider since the last submission).

IndyGo adopted new Service Standards in 2018 and amended in 2019 and in 2026. A copy of the meeting minutes for the amendment is included in the appendix. A copy of the Service Standards, as amended, can be found on the IndyGo website (www.indygo.net)

IndyGo uses the following system-wide service standards and policies to evaluate transit service:

- **Vehicle Load:** Vehicle load is also known as passenger load and it is defined as the percentage above seated capacity of a vehicle. Overcrowded vehicles can lead to safety hazards and are uncomfortable for passengers. Rapid service has a higher threshold for passenger load

because passenger trips are intended to be shorter; therefore a rider will tolerate more crowding than if the trip is longer.

Table 3. Passenger Load by Service Category

Category	Peak Passenger Load	Off Peak Passenger Load
Rapid	150%	150%
Frequent	120%	120%
Basic	120%	120%
Coverage	120%	120%

Vehicle Headway: Frequency is the number of buses that operate per hour along a route for a majority of the day. Frequency is expressed by the number of minutes between bus arrivals. Service during the periods in the early morning and late evening are often less frequent than peak hour service due to reduced demand.

Table 4. Frequency by Service Category

Service Category	Peak Frequency	Off Peak Frequency
Rapid	15 min. or better	20 min. or better
Frequent	15 min. or better	30 min. or better
Basic	30 min. or better	45 min. or better
Coverage	60 min. or better	90 min. or better

- **Daily and Weekly Span:** Span refers to the hours of day and days in the week that a service operates, and the hours that it runs at its defining, or peak, frequency. Routes meant to drive ridership should have longer spans of service because the service is more useful, providing trips for work and entertainment.

Table 5. Daily and Weekly Span

Service Category	Weekdays			Saturdays		Sundays and Holidays	
	Total Hours	Peak	Off Peak	Peak	Off Peak	Peak	Off Peak
Rapid	20	14	6	14	6	0	16
Frequent	20	14	6	14	6	0	16
Basic	18	16	2	16	2	0	16
Coverage	16	16	0	16	0	0	16

- Travel Speed: The travel speed of a bus route has a direct impact on its useful and its operating cost: slower service requires more buses to deliver a given frequency and also results in longer travel time for riders. Maximizing ridership requires services that maintain high average operating speeds relative to alternative transportation options.

Table 6. Travel Speed

Service Category	Scheduled Speed
Rapid	19 to 22 mph
Frequent	13 to 17 mph
Basic	13 to 17 mph
Coverage	14 to 18 mph

- On-Time Performance:** On-time performance measures how often a bus adheres to its scheduled time. The better the on-time performance, the more reliable a system can feel. IndyGo's current measurement of on-time performance is as follows: if a bus is less than one minute early or less than five minutes late at a time point, it is considered on-time.

Table 7. Service Reliability (OTP) Standards

Service Category	Reliability Standard
Rapid	87%
Frequent	85%
Basic	85%
Coverage	85%

- **Service Availability:** Service availability is determined by stop spacing. Service standards at IndyGo are intended to focus on providing rapid and efficient service where it can be most utilized by the most people. However, some routes are designed to provide coverage where there are fewer people but potentially important destinations.

Table 8. Stop Spacing by Service Category.

Service Category	Stops per mile	Ideal distance between stops
Rapid	2 stops	½ mile
Frequent	4 stops	¼ mile
Basic	4 to 6 stops	Varies based on context
Coverage	4 to 6 stops	Varies based on context

- **Distribution of Transit Amenities:** The distribution of transit amenities is based on several factors, but a primary consideration is daily boardings at a stop. Other considerations include the availability of public right-of-way, access to popular destinations, ADA accessibility, and proximity to key transfer locations.

Table 9. Amenities by Bus Stop Type

	Amenities	Typical Ridership
Basic Bus Stop	Bus Stop Sign Boarding Pad (if possible)	Default
Bus Stop with Bench	Basic Bus Stop Amenities and: Seating (Bench or Simme-Seat)	10-20 Boardings Per Day

Sheltered Bus Stop	Basic Bus Stop Amenities and: Shelter Lighting Waste Receptacle Seating Bike Racks	20+ Boardings Daily
Super Stop	Sheltered Bus Stop Amenities and: Larger Shelter Near-Level Boarding Real-Time Information Display Security Cameras	Based on Route Service Category
Rapid Transit Station (BRT)	All Super Stop Amenities and: Station Signage Level Boarding Fully Covered Platform	Determined by Planning Effort
Transit Center / Mobility Hub	All Rapid Transit Station Amenities and may include: Indoor Seating Public Restrooms On-Site Security Staffed Information Desk	Determined by Planning Effort

- **Vehicle Assignment:** IndyGo policy is to distribute vehicles equitably amongst its routes based on the age of the vehicle. High ridership routes are more likely to be assigned vehicles with higher capacity. Rapid routes are only assigned 60' articulated vehicles. Vehicles may also be assigned to routes based on other factors beyond age or route ridership.

b. A demographic analysis of the transit provider's service area. This shall include demographic maps and charts completed since submission of the last Title VI Program that contains demographic information and service profiles.

Demographic maps are contained in APPENDIX F. and additional tables discussing demographics are contained in the Service Monitoring Report, found in APPENDIX H.

c. Data regarding customer demographics and travel patterns, collected from passenger surveys.

The most recent on-board passenger survey was conducted in September 2022. The final report summary is provided in APPENDIX G. . At the time of writing, a new survey is underway, with report completion likely in early 2027. Prior to that on-board passenger survey, a survey was conducted in 2022. IndyGo is currently working with the Indianapolis Metropolitan Planning Organization (IMPO) to conduct an updated survey in 2026, with results available for review in 2027.

The survey was programmed into the tablet with text in Spanish, French, Haitian Creole, and Hakha Chin. Survey staff were trained to provide three options to capture non-English speaking individuals: Self-administered paper questionnaire, self-administered online survey, or phone interview at a later date and time. A copy of the survey in Spanish is included in APPENDIX G.

- d. Results of the monitoring program of service standards and policies and any action taken, including documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results.**

The most recent IndyGo Service Monitoring Report, as well as a resolution documenting the IPTC Board of Director's review and approval of the 2026 Title VI Program Report, which included the 2026 Service Monitoring Report, are included in APPENDIX H. The Service Monitoring Report analyzes service and amenities provided starting in June 2025 and ending in October 2025.

- e. A description of the public engagement process for setting the major service change policy, disparate impact policy, and disproportionate burden policy.**

IndyGo conducted a public engagement process in June 2013 to solicit feedback from the public on its proposed Title VI policies for "major service change," "disparate impact," and "Disproportionate burden". A summary of outreach was created and presented in 2013 by 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.

Adverse effects are defined in the Disparate Impact and Disproportionate Burden policies – for both cases, if the effects are borne by the protected population. Adverse effects are analyzed in each equity analysis.

- f. A copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s) consideration, awareness, and approval of the major service change policy and disparate impact policy.**

A copy of the board meeting (See APPENDIX I.) resolution from August 26, 2013 demonstrates the board's consideration, awareness, and approval of the major service change policy and disparate impact policy.

- g. Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission.**

IndyGo conducted the following major service change/fare change since the last Title VI Program submission:

- Purple Line – Service and Fare Equity Analysis (2023)*
 - An FTA waiver was granted for the required service and fare equity analysis for the capital improvement grant (CIG) funded fixed-guideway project, the Purple Line, which opened for revenue service in October 2024.
- Fixed-Route Fare Policy (August 21, 2025)
- Fixed-Route Fare Policy (June 18, 2025)

Each equity analysis conducted since the last Title VI Program submission can be found in APPENDIX J.

- h. A copy of board meeting minutes or a resolution demonstrating the board's or a governing entity or official(s)'s considerations, awareness, and approval of the equity analysis for any service or fare changes required by this [FTA C4701.2B] circular.**

Meeting minutes and/or resolutions for the following service or fare changes are included in APPENDIX J.

- Fixed-Route Fare Policy (2025)
- Fixed Route Fare Policy (2026)

DRAFT

APPENDIX A. TITLE VI NOTICES

Title VI Notice to the Public

The Title VI Policy Notice is prominently displayed in all IndyGo revenue vehicles, including ADA paratransit vehicles (operated by a contractor). The notice was reviewed and updated in 2022.

NOTICE:

INDYGO TITLE VI POLICY

In accordance with Title VI of the Civil Rights Act of 1964, IndyGo operates its programs without regard to race, color, or national origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint. For more information on IndyGo's Title VI Policy and the procedure to file a complaint, contact:

INDYGO CUSTOMER CARE CENTER

(317) 635-3344

Monday – Friday: 6 a.m. – 7 p.m.

Saturday – Sunday: 7 a.m. – 4 p.m.

www.IndyGo.net

AVISO:

POLÍTICA DEL TÍTULO VI DE INDYGO

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, IndyGo opera sus programas sin importar raza, color, o origen nacional. Si considera que ha sido víctima de una práctica discriminatoria, puede presentar una queja oficial. Para mas informacion sobre la política Titulo VI de IndyGo y los precadimientos para presentar una queja, comuniquese con:

CENTRO DE ATENCIÓN AL CLIENTE INDYGO

(317) 635-3344

Lunes – Viernes: 6 a. m. – 7 p. m.

Sábado – Domingo: 7 a. m. – 4 p. m.

www.IndyGo.net



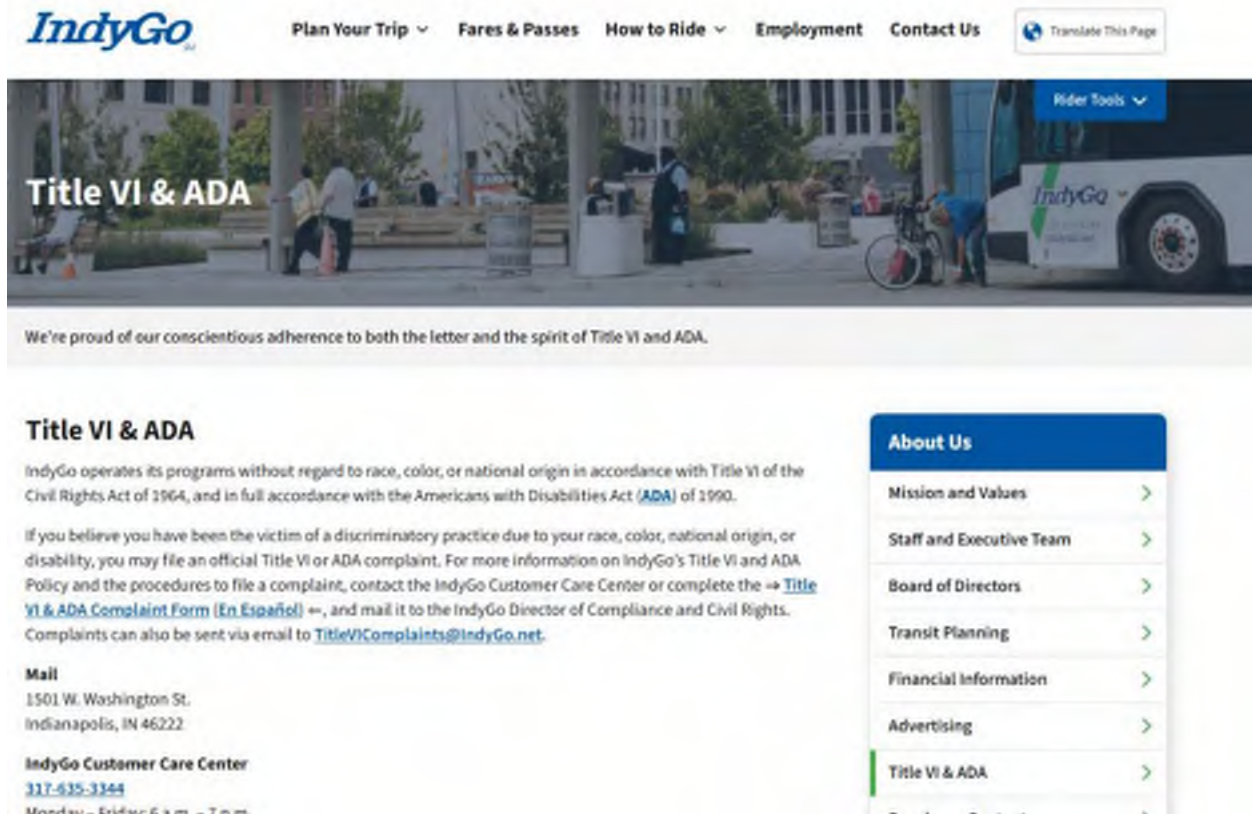
TITLE VI NOTICE TO THE PUBLIC

Title VI Website Screenshot

The following is a screenshot of the IndyGo Title VI webpage, accessed May 22, 2026. A link to the American with Disabilities Act and the Title VI & ADA Complaint Form (in both English and Spanish) is available. The website includes the Civil Rights complaint form as an online form that can filled out on this webpage.

<https://www.indygo.net/about-indygo/title-vi-and-ada/>

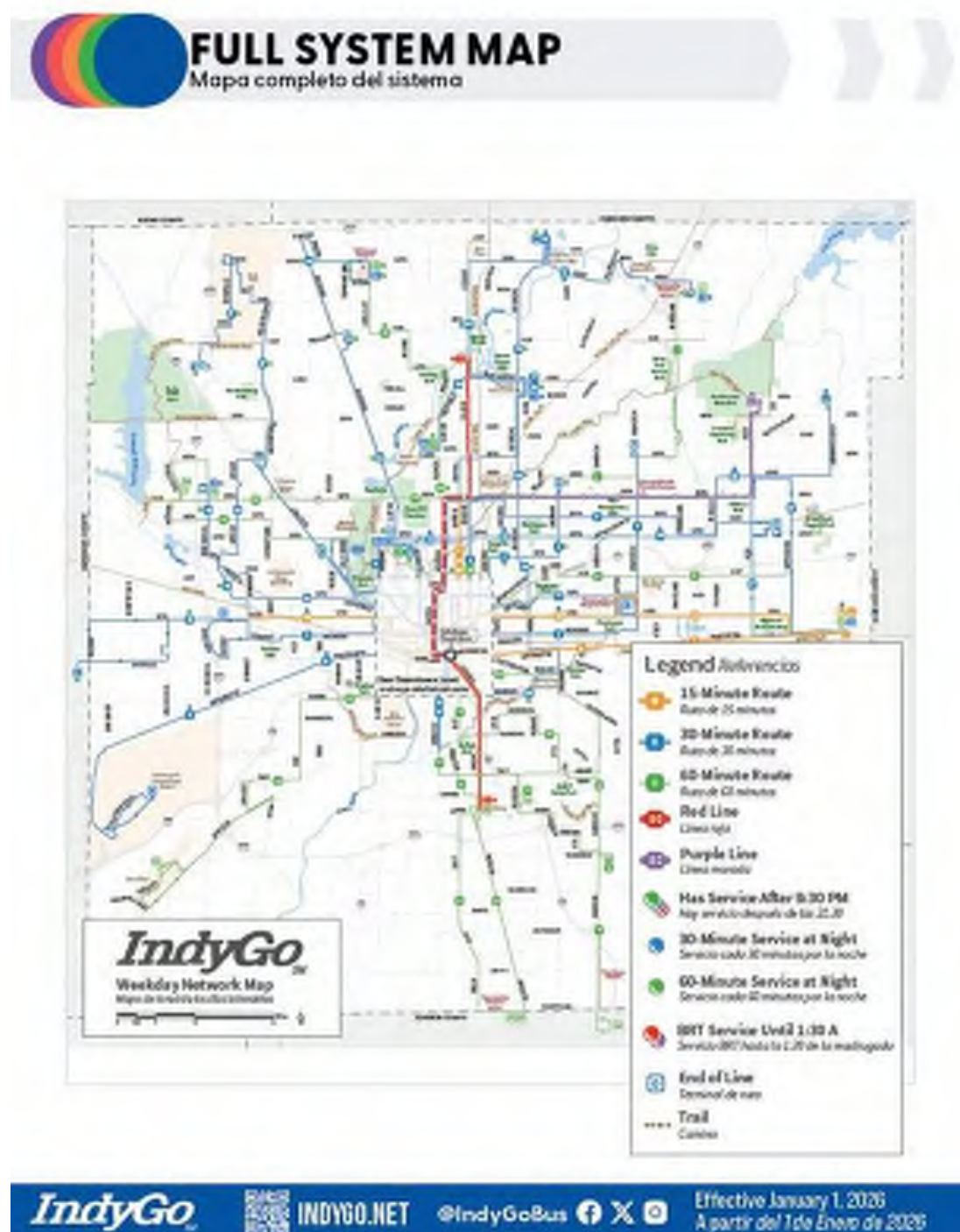
Appendix Figure A-1. Screenshot of Title VI & ADA Page on IndyGo Website



IndyGo Network Map

The following network map is for the IndyGo system service for service started in January 2026. The image was pulled from the IndyGo website on May 22, 2026.

Appendix Figure A-2. IndyGo Network Map (January 1, 2026)

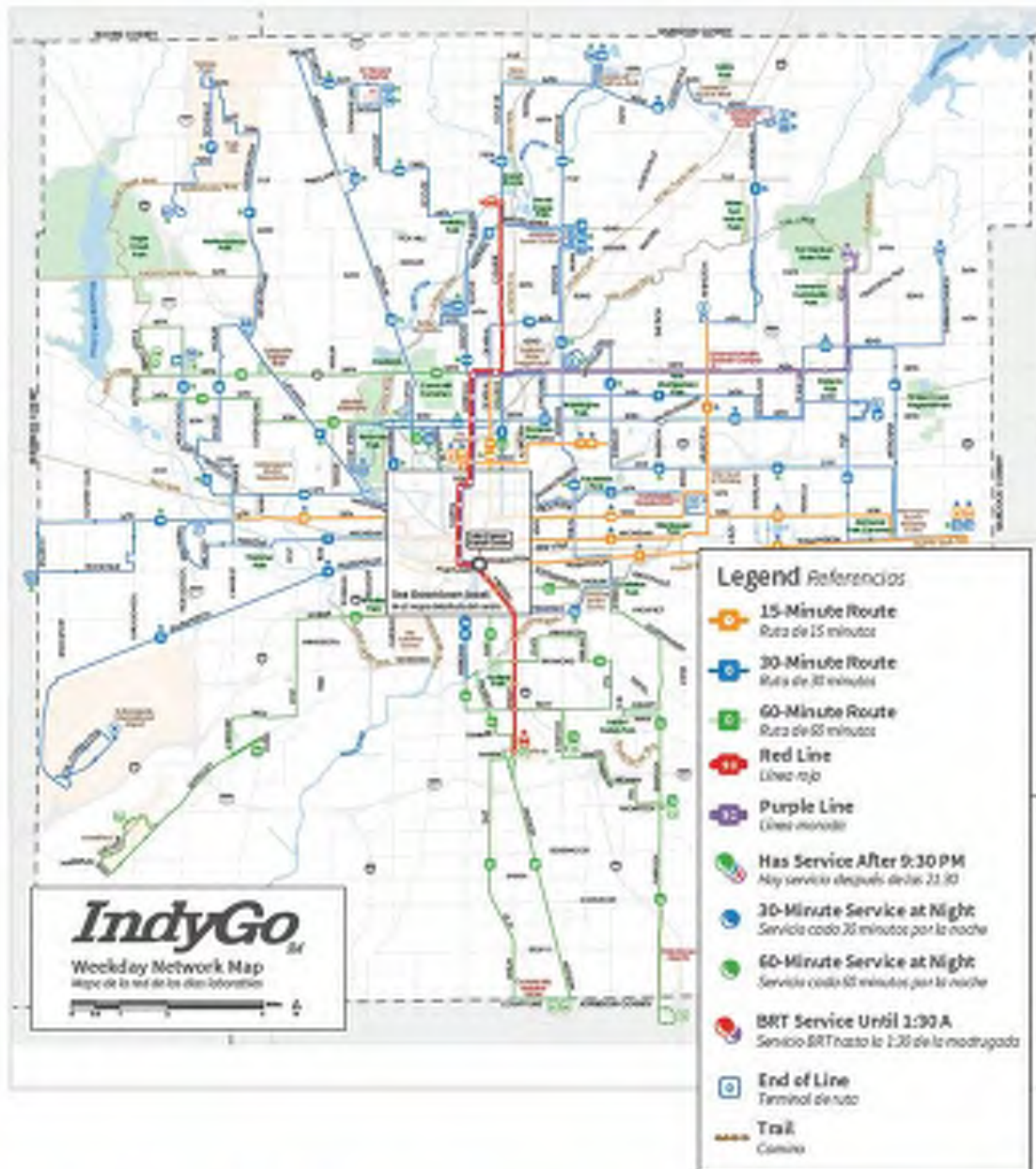


IndyGo System Map



FULL SYSTEM MAP

Mapa completo del sistema





FULL SYSTEM MAP

Mapa completo del sistema



Legend Referencias

- | | | | |
|---------------------------------------|-----------------------------|---|--|
| 15-Minute Route
Ruta de 15 minutos | Red Line
Línea roja | Has Service After 9:30 PM
No servicio después de las 21:30 | BRT Service Until 1:30 AM
Servicio BRT hasta las 1:30 de la madrugada |
| 30-Minute Route
Ruta de 30 minutos | Purple Line
Línea morada | 30-Minute Service at Night
Servicio cada 30 minutos por la noche | End of Line
Terminal de ruta |
| 60-Minute Route
Ruta de 60 minutos | | 60-Minute Service at Night
Servicio cada 60 minutos por la noche | Trail
Camino |



GENERAL INFORMATION

Información general

INDYGO FARES

Bus fare is required on all IndyGo routes. IndyGo accepts cash, credit and debit cards.

Visit indygo.net/fares-and-passes/ to learn more about fares, passes and all the ways you can pay to ride.

More information can be found at [IndyGo.net](https://indygo.net) or by calling 317-635-3344.

FARE OPTIONS	FULL FARE	HALF FARE
2-hour Unlimited	\$2.75	\$1.35
One Day	\$6.00	\$3.00
IndyGo Access	\$3.50-\$10.00	\$0.85 (on fixed routes)

Operators, IndyGo fareboxes and ticket vending machines do not make change.

Children age 5 and under ride for free with a paying rider.

TARIFAS DE INDYGO

Es necesario disponer de una tarjeta cargada con saldo o un título válido. Para pagar la tarifa, se podrá utilizar efectivo y tarjetas de crédito y débito.

Visite este sitio web para aprender más de los pases y las tarifas.

¿Tiene alguna pregunta? Visite [IndyGo.net](https://indygo.net) o llamando al 317-635-3344.

OPCIONES DE TARIFAS	TARIFA COMPLETA	MEDIA TARIFA
Pase de 2 horas	\$2.75	\$1.35
Pase de día	\$6.00	\$3.00
IndyGo Access	\$3.50-\$10.00	\$0.85 (en rutas fijas)

Los operadores, las máquinas expendedoras de boletos y las máquinas de IndyGo no dan cambio.

Los niños menores de 5 años viajan gratis con un pasajero que pague.



GENERAL INFORMATION

Información general

PLAN A TRIP

Use the following tools to plan your trip.

1. Google Maps on your phone or desktop computer (Select the transit option)
2. Download the Transit app on your mobile phone
3. Visit IndyGo.net
4. Call 317-635-3344

TEXT FOR REAL-TIME

Real-time works on any mobile phone with text messaging capabilities.

1. Text ##### (Five digit stop ID) to: 463-208-4344.
2. You will get departure information for the next bus or buses serving your stop.
3. The text will show real-time if available, or scheduled bus time for that stop.

INDYGO CUSTOMER CARE CENTER

On the Phone

317-635-3344

Relay Indiana: 711 (Indiana) or 1-800-743-3333

Monday – Friday: 6 a.m. – 7 p.m.

Saturday – Sunday: 7 a.m. – 4 p.m.

Some Holidays: Closed

In Person

Julia M. Carson Transit Center

201 E. Washington St.

Monday – Friday: 8 a.m. – 6 p.m. *

Saturday, Sunday and Some Holidays: Closed**

*Hours subject to change. Visit IndyGo.net for the most updated hours.

**Visit IndyGo.net for holiday hours.

CTC Hours of Operation

Monday – Saturday: 5 a.m. – midnight

Sunday: 6 a.m. – 9 p.m.

Community Outlets

IndyGo passes may also be purchased at the IU Indianapolis Campus Center. Please visit IndyGo.net for more information.

PLANIFIQUE SU VIAJE

Use las siguientes herramientas para planificar su viaje.

1. Google Maps en su teléfono o computadora (seleccione la opción de transporte público).
2. Descargue la aplicación de transporte público en su teléfono móvil.
3. Visite IndyGo.net.
4. Llame al 317-635-3344.

ENVÍE UN MENSAJE PARA TIEMPO REAL

La función de tiempo real funciona en cualquier teléfono móvil con mensajería de texto.

1. Envíe ##### (identificación de parada de cinco dígitos) al 463-208-4344..
2. Recibirá información sobre de salida del próximo autobús o autobuses que pasan por su parada.
3. El mensaje de texto mostrará el tiempo real, si está disponible, o la hora programado para esa parada.

CENTRO DE ATENCIÓN AL CLIENTE DE INDYGO

Por teléfono

317-635-3344

Relay Indiana: 711 (Indiana) o 1-800-743-3333

Lunes a viernes: 6:00 a. m. - 7:00 p. m.

Sábados a domingos: 7:00 a. m. - 4:00 p. m.

Algunos días festivos: Cerrado

En persona

Centro de tránsito Julia M. Carson Transit Center

201 E. Washington St

De lunes a viernes: 8:00 a. m. - 6 p. m

Sábados, Domingos y algunos días festivos: Cerrado

*Los horarios pueden cambiar sin aviso.

**Visite IndyGo.net para los horarios más actualizada disponible.

Horario de atención del Carson Transit Center (CTC)

GENERAL INFORMATION

Información general

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
- Martin Luther King, Jr. Day (Saturday Schedule)
- Memorial Day
- Juneteenth (Saturday Schedule)
- Independence Day
- Labor Day
- Veterans Day (Normal Schedule)
- Thanksgiving Day
- Christmas Day

Lunes a sábado: 5:00 a. m. - medianoche

Domingos: 6:00 a. m. - 9:00 p. m.

Puntos de venta comunitarios

Los pases de IndyGo también se pueden comprar en el centro del campus de IU Indianapolis. Para obtener más información, visite IndyGo.net.

DÍAS FESTIVOS INDICADOS

IndyGo funciona los 365 días del año. En los días festivos indicados, consulte los itinerarios de los domingos a menos que se indique lo contrario. El Centro de Atención al Cliente puede estar cerrado o trabajar menos horas durante los días festivos.

- Día de Año Nuevo
- Día de Martin Luther King, Jr. (itinerario de los sábados)
- Día Conmemorativo de los Caídos
- Juneteenth (itinerario de los sábados)
- Día de la Independencia
- Día del Trabajador
- Día de los Veteranos (horario normal)
- Día de Acción de Gracias
- Navidad

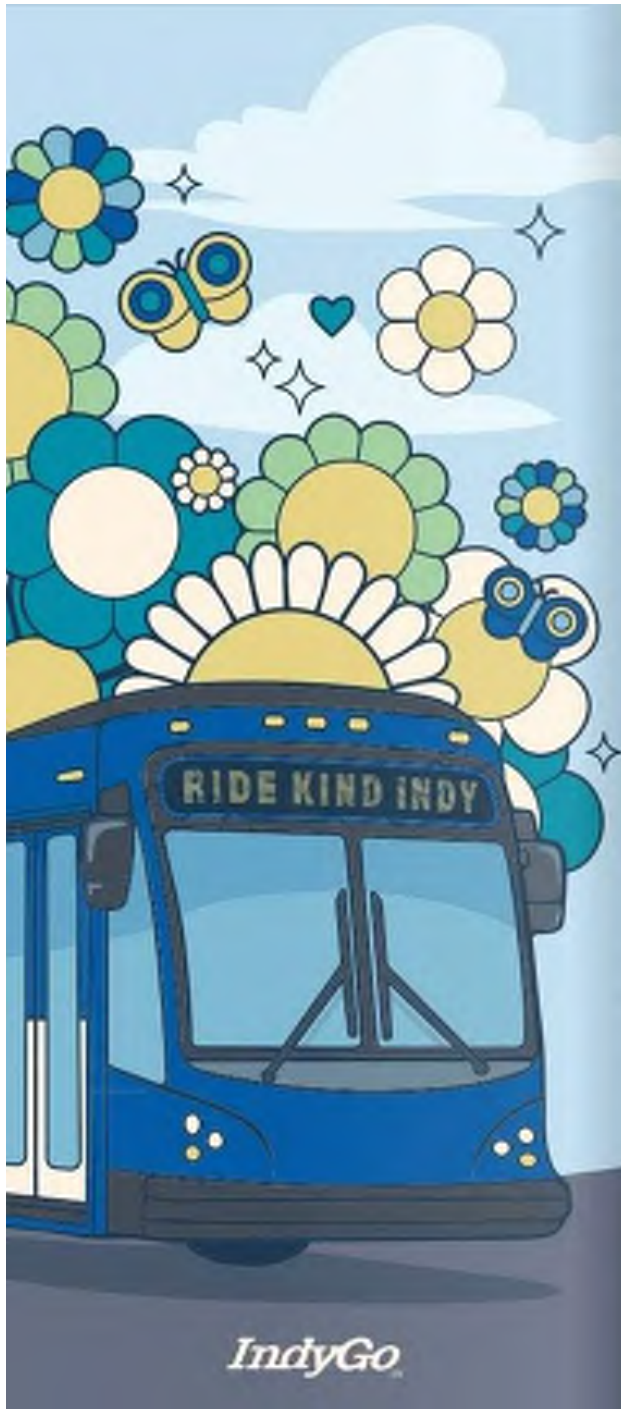


IndyGo Rider Code of Conduct – Fixed Route

IndyGo replaced its Rider Guidelines with the IndyGo Code of Conduct in January 2026. The Code of Conduct provides riders with tips and tools to help facilitate a safe and enjoyable ride.

<https://www.indygo.net/code-of-conduct/>





IndyGo

Latest rules and updates.

IndyGo is the largest public transportation provider in Indiana, serving communities across Marion County through local bus, Bus Rapid Transit (BRT) and paratransit services, with the Julia M. Carson Transit Center (CTC) as the downtown hub.

This guide was designed to help everyone share the system safely and respectfully by explaining expectations for rider behavior while on IndyGo buses, and at the CTC, BRT stations or bus stops.

Anyone riding an IndyGo bus must have valid fare; for current fares, passes and payment options, visit IndyGo.net and look for the "Fares" section or check posted information at the CTC.

Keep This Guide Handy

Keep this guide in your bag or pocket. Inside you will find:

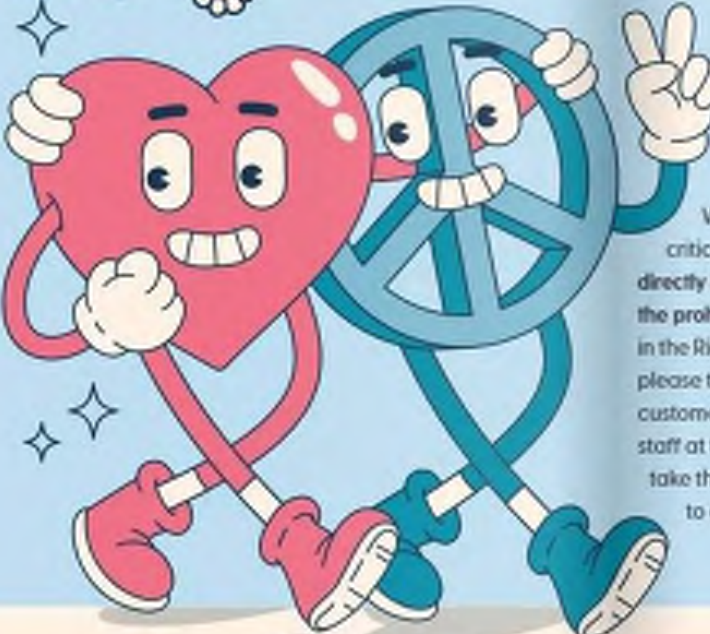
- What is allowed and not allowed on IndyGo buses and property.
- How to help keep everyone safe and comfortable.
- What to do if something does not feel right.
- Key phone numbers and web addresses you can use when you need help.

For the most current version of the IndyGo Rider Code of Conduct and related policies, visit:

**IndyGo.net/
conduct**



SEE SOMETHING? SAY SOMETHING!



Anyone who sees illegal or dangerous behavior, harassment or notices unattended items is highly encouraged to report it to an IndyGo team member immediately by calling 317-635-3344. In case of an emergency, please call 911.

We also encourage riders to report issues of a less critical nature. If you are a rider who witnesses or is directly impacted by any of the prohibited behavior listed in the Rider Code of Conduct, please tell the bus operator, the customer service desk or security staff at the CTC, so IndyGo can take the appropriate steps to ensure your safety.



Scan to Report

Consequences for not Following the Rider Code of Conduct

Failure to follow any part of the code of conduct may result in an IndyGo supervisor, security staff or any responding law enforcement agency taking one or more of the following actions.

- Removal from the bus, BRT station or IndyGo property.
- Banned from riding IndyGo for the remainder of the service day.
- Criminal trespassing, which can lead to being prohibited from riding for up to 365 days, depending on the severity of the offense.
- Arrest.

Call 317-635-3344 to report any issues.

www.IndyGo.net/see-something-say-something

A colorful poster titled "GROUND RULES FOR GOOD VIBES" with a floral and sun border. It lists ten rules for using IndyGo services, each with an icon. The rules are arranged in two columns. The first column includes: Play Fair: Pay Your Fare (mykey icon), Appropriate Clothing Required (clothing icon), Use Headphones (headphones icon), Children MUST Be Supervised (eye icon), No Throwing Objects (throwing object icon), and No Alcohol (beer bottles icon). The second column includes: No Violence of Any Kind (fighting icon), No Weapons or Dangerous Materials (knife icon), No Smoking or Vaping (cigarette icon), and No Eating or Open Containers (pizza icon).

GROUND RULES FOR GOOD VIBES

Play Fair: Pay Your Fare
All riders must pay applicable fare or show valid pass before boarding.

Appropriate Clothing Required
Wearing shirts, pants or shorts, and shoes are always required.

Use Headphones
Keep the sound to yourself! Use headphones when watching videos, playing games or talking on the phone.

Children MUST Be Supervised
Riders traveling with children must supervise those children.

No Throwing Objects
Do not throw objects from/ at IndyGo property, including buses, the CTC, BRT stations and all bus stops.

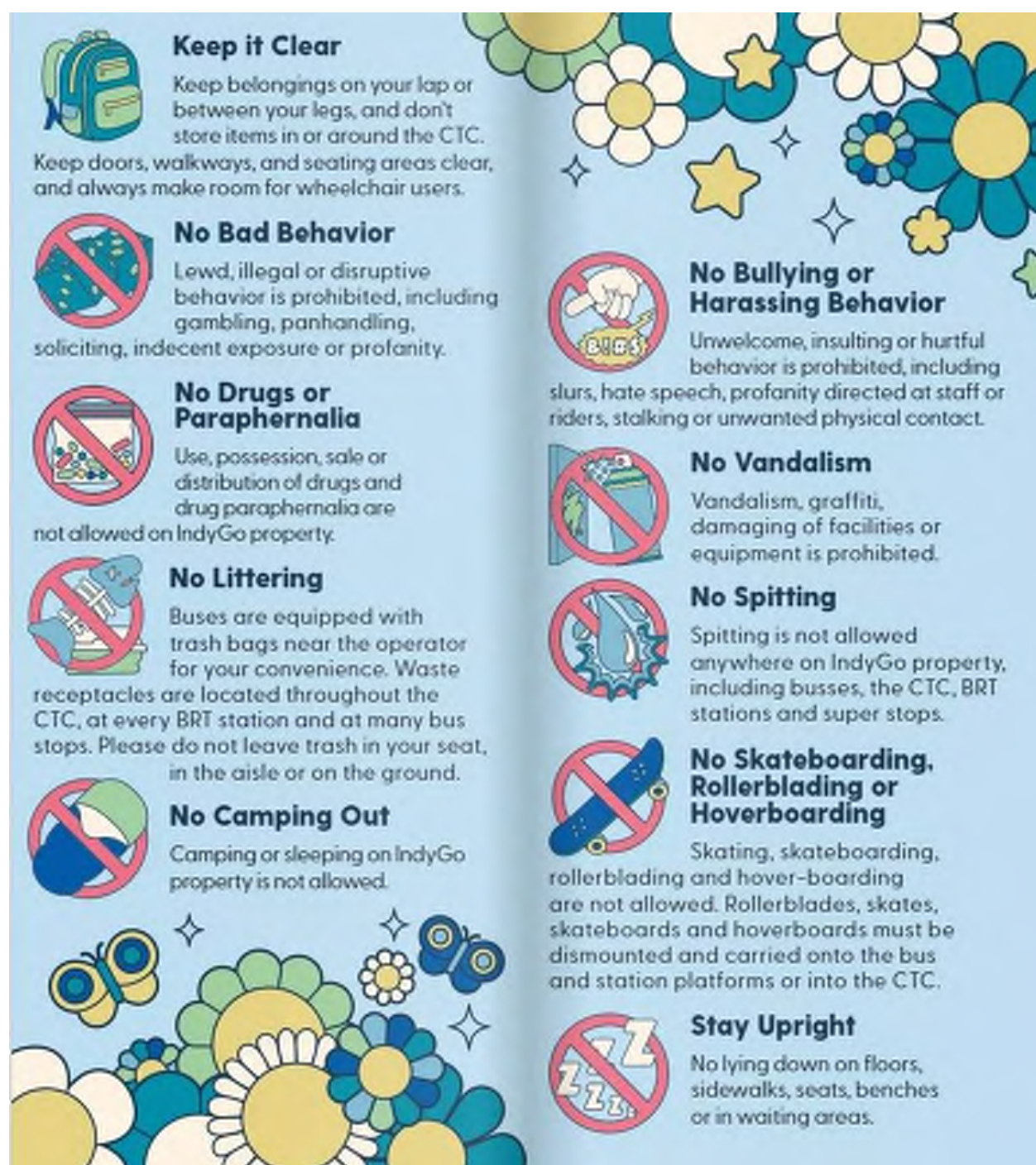
No Alcohol
Drinking alcohol on any IndyGo property is strictly prohibited.

No Violence of Any Kind
Assault, battery, fighting, throwing objects, interfering with operators and violent behaviors are prohibited. Violence will be met with immediate removal and punishment.

No Weapons or Dangerous Materials
Explosives, knives, car batteries, compressed gas bottles and fuel storage containers are strictly prohibited.

No Smoking or Vaping
In compliance with city ordinances, Smoke Free Air Act 1149, smoking, which includes e-cigarettes and vapes, is prohibited. Reports for smoking in shelters, on a platform or bus may be made to the Marion County Public Health Department at 317-221-2000.

No Eating or Open Containers
Eating and open drink containers are not permitted. Drinks in closed containers are permitted. If you have a medical condition, please inform the operator or IndyGo staff of your need to eat or drink from an open container while using our services.



Keep it Clear
Keep belongings on your lap or between your legs, and don't store items in or around the CTC.
Keep doors, walkways, and seating areas clear, and always make room for wheelchair users.

No Bad Behavior
Lewd, illegal or disruptive behavior is prohibited, including gambling, panhandling, soliciting, indecent exposure or profanity.

No Drugs or Paraphernalia
Use, possession, sale or distribution of drugs and drug paraphernalia are not allowed on IndyGo property.

No Littering
Buses are equipped with trash bags near the operator for your convenience. Waste receptacles are located throughout the CTC, at every BRT station and at many bus stops. Please do not leave trash in your seat, in the aisle or on the ground.

No Camping Out
Camping or sleeping on IndyGo property is not allowed.

No Bullying or Harassing Behavior
Unwelcome, insulting or hurtful behavior is prohibited, including slurs, hate speech, profanity directed at staff or riders, stalking or unwanted physical contact.

No Vandalism
Vandalism, graffiti, damaging of facilities or equipment is prohibited.

No Spitting
Spitting is not allowed anywhere on IndyGo property, including busses, the CTC, BRT stations and super stops.

No Skateboarding, Rollerblading or Hoverboarding
Skating, skateboarding, rollerblading and hover-boarding are not allowed. Rollerblades, skates, skateboards and hoverboards must be dismounted and carried onto the bus and station platforms or into the CTC.

Stay Upright
No lying down on floors, sidewalks, seats, benches or in waiting areas.

JULIA M. CARSON (THE CTC) TRANSIT CENTER

The Julia M. Carson Transit Center (CTC) is IndyGo's transit hub at 201 E. Washington St. It includes restrooms, a lobby and the Care Center Desk, where staff can answer questions and sell fare. Fare is also available at ticket vending machines (TVMs), and route maps are available in the lobby. The following are the CTC rules.



Restroom Only

Use facilities and wash hands only. No bathing, shaving, grooming or washing clothes.



Performances

Performances are allowed with permission from IndyGo staff. To request permission, visit the Care Center Desk or call 317-635-3344.



Walk Wise

Stay on the designated walking paths in the bay area. Be aware of moving vehicles.



No Promotions

Soliciting, promotions and sales are not allowed on site.



Staff Only Areas

No entering restricted or employee only areas.



No Loitering

Customers may remain at the CTC only as long as needed to buy fare, wait for a connection, or conduct business with the Care Center Desk.



Bike Rack Rules

Bikes may not be left on outdoor racks overnight. Bikes left overnight will be removed.



No Biking at the CTC

Riding a bicycle in or through CTC property is not allowed.

BRT STATIONS AND SUPER STOPS

BRT stations and Super Stop platforms are for use by IndyGo customers only. Riders may remain at these stops only for the time reasonably necessary to purchase fare and wait for connecting buses.



Strollers and Carts

Stay with strollers and hand carts. Lock wheels and keep them parallel to the platform edge.



Stand Back

Wait behind the yellow platform edge until the bus comes to a complete stop.



Use Safe Crossings

Only use designated entrance and exit ramps and crosswalks to access station platforms.



Edge Off Limits

No sitting on the edge of the platform.



ONBOARD THE BUS



Stay Behind the Line

Federal regulations prohibit standing ahead of the yellow or white line near the front of the bus while it is in operation.



One Seat Only

Use only the space you need. Do not take more than one seat, and do not lie down on seats.



Sit If You Can, Hold On If You Stand

Use a seat if available. If standing, hold the rails.



Bike Storage

Use the exterior bike rack on local buses and the interior rack on BRT buses. Small children's bikes (smaller than a suitcase) may be brought onboard any bus.



Strollers and Luggage

Strollers, hand carts and luggage are allowed. Aisles and doorways must remain clear and children must be secured in a stroller.



Make Room When Crowded

If the bus is crowded, you may be asked to fold and stow strollers or carts under your seat. Riders with an open stroller, cart or luggage, may be asked to wait for the next bus.



Priority Seating

Front seats are reserved for persons with disabilities, mobility aids, expectant mothers and senior adults.



Layover Stays Allowed

Except for Route 8, riders are not required to exit during layovers at the end of the line or at the CTC.



No Joyriding

Riders who complete a full round trip, meaning they've arrived back at the stop where they boarded, must exit the bus.



Emergency Procedures

In an emergency, follow operator instructions.



Stay Inside

Keep all body parts inside the bus at all times.



IndyGo Paratransit Code of Conduct



Rider Guidelines

Updated May 2022

Effective June 1, 2022

Learn about IndyGo's ADA paratransit service IndyGo Access (Formally known as Open Door), its procedures, rules, and how to ride information.

Contact us at 317.635.3344 or visit www.indygo.net

IndyGo is rebranding Open Door to IndyGo Access; changes include updated logos and a fresh look for the buses. **New Look – New Name**

IndyGo Access

The Americans with Disabilities Act of 1990 (ADA) was passed to remove barriers that have kept people with disabilities from fully participating in American society.

The ADA states that IndyGo's fixed route bus service should be the primary means of public transportation for everyone, including people with disabilities. Under the ADA, IndyGo Access serves as a "safety net" for only those who do not have the functional capability to ride IndyGo fixed route service. Eligibility for IndyGo Access is based on the effects the disability has on the person's functional ability, sometimes or always preventing them from boarding, riding, and/or disembarking independently from a fully accessible fixed route bus. Disability alone does not qualify a person to ride IndyGo Access under the ADA.

WHAT YOU NEED TO KNOW BEFORE RIDING INDYGO ACCESS

IndyGo Access Eligibility Certification

Applications for paratransit service are available for pick up in person through IndyGo's Mobility Solutions Customer Care Center. Or by calling 317.635.3344 to request to have an application mailed or online at IndyGo.net under IndyGo Access. Upon request, applications can be made available in various formats, including Braille, Spanish, and large print.

Steps for IndyGo Access rider certification:

1. Fill out the IndyGo Access application.
2. Have a physician or other healthcare or social service provider knowledgeable about your functional ability to ride public transportation complete the professional verification portion of the application.
3. Contact the Assessment Office at 317.614.9260 to schedule an in-person assessment upon completing the application.
4. The professional may return the form to you or send it directly to the Assessment office. The fax number and mailing address are listed on the assessment forms.
5. All forms must be signed and dated to be considered complete.

IndyGo Access In-Person Interview

Once the Assessment office receives the 2 completed forms, one of the assessment team members will contact the applicant to schedule an in-person interview. All interviews must be scheduled in advance. If needed, IndyGo Access can provide transportation to and from the assessment interview on an IndyGo Access shared-ride vehicle at no cost to the applicant. In-person functional assessments will occur at the Mobility Solutions Customer Care Center at 2425 West Michigan Street, Indianapolis, Indiana 46222.

At the in-person interview, an assessment team member will review your application and discuss the disability or health condition that affects your functional ability to use IndyGo's fixed route service. An eligibility determination focuses solely on the applicant's functional ability to independently use IndyGo's fixed route system. It is not based on a medical diagnosis or type of disability.

Notification of Eligibility

IndyGo Access will determine your eligibility within 21 days of your in-person interview and notify you of the decision in writing. You will receive an IndyGo Access ID card by mail if you are approved.

Service Area & Hours

IndyGo Access operates throughout Marion County, although federal regulation only requires service within $\frac{1}{4}$ -mile on either side of an IndyGo fixed route. IndyGo Access operates 7 days a week and has the same hours as the local fixed route service. Like IndyGo's fixed route local service, IndyGo Access will operate on a Sunday schedule for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Beyond ADA

Effective January 1, 2023, the boundary for the Beyond the ADA service profile will be the area in Marion County that is outside the required ADA area, defined as ¼-mile on either side of an IndyGo fixed route, as revised from time to time. Trips to, from, or within the ADA Beyond service area are premium services that operate at a higher fare and adjusted schedule.

Start times will be with the first pull out of fixed route and end service at 10:00 pm Monday through Saturday and 8:00 pm on Sundays and holidays for only Beyond ADA premium service.

Beyond ADA service area may be subject to capacity constraints. Although IndyGo Access will make every effort to accommodate all trip requests and same-day transportation service, IndyGo Access will exercise its ability to deny trips when the capacity to serve the non-ADA area becomes constrained.

1. Current eligible riders will continue to receive today's services at their established address as of October 31, 2022. Until one of the following happens (whichever is first):
 - a. January 1, 2025
 - b. A rider moves from their current residence to anywhere else within the county.
 - c. The rider loses their ADA eligibility (30-Day grace period).

MANAGING YOUR RESERVATIONS

Scheduling Your Ride/Travel Times

Please call IndyGo's Mobility Solutions Customer Care Center at 317.917.8747 to schedule your trip:

- Monday through Friday, 6:00 am to 7:00 pm.
- Saturday and Sunday, 7:00 am to 4:00 pm.

Reservations can be made up to 3 days in advance. Please have the following information ready:

- First and last name.
- The date you want to travel.
- The time you need to arrive at your destination.
- The time you need to be picked up for your return trip.

- Please remember to allow for a 30-minute pick-up window and a ride time comparable to fixed route service (includes travel to the bus stop, waiting for the bus, any bus transfers needed, and travel to the destination from the bus stop).
- Your pick-up and drop-off location address include the address, street name, suite and/or apartment number, entry code for any security entrances, and a telephone number.
- Julia M. Carson Transit Center is a pick-up and drop-off location. In most cases, pick-ups will take place at Bus Bay C.
- Whether or not you will have a personal care attendant (PCA) or companion (you are allowed one PCA (free fare) and one companion (pays fare) per trip).
- The age of any child riding with you.
- Special instructions for the operator.

Please listen carefully when the reservationist confirms your trips, ensuring accuracy for your trips.

Interactive Voice Response (IVR) Phone System

IndyGo has an automated information phone line for IndyGo Access customers. All IndyGo Access customers who have a scheduled trip will receive an automated phone call as a reminder the night before. The rider will also receive an SMS (text message) sent automatically before the pick-up window. During the reminder call, riders will have the option to cancel a scheduled trip or all scheduled trips for the following day. Automated calls will not be made for subscription trips. IndyGo Access, through the interactive voice response (IVR), will also send messages to all riders to communicate any information IndyGo needs to share with all riders.

IndyGo Mobility Self Service App

IndyGo offers a self-service app for any rider or caregiver with an Android or Apple device and an email address. The **IndyGo Mobility** app is available from your Play Store for Android and App Store for Apple users. This application allows you to:

- See all scheduled or past trips for IndyGo Access.
- Cancel any trip up to ninety minutes before the scheduled pick-up window.
- See the estimated pick-up time for a current trip when the bus is on its way.
- Schedule some trips during reservation operating hours.

- IndyGo Mobility shows your current fare balance amount using the fare balance program.
- Reset your password if needed.

Subscription Trips

Subscription trips are available if you regularly travel to the same destination (work, school, church, etc.) from the same location, such as your home, on the same day of the week at least once a week. An example is making a subscription trip every Sunday to go to church or every Tuesday and Thursday to work. Once a subscription trip has been reserved, you must call to cancel the trip if you do not need it that day. You may have multiple subscription trips throughout the week. Subscription trips may not be available for all trip requests, and IndyGo Access reserves the right to limit subscriptions based on federal regulations. Changes to your subscription trips may not take effect for 14 days.

Canceling your Trip

IndyGo Access asks that you cancel your trip at least 2 hours before your scheduled trip.

- Same day cancellation – call dispatch at 317-917-8758 or use your IndyGo Mobility self-serve app.
- Advance cancellation - If you are canceling your trip before the day of, call the Mobility Solutions Customer Care Center at 317.917.8747 or use your IndyGo Mobility self-serve app.

How To Ride

Pick-ups

- The bus may arrive up to 15 minutes before and 15 minutes after your scheduled pick-up time. For example: if your pick-up time is scheduled for 8:00 am, the pick-up window is 7:45 am to 8:15 am.
- You will be expected to board the bus within five minutes of its arrival time. If you are not on the bus five minutes after its arrival, the operator will list you as a no-show and leave. This is not the case if this occurs before your scheduled pick-up window.
- It is important to note that you must show your IndyGo Access ID when boarding. Riders without an IndyGo Access ID will not be picked up, and the trip will be considered a cancellation at the door.

- If you are a no-show or cancel at the door and have other trips scheduled, you must cancel those trips by contacting dispatch.
- You may refuse a ride without penalty if it arrives outside the 30-minute window.

Penalties For misusing the IndyGo Access Service

Canceling a Trip - Definitions

There are 3 types of cancellations that may result in penalties:

- **Late Cancel:** Calling to cancel less than 2 hours before your pick-up window.
- **No Show:** Not being present within the pick-up window after 5 minutes of the bus arriving without the appropriate cancellation notification.
- **Cancel at the door:** The rider or someone representing the rider (parent, caretaker, etc.) tells the operator that the ride is not needed after the bus arrives or does not present an IndyGo Access ID when boarding qualifies a cancellation at the door.

Suspensions

Misusing the IndyGo system impacts all riders and can result in the suspension of IndyGo Access riding privileges. The following acts are considered misuse:

- Under false pretenses, obtaining or using IndyGo Access services includes making false or misleading statements on your eligibility application and allowing non-eligible individuals to ride using your name.
- No shows/late cancellations or canceling at the door equaling 11% of your monthly trips. Regardless of the percentage, missing less than 4 trips each month does not result in a penalty.
- Failure to follow Rider Rules of Conduct while on the bus.
- Use of profanity or insults when speaking to any IndyGo Access employees.
- Any non-consensual contact, profanity, or insults with another rider.

Service suspension will not be imposed for circumstances beyond your control, such as a personal emergency, sudden or worsening illness, job cancellations, changes to your work schedule, or late arrival of the IndyGo Access bus.

In the case of a suspension, you will receive a letter that includes the dates of any no-shows, late cancellations, or cancellations at the door, along with an appeal form. The letter of suspension will provide the effective dates of your suspension.

You will have 14 days to appeal your suspension. If you fail to appeal, the suspension will begin on the date specified in the letter of suspension.

Suspension lengths

Penalties will progress over a calendar year. In January of each year, all riders will have zero penalties.

- First Penalty: 5-day suspension
- Second Penalty: 7-day suspension
- Third Penalty: 14-day suspension
- Fourth Penalty: 30-day suspension
- Fifth Penalty: Reviewed by the Appeals Committee and decided on a case-by-case basis depending on the severity of misuse

Tickets & Fares

IndyGo Access riders and their companions are expected to pay for every single ride. Riders must pay the exact fare on the bus. Operators do not carry or make a change. A customer can also pay in advance using a fare balance or present an IndyGo Access single ride pass to the operator. Only PCAs ride for free. Personal or business checks, Medicare, and Medicaid, are not accepted as payment on the bus, and riders will not be transported if they do not have a pass or fare. For current fare pricing, call Customer Care Center at 317.635.3344 or log onto www.indygo.net/fares-and-passes/.

- Logging onto www.indygo.net/fares-and-passes/
- Calling Customer Care Center at 317.635.3344 using a debit or credit card online at IndyGo.net.
- Visiting the Customer Care Center desk is located at the Julia M. Carson Transit Center at 201 East Washington Street, Indianapolis, Indiana 46204, with cash, debit, or credit card.

Fare Balance payment can be used by placing money in your IndyGo Access account to pay for your trips. Below are the rules for using this fare balance program.

- Payment must be made in advance.
- You can add additional money to your fare balance by contracting the Mobility Customer Care Center at 317.635-3344.

- The rider is responsible for keeping track of their fare balance, as shown on the IndyGo Mobility self-serve website.
- When booking a trip, the rider must tell the customer care representative that the fare payment type will be the fare balance.
- If the rider's fare balance goes negative, they will be temporarily converted to cash payments for IndyGo Access until the fare balance is brought current.
- If using an alternate transportation service, the rider will be scheduled back to IndyGo Access.

Boarding IndyGo Access with a Mobility Device

All IndyGo buses are equipped with rider lifts that meet ADA specifications. Operators can help riders maneuver their mobility aid onto the bus and wheelchair securement area and ensure the device is secure before moving the bus.

Rider Rules of Conduct

Conduct and Noise

Riders must refrain from:

- Listening to loud music or electronic devices with or without earphones.
- Disruptive behavior, including talking loudly on cell phones.
- Shouting profanity or insults.
- Soliciting services or favors.
- Making threatening or hostile remarks.
- Touching another person in a rude or non-consensual manner.
- Refusing to remain seated or to keep their seat belt fastened adequately.
- Riding while under the influence of alcohol or illegal drugs.
- Littering in the bus or defacing any IndyGo equipment or facilities.

Riders must:

- All riders must follow instructions from the operator, especially during an emergency.
- Have someone receive them upon arrival, if necessary.
- Supervise children at all times.
- According to Indiana state law, provide a child restraint or booster seat for children 7 years of age or younger.
- Maintain acceptable standards of personal hygiene.

- Proper attire is required at all times, including shirts, bottoms or pants, and shoes.
- Expect a "Shared-ride" service, which means other riders may be picked up or dropped off before a rider reaches their destination.

Smoking

In compliance with City ordinances, smoke-free Air Act 1149, smoking, including e-cigarettes and vapes, is prohibited in IndyGo bus shelters, buses, and the Julia M. Carson Transit Center.

Food & Beverages

Eating and drinking are not allowed on IndyGo buses. If you have a medical condition, please inform the operator or IndyGo staff to request a reasonable modification. Food purchases at the Transit Center may not be consumed on buses. Sealed and wrapped food and beverages may be transported but not consumed on buses.

Service Animals

Service animals and animals in a pet carrier are allowed on buses and in and around the Transit Center. Under the Americans with Disabilities Act of 1990, a service animal is defined as "a guide dog, signal dog, or other animals that are individually trained to do work or perform tasks for an individual with a disability "49 CFR 37.3". Any animal used as a crime deterrent, or to provide emotional support, well-being, comfort, or companionship is not a service animal. Service animals must be properly trained, groomed, and maintained. Control of the service animal's behavior is the responsibility of the animal's owner. Service animals are discouraged from riding on lifts. Their tails, paws, head, or equipment may catch in the lift mechanism, causing severe injury to the animal.

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

Personal Belongings

All personal items must be managed independently by the rider. Belongings should be able to fit on your lap, under your seat, or immediately in front of you on the bus. Children may not ride in a stroller. Strollers and empty carts must be collapsed and stored. The cart, if loaded, must stay under the control of the rider and out of the aisle.

The following items are prohibited on IndyGo property:

- Explosives.
- Knives (Cutting tools required for work are permitted).
- Car Batteries (ADA-approved equipment is allowed).
- Compressed Gas Bottles (ADA- approved equipment is allowed).
- Fuel Storage Containers.
- Guns are not allowed in the Transit Center or on an IndyGo Access bus.

You may bring a respirator, portable oxygen, and/or other life-support equipment if it does not violate laws or rules related to transporting hazardous materials.

IndyGo Operator Rules of Conduct

All IndyGo Operators have a responsibility to:

- Treat riders with courtesy.
- Be in uniform with a visible ID badge.
- Stay within the "line of sight" of their bus.
- Maintain the assigned service schedule for the convenience of all riders.
- Assist all riders entering and leaving the bus.
- Provide safe transportation.
- Notify dispatch if a rider is on board for 61-minutes or more.
- Stop at all railroad crossings.
- Maintain acceptable standards of personal hygiene.
- Instruct riders during an emergency/evacuation.

Operators are **NOT** permitted to:

- Enter private residences.
- Perform any personal care assistance for riders.
- Lift or carry riders or wheelchairs up or down steps.
- Go into a rider's purse or wallet.
- Change the destination of a reserved ride.
- Accept tips or gratuities.
- Use a cell phone while operating the bus.

- Wait for a rider to run an errand.
- Move a power wheelchair by touching the control toggle or switching to manual mode.

Operators may:

- Offer a steadying arm or appropriate guidance or assistance to ambulatory riders when walking or using stairs.
- Help maneuver a manual wheelchair onto the lift, if necessary.
- Assist a manual wheelchair rider to the door on sidewalks, paved driveways, or secure ramps so long as the bus is within the operator's line of sight.
- Aid in carrying no more than 2-grocery bags or similarly sized packages to and from the bus to the door and vice versa.
- Assist a rider to and from the door of a rider's pick-up or drop-off location. (Operator may not enter)
- Provide any necessary reasonable assistance.

Lost & Found & Security

Lost & Found

IndyGo assumes no responsibility for lost items on the bus. Found objects are typically available the next business afternoon at the Mobility Solutions Customer Care Center located at 2425 West Michigan Street, Indianapolis, Indiana 46222. To check if your lost item was found onboard, please contact the Customer Care Center at 317.635.3344. To claim your property, you must appear in person between 8:00 am – 5:00 pm, Monday through Friday, 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 objects will only be held for 1-week. Contact the Mobility Solutions Customer Care Center as soon as possible after losing your item.

Security

IndyGo staff, IndyGo buses, and in and around the Transit Center are equipped with audio and video surveillance equipment.

Please report any suspicious or illegal behavior or unattended items to IndyGo staff. To make a report, contact any IndyGo staff person by calling 317.635.3344 or notify law enforcement.

IndyGo partners with the Indianapolis Metropolitan Police Department (IMPD) public safety agencies and hires its security force. Uniformed and undercover police officers ride IndyGo busses, monitor bus stops, and are present in and around the Transit Center to ensure the safety of all riders.

Customer Comments, Title VI Complaints, & Reasonable Accommodations

IndyGo operates its programs without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. If you believe you have been the victim of a discriminatory practice due to your race, color, or national origin, you may file an official Title VI complaint. For more information on IndyGo's Title VI Policy and the procedures to file a complaint, contact IndyGo's Customer Care Center at 317.635.3344 or visit <https://www.indygo.net/contact-us/>. If you have comments or complaints or believe you have been denied the benefits of IndyGo's services based on age, sex, or disability, please call our Customer Care Center at 317.635.3344 or complete the online comment form at IndyGo.net.

IndyGo welcomes feedback from riders and the community.

IndyGo offers the following services:

- Route System Maps and How to Ride information in English and Spanish on IndyGo.net and in print.
- Screen reader-compatible online schedules are available for accessibility at IndyGo.net.
- Relay Indiana: 711.

The following additional services are available upon request:

- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American Sign Language and non-English.
- Audio transcribing.
- Travel Training for groups of 15 or more.
- Reasonable requests to make information accessible for all individuals.

Reasonable Accommodations:

If any additional reasonable modifications or accommodations are needed while scheduling a ride, boarding a bus, while onboard a bus, or while disembarking a

bus that has not been already listed in this document, please let the Customer Care Center know by calling 317.635.3344, completing a reasonable accommodation form online at IndyGo.net, or by speaking to IndyGo staff. IndyGo will make reasonable modifications to its policies, practices, and procedures when such accommodation is necessary and per the ADA.

IndyGo Access Mobility Options

IndyGo Access Taxi Vouchers

IndyGo Access riders are eligible to purchase taxi vouchers in bundles of 10 per month for the same price as 10 IndyGo Access; single trip passes. IndyGo Access riders must contact the Customer Care Center at 317.635.3344 between the 10th through the 20th of each month to purchase lottery vouchers for travel in the following calendar month. Riders can use a debit or credit card to purchase lottery taxi vouchers. Phone orders will be tracked and randomly selected after the 20th of each month until all the available vouchers have been allocated.

Riding IndyGo Fixed Route Service

Certified IndyGo Access riders may ride fixed route service for half-fare starting January 1, 2023, by showing their valid IndyGo Access ID card to the operator.

PCAs can ride on fixed route service with an IndyGo Access rider but must pay full fare. IndyGo buses are equipped with wheelchair lifts or ramps and securement devices that meet ADA specifications. All fixed route busses have "kneeling" capability, which lowers the height of the first step onto the bus. Any rider may request the use of the ramps or kneeling function, regardless of ability. Including a mobility aid belonging to any class of 3 or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, and operated manually or powered.

Visitor Riding Privileges

Visitors to the Indianapolis area needing paratransit transportation because of a disability are eligible to use IndyGo Access services for 21 days in a rolling 365-day period. To be eligible for visitor status, a person will need to provide documentation of their ADA eligibility by mail or fax verification to IndyGo. IndyGo Access's Assessment fax number is 317.614.9316, and the mailing address is Mobility Solutions Customer Care Center at 2425 West Michigan Street, Indianapolis, Indiana, 46222.

If the visitor does not have paratransit in their home area or has an apparent disability. In that case, they will need to present documentation of their place of residency and information related to their disability. Once all information is received, the applicant will be mailed an authorization letter/card and instructions on how to use the IndyGo Access paratransit service. Visitors must request visitor status 1-3 business days before their scheduled trip on IndyGo Access. A visitor may use IndyGo Access before receiving the authorization letter/card; however, a picture ID form is required.

The Mobility Advisory Committee (MAC)

The MAC is comprised of volunteers who meet bi-monthly in an advisory capacity to IndyGo. The committee, operating under a set of sanctioned bylaws, advises IndyGo on the provision of public transportation services for individuals with disabilities and provides education to the public about transportation needs. Visit IndyGo.net for meeting details and information on how to participate.

Connecting with other Paratransit Providers

If you need to travel cross-county lines, visit Cirta.us/pages/county-connect to find service providers outside Marion County and where designated transfer points are located.

Notes:

IndyGo Access Contact Information

IndyGo Access Reservations 317.917.8747

IndyGo Access Dispatch 317.917.8758

Assessment Appointments 317.614.9260

Assessment Fax 317.614.9316

Mobility Solutions Customer Care Center 317.635.3344

Julia M. Carson Transit Center

201 East Washington Street, Indianapolis, Indiana 46204

(Includes Care Center Desk – Operation Hours below)

317.635.3344

Monday - Friday 8:00 am to 6:00 pm

Saturday 9:00 am to 12:00 pm

Mobility Solutions Operations and Customer Care Center

2425 West Michigan Street.

Indianapolis, Indiana, 46222

317.635.2100

IndyGo Administrative Offices:

1501 West Washington Street

Indianapolis, Indiana 46222

317.635.2100

Information contained in this document is subject to change—contact Mobility Solutions Customer Care Center for the most up-to-date information.

APPENDIX B. TITLE VI COMPLAINT PROCEDURES

Title VI and ADA Complaint Procedure - English

IndyGo's complaint procedure document is also its Title VI/ADA Complaint form. The form was updated in July 2026. The complaint form is available both in English and Spanish and can be downloaded from the IndyGo website: <https://www.indygo.net/about-indygo/title-vi-and-ada/>



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Title VI and ADA Complaint Form

The Indianapolis Public Transportation Corporation (IPTC) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in the IPTC's programs or activities based on race, color, national origin, or disability as protected under Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA).

Individuals who believe that they have been subjected to discrimination may file a complaint by submitting the following Title VI and ADA complaint form. If you need assistance completing this form, you may contact the IndyGo Care Center at (317) 635-3344. Please return your completed form to the Equal Employment Opportunity Officer.

Equal Employment Opportunity Officer
Indianapolis Public Transportation Corporation
1501 W. Washington Street
Indianapolis, IN 46222
TitleVIComplaints@indygo.net

Individuals may also file their complaints directly with the Federal Transit Authority (FTA). The FTA complaint form and information about transit-related civil rights may be accessed at this FTA website:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-FTA>

Title VI complaints must be filed within 180 days from the date of the alleged discrimination. Failure to file the complaint within this period may result in the dismissal of the complaint.

If information is needed in another language, contact the IndyGo Care Center at (317) 635-3344. Si se necesita información en otro idioma, llame al (317) 635-3344.



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Please type or print legibly and provide all the information requested. Attach copies of all documents that you think will help support your complaint. Please do not send your original documents. Documents will not be returned.

Section I: Customer Information (Complainant)

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone Number (Home): _____ Cell: _____ Business: _____
Email Address: _____ TDD/Other: _____

Section II: Person Alleging Discrimination on Behalf of Complainant

Are you filing this complaint on your behalf? (check the appropriate box)

☐ Yes (go to question Section III) ☐ No

If no, please provide the following information for the person for whom you are filing the complaint:

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____ Email Address: _____
Relationship: _____



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Please explain why you have filed for a third party.

Do you have the permission of the aggrieved party? ☐ Yes ☐ No

Section III: Complaint Information

Which of the following best describes why you think the discrimination took place? Was it because of:

- | | |
|--------------------------------|--|
| ☐ Race | ☐ National Origin |
| ☐ Color | ☐ Disability |

When did the alleged discrimination take place?

Please explain what happened and why you believe you were discriminated against. Provide as many specific details about the incident as possible, including names, badge numbers of IPTC personnel, time, location (route), and the contact information for any witnesses. You may attach any additional information that is relevant to your complaint.



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Section IV: Additional Information

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? (Check the appropriate box) ☐ Yes ☐ No

If yes, check each box that applies:

☐ Federal Agency

☐ Federal Court

☐ State Agency

☐ Local Agency

☐ State Court

☐ Other: _____

Please provide contact person information for the agency or court where you also filed the complaint. Attach more sheets if necessary.

Name/Agency: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Date Filed: _____

Section V: Signature

I affirm that the information I have provided regarding this complaint is complete and accurate to the best of my knowledge.

Signed: _____ Date: _____

Title VI and ADA Complaint Form – Spanish



Corporación de Transporte Público de Indianápolis
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Formulario de reclamación del Título VI y de la ADA

La Corporación de Transporte Público de Indianápolis (Indianapolis Public Transportation Corporation, IPTC) se compromete a garantizar que no se excluya a ninguna persona de la participación en los programas o actividades de la IPTC, ni se le nieguen los beneficios de los mismos, ni sea objeto de discriminación por motivos de raza, color, origen nacional o discapacidad, tal como se protege en el Título VI de la Ley de Derechos Civiles de 1964 y en la Ley de Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA) de 1990.

Las personas que consideren que han sido objeto de discriminación pueden presentar una reclamación al presentar el siguiente formulario del Título VI y de la ADA. Si necesita ayuda para rellenar este formulario, puede ponerse en contacto con el Centro de Atención de IndyGo en el teléfono (317) 635-3344. Devuelva el formulario completo al Oficial de Igualdad de Oportunidades Laborales.

Oficial de Igualdad de Oportunidades Laborales
Corporación de Transporte Público de Indianápolis
1501 W. Washington Street
Indianapolis, IN 46222
TitleVIComplaints@indygo.net

Los particulares también pueden presentar sus reclamaciones directamente a la Autoridad Federal de Tránsito (Federal Transit Authority, FTA). El formulario de reclamaciones de la FTA y la información sobre los derechos civiles relacionados con el tránsito pueden descargarse del sitio web de la FTA en:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Las reclamaciones relacionadas con el Título VI deben presentarse en un plazo de 180 días a partir de la fecha de la presunta discriminación. No presentar la reclamación en este plazo puede dar lugar a la desestimación de la misma.

Si necesita información en otro idioma, póngase en contacto con el Centro de Atención de IndyGo en el (317) 635-3344. Si necesita información en otro idioma, llame al (317) 635-3344.



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Escriba a máquina o con letra de imprenta legible y proporcione toda la información solicitada. Adjunte copias de todos los documentos que crea que pueden ayudar a respaldar su reclamación. No envíe los documentos originales. Los documentos no serán devueltos.

Sección 1: Información del cliente (demandante)

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Número de teléfono (del hogar): _____ Celular: _____ Comercio: _____

Dirección de correo electrónico: _____ TDD/Otros: _____

Sección II: Persona que denuncia la discriminación en nombre del demandante

¿Presenta usted esta reclamación en su nombre? (Marque la casilla correspondiente)

☐ Sí (pase a la pregunta de la sección III)☐ No

En caso negativo, facilite los siguientes datos de la persona por quien presenta la reclamación:

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Dirección de correo electrónico: _____

Parentesco: _____



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Explique el motivo por el que ha solicitado a una tercera persona.

¿Cuenta con la autorización de la parte agraviada? ☐ Sí ☐ No

Sección III: Información sobre la reclamación

¿Cuál de las siguientes opciones describe mejor la razón por la que cree que se produjo la discriminación? Se presentó debido a:

- | | |
|--------------------------------|---|
| ☐ Raza | ☐ Nacionalidad de origen |
| ☐ Color | ☐ Discapacidad |

¿Cuándo se produjo la presunta discriminación?

Explique lo sucedido y por qué cree que fue discriminado. Proporcione tantos detalles específicos sobre el incidente como sea posible, incluidos nombres, números de placa del personal de la IPTC, hora, ubicación (ruta) y la información de contacto de cualquier testigo. Puede adjuntar cualquier información adicional que sea relevante para su reclamación.



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Section IV: Additional Information

¿Ha presentado esta queja ante algún otro organismo federal, estatal o local, o ante algún tribunal federal o estatal? (Marque la casilla correspondiente) ☐ Sí ☐ No

En caso afirmativo, marque cada casilla que corresponda:

☐ Agencia federal

☐ Tribunal federal

☐ Agencia estatal

☐ Agencia local

☐ Tribunal estatal

☐ Otro: _____

Indique los datos de la persona de contacto de la agencia o tribunal donde también presentó la reclamación. Adjunte más hojas si es necesario.

Nombre/agencia: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Número de teléfono (del hogar): _____ Fecha de presentación: _____

Sección V: Firma

Afirmo que la información que he proporcionado en relación con esta reclamación está completa y es precisa a mi leal saber y entender.

Firma: _____ Fecha: _____

Title VI Investigation and Tracking Procedure

Title VI Complaint Procedure

Should a complaint arise concerning possible discrimination in regard to transit planning or service delivery, IPTC has established the following procedure:

- Complainant must complete the Title VI Complaint Form. The Title VI Complaint Form may be found on the IPTC website at <https://www.indygo.net/about-indygo/title-vi-and-ada/>. It may be completed online or returned to IPTC by mail or email. Complainants may contact the Customer Care Center at 317-635-3344 for assistance.
- All complaints received are directed to the IPTC's Equal Employment Opportunity (EEO) Officer .
- The EEO Officer is responsible for investigation, resolution and complaint closeout. The EEO Officer will prepare a written determination and provide notification to the Complainant of the investigation findings.
- If applicable, the EEO Officer will communicate the determination and recommendations, if any, for corrective action with affected department(s).
- The EEO Officer will maintain a record of all discussions and retain all documents relating to the investigation in a confidential file for a minimum of one year and a record of such complaints, in summary form, shall be kept for five years.

Title VI Investigations, Complaints, and Lawsuits Summary Table

The table covers the period between December 1, 2023 and April 30, 2026.

Title VI Investigations, Complaints and Lawsuits Summary Table

This table covers the period December 1, 2023 through April 30, 2026.

Date of Report	Date Received	Date Acknowledgement Sent	Basis	Summary of Allegations	Action Taken	Disposition	Status	Date Letter of Findings Sent	Date Closed	Notes
11/28/2024	11/28/2024	12/2/2024	Race	Individual alleged that she slipped and fell in the crosswalk at the John Center Transit Center and that she was sexually harassed.	Violated investigation	Unsubstantiated	Closed	12/16/2024	12/16/2024	Provided individual contact information to file a claim. Individual mentioned suing.
										The complainant was unclear. Requested additional information. No specific information was provided.
12/16/2025	12/16/2025	12/17/2025			No investigation was taken.	Unsubstantiated	Closed	12/22/2025	12/22/2025	
				Staff member requested her phone number for contact purposes. She declined him. Upon verifying his statement, staff member advised her she was no longer allowed on the property.	No investigation was taken.	Unsubstantiated	Closed	1/28/2026	1/28/2026	Complaint was incomplete. Requested information regarding the dates and times of the alleged incidents.
			Sex							No information that it was based on race, color, or national origin. Forwarded the complaint to customer care for additional information.
1/8/2026	1/7/2026	1/7/2026		Consumer complaint	No investigation taken.	Unsubstantiated	Closed	1/28/2026	1/28/2026	
										No information that it was based on race, color, or national origin. Forwarded the complaint to customer care for additional information.
3/9/2026	2/9/2026	2/10/2026		Consumer complaint	No investigation taken.	Unsubstantiated	Closed	2/19/2026	2/19/2026	
										No information that it was based on race, color, or national origin. Forwarded the complaint to customer care for additional information.
3/11/2026	3/1/2026	3/2/2026		Consumer complaint	No investigation taken.	Unsubstantiated	Closed	3/22/2026	3/22/2026	
										No information that it was based on race, color, or national origin. Forwarded the complaint to customer care for additional information.
4/13/2026	4/12/2026			Consumer complaint	No investigation taken.	Unsubstantiated	Closed	4/13/2026	4/13/2026	
										Insufficient evidence to support a finding of discrimination.
4/17/2026	4/30/2026	5/1/2026	Race	Consumer complaint	Investigation initiated	Unsubstantiated	Closed	5/15/2026	5/15/2026	Based on race

APPENDIX C. PUBLIC OUTREACH

Language Assistance Plan (LAP)

The purpose of this Language Assistance Plan (LAP) is to provide guidance on the strategies used to provide language assistance to IndyGo customers who are not proficient in the English language. While the majority of the population within the IndyGo service area speaks English as their primary language, there are still many who struggle with language barriers preventing them from fully utilizing the transportation services that are available to them.

IndyGo is committed to providing language services to allow all residents the ability to easily utilize its services; the LAP is a key tool in communicating what strategies IndyGo use. The LAP is also a requirement of Title VI of the Civil Rights Act of 1964, which states that recipients of Federal financial assistance may not discriminate with regard to race, color, or national origin. Additionally, Executive Order 13166, “Improving Access to Service for Person with Limited English Proficiency” requires recipients of Federal financial assistance to “examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency.”

FOUR FACTOR ANALYSIS

A Four Factor Analysis is the first step in understanding the appropriate services IndyGo should offer to provide access. The analysis provides IndyGo with an understanding of what languages are prevalent in its service area, which is the entirety of Marion County, Indiana.

1) Number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

The five-year American Community Survey (ACS) population estimates were used to determine the number of LEP persons eligible to be served. Data from the ACS (2024) were pulled from table C16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”, and aggregated to the top 5 languages, as shown in Figure C1. The figures presented are for individuals who speak English less than “very well”, as self-reported by the individual. B16001 is used but only by aggregating the Public Use Microdata Area (PUMA).

The total population above 5 years old in Marion County was 907,365. Of those individuals, over 79,000 reported not speaking English very well; the total percent of people within Marion County not speaking English well was 8.8%.

Figure C-1. Top 5 Languages Spoken at Home (2024) ⁴

Total Population (5 years or older)	907,365	
Limited English Proficiency (LEP)	79,750	
Percent LEP	8.8%	

⁴ U.S. Census Bureau. “Language Spoken at Home for the Population 5 Years and Over” American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2024, <https://data.census.gov/table/ACSDT5Y2024.C16001?q=C16001>: Accessed on March 10, 2026.

Top 5 Languages Spoken at Home	Total LEP	% of Total
Spanish	47,689	5.3%
Other Asian and Pacific Island languages	9,923	1.1%
French, Haitian, or Cajun	7,262	0.8%
Other and unspecified languages (Hungarian, Jamaican Creole English, Unspecified)	5,162	0.6%
Other Indo-European languages	3,043	0.3%

Of those 79,750 individuals, the top 5 languages are Spanish, Other Asian and Pacific Island languages, French, Haitian, or Cajun, Other and Unspecified languages, and Other Indo-European languages. Arabic and Chinese were other languages with greater than 1,000 persons.⁵

The U.S. Department of Transportation (USDOT) has adopted the U.S. Department of Justice's (USDJO) Safe Harbor Provision. This provision requires that any eligible LEP language group that constitutes 5% or 1,000 persons merits consideration for written language services. Written language differs from interpretation in that interpretation is listening and orally translating. Translation, or written language services, requires text in one language to be translated to another. A summary of the Safe Harbor rules is in Table C-2.

Figure C-2. Summary of Safe Harbor Standards and Provision of Written Language Assistance

Size of Language Group	Recommended Provision of Written Language Assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries and more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries and 50 or less in number	Translated written notice of right to receive free oral interpretation of documents
5% or less of the eligible population or beneficiaries and less than 1,000 in number	No written translation is required.

⁵ Table B16001, "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over". American Community Survey, 2020-2024. Data are a combination of all PUMA datasets in Marion County, Indiana.

In Figure C-3, the listing of languages in B16001 which are potential safe harbor languages is presented. Only one language, Spanish, exceeds 5% and 1,000 persons. All other languages only exceed 1,000 persons.

Figure C-3. Number and Percentage of Persons who are Limited English Proficiency in Marion County

Language Spoken at Home	LEP Population	% of All Persons
Spanish	47,689	5.3%
Other Asian and Pacific Island languages	9,923	1.1%
French, Haitian, or Cajun	7,262	0.8%
Other and unspecified languages (Hungarian, Jamaican Creole English, Unspecified)	5,162	0.6%
Other Indo-European languages	3,043	0.3%
Arabic	1,839	0.2%
Chinese	1,574	0.2%

2) The frequency with which LEP persons come into contact with the program.

The LEP analysis should also include an analysis of the likelihood that these LEP populations interact with IndyGo, the public transportation provider for Marion County. In examining the ACS 2024 5-year data (Table B08113) on the means of transportation for workers, only 6,191 of 486,246 workers use public transportation. Of those 6,191 workers, only 890 reported speaking English less than “very well”. The small number of commuters who use public transportation limits the likelihood that individuals other than the largest LEP group would need to access IndyGo services. The largest LEP group speaks Spanish at home, accounting for 701 of the 890 LEP reported in B08113.

Requests for translation/interpretative language services are sent to Customer Care Center. Specific projects may also provide translation / interpretative language services.

Using 2022 on-board survey data, a higher percentage of individuals report as LEP than the 2021 ACS data; 23.5% compared to 8.8%. Our 2022 on-board survey showed of respondents who spoke a language other than English, Spanish was the top language spoken at 69.7%. The second most common language on our on-board survey was French at 5.5% of respondents who spoke a language other than English.

IndyGo's Customer Care Center data can be used to understand the frequency with which LEP persons interact with IndyGo. The Care Center, currently outsourced, seeks to employ bilingual (English/Spanish) speaker. All other individuals needing translation can use a provided language line.

From Dec. 1, 2023, to April 30, 2026, there were nearly 900,000 users on the IndyGo website. IndyGo can extract the preferred language used by a visitor as their default setting. The following are the top five non-English languages used to translate IndyGo's website in that time frame:

Figure C-4. Top 5 Non-English Languages Used to Translate IndyGo's Website

Language	User / % of Total
Spanish	10,721 (1.2%)
Chinese	8,029 (0.9%)
French	2,026 (0.23%)
German	911 (0.1%)
Japanese	786 (0.09%)

3) The nature and importance of the program, activity, or service provided by the program to people's lives.

IndyGo provides fixed-route and paratransit service to residents of Marion County, Indiana. The service connects residents to employment opportunities, cultural and social engagements, and civic institutions. For many residents who are unable to own or operate an automobile, IndyGo's service is a lifeline.

4) The resources available to the recipient for LEP outreach, as well as the costs associated with the outreach.

Based on the previous three factors, IndyGo will commit resources to implement the strategies in the LAP for, primarily, Spanish-speaking individuals. IndyGo will also continue to support its existing strategies while evaluating the effectiveness of the existing strategies. Deficient strategies or new strategies that will enhance the customer accessibility for LEP individuals will be evaluated based on its resource-intensity and available budget.

From December 2024 to April 2026, IndyGo spent \$5,943 for translation and interpretation. Globo is primarily written translation but also provides interpretative services. MV, an IndyGo vendor, is now responsible for language assistance as part of their responsibilities Customer Care Center.

LANGUAGE ASSISTANCE STRATEGIES

Based on the Four Factor analysis above, the predominant language spoken by LEP persons is Spanish. As a result, IndyGo focuses the majority of its language assistance on Spanish-speaking customers. Language assistance for other languages is provided on an as-needed basis.

IndyGo employs a variety of strategies to provide language assistance to LEP persons:

1. Translation of Vital Documents

IndyGo will continue translating its identified vital documents into Spanish and providing those documents on the website and available on request. IndyGo requests a ten-day notice for requests for written translation services for any IndyGo document, not just the vital documents identified below.

IndyGo's vital documents are identified as the following:

- Title VI Public Notice
- Title VI / ADA Complaint Form
- Access (ADA Paratransit) Application
- Eligibility Determinations for Access⁶
- Fixed Route Rider's Guide
- Access Rider's Guide
- Route Maps
- Notice of Public Meetings with Public Comments Requested
- Employment Applications (including Access)
- Safety and Security Information (Ex. the emergency button signage)
- Notice of Rights (Ex. Title VI and ADA)
- Transit Alerts
- Rider Conduct Rules/Policy
- How to Pay
- How to Ride
- How to Transfer
- Service Changes
- Schedules and Service Maps
- Fare Rates
- Accessibility Information
- Destination Information
- Passenger Notices
- Station and Facility Amenities
- Feedback and public involvement opportunities
- Expansion Planning
- Construction Project Updates

⁶ As needed based on the potential client's preferred language.

IndyGo provides a Spanish translation of its website, including a translation of the online comment form. IndyGo service and schedule information is available on Google Transit, which supports the translation of information into many non-English languages. Additionally, IndyGo also provides instructions in Spanish on how to use Google Transit.

2. Translation for Other Documents and On Transit Property

All other documents can be made available within ten business days of request: ⁷

- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American Sign Language, and non-English speakers.
- Audio transcribing.
- Travel trainings (for groups of 15 or more).

Before project-specific public meetings and hearings, IndyGo posts advertisements in both English and Spanish to encourage LEP participation. Advertisements are also placed in a local Spanish-language publication, La Voz de Indiana.

Special on-board audio and print announcements are utilized to alert customers of upcoming service changes, important safety messages and opportunities for public input. Announcements are recorded in both English and Spanish.

3. Employee Training and Monitoring

According to LEP guidance provided by the USDOT, “Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly training.”

For IndyGo employees who are likely to encounter LEP persons during the course of their work, education about IndyGo’s LEP policies are included as part of their new employee orientation. All employees are made aware of the LAP document and their responsibilities to ensuring that the requirements set forth in this plan are met. Employees are also encouraged to review the FTA PowerPoint presentation titled, “Providing Language Access to Persons with Limited English Proficiency and Low Literacy.” Additional LEP training may be given to employees on a case-by-case basis based on employee, supervisor, and customer feedback.

IndyGo will seek to establish monitoring of and improve staff interactions with LEP persons in order to identify potential areas of need for language assistance.

4. Employment of Multilingual Customer Service Staff

⁷ Per our website: <https://www.indygo.net/contact-us/accommodations/>.

IndyGo outsourced employment of Customer Care Center to a vendor. The vendor actively recruits for multilingual individuals, specifically Spanish speakers. The vendor has their own service for language interpretation.

UPDATING AND MONITORING THE LAP

IndyGo conducts ongoing internal monitoring of its language assistance practices to ensure that the strategies employed remain effective. This is accomplished partially through feedback from customers and IndyGo staff who are in frequent contact with LEP persons. If any aspects of the current plan are found to be ineffective, they will be revised or replaced with more suitable strategies.

Additionally, as new technologies and strategies for language assistance become available, IndyGo will assess the viability and cost-effectiveness of implementing such measures.

Public Outreach Efforts

The following table is a list of public outreach meetings or engagements conducted or attended by IndyGo staff from December 1, 2023 to April 30, 2026.

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
5-Dec-23	Blue Line Public Open House	Ball State University CAP	5	5	46202	Blue Line
6-Dec-23	Blue Line Open House	Pepper for Urban Progress	16	16	46222	Blue Line
7-Dec-23	Blue Line Public Meeting	Town of Cumberland	17	17	46229	Blue Line
22-Dec-23	Annual H.O.P.E. for Christmas	Tracy Family YMCA	400	400	46225	MyKey
16-Jan-24	Irvington Community Council	Irvington Presbyterian Church	40	40	46219	Blue Line
23-Jan-24	AARP Day at Indiana Statehouse	Indiana Statehouse	75	30	46204	General IndyGo Updates
30-Jan-24	ASIS Indiana Free Coffee Day		320	25	46204	General IndyGo Updates
5-Feb-24	Mayor's Neighborhood Advocate Meeting		10	10	46204	General IndyGo Updates
6-Feb-24	IndyKids Welcome Party The Rowing Warehouse Indianapolis		400	50	46202	General IndyGo Updates
13-Feb-24	H.O.P.E. Team Meeting	Center Township Trustees	50	50	46205	General IndyGo Updates
15-Feb-24	Holy Cross Neighborhood Members Association		50	15	46202	Blue Line
26-Feb-24	AMU Community Partner Collective					Purple Line
1-Mar-24	Travel Training: Franklin Township Community Schools Staff		5	5		How to Ride
4-Mar-24	Mayor's Neighborhood Advocates Update		10	10	46204	General IndyGo Updates
12-Mar-24	H.O.P.E. Team Meeting	Marionville-Brightwood Library	50	50	46216	General IndyGo Updates
12-Mar-24	2024 Annual Youth Opportunities Fair	Ivy Tech Community College	1000	200	46206	How to Ride
13-Mar-24	CME QOL Economic Development Meeting	FBO	15	15	46226	Purple Line
16-Mar-24	Audubon Garden Neighborhood Meeting	Marion County Public Health Department	25	25	46205	
20-Mar-24	Keystone Millersville Neighborhood Association Meeting	Marion County Public Health Department	30	30	46205	Purple Line
26-Mar-24	Rail Escholar Community Council					Purple Line
26-Mar-24	Rail Escholar Community Council					Purple Line
13-Apr-24	Marion Association of Indiana Spring Resource Fair		400	100	46236	How to Ride
19-Apr-24	Indy's Lunch for Paris Presented by A&S	JW Marriott	2000	300	46204	General IndyGo Updates
19-Apr-24	Travel Training: Franklin Township Community Schools Students		6	6		How to Ride

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
20-Apr-24	Travel Training: Metropolitan Youth Orchestra		20	20	46205	How to Ride
20-Apr-24	Indy Sideway's Lament for a Cause		100	20	46211	General IndyGo Updates
27-Apr-24	Indianapolis Symphony Orchestra's Symphony on the Circle	Monument Circle	700	70	46204	General IndyGo Updates
15-May-24	Neighborhood Development Working Group					General IndyGo Updates
15-May-24	CARE East Flag Day	Far Eastside Neighborhood Center	150	50	46216	How to Ride
15-May-24	Travel Training: International School of Indiana		45	45	46206	How to Ride
16-May-24	Proven vs. Liberty - IndyGo Activation	Garfield Park	15000	100	46204	General IndyGo Updates
23-May-24	Mayor's Neighborhood Advocates Update		10	10	CTC	General IndyGo Updates
25-May-24	IndyGo Public Meeting: June 2024 Service Adjustments					General IndyGo Updates
22-May-24	IndyGo Open House: June 2024 Service Adjustments		100	50	46204	Local Route Network
22-May-24	IndyGo Open House: June 2024 Service Adjustments		21	71	46204	General IndyGo Updates
22-May-24	IndyGo Open House: June 2024 Service Adjustments		11	41	46204	General IndyGo Updates
1-Jun-24	2024 Earth Day Indiana Festival	Garfield Park Conservatory	250	110	46205	How to Ride
1-Jun-24	Community Day: Kingdom Apostolic Ministries	Kingdom Apostolic Ministries	300	300	46216	How to Ride
8-Jun-24	Mayor's Neighborhood Advocates Update		10	10	46204	General IndyGo Updates
7-Jun-24	Travel Training: YMCA Youth Career Development Program	Marion County Public Health Department	14	14	46205	How to Ride
15-Jun-24	H.O.P.E. Team Meeting	Marion County Public Health Department	40	40	46205	General IndyGo Updates
19-Jun-24	Food in Transit Launch	CTC	150	150	46204	General IndyGo Updates
19-Jun-24	Arts for Seniors: June/June/June	Theater at the Ford	300	150	46216	Purple Line
15-Jun-24	Healthcare Education Community Fair		200	200	46206	General IndyGo Updates
20-Jun-24	Legacy Fest Block Party	Madison-Walker Legacy Center	1500	300	46202	General IndyGo Updates
27-Jun-24	Black Expo	Indiana Convention Center	9000	500	46225	General IndyGo Updates
13-Jul-24	BLADE: A Festival of Joy	Taggart Riverside Memorial Theater	800	250	46202	General IndyGo Updates
15-Jul-24	Earth Charter Indiana Climate Camp		15	15	46204	How to Ride
18-Jul-24	MOPO-WC Case Manager Travel Training	Greenery Food Bank	50	50	46241	How to Ride

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
20-Jul-26	New Direction Back 2 School Back Party	New Direction Church	800	800	46216	Purple Line
25-Jul-26	IndyGo Back to School Night	CFC	100	100	46204	MyKey
27-Jul-26	Far Eastside Festival	Far Eastside Neighborhood Center	800	830	46226	Purple Line
30-Jul-26	Transit Ambassador Orientation & Refresher Training	CFC	19	19	46204	How to Ride
19-Aug-26	YMCA Community Day	Avondale Meadows YMCA	150	25	46205	How to Ride
20-Aug-26	PHS Tabling	Purdue Polytechnic High School	250	5	46230	How to Ride
21-Aug-26	CAFE QOL Economic Development Meeting	East 56th Street Library	10	10	46216	Purple Line
22-Aug-26	Far Eastside Community Council	Gainbridge Firehouse	6000	80	46204	General IndyGo Updates
26-Aug-26	Fever Game Activation	Gainbridge Firehouse	5000	40	46204	Purple Line
26-Aug-26	AMC Community Partner	Gainbridge Firehouse	5000	40	46204	MyKey
1-Sep-26	Bulfinch Art Festival	The Studio	150	16	46204	How to Ride
2-Sep-26	Mayor's Neighborhood Advocates	CFC	10	10	46204	General IndyGo Updates
6-Sep-26	Fever Game Activation	Gainbridge Firehouse	5000	40	46204	MyKey
10-Sep-26	H.O.P.E. Team Meeting	Marion County Public Health Department	40	40	46205	Purple Line
10-Sep-26	Blue Line Corridor Advisory Committee	Marion County Public Health Department	40	40	46205	Blue Line
10-Sep-26	Route 18 Changes Outreach	Route 18	16	12	Route 18	Local Route Network
10-Sep-26	Route 28 Changes Outreach	Route 28	11	5	Route 28	Local Route Network
10-Sep-26	Route 39 Changes Outreach	Route 39	30	30	Route 39	Local Route Network
10-Sep-26	October Route Changes Outreach	Carson Transit Center	50	20	46204	Local Route Network
10-Sep-26	H.O.P.E. Team Meeting	Marion County Public Health Department	40	40	46205	General IndyGo Updates
11-Sep-26	Documentation of inconsistent signage at stops	Various Stops	2	2	Various Stops	Local Route Network
11-Sep-26	Route 18 Changes Outreach	Route 18	12	12	Route 18	Local Route Network
11-Sep-26	Route 19 Changes Outreach	Route 19	50	50	Route 19	Local Route Network
12-Sep-26	Purple Line Tabling	East 56th St Library	15	10	46216	Purple Line
12-Sep-26	Route 10 Changes Outreach	Route 10W	45	45	Route 10W	Local Route Network
12-Sep-26	Purple Line Tabling YMCA	Avondale Meadows YMCA	50	10	46205	Purple Line
12-Sep-26	Purple Line Tabling	East 56th St Library	40	10	46216	Purple Line
13-Sep-26	Route 39 Changes Outreach	Route 39	50	50	Route 39	Local Route Network
13-Sep-26	Fever Game Activation	Gainbridge Firehouse	5000	40	46204	MyKey
16-Sep-26	October Route Changes Outreach	Jordan YMCA	50	15	46240	General IndyGo Updates
17-Sep-26	CAFE QOL Economic Development Meeting	MLK Center	15	10	46206	General IndyGo Updates
18-Sep-26	Route 11 Changes Outreach	IMPO	25	10	46219	Local Route Network

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18-Sep-26	CAFE Quality of Life Economic Development Meeting		10	10	46219	Purple Line
19-Sep-26	IndyVoted	State Fairgrounds	500	30	46205	Purple Line
19-Sep-26	Car Free Day	Monument Circle	100	40	46204	MyKey
19-Sep-26	Route 28 Changes Outreach		20	12	Route 28	Local Route Network
23-Sep-26	Purple Line Tasting WeCare	Fugate Institute of Beauty Culture	30	15	46236	
23-Sep-26	Route 11 Changes Outreach		50	7	Route 11	Local Route Network
23-Sep-26	Route 4 Changes Outreach		30	16	Route 4	Local Route Network
23-Sep-26	October Route Changes Outreach					
23-Sep-26	East 58th St Library	East 58th St Library	15	10	46216	General IndyGo Updates
23-Sep-26	Purple Line Tasting WeCare	Fugate Institute of Beauty Culture	50	35	46236	Purple Line
23-Sep-26	Pave Validator Town Hall	Endemans Crossroads	5	5	46205	Paratransit
24-Sep-26	October Route Changes Outreach					
24-Sep-26	F&B	F&B	15	10	46236	General IndyGo Updates
25-Sep-26	Route 19 Changes Outreach		30	25	Route 19	Local Route Network
25-Sep-26	Route 39 Changes Outreach	Route 39	200	170	Route 39	Purple Line
25-Sep-26	Pave Validator Town Hall	Route Inc	10	10	46219	Priority Expansion
26-Sep-26	Route 26 Changes Outreach		30	30	Route 26	Local Route Network
26-Sep-26	Route 16 Changes Outreach		10	10	Route 16	Local Route Network
26-Sep-26	Route 33 Changes Outreach		20	20	Route 33	Local Route Network
26-Sep-26	Purple Line Tasting	Avondale Meadows YMCA	50	10	46205	Purple Line
26-Sep-26	Purple Line Tasting	East 58th St Library	50	20	46216	Purple Line
26-Sep-26	Pave Validator Town Hall	Bovina Enterprises	40	40	46216	Paratransit
27-Sep-26	Route 19 Changes Outreach		60	50	Route 19W	Blue Line
30-Sep-26	Route 11 Changes Outreach		55	15	Route 11	Blue Line
30-Sep-26	Route 18 Changes Outreach		30	10	Route 18	Local Route Network
9-Nov-26	Growing Places Indy Transitional Gathering	CSA Growing Places	10	7	46202	General IndyGo Updates
12-Nov-26	Naturalization Ceremony Blue Line Tasting	Indianapolis International Airport	100	25	46241	Blue Line
26-Nov-26	Carriage House Food Family Purple Line Outreach	Suzanne Center at East	80	5	46215	Purple Line
1/1/2025	Route 50 Outreach	Red Line	20	10		Red Line-IndyGo Cares - Wellness, Food, & Music in Transit
1/1/2025	Route 4 Outreach	Route 4	10	5		General IndyGo Updates
1/1/2025	Haughton Public Library (Re-occurring 1/1/2025 - 1/31/2025)	Haughton Public Library				Blue Line - Community Meeting
1/6/2025	Carriage House Community Dinner	Carriage House East Community Center	15	15	46215	Marion County Transit Plan-How to Ride Google Maps, Transit, MyIndyGo Cares - Wellness, Food, & Music in Transit-Purple Line/MyKey
1/16/2025	Really Really Free Market	Frederick Douglass Community Center	100	20	46205	IndyGo Cares - Wellness, Food, & Music in Transit-How to Ride Google Maps, Transit, MyIndyGo Cares
1/21/2025	Route 8 Outreach	Route 8	50	10		General IndyGo Updates/Route Delays

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1/21/2025	Route 5 Outreach	Route 5	44	21		IndyGo Cares - Wellness, Food, & Music in Transit
1/21/2025	Route 37 Outreach	Route 37	33	40	46222	IndyGo Cares - Wellness, Food, & Music in Transit
1/26/2025	Route 56 Outreach	Route 56	9	6		General IndyGo Updates
1/26/2025	Route 52 Outreach	Purple Line	45	25		Purple Line How to Ride Google Maps, Transit, MyStop/IndyGo Cares - Wellness, Food, & Music in Transit
1/26/2025	Route 56 Outreach	Route 56	19	4		General IndyGo Updates/Marion County Transit Plan
1/30/2025	Wellness in Transit Outreach	CTC	130	95	46204	IndyGo Cares - Wellness, Food, & Music in Transit
1/28/2025	Travel Training	Shepherd Community Center	5	1	46201	How to Ride Google Maps, Transit, MyStop/IndyGo Cares - Wellness, Food, & Music in Transit/MyKey/Blue Line
1/31/2025	Route 11 Outreach	Route 11	20	8		General IndyGo Updates/Marion County Transit Plan
2/4/2025	Transit Equity Day	Big Tech	138	39	46206	General IndyGo Updates/How to Ride Google Maps, Transit, MyStop
2/05/2025	Blue Line Open House - Afternoon Session	Ball State University CAF-IBBY	19	5	46202	Blue Line/Marion County Transit Plan
2/05/2025	Blue Line Open House - Evening Session	Ball State University CAF-IBBY	8	5	46202	Marion County Transit Plan/Blue Line
2/05/2025	Blue Line Open House	CTC Bay			46202	Blue Line - Public Meeting
2/11/2025	Blue Line Open House - Afternoon Session	IndyGo West Campus	18	5	46222	Marion County Transit Plan/Blue Line
2/11/2025	Blue Line Open House - Evening Session	IndyGo West Campus	5	8	46222	Marion County Transit Plan/Blue Line
2/11/2025	Blue Line Public Open House	City Auto Sales			46222	Blue Line - Stakeholder Meeting
2/11/2025	Blue Line Public Open House - Evening Session	IndyGo West Campus				Blue Line - Public Meeting
2/12/2025	Blue Line Public Open House	Cumberland Town Hall	15	19	46229	Marion County Transit Plan/Blue Line
2/12/2025	Blue Line Public Open House	Cumberland Town Hall				Blue Line - Public Meeting
2/18/2025	Blue Line Open House - Afternoon Session	Irvington Development Organization	40	15	46219	Marion County Transit Plan/Blue Line
2/18/2025	Blue Line Public Open House	Irvington Leffs			46219	Blue Line - Public Meeting
2/18/2025	IMPO National Night Out	IMPO			46222	Blue Line - Booth
2/18/2025	Wellness in Transit Outreach	CTC	100	39	46204	IndyGo Cares - Wellness, Food, & Music in Transit/How to Ride Google Maps, Transit, MyStop
2/21/2025	Neighbor Power Indy Patient Preparation	CTC	4	4	46204	IndyGo Cares - Wellness, Food, & Music in Transit/Transit Ambassadors - sharing about the program, recruitment
2/25/2025	Transit Ambassador Orientation	CTC	9	9	46204	Transit Ambassadors - sharing about the program, recruitment

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2/26/2025	Wellness in Transit Outreach	CTC				IndyGo Cares - Wellness, Food, & Music in Transit; Transit Ambassadors - sharing about the program, recruitment
2/26/2025	Transit Ambassador Orientation	CTC				Transit Ambassadors - sharing about the program, recruitment
2/26/2025	Neighbor Power Indy Panelist Preparation					Transit Ambassadors - sharing about the program, recruitment; IndyGo Cares - Wellness, Food, & Music in Transit
2/26/2025	Route 4 Outreach	Route 4	10	4		Purple Line General IndyGo Updates
2/26/2025	Route 35 & 36 Outreach	CTC Bus	40	30	46204	General IndyGo Updates; Marion County Transit Plan
2/26/2025	Route 26 Outreach	Route 26	10	4	Route 26	Route Delays; Marion County Transit Plan
2/26/2025	Blue Line Groundbreaking	Irvington Ledger	150	100	46219	Marion County Transit Plan; Blue Line
3/1/2025	Public Health Resource Fair	Far Eastside School	100	45	46215	How to Ride Google Maps, Transit, MyStop; IndyGo Cares - Wellness, Food, & Music in Transit
3/1/2025	Blue Line - Meeting	East Washington Public Library			46201	Blue Line - Community Meeting
3/1/2025	MNA Meeting	City County Building - 200 E Washington St, Indianapolis, IN	10	10	46204	General IndyGo Updates
3/8/2025	Neighbor Power Indy	Martin University	25	25	46218	Transit Ambassadors - sharing about the program, recruitment; IndyGo Cares - Wellness, Food, & Music in Transit
3/8/2025	Neighbor Power Indy	Martin University	100	50	46218	IndyGo Cares - Wellness, Food, & Music in Transit; Transit Ambassadors - sharing about the program, recruitment
3/11/2025	Blue Line - Meeting	East One Indy			46222	Blue Line - Stakeholder Meeting
3/11/2025	Route 26 Outreach	Route 26	40	10	Route 26	Route Delays
3/11/2025	Horizon House Outreach	Englewood Campus at Horizon House	105	40	46221	IndyGo Cares - Wellness, Food, & Music in Transit; How to Ride Google Maps, Transit, MyStop
3/15/2025	Southside ES Colored Thop Coalition Resource Fair	Southeast Community Services Center	50	25	46209	How to Ride Google Maps, Transit, MyStop; IndyGo Cares - Wellness, Food, & Music in Transit; Red Line
3/15/2025	Marion County Alliance of Neighborhood Associations (MCANA) Meeting	North United Methodist Church 3808 N Meridian St	5	5	46206	General IndyGo Updates
3/16/2025	Route 56 Outreach	Route 56	25	15	Route 56	Route Delays
3/21/2025	Spring Parents Day	Carl W. White School #79	100	50	46228	How to Ride Google Maps, Transit, MyStop; IndyGo Cares - Wellness, Food, & Music in Transit
3/21/2025	Ivy Tech Resource Fair	Ivy Tech Downtown Campus	100	45	46206	Purple Line; Red Line; How to Ride Google Maps, Transit, MyStop
3/26/2025	Ivy Tech Resource Fair	Ivy Tech Lawrence Campus	80	45	46216	Purple Line; How to Ride Google Maps, Transit, MyStop
3/31/2025	Route 4 Outreach	Route 4	5	2	Route 4	Purple Line General IndyGo Updates

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3/11/2025	Route 8 Outreach	Route 8	230	55	Route 8	Route 8 Outreach/IndyGo Cares - Wellness, Food, & Music in Transit
4/1/2025	Blue Line Talking Event Public Engagement	Sara's Barber Shop				Blue Line - Booth
4/1/2025	Blue Line - Meeting	MMH City Council Building			46204	Blue Line - Stakeholder Meeting
4/1/2025	Blue Line - Meeting	Mayor Neighborhood Association Meeting			46204	Blue Line - Stakeholder Meeting
4/8/2025	Transit Ambassador Bus Outreach Training	OTC & Red Line	30	15	46204	IndyGo Cares - Wellness, Food, & Music in Transit/Transit Ambassadors - sharing about the program, recruitment
4/9/2025	Boots on the Ground Meeting	Windhamer Neighborhood Services	50	50	46201	IndyGo Cares - Wellness, Food, & Music in Transit
4/10/2025	Community Information Night	Shovander Crick Bay High School	100	30	46215	How to Ride Google Maps, Transit, MyStop
4/10/2025	Hawthorne Neighborhood Association Meeting	Hawthorne Community Center			46222	Blue Line - Community Meeting
4/11/2025	Indy's Lunch for Paris presented by A&S Indiana	2W Marriott Indy	1000	400	46204	General IndyGo Update/Blue Line
4/12/2025	Beyond the Butler	Butler University	300	30	46208	How to Ride Google Maps, Transit, MyStop
4/12/2025	Metropolitan Youth Orchestra Travel Training	Butler University to Greater's for Youth	20	20	46208	How to Ride Google Maps, Transit, MyStop, MyKey
4/14/2025	Grace Fawcett Neighborhood Association	Tandem Park Baptist Church			46201	Blue Line - Community Meeting
4/14/2025	Blue Line - Talking Event	Hughesville Public Library			46222	Blue Line - Community Meeting
4/16/2025	10 Indianapolis Nursing Students Travel Training	10 Indianapolis to Raleigh Coffee & Sub's	30	30	46202	MyStop/MyKey/IndyGo Cares - Wellness, Food, & Music in Transit
4/18/2025	Easter Extravaganza	New Direction Church	200	100	46218	IndyGo Cares - Wellness, Food, & Music in Transit/MyKey/Purple Line
4/24/2025	Blue Line - Meeting	Hawthorne Community Center			46222	Blue Line - Stakeholder Meeting
4/25/2025	Creative Mornings	North Mass Boulder	200	50	46201	Blue Line/MyKey/How to Ride Google Maps, Transit, MyStop/IndyGo Cares - Wellness, Food, & Music in Transit
4/25/2025	Key Tech Cares Travel Training	Key Tech Downtown to Key Tech Lawrence	15	15	46216	MyKey/How to Ride Google Maps, Transit, MyStop/IndyGo Cares - Wellness, Food, & Music in Transit/Transit Ambassadors - sharing about the program, recruitment/Purple Line/Red Line
4/26/2025	Symphony on the Circle	Indianapolis Symphony Orchestra on Monument Circle	400	200	46202	MyKey/How to Ride Google Maps, Transit, MyStop/IndyGo Cares - Wellness, Food, & Music in Transit/Blue Line
5/1/2025	Alternative Test Review for Route Maps					Marion County Transit Plan
5/1/2025	Routes 8, 38, 56, Red, & Purple Service Adjustment Outreach	Route 8, 38, 56, Red, & Purple	300	100	Route 8, 38, 56, Red, & Purple	Marion County Transit Plan

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5/1/2025	Travel Training: Hawthorne Community Center	Hawthorne Community Center	5	5	46222	Blue Line/MyKey/How to Ride Google Maps, Transit, MyStop
5/1/2025	Hope to Action Neighborhood	St. John's Missionary Baptist Church	30	30	46236	General IndyGo Updates/Purple Line
5/6/2025	Thursdays Sunset Ma	Indianapolis City County Building	20	20	46204	General IndyGo Updates
5/7/2025	Shepherd Community Center Travel Training	Route 8	10	10	46201	How to Ride Google Maps, Transit, MyStop/MyKey/Blue Line
5/8/2025	Senior Bingo	Washington Park Community Center	60	45	46218	How to Ride Google Maps, Transit, MyStop/MyKey/Paratransit
5/8/2025	Music in Transit	World Famous Hotspots	1000	500	46205	IndyGo Cares - Wellness, Food, & Music in Transit/MyKey/How to Ride Google Maps, Transit, MyStop/Red Line
5/11/2025	H.O.P.E. Team Meeting	The Bradley Center	40	40	46206	General IndyGo Updates
5/11/2025	Blue Line Talking Event for Public Engagement	La Penelle				Blue Line - Booth
5/11/2025	Lawrence Advisory Council on Disability Resource Fair	Fort Ben Public Library	25	15	46216	Purple Line/How to Ride Google Maps, Transit, MyStop/Paratransit/MyKey
5/21/2025	Red Line Bus Outreach	Red Line	40	30		Blue Line/IndyGo Cares - Wellness, Food, & Music in Transit
5/24/2025	Blue Line Construction Residential Canvassing	White River Parkway to Belmont Ave along Washington Street	100	100	46222	Blue Line/Route 200/Bus
5/28/2025	Women in Transit featuring Transit Ambassadors		20	20		Transit Ambassadors - sharing about the program, recruitment
5/28/2025	Neighborhood Association Meeting	May Cross Neighborhood Association			46204	Blue Line - Community Meeting
5/28/2025	Route 11 Transit - Meeting	Second Holdings			46202	Blue Line - Community Meeting
5/30/2025	Route 8 Changes Outreach	Route 8	100	100		General IndyGo Updates/Marion County Transit Park
5/30/2025	Money Day May	Community Alliance of the Far Eastside (CAFE)	100	70	46236	Purple Line/How to Ride Google Maps, Transit, MyStop/MyKey
5/30/2025	IndyGo 500 Travel Training	Route 19	15	15		How to Ride Google Maps, Transit, MyStop/MyKey/Transit Ambassadors - sharing about the program, recruitment
6/2/2025	Earth Charter Indiana Climate Camp	CTC	15	15	46204	How to Ride Google Maps, Transit, MyStop
6/2/2025	Patachou Foundation Youth Program Travel Training	Patachou Foundation	15	15	46205	How to Ride Google Maps, Transit, MyStop/MyKey
6/3/2025	Power Games Activation	Gairbridge Parlorhouse	15000	100	46204	How to Ride Google Maps, Transit, MyStop/Blue Line/MyKey
6/3/2025	Westminster Summer Youth Program Travel Training	Westminster Neighborhood Services	30	30	46201	How to Ride Google Maps, Transit, MyStop/MyKey
6/4/2025	Second Holdings Organization Meeting	Second Holdings				Blue Line - Community Meeting

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6/1/2025	Fare Proposal Public Meeting Community Alliance of the Far Eastside	Community Alliance of the Far Eastside	5	5	46235	Fare
6/10/2025	Food in Transit	CFC	100	100	46204	IndyGo Cares - Wellness, Food, & Music in Transit/Fare/Blue Line
6/10/2025	Fare Proposal Public Meeting Flanner House	Flanner House	0	0	46208	Fare
6/11/2025	Fare Proposal Public Meeting Christamore House	Christamore House	0	0	46222	Fare
6/14/2025	Indy Pride Parade & Celebration on the Circle	Mass Ave & Monument Circle	1000	400	46204	Blue Line/How to Ride Google Maps, Transit, MyGo/MyKey/Fare
6/17/2025	Fare Proposal Public Meeting Mary Egg	Mary Egg Neighborhood Center	2	2	46221	Fare
6/18/2025	IPS Travel Training Train the Trainer	Wend Campus	1	1	46222	How to Ride Google Maps, Transit, MyGo/MyKey
6/21/2025	Arts for Learning Luncheon/Jubilee	Port Ben Cultural Campus	300	100	46216	Purple Line/How to Ride Google Maps, Transit, MyGo/MyKey/Fare
6/21/2025	Fare Proposal Public Meeting Southeast Community Services	Southeast Community Services	2	2	46209	Fare
6/24/2025	Food in Transit	CFC	119	119	46204	IndyGo Cares - Wellness, Food, & Music in Transit/Fare/Blue Line
6/24/2025	Fare Proposal Public Meeting John Borer Community Center	John Borer Community Center	4	4	46201	Fare
6/24/2025	FreeWheelin' Travel Training	FreeWheelin' Community Bikes	15	15	46205	How to Ride Google Maps, Transit, MyGo/MyKey
6/24/2025	SPARK 360 Talking Event (Re-occurring 06/24/2025 - 08/16/2025)	Downsview Indianapolis				Blue Line - Booth
6/25/2025	Fay Bissard Girls Summer Youth Program Travel Training	Fay Bissard Girls Neighborhood Center	20	20	46206	How to Ride Google Maps, Transit, MyGo/MyKey
6/26/2025	Fare Proposal Public Meeting Avondale Meadows YMCA	Avondale Meadows YMCA	5	5	46205	Fare
6/30/2025	Bus Outreach-Fare Proposal on Red Line	Red Line	400	300		Fare
6/30/2025	Bus Outreach - Fare Proposal on Route 13, 16, & 56	Route 13, 16, & 56	650	550		Fare
6/30/2025	Bus Outreach - June Route Schedule Changes	Route 8 & 56	500	400		Marion County Transit Plan
6/30/2025	Bus Outreach - Blue Line Construction	Route 8	250	200		Blue Line/Route Delays
6/30/2025	Bus Outreach - Fare Proposal on Route 19	Route 19	80	10		Fare
6/30/2025	Bus Outreach - Fare Proposal on Route 2	Route 2	80	60		Fare

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6/30/2025	Bus Outreach - Wellness in Transit	Route 2	15	13		IndyGo Cares - Wellness, Food, & Music in Transit
7/1/2025	Power Activation	Dunelodge Penthouse	15,000	50	46206	Blue Line/How to Ride Google Maps, Transit, MyStop Blue Line/How to Ride Google Maps, Transit, MyStop/IndyGo Cares - Wellness, Food, & Music in Transit
7/4/2025	Stringtown Neighborhood 4th of July Block Party	Stringtown Park	100	40	46222	IndyGo Cares - Wellness, Food, & Music in Transit
7/7/2025	Home Health Travel Training	Resident Home	2	2	46201	MyKey/How to Ride Google Maps, Transit, MyStop IndyGo Cares - Wellness, Food, & Music in Transit/Fare
7/8/2025	Food in Transit	CTC	150	95	46204	
7/9/2025	H.O.P.E. Team Meeting	Marion County Health Department	45	45	46205	
7/10/2025	Building Bridges Conference	Schwartz Student Center	200	15	46227	How to Ride Google Maps, Transit, MyStop/MyKey
7/14/2025	Earth Charter Bus Camp	CTC	13	13	46206	How to Ride Google Maps, Transit, MyStop/IndyGo Cares - Wellness, Food, & Music in Transit/Transit Ambassadors - sharing about the program, recruitment/MyKey
7/15/2025	Trinity Haven Travel Training	Trinity Haven	5	5	46208	MyKey/How to Ride Google Maps, Transit, MyStop/Transit Ambassadors - sharing about the program, recruitment
7/17/2025	RJ Health Travel Training	RJ Health Downtown	2	2	46202	
7/18/2025	WNBA All-Star Rider Support	Indianapolis International Airport	5,000	200	46241	MyKey/How to Ride Google Maps, Transit, MyStop
7/18/2025	WNBA All-Star Rider Support	CTC, Monument Circle & Maryland/Missouri	5,000	300	46204	MyKey/How to Ride Google Maps, Transit, MyStop/MyKey/Transit Ambassadors - sharing about the program, recruitment
7/22/2025	Hennepin Riverside Travel Training	West Campus	2	2	46222	IndyGo Cares - Wellness, Food, & Music in Transit/Fare
7/22/2025	Food in Transit	CTC	150	115	46206	How to Ride Google Maps, Transit, MyStop/MyKey/Fare - IndyGo Cares - Wellness, Food, & Music in Transit
7/24/2025	IndyGo Back-to-School Night	CTC	200	200	46204	Purple Line/How to Ride Google Maps, Transit, MyStop/MyKey/IndyGo Cares - Wellness, Food, & Music in Transit/Fare
7/26/2025	New Direction Back-to-School Community Eat	New Direction Church	1000	500	46216	
7/28/2025	Fare Increase Proposal Open House	CTC	500	100	46204	Fare/MyKey
7/30/2025	Power Activation	Dunelodge Penthouse	15,000	500	46206	How to Ride Google Maps, Transit, MyStop/Blue Line/MyKey/Fare
7/31/2025	Fare Proposal Bus Outreach	Routes 2, 4, 6, 11, 15, 21, 26, Red Line, Purple Line	800	650		Fare

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7/11/2025	Bus Stop Audits	BRT Platform Stations, Super Stop, Route 2 off 42nd/Venue, Route 4 Stop #50191, & Route 37 Stop #50040 off Lafayette Road	50	5		How to Ride Google Maps, Transit, MyStop MyKey
8/1/2025	Fare Proposal Open House	CTC	80	15	46202	Fare MyKey
8/12/2025	Art Market Travel Training	Broad Route Red Line Station, 32nd Street Red Line Station, JBRG Route 30 Bus Stop	50	30	46220, 46201, 46202	Red Line MyKey, How to Ride Google Maps, Transit, MyStop
8/12/2025	Exempla - Community Day	Exempla W. 38th Clinic	150	50	46254	How to Ride Google Maps, Transit, MyStop, IndyGo Cares - Wellness, Food, & Music in Transit
8/13/2025	Downtown Art Market Tableing	Monument Circle	70	30	46204	Red Line Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/13/2025	National Night Out	Washington Park	50	30	46216	Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/13/2025	IMPO National Night Out	Neighborhood Association				Blue Line - Public Meeting
8/13/2025	Green Hill Farmer's Market	Green Hill Neighborhood	60	30	46206	Purple Line Red Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/18/2025	State Fair Rider Support	36th/Indiana & 36th Post Purple Line Station	90	40	46215, 46235	Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/19/2025	Avondale YMCA Community Day	Avondale Meadows YMCA	80	40	46205	How to Ride Google Maps, Transit, MyStop, Purple Line MyKey
8/19/2025	State Fair Rider Support	36th/Indiana & 36th Post Purple Line Station	80	30	46215, 46235	Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/19/2025	Food in Transit	CTC	80	60	46204	IndyGo Cares - Wellness, Food, & Music in Transit, Fare MyKey, Blue Line Purple Line MyKey
8/19/2025	H.O.P.E. Team Meeting	MCPHO	30	30	46205	Transit Ambassadors - sharing about the program, recruitment, Blue Line Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/19/2025	Indianapolis Public Library Travel Training	Central Library	15	15	46204	Transit Ambassadors - sharing about the program, recruitment, Blue Line Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/19/2025	Health by Design & PHA's People Powering the Future	Guggenhaus Brewing Co	40	30	46202	Transit Ambassadors - sharing about the program, recruitment, Blue Line Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/19/2025	Clothing Swap	Garfield Park Arts Center	50	30	46206	Red Line MyKey, How to Ride Google Maps, Transit, MyStop, Transit Ambassadors - sharing about the program, recruitment, Blue Line Purple Line MyKey
8/19/2025	State Fair Super Concert	Indiana State Fair	300	50	46205	Purple Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey
8/19/2025	AMP Travel Training	Willard Park/ 36th & Elm	10	10	46201	Blue Line MyKey, How to Ride Google Maps, Transit, MyStop, Blue Line Purple Line MyKey

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8/20/2025	HeadStart Travel Training	HeadStart	10	10	46205	Red Line/MyGo/How to Ride Google Maps, Transit, MyGo/IndyGo Cares - Wellness, Food, & Music in Transit
8/20/2025	National Night Out	Neighborhood Association				Blue Line - Community Meeting
8/21/2025	Crosser Festival Travel Training	86 Post, 22/Meridian, & Garfield Park BRT Stations	150	70	46215, 46205, 46203	Red Line/Purple Line/How to Ride Google Maps, Transit, MyGo/Transit Ambassadors - sharing about the program, recruitment
8/21/2025	Indy Labor Fest	Garfield Park	200	100	46203	Red Line/How to Ride Google Maps, Transit, MyGo/IndyGo Cares - Wellness, Food, & Music in Transit/Route Detour/Fare
8/26/2025	Food in Transit	CTC	100	100	46204	How to Ride Google Maps, Transit, MyGo/Blue Line/Purple Line
8/26/2025	Fever Activation	Cambridge Parkhouse	3000	100	46204	MyGo/Blue Line/How to Ride Google Maps, Transit, MyGo/Transit Ambassadors - sharing about the program, recruitment, IndyGo Cares - Wellness, Food, & Music in Transit
8/26/2025	Marian University Student Activities Fair	Marian University	100	60	46222	Blue Line - Community Meeting
8/27/2025	Fare Increase Outreach	PMD Partnership	150	100		Fare/Purple Line
8/27/2025	Fare Increase Outreach	Route 2	50	40		Fare
8/27/2025	Fare Increase & Blue Line Detour Outreach	Route 8	200	150		Route Detour/Blue Line/Fare
8/27/2025	Fare Increase Outreach	Routes 11 & 25	30	30		Fare
8/27/2025	Fare Increase Outreach	Red Line	150	100		Fare
8/27/2025	Bus Stop Audits	Red Line	5	5		How to Ride Google Maps, Transit, MyGo/Blue Line - Stationholder Meeting
8/27/2025	Blue Line Public Open House					IndyGo Cares - Wellness, Food, & Music in Transit/Blue Line/Fare
8/27/2025	Food in Transit	CTC	80	80	46204	IndyGo Cares - Wellness, Food, & Music in Transit/Fare/Blue Line
8/27/2025	Boots on the Ground Meeting	Broadway United Methodist Church	30	10	46205	IndyGo Cares - Wellness, Food, & Music in Transit/Fare/Blue Line
8/27/2025	New Fare Open House	CTC	70	70	46204	Fare
8/27/2025	New Fare Open House	CTC	30	30	46204	Fare
8/26/2025	Transit Ambassador Orientation	CTC	15	15	46204	Transit Ambassadors - sharing about the program, recruitment
8/20/2025	Art Squared Fest	Fountain Square	800	10	46205	Red Line/How to Ride Google Maps, Transit, MyGo/IndyGo Cares - Wellness, Food, & Music in Transit
8/21/2025	Food in Transit	CTC	115	115	46204	Fare/IndyGo Cares - Wellness, Food, & Music in Transit
8/21/2025	PROPEL Indy Public Meeting	Ivy Tech Community College and Conference Center	30	15	46208	Transit Ambassadors - sharing about the program, recruitment/General IndyGo Updates/Blue Line
8/26/2025	10th Street Art Crawl	Jon Boser Center	150	40	46201	Blue Line/How to Ride Google Maps, Transit, MyGo

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
8/21/2025	Shepherd Community Center Kids Day	Shepherd Community Center	100	50	46201	Blue Line/How to Ride Google Maps, Transit, MyGo/MyGo
9/30/2025	Week Without Driving Kick-Off Panelist Discussion	Island Brewery	60	60	46205	Blue Line/Red Line/How to Ride Google Maps, Transit, MyGo/Transit Ambassadors: sharing about the program, recruitment
9/30/2025	New Fares Outreach - Red & Purple Line	Red Line, Purple Line	120	100		Fare
9/30/2025	New Fares & Blue Line Bus Outreach - Route 8	Route 8	100	80		Blue Line/Route Outreach/Fare
9/30/2025	How Fare Outreach - Route 2, 11, 25, 26, 38	Route 2, 11, 25, 26, 38	150	150		Fare
9/30/2025	Bus Stop Audit	Purple Line, Red Line, Route 8	5	5		Route Outreach/How to Ride Google Maps, Transit, MyGo/Transit Ambassadors: sharing about the program, recruitment
10/1/2025	Paris Alliance Fair for Paris Golf Club	Winding River Golf Course	100	50	46211	Blue Line/How to Ride Google Maps, Transit, MyGo/Blue Line - Booth
10/8/2025	Blue Line - Talking Event	Houghton Public Library			46212	IndyGo Cares - Wellness, Food, & Music in Transit/Fare
10/8/2025	Boots on the Ground Meeting	Mosaic Learning Center	30	15	46202	Fare/MyGo
10/9/2025	Fare Increase Open House	CTC	120	100	46204	Purple Line/How to Ride Google Maps, Transit, MyGo/MyGo/Fare
10/10/2025	Floating Farmer's Market	Meridian Highland	60	25	46206	Transit, MyGo/MyGo/Fare
10/11/2025	Fare Increase Open House	CTC	70	50	46204	MyGo/Fare
10/11/2025	Health Fair	Unknown	30	15	46211	Fare/Indianapolis County Transit/Fare
10/18/2025	OV Resource Event	Amos Gas Station	600	500	46236	Purple Line/How to Ride Google Maps, Transit, MyGo/MyGo/Fare
10/21/2025	Book Club: When Driving is Not an Option	Centerpoint Brewing	15	15	46201	Transit Ambassadors: sharing about the program, recruitment/How to Ride Google Maps, Transit, MyGo
10/21/2025	Irvington Halloween Festival	Irvington Street	4000	500	46219	Blue Line/MyGo/How to Ride Google Maps, Transit, MyGo/Fare
10/31/2025	Fare Increase Bus Outreach	Route 90 & 92	100	100		Fare
10/31/2025	Fare Increase Bus Outreach	Route 18, 34	30	30		Fare
10/31/2025	Fare Increase Bus Outreach	Route 5	100	100		Blue Line/Fare/Route Outreach
10/31/2025	Fare Increase Bus Outreach	Route 36	25	25		Fare
10/31/2025	Fare Increase Bus Outreach	Route 17, 19	50	50		Fare
10/31/2025	Bus Stop Audit	Route 19	5	5		How to Ride Google Maps, Transit, MyGo
11/01/2025	Fare Increase Open House	CTC	110	100	46204	Fare/MyGo
11/8/2025	Growing Places Indy Garden Prep	Growing Places U Pick Garden at White River	25	25	46206	Transit Ambassadors: sharing about the program, recruitment/IndyGo Cares - Wellness, Food, & Music in Transit
11/11/2025	HOPE Team Meeting	MCPO Office	50	50	46205	General IndyGo/IndyGo Cares - Wellness, Food, & Music in Transit/Fare
11/11/2025	City of Indianapolis Mayor Neighborhood Association	City Council				Blue Line - Community Meeting

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
11/11/2021	Booth on the Ground Meeting	Wendover Neighborhood Services	20	15	46202	Blue Line/Transit Ambassadors - sharing about the program, recruitment/Fare - General IndyGo Updates
11/11/2021	Fare Increase Open House	CTC	150	80	46204	MyWay/Fare
11/16/2021	Day of Remembrance for Road Traffic Victims Vigil	Safeway Parking Lot	50	20	46203	How to Ride Google Maps, Transit, MyWay/Transit Ambassadors - sharing about the program, recruitment
11/20/2021	Quaker Center Lunch & Learn	Quaker Center	25	25	46201	Blue Line/How to Ride Google Maps, Transit, MyWay/IndyGo Cares - Wellness, Food, & Music in Transit/Transit Ambassadors - sharing about the program, recruitment/Fare
11/22/2021	New Direction Food Gateway	New Direction Church	200	100	46206	Purple Line/How to Ride Google Maps, Transit, MyWay/IndyGo Cares - Wellness, Food, & Music in Transit/Fare
11/30/2021	Fare Increase Outreach - Route 2, 25	Route 2, 25	100	100		Fare
11/30/2021	Fare Increase & Blue Line	Route 8	100	100		Fare /Route Outreach
11/30/2021	Construction Route Outreach - Route 34	Route 34	30	30		Fare
11/30/2021	Fare Increase - Route 34	Route 34	60	60		Fare
11/30/2021	Fare Increase - Route 26	Route 26	30	30		Fare IndyGo Cares - Wellness, Food, & Music in Transit
11/30/2021	Fare Increase - Route 36	Route 36	100	100		Fare
11/30/2021	Fare Increase - Red Line	Red Line	300	300		Fare IndyGo Cares - Wellness, Food, & Music in Transit/MyWay
11/30/2021	Fare Increase - Bay Outreach/CTC	CTC Bays - Multiple Routes	300	300		Fare
12/1/2021	Food in Transit	CTC	200	200	46204	IndyGo Cares - Wellness, Food, & Music in Transit
12/1/2021	Indianapolis East Rotary Club	Warren School Admin Building			46219	Blue Line - Community Meeting
12/1/2021	Blue Line - Tasting Event	Hughesville Public Library			46222	Blue Line - Puzzle Meeting
12/6/2021	HOPE Team Meeting	HOPE Office	50	40	46208	IndyGo Cares - Wellness, Food, & Music in Transit/Fare
12/16/2021	Central Library Resource Fair	Central Library	80	40	46204	IndyGo Cares - Wellness, Food, & Music in Transit/Fare
12/16/2021	Booth on the Ground Meeting	Wendover Neighborhood Services	20	15	46202	Fare
12/17/2021	New Fare Open House	CTC	40	15	46202	Fare MyWay
12/16/2021	Food in Transit	CTC	100	100	46204	IndyGo Cares - Wellness, Food, & Music in Transit/Fare
1/9/2026	New Fare CTC Bay Outreach	CTC Bays - Multiple Routes	10	10	46204	Fare MyWay
5/16/2026	Indiana Historical Society Interview	Four	20	20	46202	How to Ride Google Maps, Transit, MyWay/Blue Line
5/16/2026	New Fare Open House	CTC	25	15	46204	Fare MyWay
5/18/2026	Food in Transit	CTC	100	100	46204	Fare IndyGo Cares - Wellness, Food, & Music in Transit

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
1/20/2026	Overdose Lifeline Kit Packaging	Overdose Lifeline	25	13	46206	How to Ride Google Maps, Transit, MyStop, IndyGo Cares - Wellness, Food, & Music in Transit
1/21/2026	Second Harpings Warehouse Grand Opening	Second Harpings	50	15	46206	IndyGo Cares - Wellness, Food, & Music in Transit; Transit Ambassadors - sharing about the program, recruitment
1/21/2026	Food in Transit	CFC	100	100	46204	Fare, MyKey, IndyGo Cares - Wellness, Food, & Music in Transit; Transit Ambassadors - sharing about the program, recruitment
02/03/2026	Mayor's Neighborhood Advocates Monthly Meeting	City County Building	30	30	46204	Fare, MyKey, IndyGo Cares - Wellness, Food, & Music in Transit
02/03/2026	Overdose Lifeline Kit Packaging	Overdose Lifeline	50	13	46206	IndyGo Cares - Wellness in Transit
02/04/2026	Transit Equity Day at the Elderberg Winter Farmers Market	Elderberg Museum AMP at 16 Tech	200	110	46202	Fare, MyKey, IndyGo Cares - Wellness, Food, & Music in Transit; Transit Ambassadors - sharing about the program, recruitment
02/05/2026	Food in Transit	CFC	90	90	46204	How to ride Google Maps, Transit app, MyStop, Fare, MyKey, IndyGo Cares - Wellness, Food, & Music in Transit; Transit Ambassadors - sharing about the program, recruitment
02/16/2026	HOPE Meeting	Marion County Public Health Department	30	30	46205	New Fare, MyKey, Transit Ambassadors - sharing about the program/recruitment; IndyGo Cares - Wellness in Transit; IndyGo Cares - Food in Transit; Route Detours (temporary) (Route Changes (permanent))
02/13/2026	How Fare, Service Standards, & Public Involvement Plan Updates Morning Open House	CFC	50	25	46204	New Fare, MyKey, Service Standards, Public Involvement Plan
02/13/2026	How Fare, Service Standards, & Public Involvement Plan Updates Afternoon Open House	CFC	50	30	46204	New Fare, MyKey, Service Standards, Public Involvement Plan
02/14/2026	How Fare, Service Standards, & Public Involvement Plan Updates Open House	CFC	50	35	46204	New Fare, MyKey, Service Standards, Public Involvement Plan
02/21/2026	Winter Farmers Market	AMP at 16 Tech	150	75	46202	How to ride Google Maps, Transit app, MyStop, Fare, MyKey, IndyGo Cares - Wellness, Food, & Music in Transit; Transit Ambassadors - sharing about the program, recruitment
02/22/2026	Earthbox Film Fest	Kan-Kan Cinema	50	25	46204	New Fare, MyKey, Service Standards, Public Involvement Plan
02/24/2026	Food in Transit	CFC	80	80	46204	New Fare, MyKey, Service Standards, Public Involvement Plan
02/24/2026	Outreach	Rider Guidelines	2, 3, 5, 8, 10, 13, 16, 20, 24	170	170	Rider Code of Conduct
02/24/2026	Outreach	New Fare	16, Red Line	160	160	New Fare, MyKey
02/24/2026	Outreach	Food in Transit	16, Red Line	100	100	IndyGo Cares - Wellness, Food, & Music in Transit

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
February Bus Outreach	Route Detours	8, 17	155	155		Route Detours (temporary)
February Bus Outreach	Pick Changes	5, 6, 8, 10, 26, 37	230	230		Route Changes (permanent)
February Bus Outreach	Route Change Feedback	5, 21	48	48		Route Changes (permanent)
03/01/2026	Winter Farmers Market Travel Training	AMP at 16 Tech	8	8	46202	How to ride- Google Maps, Transit app, MyStop
03/16/2026	Food in Transit	CYC	100	100	46204	IndyGo Cares - Food in Transit
03/16/2026	HQPE Team Meeting	Marion County Public Health Department	30	30	46205	Route Detours (temporary)IndyGo Cares - Food in TransitHow to ride- Google Maps, Transit app, MyStopIndyGo Cares - Food in TransitRider Code of Conduct / Guidelines
03/12/2026	Blue Lunch & Learn	Virtual	20	20		Route Detours (temporary)Transit App Ambassadors - sharing about the program/roll out
3/12/2026	Blue Line - Tasting Event	Haughton Public Library			46222	Blue Line - Community Meeting
3/12/2026	Hawthorne Neighborhood Association Meeting	Hawthorne Community Center			46222	Blue Line - Community Meeting
03/17/2026	Overdose Lifeline Kit Packing	Marion County Public Health Department	50	13	46206	IndyGo Cares - Wellness in TransitIndyGo Cares - Food in TransitAmbassadors - sharing about the program/roll out
03/21/2026	Winter Farmers Market	AMP at 16 Tech	100	10	46202	Rider Code of Conduct / GuidelinesBlue LineIndyGo Cares - Food in TransitHow to ride- Google Maps, Transit app, MyStopRoute Detours (temporary)Route Changes (permanent)
03/24/2026	Food in Transit	CYC	100	100	46204	IndyGo Cares - Food in Transit
03/26/2026	Winter Farmers Market	AMP at 16 Tech	100	40	46202	IndyGo Cares - Food in TransitMyStopBlue LineRider Code of Conduct / GuidelinesIndyGo Cares - Music in Transit
March Bus Outreach	Temporary Route Detours	8, 10 & Red Line	300	300		Route Detours (temporary)
March Bus Outreach	Permanent Route Changes	15, 30	40	40		Route Changes (permanent)
March Bus Outreach	IndyGo Cares - Wellness-Food in Transit	13, 26, 34	129	129		IndyGo Cares - Wellness, Food, & Music in Transit
March Bus Outreach	Good Vibes Guide (Rider Code of Conduct)	10, 15, 30, 37, Red & Purple Lines	300	300		Rider Code of Conduct
4/09/2026	Excel Center Southside Lunch	Excel Center Southside	20	20	46227	How to ride- Google Maps, Transit app, MyStopIndyGo Cares - Wellness in TransitIndyGo Cares - Food in Transit

Date	Event Name	Location Name	Approximate Number of People Reached	Approximate Number of People Engaged	Zip Code	Meeting Event/Focus
4/09/2026	IndyKub 1825 Leadership Series Panel	CTC	20	20	46204	How to ride- Google Maps, Transit app, MyIndyGoCares - Wellness in Transit/IndyGo Cares - Food in Transit/ Transit Ambassadors - Purple Line/Rider Code of Conduct /
4/13/2026	Heart of Every Neighborhood - East 38th Street Library	East 38th St Library	50	35	46218	Guidelines/IndyGo Cares - Wellness in Transit/IndyGo Cares - Food in Transit
4/14/2026	BOHE Team Meeting	Marion County Public Health's Occurrence	25	25	46205	How to ride- Google Maps, Transit app, MyIndyGoCares - Food in Transit/IndyGo Cares - Music in Transit/Blue Line
4/14/2026	Food in Transit	CTC	50	50	46204	IndyGo Cares - Food in Transit
4/16/2026	Burst the Bubble	Butler University	50	25	46206	How to ride- Google Maps, Transit app, MyIndyGoCares - Food in Transit/Red Line
4/16/2026	US Colored Troop Association Spring Resource Fair	Stansbury Stadium Park	30	30	46206	IndyGo Cares - Food in Transit/IndyGo Cares - Wellness in Transit
4/18/2026	Saraga International Food Festival	Saraga International Grocery	1500	800	46210	How to ride- Google Maps, Transit app, MyIndyGoCares - Wellness in Transit/IndyGo Cares - Music in Transit/MyIndyGoCares - Code of Conduct / Guidelines
4/20/2026	500 Mini Marathon	Indianapolis Motor Speedway			46212	Blue Line - Booth
4/21/2026	Indy Parks Alliance Activation & Panel	JW Marriott	1800	1800	46204	Blue Lines/IndyGo Cares - Wellness, Food, & Music in Transit/Transit Ambassadors - sharing about the program/refreshment
4/25/2026	Colonial Grande MEST Program Community Day	Colonial Grande Campus	15	15	46236	Route Changes/Government/IndyGo Cares - Wellness in Transit/IndyGo Cares - Food in Transit/Purple Line
4/29/2026	Good Vibes Guide (Rider Code of Conduct)	CTC	150	150	46204	IndyGo Cares - Food in Transit
April Bus Outreach	Good Vibes Guide (Rider Code of Conduct)	8, 94, 87, 90/Red Line, 90/Purple Line	150	150		
April Bus Outreach	IndyGoCares - Food in Transit & Music in Transit	90/Red Line, 90/Purple Line	100	100		
April Bus	June 2026 Service Changes	3, 4, 5, 11	39	39		

Public Involvement Program

IndyGo's Public Involvement Program was updated in 2026; a full copy is provided herein.

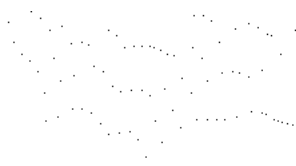
The PIP is a required document as part of the Title VI Program Update. As such, adoption of the Title VI Program Update results in the PIP being a board-adopted document, even if the PIP is distributed as a separate document.

IndyGo Public Involvement Program

FEBRUARY 2026

The Public Involvement Program is adopted by the Board of Directors as a component of the Title VI Program Update.

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Purpose and Objectives

An effective public involvement program provides for an open exchange of information and ideas between the public and transportation decision makers. The objective of IndyGo's public involvement process is to support proactive public involvement at all stages of planning and project development. IndyGo seeks public feedback on a variety of decisions, including:

- Service and Fare Changes
- Annual Operating Budget
- Title VI Related Policy Development

Each time decisions need to be made on one of these items, IndyGo will utilize its public involvement program to ensure it is meeting the following performance objectives, especially in consideration of low income and minority populations:

- Early and continuous involvement and access to the decision-making process
- Reasonable public availability of technical information
- Collaborative input on alternatives, evaluation criteria and mitigations
- Open public meetings

Responsibilities in Using and Applying This Document

- All IndyGo staff have a responsibility to ensure the public can provide input on new projects and policies.
- Reporting on public engagement activities is under the purview of Public Affairs.
- Public Affairs will partner with Project Managers to ensure the appropriate public engagement steps are followed for a project, plan, or policy change, initiated by a Project Manager.
- Project Managers are responsible for coordinating and collaborating with Public Affairs prior to, during, and following all public engagement activities related to their projects.

Affected Public and Stakeholders

IndyGo strives to reach many audiences in its public outreach and engagement strategies. For each individual plan, project or program that calls for public involvement, IndyGo will identify the stakeholders who are either directly or indirectly affected. Those who may be adversely affected or who may be denied benefit of a plan, project or program are of particular interest in the identification of stakeholders. IndyGo's stakeholders include, but are not limited to:

- IndyGo Riders
- Minority Populations
- Limited English Proficiency (LEP) Populations
- Low-Income Populations
- Individuals with Disabilities, their caregivers, and advocates
- Neighborhood Associations

- The City of Indianapolis Leadership
- Indianapolis City-County Council
- Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) Board of Directors
- Other regional and municipal transit providers including: , IUPUI Shuttle Services, Ivy Tech Shuttle Services, Access Johnson County, Central Indiana Regional Transportation Authority (CIRTA), Hamilton County Express, Hancock County Public Transit, Hendricks County Public Transportation
- Hamilton, Hancock, Hendricks and Johnson Counties
- IndyGo Access Service (IndyGo's ADA complementary paratransit service)
- Major Employers
- Major schools and school districts, including Indianapolis Public Schools and other local districts and charter schools.
- Major Colleges, Universities and Trade Schools, including Indiana University – Indianapolis, Purdue University – Indianapolis, Butler University, Marion University and the University of Indianapolis.
- Local business owners.

Engagement Techniques

To ensure all segments of the community are included in the process, IndyGo will use some or all the following techniques to engage with the public. The public outreach strategies used in any instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach. IndyGo will also ensure adherence to language access, according to the LAP and other circumstances.

Public Meetings (In Person and/or Virtual)

- Community Organizations - IndyGo will arrange to speak at Community Development Corporations, Neighborhood Associations and other community meetings (in person or virtually, depending on the format used for that meeting) that will be affected by impending plans or service changes. At each meeting, IndyGo will present information on the purpose, need, background and milestones of IndyGo services and updates being discussed, engage in dialogue about how each population is affected, and take comments on the plans.
- Public Open Houses - IndyGo may host a public open house to engage with the public on how changes to service, fares or other projects could affect them. Open houses are an informal meeting at an easily accessible, public space where information about the purpose, need, background and milestones of IndyGo services and updates being discussed are displayed for the public to view. IndyGo staff will be available to interact with the public in attendance, answer questions, and take comments on any of the plans. Comment cards will also be available for those who do not wish to speak with an IndyGo staff member. An online feedback form will also be available for the public to assess whether they attend an in-person event or not.
- Public Hearings - IndyGo hosts public hearings to present its annual budget, among other plans, as dictated by statute. In the case of a public hearing, IndyGo will give information on the purpose, need, background and milestones of IndyGo services and updates being discussed and

take verbal and written public comment at the conclusion. Public hearings are an opportunity for the public to voice opinions; no dialogue with staff or Directors will occur at a public hearing.

- Public hearing notices will be placed in several publications, including the IndyStar, the Indianapolis Recorder and La Voz to ensure equitable notification.
- Public hearings will be conducted in person, but a virtual option will be considered on a case-by-case basis, based on the level of interest in the subject, to accommodate people with mobility challenges who otherwise may not be able to easily attend a hearing in person.
- All speakers must be provided with an opportunity to sign up in advance online but can also sign up in person to speak in person on the day of the hearing starting at least 30 minutes before the hearing starts up until the hearing officially begins. For those who want to speak virtually, when a virtual option is available, they must sign up in advance to receive a Zoom link ahead of the start of the hearing to access the meeting.
- See **Appendix D** for a sample script from a public hearing that includes in person and virtual testimony. (Fare Policy Hearing, June 2025)

Social Media: X/ Facebook/Instagram

IndyGo will utilize its social media presence to engage in dialogue with the public. Information to learn more about upcoming projects and plans will be posted to IndyGo's X (formerly Twitter), Facebook and Instagram accounts. A link will be provided in each post or within the platform bio to the comment form. However, when a follower posts a comment directly to one of our platform pages, IndyGo will capture that comment and add it to the final document of public comment, along with other comments submitted to the Comment Form or with IndyGo Customer Care Center.

Surveys

IndyGo creates a variety of surveys to engage with the public and learn more about its constituents. When appropriate in the planning process, IndyGo will make a survey available to the public to gauge public opinion. Survey results are typically provided on the IndyGo website or in a Board of Directors report.

Call Center

IndyGo will utilize its Customer Care Center as a two-way engagement tool to communicate upcoming projects and plans. Care Center staff are informed of all major projects, public meetings as well as impending service or fare changes to answer any questions callers may have. If a caller would like someone from IndyGo's staff to return their call, the Call Center will log their comment and assign it to the correct department for follow-up.

Steering Committees / Advisory Groups

A separate IndyGo process may necessitate the need for a project-specific steering committee. In these cases, IndyGo staff will identify appropriate stakeholders to participate. The steering committee members serve to provide IndyGo staff with input and, at times, inform the stakeholders' constituencies of the project, plan, or process.

IndyGo Website

The IndyGo website is the main repository for publicly available information. Public hearing notices, public review periods, public forums, review draft availability, and other public information occurrences will be posted on the IndyGo website. Documents identified in the Language Access Plan (LAP) will be posted in the required languages outlined in the LAP. Comments about IndyGo can be submitted via an online comment form. IndyGo policies, procedures, and approved products can be found on the website, either on specific pages or within the IPTC Board of Directors packets.

Code of Conduct Public Policy

This Code of Conduct is intended to promote open meetings that welcome debate of issues considered by IPTC in an atmosphere of fairness, courtesy, and respect for differing points of view.

1. Public Meeting Decorum

- a. People in the audience will refrain from behavior which disrupts a public meeting of IPTC. This will include making loud noises, clapping, shouting, booing, hissing, interrupting Board members or other members of the public, or engaging in any other activity that disturbs, disrupts or impedes the orderly conduct of the meeting.
- b. People in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact or verbal abuse.
- c. People in the audience will silence and refrain from using mobile phones and/or pagers while the meeting is in session.

2. Addressing IPTC Representatives

- a. People wishing to address IPTC Representatives on any item other than a matter on the agenda as included in the Notice of Public Meeting may do so by submitting proposed questions or comments to the IPTC staff on a comment card. Upon review of proposed comments, the IPTC representative may, at his or her discretion, add such public comment item to the agenda.
- b. In exercising his or her discretion to permit public comment, the IPTC representative shall consider relevant factors, including, without limitation, the expected duration of the meeting; number of agenda items to be addressed; the number of speaker requests received; relevance of the proposed subject matter to the agenda; timeliness of the subject matter of the request; and whether the subject matter of the request is within IPTC authority to address.
- c. If the Board determines to permit public comment on an issue, all varying viewpoints on the same issue must be permitted to speak. Each speaker should provide his or her name at the beginning of his or her remarks for the formal record. If a speaker represents an association or group, he or she should identify the entity he or she represents.
- d. Groups of attendees are encouraged to designate a single member to speak on behalf of the group.
- e. Each speaker will be given two (2) minutes to speak on an agenda item, subject to extension at the discretion of the IPTC representative.
- f. Speakers should discuss only those topics for which they have requested to speak.
- g. Speakers' comments should be directed to the IPTC.

- h. If an individual wishes to submit written comments, he or she may submit it to an IPTC representative through comment cards at meetings, or online at IndyGo.net.
- i. Failure to comply with this Code of Conduct, use of inappropriate or abusive language toward members of IPTC or other attendees, and any conduct which will disturb, disrupt or impede the orderly conduct of IPTC meetings shall result in comments not being recorded and asked to leave the meeting.

Notification Procedures

IndyGo uses a variety of outlets to notify affected groups, including current riders of IndyGo, transit stakeholders, Marion County taxpayers with special consideration of low income and minority populations, about upcoming public meetings and transportation plans, programs and projects. The notification procedures used in any instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

Onboard Notifications

IndyGo will notify current riders of any public meetings or plans that may affect them with onboard bus announcements. Onboard announcements are created on a case-by-case basis to announce potential impacts on riders. They are pre-recorded and sent to Avail Customer Support at support@availtec.com, who will set it to play on buses at a set interval between stop announcements and general messages to ensure those riding the bus will hear about potential impacts on their travel. IndyGo also creates flyers in LAP languages that are distributed by Transit Ambassadors to riders while on the bus, to share upcoming public meeting dates, a link to the agency's website and the phone number to IndyGo's Customer Care Center for those seeking more information. Transit Ambassadors are additionally trained and equipped to provide more information and answer questions to support riders in understanding upcoming meetings or plans. Flyers will be translated based on the Language Access Plan.

Web Content and Monthly E-Newsletter

IndyGo will notify anyone who visits IndyGo.net, or who subscribes to IndyGo's e-newsletter, of public meetings and upcoming transportation plans, programs, and projects. Large scale projects will be given their own web page, while smaller scale projects will be presented in a web story post or e-newsletter highlighting key initiatives. Posts to social media will inform the public and link to the web story for more information.

Social Media: X / Facebook / Instagram

IndyGo will notify those who follow IndyGo on X (formerly Twitter), Facebook or Instagram of all upcoming public meetings and plans, with several posts leading up to the event.

Media

IndyGo will issue a press release and be available for an interview or share a written statement about any scheduled public hearings or proposed changes to IndyGo service. This will allow IndyGo to reach those who do not regularly interact with the agency.

- Local Media includes, but is not limited to:

- Indianapolis Associated Press (AP)
- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal
- La Voz de Indiana
- Local Network Television: WRTV, CBS4, Fox59, WTHR, WISH
- Radio One
- WFYI
- WIBC
- WTTS

Legal Notices

IndyGo will purchase advertisements in one or more of the following publications to announce public meeting dates and times in an attempt to reach as many Marion County residents as possible:

- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal
- La Voz de Indiana

Commitment to Education and Assistance for All Constituents

IndyGo is committed to engagement that will help all constituents gain an accurate and full public understanding of an identified transportation problem, any noted obstacles and potential solutions. To educate its constituents, IndyGo holds public meetings to engage with attendees and help them understand impending plans. In the event of a public meeting, IndyGo will ensure:

- Meeting dates and times are released a minimum of two weeks in advance.
- Meeting times are varied to encourage greater participation.
- Meeting locations are transit-accessible, convenient, and selected to target specific areas of our system.
- Visualization techniques are employed to more clearly show plans and/or explain policy.
- Information is available via print and electronically accessible formats on the IndyGo website.
- The public review and comment period lasts beyond the meeting to garner the most input.
- Accommodation of all reasonable requests for access to large print, Braille and other special services for non-English speakers or people with disabilities with at least three days' notice.

IndyGo is committed to providing language services to allow all residents the ability to easily utilize its services; the LAP (Language Assistance Plan) is a key tool in communicating what strategies IndyGo uses. The LAP is also a requirement of Title VI of the Civil Rights Act of 1964, which states that recipients of Federal financial assistance may not discriminate against race, color, or national origin. Additionally, Executive Order 13166, "Improving Access to Service for Person with Limited English Proficiency" requires recipients of Federal financial assistance to "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and

without unduly burdening, the fundamental mission of the agency.” To these ends, IndyGo commits to the following to ensure people of all limited English proficiency are included throughout any public engagement process:

- Translation of Vital Documents (as defined in the LAP)
- Translation for Other Documents and on buses At Locations where Customers Interact
- Employee Training and Monitoring
- Employment of Multilingual Customer Service Staff
- Interpretation for individuals requesting service/assistance via the IndyGo Customer Care Center.

Minority and Low-Income Outreach Commitment

IndyGo is committed to ensuring that our public transportation services and planning processes are inclusive, accessible and representative of all community members, particularly those from minority and low-income populations. IndyGo will utilize the following techniques and strategies to effectively and meaningfully engage these communities throughout our public involvement efforts.

1. Community Partnerships: Build trust and collaboration with local organizations that serve minority and low-income communities.

IndyGo will establish partnerships with neighborhood associations, cultural centers, faith-based organizations and social service providers to distribute information and solicit feedback. IndyGo may also collaborate with community leaders to promote public meetings and encourage participation from underrepresented groups.

2. Targeted Communication: Ensure that all outreach materials are accessible and relevant to minority and low-income populations.

IndyGo will translate key documents, surveys and meeting notices into multiple languages, as required by the LAP, focusing on Spanish and other widely spoken languages within the community. Messages will also be tailored to reflect the interests and needs of minority and low-income communities.

3. Accessible Public Meetings: Make public meetings and events convenient and welcoming for minority and low-income residents.

For projects, policies or programs that are expected to impact minority or low-income communities, IndyGo will schedule meetings at accessible locations such as community centers, churches, libraries, and public housing complexes that are centrally located within minority and low-income neighborhoods and easily accessible by bus. Flexible meeting times will be offered, including evenings, to accommodate a wide range of schedules.

4. Ongoing Outreach and Communication: Maintain consistent and transparent communication with minority and low-income communities throughout the planning and implementation process.

IndyGo will provide regular updates via newsletters, email blasts and social media posts to keep the community informed of progress, upcoming meetings and opportunities for continued involvement. In special circumstances, IndyGo may also utilize door-to-door outreach in areas with high concentrations

of minority and low-income residents to personally invite people to participate in meetings or surveys, or ensure they are aware of upcoming service changes, route adjustments, etc.

5. Accessibility for People with Disabilities: Ensure that all public outreach methods and meetings are accessible to individuals with disabilities.

IndyGo will accommodate all reasonable requests for access to information such as American Sign Language (ASL) interpreters, large print documents and Braille materials at public meetings and agency events. All meeting locations will comply with ADA standards and will be physically accessible to individuals with mobility impairments. There may also be virtual participation options for individuals who have difficulty attending in person due to mobility issues or other reasons.

Consideration of Public Input

IndyGo takes public comments and suggestions earnestly and may reevaluate plans if there is a large public consensus against proposals. When plans are updated, IndyGo will notify the public of the changes through the same avenues that were used for the original broadcast.

Once the comment period is closed, IndyGo may publish a summary of all public engagement efforts and public comments. The summary will be available in IndyGo's board packet for the month it was submitted to the IndyGo Board of Directors for approval. Board packets are available on IndyGo.net for the public to download after each meeting date. Board packets can also be obtained by calling the IndyGo Customer Care Center at 317.635.3344 or by submitting a comment online at IndyGo.net.

Evaluation of Public Involvement

IndyGo will debrief internally after each public outreach and engagement campaign to identify what strategies did or did not work well. The evaluation will allow IndyGo to adjust its next public involvement plan to better suit the needs of the community and IndyGo passengers. To help with our program evaluation, IndyGo will use some or all these measurable performance objectives as they specifically related to the proposed project, plan or activity:

- Website traffic
- Number of e-newsletters distributed and opened
- Social Media reach
- Media coverage
- Number of contacts made with community organizations, specifically in low income and minority neighborhoods
- Number of comments received by IndyGo Customer Service Call Center
- Number of participants who attended public open houses, public hearings or community meetings
- Percentage of public open house or public hearing attendees who heard about meetings from each outreach effort
- Number of survey responses received
- Number of riders engaged at the Julia M. Carson Transit Center (CTC) or on buses

The evaluation process will require IndyGo staff to track the effectiveness of public participation activities and techniques and make recommendations for adjustments.



Program of Projects

The IPTC is required to provide public notice for projects funded with Federal Transit Administration (FTA) funds. The IPTC uses the Indianapolis Metropolitan Planning Organization (IMPO) public participation process for the Indianapolis Regional Transportation Improvement Program (IRTIP) to fulfill its requirements. For more information, please visit the IMPO website.

IndyGo will review the IMPO public process annually to ensure that the required elements and required public involvement practices are followed by the IMPO.

Review and Update of PIP

IndyGo's Public Involvement Program will be reviewed in its entirety every three years (at a minimum) to ensure the core principles and best practices are up to date. If substantial updates occur, IndyGo may conduct a public process to inform the public and the Board of Directors of the change.

Legal Authority and Compliance

The IPTC Public Involvement Program was developed in accordance with applicable federal law and the following federal circulars:

- FTA C 4702.1B – Title VI Requirements and Guidelines for Federal Transit Administration Recipients
 - “The Plan shall explicitly describe the proactive strategies, procedures, and desired outcomes that underpin the recipient’s public participation activities. Efforts to involve minority and LEP populations in effective participation in the recipient’s decision-making process shall be included in the plan” (FY2024 Contractor Manual –11-9, PDF page 455)
- FTA C 4703.1 – Environmental Justice Policy Guidance for Federal Transit Administration Recipients

In accordance with 49 U.S.C. 5307 and by resolution of the IPTC Board of Directors, IndyGo relies on the public participation process of the Indianapolis Metropolitan Planning Organization (IMPO) for the Program of Projects (POP).

In establishing an overall Disadvantaged Business Enterprise goal for the corporation, IPTC provides public participation in accordance with 49 CFR Part 26.

Indiana Code Title 5, Article 14, Chapter 1.5 “Public Meetings: (Open Door Law)”. IPTC is located in the State of Indiana and therefore must follow outlined Indiana statutes.

Contact

Those seeking more information about our current public involvement opportunities, or these procedures can contact IPTC through the following methods:

Physical Address: 9503 East 33rd Street, Indianapolis, IN 46250

Phone: 317.635.3344

Website: www.indygo.net

Appendix A: Workflow to determine appropriate engagement needs

Step 1: A project, plan or policy change is identified and assigned to an IndyGo Project Manager.

Step 2: The Project Manager references the Public Involvement Plan document to understand the appropriate level and type of public engagement required for the project, plan or policy change.

Step 3: The Project Manager confers with IndyGo's Public Affairs team – beginning with the Outreach Manager – to confirm that the appropriate engagement needs and requirements have been identified for the project, plan or policy change.

Step 4: The Project Manager executes the project, plan or policy change process with regular communication and collaboration with the Public Affairs team for all engagement activities, including public meetings, public hearings, surveys, social media communications and IndyGo website communications.

Step 5: Prior to completion of the project, plan or policy change, the Project Manager and Public Affairs team will determine how public outreach efforts and feedback will be documented. Some projects may include detailed notes or verbatim comments from the public outreach, while others may include a simple summary.

Step 5: Upon completion of the project, plan or policy change, the Project Manager and Public Affairs team work to capture all relevant information and data about the engagement process for inclusion in the next update to the Public Involvement Plan document.

Appendix B: References for Minimum Notices

The following tables were created to provide clarity on the required notice for meetings or public hearings for each of the IndyGo activities. All notices for public meetings and public hearings will be posted on the IndyGo website and at the place of meeting, if in person.

- **Public Hearing / Meeting Notices for the board** – Two calendar days' notice of meetings. Agendas posted on the IndyGo website and at the location of the meeting. *Required per Indiana state law.*
- **Public Meeting Notices** – Recommended two weeks before meeting. Not required.

Regular Committee Meetings	Meeting Frequency	Notice for Meeting	Notice for Public Hearing	Notes
Board of Directors	Monthly, unless cancelled.	Required	Required	
Service Committee	Bimonthly.	Required	Required	
Finance Committee	Quarterly or less.	Required	Required	
Governance and Audit	Quarterly or less.	Required	Required	
Mobility Advisory Committee (MAC)	This committee meets bimonthly.	Not Required	Not Required.	

Plan or Process	Public Comment Period?	Board Approval Required?	Public Hearing Required?	Notes
Annual Budget Process	None required.	Yes.	Yes.	

Plan or Process	Public Comment Period?	Board Approval Required?	Public Hearing Required?	Notes
Fare Equity Analysis	None required.	Yes.	Recommended.	Public meetings may be required, depending on the results of the FEA. Requirements based on FTA guidance.
Service Equity Analysis (Service Addition)	May be required.	Yes.	Recommended.	Per FTA requirements.
Service Equity Analysis (Service Reduction)	May be required.	Yes.	Recommended.	Per FTA requirements.
Site Equity Analysis	Public meeting required.	No.	Not required.	Per FTA requirements.
Comprehensive Operational Analysis - New or Update	None required.	Yes.	Recommended.	When a COA is updated, if the change does not meet the minimum major service change definition, an SEA should still be performed. *A summary of public comments may be provided to the Board of Directors.*

Plan or Process	Public Comment Period?	Board Approval Required?	Public Hearing Required?	Notes
Public Involvement Plan	Recommended.	No.	No public hearing required.	Per FTA requirements.
Title VI Program Update	None required.	Yes.	Not required.	Must include the Amenity Analysis. Per FTA requirements.
Title VI Policy Update	None required.	Yes.	Recommended.	Per FTA requirements.
Service Standard Update	None required.	Not required, but recommended.	Not required.	Per FTA requirements.
Other Plans and Activities	As determined by the project team and Public Affairs.			

Appendix C: Language Access Strategies

The Language Access Plan (LAP) can be found in IndyGo's Title VI Program Update, most recently updated in 2023. The following Language Access Strategies are part of the Plan and referenced here from the 2023 Title VI Program Update.

LANGUAGE ASSISTANCE STRATEGIES

Based on the Four Factor analysis above, the most predominant language spoken by LEP persons is Spanish. Because of this, IndyGo focuses much of its language assistance on Spanish-speaking customers. Language assistance for other languages is typically provided on an as-needed basis.

IndyGo employs a variety of strategies to provide language assistance to LEP persons:

1. Translation of Vital Documents

IndyGo will continue translating its identified vital documents into Spanish and providing those documents on the website and available on request. IndyGo requests a ten-day notice for requests for written translation services for any IndyGo document, not just the vital documents identified below.

IndyGo's vital documents are identified as the following:

- Title VI Public Notice
- Title VI / ADA Complaint Form
- Access (ADA Paratransit) Application
- Eligibility Determinations for Access [\[2\]](#)
- Fixed Route Rider's Guide
- IndyGo Access Rider's Guide
- Route Maps
- Notice of Public Meetings with Public Comments Requested
- Employment Applications (including IndyGo Access)

IndyGo provides a Spanish translation of its website, including a translation of the online comment form. This is in addition to several other language translations provided through our ADA access widget installed on our website. IndyGo service and schedule information is available on Google Transit, which supports the translation of information into many non-English languages. Additionally, IndyGo also provides instructions in Spanish on how to use Google Transit.

2. Translation for Other Documents and On Transit Property

All other documents can be made available within ten business days of request: [\[3\]](#)

- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American Sign Language, and non-English speakers.
- Audio transcribing.
- Travel training (for groups of 15 or more).

Before project-specific public meetings and hearings, IndyGo posts advertisements in both English and Spanish to encourage LEP participation. Advertisements are also placed in a local Spanish-language publication, *La Voz de Indiana*.

Special on-board audio and print announcements are utilized to alert customers of upcoming service changes, important safety messages and opportunities for public input. Announcements are encouraged to be recorded in both English and Spanish.

3. Employee Training and Monitoring

According to LEP guidance provided by the USDOT, "Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly training."

For IndyGo employees who are likely to encounter LEP persons during their work, education about IndyGo's LEP policies are included as part of their new employee orientation. All employees are made aware of the LAP document and their responsibilities to ensure that the requirements set forth in this plan are met. Employees are also encouraged to review the FTA PowerPoint presentation titled, "Providing Language Access to Persons with Limited English Proficiency and Low Literacy." Additional LEP training is given to employees on a case-by-case basis based on employee, supervisor, and customer feedback.

IndyGo will seek to establish monitoring and improve staff interactions with LEP persons to identify potential areas of need for language assistance.

4. Employment of Multilingual Customer Service Staff

IndyGo outsourced employment of Customer Care Center to a vendor. The vendor has access to the Language Line.

^[1] As needed based on the potential client's preferred language.

^[2] Per our Fixed Route Rider's Guide (Updated August 2019).

Appendix D: Sample Script for Public Hearings

Board Vice Chair: *"We will now begin the hearing and that means registration to speak in person and online is now closed."*

We will begin with those who are here in person and then move to those who have registered to speak virtually. Here are the ground rules for in-person speakers:

- *When your name is called, please come up to the microphone. Before you begin your remarks, you will be asked to state your name, city, state and zip code.*
- *Two speakers will be called at a time to ensure we can keep the hearing moving efficiently. The second speaker can remain seated but should be prepared to walk to the microphone as soon as the speaker before them completes their remarks.*
- *You will be given a maximum of two minutes to provide comments. We kindly ask that you keep your remarks focused on the proposed fare policy.*
- *This is a listening session only. Questions will not be answered. If you have questions about the fare proposal, we ask that you attend a public meeting, where you can share your questions and get answers directly from IndyGo leadership, who staff these meetings. We've already held seven meetings and have six more scheduled over the next few weeks. To learn more, please visit IndyGo-dot-net.*
- *This completes the ground rules for our in-person speakers.*
- *We will now begin by calling our first speakers. Again, once we've called all those speaking in person, we'll transition to those registered to speak virtually.*
- *I will now turn it over to our Chief Public Affairs Officer, who will call up our speakers."*

*****Chief Public Affairs Officer goes through the in-person speakers. Asks each speaker to state their name, city, state and zip code where they reside*****

Board Vice Chair: *"This completes our list of in-person speakers. We will now shift gears to those who registered to speak virtually. We also have a few ground rules for this group:*

- *When your name is called, you will see a message on your screen that says, "The host would like you to speak," along with two buttons that say, "Unmute," or "Stay muted." Please select, "Unmute."*
- *Next, we will promote you to a panelist, so you can turn on your camera. You will see a message on your screen that says, "The host would like to promote you to be a panelist."*
- *Select the button that says, "Join as a panelist." Once complete, you will be expected to turn on your camera before speaking. When you have completed your remarks, we will change your*



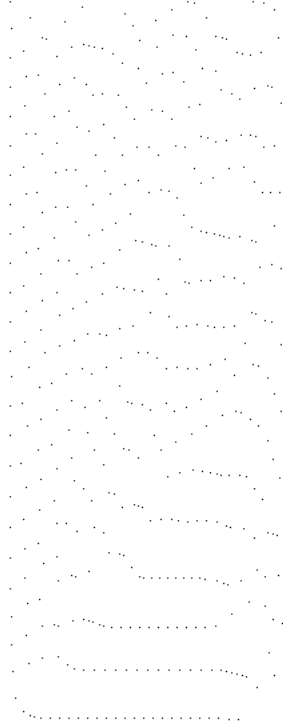
status back to attendee and your camera and microphone will be turned off.

- Again, you will be given a maximum of two minutes to provide comments. We kindly ask that you keep your remarks focused on the proposed fare policy.
- Before you begin your remarks, you will be asked to state your name, city, state and zip code.
- This is a listening session only. Questions will not be answered. If you have questions about the fare proposal, we ask that you attend a public meeting, where you can share your questions and get answers directly from IndyGo leadership, who staff these meetings. You can find more information about those meetings on IndyGo.net.

Chief Public Affairs Officer, you can begin calling our virtual speakers."

*Chief Public Affairs Officer goes through the virtual speakers. Asks each speaker to state their name, city, state and zip code where they reside. *

Board Vice Chair: *[FOLLOWING ALL PUBLIC COMMENTS]: "Thank you for your comments. The public hearing has come to an end. We will now take a brief recess to reset for the rest of our monthly Board meeting. Those who were here in person and online to speak for the hearing are free to leave at this time. If you wish to stay for the remainder of the Board meeting, you are welcome to do so. We'll begin again in 10 minutes."*



APPENDIX D. SUBRECIPIENT COMPLIANCE

Subrecipient Compliance Documents

Site Visit Checklist – Section 5310



IPTC SECTION 5310 PROGRAM REVIEW

Subrecipient _____

On-site Review Date: _____

Reviewer(s): _____

1. VEHICLE/ACCESSIBILITY EQUIPMENT MAINTENANCE AND REPAIR

- Yes No Agency has a written preventive maintenance program.
- Yes No Agency maintenance records reflect compliance with manufacturer's recommended preventative maintenance schedules.
- Yes No Agency pre-trip inspection records are available for inspection (pre-trip form).
- Yes No Does the agency perform pre-trip inspection of lift/ramp equipment?
- Yes No Does the agency have a regular maintenance schedule for lift/ramp equipment?

Purpose: To examine the grantee's vehicle maintenance record and ensure that vehicles are being properly maintained.

Explanation: Subrecipients are required to develop preventive maintenance program to properly maintain the vehicles. Qualified personnel should perform all necessary maintenance. See "Maintenance" section on Page 24-25 of the Indianapolis Urbanized Area Program Management Plan (11/14).

2. INSURANCE

- Yes No Grantee has valid Certificate of Insurance on file.
- Yes No Insurance meets Indiana minimums.
- Yes No Federal share (80%) is protected.

Purpose: To determine whether the vehicles used by the grantee are insured, that amounts listed will meet Indiana minimums, and that the insurance will reimburse IndyGo/grantee for the market value of the vehicle in case of an accident.

Explanation: Subrecipients are required to maintain adequate insurance coverage. Until the useful life of the vehicle is met, federal interest must be continued. The subrecipient is to safeguard against loss, damage or theft of equipment. See "Satisfactory Continuing Control" section on Page 31-32 of the Indianapolis Urbanized Area Program Management Plan (11/14).



3. VEHICLE USE

- Yes No Monthly reports are on file at IndyGo and are complete and current.
- Yes No Vehicle is used as described in the project application and incidental use is minimal and does not affect intended operation.

Purpose: To determine that the grantee is using the vehicle to primarily transport the elderly and disabled, that the grantee is filing monthly reports in a timely manner, and that the grantee has sufficiently explained gaps in use of the vehicle.

Explanation: Subrecipients are required to submit monthly reports to IndyGo that detail operating statistics and provide information on any challenges presented to the subrecipient that month.

4. COORDINATION

- Yes No Documented participation in four (4) Transportation Advisory Committee meetings in the past year.
- Yes No Participation in the development of the Human Services Coordinated Plan (if planning ongoing this year).

Purpose: To determine whether the grantee is continuing - after receiving the grant award - to participate in efforts to coordinate transportation services.

Explanation: Subrecipients are required to attend quarterly meetings of their local Transportation Advisory Committee.

5. PROPERTY RECORDS

- Yes No Grantee vehicle records are consistent with IndyGo vehicle inventory records.
- Yes No Sample records meet IndyGo standards.
- Yes No Titles are on file with IndyGo.
- Yes No Grant contract(s) are on file with Grantee.

Purpose: To determine that the grantee's vehicle records are the same as IndyGo's, that the titles are on file with IndyGo, and that the grantee has an executed copy of the grant contract.

Explanation: "Satisfactory Continuing Control" requires that subrecipients maintain management records of all vehicles and equipment (page 31). In addition, subrecipients should maintain drivers' daily records, passenger trip records, operating expense information, inventory control and maintenance records. IndyGo and FTA reserve the right to inspect records for completeness and accuracy at any time.



6. CONTROL OF EQUIPMENT

- Yes No Grantee maintains control of and responsibility for vehicle(s).
- Yes No Copy of applicable sub-lease and/or vehicle-sharing agreements are on file with agency and IndyGo.
- Yes No Grantee has a disposition plan for all vehicles.

Purpose: To determine whether a grantee retains control and responsibility for the vehicle (s) and that IndyGo/grantee has a copy of any vehicle lease/sharing agreement.

Explanation: "Vehicles and Equipment Use" (page 23) allows subrecipients to transfer vehicles to another subrecipient. IPTC must be notified of the intent to transfer and approve the transfer.

7. INCIDENTAL USE

- Yes No Vehicle(s) is used for non-passenger transportation trips (meals, equipment, supplies, etc.). Percentage of time: _____
- Yes No Vehicle(s) is used for exclusive school bus service. Percentage of time: _____

Purpose: To determine whether grantee uses the vehicle for any non-passenger transportation or exclusive school bus service.

Explanation: "Vehicle and Equipment Use" (Page 23-24) allows subrecipients to use a vehicle for another purpose than transportation of individuals with disabilities or seniors as long as the work does not interfere with the work on the program or project for which it was originally acquired.

8. ADA and SECTION 504 COMPLIANCE (Required by FTA Master Agreement, Section 12)

- Yes No Does Grantee provide equivalent transportation service to persons with disabilities (response time, fares, geographic service area, hours and days of service, restrictions on trip purpose, availability of information and reservation capability, constraints on capacity or service availability)?
- Yes No Any ADA-related complaints or lawsuits filed against the grantee (in the past three years)?
- Yes No Does the Grantee have procedures for investigating and tracking ADA complaints filed against them?
- Yes No Does Grantee retain detailed records of complaints for one (1) year and summary of all ADA complaints for five (5) years in accordance with 49 CFR Part 27.121?
- Yes No Does Grantee have written policies regarding transporting of service animals, personal care attendants and portable oxygen? Provide a copy.



Yes	No	Does Grantee provide ADA training to personnel (including maintenance staff, customer service personnel, dispatchers, managers, and supervisors) as appropriate to their duties and offer refresher training? Date of last training:
Yes	No	Does Grantee ensure its ADA complaint procedures are accessible for people with disabilities and disseminated to the public (such as on the grantee website)? Where are procedures posted?
Yes	No	Does Grantee have a designated person responsible for ADA compliance? Name:
Yes	No	Does Grantee have a process for accepting and considering requests for reasonable modification to policies and practices that is accessible and advertised to the public and allows requests to be made and determined in advance? Where is it posted?
Yes	No	Does Grantee provide fixed route service?
Yes	No	If yes to fixed route service, does the Grantee provide complementary paratransit service as required by FTA? Specifically, the Grantee must meet the following criteria: operating within 1/4 mile of fixed route; operating the same hours as fixed route; no capacity constraints (e.g. no denials); fare that is no more than twice the base fixed route fare; no trip purpose restrictions; and comparable response time.

Purpose: To determine if the grantee is complying with provisions of the American with Disabilities Act (ADA).

Explanation: The Americans with Disabilities Act (ADA) prohibits discrimination against persons with disabilities. The grantee cannot prohibit an individual with a disability from traveling with a service animal, personal care attendant, or portable oxygen. The grantee cannot charge for transporting a personal care attendant. Also referenced in "Section 504 and ADA Reporting" (page 18) of the Indianapolis Urbanized Area Program Management Plan).

9. CIVIL RIGHTS-INCLUDING TITLE VI (FTA Master Agreement, Section 12)

Yes	No	Does Grantee have a Title VI contact person that accepts complaints from the public? If not, who does? Please include title, email and telephone number for each person listed.
Yes	No	Does Grantee provide notice to the public regarding its obligations under Title VI and notify the public of the protections against discrimination afforded to them by Title VI in public areas, including the grantee website and transit vehicles? Provide a copy.
Yes	No	Does the Grantee have procedures for investigating and tracking Title VI complaints filed against them? Provide a copy.
Yes	No	Does Grantee ensure its complaint procedures are accessible and advertised to the public (such as on the agency website)? How are procedures advertised? Provide a copy.
Yes	No	Does Grantee have any complaints or pending lawsuits (in the past three years) which allege discrimination on the basis of race, color, or national origin with respect to service or other transportation benefit? (Title VI).
Yes	No	Does Grantee provide training regarding Title VI to its personnel?
Yes	No	Does your agency provide free interpreter and translation services for persons with Limited English Proficiency (LEP)? Explain.



In the past twelve months, what has Grantee done to receive and consider input from all citizen groups, especially minority, low income, individuals with disabilities and those that are transit-dependent? Provide attachment, if applicable.

Yes No

Has Grantee participated in a Title VI compliance review within the past three years?

Yes No Date: _____

Purpose: To determine if the grantee is complying with provisions of Title VI of the Civil Rights Act of 1964, as required by the FTA Master Agreement).

Explanation: Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin. Also referenced in "Civil Rights" (page 18) in the Indianapolis Urbanized Area Program Management Plan).

10. EQUAL EMPLOYMENT OPPORTUNITY (EEO) (FTA Master Agreement, Section 12)

Yes No Does Grantee have a designated person responsible for EEO compliance? Please include title, email and telephone number.

Yes No Has Grantee had any complaints or pending lawsuits in the past three years that alleged discrimination on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information against any employee or applicant for employment? Complaints from clients?

Yes No Does Grantee have a nondiscrimination and antiharassment policy? How is the policy disseminated?

Yes No Does Grantee provide Title VII training to personnel and offer refresher training? Date of last training:

Yes No Does the Grantee have procedures for investigating and tracking EEO complaints filed against them?

Yes No Does Grantee disseminate its procedures and complaint form for filing an EEO complaint to applicants and employees? When and how?

Yes No Has Grantee participated in an EEO review within the past three years?

Purpose: To determine if the grantee is complying with provisions of Title VII of the Civil Rights Act of 1964 and Federal Transit Administration EEO guidelines.

Explanation: The grantee agrees to comply, and assures the compliance of each third-party contractor, and each subrecipient at any tier of the Project, with all equal employment opportunity EEO requirements of Title VII of the Civil Rights Act of 1964, as amended (42 U.S.C. 2000e), and 49 U.S.C. 5332 and any implementing requirements FTA may issue. Also referenced in "Civil Rights" (page 18) in the Indianapolis Urbanized Area Program Management Plan). **Note: this is not a construction project.**



11. AGENCY FISCAL AND ADMINISTRATIVE RESPONSIBILITY

- Yes No Does the Grantee continue to be eligible to receive federal assistance (no debarment, suspension, bankruptcy, lawsuits, Section 5307/5309/5311/5316/5317 compliance issues, etc.)
- Yes No Any unresolved findings in most recent agency audit related to the Section 5310 program? Grantee should provide reviewer with most recent copy of agency audit. If grantee provides Waiver of Audit Requirement from State Board of Accounts, then it should instead provide IRS Form 990, or an Auditor's Review/Compilation Statement.

Purpose: To determine if the grantee continues to be eligible to receive federal assistance.

Explanation: As required by USDOT Regulations on Governmentwide Debarment and Suspension (Nonprocurement) at 49 CFR 29.510.

GENERAL COMMENTS:

RECOMMENDATIONS/REMEDIAL ACTIONS

DATE COMPLETED

Based on the above desk audit, site visit and follow-up activity (if required), I hereby certify that the above grantee complies with applicable requirements of the federal Section 5310 Capital Assistance Program.

Reviewer: _____ Date: _____

Title VI Plan Review Checklist Template

		Agency:			
		Mode of Service:			
		Plan Completion Date:			
		Previous Plan Update Completion Date:			
		Date of Review:			
Every Title VI Program shall include:					
Requirement	Y	N	N/A	Notes	
A copy of the Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI.					
A copy of the instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.					
A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission.					
A public participation plan that includes an outreach plan to engage minority populations, as well as a summary of outreach efforts made since the last Title VI Program submission.					
Evidence of safe harbor threshold analysis regarding translation of written materials.					
A copy of written translations of vital documents for each eligible non-English language group that constitutes five percent (5%) or 1000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered.					
Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies shall include:					
Requirement	Y	N	N/A	Notes	
A table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.					
Recipients that have constructed a transit facility shall include:					
Requirement	Y	N	N/A	Notes	
A copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.					
Every Title VI Notice shall include:					
Requirement	Y	N	N/A	Notes	
A statement that the agency operates programs without regard to race, color, or national origin.					
A description of the procedures that members of the public should follow in order to request additional information on the recipient's Title VI obligations.					
A description of the procedures that members of the public shall follow in order to file a Title VI discrimination complaint against the recipient.					
Every recipient's website shall make available to the public:					
	Link:				
Requirement	Y	N	N/A	Notes	
A copy of the Title VI notice to the public					
A copy of the Title VI complaint procedure					
A copy of the Title VI complaint form					
Fixed Route Transit Providers Only:					
	# of fixed route vehicles in peak service:				
	UZA population size:				
Providers of fixed route public transportation shall include:					
Requirement	Y	N	N/A	Notes	
System-wide service standards & policies.					
Providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more shall include:					
Requirement	Y	N	N/A	Notes	
A demographic analysis of the transit provider's service area. This shall include demographic maps and charts completed since submission of the last Title VI Program that contains demographic information and service profiles.					
Data regarding customer demographics and travel patterns, collected from passenger surveys.					
Results of the monitoring program of service standards & policies and any action taken, including documentation to verify the governing entity's consideration, awareness, and approval of the monitoring results.					
A description of the public engagement process for setting the "major service change policy" and disparate impact policy.					
A copy of board meeting minutes or a resolution demonstrating the governing entity's consideration, awareness, and approval of the major service change policy and disparate impact policy.					
Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission.					
A copy of board meeting minutes or a resolution demonstrating the governing entity's consideration, awareness, and approval of the equity analysis for any service or fare changes.					
Comments:					

Annual Vehicle Report Template – Section 5310 and Section 5339

This report is due by March 31, 202x		IndyGo Section 5310 Annual Vehicle Report - CY 202x										E-mail completed form to rwillhite@indygo.net (317) 536-2660	
2026_0122												One-Way Trips* - CY 202x	
Name of Agency	Vehicle Identification Number	Agency Vehicle Number	Month/Year in Revenue Service	Model Year	Is this vehicle still in your fleet? (Yes/No)	If not in fleet, when disposed of (MM/YY)	Vehicle Condition (drop down box)	Odometer as of December 31, 202x	Number of Warranty Repairs Completed	Total One-Way Trips: Elderly or Disabled (disabled regardless of age)	Other One-Way Trips (neither elderly or disabled)	Non-Passenger Trips (meals, equipment)	Estimated Gaps in Service Filled (individuals served)
VEHICLE										0	0	0	0
TOTALS										0	0	0	0
Please confirm that you've filled out the "Additional PMs" sheet.													
Where applicable, please complete all fields. Failure to do so may require IPTC to contact you.													
I certify that:													
1. The above information is true, verifiable, and complete.													
2. Our agency continues to operate and maintain the vehicle for the purpose originally stated in the grant application and contract. (Certificate of Use)													
3. We did not replace or dispose of any capital acquired as a result of an IndyGo FTA grant without prior approval and/or authorization of the grantor. (Certificate of Use)													
4. Failure to comply through the duration of the useful life of the capital acquired or until relieved of these restrictions in writing by IPTC may result in sanctions, including reimbursement of federal investments made from the FTA program funds. (Certificate of Use)													
5. Our transportation service, when viewed in its entirety, provides equivalent service to individuals with disabilities.													
6. The vehicle has not been damaged or taken out of service (one week or longer)													
7. The agency has not had a lawsuit filed against it (in the past year) in related to ADA, Civil Rights or EEO.													
Any exceptions to these statements must be explained in your e-mail to IndyGo.													
Name of Authorized Representative										Today's Date			
Title of Authorized Representative:													
* A passenger trip is defined as one origin-to-destination trip for each passenger. Thus, the return trip is a separate passenger-trip.													
** Only IndyGo-funded Section 5310 vehicles should be reported on the AVR.													
Please provide the contact information for individuals of your agency that you'd like to receive communication from IndyGo. If you'd like to know who is the current contact, please reach out to IndyGo													
Contact Name	Email	Phone											

Vendor Oversight Checklist - Excerpt

The following is an excerpt from the 2025 version of the Vendor Oversight Checklist, provided to Section 5307 subrecipients to oversee vendors for public transportation services. The specific excerpt is the start of the Civil Rights section.

Section 5. Civil Rights

Federal civil rights requirements are encompassed in laws, regulations, and Executive Orders. The objective of FTA's oversight in this area is to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

Documents for Review:

- Most recent Title VI program
- Description(s) of any lawsuits or complaints alleging discrimination on the basis of race, color, or national origin in service delivery filed within the last year along with a statement of resolution/outcome
- Written service standards and policies
- EEO program (If the recipient requests or receives capital or operating assistance in excess of \$1 million in the previous federal fiscal year, OR requests or receives planning assistance in excess of \$250,000 in the previous federal fiscal year AND employs more than 50 employees)

Subrecipient Compliance Schedule – Title VI

Table 10. Subrecipient Compliance Schedule for Title VI

Subrecipient	2024	2025	2026	2027
Access Johnson County	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Boner Center	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Bosma Enterprises	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Catholic Charities	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
CICOA Aging and In-Home Solutions	Reviewed Title VI Public Notice, complaint	Satisfactory Continuing Control,	None Expected.	N/A (Off boarding)

Subrecipient	2024	2025	2026	2027
	procedures and named Title VI coordinator.	Maintenance, Section 5310 Program Requirements, Title VI Program		
Hancock County Senior Services	N/A	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Health and Hospital Corp.	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Janus Development Services	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Johnson County Senior Services	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter

Subrecipient	2024	2025	2026	2027
Noble	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
PrimeLife Enrichment	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Sycamore Services	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Tangram	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Satisfactory Continuing Control, Maintenance, Section 5310 Program Requirements, Title VI Program	None Expected.	3 rd Quarter
Hamilton County	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Review	None Expected.	3 rd Quarter

Subrecipient	2024	2025	2026	2027
Hancock County	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Review	None Expected.	3 rd Quarter
Hendricks County	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Review	None Expected.	3 rd Quarter
Johnson County	Reviewed Title VI Public Notice, complaint procedures and named Title VI coordinator.	Review	None Expected.	3 rd Quarter

APPENDIX E. SERVICE STANDARDS

Service Standards

Service Standards



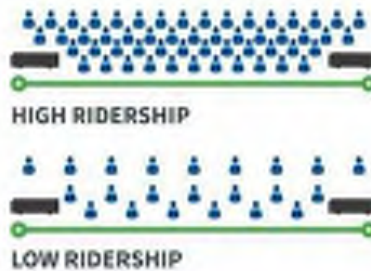
Board Adopted: October 25, 2018
Board Amended: April 16, 2026

QUALITIES FOR GROWING TRANSIT RIDERSHIP

A transit provider can grow its ridership and improve the efficiency and reliability of transit by investing in a frequent and connected network serving areas of:

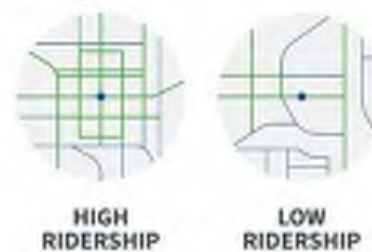
DENSITY

More people going to and from areas around each stop increases ridership.



WALKABILITY

Ridership is higher in areas with better pedestrian facilities and a connected street grid.



CONTINUITY

Transit that doesn't cross long low-density gaps increases ridership.



LINEARITY

Transit that runs frequently and in straight lines attracts higher ridership.



WHAT ARE SERVICE STANDARDS?

Transit agencies set goals for transit services provided, which are called Service Standards. These standards enable a transit agency and its partners to monitor how well the agency is performing in its delivery of service. IndyGo's Service Standards are organized within three overarching categories: Defining Features, Service Targets, and Outputs.

DEFINING FEATURES

Service features considered during designation of a route as either Rapid, Frequent, Basic, or Coverage.

FREQUENCY



How often a bus arrives at a stop

DAILY & WEEKLY SPAN



The hours of the day and days of the week that service operates

STOP SPACING

The average distance between bus stops

SERVICE TARGETS

Desired outcomes for service categories. These four targets often have a significant impact on whether or not someone chooses to ride transit.

TRAVEL SPEED



The average travel speed of buses along a route or route segment

RELIABILITY



The percentage of on-time bus arrivals

STOP AMENITIES



The type of amenities available at a bus stop, including shelters, seating, trash cans, etc.

PASSENGER LOAD



The maximum load of passengers on a bus, in proportion to the number of seats

OUTPUTS

Metrics that IndyGo uses to understand how a route is performing.

PRODUCTIVITY



The number of boardings per hour of revenue service; a measure of cost-efficiency

COVERAGE



Service that is provided without the expectation of a high level of ridership

FREQUENTLY ASKED QUESTIONS



Why can't a bus stop be located closer to my home or workplace?

Bus stops are located strategically along routes. More bus stops located along a route mean the bus has to stop more frequently. This slows the overall bus travel speed and makes bus trips longer for all passengers. IndyGo must balance bus stop access and passenger convenience with the desire to keep the bus in motion. See page 8 for more information.



Why can't my bus route be changed to be closer to my home or workplace?

For transit to be useful and efficient for the greatest number of people, bus routes need to be linear, with a straight direction of travel and limited turning movements. IndyGo is not able to make major bus route adjustments based on individual rider requests. Door-to-door local bus service is neither financially efficient nor operationally possible for IndyGo to provide. See page 8 for more information.



Why is my bus running late?

Traffic delays along a bus route, the number of times a bus needs to stop to pick up passengers, and the length of time a bus spends at each stop are the most common reasons why a bus may be running late. IndyGo has several options available to improve reliability, including traffic signal timing adjustments, dedicated bus lanes in congested areas, addressing bus stop spacing, adding more off-board fare collection options, and more. See pages 11-12 for more information.



Why is my bus full or over capacity?

High demand for bus service along a route can be a reason for a full bus. IndyGo monitors how full a bus is in order to make informed decisions on whether or not larger capacity buses are needed, or if additional buses need to be added along a route. See page 14 for more information.



Why does my bus stop not have a shelter or bench?

Shelters and benches require significant capital and operating expense. This means that IndyGo must be selective about where shelters or benches are placed. Stops with higher ridership are more likely to have amenities. Additionally, in many locations there is not enough space for shelters or benches within the public right-of-way (the street space owned by the City). IndyGo is constantly evaluating its existing bus stops in order to identify opportunities to add seating and shelters. See page 13 for more information.



Why don't buses run 24 hours per day, 7 days per week?

IndyGo is limited to its available resources, so 24/7 service is not an option at this time. However, IndyGo is increasing the hours of service for many routes on weekdays and weekends. Bus service also runs 7 days per week on all bus routes. If additional funding becomes available, or if ridership increases, individual routes will be evaluated for possible service improvements.

FREQUENTLY ASKED QUESTIONS



Why does my bus only arrive every hour?

IndyGo weighs a number of factors when determining how frequently a bus travels on a route. These factors include existing ridership, proximity to jobs, residential population, adjacent land use and development characteristics, and other factors. See pages 4-6 for more information.



Why is the bus so slow?

Buses are often affected by the same traffic conditions as all other vehicles, plus the added time needed to let riders on and off. IndyGo and the City of Indianapolis can collaborate to increase bus speeds by prioritizing buses using dedicated transit lanes or traffic signal controls. See pages 11-12 for more information.



Why is the bus empty?

IndyGo buses may have fewer passengers on them when they are just starting or completing a trip, or when they are heading to and from the garage.



Why are there only three Rapid transit lines?

As part of the Marion County Transit Plan, resources were identified for three rapid transit lines. Frequent transit routes also provide high-quality transit service and serve many areas of Marion County. Frequent routes will be individually evaluated to better understand if an upgrade to Rapid transit service is warranted. See page 5 for more information.



How does IndyGo evaluate its own performance?

IndyGo has access to many data points to understand and evaluate how each bus route is performing. However, the primary way is to calculate the number of boardings per service hour, also known as Productivity. If a route is performing well, then Productivity will meet the established standard for its service category. If not, IndyGo staff will review to better understand why it is not meeting the standard. See pages 19-21 for more information.



Why can't I ride the bus to Plainfield or other cities and towns outside of Marion County?

IndyGo only operates bus service in Marion County, with some limited exceptions. For IndyGo to run in other areas, those areas will need to either contract with IndyGo for service or identify a funding source to cover the capital and operating expenses required for new connecting transit service.

FREQUENTLY ASKED QUESTIONS



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Definitions

Bus Rapid Transit (BRT) - Bus Rapid Transit is a fixed route mass transit system designed to emulate the service features of light rail, but in a more cost-effective way. BRT provides regular service that is fast, frequent, reliable and comfortable using features including dedicated bus lanes, transit signal priority, elevated platforms, covered waiting areas, and real time arrival information.

Community Route - A transit route that is specifically identified and prioritized based on its role in serving communities that are highly dependent on public transit and may have historically experienced disparities in access to transportation. For these purposes, prioritization means priority when making decisions about service levels, investments, and adjustments, including but not limited to: restoring service, improvements, and mitigation during service disruptions.

Comprehensive Operational Analysis - Commonly referred to as the COA, this analysis examines existing conditions and routes future service plans. Typically updated every five years, although the scope of the analysis and magnitude of proposed changes can vary.

Coverage service - Transit service that has a purpose of providing geographic coverage of an area in order to provide transit access to as many people and jobs as possible.

Farebox recovery - Fare revenue from a service relative to the cost to operate a service; calculated by dividing fare revenue by the operating cost.

Frequency - The number of buses that operate per hour along a route for a period of time, or span, which is expressed by the number of minutes between bus arrivals.

Key Transfer Locations - Scheduled connections between routes to allow individuals to transfer from one route to another. These are key components of a grid-based system as the transfers allow the system to maintain frequency and riders to move easily from one part of town to another.

Major Trip Generator - A concentration of land uses with sufficient density and activity levels to produce or attract substantial daily passenger travel, thereby justifying the need for a direct transit connection. Major trip generators typically include regional employment centers, educational institutions, regional healthcare complexes, high-density residential, and regional retail and entertainment attractions. Land uses that typically do not increase transit use include low-density residential, industrial, manufacturing, and smaller retail developments.

Marion County Transit Plan (MCTP) - The Future Transit Network, as updated from time to time.

Minimum Productivity - The ideal level at which a route should perform at its defining (or peak) frequency, as determined by the Service Category of a route (or route segment).

Off-Peak – The time of lower demand for transportation. Off-peak occurs outside the peak periods, in the early morning, midday, night and evening hours.

Paratransit – Paratransit is federally-required door-to-door service for qualified individuals; in Indianapolis in accordance with the Americans with Disabilities Act (ADA) and IndyGo policy; the service is called Access and is operated by a contractor selected and managed by IndyGo.

Passenger Load – The number of passengers on a bus relative to the number of seats on a bus; presented as a percentage.

Peak – The times of greatest demand for transportation throughout the day. IndyGo recognizes two peak periods: morning and evening. Morning peak is from 6 a.m. to 9 a.m. and evening period is from 3p.m. to 6 p.m.

Predominant Frequency – The frequency of a route during the weekday peak times. For analytical purposes, IndyGo staff may use the standards of service for a different frequency if the weekend (Saturday/Sunday) peak frequencies are different than the weekday frequencies.

Productivity – Productivity measures the ridership of a service relative to the cost of providing that service. Typically, productivity is measured by dividing revenue hours into ridership.

Productivity Threshold – The Productivity Threshold is defined as two-thirds of the defined Minimum Productivity of a Service Category.

Reliability – A measurement of on-time performance, or how often a bus adheres to its scheduled time; calculated as a percentage of time points on a route when a vehicle arrived on time.

Revenue hour – One transit vehicle and its driver operating in revenue service for one hour.

Ridership service – Transit service with the purpose of attracting high ridership numbers.

Route – A specific and fixed path of travel of a transit vehicle.

Route segment – A portion of a transit route.

Service Area – The area served by public transit, typically a measure of a distance from a fixed route. In Indianapolis, the Service Area is the entirety of Marion County, with service to excluded cities.

Service category – A sub-type of transit service, based on the frequency of service; for IndyGo service categories include Rapid, Frequent, Basic, and Coverage.

Service span – The hours of the day and the days of the week that a transit service operates.

Service Standards – Measurable benchmarks for key areas of transit service performance.

Stop Amenity – An object located at a bus stop that improves the rider experience, including seating, shelters, boarding pads, lighting, waste receptacles, bike racks, real-time arrival information, wi-fi, and more.

Stop Spacing – The distance between bus stops.

Time Point – A specified location along a route assigned a time of arrival for vehicles.

Travel Speed – The average speed of a bus from the beginning of a route (or route segment) to the end of the route (or route segment).

Purpose

Service standards are intended to provide measurables for a transit system that can then be monitored. The standards serve as indicators when performance falls below or exceeds the benchmark. The indicators will trigger a service evaluation and action plan to resolve identified performance issues. In addition to transit service performance reviews, the Service Standards will also be used to support service evaluation as part of IndyGo's Title VI reporting process.

The Service Standards presented in this document are a direct result of significant public involvement as part of the 2015 Comprehensive Operational Analysis (COA) and the **Marion County Transit Plan**.

IndyGo continues to update the standards to reflect the most current operational conditions of IndyGo's fixed route service.

The benchmarks expressed in the Service Standards are related to two kinds of goals:

- Ridership goals, which are met through transit being used by more people.
- Coverage goals, which are met through transit being available regardless of how much it is used.

Marion County Transit Plan: Outlines significant service improvements to local routes and the construction of three rapid transit routes.

As has been the case since the adoption of the Marion County Transit Plan, IndyGo seeks to spend 80 percent of its budget pursuing the highest possible ridership per unit of cost and 20 percent of its budget providing coverage service.

Principles Governing these Standards

There are several principles that are being used to govern the standards identified in this document. First, the performance of services is best measured against their intended purposes. Since not all transit services are designed to achieve the same goals, the service standards will differ for each service category based on the intended service goals.

Second, while service standards are conventionally applied to entire transit routes, there are instances where the application of some standards will be different along certain segments of a route. A route may comprise multiple segments that differ in purpose. Therefore, each route segment may be assigned a Service Category and may be evaluated based on the service standard assigned to that Service Category.

Third, while communication of these standards is important for transparency, staff discretion is an important part of any policy document. Therefore, as part of an evaluation, staff may recommend no changes because of factors outside the control of IndyGo that have an unforeseen and/or unavoidable impact on service performance, such as long-term road closures, detours, or traffic congestion.

Service Area

IndyGo's service area primarily covers the City of Indianapolis, which is approximately 368 square miles of the total 403 square miles of Marion County. By special arrangement, IndyGo provides service to portions of the approximately 35 square miles of excluded jurisdictions that do not contribute to its local funding through property taxes. However, all working Marion County residents contribute local funding through the 0.25% income tax that is funding transit expansion across the IndyGo service area.

Network Design Principles

The real benefits of transit present themselves at the systemwide level. This is especially true of high-frequency services, where the interdependence between routes is key to the system design.

Directness

IndyGo bus routes are designed for travel along paths that can be perceived as reasonably linear, providing efficient service to passengers while controlling operating costs.

Simplicity

IndyGo will design and maintain a network of routes that are simple to learn, navigate, and remember for new passengers. Simplicity must be emphasized and safeguarded by IndyGo, as many service requests fielded can introduce increased and unnecessary network complexity.

Density

IndyGo will prioritize service to areas where there are more people going to and coming from key destinations located near bus stops. Ensuring service is emphasized in areas with higher densities of population and jobs helps to expand IndyGo's potential ridership base.

Walkability

IndyGo bus routes are best suited in areas where riders have access to sidewalks, safe street crossings, and a connected street grid. Since all transit trips begin and end with a walk, access to safe pedestrian infrastructure is critical to make IndyGo's service safe and comfortable for riders.

Service Categories

IndyGo has four defined Service Categories for its fixed route bus network. As noted in Table 1, this includes categories for Rapid, Frequent, Basic, and Coverage. Each of these four Service Categories are primarily defined by their service frequency and purpose. The following subsections describe the unique characteristics of each Service Category.

Service Category	Map Representation	Predominant Frequency*	Purpose
Rapid	Color reflecting name of route (e.g. red for Red Line)	15 minutes or better	Ridership
Frequent	Orange	15 minutes or better	Ridership
Basic	Blue	30 minutes	Mix of ridership and coverage
Coverage	Green	60-120 minutes	Coverage

Table 1: Service Categories and their associated map colors, predominant frequencies and purposes. * The "predominant frequency" is the frequency that is sustained throughout the weekday peak period.

Rapid (BRT)

Rapid services (typically 10- to 15-minute frequency) must be ridership-justified. The concentration of resources on these corridors is essential for achieving the higher ridership and productivity expected of these corridors. In IndyGo's current service, the Rapid category applies only to bus rapid transit (BRT) lines.

While IndyGo's Rapid services almost always operate frequently (i.e. 15-minute service frequency or better), Rapid service differs from Frequent service due to its speed and amenities. The higher speeds of Rapid transit are achieved through wider stop spacing, dedicated lanes, transit signal priority (TSP), and level boarding. Rapid service is generally perceived by transit riders as being more useful than other service categories because of the overall faster average vehicle speed.

Frequent

Frequent services (~15-minute frequency) must also be ridership-justified. Generally, Frequent service has high ridership, but not high enough to warrant the resources and unique amenities committed to Rapid transit. Top performers in this category will be reviewed for potential upgrade to Rapid service as soon as a full analysis can be completed and as resources become available.

Basic

Basic Services (typically 30-minute frequency) can be categorized as either ridership or coverage. Basic services that are considered ridership-justified are high performance routes (or route segments) which may be upgraded to frequent service if/when resources permit. Basic services that are coverage-justified generally have high enough ridership to justify frequency greater than one trip

every hour; however, because conditions for very high ridership are not present (e.g. the route passes through low-density land uses, there are limited adjacent jobs/employment, and/or there is a lack of pedestrian amenities, etc.), coverage-justified Basic routes are unlikely to be upgraded into the Frequent service category.

Coverage

Coverage services (typically 60- to 120-minute frequency) are intended to provide transit in places that are harder to serve due to lower population density or other characteristics which make transit less productive. However, in some of these harder to serve places, community characteristics (including income and vehicle ownership, among others) require additional considerations for the need for some level of service. Coverage services achieve low levels of ridership relative to service cost, but that is accepted as ridership is not the purpose of providing service.

Paratransit

The fixed route services described above are complemented with paratransit service, called IndyGo Access (formerly Open Door), throughout the service area. When running fixed route, complementary paratransit is required by the Americans with Disabilities Act (ADA) and is operated in accordance with federal statutes and regulations. IndyGo is required to provide door-to-door services for individuals who qualify within $\frac{1}{4}$ miles of fixed route service. IndyGo currently serves all of Marion County with IndyGo Access service. The ADA Area adheres to the mandatory ADA requirements. The area within Marion County but outside the ADA Area, which can change based on routing adjustments to the fixed route bus network, is the Premium Service Area, which is where IndyGo provides paratransit service above and beyond ADA requirements. The service levels for the different service areas and/or services are outlined in other IndyGo planning and policy documents. For the Premium Service Area, those policies are outlined in the board-adopted Beyond the ADA Policy, which can be found on IndyGo's website.

Elements for Service Categories

Defining Features

These describe features that must be present for the service to be in the given category. If a service does not have these features, it should not be in this category. These features include:

- Frequency
- Daily and Weekly Span
- Stop Spacing

The following section describes each Defining Feature, with the characterization required for a route to be considered in a service category.

Frequency

Frequency is the number of buses that operate per hour along a route for a majority of the day, which is expressed by the number of minutes between bus arrivals. Service during the periods in the early morning and late evening are often less frequent than peak hour service due to reduced demand.

Service Category	Peak Frequency	Off Peak Frequency
Rapid	15 min. or better	20 min. or better
Frequent	15 min. or better	30 min. or better
Basic	30 min. or better	45 min. or better
Coverage	60 min. or better	90 min. or better

Table 2. Frequency by Service Category

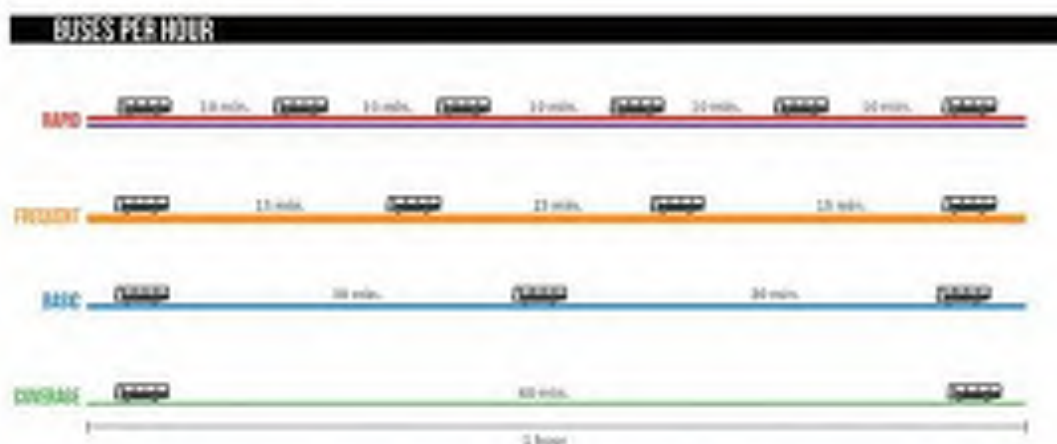


Figure 1. Graphic representing the frequency presented by the different Service Categories.

Daily and Weekly Span

Span refers to the hours of day and the days in the week that a service operates, and the hours that it runs at its defining, or peak, frequency. Routes meant to drive ridership should have longer spans of service because the service is more useful, providing trips for work and entertainment.

Service Category	Weekdays			Saturdays		Sundays & Holidays	
	Total Hours	Service hours at defining frequency	Service hours at lower frequency	Service hours at defining frequency	Service hours at lower frequency	Service hours at defining frequency	Service hours at lower frequency
Rapid	20	14	6	14	6	0	16
Frequent	20	14	6	14	6	0	16
Basic	18	16	2	16	2	0	16
Coverage	16	16	0	16	0	0	16

Table 3. Service span by service category.

Stop Spacing

Stop Spacing is the distance between bus stops. Stop spacing is a key contributor to the operational efficiency and productivity of a transit route.



Figure 2. How buses on Route 8, on Washington Street, spend their time.

Serving passengers at a stop takes time, regardless of the number of people boarding or alighting. The more stops a bus makes, the slower its average operating speed is, the less useful it is to passengers, and the costlier it is to operate. To achieve higher travel speeds and ridership, IndyGo regularly evaluates bus stop spacing to consolidate boardings and alightings. Although fewer stops can be inconvenient, the increased frequency and speed of routes is intended to mitigate it.

Stop spacing standards are mostly motivated by the need to reduce delay, as delay can discourage ridership and make service more expensive to operate. However, wider stop spacing has other advantages:

- **Safer pedestrian environment.** Wider stop spacing increases the likelihood that every stop can be located at a place where it is safe to cross the street. Any round trip will require using stops on both sides of the street, but stops are less useful if crossing the street is difficult, dangerous, or impossible for most riders. Because of this, IndyGo prioritizes placing and improving bus stops at locations where safe pedestrian crossings are possible.
- **Better stop amenities.** Wider stop spacing increases the percentage of riders who will have access to higher quality bus stop amenities at their typical bus stop locations. These amenities may include benches, shelters, real-time bus arrival information, off-board fare collection, and other amenities. The fewer stops there are, the greater the proportion of stops that will have these amenities.

Stop spacing for Rapid and Frequent routes must be managed carefully to ensure that stops are not too close, resulting in the bus stopping too frequently. The Marion County Transit Plan (MCTP) recommended Rapid service stopping, on average, twice per mile (approximate distance of a half-mile between stops). The expectation during planning of the MCTP was that Rapid service would be fast and frequent enough that riders will be willing to walk further to access it. The industry standard for Frequent service is to space stops approximately four times per mile (approximate distance of a quarter-mile between stops). Basic and Coverage route stop spacing varies based on the physical context of an area and whether the pedestrian infrastructure provides a safe walking environment. Often times, additional stops need to be provided due to unsafe or non-existent pedestrian infrastructure or a disconnected street network.

Factors staff consider when evaluating stop spacing include:

- Land use and development pattern
- Presence and condition of pedestrian infrastructure
- Geographic and right of way considerations
- Connecting routes
- Ridership of the stop

Service Category	Stops per mile	Ideal distance between stops
Rapid	2 stops	½ mile
Frequent	4 stops	¼ mile
Basic	4 to 6 stops	Varies based on context
Coverage	4 to 6 stops	Varies based on context

Table 4 Stop spacing by service category

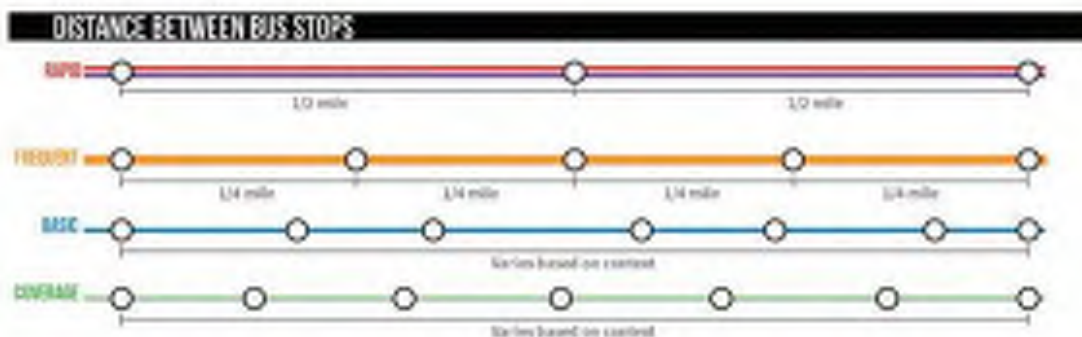


Figure 3. Stop spacing by service category.

The service standards in the table refer to averages, with an understanding that actual stop spacing will reflect local context, challenges, and needs. The average for each category should be within the stop spacing range for that category.

Flexibility in bus stop spacing is required for low-ridership Coverage services. Coverage routes may change over time and riders' access to bus stops may vary across different urban forms, posing unique safety and accessibility challenges. However, stop spacing that is too frequent may also result in issues associated with travel speed and reliability. Access and service reliability must both be taken into consideration, which requires greater flexibility in determining stop spacing for Coverage services.

Service Quality Targets

The following Service Quality Targets describe outcomes that result from other features, but they also can greatly influence peoples' decisions to use transit. These include:

- Travel Speed
- Reliability
- Stop Amenities
- Passenger Load
- Vehicle Assignment

The following subsections describe each Service Quality Target and the target anticipated for each route in any given service category.

Travel speed

The travel speed of a bus route has a direct impact on its usefulness and its operating cost: slower service requires more buses to deliver a given frequency and also results in longer travel time for riders. Maximizing ridership requires services that maintain high average operating speeds relative to alternative transportation options.

Service Category	Scheduled Speed Standard
Rapid	19 to 22 mph
Frequent	13 to 17 mph
Basic	13 to 17 mph
Coverage	14 to 18 mph

Table 5. Scheduled speed by Service Category

Travel speed standards determine scheduled speed, which is in turn used to build route schedules. When actual speeds do not adhere to scheduled speeds, schedule adherence (as measured through on-time performance) will suffer.

Routes often have varying service categories along different segments of the route. Because of this, scheduled speed may be evaluated for each unique route segment.

Operating speeds are affected by:

- **Ridership-related delays.** These types of delays result from increased ridership and therefore slower boarding and alighting times. A transit agency has tools to improve travel speeds despite high ridership, including reducing the number of stops per mile. Other tools available to improve travel speed include all-door boarding, off-board fare collection, or upgrading to digital fare payment systems (which process payments more quickly than cash payment methods).
- **Traffic congestion and signals.** Transit agencies often collaborate with City engineering departments on methods to reduce the amount of time buses spend at red lights. These methods can include transit signal priority systems and/or physical roadway infrastructure that allows transit vehicles to either bypass or "queue jump" other vehicles at congested intersections. Transit-only lanes can also be incorporated along longer sections of congested roadways.

On-Time Performance

On-time performance measures how often the bus adheres to its scheduled time. The better the on-time performance, the more reliable a system will be for riders. This reliability provides confidence and comfort to transit riders that the bus will arrive on time and take them to their destination as intended.

IndyGo's current standard for on-time performance is as follows: if a bus is less than one minute early or less than five minutes late at a time point, it is considered on-time. The table below outlines the Reliability standard, which is expressed as the percentage of buses that arrive on-time.

Service Category	Reliability Standard
Rapid	87%
Frequent	85%
Basic	85%
Coverage	85%

Table 6. Reliability by Service Category. Reliability is measured as percentage of buses that arrive on-time.

Under normal conditions, Rapid and Frequent services are likely to experience the greatest delays (because of their high ridership and more congested operating environments), and it can be tempting to set lower standards for them. However, Rapid and Frequent services also carry the most people and are meant to maximize the number of riders they attract, so their delay has a greater influence on the overall percentage of IndyGo's riders who experience delays.

Because routes often have varying service categories along different segments of the route, reliability may be evaluated for each unique route segment as opposed to being evaluated as full routes.

It is impossible to achieve and maintain 100 percent on-time performance due to variable traffic and weather conditions, road construction, detours, collisions, and other unforeseen service interruptions. Nevertheless, every effort should be made to identify ways to improve on-time performance, while also ensuring that any improvements are implemented without compromising the safety of operators or riders.

Stop Amenities

IndyGo considers multiple factors when determining what amenities to place at bus stops. These factors, many of which are outside of IndyGo's control, often limit what types of amenities can be included at a bus stop. The factors IndyGo considers during stop amenity improvement decisions include:

- Existing ridership numbers (boardings and alightings)
- Availability of public right-of-way (ROW)
- Land use activities and development patterns of adjacent and nearby properties
- Access to popular destinations
- Proximity to stops with existing amenities
- Pedestrian infrastructure (connecting sidewalks, curb-ramps, crosswalks, etc.)
- ADA accessibility
- Proximity to key transfer locations and where routes connect

Not all amenities listed in the following table will be present at every stop type.

	Amenities	Typical Ridership Threshold
Basic Bus Stop	Bus Stop Sign Boarding Pad (if possible)	Default
Bus Stop with Bench	Basic Bus Stop Amenities and: Seating (Bench or Simme-Seat)	10-20 Boardings Per Day
Sheltered Bus Stop	Basic Bus Stop Amenities and: Shelter Lighting Waste Receptacle Seating Bike Racks	20+ Boardings Daily
Super Stop	Sheltered Bus Stop Amenities and: Larger Shelter Near-Level Boarding Real-Time Information Display Security Cameras	Based on Route Service Category
Rapid Transit Station (BRT)	All Super Stop Amenities and: Station Signage Level Boarding Fully Covered Platform	Determined by Planning Effort
Transit Center / Mobility Hub	All Rapid Transit Station Amenities and may include: Indoor Seating Public Restrooms On-Site Security Staffed Information Desk	Determined by Planning Effort

Table 7. Stop Amenities by Boardings.

Passenger Load

In managing bus crowding, there is a balance between maximizing the number of passengers on a bus and providing a comfortable passenger experience. The intent of passenger load standards, then, is to identify a quantifiable balance between passenger comfort (and safety) and operating efficiency. These standards define maximum passenger loads to ensure acceptable levels of rider comfort and safety while promoting efficiency.

Passenger load is defined as the percentage above seated capacity of a vehicle. Passenger load is measured by evaluating average ridership per trip against vehicle capacity. A passenger load of 120 percent (which means there are 20 percent more passengers than the number of seats on the bus)

generally reflects a comfortable standing load and is recommended as a balance point between maximizing passenger comfort and productivity. However, for Rapid service, a passenger load of 150 percent is set, as it is expected that riders will be more accepting of increased passenger loads due to increased service speed, shorter trip times, and overall service efficiency.

Service Category	Peak Passenger Load	Off Peak Passenger Load
Rapid	150%	150%
Frequent	120%	120%
Basic	120%	120%
Coverage	120%	120%

Table 8. Passenger load by Service Category.

If the load standard is exceeded, IndyGo should evaluate whether improved service frequency is warranted.

Vehicle Assignment

IndyGo policy is to distribute vehicles equitably amongst its routes based on the age of the vehicle. High ridership routes are more likely to be assigned vehicles with higher capacity. Rapid routes are only assigned 60-ft. articulated vehicles. Vehicles may also be assigned to routes based on additional factors beyond vehicle age; an example of this is vehicle height, as certain routes must navigate low clearance bridges or other obstacles that limit which vehicles can be used to provide service.

Outputs

Outputs measure achievement towards the highest-level goals of the IndyGo network, productivity (ridership per unit of cost) and coverage (provision of service to socially important places and people).

Output: Productivity

Productivity measures the ridership on a service relative to the cost of providing that service. Productivity is measured as boardings per service revenue hour. A revenue hour represents one transit vehicle and its driver operating in service for one hour.

IndyGo has two productivity standards that are used to evaluate routes and determine if a route is underperforming or overperforming its Service Category. Minimum Productivity is the ideal level at which a route should perform at its defining (or peak) frequency, as determined by the Service Category of a route (or route segment). The Minimum Productivity is typically set after a COA and is based on the average of productivity in that category for several years.

The Productivity Threshold is defined as two-thirds of the defined Minimum Productivity of a Service Category. Productivity Threshold is the target used to determine when a route (or route segment)

should be evaluated to understand why the route or segment is underperforming and what actions IndyGo could take in response. This occurs when a route consistently fails to meet the Productivity Threshold standard. The Productivity Threshold for a route is also determined based on the route's Service Category.

Productivity will be measured as an annual average that includes a complete cycle of seasons and school years. Because routes often have varying service categories along different segments of the route, productivity should be evaluated for each segment of a route based on its service category; these are called major segments.

In evaluating a route's productivity outputs, IndyGo may consider the Minimum Productivity to represent the expected productivity for the Service Category at its defining (or peak) frequency. However, when evaluating a route during a non-peak period, a Minimum Productivity standard that is appropriate to the level of service provided should be used. For example, the Frequent route minimum productivity may be used when a Frequent route is operating at its defining frequency, such as during the weekday. But for weekend service analysis, even by segment, IndyGo may use the lower productivity standards to reflect the lower frequency.

Service Category	Minimum Productivity	Productivity Threshold
Rapid	> 25*	16
Frequent	20	14
Basic	15	10
Coverage	10	7
System-wide	19	12

Table 9. Productivity by Service Category.

While some transit agencies also track farebox recovery (fare revenue / operating cost) as an output in their Service Standards, IndyGo has historically not included farebox recovery as a Service Standard output. Generally, productivity tracks in line with farebox recovery, eliminating the need to track both metrics. Farebox revenue is based on productivity, but also on average fare per boarding.

Output: Coverage

The goal of a coverage service is to provide transit access to as many people and jobs as possible, acknowledging that the purpose of the route is to provide geographic coverage. While IndyGo has set a long-term goal of 20 percent of its operating budget to go towards coverage services, that percentage will be higher in the short-term until the full implementation of the MCTP is completed.

IndyGo will work towards achieving 80 percent ridership and 20 percent coverage levels by implementing additional ridership-based service, not necessarily by cutting coverage service.

Service Category	Minimum Coverage
Rapid	None
Frequent	None
Basic	None
Coverage	Maximize residents and jobs near coverage services

Table 10. Coverage by Service Category.

One measure of the outcome of both decisions - to dedicate up to 20 percent of the transit budget to providing coverage and to run those coverage services as close to as many people and jobs as possible - is the percentage of Marion County residents and jobs that are within a half-mile of service.

Service Plans and Review Processes

The following table (Table 11) provides an overview of different IndyGo service review processes, including the frequency and purposed of each process. The Productivity Review is described in additional detail further in the Using the Service Standards section of this document.

Review Process	Process Frequency	General Process Purpose
Comprehensive Operational Analysis (COA)	Every four to five years.	A comprehensive review of existing operations and suggestions for service changes.
Corridor Planning	As Needed	Typically prompted by a COA, corridor planning evaluates transit demand for a particular corridor, analyzing demand and providing recommendations for service or infrastructure enhancements.
Transit Operational Performance Report (TOPR)	Annually	Review of existing transportation performance.

Productivity Review	As Needed	Review of Service Standards for the existing network and modification recommendations for any underperforming or overperforming routes.
Staff Discretion	Ongoing	Staff continually reviews service data and rider and employee feedback. Staff may decide to make minor changes to a route based on their information-gathering.

Table 11 Service review processes

Updating the Service Standards

These standards should be evaluated, refined, and modified only after a Comprehensive Operational Analysis or other significant, comprehensive transit planning effort has been completed. While corridor plans may affect a single or multiple routes, they will not provide a comprehensive picture of standards for all service categories, and thus should not trigger an update to the agency's Service Standards.

Service Standards Review Process

The following table (Table 12) identifies the review process for a service standard and when staff may recommend modifications based on the review; these are all subject to the professional discretion of IndyGo staff.

	Standard	Review Process	Modifications Recommended
DESIGN FEATURE	Frequency	- Corridor Planning - CQA	Plan recommendations*
	Daily and Weekly Span	- Corridor Planning - CQA	Plan recommendations
	Stop Spacing	- Corridor Planning - CQA - Productivity Review	Plan recommendations**
SERVICE QUALITY	Travel Speed	- Productivity Review - CQA	Below standard
	Reliability	Productivity Review	Below standard

OUTPUTS		• COA	
	Stop Amenities	• Staff discretion	Increase in boardings, or street redesign process
	Passenger Load	• Productivity Review • COA • Staff discretion	Exceeding maximum load for a Service Category
	Productivity	• Productivity Review	< 2/3 of Service Category Productivity
	Coverage	• COA • Staff discretion **	(Consult Appendix B of this document) ***

Table 12. Standard timing and change table.

*Frequency changes should be done only during a rigorous and comprehensive transit planning process. The process for evaluating frequency is identified in the Appendix.

**Stop spacing may change as a result of the annual review of network and route productivity.

***New service requests are likely to be for Coverage routes. There are steps outlined in these Service Standards to evaluate whether additional Coverage is justified.

Frequency, span, and stop spacing are all outcomes of service planning activities. They can be measured and checked against the standards at the time any plan (corridor or short-range network plan) is proposed and adopted. The Service Quality Targets (Travel speed, reliability, stop amenities, passenger load) may be evaluated on a more regular basis, as part of the Productivity Review.

Using the Service Standards

Service standards provide measurable benchmarks from which performance can be monitored and evaluated. The standards indicate when an aspect of performance is not what the agency or its partners intended. Such indication should trigger an evaluation of the problem and a plan of action for resolving it.

Transit Operations Performance Report

IndyGo evaluates its network and route performance according to these Service Standards on an annual basis. This occurs through IndyGo's annual Transit Operations Performance Report (TOPR) which reviews key facets of service delivery, including boardings per revenue hour (productivity) and on-time performance.

Frequency Change Due to High Productivity

The TOPR evaluation may reveal a route which is overperforming the average performance of its Service Category or performing at the level of another Service Category. These overperforming routes should be considered for a frequency upgrade in the next COA.

Productivity Review

It is best practice for transit agencies to evaluate their network and route performance according to the agency's Service Standards on at least an annual basis. This process is defined as the "Productivity Review." In IndyGo's case, the TOPR serves as the analysis process through which IndyGo completes its annual review of service productivity. This review encompasses evaluation at the route (and potentially segment) level of productivity of the network. Any new service or network element should be allowed to run an entire year before judgements are made about its productivity.

The application of productivity standards to existing routes, as is done through a Productivity Review, should be viewed as a flexible and collaborative process. The purpose of the standards is to help identify routes that are underperforming (or overperforming), which is then followed by analyzing any underlying service quality issues and identifying recommendations for potential service modifications that may help to resolve the issues. The Productivity Review process is outlined as follows:

1. Review services relative to associated service standards
2. Identify underperforming services
3. Evaluate deficiencies causing performance issues
4. Recommend modifications
5. Obtain approval from appropriate decision-makers
6. Implement the modifications
7. Monitor route performance

Review Services (relative to associated service standards)

Ideally, the productivity of each major segment in each route will be determined. Staff have the discretion to determine how major segments are defined, but typically the points where a route's Service Category changes is used for the beginning (or end) of a major segment. As Figure 4 conveys, a route may have several major segments.



Figure 4. Example of Major Segment determination process.

Identify Underperforming Services

Productivity outcomes are the result of an entire network layer of a given frequency. Thus, the productivity standards presented in Table 9 are for the average across the entire category. A deficiency

occurs when a single major segment for a route drops below Productivity Threshold standard outlined in Table 9. This recognizes the interdependence found in a public transit network. The entire route is then analyzed, with particular focus paid to the major segment considered deficient. Community routes should be identified, as per the methodology in the appendix.

Evaluate Deficiencies Causing Performance Issues

Once a deficiency is identified, the Service Quality Targets (speed, reliability, and passenger load), as well as stop spacing and other underlying metrics, should be evaluated. On-time performance data is available to IndyGo daily, though the most advanced transit information systems allow for it to be monitored in real time. Automatic Vehicle Location data should also be queried to diagnose potential speed and reliability problems. Through a detailed analysis it may be possible to determine whether a delay problem correlates with a particular route segment or a particular time of day, or other factors.

All Service Quality Targets should be investigated equally throughout this evaluation process.

Recommend Modifications

Following the evaluation of service, modifications to service (that align with the issues identified) should be identified, considered, and recommended. This can include potential modifications such as restructuring to eliminate lower-productivity segments or branches, adjusting service frequency to better reflect the demand for service, or providing additional promotion of low ridership routes. Elimination of routes is only intended as a last resort, when it has been determined that no cost-effective actions are able to improve the productivity of the route.

A more comprehensive list of potential solutions to resolve performance issues includes, but is not limited to:

- Alter bus stop spacing or adjust bus stop placement (larside or nearside of intersection)
- Install transit signal priority
- Implement off-board fare collection and/or all door boarding
- Add dedicated transit lanes or intersection queue jumps
- Create public campaigns about helpful passenger practices for fast operation
- Adjust bus schedule
- Add additional buses to improve frequency
- Improve bus stop amenities
- Simplify bus routing

Obtain Approval from Appropriate Decision Makers

Present recommendations to IndyGo leadership and refine and adjust the recommendations, as needed. If required, the changes should then be presented to any appropriate stakeholders (such as the City of Indianapolis Department of Public Works), IndyGo subcommittee(s), and/or the Board of Directors for approval.

Implement Modifications

Modifications may be implemented once the appropriate internal (staff) decision maker and/or decision-making body (such as the IndyGo Board of Directors) has approved the recommended action(s), dependent on the required budget and/or resources being available. If budget and/or resources are unavailable, any non-resource dependent modifications, as determined by staff, should be prioritized. For any resource-dependent modifications, staff should work to identify the necessary budget and resources to advance future implementation.

Monitor Route Performance

Modified routes should be monitored closely, but do not need to be fully analyzed until a year after modifications or changes occur. The same approach should be taken for CQA, Corridor Planning, and any other comprehensive transit planning implementation. Any route performance monitoring should follow the Productivity Review process, as approved by the Board of Directors, or any other review process deemed appropriate by staff.

Title VI Service Monitoring Report

IndyGo is also required to evaluate its service using these Service Standards to determine if the service delivered has a disparate impact and/or disproportionate burden on minority and/or low-income individuals in its service area. The Service Monitoring Report is required as part of a Title VI Program Update that is completed every three years by IndyGo. IndyGo's analysis of its Service Standards as part of the Service Monitoring Report must include categorizing routes into minority/non-minority and low-income/non-low-income categories. This effort is defined in the Service Monitoring Report.

Analysis of IndyGo's service for the purpose of the Title VI Program Update will not consider the following parts of these defined Service Standards:

- **Route segments.** Routes will be analyzed at the route level, not the segment level as outlined in these standards.
- **Outputs.** These standards and policies are designed to document the planning process required for the network. The standards define Output metrics: Productivity and Coverage. These outputs are relevant only to the network planning and not to the Title VI analysis.

Responding to Service Requests

IndyGo routinely receives requests to operate new or modified service. The cost of implementing and operating any of these service requests would typically be paid for out of the agency's existing operating budget. The majority of these requests will be for expanding or modifying service to reach currently unserved areas, which likely have lower ridership potential. If IndyGo were to implement these types of requests regularly, it would almost certainly result in a reduction of the overall productivity of the transit network.

In light of this, IndyGo must continually balance the need to serve every resident within its service area against the public's support (as determined by the 2016 transit referendum) for a highly productive, efficient, and useful transit service, all within a constrained budget. Service requests should be evaluated with this balance in mind. Details on how IndyGo staff will respond to service requests can be found in Appendix B.

APPENDIX A: Additional Considerations for the Productivity Review

Frequency Changes Due to Low Productivity

Productivity standards are segment-based, so they will require segment-level assessment of boardings and revenue hours. Once a route is divided into meaningful segments, automated queries of Automated Passenger Count (APC) data can be developed for ease of reporting.

Rapid and frequent routes are strongly interdependent (because their higher frequencies increase the number of available transfer opportunities). Any low-performing frequent route should be analyzed as follows before considering reducing its frequency:

- Does the route have an inner segment that connects with other frequent routes, and outer segments that do not? If so, look at the productivity of these outer segments in isolation to see if they have markedly lower productivity than the inner segment. If they do, the segmentation of the route can be revised; the outer segment can be considered for demotion to the basic or coverage service categories.
- Does the route show evidence of high transfer volumes at key network intersections? If so, assume that any service reduction will cause ridership drops not just on the route in question but also on the intersecting route(s).

Community Routes

Before modifying a route - whether through modification to frequency, span, or other service characteristic - as a result of a below the threshold productivity score, IndyGo should first review whether the route (or a segment of the route) is considered transit dependent. Community Routes, those with communities depending on transit, may also be used by IndyGo staff in other service standard applications, such as transit amenities.

Community Route - Blended Methodology

Variables from the On-Board Survey (OBS) and Transit Critical Populations (TCP) are used to create a two-part score. The OBS reflects riders who use the routes while the household data reflects the data from those living along a route (TCP).

ACS Household Survey

- If less than 1/3 of the route's vehicle revenue miles (VRM) are in an area identified as minority (as defined by Title VI Program Update), then the score is 0 for the metrics; otherwise, the score is the actual percentage recorded.
- Metrics
 - o Low-income household (income less than \$35,000);
 - Not normalized by household member;
 - o Minority population

- Zero-vehicle household

On-Board Survey

- System-wide average for each statistic used should be calculated. Any route with an average below the system-wide average would score a 0; others would score the actual percentage.
- Metrics considered:
 - Zero-vehicle household;
 - Low-income household (income less than \$35,000);
 - Not normalized by household member;
 - Minority population

Final Score Aggregations

For final ranking, the range of scores across all routes should be ordered from least to greatest and assigned a rank; 1 represents the highest rank. The scores should be distributed into equal sized tiers (e.g. three) ; the top tier would be a transit dependent route.

This methodology can be modified by staff, as needed. The methodology should be explicitly contained in any completed analysis.

APPENDIX B: Responding to Service Requests

Step 1. Will the requested service increase productivity in the near term?

Does meeting this request achieve ridership comparable to that of the ridership network? This can be assessed by asking if the request improves or worsens the following features of the high-ridership network:

- **Density.** The network's stops are surrounded by a high density of residents, jobs, or other trip-generating land uses.
- **Walkability.** The network is focused on areas where it is easy and safe to walk between bus stops and the surrounding development.
- **Linearity.** The network's routes are as straight as possible, so that they are perceived as a reasonably direct path between any two points on the route.
- **Continuity.** Service does not need to cross areas with long spans of undeveloped or underdeveloped land.
- **Uniqueness.** Parallel routes are far enough apart that they do not compete for the same riders.

If a service request would not be a clear net improvement in the feature of the ridership network, then it is a coverage request. Meeting a coverage request will predictably lead to lower ridership (shifting resources away from higher productivity routes), so coverage requests must be met out of the portion of the budget assigned to coverage.

Step 2. Will the requested service increase productivity in the long term?

Sometimes, developers or advocates ask transit agencies to fund a service because they believe it will help a community develop in a certain way, leading to a long-term ridership outcome. Transit agencies must view these arguments with caution because it puts the transit agency in the position of gambling on the land use outcome using its operating budget. There is almost always a way to invest service toward a shorter-term ridership outcome, one that depends on fewer uncertain factors, so investing in these possible futures comes at a cost to potential riders in the present.

The actual policy toward a developing area must reflect the degree of likelihood that the development will occur as planned. Development under construction should be treated as existing land use, but development in earlier planning stages requires the cautions outlined above.

Step 3. Will the requested service increase the number of people or jobs near service?

If the request substantially improves the system's performance on the coverage output target, and does so at a modest cost, it should be identified as a possible coverage improvement. Possible coverage improvements should be prioritized for allocation from the portion of the operating budget that is dedicated to the coverage goal. Coverage improvements on this list can be implemented if and when:

- The budget grows to the point that more total funding can be devoted to coverage.

- The Board elects to shift the policy split of the budget between ridership and coverage purposes.
- Other coverage services are discontinued, possibly including those that provide coverage less efficiently.

Step 4. If the answer to the above questions is "no"

IndyGo should be very reluctant to introduce services that do not satisfy one of the above tests. If there is a strong desire on the part of the Board to add the service for other reasons, options can include:

- Seeking external funding for the service, ideally from the parties most likely to benefit from it.
- As a last resort, creating a third slice of the budget, distinct from the ridership and cover slices, called "discretionary." This slice could be devoted to any services the Board desires, regardless of objective policy justification.

Short-term operational solutions when proposed new services do not satisfy the previously mentioned tests include alternative forms of mobility, such as ride-matching, vanpools, and subsidized taxis.

The preferred long-term solution when proposed new services do not satisfy the previously mentioned tests include coordinating with businesses, the City of Indianapolis Department of Metropolitan Development, and others to encourage people, businesses, institutions, and future developments to locate along corridors with existing transit service.

APPENDIX C: Updating Route Purposes

Individual routes are assigned a category based on the route's purpose; either to maximize ridership or provide transit access to as many jobs and residents as possible. IndyGo may wish to revise the purpose of each route; this process of this determination is outlined below:

Route Purpose

Rapid and frequent services are all ridership-justified. Coverage services are all, by definition, coverage-justified. **The primary challenge is the basic category.**

In certain cases:

- If there are clear reasons to expect ridership to dramatically improve soon (for example, as a result of an imminent development or redevelopment of a property to become a major trip generator), IndyGo may provisionally assign the route to the ridership purpose. Any such imminent improvement should be an improvement in one or more of the necessary features for ridership that arise from the built form: density, walkability, linearity, and continuity.
- If the built environment is mostly unfavorable to transit (in terms of generally low density, walkability, linearity, and continuity) and shows little signs of changing in character to become more transit-supportive, assign the route to the coverage purpose.
- In a small number of cases, a route may be running at 30-minute frequency and its purpose is ideally just coverage or just ridership, yet some constraint prevents it from running at higher or lower frequency.

Segment Purpose

One challenge of using frequency-based or purpose-based standards is that part of a route may be in one category and part in another.

Many routes in the recommended networks have an inner frequent segment which is clearly ridership-seeking and less frequency tails or branches which are meant to provide coverage.

In these cases, we recommend that:

- If the low-frequency portion of a route is less than 10 percent of the total revenue hours, the entire route can be analyzed in the higher-frequency category.
- Otherwise, the frequent and infrequent segments should be separated and assigned to separate categories.
- If a low frequency segment is part of a short mid-route split or minor variation in route, the route should be identified in the higher-frequency category.

Measuring Productivity of Outer Segments

Separately analyzing the productivity of inner and outer route segments (where the inner segment has higher frequency) requires an extra step. One analytical method is as follows:

- **Ridership:** Using APC data, identify the total inbound boardings and outbound alightings that occur on the outer segment. Add these two numbers together to get the total ridership that makes some use of the outer segment. (This method counts each trip once and does not double-count trips that are entirely within the outer segment. If there are difficulties with counting alightings, simply count the total inbound boardings and double, presuming most trips are round trips, to capture the trips alighting in the segment.)
- Subtract that number from the total route ridership to get boardings assignable entirely to the inner segment.
- **Cost (revenue hours):** Using a costing tool to estimate the revenue hours required to operate the frequent inner segment, as if the outer segment did not exist. Assign those revenue hours to the inner segment.
- Assign the difference between the inner segment's revenue hours and the route's full cost to the outer segment.
- Calculate productivity of the outer segment by dividing its boardings by its revenue hours.

When evaluating the purpose of a basic service's segments, consider the following:

- If the segment's productivity is in the range of rapid or frequent services, then it is probably a ridership segment.
- If the segment's productivity is within the range of the other coverage routes or segments, then it is probably a coverage segment.
- If ridership is clearly very different on one part of a segment than another, divide it into smaller pieces and think about them separately. (Sometimes this process inspires the redesign of a route, so that high-ridership segments can be served by a more frequent route.)

When a 30-minute segment is assigned to a ridership or coverage purpose, it should be reviewed in the following terms:

- Half-hourly segments categorized as ridership may be in route for promotion to the Frequent network as resources permit.
- There may be cases—such as segments driven by a strongly day-time-only or peak demand—where a 30-minute base frequency may yield very high productivity, and productivity would fall if they were promoted.
- There may be extenuating circumstances that argue against increasing or decreasing the frequency of a basic route. For example, reducing the frequency might save no money, due to the route's cycle time; or the frequency may be created by hourly branches at the end of the segment whose frequency should not be reduced to bi-hourly.

APPENDIX D: Assessing Compliance with the Ridership/Coverage Split

The frequency of routes is a key ingredient for public transportation. IndyGo should routinely evaluate the percentage split between service that could be considered frequent and that considered infrequent.

For the service under review, each route is to be identified as frequent if it provides service every 30 minutes or better during the weekday. Any route providing service 31 minutes or greater is to be considered an infrequent or coverage route. Demand response service may be handled at the discretion of IndyGo staff at the time of determination. Vehicle revenue hours should be the datapoint measured.

APPENDIX E: MODIFICATIONS TO THESE STANDARDS

This is a summary of modifications to these standards.

Version	Modifications
October 2018 Version	Board approved.
October 2019 Version (Draft)	• Minor grammatical changes • Added "Vehicle Assignment" section • Added section on the "Title VI Service Monitoring Report" • Retroactive to February 1, 2018
October 2019 Version (Final)	Board approved.
February 2026 (Draft)	- Added "peak" and "non-peak" to the following standards: - Added Federal Requirements Checklist - Edited the Standards for Productivity - Identified Rapid as a separate, distinct mode – bus rapid transit. - Modified the Productivity Review and Replaced it with the TOPR. - Added key definitions.

APPENDIX E: Federal Requirements Checklist

This checklist outlines the federal requirements for Service Standards. The area that fulfills the requirement is identified in the table below.

From FTA Circular C4702.1B (2012)

Requirement	Additional Information	Document Reference
Vehicle Load for Each Mode.	Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. Generally expressed in peak and off-peak times.	Passenger Load.
Vehicle headway for Each Mode.	The amount of time between two vehicles traveling in the same direction. Generally expressed for peak and off-peak, per mode.	Frequency.
On-time Performance for Each Mode.	Measure of runs completed as scheduled.	On-Time Performance.
Service Availability for Each Mode.	Measure of distribution of routes within a provider's service area. Could also be a maximum distance between stops or stations.	Stop Spacing.
Distribution of Transit Amenities by Mode.	Items of comfort, convenience, and safety available to the general riding public. Amenities include, but are not limited to: seating, shelters, information, escalators, elevators, and waste receptacles.	Stop Spacing.

Vehicle Assignment by Mode	Process by which transit vehicles are placed into service in depots and on routes. May be based on age, type of vehicle, and/or type of service.	Vehicle Assignment.
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2018 Service Standards, Amended Approval (2026)– Meeting Minutes

April 2026 Board of Directors Meeting Minutes

IndyGo
4/16/2026 4:00 PM EDT
@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:

Members: Adairius Gardner, Richard Wilson, Jr., Adrienne Slash and Mary Ann Fagan (virtual)
Staff: Jennifer Pyrz, Robert Frye, Andrea Hermer, Christian Cambron, Ryan Wilhite, Sarah Hentz, Marcus Burnside and Justin Burcope

Absent:

Members: Gregory Hahn, Stephanie Quick, Stan Smith

Guests:

Emily Meaux, Executive Director, Indianapolis Public Transportation Foundation

1. Call to Order and Roll Call (Presenters – Adairius Gardner, Robert Frye)

[April Board Cover](#)

[April 2026 Board Agenda](#)

Acting Chairperson Gardner called the meeting to order at 4:03 p.m. Mr. Frye then conducted roll call. Three members were present in person and one member was virtual thus establishing a quorum.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

[March 2026 Safe Drivers Recognition](#)

President & CEO Jennifer Pyrz gave an update on the Awards and Commendations for March 2026.

3. Committee Chairperson Reports (Presenter – Adairius Gardner)

1. Service Committee Report – Adairius Gardner

[Service Committee Chairperson Report](#)

2. Governance and Audit Committee Report – Adairius Gardner

[Governance and Audit Committee Chairperson Report](#)

The reports were entered into the record by Acting Chairperson Gardner without objection.

4. Regular Agenda (Presenter – Adairius Gardner)

1. A-1: Consideration and approval of minutes from the Board of Directors meeting held on March 19, 2026

(Presenter – Adairius Gardner)

[A-1 March 2026 Board of Directors Meeting Minutes](#)

Motion: Approval of Minutes from the Board of Directors held on March 19, 2026. Motion made by Director Slash and seconded by Director Fagan. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

2. **A-2: Consideration and approval of CMc contract – EC Garage construction** (Presenter – Andrea Hermer)

A-2 CMc contract – EC Garage construction

It was recommended that the Board of Directors authorize the President & CEO to execute a contract with Shiel Sexton to serve as the construction manager as constructor (CMc) and provide preconstruction services in an amount not to exceed \$98,490 for the East Campus Fleet Operations and Storage Facilities Project. It was noted by Andrea Hermer that the memorandum presented to the Board incorrectly stated that the not-to-exceed amount was \$98,409, and that the actual amount not to exceed \$98,490.

Motion: Approval of CMc contract – EC Garage construction. Motion made by Director Wilson and seconded by Director Fagan. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

3. **A-3: Consideration of approval of Amendment to IndyGo's Bus/BRT Shelter Cleaning & Maintenance Contract** (Presenter – Andrea Hermer)

A-3 Amendment to IndyGo's Bus/BRT Shelter Cleaning & Maintenance Contract

Presentation Slides 4.6.26

It was recommended that the Board of Directors authorize the President & CEO to execute an amendment to the contract with Shuck Corporation for Bus/BRT Shelter Cleaning & Maintenance to clean and treat the IPE wood panels on 34 Red Line BRT stations in an amount not to exceed \$135,000 for a total contract price not to exceed \$4,378,076.

Motion: Approval of Amendment to IndyGo's Bus/BRT Shelter Cleaning & Maintenance Contract. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

4. **A-4: Consideration of approval of Utility Reimbursement Agreement for Washington Street BRT Station Project** (Presenter – Christian Cambron)

A-4 Utility Reimbursement Agreement for Washington Street BRT Station Project

It was recommended that the Board of Directors authorize the President & CEO to execute a reimbursement agreement with Citizens Energy Group (Citizens) for an amount not to exceed \$95,600 for the relocation of Citizens' water utility facilities that conflict with the proposed Washington Street BRT Station project.

Motion: Approval of Utility Reimbursement Agreement for Washington Street BRT Station Project. Motion made by Director Slash and seconded by Director Wilson. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

5. **A-5: Consideration of approval of new Board Member** (Presenter – Emily Meaux)

A-5 IndyGo Foundation New Board Member

It was recommended that the Board of Directors approve the appointment of Darryl Lockett to the IndyGo Foundation Board.

Motion: Approval of new Foundation Board Member. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

6. **A-6: Consideration of approval of amendment to the IndyGo 2018 Service Standards** (Presenter – Christian Cambron)

A-6 Amendment to the IndyGo 2018 Service Standards

Service Standards 2026 Update

Service Standards IPTC 022526 Final Draft Combined

It was recommended that the Board of Directors amend the IndyGo Service Standards.

Motion: Approval of amendment to the IndyGo 2018 Service Standards. Motion made by Director Fagan and seconded by Director Wilson. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

7. **A-7: Consideration of approval of Amendment Number 2 to the Legal Services Contract with Hoover Hull Turner LLP** (Presenter – Robert Frye)

A-7 Amendment Number 2 to the Legal Services Contract with Hoover Hull Turner LLP

It was recommended that the Board of Directors authorize the President & CEO to execute Amendment Number 2 to the contract for legal services with law firm Hoover Hull Turner LLP (HHT) to extend the term for one year, through May 1, 2027.

Motion: Approval of Amendment Number 2 to the contract for legal services with Hoover Hull Turner LLP. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

8. **A-8: Consideration of approval of contract with IDIS Americas** (Presenter – Marcus Burnside)

A-8 Bus Camera Equipment Contract

It was recommended that the Board of Directors authorize the President & CEO to execute a three-year contract with IDIS Americas to purchase bus camera equipment and accessories in an amount not to exceed \$124,385.

Motion: Approval of contract with IDIS Americas. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

9. **A-9: Consideration of approval of contractor for 1501 women's locker room renovation** (Presenter – Sarah Stentz)

A-9 Contractor for 1501 women's locker room renovation

It was recommended that the Board of Directors authorize the President & CEO to execute a contract with Shuck Corporation for renovations to the women's locker room at IndyGo's West Campus at 1501 West Washington Street.

Motion: Approval of contractor for 1501 women's locker room renovation. Motion made by Director Slash and seconded by Director Wilson. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

5. **Information Items** (Presenter – Adairius Gardner)

1. **I-1: Finance Report** (Presenter – Justin Burcope)

I-1: Budget to Actuals (Comparative Statement) 3.31.26

Misc. Breakdown – March 2026

The Board heard the Finance Report from Interim Chief Financial Officer Justin Burcope and received the report.

2. **I-2: Flowbird Extension** (Presenter – Justin Burcope)

I-2: Flowbird Extension

The Board heard the Flowbird Extension report from Interim Chief Financial Officer Justin Burcope and received the report.

3. I-2: Department Reports

[Foundation Report to IndyGo Board 4.2.2026](#)

[PA Board Report April 2026](#)

[R-2 Planning and Capital Projects Report 2026-4](#)

[Risk and Safety Board April 2026](#)

[MAR 2026 Operations Division 04.2026](#)

The Board received Department Reports for review.

6. Adjourn (Presenter – Adairius Gardner)

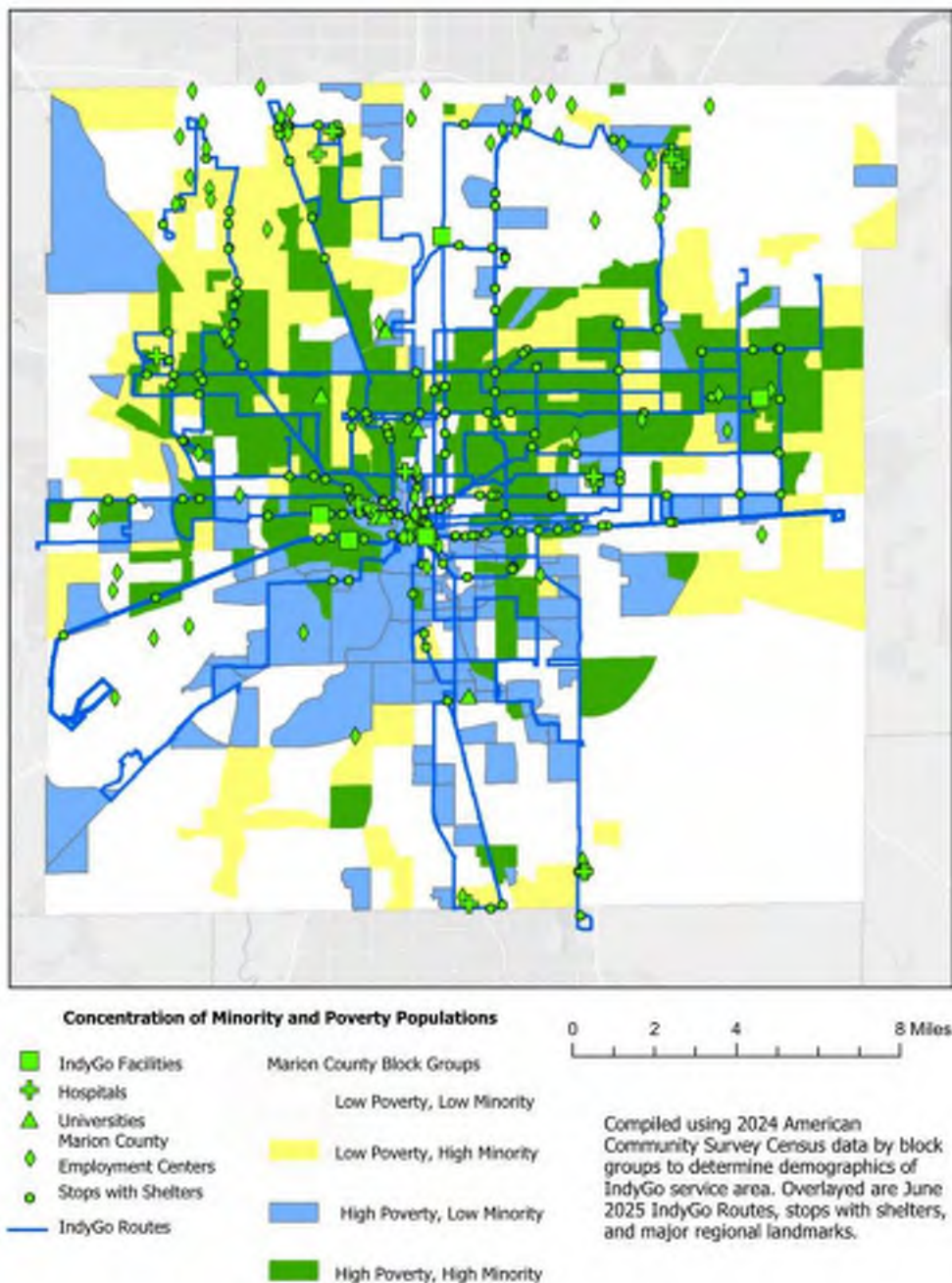
On the order of Acting Chairperson Gardner and there being no objection, the meeting was adjourned at 4:50 p.m.

APPENDIX F. DEMOGRAPHIC ANALYSIS

The following maps were generated to meet the requirement to collect and report demographic data, as outlined in FTA Circular C 4702.1B, specifically Chapter IV-7.

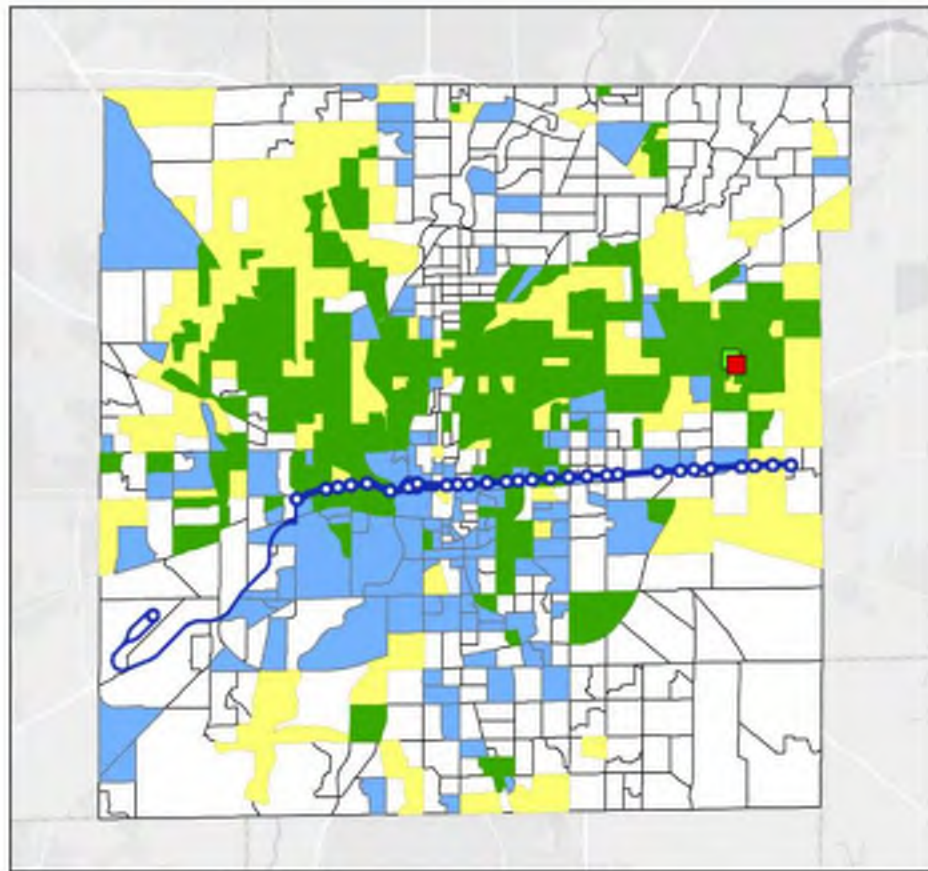
Map 1A – Base Map with Minority Population

The following is a base map of IndyGo's service area, overlaid Census block groups with transit facilities. This map includes transit routes, fixed guideway alignments, transit stops and stations, depots, maintenance and garage facilities, and administrative buildings, as well as major activity centers. Local bus stops are excluded from this map, with the exception of stops with shelters, to preserve the visualization literacy of the map.



Map 1B – Recent and Planned Transit Facilities

The following is a map of the recently constructed transit facilities and transit facilities planned to be constructed within the next five years. The only planned transit facility for the next five years is the Blue Line but thge map also includes operational improvements to the East Campus Garage as well as a newly leased parking lot for ADA vehicles.



Legend

Recent and Planned Facilities

- Blue Line
- Blue Line
- Blue Line(Express to Airport)
- IndyGo East Campus Garage
- IndyGo East Campus Leased ADA Parking Lot

Marion County Block Groups

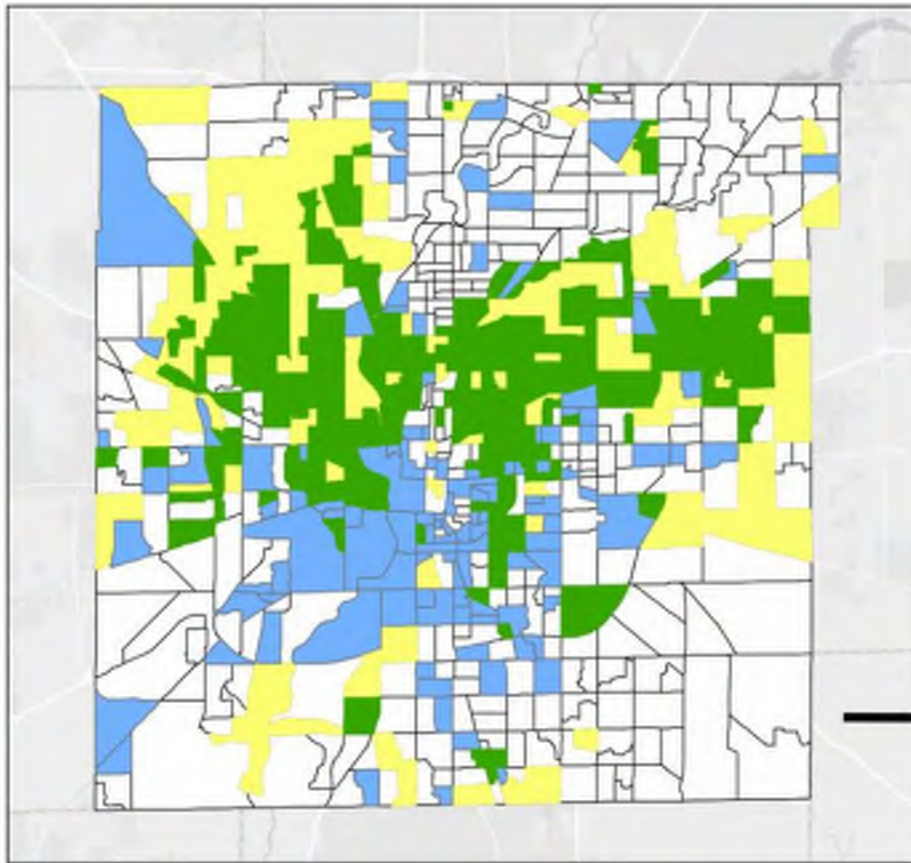
- Low Poverty, Low Minority
- Low Poverty, High Minority
- High Poverty, Low Minority
- High Poverty, High Minority
- Marion_County_BG

0 2 4 8 Miles

Compiled using 2024 American Community Survey Census data by block groups to determine demographics of IndyGo service area.

Map 2 – Concentration of Minority and Poverty Populations

The following map visualizes those block groups with a minority population and poverty population greater than the average for the service area.



Legend

Marion County Block Groups

- Low Poverty, Low Minority
- Low Poverty, High Minority
- High Poverty, Low Minority
- High Poverty, High Minority
- Marion_County_BG

0 2 4 8 Miles

Compiled using 2024 American Community Survey Census data by block groups to determine demographics of IndyGo service area. Overlaid are June 2025 IndyGo Routes, the in-progress Blue Line, stops with shelters and major regional landmarks.

APPENDIX G. ON-BOARD SURVEY

Survey Analysis Report

In 2022, ETC Institute conducted an on-board passenger survey on behalf of Indianapolis Public Transportation Corporation (IndyGo). A total of 2,711 passenger surveys were collected between September 6, 2022, and October 3, 2022. The surveys were collected and analyzed to determine demographic characteristics and travel patterns of IndyGo riders. A summary of the analysis and findings from the passenger survey are detailed in this report.

Key Findings from Passenger Survey

Analysis of the passenger survey attempted to identify key travel patterns among IndyGo transit riders, determine the demographic characteristics of a typical IndyGo rider, and compare findings to general population trends within the IndyGo service area. Key findings from the on-board passenger survey are as follows:

Demographics

- 57% are female, 40% are male, and the remainder are either other or non-binary/non-conforming (~2%).
- More than 34 percent of riders are between the age of 19 and 34, with nearly 49% between 35 and 64.
- 27% of riders would not have made the trip without transit; 50% would have taken either a taxi/Uber/Lyft or ridden with someone else.
- The majority of riders, about 72 percent, are employed either full-time or part-time.
- More than 57 percent of riders have a household income that is less than \$25,000. About 92 percent of riders have household incomes less than \$60,000. About 2 percent of transit riders have household incomes greater than \$100,000.

Travel Patterns

- Home and work are the most common origin and destination points.
 - 48 percent of trips originate at the rider's home while 36 percent end at their home.
 - 22 percent of trips originate at work and 24 percent end at work.
- Walking is the primary mode of first and last mile mobility.
 - 94 percent of riders walk to the bus stop to access transit.
 - 94 percent of riders walk the last mile of their trips.
- In the absence of IndyGo transit services, 27 percent of riders would not have made their trip, highlighting the importance of transit.
 - Without transit, the remaining passengers would have turned to the following alternatives:
 - 22 percent would have ridden with someone else;
 - 11 percent would have walked to their destination;
 - 29 percent would have taken a taxi, Uber, or Lyft;
 - 5 percent would have driven themselves;
 - 5 percent would have bicycled;
 - The remaining would have used car share, taken a shuttle, taken transit to a different location, or found some other form of transportation.

Fares

- The most popular method of fare types are: 1 trip (cash on bus), 1 day pass, and MyKey (Tap card). These three fare types account for 75 percent of trips.
 - Nearly 72 percent of passengers pay full fare. About 8 percent pay the disabled fare and 4.5 percent pay the senior rate.

Typical Rider

In 2022, IndyGo's typical weekday passenger is a Black/African American female between the ages of 35 and 49. The typical passenger is employed with a household income under \$25,000 per year. The current IndyGo rider is transit dependent with limited access to a vehicle. The rider uses transit to travel to and from home and work. They start their transit trip by walking to their stop and end their trip by walking to their destination. If IndyGo services are not available, the rider completes their journey by riding with a friend, walking, or skipping the trip. She uses cash on the bus and walks less than ¼ mile to and from the bus stop. She only takes one stop to arrive at her destination.

Demographic Comparison

For a demographic comparison, please refer to the final 2022 On-Board Survey, which can be found on IndyGo's website.

Efforts to Engage LEP Populations

The vendor identified several routes with high non-English speaking ridership and allocated bilingual interviewers on those routes. The OD Survey include foreign language administrative procedures and the tablet was programmed with text in Spanish, French, Haitian Creole, and Hakha Chain. Surveyors were trained how to interact with LEP populations and provided with cards that included Spanish on the back and scripts for distributing cards to non-English speaking riders.

Passenger Survey - English

2022 IndyGo Transit On Board Survey

Please take a few minutes to answer a few questions to help us plan for your transit needs.

What is your HOME ADDRESS (please be specific, ex: 123 W. Main St);
(If you are visiting the Indianapolis area, please list the **hotel name** or address where you are staying)

Street Address

City

State

Zip Code

COMING FROM?

1. What type of place are you COMING FROM NOW?

(the starting place for your one-way trip)

- ☐ Work
☐ Work related
☐ College / University (students only)
☐ School K-12 (students only)
☐ Doctor / Clinic / Hospital (non-work)
☐ Shopping
☐ Restaurant
☐ Personal Business
☐ Recreation / Social Visit
☐ Church / Religious Activity
☐ Airport (passengers only)
☐ Your HOME → Go to Question #4
☒ Non-destination trip
☐ Other: _____

2. What is the NAME of the place you are coming from now?

3. What is the EXACT ADDRESS of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

4. How did you GET FROM your origin (the place in Question #1) TO THE VERY FIRST bus you used for this one-way trip?

- ☐ Walk ☐ Wheelchair
☐ Personal Bike ☐ Bike share
☐ E-Bike ☐ E scooter (Lime, Bird, etc.)
☐ Was dropped off by someone (answer 4a)
☐ Drove alone and parked (answer 4a)
☐ Drove or rode with others and parked (answer 4a)
☐ Car share (e.g. ZipCar, etc.)
☐ Uber, Lyft, etc. ☐ Paratransit (e.g. IndyGo Access)
☐ Workplace Connector / Shuttle / School service
☐ Taxi ☐ Other _____

4a. Where did you board the first bus you used for this one-way trip? (Nearest intersection / Transit Center / Station Name):

5. Where did you get ON this bus? Please provide the nearest intersection / transit center / Station Name:

GOING TO?

6. What type of place are you GOING TO NOW?

(the ending place for your one-way trip)

- ☐ Work
☐ Work related
☐ College / University (students only)
☐ School K-12 (students only)
☐ Doctor / Clinic / Hospital (non-work)
☐ Shopping
☐ Restaurant
☐ Personal Business
☐ Recreation / Social Visit
☐ Church / Religious Activity
☐ Airport (passengers only)
☐ Your HOME → Go to Question #9
☐ Other: _____

7. What is the NAME of the place you are going to now?

8. What is the EXACT ADDRESS of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

9. How will you GET TO your destination (listed in Question #6) after you get off the LAST bus you will use for this one-way trip?

- ☐ Walk ☐ Wheelchair
☐ Personal Bike ☐ Bike share
☐ E-Bike ☐ E scooter (Lime, Bird, etc.)
☐ Be picked up by someone (answer 9a)
☐ Get in a parked vehicle & drive alone (answer 9a)
☐ Get in a parked vehicle & drive/ride with others (answer 9a)
☐ Car share (e.g. ZipCar, etc.)
☐ Uber, Lyft, etc. ☐ Paratransit (e.g. IndyGo Access)
☐ Workplace Connector / Shuttle / School service
☐ Taxi ☐ Other _____

9a. Where will you get off the last bus you are using for this one-way trip? (Nearest intersection / Transit Center / Station Name):

10. Where will you get OFF this bus? Please provide the nearest intersection / Transit Center / Station Name:

11a. Did you transfer FROM another bus/train BEFORE getting on this bus?

☐ Yes ☐ No

11b. Will you transfer TO another bus/train AFTER getting off this bus?

☐ Yes ☐ No

11c. Please list the BUS ROUTES in the exact order you use them for this one-way trip

START → → → → → END
 1st Route 2nd Route 3rd Route 4th Route

Continue

OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus? _____ : _____ am / pm (circle one)
13. Will you (or did you) make this same trip in exactly the opposite direction today?
☐ No ☐ Yes- At what time did / will you leave for this trip in the opposite direction? _____ am/pm (circle one)
14. What fare payment methods did you use for this one-way trip? (select all that apply)
☐ 1 Trip (Cash on bus) ☐ 1 Day Pass ☐ 31 Day Pass (Monthly) ☐ 10 Trip Pass
☐ 1 Trip Ticket ☐ Access Paratransit Free Fare (Skip to Q15) ☐ S Pass (If Student Pass skip to Q15)
☐ MyKey (Tap card) ☐ MyKey (QR phone app) ☐ Other _____
- 14a. (If Q14 is either MyKey option) How do you reload your MyKey account? ☐ Cash
☐ Credit/Debit Card ☐ I don't, get a new one each time ☐ Provided by work, school, social service
- 14b. What type of fare was this?
☐ Regular ☐ Youth (6-18) ☐ Senior (65 and older) ☐ Disabled ☐ Veteran
15. If bus services were not available, how would you have made this trip?
☐ Would have walked ☐ Would have driven myself ☐ Car Share (e.g. ZipCar, etc.)
☐ Would have bicycled ☐ Would have taken a taxi, Uber, Lyft, etc.
☐ Would have ridden with someone else ☐ Would have taken transit to a different location
☐ Would not have made this trip ☐ Would have taken E-Scooter (e.g. Lime, Bird, etc.)
16. How many days a week do you usually ride IndyGo?
☐ 1 day a week ☐ 3 days a week ☐ 5 days a week ☐ 7 days a week ☐ Once a month ☐ First time riding
☐ 2 days a week ☐ 4 days a week ☐ 6 days a week ☐ Twice a month ☐ Less than once a month
17. Do you have any of the following: (check all that apply) ☐ Smart phone with data plan
☐ Tablet with data plan ☐ Tablet WITHOUT Data Plan ☐ Smart phone WITHOUT data plan
☐ Checking account ☐ Debit card ☐ Credit card

ABOUT YOU AND YOUR HOUSEHOLD

18. Are you a visitor to the Indianapolis area? ☐ Yes ☐ No
19. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
 19a. (If #19 is more than NONE) Could you have used one of these vehicles for this trip? ☐ Yes ☐ No
20. Including YOU, how many people live in your household? _____ people
21. Including YOU, how many people (over age 15) in your household are employed full/part-time? _____ people
22. What is your employment status? (check the one response that BEST describes you)
☐ Employed full-time (paid, working 30 or more hours per week) ☐ Primarily self-employed
☐ Employed part-time (paid, working less than 30 hours per week) ☐ Unpaid volunteer or intern
☐ Not currently employed, and looking for work ☐ Stay at home parent or caregiver
☐ Not currently employed, and not looking for work ☐ Retired
- 23a. Did you make a trip to work since you left home? ☐ Yes ☐ No
 23b. Will you make a trip to work before you will arrive home? ☐ Yes ☐ No
 23c. (If #23a or #23b is YES) Provide work name /address _____
24. What is your student status? (check the one response that BEST describes you)
☐ Not a student ☐ Yes - College / University / Community College
☐ Yes - K - 12th grade ☐ Yes - Vocational / Technical / Trade School ☐ Other _____
- 25a. Did you make a trip to school since you left home? ☐ Yes ☐ No
 25b. Will you make a trip to school before you will arrive home? ☐ Yes ☐ No
 25c. (If #25a or #25b is YES) Provide school name _____
26. Do you have a valid driver's license? ☐ Yes ☐ No
26. What is your AGE? ☐ Under 16 ☐ 16-18 ☐ 19-24 ☐ 25-34 ☐ 35-49 ☐ 50-64 ☐ 65 and over
27. Are you Hispanic, Latino, Latina, or of Spanish origin? ☐ Yes ☐ No
28. What is your race / ethnicity? (check all that apply)
☐ American Indian or Alaska Native ☐ Asian ☐ Black/African/African American
☐ Native Hawaiian or Pacific Islander ☐ White/Caucasian ☐ Other: _____
29. Do you speak a language other than English at home? ☐ No ☐ Yes - Which language? _____
 29a. (If #29 is Yes) How well do you speak English? ☐ Very Well ☐ Well ☐ Less than well ☐ Not at all
30. What is your gender? ☐ Woman ☐ Man ☐ Transgender ☐ Non-binary/non-conforming
☐ Prefer not to answer ☐ Prefer to self-describe
31. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2021 before taxes?
☐ Less than \$10,000 ☐ \$25,000 - \$34,999 ☐ \$50,000 - \$59,999 ☐ \$100,000 - \$149,999
☐ \$10,000 - \$14,999 ☐ \$35,000 - \$39,999 ☐ \$60,000 - \$83,999 ☐ \$150,000 or more
☐ \$15,000 - \$24,999 ☐ \$40,000 - \$49,999 ☐ \$84,000 - \$99,999

REGISTER TO WIN 1 of 3 31 Day Passes

People who submit a fully completed survey will be entered in a random drawing for one of three 31-Day Passes. You must provide your home address at the beginning of the survey and answer all questions to be eligible. More information regarding the project and drawing can be found at: indympo.org/onboardsurvey.

Your Name: _____

Phone Number: (____) _____

Thank you for your help!

1. Promoter is ETC Institute and the sponsor is IndyGo.

2. Retail value is \$60.

3. The odds of being selected is dependent on the number of entries received.

4. Eligibility: This sweepstakes is open to legal residents living and working within Marion County who are at least eighteen (18) years old at the time of entry. Employees of the Indianapolis Public Transportation Corporation (IndyGo) and other companies associated with the promotion of this sweepstakes and their respective parents, subsidiaries, affiliates and advertising and promotion agencies as well as the immediate family (spouse, parents, siblings, and children) and household members of each such employee are not eligible. Former IndyGo employees are eligible so long as they have not been employed by, or within the employment of IndyGo for at least twelve (12) calendar months before the commencement of the sweepstakes.

[illegible][illegible]

G-2

APPENDIX H. SERVICE MONITORING REPORT

Service Monitoring Report



Service Monitoring Report – 2026 Title VI Program Update

Service Monitoring Report

Title VI Program Update - 2026

This document is board-adopted as part of the most recent Title VI Program
Update

DRAFT

August 2026

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SECTION I. INTRODUCTION

Per Title VI regulations, transit agencies providing more than 50 or more vehicles in peak service and are located in an urbanized area of 200,000 or more in population are required to perform, every three years, an analysis of existing service in relation to existing system-wide service standards and service policies. The last time IndyGo evaluated its service was in 2023, with submission of the Title VI Program Update in 2023.

Title VI Background¹

Title VI of the Civil Rights Act of 1964, Section 601 states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service and that are located in an urbanized area (UZA) of 200,000 or more persons must monitor their service according to the standards established in the service standards. IndyGo meets these criteria and therefore must monitor its transit service accordingly.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an "inherent overlap of environmental justice principles" with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.² Consequently, FTA requires transit providers to also evaluate proposed service and fare changes to determine whether low-income populations will bear a "Disproportionate Burden" of the changes. Under this requirement, transit providers must also establish the threshold for determining when a change has caused a "Disproportionate Burden" as a result of a major service change.

In a case where there is no disparate impact or disproportionate burden when monitoring service, but IndyGo does not meet its service standards, FTA requires that agencies "analyze why the discrepancies exist and take steps to reduce the potential effect."³

IndyGo's Title VI Policy

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. IndyGo's

¹ FTA Circular C4702.1B, Chapter IV-15-18.

² FTA Circular C4702.1B, Chapter IV-16-17.

³ FTA Circular C4702.1B, Chapter IV-10.

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

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

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

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

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 federal recipients from 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 them a finding of DI and/or DB.

Bus Rapid Transit

The Red Line (designated as Route 90) and Purple Line (Route 92) are IndyGo's Bus Rapid Transit (BRT) lines. They are designated as "Rapid" service. Because there are only two Rapid routes, there is a possibility that in determining if the route is a minority or low-income route, and both are categorized as minority routes, then there is no non-minority route to compare against.

Service Standards

IndyGo maintains a service standards document, which was recently updated (2026). The 2026 *Service Standards* contains IndyGo's standards and policies for its transit services, as required by the FTA.

SECTION II. DATA USED IN ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting service monitoring reports in Federal Circular 4702.1B. This section is intended to convey the datasets used, geography of analysis, and accessible population for the purpose of this report.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and are the most comprehensive and precise dataset with all the information needed for this examination. Census geographies are those developed as a result of the 2024 census.

- ACS Summarized Data 2024 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Minority Population

An individual is considered minority if they are non-white and/or Hispanic. An individual is considered non-minority if they self-reported as white and not Hispanic.

Low-Income Population

An individual is considered low-income if they self-reported as having an income at or below the poverty line.

Minority and Low-Income Routes

A minority route is defined by the FTA in 4702.1B (2012) as "one in which at least one-third of the revenue miles are located in a Census block, Census block group, or traffic analysis zone where the percentage minority population exceeds the percentage minority population in the service area." (IV-9). Transit providers can modify the definition depending on the type of service provided, instead of using ridership data.

A low-income route will be defined similarly, where any route with more than one-third of its revenue miles in the determined area of analysis is defined by the methodology as a low-income area. For details on the specific methodology, a methodology document or process may be provided as requested by IndyGo staff.

Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. Service analyzed was from June 8 to October 11, 2025; this service period is referenced as 2506. The feature class was created from a General Transit Feed Service (GTFS) file.

IndyGo used time point level AVL datasets for all the chapters except for vehicle age and passenger load. Vehicle age and passenger load were calculated by trip-level AVL datasets provided by IndyGo.

Transit Trip Generators

Transit trip generators are defined into three categories:

- **Significant Job Centers.** Job centers were determined from Longitudinal Employment Household Dynamics (LEHD) Origin-Destination Employment Statistics (LODES). A job is counted if a worker is employed with positive earnings during the reference quarter. LODES data was exported from OnTheMap, a website hosted by the Census Bureau. The vintage of the data is 2023. These data were exported and any point with more than two (2) standard deviations from the mean were considered a significant job center.
- **Higher Education Facilities.** Universities in Marion County were identified from the SAVI database using the most recent data from 2024 and were manually updated.
- **Hospitals.** To visualize the location of hospitals in Marion County, hospital addresses were downloaded from the SAVI database and geocoded.

Transit Amenities

IndyGo maintains a record of amenities at all IndyGo bus stops in its Hastus software. Amenities tracked include the following:

- Shelters (including size)
- Benches
- Bike Racks
- Trash Cans

Any amenities not maintained or installed by IndyGo were not included in the analysis as IndyGo does not control the placement of those amenities. These include privately purchased, installed, and maintained benches and other amenities.

For this analysis, amenities present for the 2506 pick (June 2025) were exported from Hastus and analyzed.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies. From largest to smallest, these include tracts, block groups, and blocks. Data from the ACS is not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as preferred geography of analysis.

Determining Access

Access to transit and transit amenities can be determined by measuring the estimated distance a rider would walk to the route or amenities. For local bus routes, IndyGo uses a ¼ mile buffer; for rapid transit lines, a ½ mile buffer is used.

Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in spatial software. Any population within a census block within the 1/4-mile buffer is used as population with access to transit.

Minority and Poverty Populations

Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was equal to or greater than the service area as a whole (50.04%). The same approach was used to identify areas in poverty (15.35%). See Table II-1 for additional details.

Table II-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	492,547	50.04%
Population in Poverty	147,014	15.35% ⁴
Total Population	975,809	100%

Besides Table II-1, the following maps were developed to visualize the minority and poverty population densities within Marion County.

⁴ The total population used for the percent of population in poverty removes children under 15, people that are institutionalized, college students living in dorms, and military populations living in barracks because they cannot determine their income and thus poverty status. Therefore, the percent is slightly different than if the entire population was used. The total number of persons used for poverty is 958,028.

Figure II-1. Minority Density and June 2025 Network

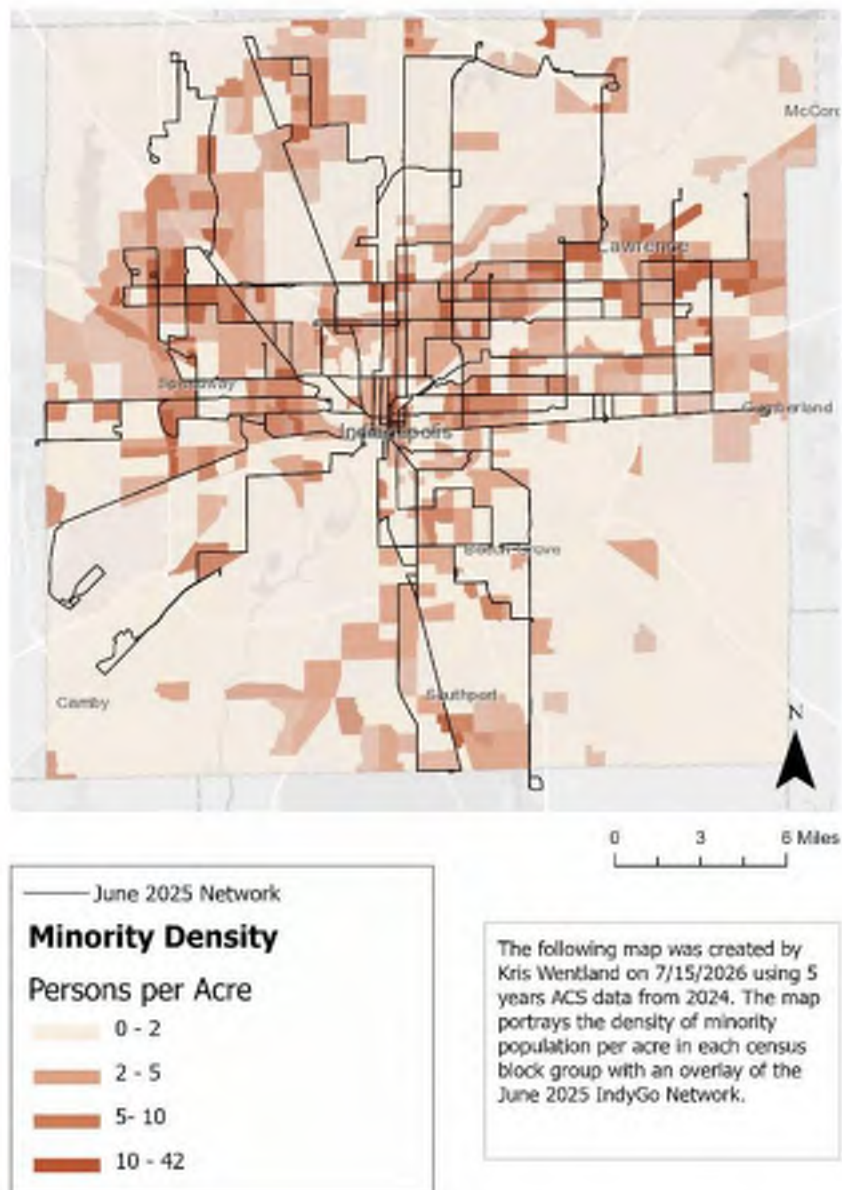


Figure II-2. Poverty Density and June 2025 Network

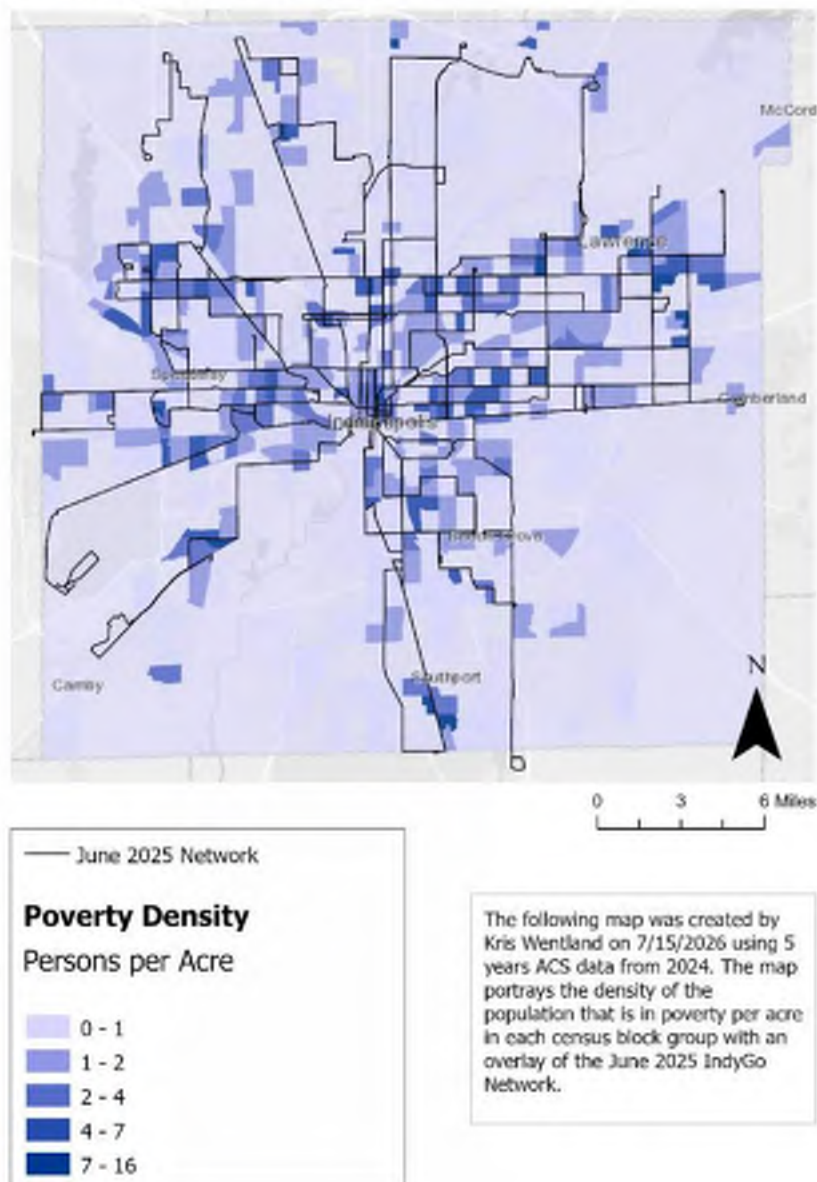
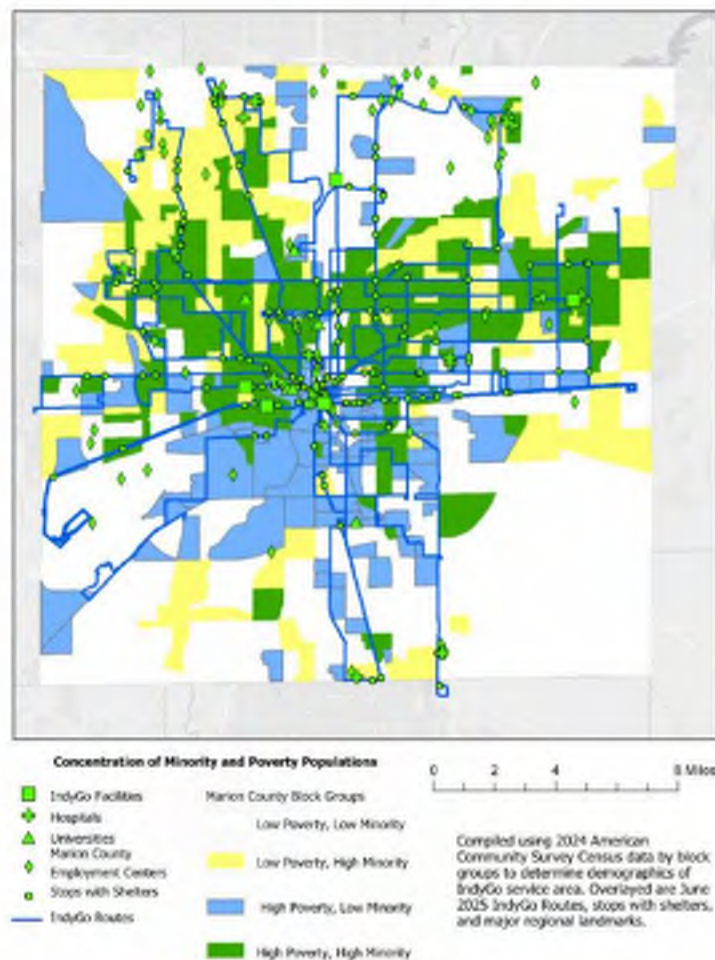


Figure II-3. High Poverty and High Minority Blocks and June 2025 Network



SECTION III. SERVICE ANALYSIS

Minority and Low-Income Routes

Using the definition of minority and low-income routes, and the accessible population, Table III-1 presents each route in the June 2025 GTFS and labels whether it is a minority/non-minority and or

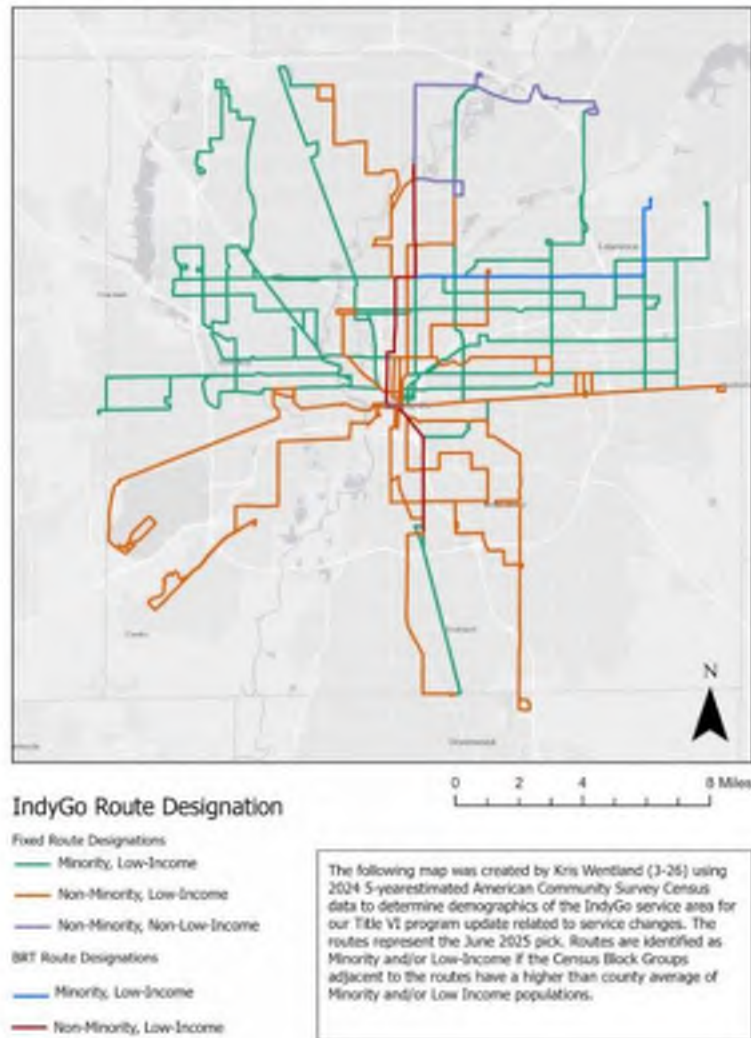
low-income/non-low-income route. These designations are used to perform Title VI analysis. Figure III-1 presents a map of the route designations.

Route Designation

Table III-1. Route Designation

Route	Percent Low-Income	Percent Minority	Income Route Designation	Minority Route Designation
2	53%	36%	Low-Income	Minority
3	57%	36%	Low-Income	Minority
4	49%	37%	Low-Income	Minority
5	57%	31%	Low-Income	Non-Minority
6	59%	25%	Low-Income	Non-Minority
8	46%	29%	Low-Income	Non-Minority
10	54%	34%	Low-Income	Minority
11	46%	24%	Low-Income	Non-Minority
13	38%	20%	Low-Income	Non-Minority
15	52%	49%	Low-Income	Minority
16	41%	16%	Low-Income	Non-Minority
19	44%	22%	Low-Income	Non-Minority
21	37%	38%	Low-Income	Minority
24	51%	16%	Low-Income	Non-Minority
25	49%	36%	Low-Income	Minority
26	41%	36%	Low-Income	Minority
28	47%	28%	Low-Income	Non-Minority
29	34%	40%	Low-Income	Minority
30	68%	90%	Low-Income	Minority
31	39%	20%	Low-Income	Non-Minority
34	49%	35%	Low-Income	Minority
37	54%	40%	Low-Income	Minority
38	53%	37%	Low-Income	Minority
56	36%	21%	Low-Income	Non-Minority
82	31%	19%	Non-Low Income	Non-Minority
87	42%	82%	Low-Income	Minority
90	44%	27%	Low-Income	Non-Minority
92	59%	64%	Low-Income	Minority

Figure III-1 Map of IndyGo Route Designation



Determination of Disparate Impact / Disproportionate Burden

IndyGo uses its policies on disparate impact and disproportionate burden to evaluate its service. In both cases, the policy requires IndyGo to compare service provided to Title VI populations and

compare it to the service provided to non-Title VI populations.³ An “acceptable range” is established using the IndyGo DI/DB policy of a 20% change. The range is 80% to 120% of the metric used for evaluation and the non-Title VI population percentage. IndyGo then compares the Title VI population percentage to the acceptable range; if the Title VI population percentage is outside the range and considered a negative effect, then there is a DI/DB finding. There are instances in which the Title VI populations may receive a benefit; this is not considered a DI/DB finding.

The metric and acceptable range may vary depending on the analysis; it may be the change, or it may be the percent of amenity/service provided; the metric used will be explained for each area of analysis.

Using the analysis for Frequency provided in this Service Monitoring Report as an example may be helpful.

The minority routes experienced an average headway of 38.03 minutes while non-minority routes experienced a headway of 40.06. Better headway is preferred; a DI would be found if the headway falls on the upper end of the acceptable range. The acceptable range is the non-minority route headway; 80% is 32.05 (40.06 x 80%) and 120% is 48.07 (40.06 x 120%). The minority route average headway is 38.03 which is below the upper end of the acceptable range; 38.03 < 48.07; therefore, no DI is found.

Frequency

IndyGo's Service Standards define designed frequency (also known as headways) for respective service categories. For example, “Frequent” service is intended to have headways of fifteen minutes or better; “Basic” routes are designed to have headways of thirty minutes; “Coverage” routes are designed to have headways between 60 and 120 minutes. For the Title VI Service Monitoring Report, staff compared the headways of minority routes to non-minority routes and low-income routes to non-low-income routes. Headways are calculated by dividing the total span in minutes by the number of recorded timepoint departures per unique timepoint per route. As shown in Table III-2, there is no disparate impact for frequency but there is a disproportionate burden for frequency. There is only one low-income route (Route 82), which operates at a 30-minute frequency during weekday peak hours. The imbalance caused by the methodology in categorizing low-income route results in the DB determination; the Coverage routes that are low-income are included in the headway calculation and reduces the frequency.

Table III-2. Frequency – Local Routes

Route Type	Average Headways in Minutes	Acceptable Range	Result
Minority	38.03	32.05 – 48.07	No Disparate Impact
Non-Minority	40.06		
Low-Income	39.15	25.06 – 37.59	Disproportionate Burden
Non-Low-Income	31.33		

³ What is considered a Title VI population is defined within the SMR; low-income populations are also considered even though the metric is technically not a Title VI-protected population.

BRT showed a disparate impact, likely a direct result of the Purple Line operating at 15-minute headways in peak service and the Red Line operating at 10-minute service. The disparity in service is related to when the lines initially opened and IndyGo operator staffing. IndyGo staff are working to increase operator count and provide 10-minute service during weekday peak for the Purple Line.

Table III-3. Frequency - BRT

Route Type	Average Headways in Minutes	Acceptable Range	Result
Minority	15.89	10.02 - 15.03	Disparate Impact
Non-Minority	12.53		

Daily and Weekly Span

IndyGo's Service Standards define span as the hours of day and days per week that a service operates and the hours that runs at its defining frequency. IndyGo applies different span standards depending upon service category. The daily and weekly span was compared between minority and non-minority routes as well as low-income and non-low-income routes. Daily span was calculated by multiplying total service hours by day in service for each route during the study period; average weekly span was calculated by dividing days in service for each route by the number of weeks in the study period. As shown in Table III-4, Table III-5, and Table III-6 there is no disparate impact or disproportionate burden associated with daily or weekly span.

Table III-4. Daily Span - Local Route

Route Type	Average Daily Span in Hours	Acceptable Range	Result
Minority	17.13	13.77 - 20.65	No Disparate Impact
Non-Minority	17.21		
Low-Income	17.15	13.98 - 20.96	No Disproportionate Burden
Non-Low-Income	17.47		

Table III-5. Daily Span - BRT

Route Type	Average Daily Span in Hours	Acceptable Range	Result
Minority	19.76	15.18 - 22.77	No Disparate Impact
Non-Minority	18.97		
Low-Income	19.36		

Table III-6. Weekly Span

Route Type	Average Weekly Span in Days	Acceptable Range	Result
Minority	7	5.6 - 7	No Disparate Impact
Non-Minority	7		

Low-Income	7	5.6 - 7	No Disproportionate Burden
Non-Low-Income	7		

BRT average daily span in hours was 19.36, with an average weekly span of 7 days. The span for Rapid service is 20 hours for weekdays and 16 for weekends; 19.36 falls within that range. Similarly, the number of days in a week service meets the expectations for span.

Stop Spacing

IndyGo sets standards for stops per mile that depend on service categories defined in its 2019 Service Standards. For example, "Rapid" service is designed to have about two stops per mile (every ½ mile), whereas "Frequent" service is designed to have about four stops per mile (every ¼ mile). For IndyGo's Title VI Service Monitoring Report, staff compared the stops per mile for minority / non-minority routes and low-income / non-low-income routes. As shown in Table III-7 and Table III-8, no disparate impact or disproportionate burden was associated with stop spacing.

Table III-7 Stop Spacing - Local Route

Route Type	Stops per Mile	Acceptable Range	Result
Minority	4.26	3.23 - 4.84	No Disparate Impact
Non-Minority	4.04		
Low-Income	4.19	2.86 - 4.29	No Disproportionate Burden*
Non-Low-Income	3.58		

Table III-8. Stop Spacing - BRT

Route Type	Stops per Mile	Acceptable Range	Result
Minority	2.03	1.68 - 2.53	No Disparate Impact
Non-Minority	2.11		
Low-Income	2.07		

The BRT stops per mile was 2.07. To reduce dwell time, stations for Rapid Transit service are spread farther apart but provide riders with better amenities. Rapid stations are intended to be spaced at approximately ½ mile between each station.

Travel Speed

IndyGo's Service Standards allow the evaluation of different standards of vehicle speed depending on defined service categories. For example, "Rapid" service is expected to operate between 19 to 22 miles per hour, whereas "Coverage" routes are expected to operate between 14 to 18 miles per hour. For IndyGo's Title VI Service Monitoring Report, staff compared the service speed of minority / non-minority routes and low-income / non-low-income routes. Service speed was calculated by dividing

revenue miles by revenue hours. As shown in Table III-9 and Table III-10, there was a finding of no disparate impact or disproportionate burden for this service standard.

Table III-9. Travel Speed - Local Route

Route Type	Speed	Acceptable Range	Result
Minority	17.04 miles per hour	13.17 - 19.75 miles per hour	No Disparate Impact
Non-Minority	16.46 miles per hour		
Low-Income	16.8 miles per hour	13.15 - 19.73 miles per hour	No Disproportionate Burden
Non-Low-Income	16.44 miles per hour		

Table III-10. Travel Speed - BRT

Route Type	Speed	Acceptable Range	Result
Minority	16.53 miles per hour	12.04 - 18.06 miles per hour	No Disparate Impact
Non-Minority	15.05 miles per hour		
Low-Income	15.69 miles per hour		

The Red Line is intended to perform better in travel speed. In the analysis, the speed of the Red Line was between 15.05 and 16.53 miles per hour (mph), below the scheduled speed range and below the average speed for other routes. Speed for the Red Line may have been impacted by the multitude of construction projects ongoing along the corridor, which caused many detours. There may be other factors but IndyGo will continue to monitor travel speed of BRT.

On-Time Performance

IndyGo assesses service reliability by measuring each route's on-time performance. IndyGo's current standard for "on-time" allows buses to be up to one minute early and as long as five minutes late. The better the on-time performance, the more reliable a service can feel for riders.

IndyGo compared the on-time performance of minority routes to non-minority routes and low-income routes to non-low-income routes and found no disparate impacts nor disproportionate burdens, as shown in Table III-11 and Table III-12.

Table III-11. On-Time Performance - Local Route

Route Type	On-time Performance	Acceptable Range	Result
Minority	81.4 %	63.4% - 95.2%	No Disparate Impact
Non-Minority	79.3 %		
Low-Income	80.7 %	60.9% - 91.4%	No Disproportionate Burden
Non-Low-Income	76.2 %		

Table III-12. On-Time Performance - BRT

Route Type	On-time Performance	Acceptable Range	Result
Minority	79.9%	64.8% - 97.3 %	No Disparate Impact
Non-Minority	81.1%		
Low-Income	80.2%		

The BRT's on-time performance was measured between 79.9 and 80.2%, below the standard of 87%. On-time performance for Rapid services may require a different standard; measuring the headway gap, for instance. The OTP as analyzed here, and combined with the travel speed analysis, may reflect the many construction detours the Red Line experienced, along with IndyGo's continuing maturation as an agency providing bus rapid transit service.

Passenger Load

IndyGo's Service Standards measure passenger load to ensure that using the bus is comfortable and service frequencies are adequately meeting demand. This standard is evaluated using average ridership per trip compared to the vehicle's sitting and standing capacity (total vehicle capacity). No route has an average ridership above the lowest capacity vehicle in IndyGo's fixed-route fleet, and thus all routes meet IndyGo's standard for passenger load. As shown in Table III-13 and Table III-14, and there is no disparate impact or disproportionate burden for this standard.

Table III-13. Passenger Load - Local Route

Route Type	Percent of routes that meet Load Standard	Acceptable Range	Result
Minority	99.7 %	79.6% - 119%	No Disparate Impact
Non-Minority	99.5 %		
Low-Income	99.6 %	80 - 120%	No Disproportionate Burden
Non-Low-Income	100 %		

Table III-14. Passenger Load - BRT

Route Type	Percent of routes that meet Load Standard	Acceptable Range	Result
Minority	99.1 %	79.4 % - 119.2 %	No Disparate Impact
Non-Minority	99.3 %		
Low-Income	99.2 %		

Vehicle Assignments

IndyGo's Vehicle Assignment Policy prevents discrimination based on the age of vehicles assigned to routes throughout the network. The age of the vehicles was calculated using trip-level data. As shown in Table III-15 and Table III-16, the age of vehicles assigned to routes and found no disparate impact or disproportionate burden.

Table III-15. Vehicle Assignment - Local Route

Route Type	Average Age of Vehicle in Years	Acceptable Range	Result
Minority	5.95	4.12 - 6.18	No Disparate Impact
Non-Minority	5.15		
Low-Income	5.57	4.66 - 6.98	No Disproportionate Burden
Non-Low-Income	5.82		

Table III-16. Vehicle Assignment - BRT

Route Type	Average Age of Vehicle in Years	Acceptable Range	Result
Minority	3.12	2.68 - 4.03	No Disparate Impact
Non-Minority	3.36		
Low-Income	3.25		

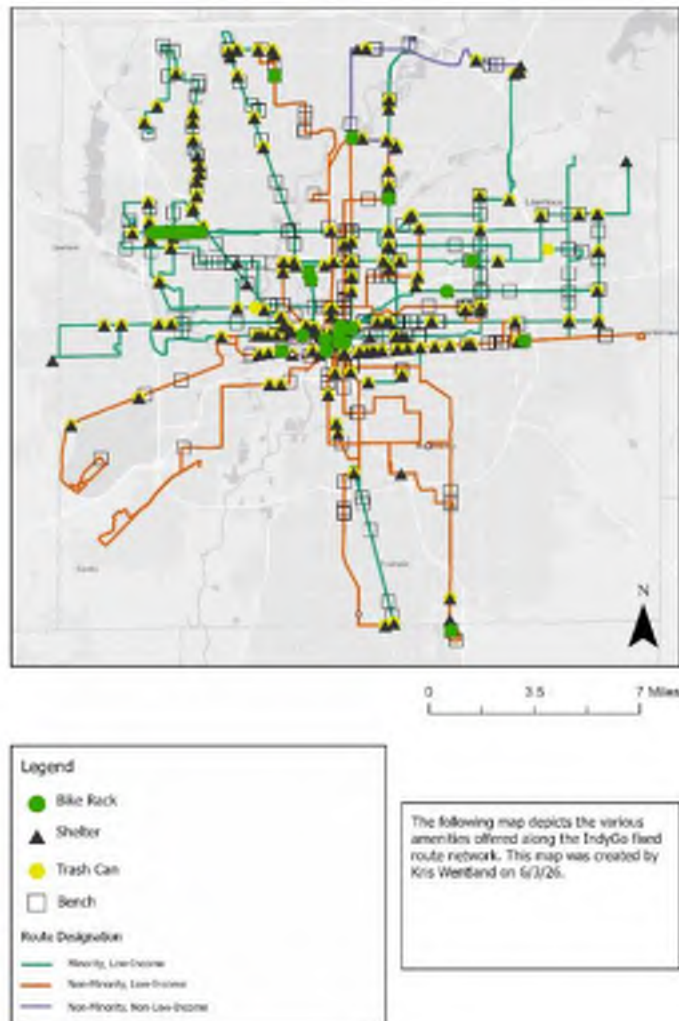
Distribution of Transit Amenities

IndyGo's policy for transit amenity distribution is outlined in its service standards based on the actual or planned ridership levels of a specific service. Transit amenities include shelters, benches, Bike racks, and trash cans. IndyGo's current policy states the following:

- Basic bus stop- no ridership criteria
- Bus stop with bench (bench or simme seat) 10-20 boards per day
- Sheltered bus stop (lighting, waste receptacle, etc.) 20+ boardings per day
- Super stop (larger shelter, near level boarding, real-time information display)- based on route service category
- Rapid Transit Station (All super stop amenities and station signage) - determined by planning effort
- Transit Center- (All rapid transit station amenities, plus public restrooms and on-site security)- determined by planning effort
- Bike racks- no ridership criteria

This report analyzed the distribution of amenities at the bus stop level. A bus stop was classified as a minority or non-minority stop based on the type of routes(s) that served the stop. However, a bus stop could be both a minority and non-minority bus stop if it was served by minority and non-minority routes. This methodology was also used for classifying low-income and non-low-income bus stops. Bus Rapid Transit (BRT) stations were not included in this analysis because all stations have the same amenities across all locations. The map below Figure III- 2 shows the distribution of assets across our network.

Figure III-2 Map of Distribution of IndyGo Transit Amenities



Summary of Amenity Analysis

Table III-17 provides a summary of the amenity analysis conducted for the Service Monitoring Report. A finding is when the percent of stops with a particular amenity falls outside the acceptable range.

Table III-17 Summary of Amenity Analysis DI/DB Finding

Amenity	Acceptable Range - Disparate Impact	Acceptable Range - Disproportionate Burden
Shelters	Within	Within
Benches	Within	Within
Bike Racks	Within	Within
Trash Cans	Within	Within

Each amenity's analysis is presented in detail in the sections following.

Shelters

Shelters are located at high activity bus stops. In 2025, there were a total of 204 shelters. Minority routes had 9.5% of stops with shelters, as compared to non-minority stops, which had 7.2% with shelters. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for low-income stops.

Table III-18 Stops with Shelters

Stop Type	Stops with Shelter	Stops with No Shelter	Total Stops	Percent of Stops with Shelter	IndyGo Acceptable Range
Both Minority and Non-Minority	4	41	45	8.9%	
Minority	134	1280	1414	9.5%	5.7-8.6%
Non-Minority	66	855	921	7.2%	
Both Low-Income and Non-Low-Income	4	41	45	8.9%	
Low-Income	196	2076	2272	8.6%	5.1-7.6%
Non-Low-Income	4	59	63	6.3%	

Benches

Benches are located at bus stops with moderate activity. In 2025, there were a total of 258 benches. Minority stops had 12.4% as compared to non-minority stops, which had 8.6% of stops with benches. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-19. Stops with Benches

Stop Type	Stops with Bench	Stops with No Bench	Total Stops	Percent of Stops with Bench	IndyGo Acceptable Range
Both Minority and Non-Minority	3	42	45	6.7%	
Minority	176	1238	1414	12.4%	6.9-10.3%
Non-Minority	79	843	922	8.6%	

Both Low-Income and Non-Low-Income	3	42	45	6.7%	
Low-Income	249	2024	2273	11.0%	8-11%
Non-Low-Income	6	57	63	9.5%	

Bike Racks

Bike racks are located at bus stops with high activity and proximity to bicycle infrastructure. In 2025, there were a total of 38 bike racks. Minority routes had 2.1% of stops with bike racks, as compared to non-minority stops, which had 1% of stops with bike racks. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar result was seen with low-income routes; no disproportionate burden was found.

Table III-20. Stops with Bike Racks

Stop Type	Stops with Bike Rack	Stops with No Bike Rack	Total Stops	Percent of Stops with Bike Rack	IndyGo Acceptable Range
Both Minority and Non-Minority	0	44	44	0.0%	
Minority	29	1385	1414	2.1%	0.8-1.2%
Non-Minority	9	912	921	1.0%	
Both Low-Income and Non-Low-Income	0	44	44	0.0%	
Low-Income	38	2234	2272	1.7%	0%
Non-Low-Income	0	63	63	0.0%	

Trash Cans

Trash cans are located at stops with moderate activity. In 2025, there were a total of 193 trash cans. Minority stops had 9.3% of stops with trash cans, as compared to non-minority stops, which had 6.7% of stops with trash cans. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-21. Stops with Trash Cans

Stop Type	Stops with Trash Can	Stops with No Trash Can	Total Stops	Percent of Stops with Trash Can	IndyGo Acceptable Range
Both Minority and Non-Minority	0	45	45	0.0%	
Minority	131	1283	1414	9.3%	5.4-8.1%
Non-Minority	62	860	922	6.7%	
Both Low-Income and Non-Low-Income	0	45	45	0.0%	
Low-Income	191	2082	2273	8.4%	3-4%
Non-Low-Income	2	61	63	3.2%	

Conclusion

After evaluating each service standard established by the IPTC Board of Directors, IndyGo found that none of the existing service standards or policies were found to have a disparate impact. While there was a disproportionate burden found related to vehicle assignments, IndyGo considers the impact minimal and will continue to monitor this standard closely. The agency also found a disproportionate burden for frequency due to an imbalance caused by the methodology in categorizing low-income route results in the DB determination. IndyGo BRT routes showed a disparate impact, likely a direct result of the Purple Line operating at 15-minute headways in peak service and the Red Line operating at 10-minute service due to operator staffing.

IndyGo staff will continue to implement its service standards and policies and explore opportunities to improve the standards or match the standards to service delivery.

Service Monitoring Board Action Item

[TO BE UPDATED AFTER THE MEETING APPROVING THE SERVICE MONITORING REPORT]

APPENDIX I. POLICY ADOPTION

Adoption of Major Service Change, Disproportionate Burden, and Disparate Impact Policies

IPTC Agenda
08-26-13
Item No. A - 4

TO: Chair and Board of Directors

FROM: Annette Darrow
Director of Planning

REQUEST FOR ADOPTION OF TITLE VI POLICIES AND PROGRAM - RESOLUTIONS 2013-03 AND 2013-04

Background: Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance. To provide guidance on this issue, the Federal Transit Administration (FTA) issued Circular 4702.1B in October 2012 which outlines Title VI compliance procedures for recipients of FTA-administered transit program funds. As a recipient of FTA-administered federal funding, IndyGo must meet the requirements established in this document.

An updated IndyGo Title VI Program is due to the FTA on October 1, 2013. Under the FTA guidelines, IndyGo is required to seek review and approval of key components of its Title VI program by the IndyGo Board of Directors. This includes the following:

- **Approval of the “Major Service Change” and “Disparate Impact” policies:** Under the new FTA requirements, IndyGo is required to establish a threshold for determining when a service change is considered “major,” thus requiring a Service Equity Analysis before implementation. The setting of these policies included public engagement meetings to educate the public on Title VI and solicit feedback on the proposed policies.
- **Approval of the Service Monitoring Evaluation:** IndyGo is required to set system-wide service standards and policies for vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities, and vehicle assignment. The Service Monitoring Evaluation is an assessment of how closely IndyGo is meeting those standards for minority, non-minority, low-income, and non-low-income populations. The evaluation found that the rates of compliance with IndyGo’s standards and policies for each population group are within acceptable ranges.
- **Approval of the 2013 Service Improvements Service Equity Analysis:** The two phases of service improvements implemented by IndyGo in 2013 meet the criteria for a “major service change.” A Service Equity Analysis was completed

to ensure a fair and equitable distribution of service changes throughout the IndyGo service area. The analysis found no disparate impacts to minority populations and no disproportionate burdens to low-income populations as a result of the 2013 service improvements.

The Title VI Program follows and has no appendices attached, but the full report is on file at IndyGo.

If approved IndyGo will submit the final board adopted program and policies to the Federal Transit Administration by October 1, 2013.

Recommendation: Adopt policies and program for IndyGo 2013 Title VI Program.

Annette Darrow
Director of Planning

**Title VI Policies for Adoption
By
The IndyGo Board of Directors**

Resolution 2013-03

The following policies are included in the IndyGo 2013 Title VI Program Update.

Major Service Change Policy

A major service change shall be defined as any proposed change that meets one or more of the following criteria:

1. An increase or decrease in fare.
2. A service change that will impact 25 percent or more of the transit route miles on an existing route.
3. A service change that will impact 25 percent or more of the total passengers on an existing route.
4. An implementation of a new route.

Disparate Impact Policy

Disparate Impact:

"A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin."

Policy - 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.

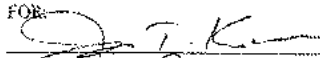
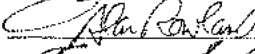
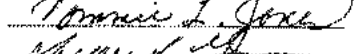
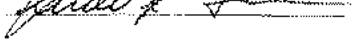
Disproportionate Burden Policy

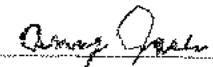
Disproportionate Burden:

"A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations."

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.

These policies were adopted by the I.P.T.C. Board of Directors **Resolution No. 2013-03**. Board approval date 08-26-2013

FOR:	AGAINST:
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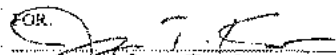
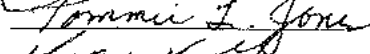
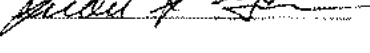
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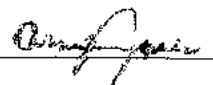
**2013 Title VI Program Update
for Adoption by
The IndyGo Board of Directors**

Resolution 2013-04

The following attachment is a The Title VI Program and has no appendices attached, but the full report is on file at IndyGo. Approval by the IndyGo Board of Directors will be noted as Appendix G of the Title VI report that will be submitted to the Federal Transit administration no later than October 1, 2013.

This program was adopted by the I.P.T.C. Board of Directors **Resolution No. 2013-04**. Board approval date 08-26-2013

FOR:	AGAINST:
	_____
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ATTEST: 

APPENDIX J. EQUITY ANALYSES

IndyGo completed several equity analysis, as required, for a variety of projects.

Service and Fare Equity Analyses:

- Purple Line Service and Fare Equity Analysis (2024)
 - A waiver was granted by the FTA in lieu of a new analysis for the Purple Line Small Starts project.
- Fixed-Route Fare Policy (August 21, 2025)
- Fixed-Route Fare Policy Amended (June 18, 2026)

Site Equity Analyses:

- Temporary bus storage facility (October 2023)
- Paratransit operations facility at 9350 East 30th Street, Indianapolis, IN (June 2025)

Major service changes and fare equity analyses require the IPTC Board of Directors to review and adopt the analysis. Meeting minutes for those IPTC Board of Directors' meetings are included in this appendix. A site equity analysis does not have to be reviewed and approved by the IPTC Board of Directors.

Purple Line Service Equity Analysis and Fare Equity Analysis



U.S. Department
of Transportation
**Federal Transit
Administration**

Headquarters

East Building, 6th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590

February 15, 2024

Ryan Wilhite
Manager of Special Projects and Regional Mobility Integration
Indianapolis Public Transportation Corporation (IndyGo)
9503 E. 33rd Street
Indianapolis, IN 46325

Re: FTA Title VI Service and Fare Equity Analyses – Recipient ID No. 1202

Dear Mr. Wilhite:

I am writing in response to your January 5 email to the Federal Transit Administration (FTA) Office of Civil Rights requesting that the Indianapolis Public Transportation Corporation (IndyGo) be exempted from the requirement to conduct a service equity analysis and a fare equity analysis for IndyGo's Purple Line project, a Bus Rapid Transit (BRT) line funded by FTA's Capital Investment Grants (CIG) program, expected to open October 2024.

FTA's Title VI Circular 4702.1B, Chapter 4, Section 7(c), requires transit providers undertaking New Starts, Small Starts, or other new fixed guideway capital projects to conduct a service equity analysis six months before revenue operations, regardless of the scale of service changes. In addition, transit providers are required "to conduct a fare equity analysis for any and all fares that will change as a result of the capital project."

Service Equity Analysis

As communicated to FTA, IndyGo previously completed a service equity analysis in accordance with FTA Circular requirements that was inclusive of the Purple Line project's service changes. This service equity analysis was approved by your board of directors on July 27, 2023.

This service equity analysis was completed prior to the six-month requirement for new capital projects, and you have provided assurance that the previously completed service equity analysis captures the entirety of the Purple Line project's service changes. Due to these factors, FTA will not require a new service equity analysis of the Purple Line project.

Fare Equity Analysis

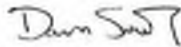
IndyGo states the Purple Line project is not expected to require any modifications in the fare structure, that IndyGo already operates a BRT line within the existing fare structure, and IndyGo's fare structure does not distinguish between a local bus and a BRT. Your confirmation that the Purple Line project will not change the existing fare structure indicates IndyGo is not required to complete a fare equity analysis for the Purple Line project.

If there is any modification of the fare structure, IndyGo will be required to conduct a fare equity analysis per the FTA Title VI Circular.

Please notify FTA if there is a change regarding the information described in your request, as additional civil rights reporting or requirements may then be applicable. A copy of the email requesting the waiver and this letter will be uploaded to your TrAMS recipient profile.

As always, the FTA Office of Civil Rights is available to offer support or technical assistance. If you have any questions or concerns, please contact Regional Civil Rights Officer Nathaniel "Nate" Seeskin via email at nathaniel.seeskin@dot.gov or at (202) 366-3847.

Sincerely,



Dawn Sweet
Director, Civil Rights Policy & Engagement
FTA Office of Civil Rights

cc: Kelley Brookins, Administrator, FTA Region 5
Jay Clavarella, Division Chief, FTA Office of Recipient Civil Rights Support

Fixed Route Fare Policy



Fixed Route Fare Policy

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 §307 (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 $\frac{1}{4}$ 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	Retire	
10 Trip, half fare	\$8.50	Retire	
31 Day, full fare	\$60.00	Retire	
31 Day, half fare	\$30.00	Retire	
Summer Youth Pass	\$30.00	Retire	Yes. Individuals aged 6-18.
College 5-Pass	\$30.00	Retire	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%	Dispropor- tionate 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%	Disproportionate 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
	5-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 8.

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 220 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 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%		

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.

[†] 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.

[‡] Determination of disparate impact or proportionate burden.

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

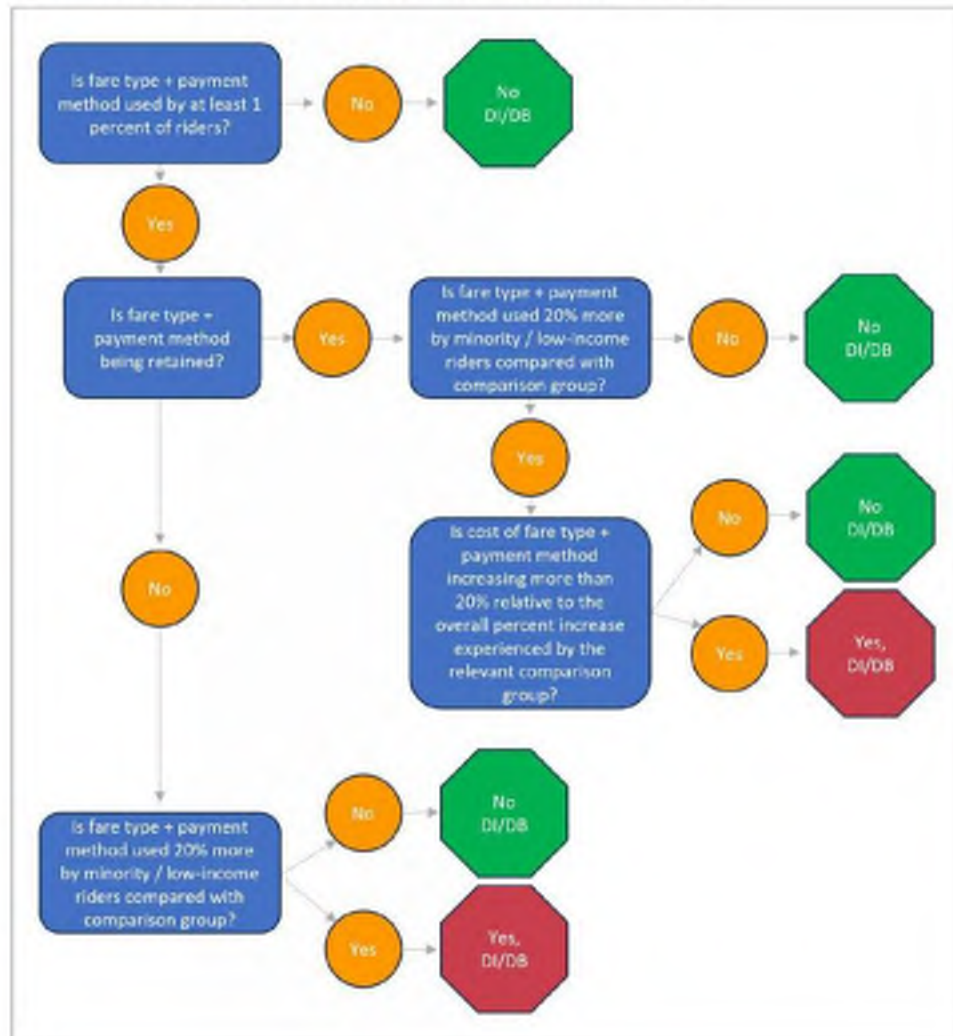


Table 15. Fare Equity Analysis: Fare Type and Payment Method Combinations: Disparate Impact

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%	28.7%	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
	30-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	0.3%	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
	30-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
	5-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 CBS, the fare types / payment methods generally reflect those listed within the CBS, 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*	Fare State	Current Cost	Future Cost	Low-Income Utilization	Non-Low-Income Utilization	Utilization >1%	Disproportionate use	Cost increase >20% of avg cost increase?	EBT
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	\$2.33	12.9%	13.3%	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	\$1.75	\$2.75	1.3%	3.8%	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	10.2%	16.3%	YES	NO	NO	NO
Reduced	Other/Unknown	Retained	\$1.75	\$2.75	0.9%	1.1%	NO	NO	NO	NO
	Single-Trip (w/Transfer) - Cash	Retained	\$0.85	\$1.35	7.8%	2.8%	YES	YES	NO	NO
	Single Ride Ticket	Retained	\$0.85	\$1.35	0.0%	0.0%	NO	NO	NO	NO
	1-Day Pass	Retained	\$1.00	\$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
Sponsored Side	MyKey Single Trip	Retained	\$0.85	\$1.35	2.1%	1.8%	YES	NO	NO	NO
	5-Pass	Discontinued	\$0.67	\$1.35	0.7%	0.6%	NO	NO	--	NO
	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 Kaste 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 Kaste 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 Umar Kurshid Allison Vanatsky	0 attended
Tuesday, June 17, 2025	Noon	Mary Rigg Neighborhood Center – 1920 W. Morris St.	Lisa Soard Kayla Bledsoe Umar 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 Petrisson 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 Petrisson	15 attended
Wednesday, July 30, 2025	7-9 a.m.	CTC – 201 E. Washington St.	Brooke Thomas Mark Petrisson	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 Plainfield, 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 MyKey card or app. I have seen far too many times that either the app doesn't work OR the MyKey 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	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.
May 28, 2025	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?
May 29, 2025	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.
May 29, 2025	It's about time. IndyGo hasn't raised fares in 16 years.
May 29, 2025	We need a reliable MyKey system. It conflicts with on-time performance.
May 29, 2025	We need to ensure both riders and teammates' safety is a priority (security on board).
May 29, 2025	Riders already don't want to pay. Making it an even number increase might be easier.

May 31, 2025	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.
May 31, 2025	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.
May 31, 2025	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.
May 31, 2025	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.

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.

June 3, 2025	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.
June 3, 2025	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
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 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 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.
June 14, 2025	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.
June 15, 2025	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?

June 15, 2025	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. 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. Can you share what IndyGo is planning to do to support ParaTransit riders specifically? Will there be fare assistance or subsidy programs? Any plans to phase in the increase or pair it with expanded service hours or access? How is IndyGo gathering and incorporating feedback from riders who rely on these services? 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. Thanks in advance for any insight you can provide.
June 15, 2025	Call To Action 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: Service Fixed Route – Current \$1.75; Proposed \$2.75; Increase (\$) \$1.00; Increase (%): 57.14% Paratransit – Current \$3.50; Proposed \$5.50; Increase (\$) \$2.00; Increase (%): 57.14% Beyond ADA – Current \$7.00; Proposed \$11.00; Increase (\$) \$4.00; Increase (%): 57.14% Paratransit rates are based on fixed rate fares. Paratransit is 2x 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 decided to use the maximum rate allowable for paratransit. They also do not offer the same fare capping used on fixed route to paratransit services. 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. 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."

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%)."

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 \$24,960.

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.

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 an immediate influx of revenue or to see a slower revenue stream while building trust and confidence? 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.
June 16, 2025	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!
June 16, 2025	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
June 16, 2025	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.

June 17, 2025	Dear Members of the IndyGo Board, 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. 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. 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. 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. Thank you for your time and consideration.
June 18, 2025	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.
June 18, 2025	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

June 18, 2025	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!
June 18, 2025	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/he 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.
June 20, 2025	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.
June 22, 2025	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.

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 of people rely on the bus system to get them where they 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 curious as to whether there will 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.
June 24, 2025	Why not make transit 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.
June 24, 2025	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.
June 24, 2025	Before I agree to any route increases, I would like to see more accommodations 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 overwhelmed 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/disabled!
June 25, 2025	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.

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 lip. 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 paratransit 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	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 fare increase. It's not the fact that it's happening, it's the fact that it's happening unfairly. Thank you.
June 25, 2025	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.
June 25, 2025	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.
June 25, 2025	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.
June 25, 2025	With this proposed increase, people living beyond the ADA the price would increase from \$3.50 to \$11.00 within a year.
June 25, 2025	I believe that the increase of fares will very negatively impact the community to access resources and transportation.
June 25, 2025	They just increased the cost for beyond ADA in January. Please do not increase it anymore, \$7 is already a lot for some people.
June 25, 2025	I am an employee at Bosma. I am very concerned about the raise in the affairs.
June 26, 2025	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 platforms 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 especially 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 construction.

	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 accident to happen unnecessarily. Ok thank you. Stay safe, stay blessed. Old Lady Liz, slow on IndyGo.
June 26, 2025	The fare increase will double the amount I have 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.
June 26, 2025	IndyGo is great for people like that ride once and a while. I love public transit.
June 27, 2025	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 increase 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.

July 1, 2025	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 adaptive 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.
July 1, 2025	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.
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 light rail), 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 shameful!
July 10, 2025	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.
July 10, 2025	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 for a new transportation, an opportunity happened to come from the Indianapolis Zoo. Seasonal, yes, but with taking 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 absolute honor to take 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 throughout 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). Coming into winter of 2023, I had opportunity with the District Theatre, I took Bus #39 from, of course, 42nd and Mitthoefer to North Meridian near Scottish Rite Cathedral area and 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 used to happily walk the trail to that theatre for employment. In 2024, I was blessed enough to have employment with Radio-One/Urban-One downtown 40 Monument Circle area building Emmis Communications. I'm still thankfully employed with this company as well and I used to take 42nd and Mitthoefer to Ohio and Pennsylvania. Once I'm let off in front of the Salesforce Tower, I simply walk to the circle for my employment. Also had another employment opportunity with 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 October 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 Tech students take their 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 miles from Indy Fringe 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, drug-addict or mentally unstable people riding. If I may express, security for certain times of work hours for those as citizens that 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 drivers 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 faithful and honest business of your employment and thank you for taking the time out to read my statement.
July 10, 2025	I remember 15 years ago the increase, but the riders were complaining. Also Ivytech fare was for students could afford but they also had bus passes.
July 10, 2025	This will be my first time using IndyGo. I will take advantage of the fare policy update. I appreciated all the explanation and cannot wait to use the service and my key cards and services. Thank you so much! It was so useful!
July 10, 2025	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.
July 10, 2025	Is it possible to coordinate the schedules for 30th st crosstown and purple 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.

July 11, 2025	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.
July 11, 2025	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.
July 11, 2025	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 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.
July 11, 2025	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.
July 11, 2025	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 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.
July 11, 2025	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.
July 14, 2025	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 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	That's 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 IndyGo 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	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.
July 25, 2025	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.
July 25, 2025	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 dollar increase is B.S.
July 25, 2025	2.75 fare increase!!! Indygo will have no riders and drivers will have no job!!!

July 25, 2025	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.
July 25, 2025	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
July 26, 2025	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
July 26, 2025	Please do not eliminate 31 day, or student pass.
July 26, 2025	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!!!!!!
July 27, 2025	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.

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 stilll 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 the 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 can come 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 refuge, 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.

Aug. 3, 2025	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.
Aug. 3, 2025	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.
Aug. 4, 2025	Please, do not increase the fare. Hard-working, low-income Hoosiers ride the buses every day and cannot handle a price increase.
Aug. 5, 2025	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 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.
Aug. 5, 2025	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.
Aug. 5, 2025	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.
Aug. 5, 2025	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
Aug. 6, 2025	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?
Aug. 7, 2025	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
Aug. 8, 2025	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.

Aug. 8, 2025	I believe IndyGo's doing a good job at spreading the word. We're hearing it from some of our riders.
Aug. 8, 2025	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.
Aug. 8, 2025	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.
Aug. 8, 2025	I rarely use bus because of cost and frequency. So will definitely stop using bus if prices go up
Aug. 8, 2025	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.

Aug. 11, 2025	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
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 bus 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 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 been 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
Aug. 13, 2025	I feel that indygo should not get rid of the bus passes next year, its cheaper to keep the fare as it is. its going to cost more to ride. It should be a public meeting to get their side of the story.
Aug. 13, 2025	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 \$35000. 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 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.
Aug. 13, 2025	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!
Aug. 15, 2025	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.
Aug. 13, 2025	It seems very selfish to raise bus fares an extra dollar to get more money. When people barely have money now
Aug. 15, 2025	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.
Aug. 15, 2025	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.
Aug. 16, 2025	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 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.
Aug. 16, 2025	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.
	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 everything costs more these days. But the proposal as is disenfranchises the people who need reliable public transit the most.

Aug. 16, 2025	
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. Unfortunately increasing the fare will 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% EARN 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 fares 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. IndyGo 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 doctor's 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 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.
Aug. 16, 2025	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.
Aug. 16, 2025	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.
	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 Indianapolis residents, we should not be adding additional cost burdens to working folks who can already barely afford to

Aug. 16, 2025	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.
Aug. 17, 2025	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.
Aug. 17, 2025	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.
Aug. 17, 2025	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.
Aug. 18, 2025	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.

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. IndyGo 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 than 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	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
Aug. 19, 2025	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.
Aug. 20, 2025	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. 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.
Aug. 20, 2025	Do not raise fares and eliminate passes while also deleting bus lines. That will only make things less accessible.
Aug. 21, 2025	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

n/a	They are already poor! Okay, so charge them more.
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!"

TOTAL NUMBER OF RESPONDENTS: 227**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)

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	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.

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

	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.
Traci Jones	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.
Kyra Schmid	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.
Susan Jones	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

	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.
Christopher Myer	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.
Rolanda Broome	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.
Ryan Malone	(<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—

	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



INDYGO'S PURCHASING POWER

- 13+ years since the last increase
- The cost of living rose 47% since 2008
- 58% increase in operating expenses/vehicle revenue from 2008 (\$48,200) to 2023 (\$75,922)
- \$1.75 in January 2008 = \$3.41 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	\$18.75	\$7.40	\$24.75	\$12.15



RETIREMENT OF OUTDATED FARE PASSES

Old Fare Passes (Retiring 6/30/25)

- 15 Day
- 30 Day
- 90 Day
- Summer Transit Pass

New Fare Passes (Implemented 6/30/25)

- 1 Day
- 30 Day
- 90 Day
- Summer Transit Pass

INDYGO ACCESS FARE ADJUSTMENTS

Fare Type	Current		Proposed	
	Full Fare	Half Fare	Full Fare	Half Fare
ADaptive (on-board)	\$3.00	\$1.50	\$3.00	\$1.50
Paratransit (scheduled or on-call)	\$15.00	\$7.50	\$18.00	\$9.00
Paratransit (on-call)	\$18.00	\$9.00	\$21.00	\$10.50



FARE RELIEF

- Bulk Fares
- Daily and weekly fares applying using MyRide
- Free and half fare rides



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)



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



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 Magstripe 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

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)

IndyGo

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%	80.5%	NO
Low-Income	\$1.29	\$2.15	67.1%		
Non-Low-Income	\$1.27	\$2.11	67.1%		

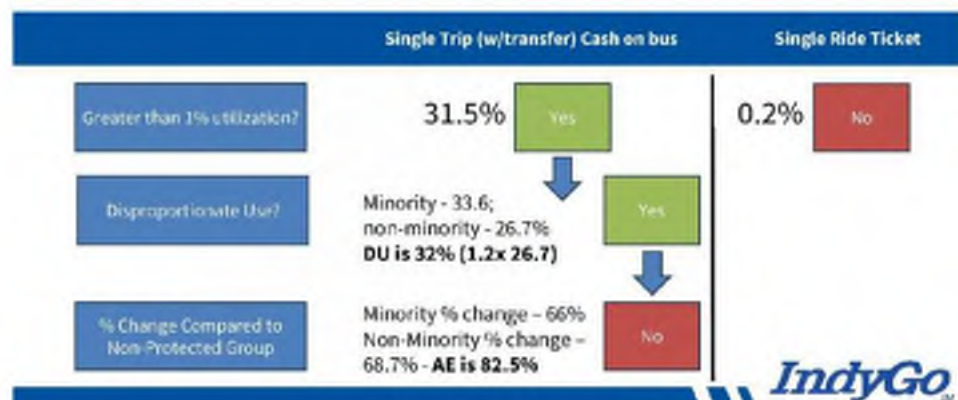
Table 4: Fare Equity Analysis, 2025

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.**

IndyGo

Three Steps to Determine DI/DB



IndyGo

■ 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



IndyGo

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



IndyGo

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)



IndyGo

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

IndyGo



Fixed Route Fare Policy Minutes

August Board of Directors Minutes

IndyGo
8/21/2025 4:00PM EDT
@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Stephanie Quick, Adrienne Slash

Staff: Jennifer Pyrz, Bart Brown, Robert Frye, Justin Burcope, Brooke Thomas, Carrie Black, Aaron Vogel, Ryan Wilhite

Guests: Emily Meaux

Absent:

Members: NONE

1. Call to Order and Roll Call (Presenters –Gregory Hahn; Robert Frye)

[August Board Cover](#)

[August 2025 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:01 p.m. Mr. Frye then conducted the roll call. Six members were present, thus establishing a quorum.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

President and CEO Jennifer Pyrz gave an update on the Awards and Commendations for August 2025.

3. Regular Agenda (Presenter – Chairperson Hahn)

1. A-1: Consideration and Approval of Minutes from the Board Meeting held on July 17, 2025 and July 31, 2025 (Presenter – Gregory Hahn)

[July 2025 Board of Director Minutes](#)

[July 2025 Public Hearing Board of Director Minutes](#)

Motion: Approval of Minutes from the Board Meeting held on July 17, 2025 and July 31, 2025. Motion made by Director Gardner and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

2. A-2: Consideration of Approval of Fiscal 2026 Budget and Resolution No. 2025-07 for a Special Tax Levy (Presenter – Justin Burcope)

[A-2 2026 Budget Approval](#)

[Board Resolution 2025-07 re 2026 Special Tax Levy](#)

[Form 4 R2021-0877](#)

It was recommended that the Board of Directors adopt the Operating, Capital, and Debt Service Budgets for 2026 and a Resolution for Levy of Special Tax.

Motion: Approval of Fiscal 2026 Budget and Resolution No. 2025-07 for a Special Tax Levy. Motion made by Director Wilson and seconded by Director Slash. Mr. Frye called the roll for votes on the motion. Roll Call Vote:

Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

3. A-3: Consideration of Policy Adoption of Resolution No. 2025-08 Approving the Fare Policy Update and Fare Equity Analysis (Presenters – Brooke Thomas, Ryan Wilhite, Carrie Black)

[A-3 Fare Policy Update Memo](#)

[Board Resolution 2025-08](#)

[2025 Fare Study Road Show](#)

[Fare Change Equity Analysis Adoption Draft](#)

[Beyond ADA Final Policy](#)

It was recommended that the Board of Directors adopt proposed Resolution Number 2025-08 to approve updates to IndyGo's fare policies and accept the Fare Equity Analyses conducted in connection with the proposed changes. Following discussion, Director Gardner asked if he could make a motion modifying the staff recommendation. Mr. Frye responded that yes, he could, but if the Board does so the proposed resolution presented to them would have to be revised in accordance with whatever change to the recommendation that the Board decides to make.

Motion: Adoption of Resolution No. 2025-08 Approving the Fare Policy Update and Fare Equity Analysis as recommended with the exception of delaying implementation of the paratransit fare rate increase until July 1, 2026. Motion made by Director Gardner and seconded by Director Wilson. Mr. Frye called the roll or votes on the motion. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

4. A-4: Consideration and Approval of the Purchase of One 60-Foot Diesel Articulated Bus from New Flyer of America (Presenter – Aaron Vogel)

[A-4 One BL 60 Ft Diesel Buses](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to place a bus order with New Flyer of America, Inc. for one 60-foot diesel articulated bus, including associated equipment and services to make it revenue ready, for an amount of \$1,615,686.72, which amount includes a 15% contingency to cover a potential price increase due to tariffs.

Motion: Approval of the Purchase of One 60-Foot Diesel Articulated Bus from New Flyer of America. Motion made by Director Wilson and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

4. Information Items (Presenter – Chairperson Hahn)

1. I-1: Finance Report (Presenter – Bart Brown)

[I-1: August 2025 Financial Summary](#)

[I-1: August 2025 Board Operating Financial Report](#)

The Board heard the Finance Report from Chief Financial Officer Bart Brown and received the report.

2. I-2: IndyGo Foundation Update (Presenter – Emily Meaux)

[I-2: IndyGo Foundation Program Analysis](#)

[IndyGo Foundation Theory of Change](#)

The Board heard the IndyGo Foundation update from Executive Director Emily Meaux and received the report.

3. **I-3: Fiscal Sustainability Study Update** (Presenter – Brooke Thomas)

[I-3: Fiscal Sustainability Study Update](#)

The Board heard the Fiscal Sustainability Study update from Chief Development Officer Brooke Thomas and received the report.

4. **I-3: Department Reports**

[Foundation Report to IndyGo Board 2025-08](#)

[R-2 Planning and Capital Project Reports 2025-08](#)

[Risk and Safety Report August 2025](#)

[HR Board Report August 2025](#)

[Public Affairs July Report 2025-08](#)

[July Operations Div Board Report 08.15.2025](#)

The Board received Department Reports for review.

5. **Adjourn** (Presenter –Gregory Hahn)

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 5:18 pm.



Robert Frye
2025-11-21 17:10 UTC

Fixed Route Fare Policy (2026)



Fixed Route Fare Policy

Fixed-Route Fare Policy

Fare Pricing & Enforcement

Amendment

ADOPTED BY IPTC BOARD OF DIRECTORS: June 18, 2026

AMENDED: June 18, 2026

EFFECTIVE: July 1, 2026



BACKGROUND

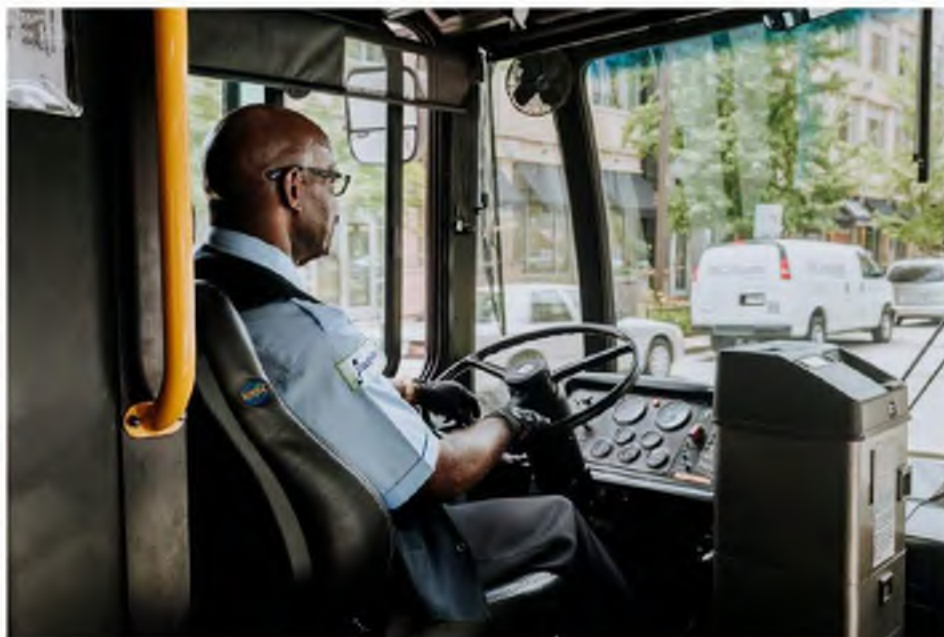
Efforts to modernize IndyGo's fare collection program began in 2019 with the introduction of e-fare collection, accompanied by other fare policy changes. IndyGo made these policy changes to improve the customer experience with the launch of bus rapid transit service. Since the adoption of the 2019 Fare 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 most recent changes are considered minor changes. They are:

- The Deposit Bonus will not be applied for transactions on MyKey+.
- Ticket vending machines across the network will be removed.

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 Amendment.



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 calculated based on media usage from the first validation in a day to 4 AM 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 the best value over a seven day period. 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 Fare¹

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
- 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
- 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.

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:

¹ Information on the MyKey system can be found on IndyGo's website. MyKey products and policies will be retired when the system is deactivated by IndyGo.

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.

- 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

A points-based, rewards program may be offered from time to time, for the purposes of optimizing transit usage. Other incentives may also be offered.

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 fare 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

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.

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 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 2025 Fare Policy Update and Amended Fare Policy (2026)

March 2026

FIXED -ROUTE FARE POLICY – 2026 AMENDMENT

IndyGo operates an electronic fare collection system as a convenient option for customers to pay their fare; an alternative to cash on the bus and magstripe passes. The electronic fare collection system was introduced in 2019 and branded as MyKey.

IndyGo recently procured a new electronic fare collection system vendor; the new system is branded MyKey+. In switching vendors, IndyGo understood certain existing fare policies may be modified. For the new vendor, IndyGo preferred to use "off the shelf" or existing products and features, rather than requiring the vendor to meet develop new features or products to meet all of IndyGo's requirements.

Other Charges & Fees

With this update, IndyGo seeks to modify the following:

Deposit Bonus

Deposit bonuses are offered to only MyKey users (not individuals using cash on the bus or pre-purchased mag-stripe passes) to incentivize riders to minimize the number of payment transactions. The MyKey deposit bonus will continue as long as the MyKey fare collection system accepts payment. Bonuses in the amount of \$1.00 of value are provided for purchases between \$20.00 and \$39.99; \$2.00 for purchases between \$40.00 and \$59.99, and \$3.00 for purchases of \$60.00 or more.

The MyKey+ electronic fare collection system capabilities do not support automatic bonuses for fare purchases.

Ticket Vending Machines

Ticket vending machines (TVMs) were intended to allow passengers to use IndyGo MyKey fare media. Offboard fare collection, after review, can better be facilitated without off-board devices in a way that maintains rider convenience and boarding process.

The primary factors driving IndyGo's decision, are summarized below:

- IndyGo is transitioning to a new fare collection technology provider. The new system (branded MyKey+) will modernize fare payment capabilities across the entire fixed route system, including IndyGo's rapid transit routes.
- The current fare collection system has been in place across the entire bus network since 2019. The existing off-board devices are proprietary to the current fare collection technology partner, and many of the first-generation fare validators have reached the end of their useful life. IndyGo was notified in December 2025 that the TVMs had reached end of sale, offering a brand-new model instead.
- Advancements in electronic fare collection technology have significantly reduced the need for off-board fare devices. Based on current industry practices and peer agency experience, IndyGo determined that off-board devices are no longer necessary to provide an effective, convenient, and modern fare collection system.

- In addition to reducing the capital costs of the new fare collection system, these changes will eliminate the amount of time and money that is required to service off-board devices that are spread across IndyGo's 400 square mile service area.

Appendix B

Title VI Fare Equity Analysis

2026 Fixed-Route Fare Policy

March 2026



FARE EQUITY ANALYSIS

Federal Guidance

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. The Federal Transit Administration (FTA) provides guidance for conducting a Fare Equity Analysis in Federal Circular 4702.1B (2012). This guidance describes subjects of analysis, such as major service changes, and procedures to be used if proposed 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." (FTAC4702.1B, Chap. IV-12).

IndyGo's Title VI Policy

A major service change defined by IndyGo includes an "increase or decrease in fares". These major changes require an analysis of the equity of the change. 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.

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, for example, 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.

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.

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."

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 after the proposal is modified, IndyGo must "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."⁷

IndyGo evaluated its recommended fare policy changes in 2026. 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 Fare Policy Changes

The fare policy change considered for analysis were 1) removal of the deposit bonus, and 2) removal of TVMs across the network. Neither of these changes is considered to be a major service change (defined earlier) that would normally require a fare equity analysis. The removal of the ticket vending machines across the network is not considered a change or significant change in access to the fare media and therefore was not analyzed. See Appendix A for details on the removal of TVMs.

The removal of the deposit bonus is not an increase or decrease in fares, the key trigger for IndyGo's major change for fares. However, the deposit bonus was initially reviewed as part of its 2019 Fare Policy. Therefore, IndyGo does not consider either change to be major fare changes, necessary of a fare equity analysis but because the deposit bonus was reviewed in IPTC's 2019 Fare Policy, the deposit bonus will be reviewed.

Fare Policy Changes Analysis

Deposit Bonus

Deposit bonuses are offered to only MyKey users (not individuals using cash on the bus or pre-purchased mag-stripe passes) to incentivize riders to minimize the number of payment transactions. The MyKey deposit bonus will continue as long as the MyKey fare collection system accepts payment. Bonuses in the amount of \$1.00 of value are provided for purchases between \$20.00 and \$39.99; \$2.00 for purchases between \$40.00 and \$59.99, and \$3.00 for purchases of \$60.00 or more.

The MyKey+ electronic fare collection system capabilities do not support automatic bonuses for fare purchases.

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.

⁷ FTA Circular 4702.1B, Chap. IV-20.

A typical fare equity analysis for IndyGo relies on on-board survey (OBS) data to analyze the fare policy change. The OBS is conducted every four to five years and meets the standard outlined by FTA for demographic surveys needed to analyze service and fare equity analyses.

In evaluating the existing OBS, conducted in 2022, IndyGo staff found the questions and responses were not directly or indirectly relatable to the specific deposit bonus policy change. Other data available to IndyGo for this analysis is limited to MyKey data. IndyGo does not collect demographic information, such as household income or race/ethnicity, for MyKey users.

In reviewing existing data sources to understand how to quantify the potential DI/DB for the removal of the deposit bonus policy, IndyGo staff concluded that no existing data sources are relevant. *Therefore, IndyGo staff concludes that a quantitative analysis would not yield meaningful or reliable insight on the potential for a DI/DB. IndyGo staff recommends forgoing quantitative analysis and proceeding with public outreach and documentation of a business justification.*

Summary of Initial Proposal Analyses

IndyGo evaluated the fare policy change. As no quantitative analysis was performed, IndyGo is proceeding as though a potential DI/DB could have been found.

Evaluation of Alternatives

In IndyGo's process, if a potential DI/DB is found (or in this case, assumed), alternatives need to be presented and evaluated (if available).

Proposal Modifications

IndyGo staff did not modify the initial proposal.

Alternatives Available

In discussing potential alternatives to a deposit bonus, IndyGo staff were unable to propose any alternatives. The EZfare system (which MyKey+ operates on) does not support automatic deposit bonuses. IndyGo's philosophy with this iteration of the e-fare collection system is not to request custom modifications that would increase the cost and time for deployment.

Staff Recommendation

It remains IndyGo's decision to not offer deposit bonuses for MyKey+.

Mitigation Strategies

IndyGo will mitigate any potential disparate impact and disproportionate burden in removing the deposit bonus. IndyGo will conduct public outreach to riders on the bus and at the Carson Transit Center about the discontinuation of the deposit bonus.

Public Input

IndyGo held open houses on the deposit bonus, and other topics under review, on February 12 and February 14. Meetings were held at the Julia Carson Transit Center (CTC), which is in downtown Indianapolis and is IndyGo's only transfer 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 amendment June 18.

Table 2 Schedule of Fare Changes

Phase	Activity Description	July 1, 2026	September 2026	December 2026	July 1, 2027
Effective Date of Fare Policy – Deposit Bonus	Deposit Bonus not applied for transactions on MyKey+.	X			
Start Accepting Cash Payment at Retail Locations	Riders can load value on a stored value account on MyKey+ at select retailers. Cash or credit card will be accepted.	X			
Start Accepting Open Loop Payment	Start accepting Open Loop payment (Credit/Debit, Google Pay/Apply Pay)			X	

Appendix C

Title VI Fare Equity Analysis

Fare Equity Analysis Methodology

May 20, 2026

FARE EQUITY ANALYSIS METHODOLOGY

Proposed Fare Changes

The fare policy change considered as part of this analysis has a single component: remove the deposit bonus for MyKey+. ¹ IndyGo's methodology for evaluating fare equity, in assessing any benefits or impacts associated with these policies, is outlined in this appendix.

Definitions

The following definitions will apply to the fare equity analysis.

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

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

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with 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.² The analysis requires comparing actual service provided by the agency to minority and non-minority populations and low-income and non-low-income populations.³

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.

General Methodology

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 amended Fixed-Route Fare Policy, as proposed in March 2026.

¹ As outlined in Appendix A, the removal of the ticket vending machine was not analyzed.

² See FTA Circular C4702.1b, Chapter IV-9 (October 1, 2012).

³ 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.

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.

Generally, IndyGo fare equity analyses utilize data from the most recent on-board survey. The most recent on-board survey is the 2022 *On-Board Ridership Survey*. The OBS provides data on ridership characteristics. That survey allowed respondents to identify their race, ethnicity, household size, and household income. 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 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 3 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

Deposit Bonus Removal Methodology

Adequacy of Available Data

In conducting fare equity analyses—as is standard practice across the industry—IndyGo primarily relies on its periodic *On-Board Survey*. This survey is administered by professional firms that specialize in this type of survey. IndyGo's *On-Board Survey* is generally administered every four to five years; its most recent survey was administered in September and October 2022.

The *On-Board Survey* captures information relating to riders' household characteristics, income profiles, and demographics; it also captures information on their type of fare, fare payment method,

how they load/reload MyKey (if applicable), whether their journey is a round trip, whether their journey involves transfers, how frequently they take this particular trip, among several other data points. These data—the combination of profile data, fare payment behavior, and frequency of travel—form the basis for the quantitative analyses IndyGo undertakes when assessing potential impacts related to changes to the fare policy.

Notably, a user's trip serves as the basic unit of analysis for the *On-Board Survey*; as an example, the survey includes the following questions: "What fare payment methods did you use for this one-way trip?" and "Will you (or did you) make this same trip in exactly the opposite direction today?" (emphasis added). The survey's questions are not oriented toward riders' broader patterns of behavior, such as the amounts that they paid when loading their fare media, whether they typically load the same amounts on their fare media each time, or whether they often or have ever received a deposit bonus when purchasing transit value. As such, there is limited utility in using the *On-Board Survey* data to assess the potential for DI/DB with respect to the removal of the deposit bonus.

Beyond the *On-Board Survey* data, IndyGo considered the utility of using MyKey purchasing behavior as a basis for a fare equity analysis. The MyKey system tracks transaction amounts, from which analysts could infer whether a deposit bonus was granted; recent data suggest about 20 percent of transactions meet or exceed the minimum threshold. The majority of these transactions, however, are not tied to known persons; they are simply tied to accounts or fare media. Further, even those media that are registered—for which IndyGo may be able to tie the media to a specific individual or email address—the MyKey system has no information pertaining to individuals' races, ethnicities, or incomes, which are also necessary to conduct a fare equity analysis.

In short, neither of the two data sources from which IndyGo is able to derive data related to fare payment are sufficient to assess the potential for DI/DB as it relates to the potential elimination of the agency's deposit bonus.

Revisiting IndyGo's 2019 Fare Policy Methodology

As noted above, the deposit bonus was adopted as one of several changes in the agency's 2019 *Fare Policy* update. As part of the fare equity analysis IndyGo conducted in concert with that update, the deposit bonus was analyzed. In assessing how it might analyze the elimination of the deposit bonus, IndyGo considered the continued applicability of the methodology it developed when considering the adoption of the deposit bonus in 2019.

Notably, in 2019, IndyGo did not yet have an e-fare system and analysts had to draw inferences with respect to the data available to it at that time to approximate which of its riders might be able to access a deposit bonus. Those inferences served as the basis of the equity analysis as it pertained to the deposit bonus policy.

Specifically, IndyGo analyzed the dollar amounts individuals were paying for their current fare media and categorized them as having met the minimum threshold for the deposit bonus or not. If riders were purchasing fare media that cost at least \$20—such as, for example, a \$60 31-day pass—it was presumed that these individuals would be able to continue to spend \$20 or more and realize a deposit bonus. Conversely, individuals who purchased fares for less than \$20—for example, a single trip at

\$1.75 or a day pass at \$4.00—did not demonstrate current spending that suggested they would meet the threshold to realize a deposit bonus, and thus were categorized as not benefiting from the change.

In conducting its 2019 analysis, staff recognized the limitations of its approach. First, because IndyGo had no e-fare system at the time of the analysis, it had to make assumptions about future e-fare utilization. With e-fare being a future prerequisite to receiving the deposit bonus, IndyGo's approach had to assume that those demonstrating spending behavior that would meet the threshold for a deposit bonus would migrate to e-fare. Second, IndyGo's methodology necessarily treated baseline spending patterns as fixed for the purposes of analysis, even while recognizing that riders' spending behavior could change in practice, particularly with the introduction of e-fare and deposit bonus incentives.

Accepting these limitations, in the absence of an operating e-fare system, was a reasonable approach to inferring potential benefits or impacts at the time of the 2019 Fare Policy update. However, to accept these limitations under the current system—with an operational fare system—would yield misleading, unreliable, and internally inconsistent results at present.

Specifically, in reality, only those using MyKey are eligible for deposit bonuses. In 2019, IndyGo analysts had to make assumptions about MyKey adoption in conducting their analysis; however, it no longer makes sense to rely on hypotheticals about MyKey adoption because it has been deployed. At the same time, in applying the 2019 methodology, MyKey users would be viewed as "spending" \$1.75 (full fare) per trip (debiting that amount on the balance of their MyKey account or media), which would not meet the minimum threshold for receiving a deposit bonus.

Accepting hypotheticals made sense in 2019 in the absence of an e-fare system. However, using the same methodology today would yield results that suggest the only individuals eligible for the deposit bonus (those using MyKey) would not be able to realize the minimum threshold required to receive that bonus. Using the 2019 methodology without revision would produce misleading results, while revising the methodology to accommodate who is and is not eligible for the bonus would result in an internally inconsistent finding that no one among IndyGo ridership would be impacted by such a change.

In short, while the 2019 fare equity analysis methodology was reasonable, given limitations at that time, it would not be reasonable to replicate it, given changes in IndyGo's operating environment that have been implemented since that time.

Conclusion and Recommended Approach

Taken together, the data and methods available to IndyGo at this time do not support a reliable quantitative assessment of potential impacts related to the elimination of the deposit bonus. The most recent *On-Board Survey*—the agency's primary source of demographic and fare payment data—captures information at the trip level and does not reflect riders' loading behavior or deposit patterns. Conversely, MyKey transaction data capture purchasing activity but are not linked to the demographic characteristics necessary to conduct a fare equity analysis. Neither dataset provides the information required to assess whether removal of the deposit bonus would result in a disparate impact or disproportionate burden.

Similarly, the methodology developed in 2019 was appropriate to the operational environment that existed at that time, when e-fare had not yet been deployed and assumptions about future utilization were necessary. Under the current system, however, reliance on that same methodology would either analyze riders who are not eligible for the deposit bonus or produce internally inconsistent conclusions that suggest no one would be impacted. Attempting to adapt or replicate the 2019 approach under present conditions would risk creating a suggestion of authoritative precision that cannot be supported by the available data.

For these reasons, IndyGo concludes that a quantitative analysis would not yield meaningful or reliable insight on the potential for a disparate impact or disproportionate burden relating to the elimination of the deposit bonus. Therefore, IndyGo recommends forgoing quantitative analysis and instead proceeding with public outreach and documentation of a business justification, recognizing that the available data do not support a defensible assessment of differential impacts across rider groups.

Appendix D

FTA Requirements Checklist

FTA REQUIREMENTS 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 4 FTA Requirements 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.	See Appendix B "Fare Equity Analysis".
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".
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".

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".
Compare the differences in impacts between low-income users and overall users.	See Appendix B "Fare Equity Analysis".
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.	DI not found but assumed. 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.	DI not found but assumed. 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	DI not found but assumed. 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 to determine whether the proposed fare changes are the least discriminatory alternative.	DI not found but assumed. 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
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 in February 2026.

Following the IPTC Board of Directors meeting, no substantive changes were made to the fixed-route fare policy.

Appendix F

Summary of Public Involvement

PUBLIC COMMENTS AND PRESENTATIONS

IndyGo held open houses on the deposit bonus, and other topics under review, on February 12 and February 14. Meetings were held at the Julia Carson Transit Center (CTC), which is in downtown Indianapolis and is IndyGo's only transfer center.

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 Deposit Bonus Open Houses

Date	Time	Location	Organization/Individuals/ Municipalities Engaged
February 12	7 – 9 am	CTC	50 attended
February 12	4-6 pm	CTC	50 attended
February 14	10am – 12 pm	CTC	50 attended

TOTAL MEETING ATTENDEES: 150

Public Comments

No public comments were submitted.

Board of Directors Public Hearing

A public hearing was held on June 18, 2026 at 9503 E. 33rd Street, Indianapolis, IN. There were no public comments.

Public Hearing Presentation

The presentation was delivered orally; no supporting slides were shown to the public.

IPTC Board of Directors Comments

There were no comments by any IPTC Directors regarding the fixed-route fare changes.

Fixed Route Fare Policy Minutes

June 2026 Board of Directors Meeting Minutes

IndyGo
6/18/2026 4:00 PM EDT
@ 9503 E 33rd St - IndyGo HQ

Attendance

Present:

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Adrienne Slash (virtual), Stephanie Quick, and Stan Smith

Staff: Jennifer Pyrz, Robert Frye, Ryan Wilhite, Matthew Duffy, Christian Cambron, Brian Clem, Justin Burcope

Absent:

Members: NONE

Guests: Greg Lane, Insurance Management Group
Hardi Shah, Chair, Indianapolis Public Transportation Foundation

1. Call to Order and Roll Call (Presenters – Gregory Hahn, Robert Frye)

[June Board Cover](#)
[June 2026 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:03 p.m. Mr. Frye then conducted roll call. Five members were present in person and one virtual, thus establishing a quorum. Director Quick arrived at 4:07 PM, thus making seven members present.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)
[May 2026 Safe Drivers Recognition](#)

President & CEO Jennifer Pyrz gave an update on the Awards and Commendations for May 2026.

3. Committee Reports (Adairius Gardner)

1. Service Committee Report – Adairius Gardner

[Service Committee Chair Report June 2026](#)

The report was entered into the record by Chairman Hahn without objection.

4. Regular Agenda (Presenter – Gregory Hahn)

1. A-1: Consideration and approval of minutes from the Board of Directors meeting held on May 21, 2026

(Presenter – Gregory Hahn)

[A-1 May 2026 Board of Directors Meeting Minutes](#)

Motion: Approval of Minutes from the Board of Directors held on April 16, 2026. Motion made by Director Gardner and seconded by Director Slash. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

2. A-2: Consideration and adoption of Resolution 2026-05 approving the Fixed-Route Fare Policy (Presenter – Ryan Wilhite)

[A-2 Resolution 2026-05 Approval of Fixed-Route Fare Policy](#)
[Resolution 2026-05 Fixed-Route Fare Policy](#)

It was recommended that the Board of Directors adopt Resolution 2026-05 approving updates to IPTC's Fixed-Route Fare Policy and the accompanying Fare Equity Analysis.

Motion: Approval and adoption of Resolution Number 2026-05 approving the Fixed-Route Fare Policy and Fare Equity Analysis. Motion made by Director Wilson and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

3. **A-3: Consideration of approval of a task order for Butler Fairman & Seufert for construction management services on the Blue Line project** (Presenter – Matthew Duffy)

[A-3 BFS Task Order for construction management services](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a new task order with Butler Fairman & Seufert (BF&S) for construction management services for an amount not to exceed \$269,000.

Motion: Approval of a task order for BF&S for construction management services on the Blue Line project. Motion made by Director Gardner and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-NO VOTE, Stan Smith-AYE. Motion carried 6-0.

4. **A-4: Consideration of approval of a new task order with Burgess & Niple for construction management services on the 2026 BRT Pavement Maintenance project** (Presenter – Christian Cambron)

[A-4 New task order for BN for construction management services](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a new task order with Burgess & Niple (B&N) for construction management services for an amount not to exceed \$230,000.

Motion: Approval of a new task order with B&N for construction management services on the 2026 BRT Pavement Maintenance project. Motion made by Director Quick and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

5. **A-5: Consideration of approval of annual insurance placement** (Presenter – Brian Clem)

[A-5 Annual Insurance Renewal](#)

[IPTC 2026-2027 Insurance placement schedule](#)

It was recommended that the Board of Directors authorize the President & CEO to bind insurance coverages for IPTC from July 1, 2026 through June 30, 2027, for an amount not to exceed \$1,190,115.

Motion: Approval of annual insurance placement. Motion made by Director Gardner and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

5. **Information Items** (Presenter – Gregory Hahn)

1. **I-1: Finance Report** (Presenter – Justin Burcope)

[I-1: Budget to Actuals \(Comparative Statement\) 5.31.26](#)

[Misc. Breakdown – May 2026](#)

[Fare Collections 5-31-26](#)

The Board heard the Finance Report from Chief Financial Officer Justin Burcope and received the report.

2. **I-2: IndyGo Foundation Quarterly Report** (Presenter – Hardi Shah)

[I-2: June 2026 IndyGo Board presentation](#)

The Board heard the IndyGo Foundation Quarterly Update report from Indianapolis Public Transportation Foundation Board Chair, Hardi Shah, and received the report.

3. **I-3: Department Reports**

[PA Board Report June 2026](#)

[R-2 Planning and Capital Projects Report 2026-6](#)

[Risk and Safety Board June 2026](#)

[June 2026 Operations Division 06.2026](#)

The Board received Department Reports for review.

6. **Adjourn** (Presenter – Gregory Hahn)

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 4:52 p.m.



Robert Frye
2026-07-17 15:52 UTC

Paratransit Operations Facility



Paratransit Facility - Site Equity Analysis

Paratransit Facility Site Equity Analysis

FINAL

June 10, 2025

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SECTION I. INTRODUCTION

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) provides public transportation services to residents of Marion County, Indiana. IPTC is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan).

The Plan continues IndyGo's commitment to serving Marion County residents who are unable to ride its fixed route service. IndyGo secured a site for its paratransit fleet on the westside of Indianapolis but the site is no longer feasible for IndyGo's needs. Current operations of the paratransit fleet is occurring on the eastside, at IndyGo's East Campus at 9503 E. 33rd Street. IndyGo's decision to acquire a site to house these functions was the result of a thoughtful, measured process that involved departments across the entire organization.

Title VI Background and Facility Evaluation¹

Title VI of the Civil Rights Act of 1964, Section 601 states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

On October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Facially neutral policies or practices that result in

¹ FTA Circular C4702.1B, Chapter IV-15-18; Title 49 CFR Section 21.9 (b) (3).

disproportionate effects or disparate impacts violate the USDOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.²

As outlined, "the location of projects requiring land acquisition and displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin."³ Facilities that serve passengers, especially bus shelters, are excluded. Most other facilities, however, require an agency to perform a Title VI analysis, including IndyGo for the current facility need. The requirements of a Title VI analysis may be met through the National Environmental Protection Act (NEPA) process, which is completed for acquisitions using federal funds. For all other facility projects, IndyGo conducts a Title VI site equity analysis.

Complying with the regulations requires the following:

- Complete a Title VI equity analysis during the planning stages.
 - Outline the site selection process to understand what criteria the agency used to select its preferred site.
 - Identify facilities with similar impacts in the area to understand the potential cumulative impacts.
 - Ensure the location is selected without regard to race, color, or national origin.
 - Conduct outreach at each potential site to engage persons potentially impacted by the selection of the preferred site.
 - Compare the equity impacts of various siting alternatives; the analysis must occur before the selection of the preferred site.
- If the preferred site has a disparate impact, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an "inherent overlap of environmental justice principles" with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.⁴ Therefore, IndyGo will also examine the impact of the facility on the low-income population.

Title VI and IndyGo

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that any program or projects are provided in a non-discriminatory manner. IndyGo's Title VI policy, first

² FTA Circular C4702.1B, Chapter III-11.

³ Title 49 CFR part 21, Appendix C, Section (3) (iv). The language in the regulation indicates that such site equity analyses are required when land is purchased and [emphasis added] persons are displaced. However, in communicating with FTA staff in Region V about the distinction, there was a determination that regardless of whether persons are displaced, a site equity analysis must be conducted. Therefore, and until this guidance is changed, IndyGo will continue to perform site equity analyses on properties it is acquiring, even if individuals are not being displaced.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.

adopted in 2013, is available [online](#) within the latest Title VI Program Update report. The 2023 Title VI Program Update was approved by the IPTC Board of Directors in 2023 was reviewed by the FTA.

Paratransit Facility Preferred Site Process

IndyGo followed the following methodology in choosing its preferred site:

1. Identified the project need;
2. Outlined the site selection criteria;
3. Detailed the process followed to select sites for additional consideration;
4. Conducted public outreach for each selected site;
5. Compared the Title VI equity impacts of each site, including the preferred site;
6. Determined if there was a disparate impact on the basis of race, color, or national origin.
7. Identified a preferred site.



SECTION II. SITE NEED AND ANALYSIS

IndyGo's decision to pursue a site for a paratransit facility was the result of a thoughtful, measured process that involved departments across the organization. New sites, whether constructing a new building or remodeling an existing building, requires capital funding for acquisition, construction, and equipment; collaborative design to ensure the end space is useful; legal agreements; and proper budgeting to ensure the organization's ability to absorb the operating costs following construction.

This section will explain the site need, the site selection characteristics, and outline the initial site analysis. The site equity analysis is included in the following section.

Project Need

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). IndyGo operates fixed-route service in Marion County. As a fixed-route provider that is a recipient of federal funding, IndyGo is required to provide complementary Americans with Disabilities Act (ADA) service. The service provides door-to-door, advanced reservation services for eligible clients. Eligible clients are individuals who are evaluated by a medical professional and/or IndyGo staff and determined that they cannot access or utilize IndyGo fixed-route fleet.

IndyGo contracts its ADA complementary paratransit service, branded IndyGo Access. The contractor operates the services from IndyGo's East Campus facility, located at 9503 E. 33rd Street, Indianapolis,

Indiana. The current location is temporary and does not provide the contractor with ideal conditions for preventative maintenance on the IndyGo-owned vehicles. Additionally, the building and parking lot that the contractor utilizes will be utilized by IndyGo for its own fixed-route operations in the near future. IndyGo wants this facility to be large enough to accommodate not just the vendor but the entire department of Mobility Solutions; such co-habitation of the vendor and the staff overseeing the operation has provided benefits for other agencies.

IndyGo acquired a site in 2020 for the same purpose. However, for a variety of reasons, the site proved unsuitable. IndyGo is considering selling the chosen property.

Site Selection Criteria

IndyGo identified the following criteria as guidelines for its site selection process. These criteria were developed as part of discussions held by executives responsible for the decision-making; primarily, these included the President/CEO, Chief Operations Officer (COO), Chief Development Officer (CDO) and the Chief Financial Officer (CFO).

- **Small to Medium Site (2-5 acres).** The proposed project does not need to be large to be impactful. The site should be large enough to store the entire fleet of paratransit vehicles, non-revenue service vehicles, and parking for operators and contracted staff.
- **Proximity to Interstate Access and Major Arterials.** Access to major thoroughfares will permit easy access for paratransit vehicles to access riders throughout Marion County.
- **Turnkey Facility.** The facility should be ready for immediate use, with minimal rehabilitation or light construction.
- **Facility Characteristics.** IndyGo sought a sprinkled building with security (fencing/Lighting), concrete floor with drainage, exhaust, and outdoor parking.
- **Similar Uses.** The proposed project would require vehicles to depart the facility early in the morning and return late at night. Placing a facility in an area that is not used to this type of traffic.

These criteria were used as guiding principles for the identification of potential sites and selection of a preferred site.

Project Needed Zoning

The development and use of land in the City of Indianapolis is regulated by the city's zoning ordinance. As currently envisioned, the Mobility Solutions and Operations Facility will be considered a Fleet Terminal.⁵ The definition of a Fleet Terminal is:

A central facility for the distribution, storage, loading and repair of fleet, vehicles, with or without associated dispatch services and offices. This definition includes uses such as ambulance services; courier, delivery, and express services; cleaning services; key and lock services; security services; motor truck terminals; limousine services; armored car services; and taxi services...An inherent characteristics of this use is the

⁵ Chapter 142, Article III - Use-Specific Standards, Section 65, P, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 414.

parking of operable vehicles which is considered a primary facet of the use; as a primary use, this area is not construed as outside storage.⁶

As outlined in the ordinance, the terminal "shall be no larger than 10 acres", except in I-4 districts. Fleet Terminal uses are permitted only in I-3 and I-4 zones.⁷ Any acquisition that involves a parcel that is not zoned properly will require IndyGo to rezone the property. Fleet terminals shall be no larger than 10 acres in total area, except in I-4 districts.⁸

Screening Sites for Further Analysis

Following IndyGo's determination of the need for the facility and the identification of site selection criteria, staff worked with a commercial real estate broker to assist in finding available sites. Beyond the real estate broker, IndyGo staff also conducted online site searches.

Sites Selected for Further Analysis

The full list of sites was screened based on the criteria above. The following three sites were toured and considered through an additional analysis. Table II-1 below outlines the sites identified for additional analysis through the site selection process, including basic site characteristics. These sites were selected by applying the site selection criteria as defined earlier (See Figure II-5 for a map of the sites).

Table II-1. Site Characteristics

Site Address	Site Name	Acres	Occupancy
9350 East 30 th Street Indianapolis, IN	Site A - 9350	7.63	Occupied
4045 Park 65 Dr, Indianapolis, IN	Site B - 4045	4.83	Occupied
9145 East 33 rd Street, Indianapolis, IN	Site C - 9145	4.88	Vacant

Site A - 9350

Site A is located within an industrial complex on the far east-side of Indianapolis. The site is located off of 30th Street, a major thoroughfare in Marion County. Site A is surrounded by industrial development and near some apartment complexes. All the development in this area is auto-oriented. Industrial development to surrounding three sides of the site are largely logistical sites, with large, single-story buildings and truck parking. Residential land uses includes two apartment complexes and a preschool. The site is in close proximity to Interstate 70, which provides East-West transportation for

⁶ Chapter 740, Article II - Definitions and Construction of Language, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 31.

⁷ Chapter 743, Article III - Uses and Use-Specific Standards, Table 743-1, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 400.

⁸ Chapter 743, Article III - Uses and Use-Specific Standards, Section 05. Commercial and Industrial Uses, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 414.

the Central Indiana region. Routes 37 and 2 provide hourly service to the site. The pedestrian environment is poor, with wide arterials and large building setbacks, and no sidewalks.

Figure II-1. Aerial Photograph of Site A



Site B - 4045

Site B is located across Interstate 65 from the Lafayette Square Mall. The site is located on a local street near a major arterial in Marion County. The site is nearly surrounded by commercial and industrial development. The exception is to the North of the site, which is residential. All the development in this area is auto-oriented. Commercial development is served by large parking lots on their frontage and residential uses are setback from the street with attached garages. South and West of the property is Interstate 65, which provides Southeast and Northwest transportation to central Indiana. There are no nearby bus stops, and the site is not accessible via sidewalks. The pedestrian environment is poor, with wide arterials, a lack of sidewalks, and large building setbacks.

Site C - 9145

Site C is located within an industrial complex on the far east-side of Indianapolis. The site is located off of 30th Street, a major thoroughfare in Marion County. Site C is surrounded by industrial development. All the development in this area is auto-oriented. Industrial development to surrounding three sides of the site are largely logistical sites, with large, single-story buildings and truck parking. Residential land uses includes two apartment complexes and a preschool. The site is in close proximity to Interstate 70, which provides East-West transportation for the Central Indiana region. Routes 37 and 2 provide hourly service to the site. The pedestrian environment is poor, with wide arterials and large building setbacks, and no sidewalks.

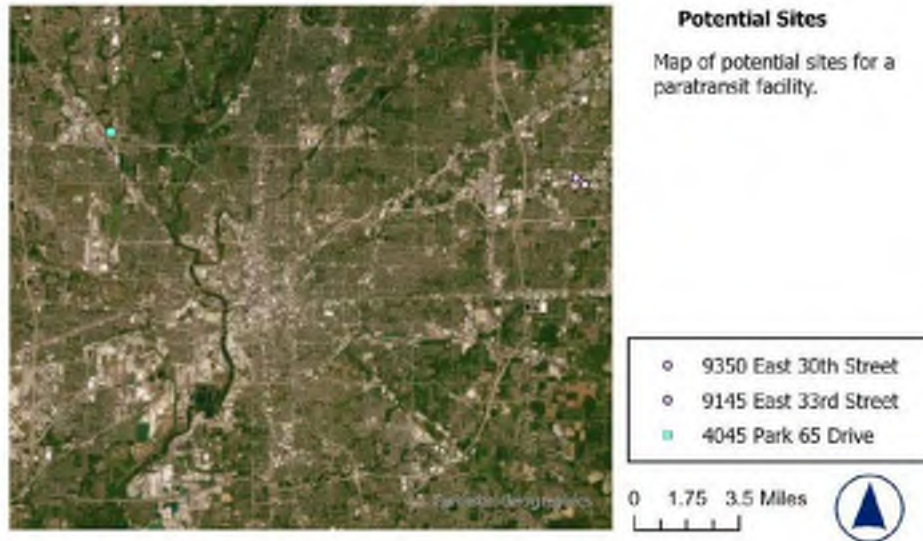
Figure II-2. Aerial Photograph of Site B



Figure II-3. Aerial Photograph of Site C



Figure II-4. Potential Sites for Southside Mobility Hub



Site Characteristics

To assist in selecting the preferred site, data for each site were gathered. The following is a brief discussion of each site's characteristics, including potential strengths and challenges. Following this discussion, a site equity analysis is presented, and a preferred site is identified.

Table II-2. Sites and Selection Criteria

Site Name	Site A - 9350	Site B - 4045	Site C - 9145
Site Size	7.63 acres	4.83 acres	4.88 acres
Distance from Interstate Access ²	1.2 miles	1.6 miles	1.2 miles
Number of Buildings on Site	One	One	Two
IndyGo Stop Nearby	Yes	No	Yes
Site Zoning	Medium Industrial District (I3)	Restricted Industrial (I1), Light Industrial (I2)	Medium Industrial District (I3), Heavy Industrial District (I4)
Overlay Zoning	None	None	None
Compact Center Designation	Metro	Metro	Metro
Adopted Special Area Plan	None	None	None

All three sites have good connectivity to the rest of the local street network and direct access to an interstate. All roads serving the sites are appropriately sized to handle paratransit buses. The three areas are located in areas accustomed to handling large volumes of automobile traffic.

² As measured in Google Maps.



SECTION III. SITE EQUITY ANALYSIS

Site Equity Analysis

A Title VI equity analysis is required prior to selection of a preferred site.¹² This section defines key terms and explains the results of the analysis.

Definitions

The following definitions apply to the site equity analysis:

Area of Potential Impact: The block group in which the site is located in as well as any additional block groups that include residential land uses immediately adjacent to the site. For the purposes of evaluating similar sites, any parcels within ¼ mile of the facility are considered within the Area of Potential Impact.

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is equal to or greater than the percent of Marion County residents who are minority or in poverty measured within the same data source.

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

¹² FTA Circular 4702.3 B, p. III-11.

definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2023 Title VI Program. Because USDOT and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

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

Service Area: IndyGo's service area is defined as the entirety of Marion County. This definition is consistent with the service area defined in IndyGo's 2023 Title VI Program.

Project Outline

The site will be used as the primary site for IndyGo's ADA complementary paratransit service, which is currently operated by a vendor. The vendor will store vehicles, perform routine vehicle maintenance, and administrative functions on the site. The site will also house IndyGo's in-house call center and individuals responsible for overseeing the paratransit services. The existing building will need modifications to accommodate these new uses; a new building or two will need to be constructed to provide cover for the vehicles (estimate on site - 90).

Potential impacts include traffic and noise and exhaust from IndyGo vehicles. The Mobility Solutions and Operations Facility will be used Sunday thru Monday, with individuals arriving and vehicle noise occurring as early as 3:00 am from Monday thru Friday. Vehicles will be arriving at the site as late as 1:00 am. Maintenance will also be performed on site, by the contractor.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive dataset with all the data needed for this examination. ACS 2019-2023 5-year estimates at the block group level were used for this analysis.

- ACS Summarized Data 2019-2023 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Site Data

Data about each site were collected from Open Indy, an open data portal hosted and maintained by the City of Indianapolis; data obtained directly from the City of Indianapolis; data provided via Map Indy. These include:

- **Zoning.** Source: City of Indianapolis.
- **Current Land Use Classification.** Source: City of Indianapolis.
- **Land Use Plan.** Source: City of Indianapolis.
- **Centerline.** Source: City of Indianapolis. Dataset includes the Thoroughfare Plan classification for all streets in the City of Indianapolis.
- **Aerials.** Source: NearMap. IndyGo subscribes to the NearMap service which provides aerial photographs that are regularly updated.
- **Parcels.** Source: City of Indianapolis.
- **Site.** Provided by IndyGo staff.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. The block group the site is within, in addition to any block groups adjacent to the site with residential land uses bordering the site, is considered to be within the area of potential impact. Demographic data, including total population, is identified for an entire block group with the area of impact.

In identifying similar sites, all parcels within ¼ mile of the site were analyzed. Any sites with a similar land use as the site proposed were then subjected to an analysis through aerials. If the site appeared to be primarily used as the proposed project, it was considered a similar site.

Determining High Minority and High Poverty Block Groups

Block groups were determined to be High Minority or High Poverty if the percentage met or exceeded the service area (Marion County) average. See Table III-1 for additional details.

Table III-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	481,191	49.5%
Population in Poverty	144,204	15.1% ¹¹
Total Population	971,822	100%

Additional demographic maps can be found in APPENDIX A.

¹¹ The percent of low-income population is based off the estimate for total population with income data (953,481).

Similar Facilities

For each proposed site, similar facilities surrounding the site were identified and documented. The paratransit facility will serve as the operational center for IndyGo's paratransit service. Vehicle storage and maintenance will occur on site. No customers will use the facility for a transfer nor will any revenue service be provided to the facility. The *Consolidated Zoning Ordinance* includes definitions for land uses. After review, the most similar land use types are Vehicle-Related Operations; uses include storage, service, and sales. A review of aerial photography was conducted to understand potential traffic and other impacts of related facilities.

Site Equity Analysis

Area of Potential Impact

The area of potential impact determines what populations may potentially be affected by the redevelopment and subsequent operations upon the site. Table III-2 includes each block group identification number that the potential site is within and within the area of potential impact.

Table III-2. Area of Potential Impact - Block Groups

Site Name	Site A - 9350	Site B - 4045	Site C - 9145
Block Group (s) Site is Located In	180973604022	180973103111	180973604022
Block Group (s) Within Area of Potential Impact ¹²	180973604022; 180973604011; 180973604015	180973103111; 180973103062; 180973103113	180973604022; 180973604021; 180973602023

Site Equity Analysis Results

Site demographics were collected for each site's area of potential impact. If there is more than one block group in the area of potential impact, the data presented below are the sum of the demographics in the identified block groups. These data are identified in Table III-3.

All three sites have one or more block groups that met or exceeded the percentage of minority population for Marion County (49.5%). Site B has the largest number of minority population in its area of impact but Site C has the largest minority population.

All three sites include block groups identified as high-low-income. Site B and C have similar numbers of low-income populations; Site C has a higher low-income percentage.

¹² Includes block group the site is located in.

Table III-3. Site Equity Analysis Demographic Data

	Site A - 9350	Site B - 4045	Site C - 9145
Total Population (Poverty) ¹³	2,551 (2,551)	6,009 (6,009)	4,523 (4,491)
Minority Population (%) Service area average - 49.5%	1,838 (72.1%)	4,955 (82.5%)	4,086 (90.3%)
Non-Minority Population	713	1,054	437
Location in a High Minority Area? ¹⁴	Yes	Yes	Yes
Low-Income Population (%) Service area average - 15.1%	322 (12.6%)	1,539 (25.6%)	1,683 (37.5%)
Non-Low-Income Population	2,229	4,470	2,808
Location in a High-Low-Income Area?	No	Yes	Yes

For the purposes of conducting Title VI analysis, the next thing to understand was the potential adverse effects by analyzing the sites through the following factors: 1) potential facility impacts on Area of Potential Impact; 2) whether any location would require displacement; and 3) any cumulative impacts from the presence of similar facilities in the area.

The facility may have minimal impact on the surrounding community. The facility's primary use will be vehicle storage and maintenance. Vehicles will start revenue service directly from the facility, which could mean early vehicle departure or vehicle arrival. The greatest impact will be vehicle traffic generated by the site. At this time, the number of vehicle parking spots is unknown; also unknown is whether additional mobility solutions will be available at the site.

Two sites (Site A, Site C) are zoned appropriately for the Fleet Terminal. Site B would require additional investigation for proper zoning, as it is currently zoned I1 and I2.

The primary factor in the determination of minimal impact is that each site is located in areas with conforming local land use regulations. These regulations separate incompatible uses and also require the mitigation of impacts through the application of development standards. All three sites are in areas with a mixture of land uses (See Table III-4 for additional information regarding the land use mix within the area of potential impact). Most notable is that all three sites are in areas with a significant amount of industrial acres.

For any sites currently occupied, IndyGo will note require involuntary displacement. Therefore, the facility will not require any displacement.

¹³ Total population for Table B17021 - Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. A number is provided in parentheses only if the total population is different.

¹⁴ Determined if one of the block groups in the area of impact meets or exceeds the average for Marion County.

¹⁵ Total population for Table B17021 - Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. Due to this, the percentage is based off the total population reported for each Block Group in B17021.

Table III-4. Site Land Use Mix and Similar Sites

	Site A - 9350	Site B - 4045	Site C - 9145
Number of Parcels in Impact Area	23	59	22
Percent Commercial Acres	14%	36%	4%
Percent Industrial Acres	66%	55%	82%
Percent Residential Acres	10%	3%	0%
Percent Special Use and Parks	9%	3%	0%
Percent Other and Vacant	1%	3%	14%
Number of Similar Sites	6	5	8
Will displacement occur?	No, vacant	No, vacant	No, vacant

All of the sites are vacant. Based on the identification of the facility type and use, and subsequent identification of similar facilities, there are no similar facilities within the area of potential impact for all of the sites.

Outreach at Proposed Sites

Prior to selection of the preferred site, IndyGo staff conducted public outreach for all three proposed sites. To facilitate a multiple site approach with limited staffing resources, outreach was conducted using a virtual meeting format.

To educate and solicit comments from constituents, IndyGo held a virtual public meeting on April 17, 2025. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. Neighborhood representatives and MNAs received email communication.

For additional details, please refer to APPENDIX B.

Site Equity Analysis Results and Selection of Preferred Site

In reviewing the three areas of potential impact, the analysis helped to determine that, while the facility may have minor impacts to the surrounding community, any construction and operations of the facility will conform to existing ordinances. At none of the sites will the facility's activities result in a cumulative effect due to similarly situated sites. The locations fit the basic needs for the site selection criteria. Therefore, IndyGo finds no potential disparate impact with the sites selected for further analysis.

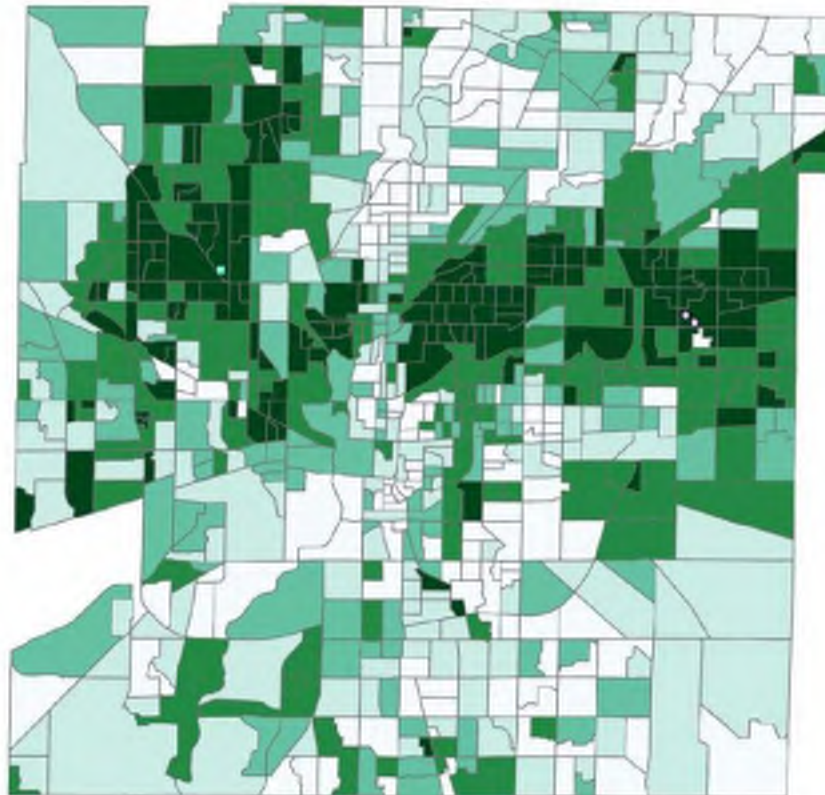
Through the site selection process, IndyGo selected Site A as its preferred site. Site C is close to its headquarters but the site is not as large as Site A. Site B is not as well-suited as Sites A and C and is not close to West or East Campus.

As documented in this Site Equity Analysis, the selection of the preferred site was not chosen in regard to race, color, or national origin. The preferred site will not have a substantive burden on the immediate area and therefore the facility will not have a potential disparate impact.

APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group

Percent Minority Persons



This map is intended for illustrative purposes. Minority persons measured as number of persons identifying as non-white and non-Hispanic or white and Hispanic as a percent of the total population in the block group. Data sources: 2019-2023 American Community Survey 5-Year Data.

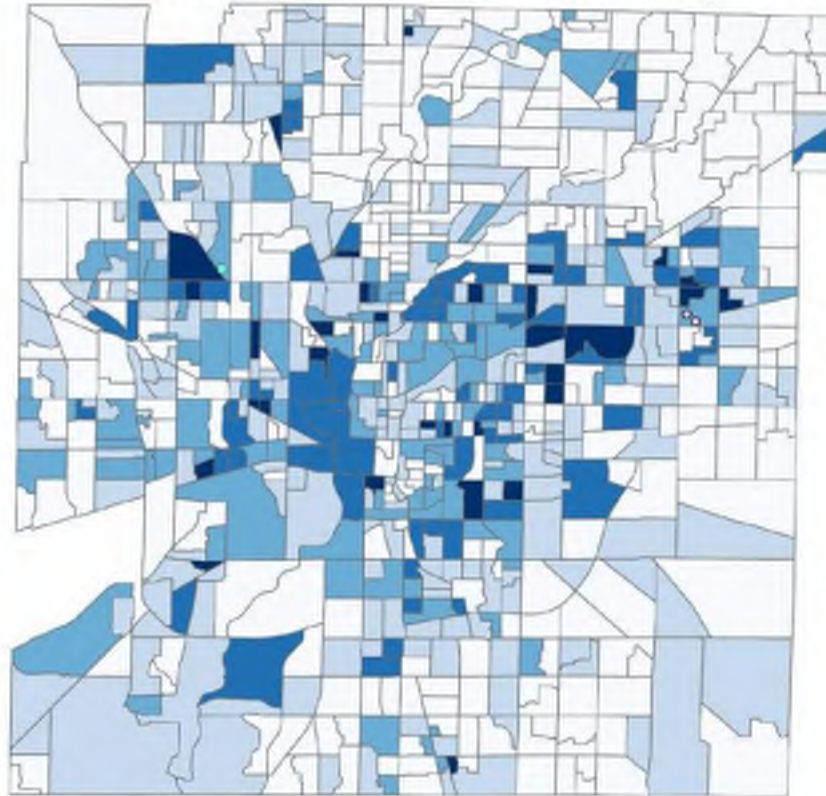
0 2.5 5 Miles



A-1

Appendix Figure A-2. Percent in Poverty per Block Group

Percent Persons in Poverty



This map is intended for illustrative purposes. Persons in poverty measured as number of persons identifying as in poverty as a percent of total population who reported income in the block group.
Data sources: 2019-2023 American Community Survey 5-Year Data.

0 2.5 5 Miles



A-2

APPENDIX B. PUBLIC OUTREACH SUMMARY AND MATERIALS

Methodology

IndyGo offered a variety of techniques to engage with identified stakeholders about property that could potentially be leased to support our paratransit operations. To educate and solicit comments from constituents, IndyGo held a virtual public meeting on April 17, 2025. After the virtual public meetings, the presentation was uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 600 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. A recording of the presentation was also made available for those unable to attend.

Public Notice Text

A public notice was published in the Indianapolis Star, Indianapolis Business Journal (IBJ), Indianapolis Recorder, and La Voz de Indiana.

IndyGo Solicits Public Comment as it Seeks to Lease New Property.

IndyGo is considering leasing property to meet the needs of our growing organization. IndyGo is committed to providing increased service as part of the Marion County Transit Plan (MCTP), which means the agency needs more space for increased operational functions.

Planned use of this facility includes vehicle storage, maintenance and offices for our paratransit service.

Join us on **Thursday, April 17 at 5:30 p.m.** for a virtual public meeting to learn more and give feedback on the following sites under consideration:

- 9350 East 30th Street, Indianapolis, Ind. 46229
- 4045 Park 65 Dr., Indianapolis, Ind. 46254
- 9145 East 33rd Street, Indianapolis, Ind. 46229

Learn more at www.indygo.net/expand/. To register for the virtual meeting, visit this link: <https://shorturl.at/Rq7JB>. IndyGo is committed to providing equal access to information for all meeting participants. Individuals requiring any accommodations should contact Jordan Patterson, special programs manager, at jpatterson@indygo.net by Monday, April 14.

Summary of Public Meeting – Site Equity Analysis – April 17, 2025

See summary below:

On Thursday, April 17, 2025 at 5:30 PM, IndyGo hosted a virtual public meeting to inform and solicit feedback from the public on the following sites under consideration for purchase:

- 9350 East 30th Street, Indianapolis, IN 46229
- 4045 Park 65 Drive, Indianapolis, IN 46254

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- 9145 East 33rd Street, Indianapolis, IN 46229

The meeting was led by Jordan Patterson, Special Program Manager, and Ryan Wilhite, Manager of Special Projects and Regional Mobility Integration.

Legal notice was published in several media outlets prior to the meeting and letters were mailed to neighbors and interested stakeholders.

During the virtual meeting, IndyGo shared the plans for the facility and the potential impact to the neighborhood.

There was one community member who attended and asked questions about the purpose of the facility.

DRAFT

Text of Letter Sent to Neighbors

Won't you be our neighbor?

IndyGo is considering leasing property in this area to meet the needs of our growing organization. Our agency needs more space for increased operational functions.

Planned use of this facility includes vehicle storage, vehicle maintenance and office use for our contracted paratransit service.

Please consider joining us on Thursday, April 17 for a virtual public meeting to learn more and give feedback on the potential lease of the following properties:

- 9350 East 30th Street, Indianapolis, Ind. 46229
- 4045 Park 65 Dr., Indianapolis, Ind. 46254
- 9145 East 33rd Street, Indianapolis, Ind. 46229

To register for the virtual meeting or to submit public comment, visit www.indygo.net/expand.

IndyGo is committed to providing equal access to information for all meeting participants. Individuals requiring accommodations should contact Jordan Patterson, special programs manager, at jpatterson@indygo.net by Monday, April 14.

Sincerely,

Jordan Patterson

Special Programs Manager

jpatterson@indygo.net

Slides for Presentations Delivered at Public Meeting



ABOUT INDYGO

Our Mission: To connect our community to economic and cultural opportunities through safe, reliable and accessible mobility experiences.



OUR JOURNEY



IndyGo

EXPAND INDYGO

Facility Needs:

- Bus Storage (paratransit fleet)
- Bus maintenance
- Office space

IndyGo

PROPERTY SEARCH



1 9350 E. 30th St.



2 4045 Park 65 Dr.



3 9145 E. 33rd St.

PROPERTY 1 – 9350 E. 30th St.



IndyGo

PROPERTY 3 – 9145 E. 33rd St.



IndyGo

PROPERTY 2 - 4045 Park 65 Dr.



IndyGo

THANK YOU

Comments: 317.681.3344 | www.indygo.net/contact-us

Questions: Ryan White
Manager of Special Projects and Regional Mobility Integration
rwhite@indygo.net

A photograph of a modern building with large glass windows and a flat roof. The building is situated on a street with a sidewalk and some landscaping in the foreground.

Website

Screenshot captured 6/4/2025.



IndyGo Solicits Public Comment as it Seeks to Lease New Property

IndyGo is considering leasing property to meet the needs of our growing organization. IndyGo is committed to providing increased service as part of the Marion County Transit Plan (MCTP), which means the agency needs more space for increased operational functions.

The following sites are under consideration for purchase:

- 9508 East 20th St., Indianapolis, IN 46229
- 4045 Park 65th, Indianapolis, IN 46254
- 9145 East 33rd St., Indianapolis, IN 46229

Planned use of this facility includes vehicle storage, maintenance and offices for our paratransit service.

Community Meeting

Please join us **Thursday, April 17, at 5:30 p.m.**, for a virtual public meeting to learn more and give feedback on the purchase of a property to facilitate increased operational functions.

Register for the virtual meeting below.



IndyGo is committed to providing equal access to information for all meeting participants. Individuals requiring accommodations should contact Special Programs Manager Jordan Patterson or jpatterson@indygo.net by Monday, April 14.

APPENDIX B. PUBLIC OUTREACH SUMMARY AND MATERIALS

Methodology

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Summary of Public Meeting – Site Equity Analysis – April 17, 2025

See summary below:

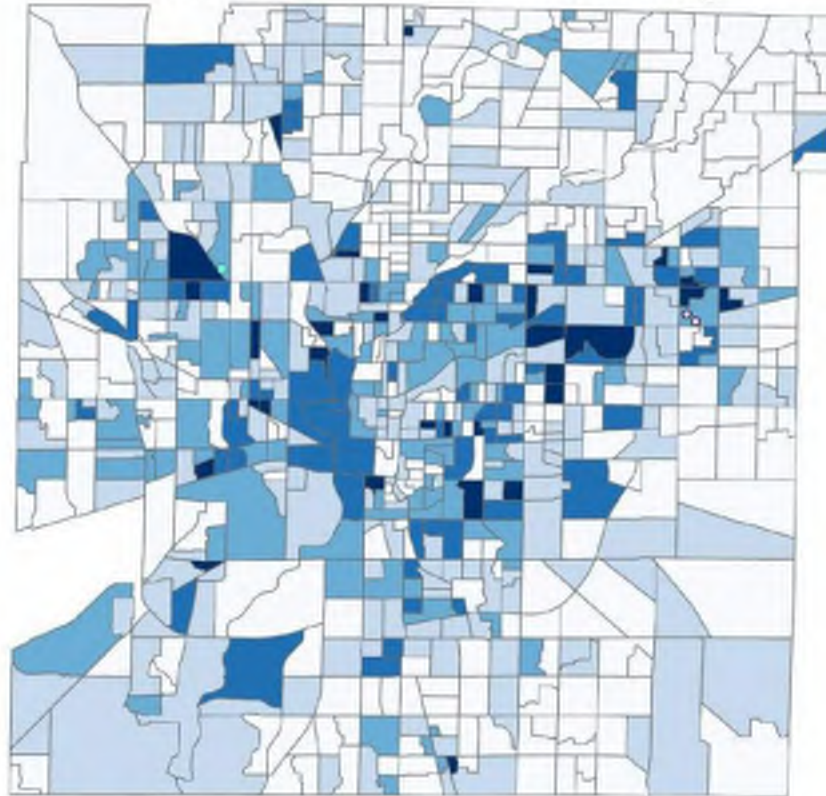
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B-3

Appendix Figure A-2. Percent in Poverty per Block Group

Percent Persons in Poverty



This map is intended for illustrative purposes. Persons in poverty measured as number of persons identifying as in poverty as a percent of total population who reported income in the block group.
Data sources: 2019-2023 American Community Survey 5-Year Data.

0 2.5 5 Miles

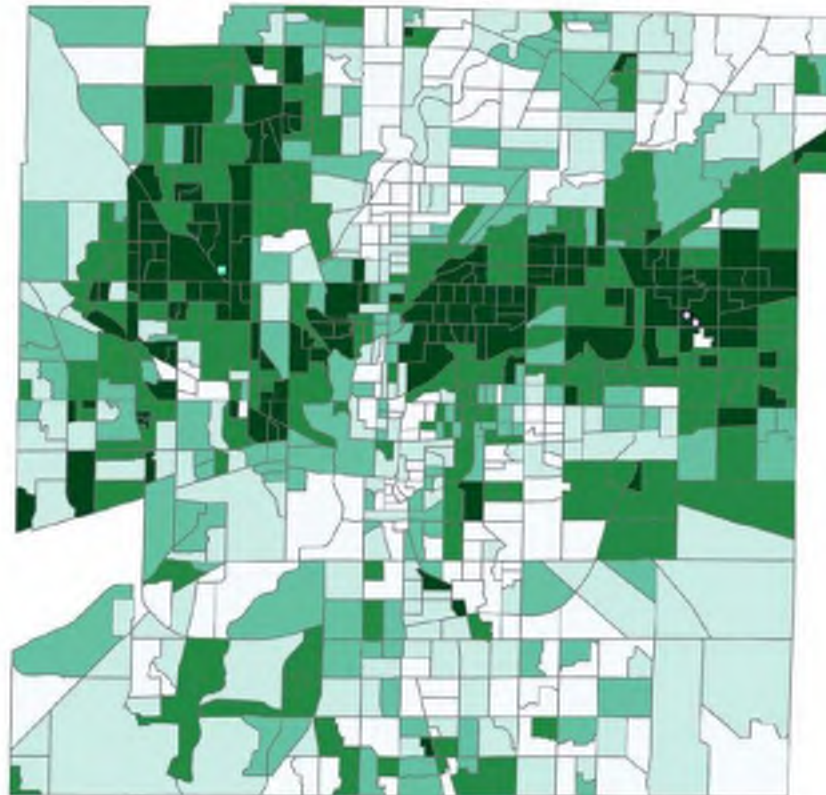


A-2

APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group

Percent Minority Persons



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0 2.5 5 Miles



A-1

As documented in this Site Equity Analysis, the selection of the preferred site was not chosen in regard to race, color, or national origin. The preferred site will not have a substantive burden on the immediate area and therefore the facility will not have a potential disparate impact.

Table III-4. Site Land Use Mix and Similar Sites

	Site A - 9350	Site B - 4045	Site C - 9145
Number of Parcels in Impact Area	23	59	22
Percent Commercial Acres	14%	36%	4%
Percent Industrial Acres	66%	55%	82%
Percent Residential Acres	10%	3%	0%
Percent Special Use and Parks	9%	3%	0%
Percent Other and Vacant	1%	3%	14%
Number of Similar Sites	6	5	8
Will displacement occur?	No, vacant	No, vacant	No, vacant

All of the sites are vacant. Based on the identification of the facility type and use, and subsequent identification of similar facilities, there are no similar facilities within the area of potential impact for all of the sites.

Outreach at Proposed Sites

Prior to selection of the preferred site, IndyGo staff conducted public outreach for all three proposed sites. To facilitate a multiple site approach with limited staffing resources, outreach was conducted using a virtual meeting format.

To educate and solicit comments from constituents, IndyGo held a virtual public meeting on April 17, 2025. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. Neighborhood representatives and MNAs received email communication.

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Site Equity Analysis Results and Selection of Preferred Site

In reviewing the three areas of potential impact, the analysis helped to determine that, while the facility may have minor impacts to the surrounding community, any construction and operations of the facility will conform to existing ordinances. At none of the sites will the facility's activities result in a cumulative effect due to similarly situated sites. The locations fit the basic needs for the site selection criteria. Therefore, IndyGo finds no potential disparate impact with the sites selected for further analysis.

Through the site selection process, IndyGo selected Site A as its preferred site. Site C is close to its headquarters but the site is not as large as Site A. Site B is not as well-suited as Sites A and C and is not close to West or East Campus.

Table III-3. Site Equity Analysis Demographic Data

	Site A - 9350	Site B - 4045	Site C - 9145
Total Population (Poverty) ¹³	2,551 (2,551)	6,009 (6,009)	4,523 (4,491)
Minority Population (%) Service area average - 49.5%	1,838 (72.1%)	4,955 (82.5%)	4,086 (90.3%)
Non-Minority Population	713	1,054	437
Location in a High Minority Area? ¹⁴	Yes	Yes	Yes
Low-Income Population (%) Service area average - 15.1%	322 (12.6%)	1,539 (25.6%)	1,683 (37.5%)
Non-Low-Income Population	2,229	4,470	2,808
Location in a High-Low-Income Area?	No	Yes	Yes

For the purposes of conducting Title VI analysis, the next thing to understand was the potential adverse effects by analyzing the sites through the following factors: 1) potential facility impacts on Area of Potential Impact; 2) whether any location would require displacement; and 3) any cumulative impacts from the presence of similar facilities in the area.

The facility may have minimal impact on the surrounding community. The facility's primary use will be vehicle storage and maintenance. Vehicles will start revenue service directly from the facility, which could mean early vehicle departure or vehicle arrival. The greatest impact will be vehicle traffic generated by the site. At this time, the number of vehicle parking spots is unknown; also unknown is whether additional mobility solutions will be available at the site.

Two sites (Site A, Site C) are zoned appropriately for the Fleet Terminal. Site B would require additional investigation for proper zoning, as it is currently zoned I1 and I2.

The primary factor in the determination of minimal impact is that each site is located in areas with conforming local land use regulations. These regulations separate incompatible uses and also require the mitigation of impacts through the application of development standards. All three sites are in areas with a mixture of land uses (See Table III-4 for additional information regarding the land use mix within the area of potential impact). Most notable is that all three sites are in areas with a significant amount of industrial acres.

For any sites currently occupied, IndyGo will note require involuntary displacement. Therefore, the facility will not require any displacement.

¹³ Total population for Table B17021 - Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. A number is provided in parentheses only if the total population is different.

¹⁴ Determined if one of the block groups in the area of impact meets or exceeds the average for Marion County.

¹⁵ Total population for Table B17021 - Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. Due to this, the percentage is based off the total population reported for each Block Group in B17021.

Similar Facilities

For each proposed site, similar facilities surrounding the site were identified and documented. The paratransit facility will serve as the operational center for IndyGo's paratransit service. Vehicle storage and maintenance will occur on site. No customers will use the facility for a transfer nor will any revenue service be provided to the facility. The *Consolidated Zoning Ordinance* includes definitions for land uses. After review, the most similar land use types are Vehicle-Related Operations; uses include storage, service, and sales. A review of aerial photography was conducted to understand potential traffic and other impacts of related facilities.

Site Equity Analysis

Area of Potential Impact

The area of potential impact determines what populations may potentially be affected by the redevelopment and subsequent operations upon the site. Table III-2 includes each block group identification number that the potential site is within and within the area of potential impact.

Table III-2. Area of Potential Impact - Block Groups

Site Name	Site A - 9350	Site B - 4045	Site C - 9145
Block Group (s) Site is Located In	180973604022	180973103111	180973604022
Block Group (s) Within Area of Potential Impact ¹²	180973604022; 180973604011; 180973604015	180973103111; 180973103062; 180973103113	180973604022; 180973604021; 180973602023

Site Equity Analysis Results

Site demographics were collected for each site's area of potential impact. If there is more than one block group in the area of potential impact, the data presented below are the sum of the demographics in the identified block groups. These data are identified in Table III-3.

All three sites have one or more block groups that met or exceeded the percentage of minority population for Marion County (49.5%). Site B has the largest number of minority population in its area of impact but Site C has the largest minority population.

All three sites include block groups identified as high-low-income. Site B and C have similar numbers of low-income populations; Site C has a higher low-income percentage.

¹² Includes block group the site is located in.

Site Data

Data about each site were collected from Open Indy, an open data portal hosted and maintained by the City of Indianapolis; data obtained directly from the City of Indianapolis; data provided via Map Indy. These include:

- **Zoning.** Source: City of Indianapolis.
- **Current Land Use Classification.** Source: City of Indianapolis.
- **Land Use Plan.** Source: City of Indianapolis.
- **Centerline.** Source: City of Indianapolis. Dataset includes the Thoroughfare Plan classification for all streets in the City of Indianapolis.
- **Aerials.** Source: NearMap. IndyGo subscribes to the NearMap service which provides aerial photographs that are regularly updated.
- **Parcels.** Source: City of Indianapolis.
- **Site.** Provided by IndyGo staff.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. The block group the site is within, in addition to any block groups adjacent to the site with residential land uses bordering the site, is considered to be within the area of potential impact. Demographic data, including total population, is identified for an entire block group with the area of impact.

In identifying similar sites, all parcels within ¼ mile of the site were analyzed. Any sites with a similar land use as the site proposed were then subjected to an analysis through aerials. If the site appeared to be primarily used as the proposed project, it was considered a similar site.

Determining High Minority and High Poverty Block Groups

Block groups were determined to be High Minority or High Poverty if the percentage met or exceeded the service area (Marion County) average. See Table III-1 for additional details.

Table III-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	481,191	49.5%
Population in Poverty	144,204	15.1% ¹¹
Total Population	971,822	100%

Additional demographic maps can be found in APPENDIX A.

¹¹ The percent of low-income population is based off the estimate for total population with income data (953,481).

definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2023 Title VI Program. Because USDOT and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

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

Service Area: IndyGo's service area is defined as the entirety of Marion County. This definition is consistent with the service area defined in IndyGo's 2023 Title VI Program.

Project Outline

The site will be used as the primary site for IndyGo's ADA complementary paratransit service, which is currently operated by a vendor. The vendor will store vehicles, perform routine vehicle maintenance, and administrative functions on the site. The site will also house IndyGo's in-house call center and individuals responsible for overseeing the paratransit services. The existing building will need modifications to accommodate these new uses; a new building or two will need to be constructed to provide cover for the vehicles (estimate on site - 90).

Potential impacts include traffic and noise and exhaust from IndyGo vehicles. The Mobility Solutions and Operations Facility will be used Sunday thru Monday, with individuals arriving and vehicle noise occurring as early as 3:00 am from Monday thru Friday. Vehicles will be arriving at the site as late as 1:00 am. Maintenance will also be performed on site, by the contractor.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive dataset with all the data needed for this examination. ACS 2019-2023 5-year estimates at the block group level were used for this analysis.

- ACS Summarized Data 2019-2023 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement



SECTION III. SITE EQUITY ANALYSIS

Site Equity Analysis

A Title VI equity analysis is required prior to selection of a preferred site.¹² This section defines key terms and explains the results of the analysis.

Definitions

The following definitions apply to the site equity analysis:

Area of Potential Impact: The block group in which the site is located in as well as any additional block groups that include residential land uses immediately adjacent to the site. For the purposes of evaluating similar sites, any parcels within ¼ mile of the facility are considered within the Area of Potential Impact.

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is equal to or greater than the percent of Marion County residents who are minority or in poverty measured within the same data source.

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

¹² FTA Circular 4702.3 B, p. III-11.

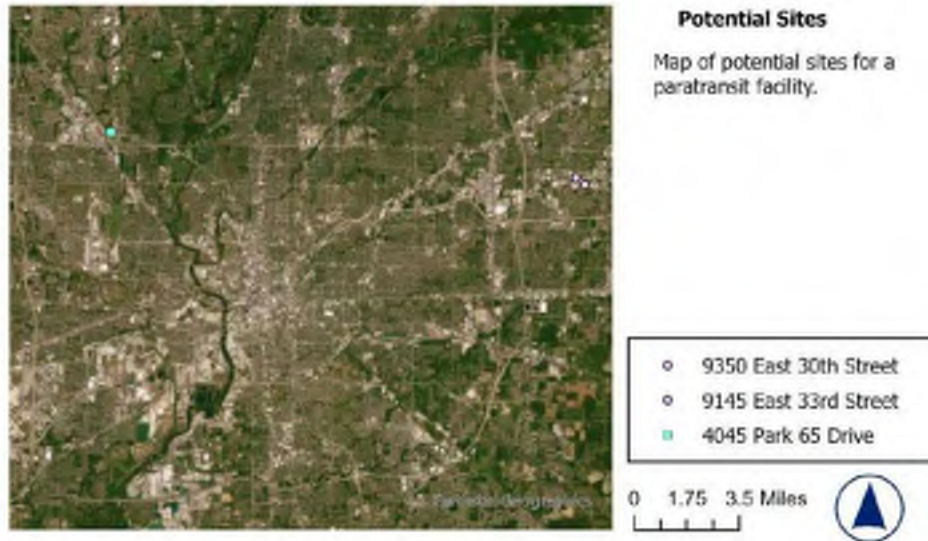
Table II-2. Sites and Selection Criteria

Site Name	Site A - 9350	Site B - 4045	Site C - 9145
Site Size	7.63 acres	4.83 acres	4.88 acres
Distance from Interstate Access ²	1.2 miles	1.6 miles	1.2 miles
Number of Buildings on Site	One	One	Two
IndyGo Stop Nearby	Yes	No	Yes
Site Zoning	Medium Industrial District (I3)	Restricted Industrial (I1), Light Industrial (I2)	Medium Industrial District (I3), Heavy Industrial District (I4)
Overlay Zoning	None	None	None
Compact Center Designation	Metro	Metro	Metro
Adopted Special Area Plan	None	None	None

All three sites have good connectivity to the rest of the local street network and direct access to an interstate. All roads serving the sites are appropriately sized to handle paratransit buses. The three areas are located in areas accustomed to handling large volumes of automobile traffic.

² As measured in Google Maps.

Figure II-4. Potential Sites for Southside Mobility Hub



Site Characteristics

To assist in selecting the preferred site, data for each site were gathered. The following is a brief discussion of each site's characteristics, including potential strengths and challenges. Following this discussion, a site equity analysis is presented, and a preferred site is identified.

Figure II-2. Aerial Photograph of Site B



Figure II-3. Aerial Photograph of Site C



the Central Indiana region. Routes 37 and 2 provide hourly service to the site. The pedestrian environment is poor, with wide arterials and large building setbacks, and no sidewalks.

Figure II-1. Aerial Photograph of Site A



Site B - 4045

Site B is located across Interstate 65 from the Lafayette Square Mall. The site is located on a local street near a major arterial in Marion County. The site is nearly surrounded by commercial and industrial development. The exception is to the North of the site, which is residential. All the development in this area is auto-oriented. Commercial development is served by large parking lots on their frontage and residential uses are setback from the street with attached garages. South and West of the property is Interstate 65, which provides Southeast and Northwest transportation to central Indiana. There are no nearby bus stops, and the site is not accessible via sidewalks. The pedestrian environment is poor, with wide arterials, a lack of sidewalks, and large building setbacks.

Site C - 9145

Site C is located within an industrial complex on the far east-side of Indianapolis. The site is located off of 30th Street, a major thoroughfare in Marion County. Site C is surrounded by industrial development. All the development in this area is auto-oriented. Industrial development to surrounding three sides of the site are largely logistical sites, with large, single-story buildings and truck parking. Residential land uses includes two apartment complexes and a preschool. The site is in close proximity to Interstate 70, which provides East-West transportation for the Central Indiana region. Routes 37 and 2 provide hourly service to the site. The pedestrian environment is poor, with wide arterials and large building setbacks, and no sidewalks.

parking of operable vehicles which is considered a primary facet of the use; as a primary use, this area is not construed as outside storage.⁶

As outlined in the ordinance, the terminal "shall be no larger than 10 acres", except in I-4 districts. Fleet Terminal uses are permitted only in I-3 and I-4 zones.⁷ Any acquisition that involves a parcel that is not zoned properly will require IndyGo to rezone the property. Fleet terminals shall be no larger than 10 acres in total area, except in I-4 districts.⁸

Screening Sites for Further Analysis

Following IndyGo's determination of the need for the facility and the identification of site selection criteria, staff worked with a commercial real estate broker to assist in finding available sites. Beyond the real estate broker, IndyGo staff also conducted online site searches.

Sites Selected for Further Analysis

The full list of sites was screened based on the criteria above. The following three sites were toured and considered through an additional analysis. Table II-1 below outlines the sites identified for additional analysis through the site selection process, including basic site characteristics. These sites were selected by applying the site selection criteria as defined earlier (See Figure II-5 for a map of the sites).

Table II-1. Site Characteristics

Site Address	Site Name	Acres	Occupancy
9350 East 30 th Street Indianapolis, IN	Site A - 9350	7.63	Occupied
4045 Park 65 Dr, Indianapolis, IN	Site B - 4045	4.83	Occupied
9145 East 33 rd Street, Indianapolis, IN	Site C - 9145	4.88	Vacant

Site A - 9350

Site A is located within an industrial complex on the far east-side of Indianapolis. The site is located off of 30th Street, a major thoroughfare in Marion County. Site A is surrounded by industrial development and near some apartment complexes. All the development in this area is auto-oriented. Industrial development to surrounding three sides of the site are largely logistical sites, with large, single-story buildings and truck parking. Residential land uses includes two apartment complexes and a preschool. The site is in close proximity to Interstate 70, which provides East-West transportation for

⁶ Chapter 740, Article II - Definitions and Construction of Language, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 31.

⁷ Chapter 743, Article III - Uses and Use-Specific Standards, Table 743-1, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 400.

⁸ Chapter 743, Article III - Uses and Use-Specific Standards, Section 05. Commercial and Industrial Uses, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 414.

Indiana. The current location is temporary and does not provide the contractor with ideal conditions for preventative maintenance on the IndyGo-owned vehicles. Additionally, the building and parking lot that the contractor utilizes will be utilized by IndyGo for its own fixed-route operations in the near future. IndyGo wants this facility to be large enough to accommodate not just the vendor but the entire department of Mobility Solutions; such co-habitation of the vendor and the staff overseeing the operation has provided benefits for other agencies.

IndyGo acquired a site in 2020 for the same purpose. However, for a variety of reasons, the site proved unsuitable. IndyGo is considering selling the chosen property.

Site Selection Criteria

IndyGo identified the following criteria as guidelines for its site selection process. These criteria were developed as part of discussions held by executives responsible for the decision-making; primarily, these included the President/CEO, Chief Operations Officer (COO), Chief Development Officer (CDO) and the Chief Financial Officer (CFO).

- **Small to Medium Site (2-5 acres).** The proposed project does not need to be large to be impactful. The site should be large enough to store the entire fleet of paratransit vehicles, non-revenue service vehicles, and parking for operators and contracted staff.
- **Proximity to Interstate Access and Major Arterials.** Access to major thoroughfares will permit easy access for paratransit vehicles to access riders throughout Marion County.
- **Turnkey Facility.** The facility should be ready for immediate use, with minimal rehabilitation or light construction.
- **Facility Characteristics.** IndyGo sought a sprinkled building with security (fencing/Lighting), concrete floor with drainage, exhaust, and outdoor parking.
- **Similar Uses.** The proposed project would require vehicles to depart the facility early in the morning and return late at night. Placing a facility in an area that is not used to this type of traffic.

These criteria were used as guiding principles for the identification of potential sites and selection of a preferred site.

Project Needed Zoning

The development and use of land in the City of Indianapolis is regulated by the city's zoning ordinance. As currently envisioned, the Mobility Solutions and Operations Facility will be considered a Fleet Terminal.⁵ The definition of a Fleet Terminal is:

A central facility for the distribution, storage, loading and repair of fleet, vehicles, with or without associated dispatch services and offices. This definition includes uses such as ambulance services; courier, delivery, and express services; cleaning services; key and lock services; security services; motor truck terminals; limousine services; armored car services; and taxi services...An inherent characteristics of this use is the

⁵ Chapter 142, Article III - Use-Specific Standards, Section 65, P, Zoning Ordinance - Indianapolis - Marion County, Effective January 8, 2025, p. 414.



SECTION II. SITE NEED AND ANALYSIS

IndyGo's decision to pursue a site for a paratransit facility was the result of a thoughtful, measured process that involved departments across the organization. New sites, whether constructing a new building or remodeling an existing building, requires capital funding for acquisition, construction, and equipment; collaborative design to ensure the end space is useful; legal agreements; and proper budgeting to ensure the organization's ability to absorb the operating costs following construction.

This section will explain the site need, the site selection characteristics, and outline the initial site analysis. The site equity analysis is included in the following section.

Project Need

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). IndyGo operates fixed-route service in Marion County. As a fixed-route provider that is a recipient of federal funding, IndyGo is required to provide complementary Americans with Disabilities Act (ADA) service. The service provides door-to-door, advanced reservation services for eligible clients. Eligible clients are individuals who are evaluated by a medical professional and/or IndyGo staff and determined that they cannot access or utilize IndyGo fixed-route fleet.

IndyGo contracts its ADA complementary paratransit service, branded IndyGo Access. The contractor operates the services from IndyGo's East Campus facility, located at 9503 E. 33rd Street, Indianapolis,

adopted in 2013, is available [online](#) within the latest Title VI Program Update report. The 2023 Title VI Program Update was approved by the IPTC Board of Directors in 2023 was reviewed by the FTA.

Paratransit Facility Preferred Site Process

IndyGo followed the following methodology in choosing its preferred site:

1. Identified the project need;
2. Outlined the site selection criteria;
3. Detailed the process followed to select sites for additional consideration;
4. Conducted public outreach for each selected site;
5. Compared the Title VI equity impacts of each site, including the preferred site;
6. Determined if there was a disparate impact on the basis of race, color, or national origin.
7. Identified a preferred site.

disproportionate effects or disparate impacts violate the USDOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.²

As outlined, "the location of projects requiring land acquisition and displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin."³ Facilities that serve passengers, especially bus shelters, are excluded. Most other facilities, however, require an agency to perform a Title VI analysis, including IndyGo for the current facility need. The requirements of a Title VI analysis may be met through the National Environmental Protection Act (NEPA) process, which is completed for acquisitions using federal funds. For all other facility projects, IndyGo conducts a Title VI site equity analysis.

Complying with the regulations requires the following:

- Complete a Title VI equity analysis during the planning stages.
 - Outline the site selection process to understand what criteria the agency used to select its preferred site.
 - Identify facilities with similar impacts in the area to understand the potential cumulative impacts.
 - Ensure the location is selected without regard to race, color, or national origin.
 - Conduct outreach at each potential site to engage persons potentially impacted by the selection of the preferred site.
 - Compare the equity impacts of various siting alternatives; the analysis must occur before the selection of the preferred site.
- If the preferred site has a disparate impact, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an "inherent overlap of environmental justice principles" with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.⁴ Therefore, IndyGo will also examine the impact of the facility on the low-income population.

Title VI and IndyGo

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that any program or projects are provided in a non-discriminatory manner. IndyGo's Title VI policy, first

² FTA Circular C4702.1B, Chapter III-11.

³ Title 49 CFR part 21, Appendix C, Section (3) (iv). The language in the regulation indicates that such site equity analyses are required when land is purchased and [emphasis added] persons are displaced. However, in communicating with FTA staff in Region V about the distinction, there was a determination that regardless of whether persons are displaced, a site equity analysis must be conducted. Therefore, and until this guidance is changed, IndyGo will continue to perform site equity analyses on properties it is acquiring, even if individuals are not being displaced.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.



SECTION I. INTRODUCTION

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) provides public transportation services to residents of Marion County, Indiana. IPTC is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan).

The Plan continues IndyGo's commitment to serving Marion County residents who are unable to ride its fixed route service. IndyGo secured a site for its paratransit fleet on the westside of Indianapolis but the site is no longer feasible for IndyGo's needs. Current operations of the paratransit fleet is occurring on the eastside, at IndyGo's East Campus at 9503 E. 33rd Street. IndyGo's decision to acquire a site to house these functions was the result of a thoughtful, measured process that involved departments across the entire organization.

Title VI Background and Facility Evaluation¹

Title VI of the Civil Rights Act of 1964, Section 601 states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

On October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Facially neutral policies or practices that result in

¹ FTA Circular C4702.1B, Chapter IV-15-18; Title 49 CFR Section 21.9 (b) (3).

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Paratransit Facility

Site Equity Analysis

FINAL

June 10, 2025

Website

Screenshot captured 6/4/2025.



IndyGo Solicits Public Comment as it Seeks to Lease New Property

IndyGo is considering leasing property to meet the needs of our growing organization. IndyGo is committed to providing increased service as part of the Marion County Transit Plan (MCTP), which means the agency needs more space for increased operational functions.

The following sites are under consideration for purchase:

- 9508 East 20th St., Indianapolis, IN 46229
- 4045 Park 65th, Indianapolis, IN 46254
- 9145 East 33rd St., Indianapolis, IN 46229

Planned use of this facility includes vehicle storage, maintenance and offices for our paratransit service.

Community Meeting

Please join us **Thursday, April 17, at 5:30 p.m.**, for a virtual public meeting to learn more and give feedback on the purchase of a property to facilitate increased operational functions.

Register for the virtual meeting below.



IndyGo is committed to providing equal access to information for all meeting participants. Individuals requiring accommodations should contact Special Programs Manager Jordan Peterson or jpeterson@indygo.net by Monday, April 14.

DKI

Temporary Storage and Maintenance Facility



Temporary Storage and Maintenance Facility – Site Equity Analysis

Temporary Storage and Maintenance Facility

Site Equity Analysis

FINAL

October 9, 2023

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SECTION I. INTRODUCTION

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) provides public transportation services to residents of Marion County, Indiana. IPTC is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). The Plan requires a significant expansion of staffing, including the hiring and training of hundreds of new operators and the purchase of sixty-foot and forty-foot vehicles.

The Plan includes the expansion of its local fleet. IndyGo secured a site for the new storage and maintenance facility. The facility is not scheduled for completion until 2025. In the interim, IndyGo will continue to receive new vehicles, creating a need for vehicle storage. IndyGo's decision to acquire a site to house these functions was the result of a thoughtful, measured process that involved departments across the entire organization.

Title VI Background and Facility Evaluation¹

Title VI of the Civil Rights Act of 1964, Section 601 states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

¹ FTA Circular C4702.1B, Chapter IV-15-18; Title 49 CFR Section 21.9 (b) (3).

On October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate facility and site locations to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the USDOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.²

As outlined, "the location of projects requiring land acquisition and displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin."³ Facilities that serve passengers, especially bus shelters, are excluded. Most other facilities, however, require an agency to perform a Title VI analysis, including IndyGo for the current facility need.

Complying with the regulations requires the following:

- Complete a Title VI equity analysis during the planning stages.
 - Outline the site selection process to understand what criteria the agency used to select its preferred site.
 - Identify facilities with similar impacts in the area to understand the potential cumulative impacts.
 - Ensure the location is selected without regard to race, color, or national origin.
 - Conduct outreach at each potential site to engage persons potentially impacted by the selection of the preferred site.
 - Compare the equity impacts of various siting alternatives; the analysis must occur before the selection of the preferred site.
- If the preferred site has a disparate impact, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an "inherent overlap of environmental justice principles" with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.⁴ Therefore, IndyGo will also examine the impact of the facility on the low-income population.

² FTA Circular C4702.1B, Chapter III-11.

³ Title 49 CFR part 21, Appendix C, Section (3) (iv). The language in the regulation indicates that such site equity analyses are required when land is purchased and [emphasis added] persons are displaced. However, in communicating with FTA staff in Region V about the distinction, there was a determination that regardless of whether persons are displaced, a site equity analysis must be conducted. Therefore, and until this guidance is changed, IndyGo will continue to perform site equity analyses on properties it is acquiring, even if individuals are not being displaced.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.

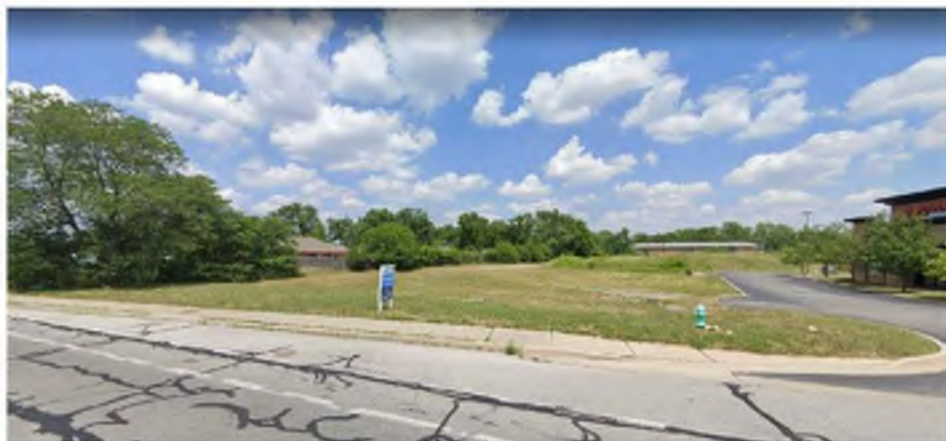
Title VI and IndyGo

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that any program or projects are provided in a non-discriminatory manner. IndyGo's Title VI policy, first adopted in 2013, is available [online](#) within the Title VI Program Update report. The 2023 Title VI Program Update was approved by the IPTC Board of Directors in 2023 and is currently under review by the FTA.

Temporary Storage Facility Preferred Site Process

IndyGo followed the following methodology in choosing its preferred site:

1. Identified the project need;
2. Outlined the site selection criteria;
3. Detailed the process followed to select sites for additional consideration;
4. Conducted public outreach for each selected site;
5. Compared the Title VI equity impacts of each site, including the preferred site;
6. Determined if there was a disparate impact on the basis of race, color, or national origin.
7. Identified a preferred site.



SECTION II. SITE NEED AND ANALYSIS

IndyGo's decision to pursue a site for a temporary facility was the result of a thoughtful, measured process that involved departments across the organization. New sites, whether constructing a new building or remodeling an existing building, requires capital funding for acquisition, construction, and equipment; collaborative design to ensure the end space is useful; legal agreements; and proper budgeting to ensure the organization's ability to absorb the operating costs following construction.

This section will explain the site need, the site selection characteristics, and outline the initial site analysis. The site equity analysis is included in the following section.

Project Need

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). The Plan includes the expansion of the fleet and construction of three new rapid transit lines. The expanded fleet requires a new garage. IndyGo secured a site for the new storage and maintenance facility. The facility is not scheduled for completion until 2025. In the interim, IndyGo will continue to receive new vehicles, creating a need for vehicle storage. The temporary facility will permit IndyGo to receive new vehicle storage without creating storage problems at its West or East Campus locations. The maintenance component will permit IndyGo flexibility in operations and could allow its contracted paratransit operations the ability to temporarily operate from that location, as needed.

Site Selection Criteria

IndyGo identified the following criteria as guidelines for its site selection process. These criteria were developed as part of discussions held by executives responsible for the decision-making; primarily,

these included the President/CEO, Chief Operations Officer (COO), and the Chief Financial Officer (CFO).

- **Small Site (< 3 acres).** The proposed project does not need to be large to be impactful. The site should provide enough parking to satisfy rider demands but not too much to remain largely empty throughout the day.
- **Proximity to the South Madison Charging Site.** To facilitate transfer with Route 902, also known as the Red Line southern local extension, the site needs to be in close proximity to the route. This will allow IndyGo's Department of Service Planning to schedule the route to access the site.
- **Vacant.** IndyGo desires a site that does not have an existing facility. As the site is largely to serve as temporary parking for IndyGo riders, IndyGo would prefer to not demolish an existing building.
- **Proximity to Interstate Access and Major Arterials.** Access to major thoroughfares will permit easy access for commuters looking to connect directly to the Route 902.

These criteria were used as guiding principles for the identification of potential sites and selection of a preferred sites.

Project Needed Zoning

The development and use of land in the City of Indianapolis/Marion County is regulated by the city's zoning ordinance. As currently envisioned, the temporary storage and maintenance facility will be considered a fleet terminal in Marion County. The definition of a Fleet Terminal is "A central facility for the distribution, storage, loading and repair of fleet vehicles, with or without associated dispatch services and offices."⁵ Fleet Terminals are permitted in I-3 and I-4 zones.⁶ Fleet terminals shall be no larger than 10 acres in total area, except in I-4 districts.⁷

Screening Sites for Further Analysis

Following IndyGo's determination of the need for the facility and the identification of site selection criteria, staff worked with a commercial real estate broker to assist in finding available sites. Beyond the real estate broker, IndyGo staff also conducted online site searches.

Sites Selected for Further Analysis

The full list of sites was screened based on the criteria above. The following three sites were toured and considered through an additional analysis. Table II-1 below outlines the sites identified for additional analysis through the site selection process, including basic site characteristics. These sites

⁵ Chapter 740, Article II – Definitions and Construction of Language, Section 02, Definitions, Zoning Ordinance – Indianapolis – Marion County, Effective May 8, 2023, p. 31.

⁶ See Table 743-1, Land Use Category – Transit Center, Chapter 743, Article II – Use Table, Section 02, Definitions, Zoning Ordinance – Indianapolis – Marion County, Effective May 8, 2023, p. 394.

⁷ Chapter 743, Article III – Uses and Use-Specific Standards, Section 05, Commercial and Industrial Uses, Zoning Ordinance – Indianapolis – Marion County, Effective May 8, 2023, p. 414.

were selected by applying the site selection criteria as defined earlier (See Figure II-5 for a map of the sites).

Table II-1. Site Characteristics

Site Address	Site Name	Acres	Occupancy
50 North Tibbs Ave, Indianapolis, IN	Site A	11.82	Vacant ^a
4045 Park 65 Dr, Indianapolis, IN	Site B	4.83	Vacant
1620 Industry Drive, Indianapolis, IN	Site C	10.09	Vacant

Site A

Site A is located on the edge of the Hawthorne Neighborhood in West Indianapolis. The site is located on Washington St, a major thoroughfare in Marion County. Site A is surrounded by commercial development, some residential development, and is across the street from a private K-12 school. All the development in this area is auto-oriented. Commercial development to the South is comprised of automobile sales or repair shops with large parking lots on their frontage. The residential use to the West is a mobile-home community behind the site. To the East of the property is Christel House Academy. North of Site A is a cemetery. The site is in close proximity to Interstate 70, which provides East-West transportation for the Central Indiana region. Route 8, the planned location of the Blue Line, provides service near the site. The site is accessible via sidewalks. The pedestrian environment is poor, with wide arterials and large building setbacks, and broken sidewalks.

^a The use of the site appears to be storage for the City of Indianapolis Department of Public Works.

Figure II-1. Aerial Photograph of Site A



Site B

Site B is located across Interstate 65 from the Lafayette Square Mall. The site is located on a local street near a major arterial in Marion County. The site is nearly surrounded by commercial and industrial development. The exception is to the North of the site, which is residential. All the development in this area is auto-oriented. Commercial development is served by large parking lots on their frontage and residential uses are setback from the street with attached garages. South and West of the property is Interstate 65, which provides Southeast and Northwest transportation to central Indiana. There are no nearby bus stops, and the site is not accessible via sidewalks. The pedestrian environment is poor, with wide arterials, a lack of sidewalks, and large building setbacks.

Site C

Site C is located on the east side of Indianapolis near Shadeland Avenue. The site is located on a local street near a major arterial in Marion County. The site is near a commercial development, a creek, and a mix of low and high density residential. All the development in this area is auto-oriented. Commercial development is served by large parking lots on their frontage and residential uses are setback from the street with attached garages. Shadeland Avenue provides the site with strong north and south transportation and I-70 is nearby, providing good east and west connectivity. There are no nearby bus stops, and the site is not accessible via sidewalks. The pedestrian environment is poor, with wide arterials, a lack of sidewalks, and large building setbacks.

Figure II-2. Aerial Photograph of Site B



Figure II-3. Aerial Photograph of Site C



Figure II-4. Potential Sites for Southside Mobility Hub



Potential Sites

Map of potential sites for a temporary bus and storage facility.

0 2.75 5.5 Miles



Site Characteristics

To assist in selecting the preferred site, data for each site were gathered. The following is a brief discussion of each site's characteristics, including potential strengths and challenges. Following this discussion, a site equity analysis is presented, and a preferred site is identified.

Table II-2. Sites and Selection Criteria

Site Name	Site A	Site B	Site C
Site Size	11.82 acres	4.83 acres	10.09 acres ⁹
Distance from Interstate Access ¹⁰	1.4 miles	1.6 miles	0.9 miles
Number of Buildings on Site	Six	One	Zero
IndyGo Stop Nearby	Yes	No	Yes
Site Zoning	Dwelling (D7, D10, D11), Light Industrial (I2), General Commercial (C5), Planned Unit Development (D11)	Restricted Industrial (I1), Light Industrial (I2)	General Commercial (C5), Special Commercial (CS)
Overlay Zoning	Airspace, TOD	None	None
Compact Center Designation	Compact	Metro	Compact
Adopted Special Area Plan	Policy Plan	None	None

All three sites have good connectivity to the rest of the local street network and direct access to an interstate. All roads serving the sites are appropriately sized to handle buses and intersections are capable of handling any turns buses would need to make. The three areas are located in areas accustomed to handling large volumes of automobile traffic.

⁹ Estimated acreage based on ideal parcel size.

¹⁰ As measured in Google Maps.



SECTION III. SITE EQUITY ANALYSIS

Site Equity Analysis

A Title VI equity analysis is required prior to selection of a preferred site.¹¹ This section defines key terms and explains the results of the analysis.

Definitions

The following definitions apply to the site equity analysis:

Area of Potential Impact: The block group in which the site is located in as well as any additional block groups that include residential land uses immediately adjacent to the site. For the purposes of evaluating similar sites, any parcels within ¼ mile of the facility are considered within the Area of Potential Impact.

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is equal to or greater than the percent of Marion County residents who are minority or in poverty measured within the same data source.

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

¹¹ FTA Circular 4702.1 B, p. III-11.

definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2023 Title VI Program. Because USDOT and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

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

Service Area: IndyGo's service area is defined as the entirety of Marion County. This definition is consistent with the service area defined in IndyGo's 2020 Title VI Program.

Project Outline

The site will primarily serve as a temporary bus storage and maintenance facility while the East Campus Garage is under construction. Vehicles stored include 40' buses and smaller shuttle buses, used in paratransit operations. There is the possibility that the site could be purchased.

Potential impacts include early-morning traffic for vehicle pull-in and pull-out and maintenance functions. Lighting will be needed for the site, depending on operating hours, but the lights would be similar to lights used to illuminate parking lots.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive dataset with all the data needed for this examination. ACS 2016-2020 5-year estimates at the block group level were used for this analysis.

- ACS Summarized Data 2016-2020 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Site Data

Data about each site were collected from Open Indy, an open data portal hosted and maintained by the City of Indianapolis; data obtained directly from the City of Indianapolis; data provided via Map Indy. These include:

- **Zoning.** Source: City of Indianapolis.

- **Current Land Use Classification.** Source: City of Indianapolis.
- **Land Use Plan.** Source: City of Indianapolis.
- **Centerline.** Source: City of Indianapolis. Dataset includes the Thoroughfare Plan classification for all streets in the City of Indianapolis.
- **Aerials.** Source: NearMap. IndyGo subscribes to the NearMap service which provides aerial photographs that are regularly updated.
- **Parcels.** Source: City of Indianapolis.
- **Site.** Provided by IndyGo staff.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. The block group the site is within, in addition to any block groups adjacent to the site with residential land uses bordering the site, is considered to be within the area of potential impact. Demographic data, including total population, is identified for an entire block group with the area of impact.

In identifying similar sites, all parcels within ¼ mile of the site were analyzed. Any sites with a similar land use as the site proposed were then subjected to an analysis through aerials. If the site appeared to be primarily used as the proposed project, it was considered a similar site.

Determining High Minority and High Poverty Block Groups

Block groups were determined to be High Minority or High Poverty if the percentage met or exceeded the service area (Marion County) average. See Table III-1 for additional details.

Table III-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	437,761	45.7%
Population in Poverty	154,027	16.4% ¹²
Total Population	957,337	100%

Additional demographic maps can be found in APPENDIX A.

Similar Facilities

For each proposed site, similar facilities surrounding the site were identified and documented. The temporary bus storage and maintenance facility will serve as vehicle storage for 40' and paratransit vehicles, with maintenance occurring as well. No customers will use the facility for a transfer nor will any revenue service be provided to the facility. The *Consolidated Zoning Ordinance* includes definitions for land uses. After review, the most similar land use types are Vehicle-Related Operations;

¹² The percent of low-income population is based off the estimate for total population with income data (938,064).

uses include storage, service, and sales. A review of aerial photography was conducted to understand potential traffic and other impacts of related facilities.

Site Equity Analysis

Area of Potential Impact

The area of potential impact determines what populations may potentially be affected by the redevelopment and subsequent operations upon the site. Table III-2 includes each block group identification number that the potential site is within and within the area of potential impact.

Table III-2. Area of Potential Impact – Block Groups

Site Name	Site A – Tibbs	Site B – I-65	Site C – Shadeland
Block Group (s) Site is Located in	180973417012	180973103111	180973608001
Block Group (s) Within Area of Potential Impact¹²	180973417012; 180973426005; 180973907002	180973103111; 180973103062; 180973103113	180973608001; 180973606024; 180973608002; 180973606022

Site Equity Analysis Results

Site demographics were collected for each site's area of potential impact. If there is more than one block group in the area of potential impact, the data presented below are the sum of the demographics in the identified block groups. These data are identified in Table III-3.

All three sites have one or more block groups that met or exceeded the percentage of minority population for Marion County (44.09%). Site C has the largest number of minority population in the area but a similar percentage as Site A – Tibbs.

All three sites include block groups identified as high-low-income. Site A – Tibbs has the highest number of low-income persons but Site A- Tibbs has the highest percentage.

¹² Includes block group the site is located in.

Table III-3. Site Equity Analysis Demographic Data

	Site A – Tibbs	Site B – I-65	Site C – Shadeland
Total Population (Poverty)¹⁴	2,451 (2440)	5,965 (5936)	4,253 (4034)
Minority Population (%) Service area average – 45.7%	1,090 (44.5%)	1,008 (16.9%)	1,823 (42.9%)
Non-Minority Population	1,361	4,957	3,367
Location in a High Minority Area?¹⁵	Yes	Yes	Yes
Low-Income Population¹⁶ (%) Service area average – 18.9%	689 (28.2%)	1,004 (16.9%)	667 (16.5%)
Non-Low-Income Population	1,751	4,932	3,367
Location in a High-Low-Income Area?	Yes	Yes	Yes

For the purposes of conducting Title VI analysis, the next thing we sought to understand was the potential adverse effects by analyzing the sites through the following factors: 1) potential facility impacts on Area of Potential Impact; 2) whether any location would require displacement; and 3) any cumulative impacts from the presence of similar facilities in the area.

The facility may have minimal impact on the surrounding community. The facility's primary use will be temporary vehicle storage and maintenance. Vehicles may start revenue service directly from the facility, which could mean early vehicle departure or vehicle arrival. The greatest impact will be vehicle traffic generated by the site. At this time, the number of vehicle parking spots is unknown; also unknown is whether additional mobility solutions will be available at the site (e.g. micromobility).

All three sites are likely to require some additional investigation for proper zoning. All sites are likely to require rezoning as none are zoned I-3 or I-4. Site B is also located in the International Marketplace Economic Development Area. The zoning may not be an issue for temporary occupancy, but for permanent occupancy, IndyGo staff will need to ensure its remediated.

The primary factor in the determination of minimal impact is that each site is located in areas with conforming local land use regulations. These regulations separate incompatible uses and also require the mitigation of impacts through the application of development standards. All three sites are in areas with a mixture of land uses (See Table III-4 for additional information regarding the land use mix within the area of potential impact).

None of the sites have occupied buildings on site. Therefore, the facility will not require any displacement.

¹⁴ Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. A number is provided in parentheses only if the total population is different.

¹⁵ Determined if one of the block groups in the area of impact meets or exceeds the average for Marion County.

¹⁶ Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. Due to this, the percentage is based off the total population reported for each Block Group in B17021.

Table III-4. Site Land Use Mix and Similar Sites

	Site A	Site B	Site C
Number of Parcels in Impact Area	148	55	161
Percent Commercial Acres of Total	7.0%	35.5%	45.0%
Percent Industrial Acres of Total	71.1%	55.4%	0.0%
Percent Residential Acres of Total	7.1%	2.7%	28.2%
Special Use and Parks	4.1%	2.9%	9.3%
Other and Vacant	10.7%	3.5%	17.5%
Number of Similar Sites	0	0	0
Will displacement occur?	No, vacant	No, vacant	No, vacant

All of the sites are vacant. Based on the identification of the facility type and use, and subsequent identification of similar facilities, there are no similar facilities within the area of potential impact for all of the sites.

Outreach at Proposed Sites

Prior to selection of the preferred site, IndyGo staff conducted public outreach at all three proposed sites. To facilitate a multiple site approach with limited staffing resources, outreach was conducted using a virtual meeting format.

To educate and solicit comments from constituents, IndyGo held a virtual public meeting on September 21, 2023. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. Neighborhood representatives and MNAs received email communication.

For additional details, please refer to APPENDIX B.

Site Equity Analysis Results and Selection of Preferred Site

In reviewing the three areas of potential impact, the analysis helped to determine that, while the facility may have minor impacts to the surrounding community, any construction and operations of the facility will conform to existing ordinances. At none of the sites will the facility's activities result in a cumulative effect due to similarly situated sites. The locations fit the basic needs for the site selection criteria. Therefore, IndyGo finds no potential disparate impact with the sites selected for further analysis.

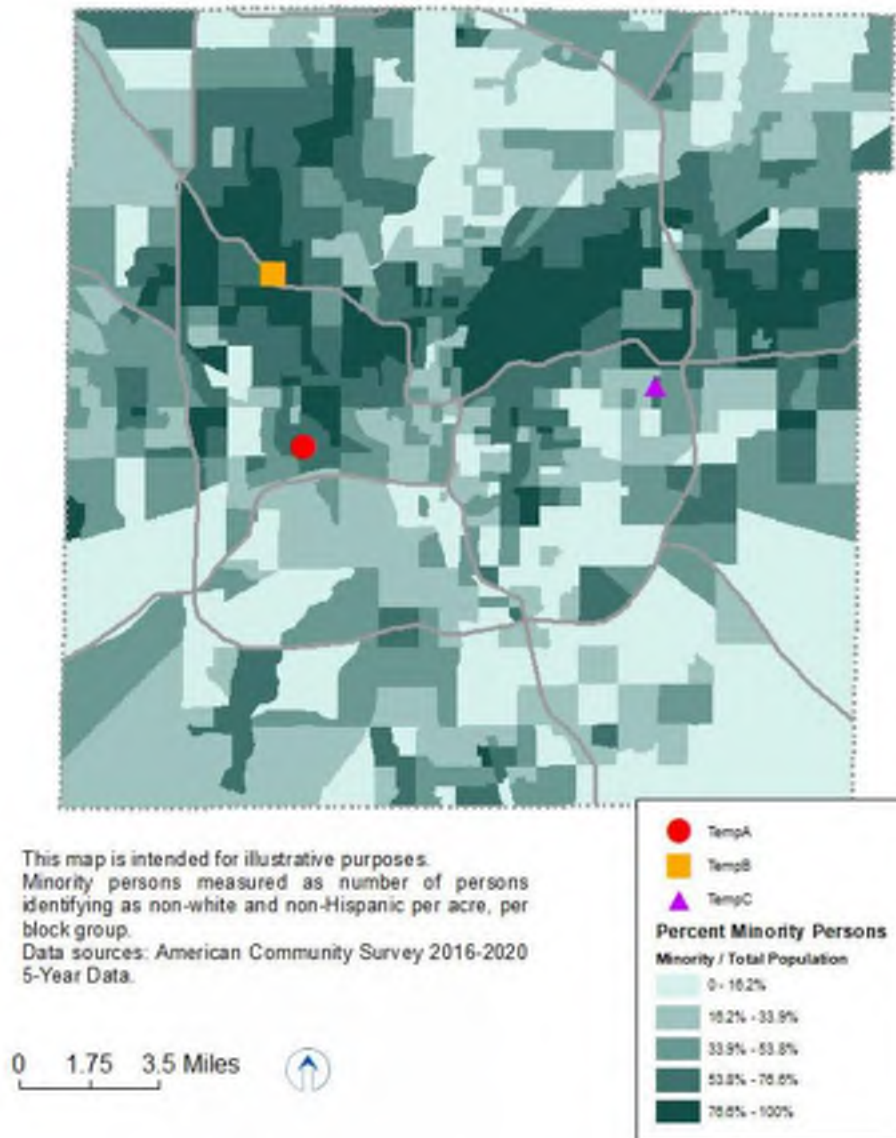
Through the site selection process, IndyGo selected Site B as its preferred site. Site A is close to its headquarters but the existing buildings would require significant rehabilitation. Site C is also close to its East Campus location but is not as well-suited as Site B.

As documented in this Site Equity Analysis, the selection of the preferred site was not chosen in regard to race, color, or national origin; therefore the facility will not have a potential disparate impact.

APPENDIX A. DEMOGRAPHIC MAPS

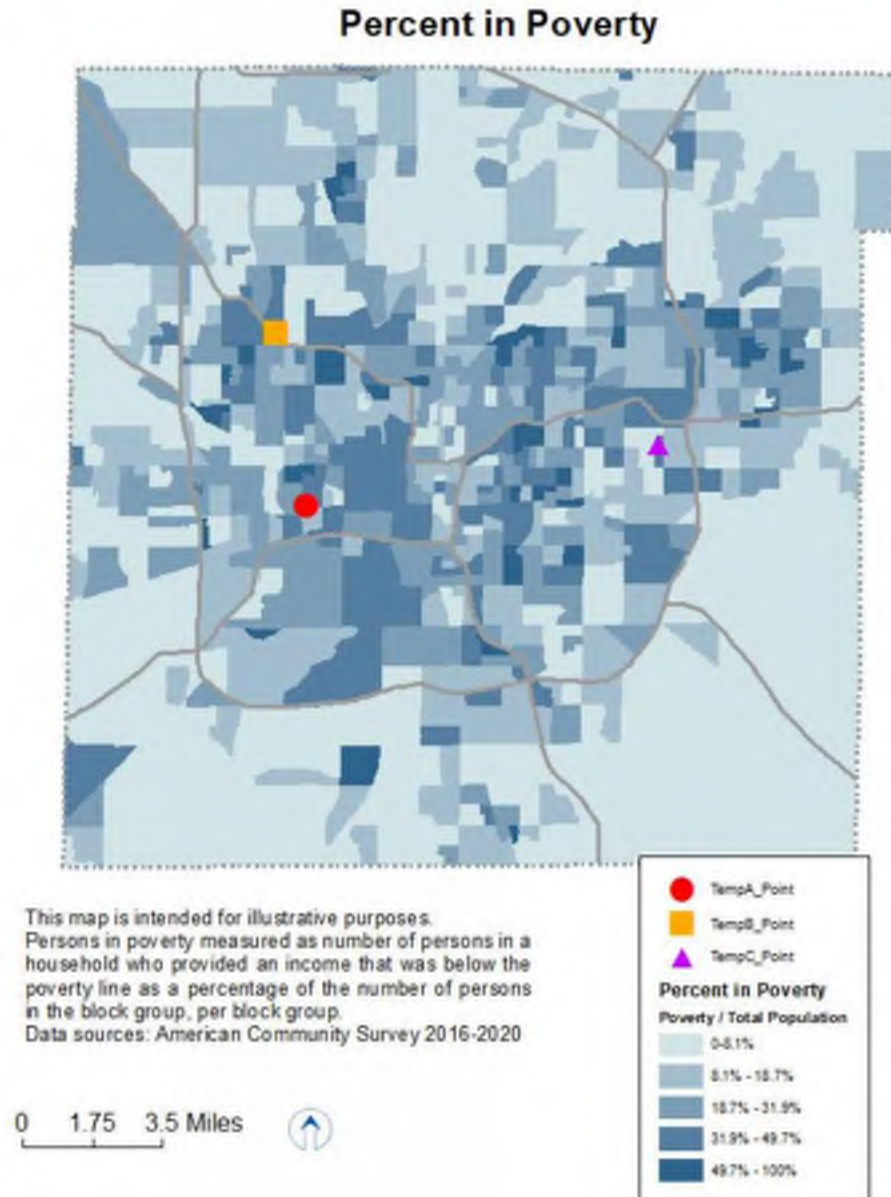
Appendix Figure A-1. Percent Minority Population per Block Group

Percent Minority Persons



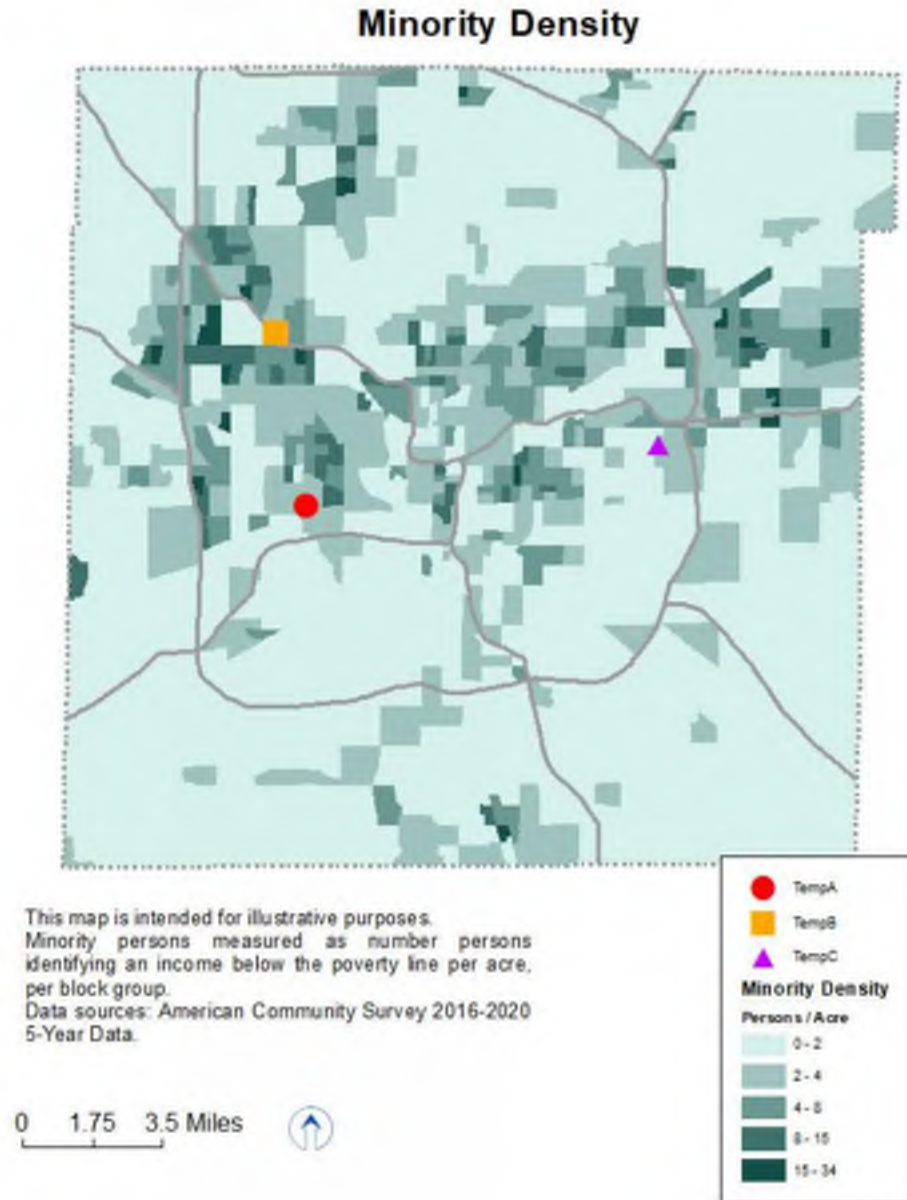
A-1

Appendix Figure A-2. Percent in Poverty per Block Group



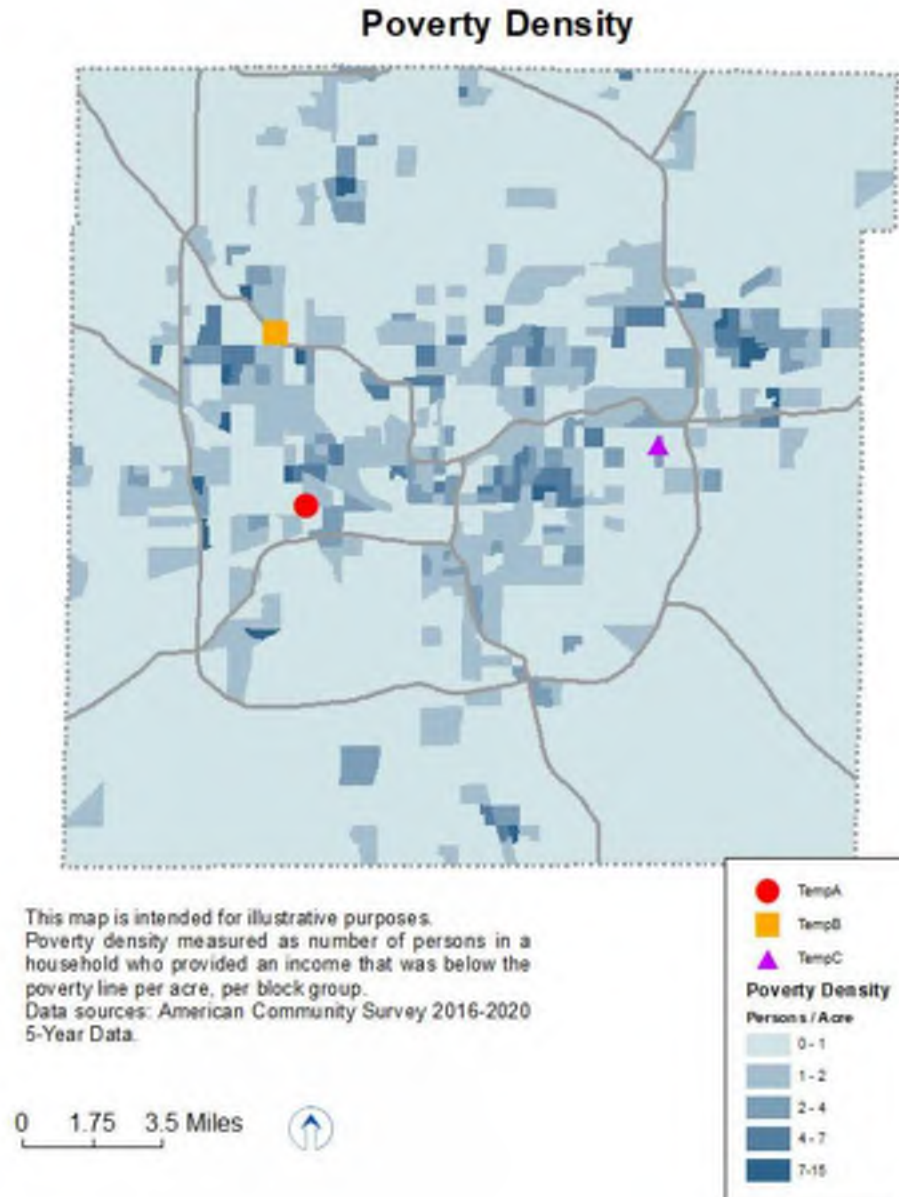
A-2

Appendix Figure A-3. Density of Minority Persons per Block Group



A-3

Appendix Figure A-4. Poverty Density per Block Group



A-4

APPENDIX B. PUBLIC OUTREACH SUMMARY AND MATERIALS

Methodology

IndyGo offered a variety of techniques to engage with identified stakeholders about property that could potentially be purchased to support our paratransit operations. To educate and solicit comments from constituents, IndyGo held a virtual public meeting on September 21, 2023. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas.

Public Notice Text

A public notice was published in the IndyStar.

IndyGo is considering leasing property to meet the needs of our growing organization. IndyGo is committed to providing increased service as part of the Marion County Transit Plan (MCTP), which means the agency needs more space for increased operational functions.

Planned use of this facility includes vehicle storage and maintenance, for both the fixed route and paratransit fleets. At this time, IndyGo is only considering the property for temporary use of vehicle storage and maintenance until the garage at the agency's East Campus is constructed.

Join us on **Thursday, Sept. 21 at 5:30 p.m.** for a virtual public meeting to learn more and give feedback on the following sites under consideration:

- 50 N. Tibbs Ave., Indianapolis, Ind. 46222
- 4045 Park 65 Dr., Indianapolis, Ind. 46254
- 1620 Industry Dr., Indianapolis, Ind. 46219

Learn more at www.indygo.net/expand/. To preregister for the virtual meeting, visit this link: <https://shorturl.at/3uT38>. IndyGo is committed to providing equal access to information for all meeting participants. Individuals requiring any accommodations should contact Jordan Patterson, special programs manager, at jpatterson@indygo.net by Monday, Sept. 18.

Summary of Public Meeting – Site Equity Analysis – September 21

See summary below:

On Thursday, September 21, IndyGo hosted a virtual public meeting to inform and solicit feedback from the public on the following sites under consideration for purchase:

- 50 N. Tibbs Ave., Indianapolis, Ind. 46222
- 4045 Park 65 Dr., Indianapolis, Ind. 46254
- 1620 Industry Dr., Indianapolis, Ind. 46219

The meeting was led by Jordan Patterson, Special Program Manager, and Ryan Wilhite, Manager of Special Projects and Regional Mobility Integration.

Legal notice was published in the Indianapolis Star prior to the meeting

During the virtual meeting, IndyGo shared the plans for the temporary facility and the potential impact to the neighborhood.

Residents asked the following relevant questions:

- Is IndyGo looking to lease multiple locations?
 - No.
- How long is IndyGo looking to lease a space?
 - Between 2-3 years; essentially the time to construct the garage.

There were a few questions about IndyGo's real estate procurement process that were answered offline but they were not germane to IndyGo's leasing of this property.



Letter sent to parcel owners potentially impacted by the site acquisition. A similar letter was sent to all parcels within the area identified in the methodology.

Won't you be our neighbor?

IndyGo is considering leasing property in this area to meet the needs of our growing organization. Our agency needs more space for increased operational functions.

Planned use of this facility includes vehicle storage and maintenance, for both the fixed route and paratransit fleets. At this time, IndyGo is only considering the property for temporary use until the garage at the agency's East Campus is constructed.

Please consider joining us on Thursday, Sept. 21 for a virtual public meeting to learn more and give feedback on the potential lease of the following properties:

- 50 N. Tibbs Ave., Indianapolis, Ind. 46222
- 4045 Park 65 Dr., Indianapolis, Ind. 46254
- 1620 Industry Dr., Indianapolis, Ind. 46219

To register for the virtual meeting or to submit public comment, visit www.indygo.net/expand.

IndyGo is committed to providing equal access to information for all meeting participants. Individuals requiring accommodations should contact Jordan Patterson, special programs manager, at jpatterson@indygo.net by Monday, Sept. 18.

Sincerely,

Jordan Patterson

Special Programs Manager

jpatterson@indygo.net

Slides for Presentations Delivered at Public Meeting



ABOUT INDYGO

Our Mission: To connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences.



OUR JOURNEY



IndyGo

EXPAND INDYGO

Facility Needs:

- Bus Storage (fixed route and paratransit fleet)
- Bus maintenance
- Temporary use

IndyGo

PROPERTY SEARCH



1 50 N. Tibbs Ave.



2 4045 Park 65 Dr.



3 1620 Industry Dr.

PROPERTY 1 - 50 N. Tibbs Ave.

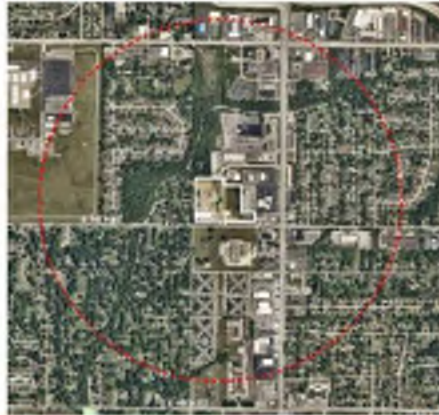


PROPERTY 2 - 4045 Park 65 Dr.



IndyGo

PROPERTY 3 – 1620 Industry Dr.



IndyGo



Title VI Program Update – Board Minutes

[Added after Board Adoption]

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Date of Memo: September 04, 2026
Board Meeting: September 17, 2026

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Governance and Audit Brian Atkinson
SUBJECT: Consideration and approval of independent audit services

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter contract negotiations with Forvis Mazars, LLP and upon successful negotiations, enter a contract that will allow Forvis Mazars, LLP to supply independent audit service for a term of five years for an amount not to exceed \$402,185.

BACKGROUND:

The audits shall be conducted in accordance with Generally Accepted Auditing Standards (GAAS) and all other applicable professional, regulatory, and governmental auditing requirements.

Applicable requirements include Government Auditing Standards issued by the United States Government Accountability Office (GAO), the Single Audit Act Amendments of 1996, Uniform Guidance (2 CFR Part 200, Subpart F), and all applicable laws, regulations, and directives of the State of Indiana, including State Examiner Directive 2015-2, as amended.

The Auditor shall also comply with any future auditing standards, requirements, procedures, pronouncements, statutes, regulations, or guidance issued by federal, state, or local governmental agencies; grantor agencies; standard-setting bodies; or other authoritative entities having jurisdiction over audits of funds, programs, or operations administered, managed, or conducted by IPTC.

DISCUSSION:

On May 15, 2026, IPTC requested that its current independent financial audit firm, Forvis Mazars, LLP, submit a five-year pricing proposal commencing with the audit of IPTC's fiscal year 2026 financial statements.

On June 11, 2026, Forvis Mazars, LLP submitted a five-year pricing proposal that included annual fees presented on a year-by-year basis.

Forvis Mazars, LLP meets all qualifications and has extensive audit experience with municipal corporations as well as state, municipal and county governments. In addition to government experience, Forvis Mazars, LLP, has more than 30 years of knowledge and experience working with FTA rules and regulations, as well as reporting to the National Transit Database.

FISCAL IMPACT:

Independent Audit Service is funded from the operating Budget

First Year Audit 2026	\$ 75,000.00
Second Year Audit 2027	\$ 77,630.00
Third Year Audit 2028	\$ 80,340.00
Fourth Year Audit 2029	\$ 83,150.00
Fifth Year Audit 2030	\$ 86,065.00
Total Five Years	\$ 402,185.00

DBE/XBE DECLARATION:

A DBE/XBE participation goal does not apply to this procurement, based on the procurement method utilized.

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Date of Memo: September 02, 2026
Board Meeting: September 17, 2026

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President and CEO Jennifer Pyrz

FROM: Facilities Supply Chain Manager Gerald Glover

SUBJECT: Consideration and approval of contract amendment for Ellis Mechanical and Electrical preventive maintenance services

ACTION ITEM A – 5

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to execute an amendment to the existing contract with Ellis Mechanical and Electrical for additional funding in the amount of \$275,000. Upon approval of the amendment, the total contract not-to-exceed amount will increase to \$2,003,000.

BACKGROUND:

The original contract was established through RFP-21-08-413, HVAC and maintenance services, and was approved by Board of Directors December 9, 2021. IPTC currently contracts with Ellis Mechanical and Electrical to provide preventive maintenance services for all facilities. The scope provides the labor, materials, supplies, and equipment necessary to perform preventive maintenance services and maintain HVAC and related building systems. Additional funding is needed to continue preventive maintenance services under the existing contract and does not extend the existing contract terms. Having continued preventive maintenance at these locations is necessary to identify potential equipment issues, reduce unexpected equipment failures, and support the safe operation of IPTC facilities. Preventive maintenance services are currently provided at the following IPTC locations:

1. 1501 W. Washington Street
2. 201 E. Washington Street
3. 2425 W. Michigan Street
4. 8925 S. Madison Avenue
5. 9503 E. 33rd Street
6. 6410 N. College Avenue
7. 9350 E. 30th Street (New)

DISCUSSION:

The existing contract is projected to exhaust its available funding at the end of August 31, 2026. IPTC is requesting an additional \$275,000 through a contract amendment to provide sufficient funding for continued preventive maintenance services from September 1, 2026 through March 30, 2027. Approval of this amendment will allow Ellis Mechanical and Electrical to continue providing scheduled preventive maintenance and other necessary services under the existing contract without interruption.

FISCAL IMPACT:

This project will be funded through the operating budget

DBE/XBE DECLARATION:

A DBE/XBE participation goal does not apply to this request because the action is an amendment to an existing contract and does not involve a new competitive solicitation.

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Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - IndyGo

For the Eight Months Ending Monday, August 31, 2026

9/14/2026 12:12 PM

Period Selected: 8

	Current Month				YTD				PRIOR
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	YTD Actual
Operating Revenue									
Federal Assistance	1,609,465.00	1,218,833.16	390,631.84	32.05	12,561,420.00	9,750,665.28	2,810,754.72	28.83	11,910,322.00
Other Operating Income	402,697.87	299,478.33	103,219.54	34.47	2,647,446.53	2,395,826.64	251,619.89	10.50	6,748,978.60
Passenger Service Revenue	492,225.35	493,769.37	(1,544.02)	(0.31)	4,440,249.46	3,950,154.96	490,094.50	12.41	3,690,294.43
PMTF Revenue		947,485.67	(947,485.67)	(100.00)	11,369,828.00	7,579,885.36	3,789,942.64	50.00	11,369,828.00
Local Property & Excise Tax Revenue	3,558,425.83	3,558,425.83	0.00	0.00	30,312,826.34	28,467,406.64	1,845,419.70	6.48	29,520,233.90
Local Transit Income Tax Revenue	4,122,551.32	4,122,551.32	0.00	0.00	42,285,124.67	32,980,410.56	9,304,714.11	28.21	32,609,940.00
Service Reimbursement Program	22,083.00	22,083.33	(0.33)	(0.00)	176,664.00	176,666.84	(2.84)	(0.00)	176,664.00
Total Operating Revenues	10,207,448.37	10,662,627.01	(455,178.64)	(4.27)	103,793,559.00	85,301,016.28	18,492,542.72	21.68	96,026,260.93
Operating Expenses									
Personal Services									
Fringe Benefits	1,615,232.46	1,667,218.11	(51,985.65)	(3.12)	13,428,530.13	15,804,754.08	(2,376,223.95)	(15.03)	12,859,789.60
Overtime	661,722.75	262,356.21	399,366.54	152.22	5,448,967.31	2,361,205.88	3,087,761.43	130.77	4,370,435.34
Salary	3,824,596.44	4,430,630.43	(606,033.99)	(13.68)	33,459,811.06	39,875,673.90	(6,415,862.84)	(16.09)	34,667,051.73
Total Wages and Benefits	6,101,551.65	6,360,204.75	(258,653.10)	(4.07)	52,337,308.50	58,041,633.86	(5,704,325.36)	(9.83)	51,897,276.67
Other Services & Charges									
Claims	312,965.28	372,899.99	(59,934.71)	(16.07)	3,771,754.13	2,983,199.94	788,554.19	26.43	1,270,963.55
Miscellaneous Expenses	69,160.66	120,376.99	(51,216.33)	(42.55)	738,329.66	963,015.78	(224,686.12)	(23.33)	546,498.24
Purchased Transportation	1,088,085.30	991,457.50	96,627.80	9.75	8,409,396.23	7,931,660.00	477,736.23	6.02	8,776,926.37
Services	2,791,223.66	2,764,928.20	26,295.46	0.95	17,875,110.03	25,126,816.79	(7,251,706.76)	(28.86)	14,555,577.17
Total Utilities	206,857.40	291,193.07	(84,335.67)	(28.96)	1,867,691.18	2,329,544.56	(461,853.38)	(19.83)	1,646,058.99
Total Other Services & Charges	4,468,292.30	4,540,855.75	(72,563.45)	(1.60)	32,662,281.23	39,334,237.07	(6,671,955.84)	(16.96)	26,796,024.32
Materials & Supplies									
Fuel & Lubricants	479,614.84	566,458.34	(86,843.50)	(15.33)	3,410,120.65	4,531,666.72	(1,121,546.07)	(24.75)	3,342,240.72
Maintenance Materials	684,251.01	569,861.79	114,389.22	20.07	4,766,930.69	4,558,894.32	208,036.37	4.56	4,390,800.72
Other Materials & Supplies	37,314.00	90,610.89	(53,296.89)	(58.82)	348,689.19	903,099.32	(554,410.13)	(61.39)	276,800.11
Tires & Tubes	69,008.22	61,348.03	7,660.19	12.49	461,415.95	490,784.24	(29,368.29)	(5.98)	388,887.86
Total Materials & Supplies	1,270,188.07	1,288,279.05	(18,090.98)	(1.40)	8,987,156.48	10,484,444.60	(1,497,288.12)	(14.28)	8,398,729.41
Total Operating Expenses	11,840,032.02	12,189,339.55	(349,307.53)	(2.87)	93,986,746.21	107,860,315.53	(13,873,569.32)	(12.86)	87,092,030.40

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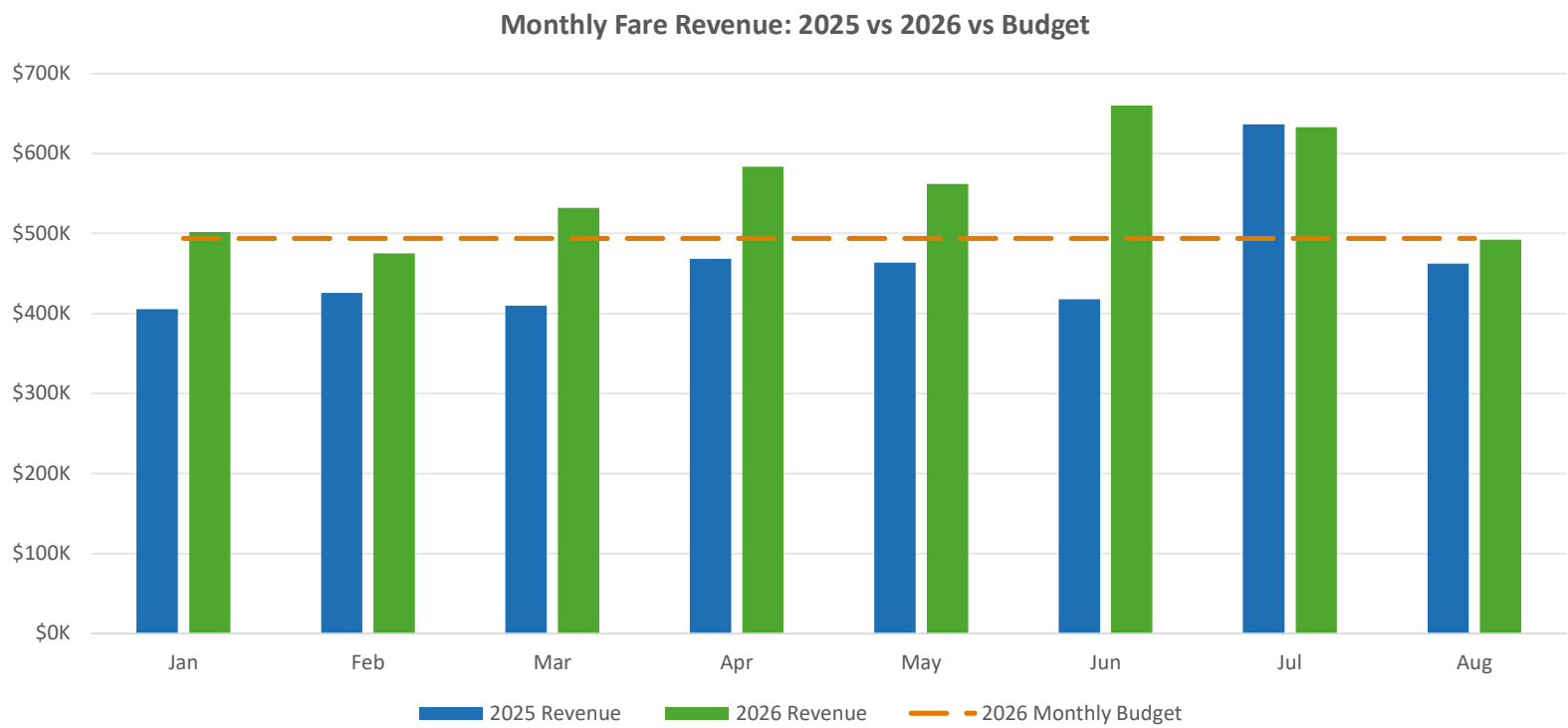
Miscellaneous Expenses - August 2026	
LEASES AND RENTALS	\$35,039.42
Rental Agreement for 9350 E. 30th Street Indpls. Indiana 46235	\$31,539.42
Ground rent/ring road maintenance - Greenwood Park Mall	\$3,500.00
MEMBERSHIPS AND DUES	\$10,000.00
IMPO Membership - 2027	\$10,000.00
CONFERENCE REGISTRATION EXPENSES	\$6,389.00
Purdue University Project Management Class Registration	\$3,950.00
APTA Conference registration	\$2,374.00
Mpact Class Registration	\$65.00
MISCELLANEOUS	\$5,402.25
Tuition Reimbursement (Finance)	\$5,089.55
IT Hardware - cables, mounting arm	\$163.98
A Guide to the Project Management Body of Knowledge book	\$123.16
Team Refreshments	\$25.56
TRAVEL	\$5,397.53
Lodging & Transportation (APTA Tech Conference)	\$3,186.96
Lodging & Transportation (Mpact Conference)	\$1,924.27
ABBG Paratransit Conference	\$286.30
TRAINING AND STAFF DEVELOPMENT	\$4,401.00
Cummins Training & Staff Development Class (Preventative Maintenance)	\$4,200.00
The American National Red Cross First Aid/CPR/AED Training (Risk & Safety)	\$126.00
Indiana Tort Claims Act Training (Legal)	\$75.00
MEALS AND ENTERTAINMENT	\$1,968.05
TSI Training Meals	\$826.00
Quaterly Leadership Meeting Meals	\$513.50
FTA Quaterly Review Meeting Meals	\$398.00
Fresh Fruit Arrangement	\$230.55
DRIVER LICENSE FEES	\$563.41
Grand Total	\$69,160.66

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Fare Revenue Report

2025 vs. 2026 Revenue · Year-to-Date Through August 2026

Month	2025 Revenue	2026 Revenue	YoY Change
Jan	\$405,489	\$502,090	+23.8%
Feb	\$426,115	\$475,226	+11.5%
Mar	\$409,574	\$532,148	+29.9%
Apr	\$468,287	\$583,235	+24.5%
May	\$463,871	\$562,252	+21.2%
Jun	\$417,933	\$659,990	+57.9%
Jul	\$636,593	\$633,083	-0.6%
Aug	\$462,433	\$492,225	+6.4%
YTD	\$3,690,294	\$4,440,249	+20.3%



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Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Planning & Capital Projects Report, September 2026

To: President & CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: September 10, 2026

STRATEGIC PLANNING

Sponsored Rides Program Development and Technology Upgrade

With the future state of the Sponsored Rides program now finalized, Strategic Planning has shifted focus to preparing for partners to begin purchasing digital and/or physical passes to provide transit access to employees, students, clients, and/or patients. These new purchase options are expected to be launched for new and existing partners in Q4 2026.

A virtual webinar was held on August 26. IndyGo staff shared information about the new MyKey+ fare products and program management system that will be available to existing house accounts and partners. The webinar was well attended and IndyGo staff were able to answer questions asked by the attendees. Following the webinar, the presentation and recording was sent to the roster of House Account contacts.

On-Board Survey

The on-board survey is fully underway. The on-board survey is a federal requirement and helps IndyGo staff understand who is riding buses, for what purpose, and where they are boarding and alighting. The survey data is used for planning purposes and to complete analyses, such as fare equity analyses. Results will be presented to the board and a dashboard will be created for internal use. The survey is resource intensive, requiring hired surveyors to board buses, ask questions, and quality control each submittal. The survey needs to occur at most every five years. To capture Blue Line information sooner, IndyGo is planning to perform its next on-board survey in 2030.

Strategic Plan

The Strategic Planning team continues to advance the development of IndyGo's next Strategic Plan. Recent efforts have focused on defining the specific objectives aligned with the plan's three proposed strategic pillars: Protect Frontline Workers, Increase Ridership, and Prioritize Long-Term Stability. As Executive leadership provides input on the proposed objectives, the Strategic Planning team will begin identifying the key actions (initiatives) and performance metrics (key results) that will be used to

measure progress toward achieving each objective. Development of the Strategic Plan framework is expected to continue through the remainder of 2026.

Capital Plan

Following the Board's adoption of the FY2027 budget, including the capital budget, the Strategic Planning team has begun updating IndyGo's 5-yr Capital Plan. This effort will incorporate the FY2027 capital program and include narrative updates highlighting progress on ongoing projects and recently completed investments. The updated Capital Plan is expected to be presented for adoption at the March 2027 Board of Directors meeting.

The team is also beginning to reimagine the 5-yr Capital Plan's structure as IndyGo enters a new phase of capital investment. As implementation of the Marion County Transit Plan nears completion, the agency is transitioning from a period of significant capital investment toward a more capital-constrained environment, consistent with the recommendations of the Fiscal Sustainability Study.

ENGINEERING & CONSTRUCTION

Blue Line Bus Rapid Transit

2026 is projecting to be the busiest of the four construction years. Utility relocations and other construction activities continue throughout the project corridor. Westbound Washington Street is closed for underground work between Harding Street and Belmont Avenue and is expected to reopen to two-way traffic in September 2026. Roadway work has been mobilized at the intersection of Southeastern Avenue and Washington Street, and a 90-day eastbound closure is in place (anticipated reopening to two-way traffic in late September 2026 due to utility delays). Roadwork east of I-465 on the east end of the project is anticipated to be substantially complete in September 2026. BRT station work is progressing, with twelve station foundations poured and eleven steel structures erected. The project team is actively monitoring traffic on detour routes and working with the Indianapolis Department of Public Works to adjust signal timing to minimize delays where possible. Regular meetings with key stakeholder groups continue as well. The Eastside Mobility Hub portion of the project is taking shape. The building has been erected, and the roof and siding are being installed. The site is being graded in preparation for curb and pavement.

Local Route Transit Signal Priority

IndyGo activated TSP along local Route 37 – Park 100 mid-April. IndyGo is closely monitoring route performance and will evaluate and publish key performance indicators to inform future route and network improvements. The evaluations will be used to determine the return on investment for maintaining a system that uses real-time data from the transit vehicle to detect the presence of a bus and make on-demand signal adjustments aimed at improving on-time performance and service reliability.

BRT Corridor Pavement Maintenance

A Pavement Asset Management Plan is in development and should be finalized before the end of 2026. Once completed, this plan will assist IndyGo in programming and funding long-term pavement maintenance along the BRT corridors, in accordance with the Interlocal Cooperation Agreement between IndyGo and the City of Indianapolis. In the meantime, pavement rehabilitation is needed along the Red Line on Capitol Ave, Meridian St, and College Ave. IndyGo released a solicitation for this repair

work on June 9, with submissions due on July 2. No bids were received. The project team plans to re-bid the project in late Q3 or early Q4 of 2026.

As a reminder, part of this work includes a demonstration project that will remove and replace pavement and markings along several blocks of Capitol Ave in downtown Indianapolis. Throughout 2025, IndyGo worked with the Department of Public Works to identify ways to modify the Capitol Ave BRT corridor to reduce conflicts between buses and motorists. The proposed solution requires removing and redoing some of the pavement markings to make things more intuitive for motorists. The demonstration project includes a “before and after” study to record any changes in motorist behavior due to the planned pavement marking changes. The “before” portion of the study began on August 11. The team will continue to monitor the incidents that occur along this entire corridor to determine if more areas along Capitol Ave need to be modified in the same way in the near future.

Julia M. Carson Transit Center Washington Street BRT Docking

Construction of two BRT docking bays on the Washington Street side of the CTC is anticipated to begin in early 2027. IndyGo put this project out to bid in November 2025 in anticipation of selecting a contractor before the end of the year; however, only one bid was received, and it included a total cost that exceeded IndyGo’s first independent cost estimate. The project team revised the solicitation approach and re-bid the project in May 2026, again receiving one bid that was over the same independent cost estimate. After further internal deliberation, the construction contract award for the project was taken to the Board in August 2026 and approved.

Real Time Signage Without Grid Power

By design, IndyGo’s Super Stops locations are higher-quality, multi-amenity bus stop locations. The costs to extend power from the electrical grid to some of the stops in the Super Stops 2.0 project were so high, real-time signage was removed from the scope of work. This introduced an inconsistent customer experience that IndyGo would like to correct, provided that the agency can find a cost-effective way to add real-time signs. Technological advancements for passenger information displays, or PIDs, have progressed to the point that some solutions do not require grid power to function reliably. IndyGo released a Request for Information with a demonstration project in May 2026 to learn more about the solutions that exist in the current market. Six submissions were received in June. The demonstration project is anticipated to take place in March and April 2026.

Local Bus Stop Improvements

IndyGo continues to improve local bus stops with the goal of making the agency’s approximately 2,400 local bus stops accessible. Construction of the next package of bus stop improvements began in August and will be completed by the end of 2026. The work includes improvements to 42 bus stops on the far east side. Another package of 10 local bus stops is in design, which also includes five new traffic signals to improve pedestrian safety.

Additional local bus stop improvements currently in the design phase include six locations along Boulevard Place in the Butler-Tarkington neighborhood, anticipated to be constructed by June 2027; an extension of the bus pull-off at Greenwood Park Mall on County Line Road, anticipated to be constructed by February 2028; three locations along Shelby Street near the University of Indianapolis, anticipated to be constructed before the end of 2026.

Purple Line Bus Rapid Transit

The construction management team continues to work with each vendor to ensure that they have fully complied with all contractual obligations. The Package B contract has been fulfilled, and retainage has been released. The team is finalizing all open Package A contract items, completing any mandatory warranty work, and collecting the necessary documentation required to close out the project.

FACILITY PROJECTS**East Campus – Fleet Operations and Maintenance Facility**

This project will result in the construction of a bus maintenance and storage facility at IndyGo's East Campus. The design team is working on 60% design drawings. The construction manager as contractor, Shiel Sexton, is on board and is providing progressive construction cost estimates as part of the design process. Construction cost estimates are within range of the approved construction budget. The capital projects team continues to coordinate with operational departments to support operational readiness so that facility is operational upon completion. Pursuant to a voluntary "quick take" agreement, the project site will transfer to IndyGo on February 1, 2027, allowing IndyGo to proceed with the project, site work, demolition, and construction in accordance with the project schedule. This agreement allows IndyGo to take possession and control of the property, while condemnation proceedings continue to determine the appropriate valuation and compensation for the property.

East Campus – Building C Demolition Project

Procurement documents are under way for this project to be released later in the month of September for bid. Work will address the demolition of the former cafeteria and dormitory buildings that are attached to Building B. Provided there is a successful bid, the contractor will be presented at the November Board with work expected to begin in February of 2027.

CTC – Interior Renovations

A direct result of the BRT Docking Study completed in 2023, the intent of this project is to advance the recommendations to construct two new public restrooms within the CTC. The scope of this project includes re-evaluating and, if feasible, renovating interior spaces within the CTC with the overarching goal to better serve passengers, enhance safety and security, and to improve the functionality of the areas that are crucial to everyday operations. IndyGo is currently finalizing contract terms with the highest-scored, qualified firm, with the contract anticipated to be presented to the Board for approval at its September meeting. Once approved, the planning and design phase could take place during the fourth quarter of this year and into first quarter of 2027. Renovations could take place later in 2027.

1501 - Women's Locker Room Improvements

This project begins construction on September 12th with completion in November. It will improve the women's locker room at 1501 West Washington Street to make it accessible, more functional, and comfortable for female mechanics and staff.

1501 - South Parking Lot Access Drive Replacement

This project begins construction on September 21st. It will improve the access from Harding Street back to the salt barn near the 1501 West Washington Street property, replacing the asphalt drive with a heavy-duty concrete drive. Completion of work anticipated for November.

Red Line Station – IPE Wood Maintenance

This project is needed to maintain the wood panels on the Red Line stations and restore them to their original, reddish-brown appearance. If left untreated, the wood panels will continue to weather and gray over time. IndyGo's existing BRT station/bus shelter maintenance contract has been amended to include this work among the rest of the BRT Station maintenance work. The total number of hours to restore and treat each station is minimal. The contractor has started work which is expected to continue through September of this year.

1501 – Inground Bus Lift Replacement (Chassis Bay)

This project is to remove and replace the existing bus lift located in the 1501-Garage Chassis Bay. The existing lift has reached the end of its useful service life. The lift is used to raise buses providing maintenance personnel with access to vehicle chassis and undercarriage for steam cleaning, pressure washing and inspection of undercarriage components. The construction bid package is being finalized and, upon completion, will be issued for bid. Award for the construction contract is anticipated by the end of this year with work commencing in Q1 of 2027.

Facilities - HVAC Split System Replacements and Corrective Work

This project is to replace two HVAC split systems, each exceeding their useful service life. This project also includes HVAC system corrective repairs to address deficiencies preventing East Campus, Building A from maintaining temperature setpoints throughout the building. Staff are finalizing a request for proposal with contract award anticipated by the end of this year, and work commencing in Q1 2027.

Respectfully submitted,

Brooke Thomas, AICP

Chief Development Officer

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SEPTEMBER 2026

Public Affairs Board Report

To: The Chairman and Board of Directors
From: Carrie Black, Chief Public Affairs Officer

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR SEPTEMBER 2026

ISSUE:

A report of IndyGo Public Affairs will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

SUMMARY:

In August, the Public Affairs Department supported rider education efforts for MyKey+, including travel training sessions, rider open houses and outreach to additional Retail Network locations. Public Affairs also promoted IndyGo's first Purple Line Park & Ride partnership with the City of Lawrence and Ivy Tech Community College, helping introduce new riders to bus rapid transit service during the Indiana State Fair.

The department highlighted IndyGo's commitment to the community through media and outreach efforts surrounding the Stuff-A-Bus Flood Disaster Relief Drive, which collected essential supplies for residents affected by recent flooding in the Broad Ripple and Ravenswood communities. Additional media coverage recognized IndyGo as one of the top transportation services available to students in Indianapolis.

These efforts were in addition to the department's ongoing work managing creative projects, generating more than 174,573 social media engagements and impressions across all platforms and reaching nearly 6,000 current and future riders through public outreach.

CONTRIBUTING STAFF INCLUDES:

Carrie Black, Chief Public Affairs Officer
Lisa Soard, Director of Communications
Kayla Bledsoe, Director of Customer Experience & Outreach
Destiny Chamorro, Graphic Design Manager
Noah Sandel, Digital Media Manager
Auboni Hart, Communications Manager
Mara Drown, Public Affairs Specialist
Kael Sherwood, Outreach Specialist

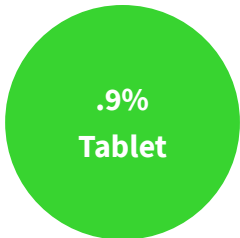
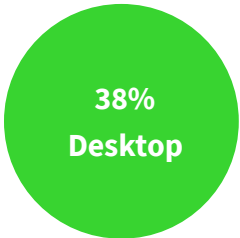
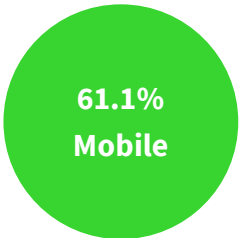
Website Insights: IndyGo.Net

(AUGUST 2026)



Page Views:	235,168
Bounce Rate:	38.97%
Total Users:	39,669
Avg. Pageviews Per User	6.17
Total Sessions:	54,215
Total Monthly Session Comp.	(up) 5.06%
ADA Widget Usage:	0

Viewing Metrics:

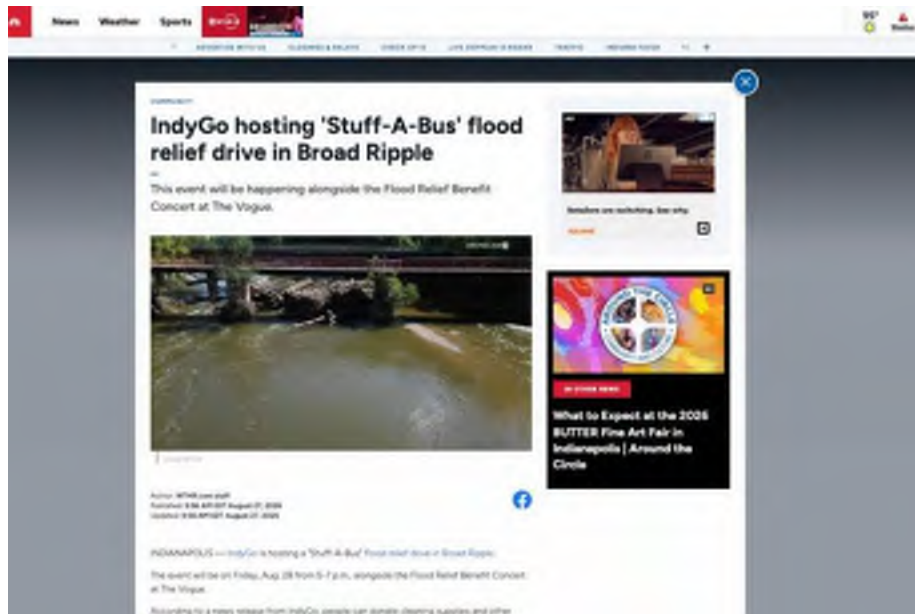


Public Media

AUGUST 2026

Topics Covered:

In August 2026, media coverage of IndyGo highlighted the agency's partnership with the Broad Ripple and Ravenswood communities to host a Stuff-A-Bus disaster relief drive in support of residents recovering from recent flooding. Additional coverage reinforced IndyGo's commitment to the community, recognizing the agency as one of the top five transportation services available to students in Indianapolis. IndyGo also partnered with Ivy Tech Community College and the City of Lawrence to offer its first Purple Line Park & Ride service to the Indiana State Fair, further highlighting the agency's role in connecting residents to community events and resources.





Metrics:

The graph to the right shows media story sentiments related to IndyGo. All media mentions were positive or neutral (meaning mostly informative) toward the agency.

This graph highlights the top media outlets that published stories about IndyGo in August and the total potential viewership/readership for each station or publication. The agency reached approximately 61,973,000 viewers and readers through these channels.

This graph features the media outlets that mentioned IndyGo the most frequently in August and the number of engagements generated by their coverage.



This graph spotlights the earned media value of IndyGo's top news coverage. In August, the total estimated advertising value equivalent (total cost *if* the agency were to pay per view) was approximately \$54.2 million.



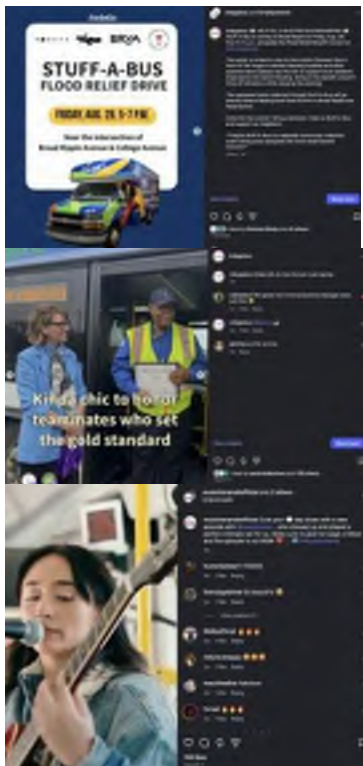
Social Performance

(SEPT. 2026)



Instagram

- 62,367 views
- 2,524 interactions
- 11,106 potential reach
- 5,444 followers (+114 new; +34%)



X (Twitter)

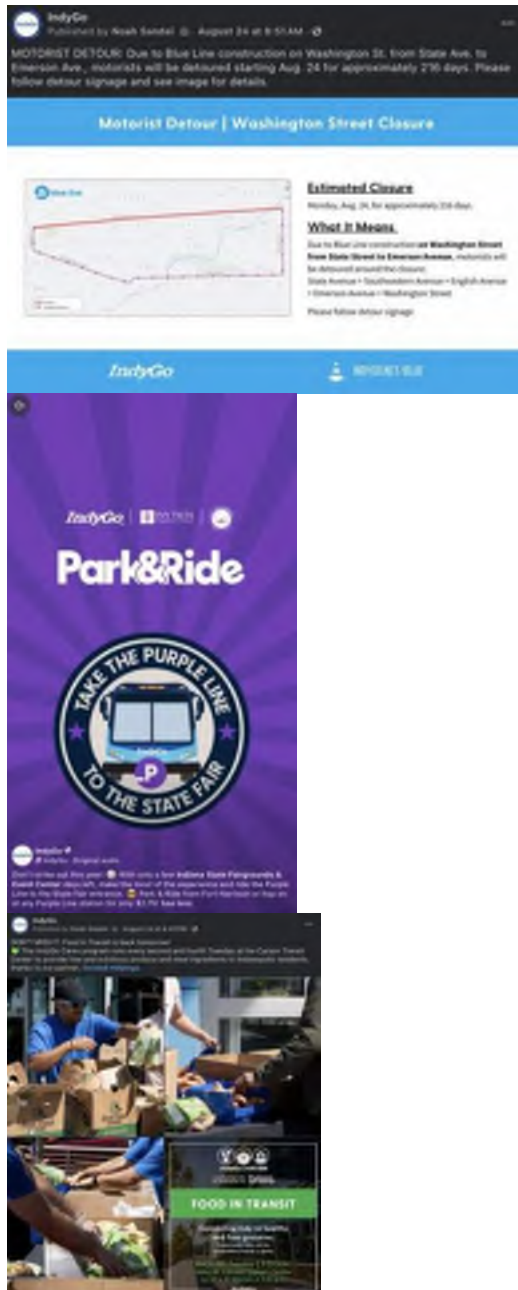
- 16,961 impressions (+163%)
- 157 engagements
- 17 likes (+31%)
- 6,660 followers (+12 net new)





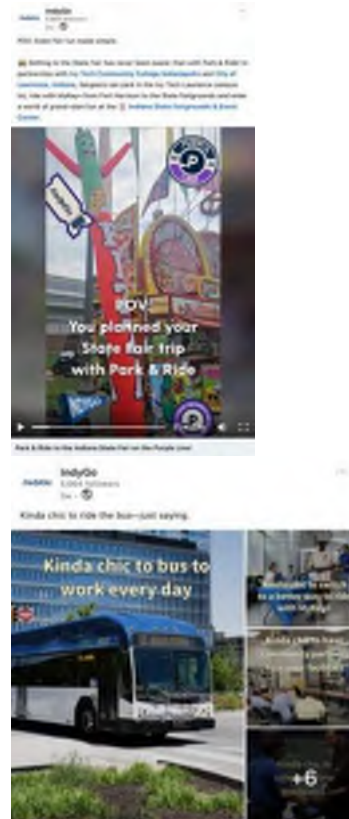
Facebook

- 76,430 views
- 977 interactions
- 20,845 potential reach
- 14,544 followers (+81 new; +65%)
- 4,129 visits to page (+35%)



LinkedIn

- 9,231 impressions
- 335 engagements
- 10.2% engagement rate (+52%)
- 5,664 followers (+61 net new)





- 5,771 total views
 - MyKey+: Your Key to Indy – 1,759
 - IndyGo: There for You Since 1975 (:15 ad) - 204
 - Route 2 -East 34th St- Outbound – 156



Executive LinkedIn Performance: President and CEO Jennifer Pyrz

The PA Team is partnering with Pyrz to grow and track monthly executive metrics.

Month	Impressions	Reach	Topics	Links
August	2,238	1,258	Stuff-A-Bus, Board Member Post Highlight	One , Two

Jennifer Pyrz • 1st
President & CEO at IndyGo
1w • 🌐

Public transit is part of a community's infrastructure in more ways than moving people. IndyGo is sometimes called upon during emergencies — usually to help transport people or provide temporary shelter. As Indianapolis continues to recover from devastating flooding, I was proud of our team for looking for additional ways to be useful.

With the support of our partners at Forty5 and The Vogue, we "stuffed" our outreach bus with donations ahead of their flood relief benefit concert. Our Stuff-A-Bus drive was just one small contribution to the tremendous response happening throughout Indianapolis, but it demonstrated what can happen when we come together with a shared purpose.

We were grateful to deliver those donations to Glendale Christian Church and see firsthand the incredible work happening behind the scenes to connect families and neighborhoods with the resources they need. Thank you to everyone who donated and honked in support of our drive and our neighbors.



Jennifer Pyrz • 1st
President & CEO at IndyGo
2w • 🌐

I appreciate Rick putting the business case in writing—this is a conversation worth having for Indianapolis employers. Transit isn't a line item for riders alone; it's workforce infrastructure that helps connect businesses to the people they depend on.

Worth a read.

Rick Wilson ✓ • 2nd
Director, Board Treasurer, Indianapolis Public Transp...
4w • 🌐 [Connect](#)

This short article makes the case for businesses - large small - to support Indianapolis public transit provider IndyGo. The tax dollar can only do so much. A business community that normalizes support for public transportation becomes a huge force multiplier.

Why Public Transit is a Strategic Investment: The Business Case f...
Rick Wilson

Email Marketing Performance

(AUGUST 2026)



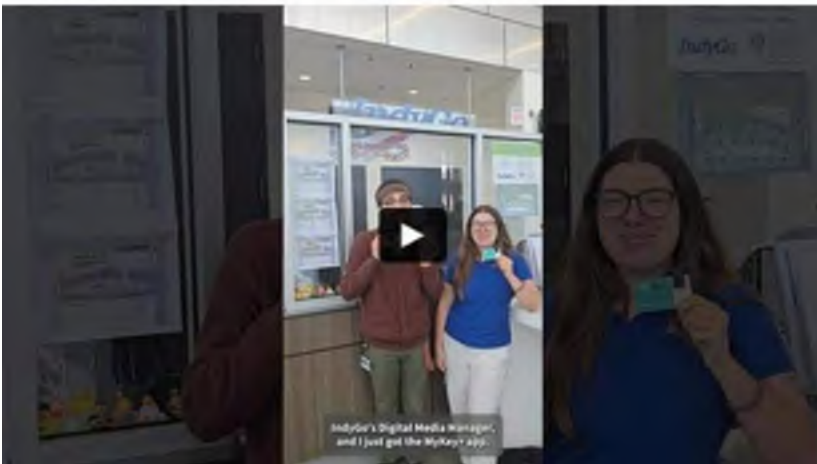
Email Marketing

- 29,840 recipients
- 6.09% click-to-open rate
- 5.01% open rate



This month's Inside IndyGo includes important MyKey+ information and open houses, reminders for IndyGo Access riders, Music in Transit's season eight debut and more.

Watch the latest video linked below for update snippets. Scroll down to see additional details about what's to come and what we've achieved in the last month.



Creative Services

(AUGUST 2026)

Circle City Classic Parade:

IndyGo will participate in this year's Circle City Classic Parade. The Creative team designed the event T-shirts for this year.



IndyGo How to Ride:

For this year's Indiana State Fair, IndyGo partnered with IvyTech Community College and the City of Lawrence to offer a Park & Ride service. Anticipating an increase in first-time riders, IndyGo used this opportunity to enhance its How-to-Ride webpage. The updates were designed to improve the user experience and make it easier to access the information they need to confidently navigate MyKey+.



Monthly Recap:

The Creative team worked on several projects in August that are not yet ready for public release. These projects include several campaigns and brand updates for various IndyGo initiatives.

Outreach Summary

(August 2026)

In August, IndyGo focused its outreach efforts on ensuring existing riders were informed and prepared for the MyKey+ transition, while encouraging ridership through the ease and convenience of the new system. This included several travel trainings and the launch of the agency's first Purple Line Park & Ride partnership. In total, IndyGo connected with nearly 6,000 current and future riders.

During the last two weeks of August, IndyGo hosted morning and evening open houses, providing two hours of support for each day beyond Care Center Desk hours. Morning open houses began at 7 a.m., and evening open houses continued until 7 p.m. Riders received information about the transition, exchanged reduced fare cards and learned how to use MyKey+. Additionally, based on rider data and feedback, IndyGo teammates visited 20 additional Retail Network stores across the city to ensure Retail Network employees had the tools and information needed to assist riders with loading funds onto MyKey+ cards.

IndyGo launched a Park & Ride partnership with the City of Lawrence and Ivy Tech for the Indiana State Fair, introducing visitors and residents to riding the bus and using MyKey+. Despite severe weather during the weekend of public travel trainings, new riders continued to choose IndyGo throughout the two weeks of the fair. Transit ambassadors provided additional support the following week to help new riders travel comfortably to the State Fair.

Event Outreach:

Date:	Event Name:	People Reached:
08/01/2026	Magical Moments ABA Back-to-School	15
08/04/2026	Shepherd Employment and Resource Fair	150
08/06/2026	Fever Activation	600
08/07/2026- 08/08/2026	Purple Line State Fair Travel Training	50
08/08/2026	Grace Tuxedo Block Party	35
08/11/2026	Food in Transit	75
08/11/2026	HOPE Team Meeting	50
08/11/2026	Fever Activation	400

08/13/2026	Data and Drafts: Bike Use Trends in Marion County	50
08/14/2026	SPARK Transit Takeover	200
08/15/2026	Indy Fringe Travel Training	100
08/15/2026	Indianapolis Muslim Community Association Health Fair	150
08/17/2026- 08/21/2026	MyKey+ Open Houses (7 - 9 a.m. and 5 - 7 p.m.)	100
08/21/2026- 08/23/2026	Purple Line State Fair Travel Training	30
08/22/2026	Butler University Student Resource Fair	150
08/23/2026	Purdue University Back to School Event	80
08/24/2026- 08/28/2026	MyKey+ Open Houses (7 - 9 a.m. and 5 - 7 p.m.)	100
08/25/2026	Food in Transit	90
08/28/2026	Fever Activation	500
08/29/2026	IMPD North Community Day	50
08/29/2026	Chreece Hip-Hop Festival	500

Bus Outreach:

Type:	Routes:	Riders Reached:
MyKey+ Transition	2, 3, 5, 8, 10, 11, 15, 21, 26, 28, 30, 34, 37, 90 (Red Line), 92 (Purple Line)	600
Route Detours	8	250
Detour Audit	8	N/A
Bus/Stop Audit	8, 10, 19, 21, 25, 90 (Red Line), 92 (Purple Line)	N/A

Outreach Recap

(AUGUST 2026)

Topics Covered: MyKey+ Spanish Outreach

Customer Experience & Outreach Director Kayla Bledsoe was recently featured live on Fuego 92.7, La Mega 105.1 and Telemundo's *De Todo un Poco*, discussing one of IndyGo's most important initiatives, MyKey+. IndyGo offers Spanish MyKey+ brochures and resources to help riders create accounts, load funds and validate fares. Special thanks to Bledsoe for helping us connect with and support our Spanish-speaking riders!



Pictured above: Bledsoe and Fuego 92.7 broadcasters

Topics Covered: IndyGo Stuff-A-Bus Flood Disaster Relief Drive

IndyGo recently partnered with the Broad Ripple and Ravenswood communities to host a Stuff-A-Bus disaster relief drive in support of residents affected by recent flooding. Cleaning supplies and other essential items were donated aboard IndyGo's newly unveiled 22-foot IndyGo Outreach Bus.

Special thanks to the Broad Ripple Village Association, Glendale Christian Church and everyone who helped make the drive a great success.



Pictured above, from left: Chief Public Affairs Officer Carrie Black, Communications Manager Auboni Hart, Bledsoe, Director of Communications Lisa Soard, Digital Media Manager Noah Sandel, Soard's daughter and Outreach Specialist Kael Sherwood (left photo)

Topics Covered: Fever Activation Partnership



As part of IndyGo's partnership with the Indiana Fever, the agency helped create co-branded promotional items for the 2026 season. At five games, fans were gifted our "Catch the Fever, Catch the Bus" rally towels to wave and show their spirit for the Fever **and** public transportation!

Pictured above: Riders with their new MyKey+ cards/smartphone app, and riders waving IndyGo rally towels to celebrate the Fever.

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DATE: September 14, 2026
TO: President and Chief Executive Officer Jennifer Pyrz
THROUGH: Chief Legal Officer Robert Frye
FROM: Director of Risk and Safety, Brian Clem, (CSO)(TSSP) (DER)
SUBJECT: Risk and Safety Division Board Report – August 2026

The Risk and Safety Division is responsible for ensuring agency-wide compliance with all Federal Transit Administration (FTA) safety and risk-related requirements. This includes oversight of the Drug and Alcohol Program (49 CFR Part 655) and implementation of the Safety Risk Reduction Program under the Public Transportation Agency Safety Plan (PTASP, 49 CFR Part 673). The Division's work is central to maintaining safe operations, reducing risk exposure, and fostering a strong safety culture across the organization. This Board Report provides an overview of current safety compliance activities and highlights our performance against key safety and risk-related performance indicators established in alignment with the FTA's National Public Transportation Safety Plan.

- **August 6, 2026:** Brian Clem, Director of Risk and Safety, and Kevin Nuemann, Manager of Risk and Safety, attended the 2026 Drug and Alcohol Program Audit for Sycamore Services, the transportation provider for Hendricks County, covering Section 5307-funded services. The audit was led by Vicky Warner of RLS Consultants. The audit is a standard compliance review conducted to evaluate adherence to the Federal Transit Administration's (FTA) 49 CFR Part 655 drug and alcohol testing program requirements. The review also included an assessment of the collection processes and protocols utilized by the Concentra testing facility. In the coming months, a formal report will be issued outlining any findings identified during the audit, along with any corrective actions, plans, or best practices that may be required. This process is essential to ensuring continued compliance among Section 5307-funded transportation providers. Additional program evaluations are scheduled for September 2026 for transportation providers serving Johnson County, Hamilton County, and Hancock County.

- **August 11, 2026:** IPTC's Risk and Safety Department hosted a week-long Transportation Safety Institute (TSI) course focused on Safety and Security Auditing. The instructor-led training provided participants with comprehensive instruction and practical exercises in auditing policies and programs, conducting interviews, validating information, and developing and delivering audit reports. Seven IndyGo employees successfully completed the course and earned certification: Brian Clem, Brian Atkinson, Amy Blackhurst, Mark Emmons, Cafante Jackson, TaMicheal Jackson, and Lakeisha Jones. The training also welcomed participants from several transit agencies and organizations, including Lafayette, IN; South Bend, IN; Hamilton County, IN; Fort Wayne, IN; Lexington, KY; the Illinois Department of Transportation (IDOT); and Long Beach, CA. A key component of the course included hands-on field activities, during which participants conducted interviews with staff members across the organization. These activities supported audit exercises in three critical areas: operations, security, and safety, providing attendees with real-world experience in evaluating programs and validating compliance.



AUGUST 2026 SAFE DRIVER'S RECOGNITION



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions and for those operators who exemplify excellence in safety, professionalism, and commitment to the highest standards.

The following Operators are recognized for their safe driving in August and received the National Safety Council recognition patch, pin, and certificate. Safety is at the core of IndyGo's mission and values. We congratulate the above professional coach operators who have achieved this milestone. Your performance contributes to helping to make public transportation safer each day.

Awardees List:

Operator	ID#	Years of Safe Driving	Years of Service
Roger Beharry	8392	13	14
Lakeita Smith	8557	11	13
Reginald Taylor	8673	9	12
Tiana Treadwell	9008	8	9
Angela Williams	9018	8	9
Thurmon Moore	9683	6	7
Kelli Nuckolls	8809	6	11
Roy Shurn	9435	6	7
Keary Bradford	9191	5	8
Mikia Hicks	9156	5	8
Ashley Roberson	9762	4	6
Catisha Hamilton	8939	3	9
Kenya Hopkins	9541	2	7
Oartel Locket	10520	2	3
Christen Sanders	9639	2	2
Kenneth Stone	11083	2	2
Yassine Djezzar	11029	1	3
Christa Frazier	11179	1	2
Lanceapher Frye	11866	1	1
Annamarie Kingsley	11855	1	1
Ronald Pittman	11281	1	2
Devon Price	11770	1	1



Public Transportation Agency Safety Plan (PTASP) Required Safety Risk Reduction Program Measures:

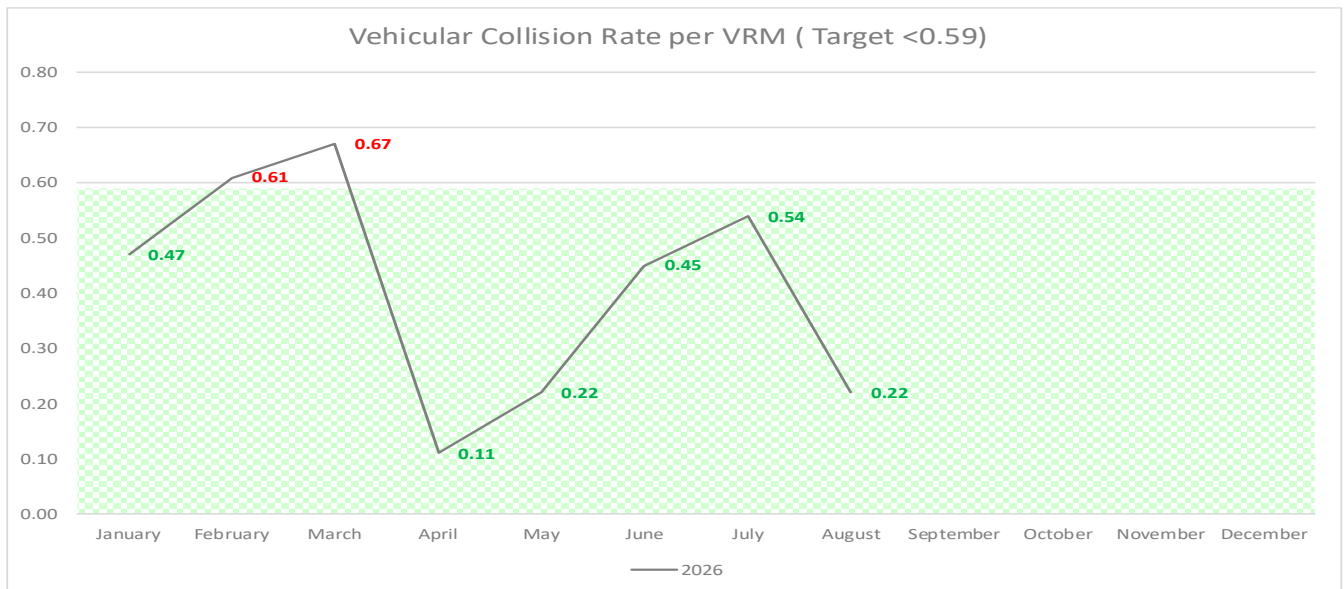
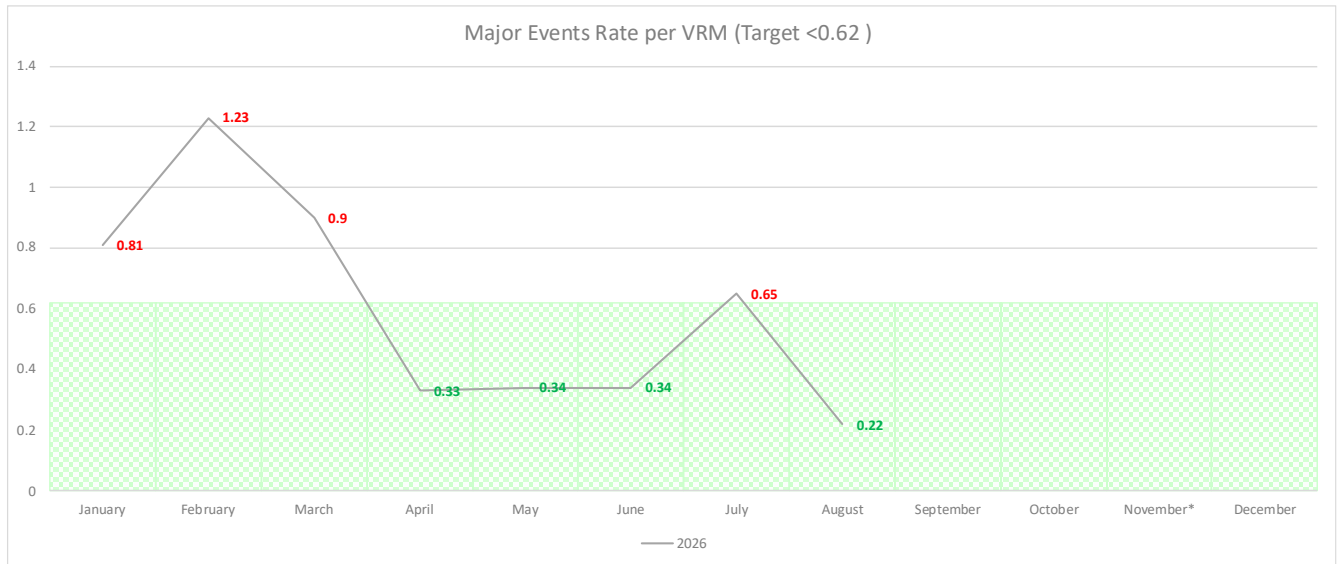
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan and the updates from the Bipartisan Infrastructure Law, to include in its Agency Safety Plan a safety risk reduction program for transit operations. These safety risk reduction programs aim to improve safety performance by reducing the number and rates of accidents, injuries, and assaults on transit workers based on data submitted to the National Transit Database.

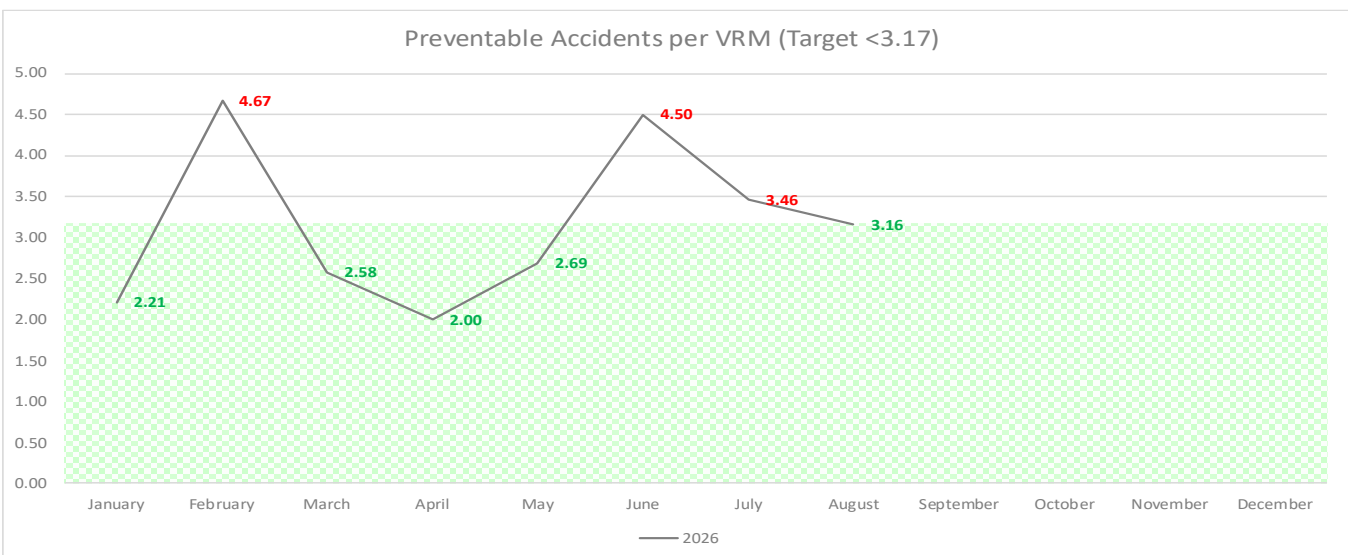
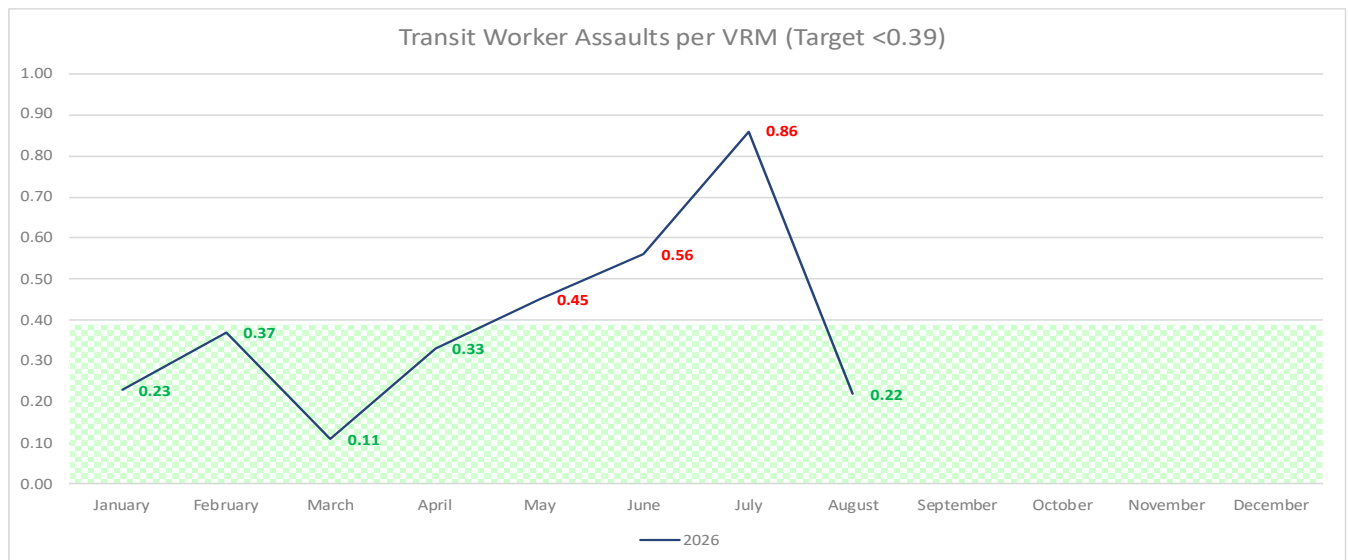
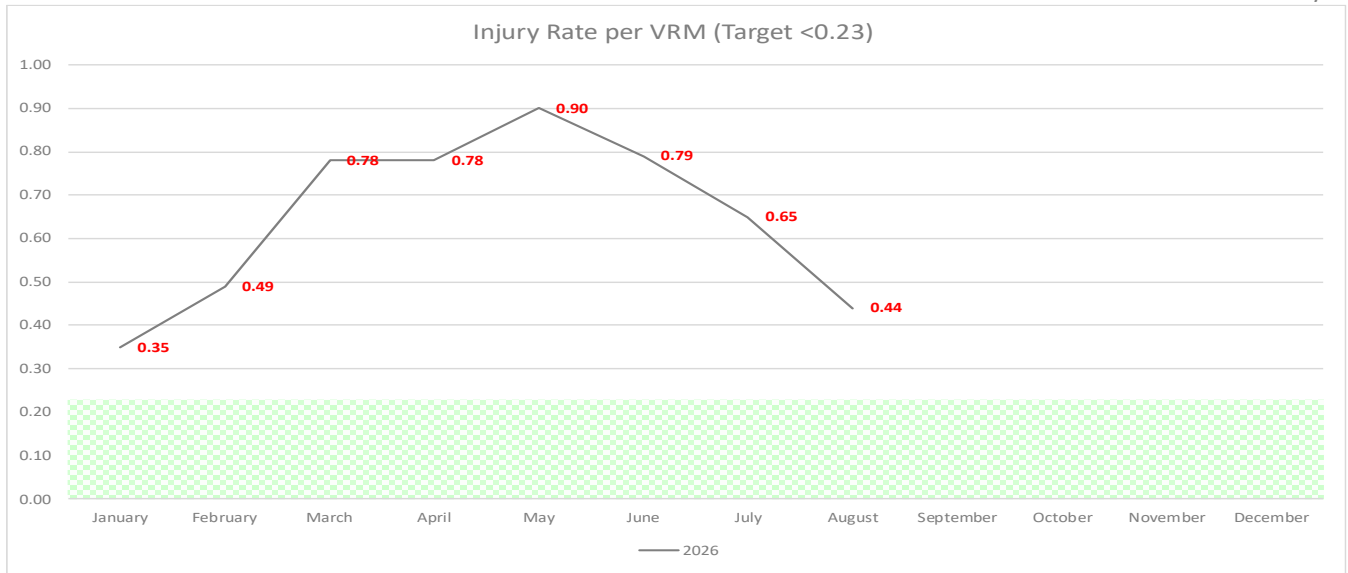
Measure	Definition	Risk Reduction Goal
Major Events	This includes all major safety and security events as defined by the NTD.	Reduce NTD Major Events by 3% of the 3-Year Rolling Target Calculation (61) = <59
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	Reduce NTD Major Event Rate by 3% of the 3-Year Rolling Target Calculation (0.64) = <0.62
Collision Rate	This includes all collisions reported to NTD, divided by VRM.	Reduce NTD Collision Rate by 3% of 2025 (0.63) = <0.61
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Zero collisions
Vehicular Collision Rate	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VRM.	Reduce NTD Vehicular Collision Rate by 3% of 2025 (0.61) = <0.59
Fatalities	This includes all fatalities as defined by the NTD	Zero fatalities
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero fatalities
Transit Worker Fatality Rate	This includes all transit worker fatalities as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Zero fatalities
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries by <23 from 2025
Injury Rate	This includes all injuries as defined by NTD, divided by VRM.	Reduce NTD Injury Rate by <0.23 from 2025
Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Reduce NTD Transit Worker Injury Rate by <0.07 from 2025
Assaults on Transit Workers	This includes all assaults on transit workers as defined by NTD.	Zero assaults
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by NTD, divided by VRM.	Reduce NTD Transit Worker Assault Rate by 5% of the 3-Year Rolling Target Calculation (0.41) = <0.39
Preventable Accidents	This includes all preventable accidents for all modes, per the National Safety Council (NSC) definition of a preventable accident.	Reduce Preventable Accidents by 5% <319 from 2025
Preventable Accidents Rate	This includes all preventable accidents for all modes, per the National Safety Council (NSC) definition of a preventable accident, per VRM.	Reduce Preventable Accident Rate by 5% <3.17 from 2025

• VRM = Vehicle Revenue Mile

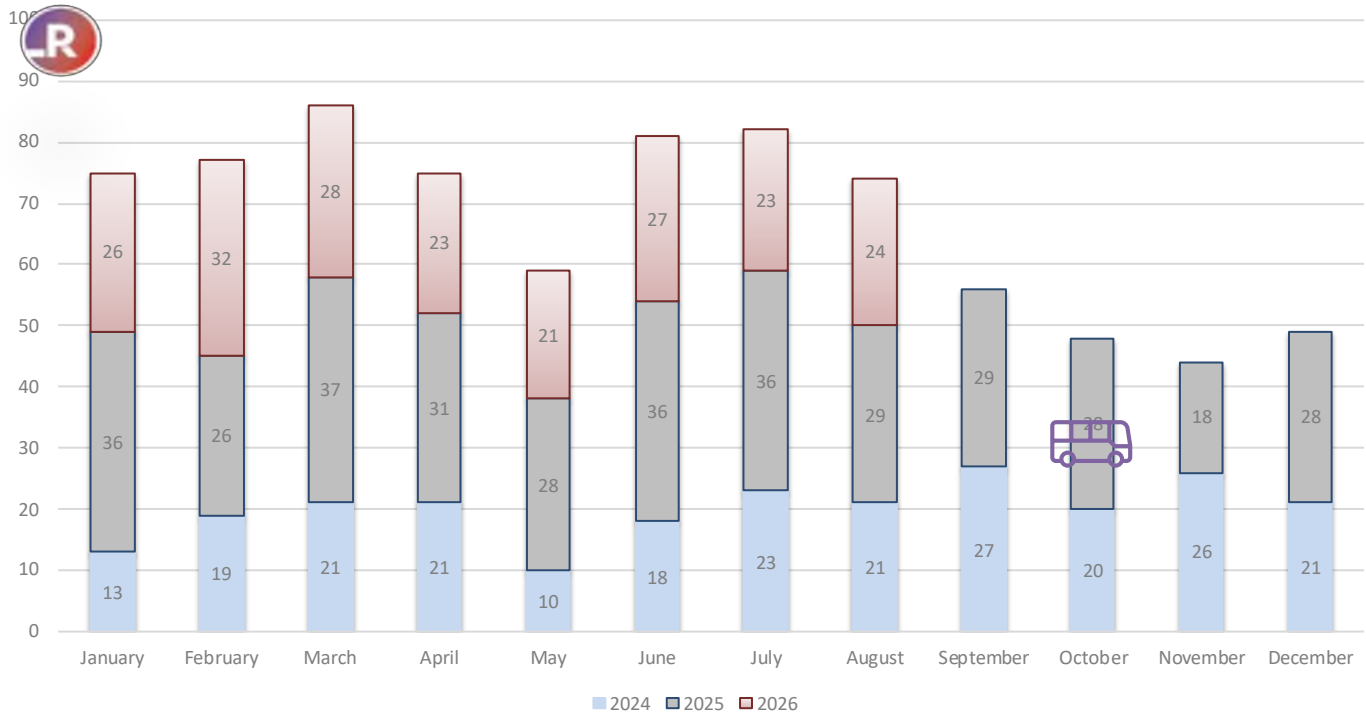


Risk Reduction Plan Key Performance Indicators (KPIs) Data

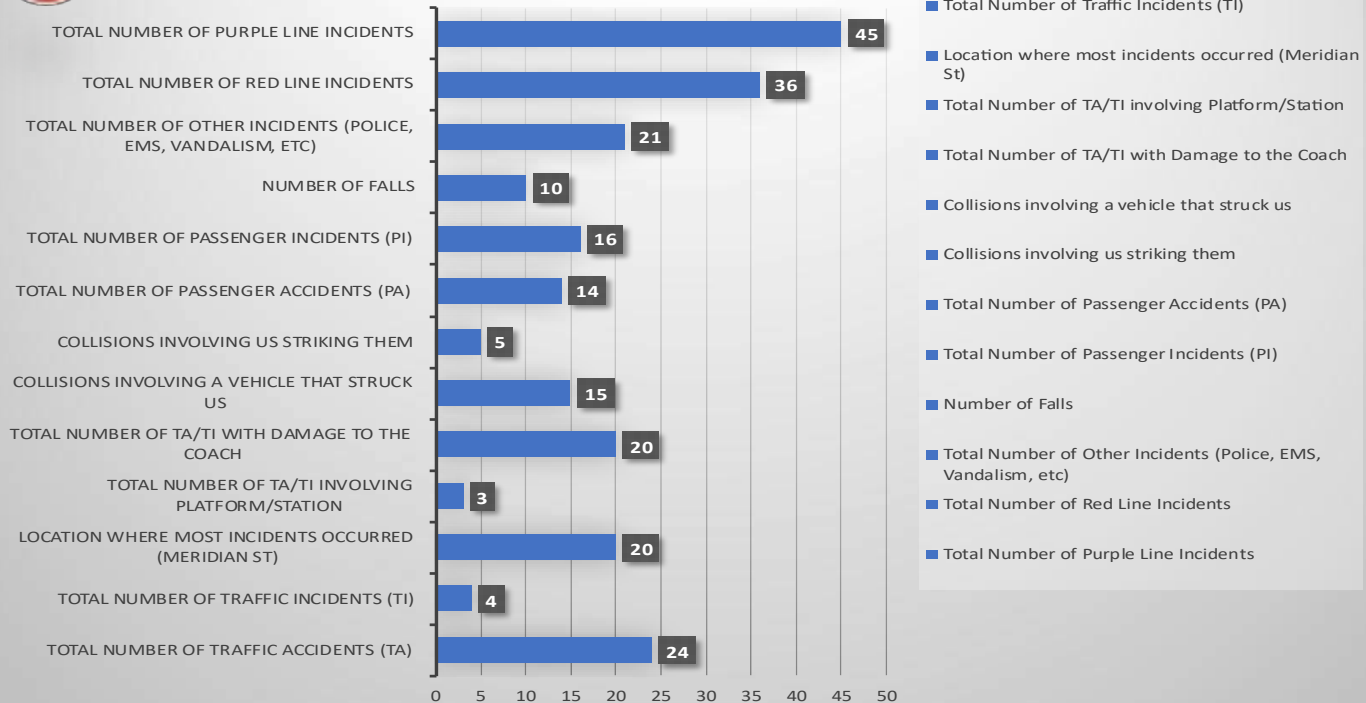




BRT Collisions - 3 Year Rolling Comparison



BRT August 2026



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Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Operations Division Report – August 2026

To: Jennifer Pyrz, President and CEO
From: Annette Darrow, COO
Date: September 17, 2026

SERVICE PLANNING

SCHEDULING AND PLANNING:

The October bid is underway. Each route was evaluated, checking run times and deadheads for adjustments. Route 25 will have a schedule adjustment due to the 16th street bridge closure and detour. Route 5 routing will be adjusted following the June realignment, based on operator feedback. Due to ongoing and planned DPW and INDOT projects, there are major detours affecting the south end of the Red Line. In order to provide reliable service, the Red Line is split at the CTC and riders must transfer at the CTC. It is anticipated that the Red Line will be able to return to its original alignment with the February 2027 booking.

Bus and Operator Needs

Operators					Buses				
Bid	Total Operators	Bidding Operators	Extra Board Operators	Estimated Sick List	Total Buses	40' Diesel Buses	40' Hybrid Electric Buses	60' Electric BRT	60' Diesel BRT
Bid 2602	468	423	70	45	151	70	43	38	0
Bid 2606	422	402	62	39	164	90	41	34	0
Bid 2610	419	384	29	40	164	90	41	34	0

Definitions

Total Operators:	Total number of employed bus operators, including those on leave, suspension or in training.
Bidding Operators:	Employed bus operators in that area are approved to work.
Extra Board:	Biddable work duties that are not assigned to specific blocks, generally 15% of bid blocks.
Estimated Sick List:	Number of Total Bus Operators are not assumed to bid on the upcoming Bid.

Construction is underway on the Phase One Far Eastside bus stop improvement package, which includes a total of 43 stops. The project should be completed by the end of the year. 90% engineered plans for Phase Two, including five signalized crosswalk improvements and 9 bus stops either associated with those crossings or for which right-of-way will need to be acquired, are under review, with a tentative plan for letting in late 2026 or spring 2027. Service Planning continues to coordinate with DPW on several projects anticipated for construction in 2027 that should result in multiple bus stop improvements, particularly on the west side of Indianapolis.

OPERATION PERFORMANCE:

MyKey+ Launch & Ridership Data

Following the launch of MyKey+ this month, the Ridership Analyst has been focused on understanding the new system's data, updating ridership queries, and ensuring that live operational data collected aligns with system requirements.

Preliminary data has been updated to reflect current ridership. We will continue to refine the queries and methodology as our understanding of the system and its nuances evolves, ensuring the analysis remains accurate and aligned with the underlying data.

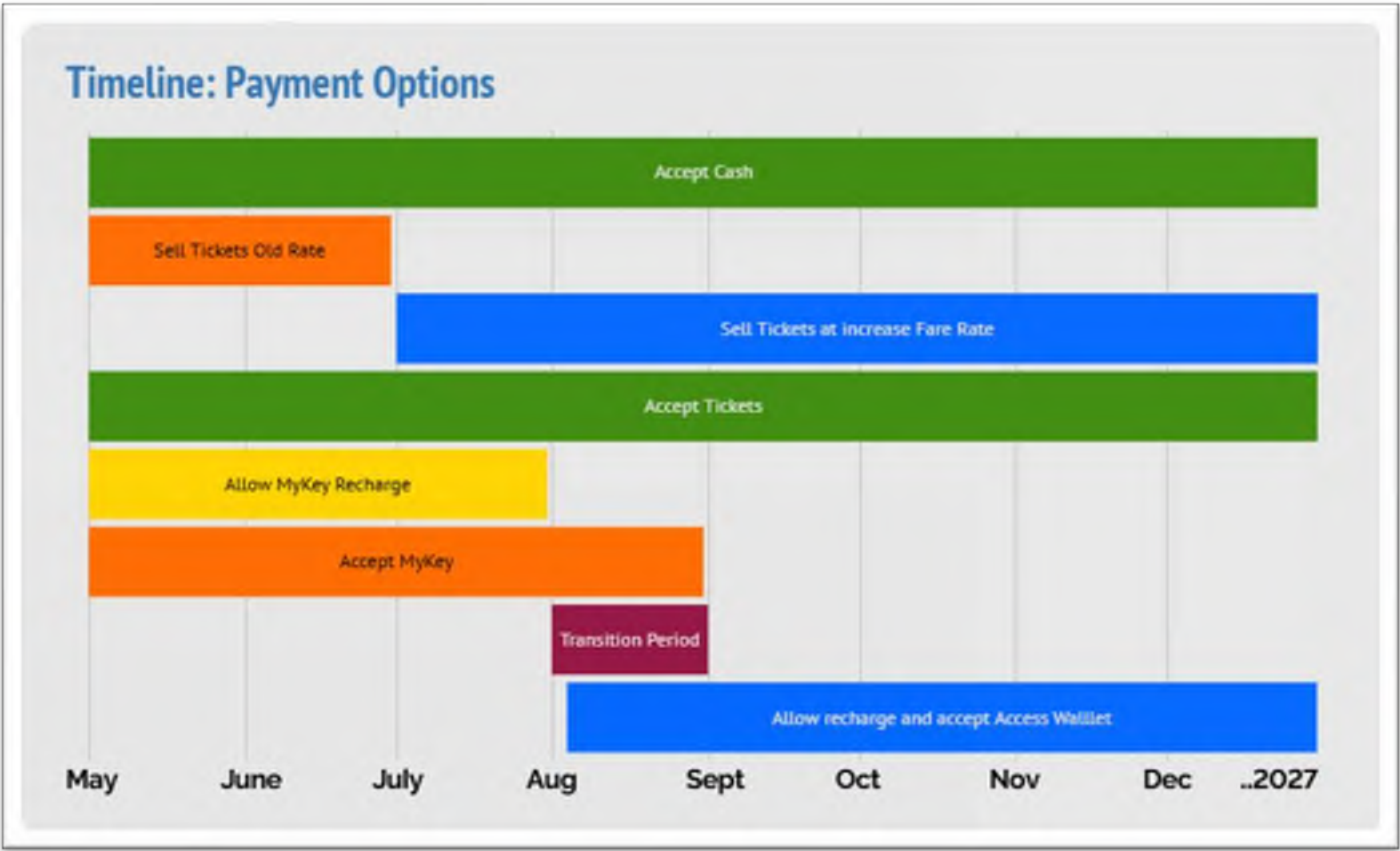
Route 90 Ridership and Sampling

In coordination with our NTD Analyst and Statistician, we are in the process of updating ridership queries and adjusting our sampling plan methodology to address mixed fleet operations on our RBDO Route 90. Updates will be finalized for pending analysts and statistical review to ensure continued NTD compliance and alignment with operational reporting needs.

Paratransit - Access Wallet Transition

Efforts this month shifted to the launch of the Access Wallet for IndyGo Access riders, which serves as the alternative fare payment method for riders who previously used MyKey. Given that MyKey+ is no longer supported on IndyGo Access. Access Wallet went live on August 5, one day later than the originally planned August 4 date. The team encountered minor challenges during the transition; however, solutions have been identified, and the team has maintained good operational control throughout.

Current efforts are focused on coordinating with the Mobility team and the contractor to ensure that riders completing subscription trips previously funded through MyKey have sufficient funds and are directed to begin using Access Wallet.



FIXED ROUTE RIDERSHIP:

Ridership data for July and August of 2026 are available below.

Jul-25	Jul-26	% Change	IndyGo Fixed Route Ridership	YTD 2025	YTD 2026	% Change
9,045	11,283	24.7%	2 E. 34th St.	59,156	67,375	13.9%
20,874	28,158	34.9%	3 E. Michigan St.	148,689	188,617	26.9%
8,030			4 Community North	51,351	50,235	
9,289	4,914	-47.1%	5 E. 25th	58,893	53,646	-8.9%
4,999	7,275	45.5%	6 N. Harding	33,888	45,300	33.7%
	11,067		7 W. Michigan St.		16,104	
74,028	79,050	6.8%	8 Washington St.	508,627	548,826	7.9%
62,643	64,305	2.7%	10 10th St.	423,509	467,413	10.4%
8,730	11,493	31.6%	11 E. 16th St.	54,917	65,057	18.5%
5,843	5,272	-9.8%	13 Raymond	36,547	36,152	-1.1%
8,902	8,266	-7.1%	15 W 34th St	62,127	60,796	-2.1%
7,354	8,911	21.2%	16 Beech Grove	51,945	56,926	9.6%
10,622	12,558	18.2%	19 Broad Ripple	71,209	81,631	14.6%
9,071	10,346	14.1%	21 East 21st St.	64,936	70,680	8.8%
6,919	8,662	25.2%	24 Mars Hill	46,989	59,589	26.8%
14,549	15,443	6.1%	25 W. 16th St.	91,066	108,815	19.5%
21,175	28,134	32.9%	26 Keystone	142,956	185,436	29.7%
5,979	9,156	53.1%	28 St. Vincent	39,290	48,736	24.0%
5,062	5,328	5.3%	29 County Line Road	33,526	35,111	4.7%
8,513	10,896	28.0%	30 30th St. Crosstown	56,463	70,887	25.5%
8,142	10,715	31.6%	31 US 31	53,741	68,840	28.1%
17,296	18,155	5.0%	34 ML King/Michigan Rd.	118,718	133,420	12.4%
21,228	22,545	6.2%	37 Park 100	143,437	160,859	12.1%
5,849	7,073	20.9%	38 W 38th St.	37,590	41,963	11.6%
5,195	5,876	13.1%	56 Emerson	33,478	41,274	23.3%
9,535	9,811	2.9%	82 East 82nd Street	57,232	67,192	17.4%
8,608	7,696	-10.6%	87 Eastside Connector	53,730	52,209	-2.8%
70,576	58,445	-17.2%	90 Red Line - BRT	561,823	445,481	-20.7%
65,775	67,087	2.0%	92 Purple Line - BRT	645,549	521,505	-19.2%
4,427	9,322	110.6%	Others	74,952	30,661	-59.1%
518,258	557,242	7.5%	Total	3,816,334	3,880,736	1.7%

Aug-25	Aug-26	% Change	IndyGo Fixed Route Ridership	YTD 2025	YTD 2026	% Change
10,366	10,730	3.5%	2 E. 34th St.	69,522	78,105	12.3%
27,070	31,984	18.2%	3 E. Michigan St.	175,759	220,601	25.5%
9,445			4 Community North	60,796	50,235	
10,412	5,296	-49.1%	5 E. 25th	69,305	58,942	-15.0%
6,170	7,781	26.1%	6 N. Harding	40,058	53,081	32.5%
	11,941		7 W. Michigan St.		28,045	
85,080	80,256	-5.7%	8 Washington St.	593,707	629,082	6.0%
71,594	67,355	-5.9%	10 10th St.	495,103	534,768	8.0%
9,281	11,467	23.6%	11 E. 16th St.	64,198	76,524	19.2%
6,309	5,322	-15.6%	13 Raymond	42,856	41,474	-3.2%
10,861	9,403	-13.4%	15 W 34th St	72,988	70,199	-3.8%
7,365	9,444	28.2%	16 Beech Grove	59,310	66,370	11.9%
12,793	13,039	1.9%	19 Broad Ripple	84,002	94,670	12.7%
10,618	10,405	-2.0%	21 East 21st St.	75,554	81,085	7.3%
8,317	8,759	5.3%	24 Mars Hill	55,306	68,348	23.6%
17,169	15,581	-9.2%	25 W. 16th St.	108,235	124,396	14.9%
24,006	28,895	20.4%	26 Keystone	166,962	214,331	28.4%
6,639	9,234	39.1%	28 St. Vincent	45,929	57,970	26.2%
5,835	5,083	-12.9%	29 County Line Road	39,361	40,194	2.1%
10,687	10,429	-2.4%	30 30th St. Crosstown	67,150	81,316	21.1%
10,015	10,471	4.6%	31 US 31	63,756	79,311	24.4%
20,421	19,358	-5.2%	34 ML King/Michigan Rd.	139,139	152,778	9.8%
24,535	22,740	-7.3%	37 Park 100	167,972	183,599	9.3%
6,440	6,730	4.5%	38 W 38th St.	44,030	48,693	10.6%
6,312	6,106	-3.3%	56 Emerson	39,790	47,380	19.1%
11,657	10,277	-11.8%	82 East 82nd Street	68,889	77,469	12.5%
9,898	7,408	-25.2%	87 Eastside Connector	63,628	59,617	-6.3%
72,333	59,528	-17.7%	90 Red Line - BRT	634,156	505,009	-20.4%
77,964	72,853	-6.6%	92 Purple Line - BRT	723,513	594,358	-17.9%
6,168	8,569	38.9%	Others	81,120	39,230	-51.6%
595,760	576,444	-3.2%	Total	4,412,094	4,457,180	1.0%

Note: This ridership data includes data from the new fare payment system. The reported ridership may be refined as we continue validating the data, identify additional cases, and optimize the queries as part of our ongoing system training and review. We are also updating the methodology used to calculate Route 90 ridership to accommodate recent operational changes and meet NTD reporting requirements. Route 90 ridership will be updated as the revised methodology is finalized and implemented.

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH-

COACH OPERATOR: KELVIN MAHONE #10085

Kelvin Mahone is an exceptional team player whose flexibility and commitment shine through in his roles as a Bus Operator, Mentor, and Dispatcher. He consistently demonstrates a strong work ethic, maintains reliable attendance, and strives for excellence in everything he does. Kelvin's professionalism is outstanding, and he exemplifies IndyGo's values in every aspect of his work. His dedication to his career is second to none, setting a high standard for both his peers and the employees he mentors. As a mentor, Kelvin takes pride in developing future operators, sharing his knowledge, experience, and best practices to help them build successful, long-term careers at IndyGo. His positive attitude, leadership, and commitment to excellence make a lasting impact on both his teammates and mentees.

Congratulations, Kelvin, on being recognized as Employee of the Month. Thank you for your dedication, leadership, and continued contributions to IndyGo's success.



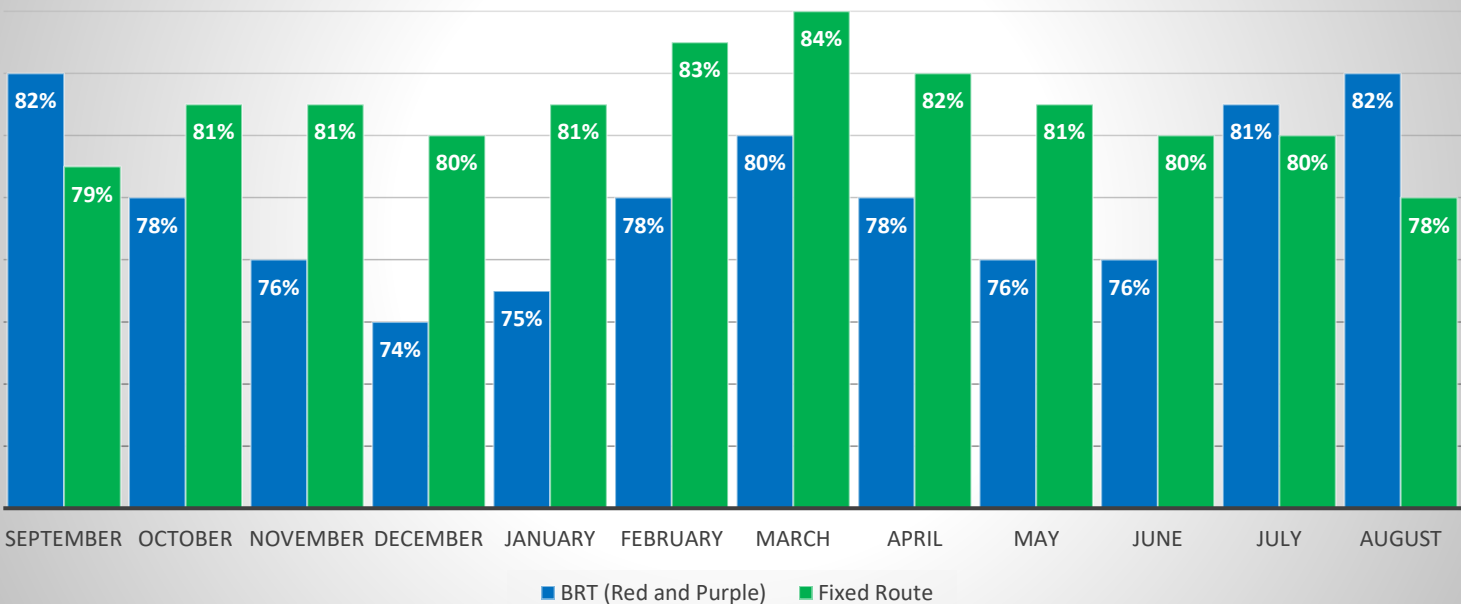
90% CLUB – COACH OPERATOR:

COACH OPERATOR: WILLIAM HAZEN #9613

The operators who achieve an on-time performance rating of 90% or better during the month are entered into a drawing. The winner receives an extra personal day.



On Time Performance Last 12 Months



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

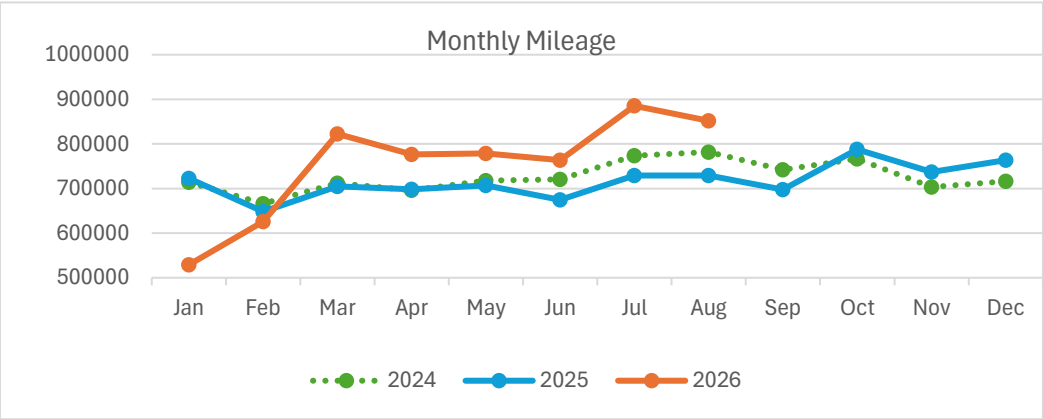
Key Metrics	August 2025	August 2026	YTD
Fleet Miles	729,345	851,800	6,033,213
Diesel Usage (gal)	143,139	155,424	948,106
Detail Completion Rate	90%	66%	78%
Motor Pool Requests	39	60	352

* Motor pool requests are for non-revenue vehicles available for business use.

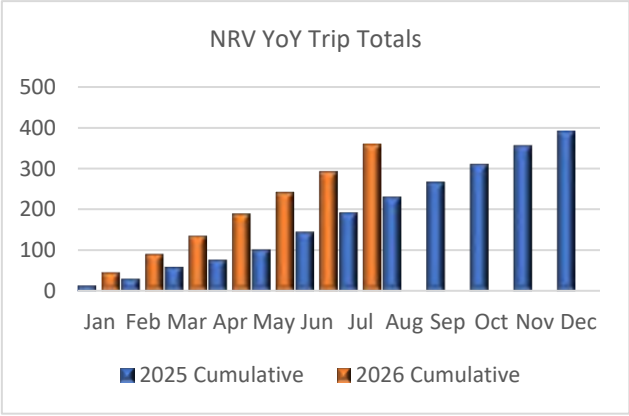
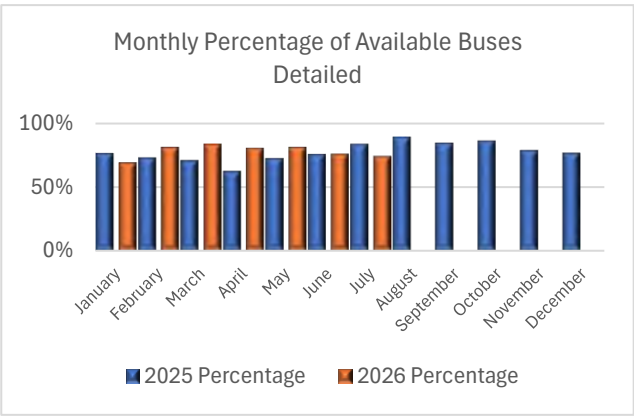
Fleet Mileage:

Year over year mileage is trending higher in correlation to service changes.

*It is noted that FleetWatch damage to lane 2 during construction prevented the capture of some mileage and fluids consumed.

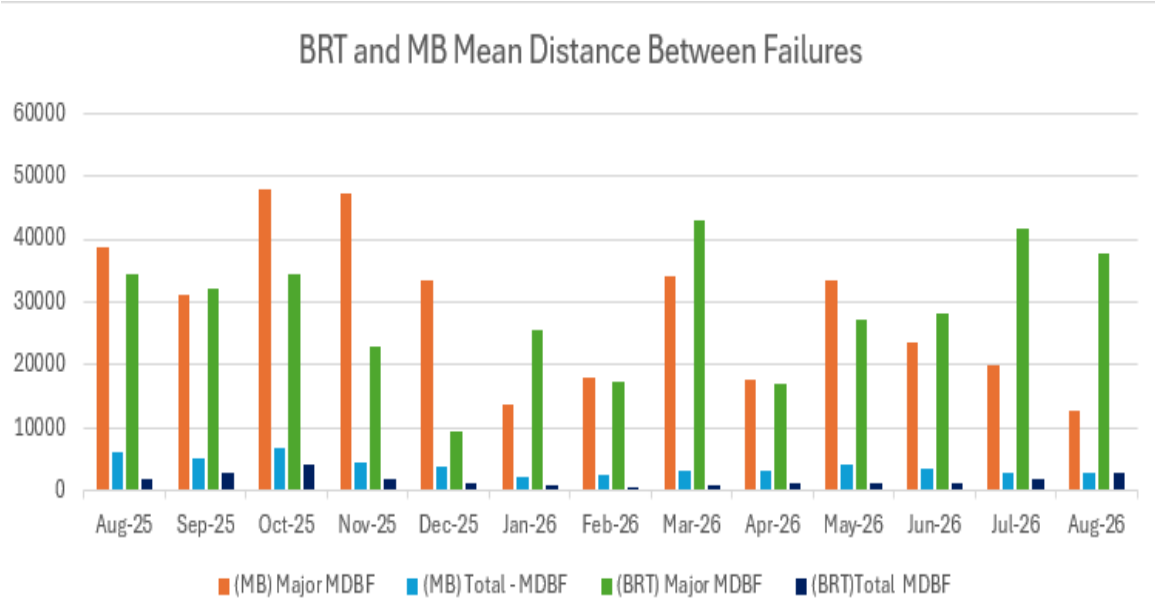


Year	YTD Miles Through July
2026	5.18M*
2025	4.88M
2024	5.00M
2023	4.71M

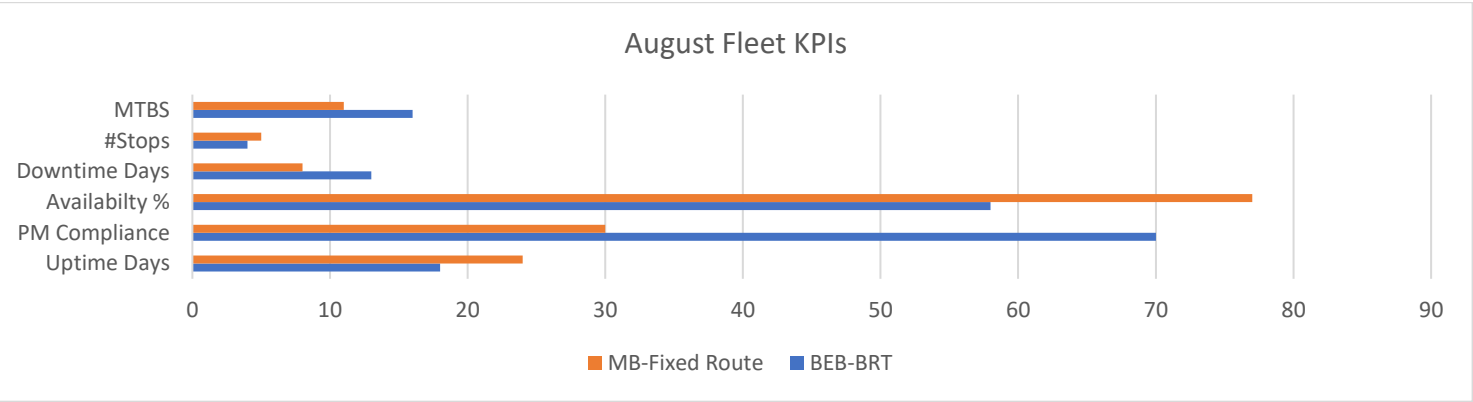


PREVENTIVE MAINTENANCE:

Month/Year	MDBF Major	MDBF - Total	MDBF - BRT Major	MDBF - BRT Total
8/1/2025	38,594	6,075.0	34,618	2,013
9/1/2025	31,001	5,000.1	32,059	2,709
10/1/2025	48,033	6,658.1	34,356	4,090
11/1/2025	47,133	4,641.9	23,032	1,752
12/1/2025	33,305	3,766.6	9,515	1,105
1/1/2026	13,603	2,117.4	25,491	822
2/1/2026	17,916	2,394.3	17,481	675
3/1/2026	34,242	3,261.1	43,083	743
4/1/2026	17,595	3,175.6	17,097	1,179
5/1/2026	33,460	4,101.5	27,175	1,217
6/1/2026	23,622	3,674.6	29,119	1,244
7/1/2026	12,580	2,879.7	13,870	1,981
8/1/2026	12,782	2,724.9	37,819	2,854



Object	Uptime Days	PM Compliance	Availability %	Downtime Days	#/Stops	MTBS
BEB-BRT	19	71	63	12.00	3	15.00
MB-Fixed Route	24	73	77	8.00	5	11.00



SECURITY

Key Security Metrics

Metric	August 2026	2026 YTD	Notes
Fare Inspections Conducted	17,921	124,151	Inspections on Red Line and Purple Line services
Fare Compliance Rate	91.8%	96.0%	Riders possessing a valid fare at inspection
Fare Notifications Issued	1474	5485	Riders without a valid fare who declined to purchase
Fare Education Interactions	1422	8949	Riders who purchased fares after receiving education
Social Service Contacts	38	249	Individuals engaged by the Social Services Coordinator
Social Service Referrals	29	231	Referrals to partner support agencies

High Fare Compliance

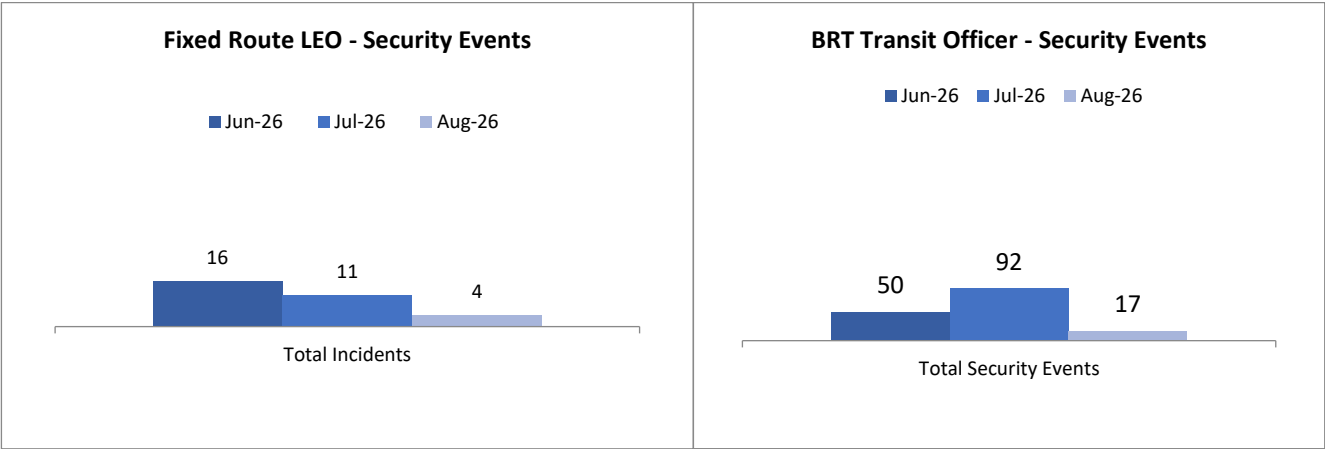
Fare compliance shows a small decrease to **91.8%**. Year-to-date also showed a small decrease, but remains close to **96%**. As of April, the Transit Safety Officer’s checks are now included in the total number of fare inspections.

Education Supporting Compliance

The fare inspectors and transit safety officers continue to see more initially non-compliant encounters resulting in fare purchase, supporting a customer-focused enforcement strategy.

Referrals

Individuals who were referred were referred to partner service organizations such as Horizon House, Salvation Army, and local food pantry locations. Not all individuals requested referrals; some contacts involved general assistance or transit-related information only.



Security Events

There was a decrease in the number of events on both the BRT and Fixed Route services. Most of this is due to the hotter and wetter weather. The security contractor is seeing fewer interactions as more people are trying to stay out of the extremely hot temperatures and the more-than-normal severe weather events for the month of August. Starting in May, all arrests that were made at the Julian Carson Transit Center are now included in the Fixed Route LEO Security Events section.

TRAINING

The information below shows the number of Trainee that started with no permit and those Trainees who had their permit when they on boarded for the month. The IndyGo Academy trains new employees that are hired without a CDL license. They will also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three attempts.

Trainees with Permit - 15
Licensed – 3

HIGHLIGHTS

CDL TESTING PIPELINE — JULY 2026

Scheduled	1st Attempt	2nd Attempt	3rd Attempt	Failed	Pass Rate
8	6	1	0	1	85.71%

TEST OUTCOMES — JUNE 2026 VS. JUNE 2025

Period	Scheduled	1st Attempt	2nd Attempt	3rd Attempt	Failed
August 2026	13	12	1	0	0
August 2025	10	10	0	0	0

YTD 1ST-ATTEMPT PASS RATE

2025	2026
82.54%	78.41%

YTD 2026 TOTALS — ALL ATTEMPTS (N = 995)

1st Attempt	2nd Attempt	3rd Attempt	Failed
788 (76%)	171 (17.0%)	35 (3.5%)	22 (2.1%)

CUSTOMER CARE

Care Center performance was stable and within target across every core metric in August. Rising call and comment volume reflect higher rider engagement, not declining service quality — service level stayed well clear of its floor, and call handling remained efficient.

- Demand** — calls up 2.89% MoM, 16.80% YoY, alongside continued self-service adoption.
- Service Quality** — 87.70% service level, 0.23% below July, well above the 80% minimum.
- Efficiency** — average call duration steady at 3:00, within the 3–5 minute goal.
- Customer Experience** — 566 comments, +239.52% YoY, led by Fixed Route feedback; compliments held steady.

Call volume

+2.89%	87.70%	3:00	566
▲vs. July 2026 ▲16.80% vs. Aug 2025 Service level	▼0.23% vs. July (87.90%) Min. requirement: 80% Avg. call duration	—steady vs. prior months Goal range: 3–5 min Customer comments	▲239.52% vs. Aug 2025 ▲9.27% vs. July 2026

Demand

CALL VOLUME & SELF-SERVICE

Call volume rose **2.89% month-over-month** and **16.80% year-over-year**. Rider engagement with IndyGo services keeps evolving, and the year-over-year gain hasn't come at the expense of self-service adoption — digital and self-service tools continue to gain share, and reliance on phone support is expected to ease over time as that shift matures.

This tracks with IndyGo's broader operating strategy: streamlined operations, a better rider experience, improved accessibility, and long-term efficiency.

Service Quality

SERVICE LEVEL

Service level held at **87.70%** in August, a slight **0.23% dip** from July's 87.90% and comfortably above the **80% minimum requirement** all month.

Leadership attributes consistency to effective use of the TalkDesk platform and proactive operational oversight, with continued monitoring planned to hold this level of performance.

Efficiency

AVERAGE CALL DURATION

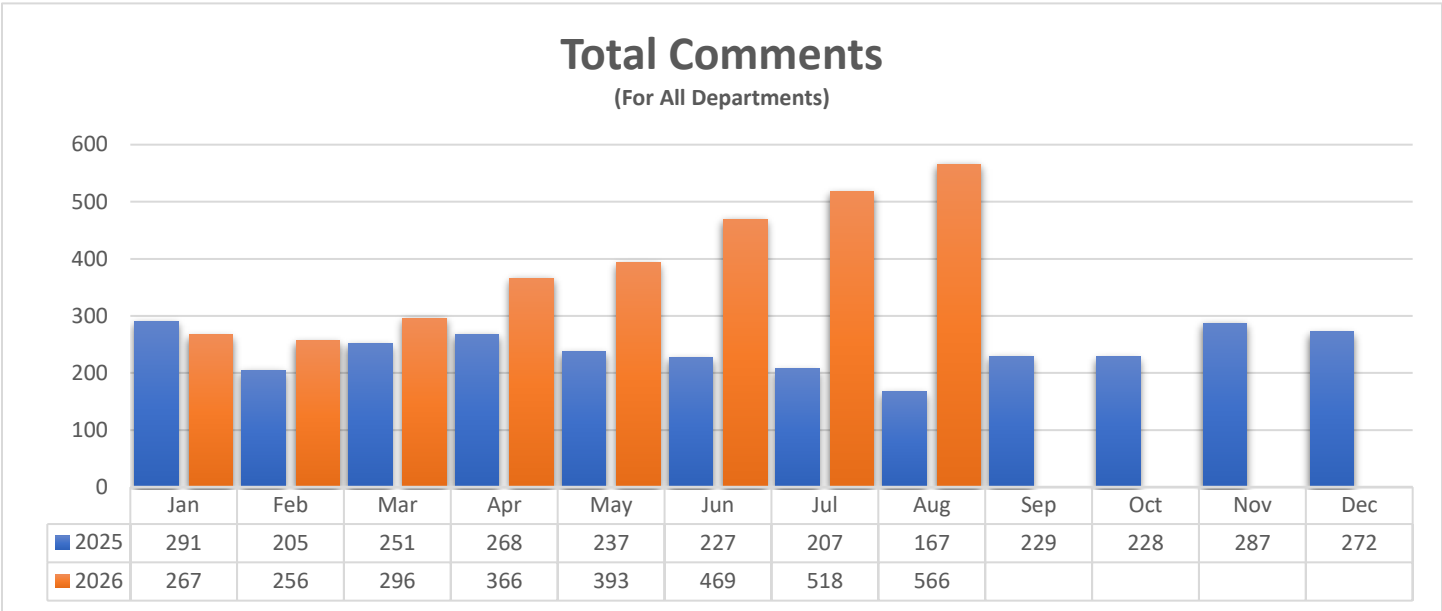
Average call duration held steady at **3 minutes**, the low end of the established **3–5 minute goal range**, consistent with recent months. Leadership will keep monitoring duration to keep it in the optimal band.

Customer Experience

CUSTOMER COMMENTS

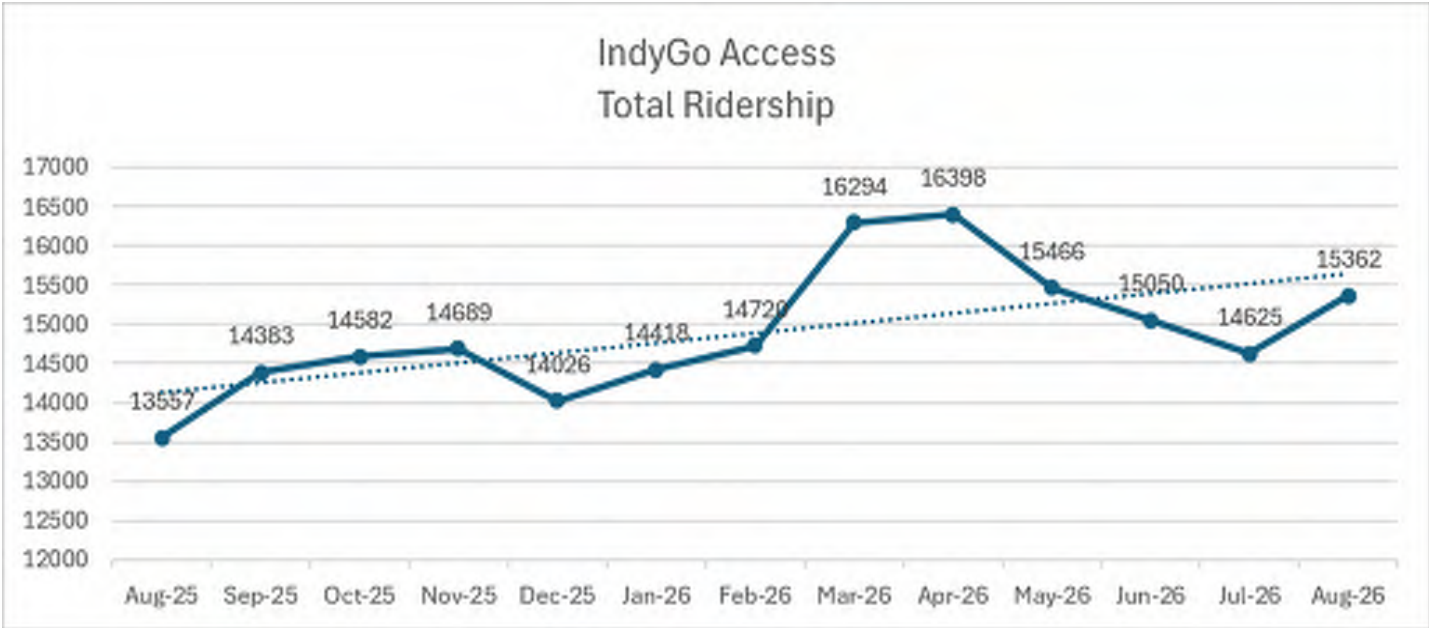
IndyGo logged **566 customer comments** across all departments in August — up **239.52%** from August 2025 and **9.27%** from July 2026. The increase reflects higher overall customer engagement rather than a single service failure and is feeding directly into service-improvement work.

In August 2026, IndyGo received 566 customer comments across all departments, representing a 239.52% increase compared to the same period last year and a 9.27% increase from July 2026. Customer feedback continued to be driven primarily by Fixed Route services, with the most common topics including detours, pass-by incidents, safety concerns, schedule adherence, and operator courtesy. Mobility Solutions feedback primarily related to schedule adherence and operator courtesy. Despite these concerns, compliments for both Fixed Route and Mobility Solutions remained steady, indicating that many customers continued to report positive experiences with IndyGo's services. The increase in overall comments reflects higher customer engagement and provides valuable insights that support ongoing service improvements and operational enhancements.



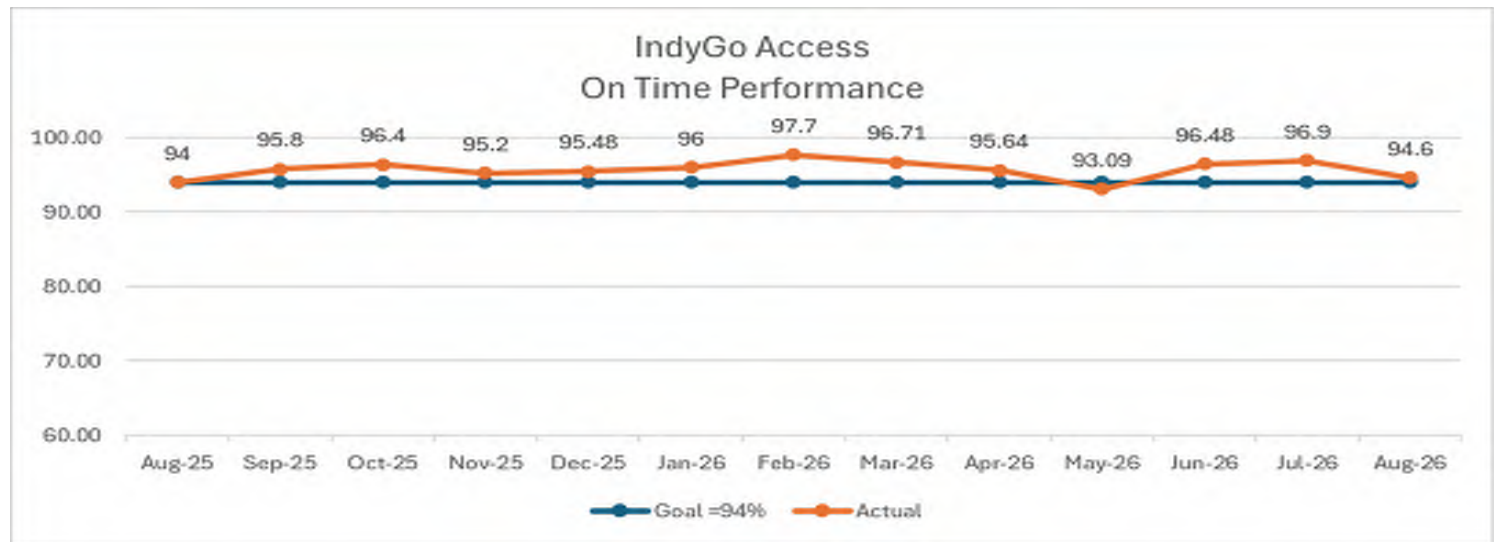
INDYGO ACCESS RIDERSHIP

August ridership reflected an increase when compared to July. The overall trend over the past year is still reflecting an increase.



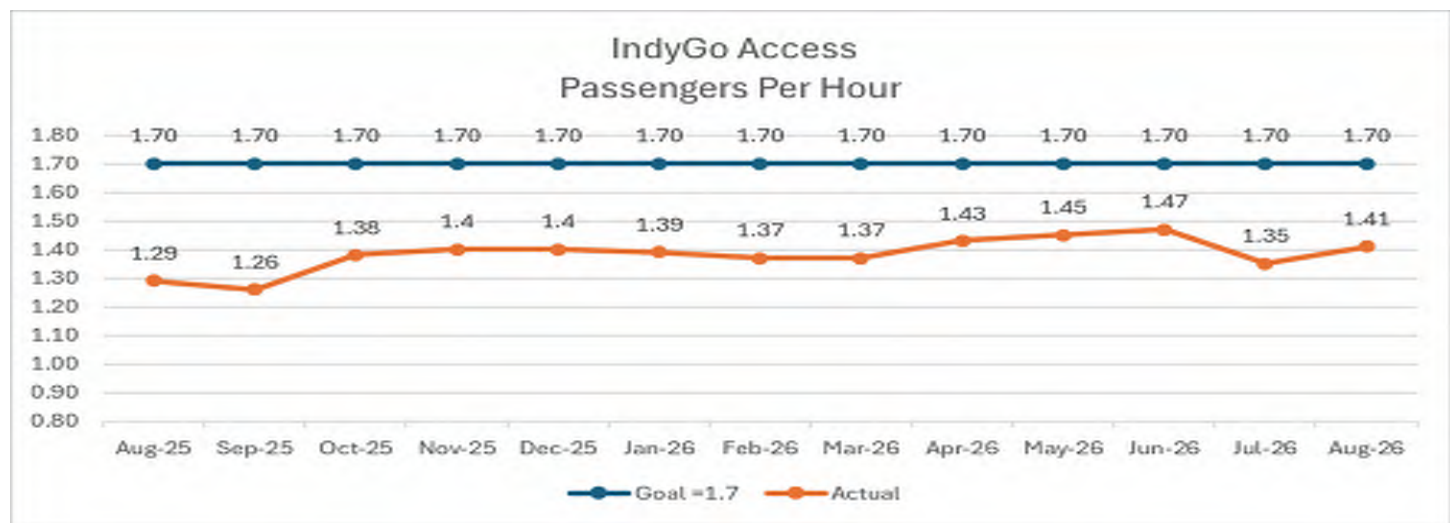
On-time Performance

August service came in at 94.6 percent above the goal of 94. Our 12-month average remains above the goal at 95.7 percent.



Productivity/Passenger Per Hour (PPH)

PPH for August came in at 1.41 above the 12-month average of 1.38 percent.



Drop off Appointment Time

August service came in at 95.08 percent above the goal of 95 percent.

