1864 to 1953
Streetcar routes.

1953
Establishment of bus routes.

1953 to 1957
Trolleybuses made an appearance in Indianapolis.

1957 to 1975
Introduction of an all-bus transit system.

1975
Indianapolis Public Transportation Corporation (IPTC) established by City of Indianapolis.

1990s to early-2000s
Significant service cuts throughout IndyGo’s system.

1996
IPTC becomes known as IndyGo.

2009
The Indy Connect initiative launched and created a long-term transportation plan for Indianapolis; Creation of the Central Indiana Transit Plan by Indy Connect.

2014
Development of the Marion County Transit Plan was developed including the grid network, longer service hours, and the addition of the three BRT lines.

2016
Marion County voters approve a 0.25% income tax dedicated to expanding service by 70% by 2024.

2018
Local route improvements and construction of the Red Line begin.

2019
Red Line opens for service.

2020
Local route improvements take effect including every route every day.

SUMMARY OF GOVERNANCE
As the largest public transportation provider in the state of Indiana, IndyGo is committed to expanding mobility options to improve connectivity with the company’s mission, vision, and goals outlined in the 10-year strategic plan. Over the next few years, IndyGo will continue to identify how to increase accessibility with the active involvement of IndyGo leadership and the guidance of the seven board members (three Mayoral appointees and four City Council appointees).

IndyGo Board Members:
• Juan F. Gonzalez, Chairperson
• Mark Fisher, Vice Chairperson
• Adairius J. Gardner, Secretary
• Greg Hahn, Treasurer
• Tommie Jones
• Richard Harry Wilson, Jr.
• Danny M. Crenshaw

FUNDING SOURCE BREAKDOWN
BUDGET OVERVIEW FOR 2019/2020
The budget process consists of three stages: preliminary planning and preparation, review and adoption and monitoring.

• The IndyGo budget is introduced to the Board of Directors.
• Once reviewed and approved, a public hearing is held for public comments.
• Public comments are reviewed by IndyGo staff before the end of August.
• The IndyGo approved budget will then move to the City-County Council for review and approval of local funds. This process includes full council and municipal corporation committee meetings.

SERVICE AREA/HOURS
• Call Center: Monday – Friday: 7 a.m. – 7 p.m. Sat.: 9 a.m. – 3 p.m. Sundays & some holidays: Closed
• Customer Service Retail Desk: Monday-Friday: 8 a.m. – 6 p.m. Sat.: 9 a.m. – noon Sundays and some holidays: Closed
• Local service hours will depend on the route of choice.
• BRT lines run 20 hours a day.
STAFF

• Over 600 employees are members of the Amalgamated Local 1070 Transit Union
• More than 250 employees are non-represented

875
IndyGo employs 875 employees, including more than 460 Professional Coach Operators

160
More than 160 employees have been with IndyGo for more than 10 years. More than 130 employees have been with IndyGo for 20 years or more

OUR SERVICES

Fixed Route Service
• Operates 31 fixed routes, including the Red Line, throughout Marion County
• Currently designed as a “hub and spoke” system, with most transfers occurring at the Carson Transit Center
• Serves over 3,400 bus stops and more than 200 bus shelters
• 175 bus stops have a bench for waiting passengers

53
BUS RAPID TRANSIT STATIONS & 19 BAYS AT THE CARSON TRANSIT CENTER

208
BUSES IN FLEET
• 31 ELECTRIC
• 177 DIESEL

9,244,855
2019 FIXED ROUTE RIDERSHIP (4.9% INCREASE FROM 2018)

ADA Paratransit Service (Open Door)
• Reservation-based service for the elderly and/or disabled who have qualified for eligibility
• Serves all of Marion County (ADA only requires service within ¾ mile of a fixed route line)
• Fleet size: 86 buses

282,281
TOTAL PASSENGER TRIPS IN 2019

922
AVERAGE NUMBER OF DAILY TRIPS (2019)

IndyGo offers access to fixed routes at a reduced fare for:
• Open Door riders
• Veterans
• Students
• Persons age 65 or older
• Persons with disabilities
INDYGO RED LINE PHASE 1

SUMMARY
Phase 1 of the Red Line Rapid Transit Line runs from Broad Ripple through downtown to the University of Indianapolis. The Red Line provides frequent and fast service, connecting Indianapolis residents and visitors with more places to work, shop, and experience our great city.

STATS
Stations: 28; Level boarding
Station Spacing: 1/2 - 1/3 mile
Distance: 13.1 miles
Amenities:
  » Purchase Tickets at the Station
  » Real Time Arrival Information
  » Seating, Shelter, Cameras, WiFi
Frequency:
  » Weekdays = 10 min.
  » Weekends = 15 min.
Dedicated Lanes: 60% of corridor
Fleet: 60 ft. battery electric vehicles
Budget: $96.3M
Other: 80% Federal FTA grant

OPENED SEPTEMBER 1, 2019

INDUCTIVE CHARGING
COMING 2020

WWW.INDYGO.NET
CUSTOMER SERVICE: 317.635.3344
• CONNECTING CUMBERLAND AND THE AIRPORT
• 24 MILES LONG
• 39 PROPOSED STATIONS

65 NEW OR UPGRADED TRAFFIC SIGNALS

499 NEW OR REPLACED ADA CURB RAMPS

17.5 MILES OF STREET RESURFACING

55,350 LINEAR FEET OF NEW OR REPLACED SIDEWALK

12 STATIONS WITH BIKE PARKING, CAPACITY OF 8 BIKES PER STATION

17,250 LINEAR FEET OF NEW OR REFRESHED CROSSWALKS

11,500 LINEAR FEET OF MULTI-USE PATH

2023 CONSTRUCTION

2025 REVENUE SERVICE

STREET RESURFACING
CROSSWALKS
BUS ONLY LANE
ELECTRIC VEHICLES
TRANST SIGNAL PRIORITY
ADA ACCESSIBLE
REAL TIME
TICKET VENDING
ELEVATED PLATFORM

55,350 LINEAR FEET OF NEW OR REPLACED SIDEWALK

12 STATIONS WITH BIKE PARKING, CAPACITY OF 8 BIKES PER STATION

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12 STATIONS WITH BIKE PARKING, CAPACITY OF 8 BIKES PER STATION
CONNECTING INDIANAPOLIS TO LAWRENCE
- 15.2 MILES LONG
- 31 PROPOSED STATIONS

MORE THAN 25% REDUCTION IN TRANSIT TRAVEL TIME
NEW TRAFFIC SIGNALS
3 MILES OF MULTI-USE PATH

SURVEYED ACCIDENTS MAY HAVE BEEN MITIGATED BY A CENTER LANE CONFIGURATION
ADD OR REPAIR 9.5 MILES OF SIDEWALK INFRASTRUCTURE
355 NEW OR UPGRADED CURB RAMPS

OVER 50% OF BUDGET GOING TO SUPPORTING INFRASTRUCTURE

PROJECT BUDGET: $155M
- Infrastructure: $60M
- Stations: $20M
- Vehicles: $20M
- Professional Services: $25M
- Financing Costs: $10M
- Contingency: $20M

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*According to a study of 2013-2015 data by WSP.
IndyGo Sees More than 8% Increase in System Ridership in January

INDIANAPOLIS (February 25, 2020) — IndyGo announced today that its January 2020 ridership was eight percent higher than the same time last year. Additionally, Red Line ridership was six percent higher in January than in December.

While lower transit ridership is typical in winter months, IndyGo is seeing an upward trend in systemwide winter ridership from year to year. This is the second consecutive January that ridership has increased following service improvements. In addition to the eight percent increase between 2019 and 2020, January 2019 system ridership was 4.2% higher than in January 2018.

Improving service hours and frequency makes transit a convenient option, even in colder weather.

“Between 2018 and 2020, we made our routes more frequent and reliable, and riders have responded,” said Inez Evans, President and CEO of IndyGo. “We’re making these improvements to make transit an accessible option for riders. Now that our routes come more often and on every day of the week, more riders are choosing transit.”

In 2018, IndyGo implemented the first local route improvements as part of the Marion County Transit Plan. The improvements included additional trips, increased weekend service, new or improved Sunday service, and increased trip frequencies.

In September 2019, IndyGo opened the Red Line and began operating every route every day of the week. In October 2019, additional improvements to route timing were implemented, and some routes’ weekend operating hours were extended. This month, IndyGo again improved the frequency of two high ridership routes, Route 8 and Route 10.

IndyGo will continue to make systemwide improvements through a new bus network, planned to go into effect in June 2020. Learn more about the proposed changes at indygo.net/June2020.

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About IndyGo

IndyGo, the Indianapolis Public Transportation Corporation, is committed to connecting the community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences. The IndyGo Red Line is the nation’s first fully-battery electric bus rapid transit line, besides California, and provides 10-15 minute service to an average of 7,000 trips per day through the heart of Indianapolis. To learn more, visit our website, follow us on Twitter @IndyGoBus, or call 317.635.3344.